



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■



Cause for Concern

Supporting students in difficulty

Contents

Introduction	3
Flowchart for managing student cases	4
Responding to an urgent situation	5
Responding to serious situations	6
Responding to ongoing situations	6
Confidentiality and keeping records	7
Dealing with sexual violence and harassment	7
Safeguarding children & vulnerable adults	7
Responding to the death of a student	7
Sources of help – School services	8
Support for academic difficulties	9
External Services	9



Introduction

This guide will help you to respond to students who:

- Are at immediate risk of serious harm (eg, overdose, self-harm, risk of harm from someone else)
- Are experiencing psychosis (experiencing / believing things that others do not)
- Are thinking about suicide or acting on suicidal thoughts
- Tell you about someone else who is at immediate risk of serious harm
- Have recently experienced sexual violence

This guide will also help you signpost students experiencing situations such as:

- Anxiety, depression, and stress
- Risk of harm from others
- Welfare, practical or personal issues
- Interpersonal conflict or difficulties
- Bereavement or loss





Flowchart for managing student cases

Is this an emergency/urgent situation?

- Any risk of immediate and significant risk to the student or others
- Active talk of suicide/plans to end their life
- Student needs urgent medical attention
- Student at clear risk of harm from others
- Seeming out of touch with reality/hearing voices

Follow the advice on Page 5

Call 999, and inform Security. Call LSE Security 666 if on campus or 020 3486 2882 if an incident is on campus but you are not.

Afterwards

Email disability-wellbeing@lse.ac.uk with the header '**Urgent Concern**' to inform them what has happened as soon as possible. Inform your line manager or a member of your department about what happened and discuss any further action needed.

Is this a serious situation?

- The student is safe from immediate risk
- Thoughts of suicide or self-harm (current or historic) but no plans to end their life.
- Serious depression, problems with self-care, going out or eating normally
- Feeling hopeless, appearing very distressed or exhausted/withdrawn
- Significant eating disorders or drug/alcohol abuse

Follow the advice on Page 6

Consider taking them to St Philips Medical Centre (call first if possible 020 7611 5131) you can ask for an urgent same-day appointment even if not registered with them.

Email the Student Wellbeing Service with the header '**Serious Concern**' at disability-wellbeing@lse.ac.uk Explain your concerns with your contact details and the details of the person, you are worried about.

Keep factual notes (name, date, time, action proposed) and inform your line manager about your concerns

Is this an ongoing situation?

- Anxiety, depression, stress, bereavement
- Feeling homesick, isolated, or lonely or relationship difficulties
- Financial or visa issues
- Health/wellbeing/behaviour that impacts academic work

Follow the advice on Page 6

Offer time to meet, establish rapport and show concern.

Monitor the situation and offer appropriate ongoing support, signposting to other services (see page 8 and page 9)

Inform your line manager or other Departmental staff if concerns become more serious

Contact Student Wellbeing if you have further concerns or need advice disability-wellbeing@lse.ac.uk

If a student has experienced sexual violence or harassment

Follow the advice on Page 7

info.lse.ac.uk/Making-a-choice has detailed information about support available and options– go through this together so that they can decide what they want to do

A child under 18, or a vulnerable adult, is at risk of harm

Follow the advice on Page 7

Report this to your manager and the relevant safeguarding officer

If you receive news of a student death

- Contact the Head of Student Services (HOSS) immediately. If the HOSS is not available or is on leave, notification should be sent to the Academic Registrar and Deputy Head of Student Services (Advice and Policy).

Follow the advice on Page 7

info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/internal/stuDeaPro.pdf



Responding to an urgent situation

An **urgent situation** with a **CLEAR AND IMMEDIATE danger** to the student or others

- The student needs urgent medical attention
- There is an immediate/active risk of suicide, such as active talk of suicide or plans to end their life.
- There are indications the student has taken an overdose or is planning to do so.

- The student appears to be significantly out of touch with reality, disoriented or confused
- You think that the student is likely to hurt themselves or others

You do not need the student's agreement in an emergency to act. If possible and safe to do so, try to tell them of your concerns and your need to inform others but do not let this stop you taking action.

Taking urgent action

- If possible, go to a quiet and safe place.
- Make a note of the student's name, mobile number and student number if possible
- **Immediately call 999 for urgent assistance.** Explain the situation - they will decide what help is needed.
- Ensure LSE Security is aware of your call and the response from 999 so they can direct the emergency services to the right location and/or stay with the student. Contact details for LSE Security are 666
- or 020 7955 6555 on campus and 020 3486 2882 if an incident is on campus and you are not.

- If possible, try not to leave the student alone. They could be observed by you or a colleague from a distance while you make the appropriate calls or get support from a Mental Health First Aider here info.lse.ac.uk/staff/wellbeing/Mental-Health-First-Aid-Network
- The student may be willing to attend Accident and Emergency at a nearby hospital (eg, UCLH). Be willing to arrange transportation via 999 or a taxi, and call Security as well, to ensure assistance with transport.
- In the unlikely event that you suspect an immediate risk of harm via an act of terrorism, you should call 999. The School Secretary and LSE Security should also be informed; in case any further action is required.

Following Up

It is important that students and staff get appropriate support in the aftermath of an emergency. You must always inform Student Wellbeing Service if you are given information of this urgent nature – **it is not safe to assume a student is getting help just because you have been told this.**

- Afterwards email Student Wellbeing Service with the header '**Urgent Concern**' at disability-wellbeing@lse.ac.uk a record of what happened, who else was involved and the student's name and contact details as soon as possible. The mental health team will liaise with emergency services, A&E and other relevant agencies, and will contact the student and staff to offer support.
- Inform your line manager or a member of your department about what happened and discuss any further action needed.

Looking after yourself

You may feel upset by the contact you have had with a student, or worried about whether you did or said the right things. You can contact the 24/7 EAP line by calling 0800 107 6147 and find wellbeing resources here info.lse.ac.uk/staff/wellbeing

- **Staff Counselling Service** offers a confidential space where any member of staff can talk about issues that may be causing concern or email staff.counselling@lse.ac.uk (0207 955 6953).
- The Academic Mentoring Portal (info.lse.ac.uk/staff/divisions/Academic-Mentoring-Portal/Information-for-Staff) has information and support for staff and useful guidance and information in managing mental health concerns.
- Student Wellbeing Service also has advice lse.ac.uk/staff/divisions/academic-registrars-division/student-services/worried-about-a-student



Serious situations

SERIOUS situations with **no immediate risk** such as:

- Thoughts of suicide or self-harm (current or historic) but no plans to end their life.
- Serious depression, problems with self-care, going out or eating normally
- Significant eating disorders or drug/alcohol abuse
- Feeling hopeless, appearing very distressed or exhausted/withdrawn

Taking Action

- Consider taking them to St Philips Medical Centre (call first if possible 020 7611 5131) you can ask for an urgent same-day appointment even if not registered with them.
- Email the Student Wellbeing Service with the header '**Serious Concern**' at disability-wellbeing@lse.ac.uk Explain your concerns with your contact details and the details of the person, you are worried about.
- Keep factual notes (name, date, time, action proposed) and inform your line manager about your concerns
- Zero Suicide Alliance have 20-minute online Suicide Prevention Training, which discusses sensitive questions and reassurance for staff; see zerosuicidealliance.com

Ongoing situations

Ongoing situations with no **evident risk** such as:

- Ongoing concerns about health/wellbeing/behaviour that impacts academic work
- Anxiety, depression, stress, bereavement, and loss
- Feeling homesick, isolated, or lonely or relationship difficulties
- Financial or visa issues

Taking Action

- Offer to meet them, establish rapport, and show concern.
- Monitor the situation and offer appropriate ongoing support, signposting to other services (see page 8 and page 9)
- Inform your line manager if concerns become more serious
- Encourage them to book a Wellbeing appointment: lse.ac.uk/wellbeing
- Learn effective signposting techniques on our [online training module](#)
- Contact Student Wellbeing if you have further concerns or need advice.

Following Up

If the student appears unable to seek help, acknowledge that they are having difficulties, or you have any other concerns, you can seek advice from the Student Wellbeing Service without disclosing the student's identity.

In all situations if a student tells you that they have a long-term medical condition, a disability, a specific learning difference like dyslexia or a mental health

diagnosis (eg, depression, anxiety) then you must refer them to the Student Wellbeing Service.

NB: the Disability and Mental Health Service (DMHS) is distinct and separate from the Counselling Service; students with diagnosed mental health conditions must be referred to DMHS as they are deemed to have a disability under the Equality Act, and we have a duty to proactively support them.



Confidentiality and Record Keeping

You have a duty of care to pass on serious concerns to appropriate staff and to keep accurate notes about this. You should be clear with students about this and the level of confidentiality you can offer by explaining:

- Information is kept confidential within your department or service where possible
- You may need to speak to others “need to know” basis if you have serious concern about someone’s wellbeing.
- You can ask for advice from a line manager or colleagues, without giving a student’s name in the first instance.

You can learn what this might look like in practice by taking our staff training to support student mental health (info.lse.ac.uk/staff/divisions/academic-registrars-division/student-services/Student-mental-health-and-wellbeing).

Keeping notes is necessary to help you, the student and any colleagues who may be required to support the student later. Record all actions taken and decisions, including reasons why actions were not taken, and including your own and by others. Keep a factual written record of the discussion and agreed outcome as per GDPR requirements.

Sexual violence or harassment:

- Listen, and show that you are listening, even if it is difficult for you to hear
- Don’t ask questions about what has happened
- Believe what they are saying and tell them that you believe them
- Enable them to stay in control about what happens next – resist any temptation to take over eg, by arranging and doing things you think are best
- **Report It. Stop It.** has detailed information about support available and options– go through this together so that they can decide what they want to do
- Students can approach **designated, trained safe contacts**, or seek support through the Deputy Head of Student Services (Advice & Policy) (Pete Evanson, p.evanson@lse.ac.uk), or the Adviser to Female Students (Dr Sarah Trotter, s.trotter@lse.ac.uk)
- They can book a priority counselling appointment: info.lse.ac.uk/current-students/student-wellbeing/student-counselling/priority-appointments-sexual-violence-harassment
- Sexual Violence Support Worker – Free, confidential, and independent support for anyone who has survived any kind of sexual violence, at any point in their lives. info.lse.ac.uk/Making-a-choice/Sexual-violence-support-worker
- Remember that these decisions are theirs to make, and it’s important that they are allowed to make them. Don’t persuade or pressure them into anything
- Give them the information in writing, as they are unlikely to remember otherwise

If needed contact LSE Security (in an emergency 666 if on campus/020 3486 2882 if outside the campus).

A child under 18, or a vulnerable adult, is at risk of harm

- A student may tell you about a harmful situation at home, where there is a child under 18 eg, their sibling.
- Alternatively, someone might tell you about a vulnerable adult (eg, a disabled student) who is at risk of serious harm (eg, there is domestic violence at home).
- LSE has a duty to act on safeguarding issues like these. There are designated staff for you to tell, who will decide what to do next. You should report this to your manager and the relevant safeguarding officer and follow local procedural arrangements including guidance on what action must be taken. All discussions will be always treated with discretion.

Responding to a student death

Please see below for the protocol to be followed in the event of the death of a student.

info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/internal/stuDeaPro.pdf



Sources of help

School services

Student Wellbeing Service

Student Wellbeing Services offers a wide range of support to help students, advise staff, and works to improve student wellbeing across the school. The Student Wellbeing Service can establish the best member of their team to work confidentially with a student.

The Disability and Mental Health Service supports students with a disability and/or mental health condition and can make recommendations for reasonable adjustments to services and academic departments across the school. Mental Health Advisors specialize in helping manage mental health crises, as well as supporting students with long term mental health difficulties and putting in place reasonable adjustments. Disability Advisors offer advice and support to disabled students and can put in place reasonable adjustments.

We ask students who are seeking support for their mental health and wellbeing to book a Wellbeing Appointment with a Wellbeing Adviser, so that we can provide them with support that meets their individual needs. This could include including self-care strategies, workshops & groups and other LSE services and wellbeing resources. We can also explore if counselling is right for a student and help to make a referral to the Student Counselling Service. Counselling creates a safe and confidential space where students can talk openly and identify ways to cope and live with difficulties.

To book an appointment, please see lse.ac.uk/wellbeing

LSE Peer Support Scheme (Students can approach any peer supporter via lse.ac.uk/peersupport)

Student Services Centre (SSC)

SSC manages administrative services relating to registration, issues relating to interruption, deferral, and withdrawals, together with exams (including individual exam adjustments and resits), appeals, extensions, scholarships, and financial support.

Contact via ssc.advice@lse.ac.uk (020 7955 6167), or access via counter on Ground Floor, Old Building.

info.lse.ac.uk/current-students/student-services/student-services-centre.

Residential Life is responsible for student support in Halls and manage the warden/ subwarden teams.

residential.life@lse.ac.uk

International Student Visa Advice Team (ISVAT)

ISVAT is the only LSE team designated to advise on student immigration and visa issues.

lse.ac.uk/current-students/student-services/international-student-visa-advice-team

LSE Security

LSE Security can help students and staff on any issues relating to safety on campus, including expert advice, personal assistance and crime reporting. The control room is open 24/7 and can efficiently deal with requests for support and emergency situations on campus.

Contact 0207 955 6200 for control room, or in an emergency 666 (if on campus) or 020 3486 2882 (outside campus).

Financial Support Office (FSO)

FSO provides advice about scholarships, awards and emergency funding.

info.lse.ac.uk/current-students/financial-support

Faith Centre

The Faith Centre offers support to students of all faiths and none, and runs a programme of wellbeing activities.

Chaplain: Reverend Dr James Walters and Interfaith Adviser info.lse.ac.uk/current-students/Faith-Centre

LSE Students' Union Advice and Support

The SU Advice Team help with issues including housing, benefits, fees, appeals and disability rights, Contact su.advice@lse.ac.uk (020 7955 7158) or visit SAW.3.01, 10.30am – 4pm.

LSE Careers: specialist advice at all stages of the academic journey, contact careers@lse.ac.uk (020 7955 7135).

Off Campus Mentoring

Mentors help connect new students not living in halls of residence, and offer mentoring support. Contact via offcampussupport@lse.ac.uk

New and Expectant Mothers' Room: available in Pethick-Lawrence 1.02C, contact Pankhurst/Fawcett House reception.



LSE Treatment Clinic: discounted treatment by appointment, contact enquiries@lsetreatmentclinic.co.uk

Language Centre

The Language Centre provides sessions on aspects of academic English, including essay writing, exams and dissertations as well as subject specialist language support. Contact 020 7955 6713 or languages@lse.ac.uk, reception: ground floor 20 Kingsway.

PhD Academy

The PhD Academy provides doctoral students with a central point for professional development and advanced methodology training, career sessions and other specialist events delivered by LSE experts. They offer detailed advice on all issues, from registration to final examination/award, as well as all regulations. It is available to help with support and wellbeing issues at any time between 9am – 5pm daily.

Contact: phdacademy@lse.ac.uk 020 7955 6607 or LRB.4.03.

LSE LIFE

LSE LIFE offers undergraduate and taught masters students support, guidance, help and ideas about how to succeed in their studies and extend their learning outside the classroom. It runs a large range of one-to-one sessions with study advisers, drop in sessions, as well as workshops and large group learning events.

Contact: lselife@lse.ac.uk 0207852 3580 or Ground floor, Library.

Academic Mentoring

All students have an academic mentor who is responsible for the academic oversight and overall pastoral care of their students during their time at the School. The LSE Academic Mentoring Portal is designed to provide information and support to both students and staff on different aspects of academic mentoring at LSE. See lse.ac.uk/AMP

Academic Support Librarians

Academic Support Librarians have an experienced team offering specialised guidance on using the Library and its resources.

External Services

Spectrum Life info

LSE Funded 24/7 mental health support line all calls are answered by clinically trained counsellors or psychotherapists. Freephone: 0808 189 01 03 SMS/ WhatsApp: 00353873690010.

info.lse.ac.uk/current-students/student-wellbeing/out-of-hours-support

If you have urgent mental health needs, find your local 24/7 mental health crisis line.

Samaritans

24-hour service for anyone experiencing feelings of distress or feeling suicidal. Phone, email, text, letter and face to face support is available in most branches.

Call: 116 123 (free phone), email: jo@samaritans.org (24 hour response), or visit 46 Marshall Street W1F 9BF (Soho) 9am – 9pm daily, no appointment needed.

Nightline

Nightline offers confidential listening, support and practical information for students in London, open 6pm – 8am every night of term.

Call 020 7631 0101, live chat/skype via website, text 0771 989 900, Email: listening@nightline.org.uk, Twitter: [@LondonNightline](https://twitter.com/LondonNightline)

Shout Crisis Text Line

Free 24/7 text service for anyone in crisis anytime. Students who are experiencing a personal crisis, are unable to cope and need support can text **Shout to 85258**. See giveusashout.org for further details.



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Student Wellbeing Service

Administration office: PEL3.3.02
(3rd floor, Pethick-Lawrence House)
The London School of Economics
and Political Science
Houghton Street
London, WC2A 2AE
Tel: +44 (0)20 7955 7767
Email: v.l.frost@lse.ac.uk
lse.ac.uk/studentwellbeing

This information can be made available in other formats,
on request. Please contact:

LSE Student Wellbeing Service

Tel: **+44 (0)20 7955 7677** or email: v.l.frost@lse.ac.uk

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This document also contains appendices previously agreed by other
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For further details contact LSE Student Wellbeing Service.

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Please note: a number of photographs in this document were taken before UK
social-distancing guidance was in place.

LSE takes every step to ensure the safety of all students and staff.

Updated September 2023.

LSE seeks to ensure that people have equal access
to studying and employment opportunities irrespective
of their age, disability, race, nationality, ethnic or
national origin, gender, religion, sexual orientation or
personal circumstances.

Freedom of thought and expression is essential to the
pursuit, advancement and dissemination of knowledge.
LSE seeks to ensure that intellectual freedom and
freedom of expression within the law is secured for all
our members and those we invite to the School.