CAUSE FOR CONCERN PROTOCOL
GUIDANCE ON WORKING WITH STUDENTS IN DIFFICULTY 2019/20
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Introduction

As an educational institution, LSE owes a duty of care to all members of its community. It needs to ensure that all students have equal access to our educational provision and the services which can support them. The procedures in this document outline how we can meet this duty of care, when working with students who give cause for concern, as a result of personal, emotional or psychological difficulties.

Aims

This Protocol aims to:

• advise staff on their responsibilities
• guide staff on how to manage concerns about students
• ensure staff can respond to 3 levels of concern:
  - **Level 1**: Moderate concern
  - **Level 2**: Serious concern
  - **Level 3**: Emergency/urgent situation
• help students access the right support within the School
• encourage students to disclose difficulties as early as possible
• guide staff to key School policies and procedures.

Who is involved in this work?

All members of the School have a responsibility to support other members of the community, including both students and staff. The School has a duty of care to help support its members, which includes the responsibility to protect the health and safety of all students and staff.

Some staff have particular responsibility for watching out for students who become a cause for concern, including academic mentors, departmental tutors, staff in student support services/residences and the Students’ Union, amongst many others. All staff need to know about the services available and how to respond to cause for concern. No one should operate on their own, and it is important that staff seek advice from others with more formal responsibility where there are more serious reasons for concern.

What can you do?

• Provide time for a student to talk
• Listen and offer appropriate support
• Aim to understand the concern from their point of view
• Communicate empathy and a wish to offer support
• Encourage students to seek support elsewhere if needed
• Help direct them to the right service.

Early identification of a student’s difficulties can help de-escalate potential problems, and give them a good chance of making the most of their time at LSE.

What can’t you do?

• Solve all of their problems
• Know what is right for them without understanding their experiences and methods of coping
• Ignore the situation
• Ensure students will accept help from you or anyone else
• Tell the student what they must do.
How do you recognise a cause for concern?

How is their behaviour?
Are they telling you about a problem?
Are they behaving in a way that is unusual or unpredictable, or that makes you uneasy?
Are there academic concerns?
Has there been a sudden decline in their work, or unexplained absences in the Department?
Have you seen a sudden change in appearance, including changes in weight or personal hygiene?
Are they taking up a lot of your time?

How do they seem?
Do they appear to be:
• Tense/irritable
• Sad/tearful
• Especially tired or exhausted
• Erratic or unpredictable
• Withdrawn/very quiet
• Aggressive/hostile or bizarre manner
Have you seen changes in speech, eg, excitement/agitation, speaking loudly or talking incoherently?

Other information
Have they spoken about suicidal thoughts, feeling hopeless or "plans to end it all"?
Have you noticed or been told about self-cutting or other forms of deliberate self-harm?
Have friends, family or other staff members indicated any possible cause for concern?
Have they disclosed a mental health condition or do they have an inclusion plan?
Are there indicators of increased use of alcohol or drugs?
Have they disclosed an experience of sexual harassment, violence or assault, or other forms of harassment?

Do you need further information?

From the student
Do they believe they are having a difficulty?
Are there any particular challenges or difficulties that may have triggered these issues?
Have they been through this kind of experience before, and if so, what was helpful/unhelpful at that time?
What do they think would be the best thing for them to do now?

From others
Have other staff had any concerns about the student?
Are they having difficulties affecting their academic performance?
Are they having any other concerns, eg, financial problems, visa issues, family or friendship difficulties?
Do they have an inclusion plan?

Do you need to consult with School services?
Have you spoken to colleagues in your department/hall of residence or your line manager?
Should you enquire whether there are any concerns elsewhere, eg, through Student Services Centre?
Do you need to pass on your concerns to Student Wellbeing Service?
Confidentiality and Duty of care

The School has a duty of care to its students and staff, as well as a responsibility to protect their health and safety. Staff have a duty to record and pass on concerns about other members of the community on a “need to know” basis.

If you have concerns about a student, you are expected to speak to someone else who can help, rather than keeping these concerns to yourself. This can be done without giving a student’s name in the first instance. If there may be grounds for more serious concern, you should seek advice from Student Wellbeing Service without delay.

Student Wellbeing Service is able to provide consultative advice to staff on how to manage situations involving concern about a student. They may ask you for more detailed information, and if necessary will take lead responsibility for managing student risk.

In ordinary circumstances Student Wellbeing Service is unable to disclose any confidential information it holds about students without their permission. If it decides it is necessary to speak with others, it will limit disclosure on a need to know basis, in order to safeguard the interests of the student and/or other members of the community.

The School recognises that students are autonomous adults, and would not normally share their personal information with family members. Student Wellbeing Service would only decide to share information if this were justified as a result of exceptional concerns about risk and safety.

Students have a right to have their personal information kept confidential, and the School works within the requirements of the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

You may need to explain to students that information is kept confidential within your Department/service, and that you may need to speak to others if you have concern about a significant risk of serious harm. This would only be done on a need to know basis, and where possible you would ask for their agreement if this were needed in order to safeguard their wellbeing. Confidential information may have to be disclosed in other circumstances, if there is a legal requirement or court order.

Keeping notes

You should keep a brief note of contact with a student who is a cause for concern. Keep this factual (name, date, time, action proposed), and bear in mind you may be asked to refer to this in the future, if the situation deteriorates further.

Staff in residences normally record incidents on Hallpad; these reports should be sent to the Head of Residential Life, as well as Student Wellbeing Service.

You must take immediate action if you are aware of evidence of suicidal feelings or serious intent to self-harm, or if there is a risk of harm to you or others – see Responding to an emergency/urgent situation Level 3 (page 7)

Private information about a student’s concerns should be treated with discretion, and information should only be shared on a “need to know” basis.

You should keep records on contact with students in accordance with Data Protection legislation. This prohibits staff from making an unauthorised disclosure of personal information about students to third parties, including families, friends and sponsors.

Students can ask to see all records relating to them, by making a subject access request under GDPR. The Data Protection Manager will deal with all such requests, and information may be withheld in certain circumstances. There are exemptions relating to health, including mental health, although decisions not to release any record can be overturned by the Information Commissioner’s Office or the courts. Under the Prevent duty (see page 16), the School has a legal obligation to share information with certain external parties, if it has good reasons to suspect that a student is vulnerable to radicalisation.

If there is any doubt about an enquiry from outside of the School, you should check the School Data Protection Policy, or contact Rachael Maguire, Data Protection Manager: r.e.maguire@lse.ac.uk (020 7849 4622).
Flowchart for managing student cases

Is this an emergency/urgent situation? (Level 3)
• 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.

Call LSE Security 666 if on campus or 020 3486 2882 if outside the campus.
Call an Ambulance or Police if urgent 999, and inform Security.
Call Student Wellbeing 020 7955 7767/020 7852 3627.
Afterwards inform your line manager or other Departmental staff.

Out of Hours
Firstly call Security and/or police.
Secondly, email Disability-Dyslexia@lse.ac.uk with a header "URGENT" to inform them what has happened.

Is this a serious concern? (Level 2)
• The student is safe from immediate risk
• There are indications of suicidal thoughts or self harm (whether current or historic)
• They appear very distressed
• They are causing high levels of concern
• They are having a serious impact on others.

Call Student Wellbeing 020 7955 7767/020 7852 3627 for advice.
Consider accompanying them to Student Wellbeing Service or St Philips Medical Centre (020 7611 5131) – call first if possible.
Inform your line manager or other Departmental staff.

Out of Hours
Inform Security, and call 999 if more help may be needed.
Email Disability-Dyslexia@lse.ac.uk with a header "Serious Concern" to set out the situation.

Is this a moderate concern? (Level 1)
• Ongoing concerns about health/wellbeing/behaviour, impacting on academic work
• Problems with anxiety, depression, bereavement and loss
• Concerns about eating disorders, alcohol and drug abuse, sleep difficulties.

Offer time to meet, establish rapport and show concern.
Monitor the situation and offer appropriate ongoing support.
Signpost to other services if the situation deteriorates.
Contact Student Wellbeing if you have further concerns or need advice.
Inform your line manager or other Departmental staff if concerns become more serious.

If you receive news of a student death
• First ascertain the authenticity of the information.
• Exercise a high degree of sensitivity and discretion in dealing with this information.
• Avoid communications with media, students and others – this will be handled by the Communications Division or member of School Management Committee.

Call 999 first, then LSE Security (666 or 020 3486 2882).
Inform Head of Student Services (ext 7457) or Director of Summer School and Executive Programmes (ext. 7439). In their absence, contact any of: Academic Registrar (ext. 6114), School Senior Advocate for Students (ext. 5801), Deputy Head of Student Services (ext. 7149), Head of Student Wellbeing (ext. 7767) or Head of Residential Life (ext. 1153).
Keep up to date notes about incoming information and any actions taken.
See protocol for Responding to the death of a student (page 9).
Level 1: Responding to moderate concern

Concern about a student is considered moderate if there is no evident risk to the student or others. This applies to problems including:

- Feeling depressed, anxious, or stressed
- Homesick, isolated or lonely
- Relationship difficulties, e.g., family, friends, flatmates
- Low self-esteem

- Issues relating to academic work
- Financial or visa issues
- Bereavement or recovery from non-serious illness.

These may not be urgent issues, but will benefit from support and monitoring. If things get worse, you may need to signpost a student to School services, or speak to others to assess if further action is needed.

If they will accept help

- Offer them a time to meet, and if necessary set aside a later appointment when you can spend more time with them.
- Attempt to establish rapport, in order to understand the nature of the problem.
- Aim to offer support by
  - Listening to their concerns
  - Provide empathy and reassurance
  - Offer practical advice
  - Normalise the situation if possible
  - Offer to follow up at a later time.
- Encourage them to seek help early from the School’s support services (see Appendix X). There is good co-ordination between Services, who can redirect a student elsewhere if necessary.
- Beware of getting out of your depth or role confusion. Be clear with your boundaries, ensure you have enough time, and that your involvement doesn’t conflict with your role.

- Show your concern and wish to help, rather than immediately signposting them to another service; this may feel like a rejection to some students.
- Encourage the student to make their own appointment, unless you think they will be more reassured if you are with them or help them phone for an appointment.
- Consider offering to help them make an appointment:
  - Student Wellbeing Service, for access to counsellors, disability advisers and mental health advisers. They have drop in appointments 3-4pm each day.
  - a local GP, e.g., St Philips Medical Centre.
- Be willing to email Student Wellbeing Service to let them know if you have suggested a student seek an appointment, and include a short background note so they can decide if they need to act further to support the student.
- Inform a more senior colleague, e.g., line manager, departmental tutor, head of department or warden.

If they decline help

- The student ultimately has the right to decline an offer of support.
- Ensure they know they can ask to see you later, and let them know they can also seek help from other colleagues within your Department/service.
- Offer reassurance about confidentiality, within appropriate limits.
- Aim to keep an eye on the situation, and see if things improve or deteriorate.
- Alert your line manager/or another colleague of the situation.
- Consider informing Student Wellbeing Service of the situation, in case they decide that further action is needed in order to support the student.
- Be willing to let them know about other services, and try to normalise students asking for help (e.g., over 1,000 students each year ask for support from a counsellor or mental health adviser).
- Always keep a factual written record of the discussion and agreed outcome.
Level 2: Serious concern

Concern about a student is considered **SERIOUS** if it is not an emergency but cannot be ignored. This applies to situations including:

- Any indications of suicidal thoughts, or feeling there is no reason to be living or plans to "end it all"
- Current self-harm (not life threatening), such as cutting or burning
- A history of self-harm, suicide attempts or overdoses
- Thoughts of harming others
- Appearing to be out of touch with reality, or feeling excessively threatened/controlled by others
- Serious depression, including problems with self-care, going out or eating normally
- Significant eating disorders or drug and alcohol abuse
- Significant inter-personal conflict or difficulties with flatmates/others
- Feeling hopeless, or appearing exhausted/withdrawn.

**Taking action**

- Phone or email a School support service with the header "SERIOUS CONCERN".
- See Sources of Help (page 10) including:
  - Student Wellbeing Service: disability-dyslexia@lse.ac.uk (0207 955 7767 or 0207 852 3627)
  - Student Services Advice Team: ssc.advice@lse.ac.uk (020 7955 6167)
  - Residential Life: v.l.frost@lse.ac.uk (020 7106 1153) or residential.life@lse.ac.uk
  - Adviser to Female Students: Bingchun Meng b.meng@lse.ac.uk (020 7955 5020).
- Your aim is to pass on information for others to assess if further action is needed.
- You can speak with services on a "no names basis", and they can advise on how best to support the student.
- Where possible inform the student of your enquiry, but you need to contact services for specialist advice if there are significant concerns. See the section on confidentiality and duty of care (page 3).
- If necessary use the Level 3 protocol for emergency/urgent situations.

**Further steps/considerations**

- Inform a more senior colleague, eg, line manager, departmental tutor, head of department or warden.
- Seek advice if there is new information to cause serious concern, even if the student has already been signposted or says they are working with other services.
- If there is no response in 3 working days, follow up with a phone call or further email. Do not assume your enquiry has been dealt with until you receive a reply.
- Continue to keep in touch with the student, even if they are engaging with another service. For academic mentors, they offer an important bridge across both academic and personal concerns.
- Beware of getting out of your depth or role confusion. Be clear with your boundaries, ensure you have enough time, and that your involvement doesn’t conflict with your role.
- Continue to offer support by
  - Listening to their concerns
  - Provide empathy and reassurance
  - Offer practical advice
  - Normalise the situation if possible
  - Offer to follow up at a later time.
- Keep a brief record of all actions taken and decisions, including your own and also by others.
Level 3: Responding to an emergency/urgent situation

The situation is considered **URGENT** if there is a **CLEAR AND IMMEDIATE** risk to the student or others.

This applies to situations including:

- You believe there is a risk of immediate and significant risk to the student or others
- There is an immediate risk of suicide, for example active talk of suicide or plans to end their life.
- The student needs urgent medical attention
- There are indications the student may have taken an overdose, or is planning to do so.
- The student is at clear risk of harm from others
- The student appears to be significantly out of touch with reality, disoriented or confused
- There is a significant or serious concern about the student’s ability to look after themselves
- You believe there may be immediate safeguarding concerns, particularly involving children and vulnerable adults.

You are not expected to decide if there is an **IMMEDIATE RISK** to the student, and the decision about what kind of response is needed will be taken by others. This may include LSE Security, Emergency Services (999), the GP/NHS services or Student Wellbeing Service.

You must always inform Student Wellbeing Service if you are given information of this nature – **it is not safe to assume a student is getting help just because you have been told this.**

### Taking urgent action

Support and encourage the student to seek help immediately, or directly contact services yourself. This may involve you contacting:

- **LSE Security**: 666 (if on campus) or 020 3486 2882 (outside campus).
  
  Explain the situation and they will decide what kind of response is needed. If you need urgent assistance within the School, call Security or the police without delay.

- **Emergency services via 999** (Ambulance/Police).
  
  You will need to briefly explain the situation and allow them to decide if an urgent response is needed. Ensure LSE Security is aware of your call and the response from 999.

- **Student Wellbeing Service**: 0207 955 7767 or 0207 852 3627.
  
  Explain that you have an urgent concern about a student and may need an immediate response. You should be ready to explain the situation, and they will decide whether to see the student or instead to follow a different course of action (eg, calling 999).

- **A local GP**, including the St Philips Medical Centre if the student is on campus: 0207 611 5131.
  
  Explain that you have an urgent concern about a student and may need an immediate response. You should be ready to explain the situation, and they will decide whether to see the student or instead to follow a different course of action.

- Keep a brief record of all actions taken and decisions, including your own and also by others.

In an urgent crisis, try not to leave the student alone, if possible, without risking your safety (contact Security on 666 on campus or 020 3486 2882, or dial 999 if you need urgent help).

If an ambulance or police have been called, alert security who can help facilitate access to the campus/stay with the student. If possible stay with them until emergency services arrive, but you do not need to accompany a student in an ambulance.

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, in order to ensure assistance with transport.

You do not need the student’s agreement to take urgent action. If possible and safe to do so, try and tell them of your concerns and your need to inform others.
Further steps/considerations

• Inform a senior colleague as soon as possible, eg, line manager, departmental tutor, head of department or warden.
• Ensure you inform Student Wellbeing Service of what has taken place, and they will decide what follow up may be needed to support the student.
• Tell the student they can ask to see you later, and let them know they can also seek help from other colleagues within your Department/service.
• Arrange later to follow up with a meeting/phone call email to see how they are getting on and if they need more support.
• Offer reassurance about confidentiality, within appropriate limits.
• Always keep a factual written record of the discussion and agreed outcome.
• Keep in mind there may be a need to liaise with Student Services Centre if there are issues relating to visas or a student’s fitness to study.
• In the unlikely event that you suspect an imminent risk of causing harm through an act of terrorism, you should treat it like any other form of imminent harm by calling the Police. The Prevent duty does not apply, as it is designed to help people avoid getting drawn into terrorism or other terrorism-related crime. The School Secretary and LSE Security should also be informed, in case any further action is required.

In all situations

• Try to stay calm and convey this to the student.
• Engage with the student if possible.
• Remember confidentiality guidelines.
• Always inform a colleague ASAP.
• Beware of role confusion and getting out of your depth.
• Remember to keep a factual record, and ensure you inform Student Wellbeing Service about the incident (date and time of the incident, what occurred, actions taken, other services/agencies and their contact details, information about next steps being offered by those taking responsibility for the student).
• Remember you are not expected to manage urgent situations on your own, but are working as part of the School response to support students.
Protocol for responding to the death of a student

The advice in this section is based upon the Protocol to be followed in the Event of the Death of a Student.

There may be a very rare situation when you are called to attend a situation where a student has died. A high level of sensitivity and discretion is required in dealing with such cases and you should exercise great restraint in what you say to students, staff and others. You need also to be aware that the death may be the result of deliberate self-harm/suicide.

Your first action should be to contact emergency services by calling 999 immediately, and then inform LSE Security (666 or 020 3486 2882). You should then seek assistance from others, eg, line manager/senior colleague/warden. You should immediately contact one of the following who will ensure that the appropriate steps are taken, including communications with others:

- Head of Student Services
- Director of Summer School and Executive Programmes (in the case of a summer school student).

In their absence, you may contact:

- Academic Registrar
- School Senior Advocate for Students
- Head of Security
- Deputy Head of Student Services
- Head of Student Wellbeing
- Head of Residential Life/Director of Residential Services.

If the incident occurs out of hours on campus, contact Security (666 if on campus or 020 3486 2882 if outside the campus). They have access to key contact numbers for use in emergencies. You should also contact the warden responsible for their Hall, or the “cover” warden if they are not available. Please examine the Protocol for more detailed advice: [info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/internal/stuDeaPro.pdf](http://info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/internal/stuDeaPro.pdf)

All wardens are able to contact the LSE Out of Hours Support Group (details on Supplement for wardens and subwardens) between 9am and 11pm each day, which gives them access to telephone support from senior managers within student support services.

You are advised not to speak to members of the press or other media and should give no information to students or others; these tasks will all be handled by the Communications Division. If the police have not yet notified the next of kin, decisions about this should be made by the Head of Student Services (or Director of Summer School and Executive Programmes). A School Management Committee representative may act as the first point of official contact with the family.

Please note: These situations can be traumatising and stressful. The School offers counselling support to staff and students, and you are encouraged to contact Student Wellbeing Service for debriefing or to discuss any ongoing support needs for yourself and others involved in the incident. Staff may also make use of the separate Staff Counselling Service.

Keeping a record

Accurate reporting and recording of the incident and subsequent chain of events is very important. If at all possible keep some notes as events progress. As soon after the incident as possible, ensure you email any report to the appropriate senior manager (see page 3).
Sources of help

School services

**Student Wellbeing Service**

This consists of two linked elements: the Disability and Wellbeing Service (DWS), and Student Counselling Service (SCS). It provides a single integrated approach to help students, offers advice to staff and works to improve student wellbeing across the School.

Head of Student Wellbeing: Adam Sandelson: a.sandelson@lse.ac.uk (020 7955 7767). Deputy Heads: Paul Glynn (Counselling Service Manager): p.glynn@lse.ac.uk (020 7852 3627) and Venitia Stoby (Disability and Wellbeing Service Manager): v.m.stoby@lse.ac.uk (020 7955 7767).

**Disability and Wellbeing Service (DWS)**

Specialist disability advisers offer confidential advice and support to disabled students, and can create an Inclusion Plan (IP) to provide reasonable adjustments. Disabled students can book appointments in person, by email or through the website, and drop-in sessions are held daily 3-4 pm.

Senior Disability Adviser: Kirsty Mackenzie: k.mackenzie@lse.ac.uk; reception: disability-dyslexia@lse.ac.uk (020 7955 7767) or PEL.3.02 (enter via FAW).

**Mental Health Advisers**

MHAs work across Student Wellbeing Service, and specialise in helping manage mental health crises, as well as supporting students with long term mental health difficulties.

Senior Mental Health Adviser: Stef Hackney: s.hackney1@lse.ac.uk or contact via: disability-dyslexia@lse.ac.uk (020 7955 7767) or student.counselling@lse.ac.uk (020 7852 3627) or PEL3.02/4.02 (enter via FAW).

**Student Counselling Service**

Counsellors offer confidential appointments to students for any personal or study-related difficulties; appointments can be booked in person or through the website, and drop in sessions are held daily 3-4 pm. The service also runs the LSE Peer Support Scheme (see inside back page).

Contact: student.counselling@lse.ac.uk (020 7852 3627) or PEL.4.02 (enter via FAW).

**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.

Head of Security: Paul Thornbury: p.c.thornbury@lse.ac.uk; Contact 0207 955 6200 for control room, or in an emergency 666 (if on campus) or 020 3486 2882 (outside campus).

**Student Services Centre (SSC)**

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

Head of Student Services: Martyn Annis: m.annis@lse.ac.uk (0207 955 7457); School Senior Advocate for Students Pete Evanson can provide advice and guidance on a range of pastoral and academic issues: p.evanson@lse.ac.uk (0207 107 5801); contact SSC via ssc.advice@lse.ac.uk (020 7955 6167), or access via counter on Ground Floor, Old Building.
Report it Stop It

Bullying and harassment can be reported through the Report It, Stop It website; see page 15 for further details about policies relating to sexual harassment, as well as bullying and harassment. Students can approach designated trained safe contacts, or seek support through the School Senior Advocate for Students (Pete Evanson, p.evanson@lse.ac.uk), the Adviser to Female Students (Bingchun Meng, 020 7955 5020, b.meng@lse.ac.uk), Dean for the General Course (Mark Hoffman, gc.dean@lse.ac.uk), LSE Security (0207 955 6200, or in an emergency 666 if on campus/020 3486 2882 if outside the campus), LSE Peer Support or the Sexual Violence Support Worker. Further advice can be sought via the EDI Office (Equity, Diversity and Inclusion): edi@lse.ac.uk (020 7955 7096).

GP and NHS services

St Philips Medical Centre (SPMC)

SPMC is an NHS GP practice, which can see any student requiring urgent medical treatment on campus, even if they are not registered with them. If a student needs to be seen urgently, they can visit reception in PEL (floor 1), or if an urgent appointment is needed call reception: (020 7611 5131). It is possible to take a student directly to SPMC and ask for an urgent appointment, but if possible phone them first.

Registering with a GP

Students should register with a GP and details of local practices can be found via nhs.uk or call NHS 111.

NHS Walk-in Centre

The nearest NHS Walk-in Centre is located in Soho: 1 Frith Street, London, W1D 3HZ (020 7534 6500), open 8am – 8pm weekdays (10am – 8pm weekends).

University College London Hospital

Students can go at any time to the nearest Accident and Emergency Department at UCLH: 235 Euston Road, London, NW1 2BU (020 3447 0083). This includes urgent psychological and psychiatric care, alongside all other A & E services.

Emergency services

Dial 999 for Police, Ambulance or Fire. If you think there may be a need to call an ambulance but are not sure, call 999 and the operator will be able to decide if emergency help is required.

Note: In the unlikely event that you suspect a student poses an imminent risk of causing harm through an act of terrorism, you should treat it just like any other form of imminent harm and act accordingly by calling the police. In this context, the Prevent Duty (see page 16) does not apply, as it is designed to help people avoid being drawn into terrorism or other terrorism-related crime. The School Secretary and LSE Security should also be informed, in case any further action is required.

Out of hours support for students

Samaritans:

Samaritans run a 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

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.
Further advice for students

Adviser to Women Students is available to discuss concerns and offer advice and support to women students. Dr Bingchun Meng: b.meng@lse.ac.uk (020 7107 5020).

School Senior Advocate for Students is available as a first point of contact for students, and can also provide informal advice. Dr Pete Evanson, p.evanson@lse.ac.uk (0207 107 5801).

General Course Dean: Mark Hoffman: gc.dean@lse.ac.uk (020 7107 5197).

Residential Life is responsible for student support in Halls of Residences and manages the warden/subwarden teams. Head of Residential Life: Victoria Frost: v.l.frost@lse.ac.uk (020 7106 1153) or 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. Drop in sessions are held daily 1.30-2.30pm (see schedule on website). International Student Visa Advice Manager: Bethan Ovens: b.ovens@lse.ac.uk (020 7955 6853).

Legal Team
Contact Kevin Haynes k.j.haynes@lse.ac.uk or Refel Ismail r.ismail@lse.ac.uk

Financial Support Office (FSO)
FSO provides advice about scholarships, awards and emergency funding. Financial Support Manager: Sue Plater: s.plater@lse.ac.uk (020 7955 7163).

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: j.walters2@lse.ac.uk (020 7955 7965).

LSE Students’ Union Advice and Support
The SU Advice Team provides help with issues including housing, benefits, fees, appeals and disability rights, with a daily drop in 11am – 1pm. Contact su.advice@lse.ac.uk (020 7955 7158) or visit SAW.3.01, 10.30am – 4pm.

LSE Peer Support
Peer Supporters are trained by the Student Counselling Service to offer confidential listening and support to students, and are based across residences and through the campus. Students can approach any peer supporter via lse.ac.uk/peersupport, Facebook lsepeersupport, or student.counselling@lse.ac.uk. See inside back cover for further information.

Off Campus Mentoring:
Mentors can 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 for students and staff by appointment, contact enquiries@lsetreatmentclinic.co.uk

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

Director of Summer School & Executive Programmes
Elizabeth Aitken: e.aitken@lse.ac.uk (0207 955 7439).
Support for academic difficulties

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.

Additional staff support

Staff Wellbeing
The School has a Staff Mental Health and Wellbeing Policy. It is committed to providing an inclusive workplace and supporting all strands of wellbeing in the workplace. Staff can be supported through a number of ways, including flexible working, family leave policies, the LSE Nursery, a comprehensive sickness absence toolkit, return to work policies and support for disability or ongoing medical conditions. In addition, the School offers a range of wellbeing-related benefits, with a programme of events publicised through Staff News. For details of activities and other resources, including guidelines for mental health and stress, see info.lse.ac.uk/staff/wellbeing or email staffwellbeing@lse.ac.uk

Staff Counselling
There is a free confidential staff counselling service, which can support staff for any work-related or personal difficulties, including stress or other concerns arising through the workplace. The Staff Counselling Service offers a confidential space where any member of staff can talk about issues that may be causing concern. Contact via info.lse.ac.uk/staff/services/staff-counselling, or email staff.counselling@lse.ac.uk (0207 955 6953).
In making a decision about how to respond to a student, you should take into account the relevant School policy and procedure – [lse.ac.uk/intranet/LSEServices/policies/home.aspx](http://lse.ac.uk/intranet/LSEServices/policies/home.aspx). Key areas relating to managing cause for concern are set out below, and there are separate rules and procedures for students in Halls of Residence.

### Student Wellbeing Service procedures

Student Wellbeing Service has a number of protocols for managing concerns about students, and works closely with staff in key roles across the School.

**Case Meetings**

If a student is having complex difficulties across different parts of the School, or there are significant causes for concern, Student Wellbeing Service may arrange a case meeting. The aim of a case meeting is to share information, manage risk and ensure a co-ordinated approach to support a student. If other staff are invited this will be on a limited and need to know basis, and only restricted personal information will be shared. External staff attending may include the School Senior Advocate, the Head of Residential Life and others if necessary.

Case Meetings are not a decision-making meeting, and have no formal status other than for sharing information and evaluating how best to support a student.

Where a formal decision-making process is needed, this will take place through other protocols, such as Fitness to Study, Safeguarding and other policies shown below.

Contact Adam Sandelson, Head of Student Wellbeing, a.sandelson@lse.ac.uk (0207 955 7767), Paul Glynn, Counselling Service Manager, P.Glynn@lse.ac.uk (0207 852 3627), Venitia Stoby, Disability and Wellbeing Service Manager, v.m.stoby@lse.ac.uk (0207 955 7767), student.counselling@lse.ac.uk or Disability-Dyslexia@lse.ac.uk

### Notes

- Disability and Wellbeing Service can arrange support for students having mental health difficulties, and offer confidential advice to students. DWS can also help put in place arrangements for reasonable adjustments, eg, through an Inclusion Plan (IP) or Individual Examination Adjustments (IEAs).
- Student Services Centre can advise on questions relating to interruption or deferral, as well as visa issues.
- Issues that cannot be addressed through case meetings or other procedures may need to be escalated to a senior manager; this can be done via: Pete Evanson, School Senior Advocate for Students, p.evanson@lse.ac.uk (020 7107 5801); Martyn Annis, Head of Student Services mannis@lse.ac.uk (020 7955 7457); Paul Thornbury, Head of Security p.c.thornbury@lse.ac.uk (020 7955 6055) or Joanne Hay, Deputy Chief Operating Officer j.hay@lse.ac.uk (020 7955 7823).
School policies relating to wellbeing and other concerns

Policies relating to harassment and bullying, together with sexual harassment and violence

There are two specific policies that deal with bullying/harassment and sexual harassment/violence:

- Anti-Bullying and Anti-Harassment Policy – info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/harPol.pdf
- Sexual Harassment and Sexual Violence Policy – info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/harVioPol.pdf

Students can report incidents through the Report It, Stop It tool (lse.ac.uk/reportit), and there is specific advice about sexual harassment/violence on the Making a Choice website lse.ac.uk/makingachoice. The website also lists designated Safe Contacts, who can be approached directly or through the EDI Office edi@lse.ac.uk 020 7106 1229.

Advice and support is also available from the School Senior Advocate for Students Pete Evanson p.evanson@lse.ac.uk and the Adviser to Female Students Dr Bingchun Meng b.meng@lse.ac.uk. Students may also approach others, such as an Academic Mentor, Supervisor or Departmental Tutor, or seek support via the Head of Residential Life Victoria Frost v.l.frost@lse.ac.uk, LSE Security, the Student Counselling Service or the LSESU Sabbatical Officers. In addition students can arrange to see a Sexual Violence Support worker via edi.svsupport@lse.ac.uk.

There is a procedure for students who consider that they may have been harassed by a member of staff, available at info.lse.ac.uk/staff/Services/Policies-and-procedures/Assets/Documents/proHarStu.pdf. Students may seek advice via the Adviser to Female Students Dr Bingchun Meng b.meng@lse.ac.uk, the School Senior Advocate for Students Pete Evanson p.evanson@lse.ac.uk, and other contacts named above. Staff may seek advice via the Legal Team (Refel Ismail/Kevin Haynes) or HR (Porcia Ossei/Lisa Morrow).

Student Mental Health and Wellbeing at LSE

LSE is creating a new Student Mental Health and Wellbeing (SMHW) Framework. This will adopt SMHW as a strategic priority for LSE, in order to support a new integrated whole School approach. Student Wellbeing has been included as a focus within the LSE 2030 Strategy, as part of the commitment to ensure holistic and comprehensive support for every student.

The Pro-Director (Education) is chairing the SMHW Steering Group, which is working to finalise the new Framework during 2020. This will address key areas including: academic culture and practice; welcome and a sense of belonging; promotion, prevention and provision in support of SMHW.

As part of the new framework, the School will aim to deliver effective and widespread training for staff. This will aim to improve awareness of mental health difficulties, support the early identification of difficulties and ensure students get help at an early stage. For further information on staff training see page 19.
Fitness to Study
info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/fitStuPol.pdf
This new policy sets out how the School seeks to support students to engage in university life, and to do so without unreasonable detriment to their wellbeing, whilst also maintaining appropriate standards of behaviour. It includes a framework of support to ensure fairness for all students and due process, in considering and determining fitness to study. It is also linked to other progression areas, including interruption, deferral and withdrawal. Contact School Senior Advocate for Students, Pete Evanson p.evanson@lse.ac.uk or ssc.advice@lse.ac.uk

Safeguarding Policy
info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/safPol.pdf
This policy clarifies the School’s legal obligations relating to vulnerable groups, which includes the duty of care to safeguard children, young people and vulnerable adults during interactions relating to School activities, irrespective of duration or location. This includes children under 16, young adults under 18, as well as vulnerable adults over 18 who may be unable to protect themselves against significant harm or exploitation; this latter group may include disabled students, as well as people who experience a reduction in physical or mental capacity.

The policy applies to all staff who work with vulnerable groups, in whatever capacity, and sets out expectations for staff in relation to a number of areas, including the Ethics Code, recruitment, partnership with parents and guardians, as well as responding to and reporting of concerns.

Guidance on the Prevent duty
info.lse.ac.uk/staff/divisions/Secretarys-Division/Governance/Prevent
Radicalisation refers to the process by which a person comes to support terrorism and forms of violent extremism leading to terrorism. The Statutory “Prevent” Duty aims to prevent people from being drawn into terrorism by identifying the early, non-criminal signs of radicalisation in individuals and helping them to avoid moving into active support for, or commission of, terrorism. In the context of student wellbeing, the School has an obligation to identify and help individuals to avoid becoming drawn into committing or supporting terrorist acts (in other words, being radicalised). It is therefore a form of safeguarding. As the Prevent Duty applies to the LSE, the School’s responsibilities are primarily about setting in place policies, systems and procedures.

The purposes of these are:
• to identify, as far as can reasonably be expected, individuals in our community who may be at risk of radicalisation;
• to help any individuals so identified to avoid moving into terrorism-related criminality, if necessary by referring them to external sources of help;
• to ensure as far as reasonably possible that activities on campus or under LSE auspices, such as events with external speakers, do not encourage vulnerable individuals towards terrorism.

The Prevent duty does not apply directly to students’ unions, although they are encouraged to co-operate with host institutions. The LSESU is kept informed of all Prevent related work of the School.

In cases of radicalisation where it is suspected that a student may be vulnerable to being drawn into terrorism or support for terrorism, or for further information, contact the School Secretary, Louise Nadal l.nadal@lse.ac.uk (020 7955 4959).

Student Drugs and Alcohol Policy
info.lse.ac.uk/staff/Services/Policies-and-procedures/Assets/Documents/stuDruAlcPol.pdf
The School does not condone the possession or supply of illegal drugs and is opposed to the excessive consumption of alcohol. This will involve use of disciplinary action in the case of the use, possession or supply of illegal drugs, and also in the case of unacceptable behaviour arising from excessive consumption of alcohol. The Student drugs and alcohol procedure info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/stuDruAlcPro.pdf provides general guidelines for School students and staff on action to be taken, which may lead to sanctions via Disciplinary regulations.
Health and Safety Policy
info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/heaSaf.pdf
For advice on health and safety, or in relation to cases of communicable disease/medical emergencies, contact the Head of Health and Safety, Melanie Boucher m.boucher1@lse.ac.uk (020 852 3677).

Disability Policy
info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/schPolDis.pdf

Equity, Diversity and Inclusion
info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/polStaEquDiv.pdf

Guidance on forced marriage
The School regards forced marriage as primarily an issue of violence against women. It should be regarded as a form of abuse, and as child abuse for under 18s. In forced marriage, one or both partners do not consent, and there may be physical or emotional coercion. Staff may learn of actual or threatened forced marriage from the victim, spouse, friend or acquaintance, and should recognise that the family can be abusive; family motives should not be accepted as justification for a human rights abuse. Victims may need help in many areas, including immediate accommodation, finance, anonymity, personal security and counselling.
Victims who disclose are potentially exposing themselves to serious harm and even death. It is essential to maintain confidentiality, and seek agreement to share information within the School on a “need to know” basis. No decision to disclose information without the student’s consent should be made, without first seeking advice from within the School on a “no names basis”, unless there is a clear immediate threat and it is necessary to call the Police on 999. It is essential not to disclose information to third parties, including family and friends, under GDPR.
Contact the Adviser to Female Students Bingchun Meng b.meng@lse.ac.uk (020 7107 5020), School Senior Advocate for Students Peter Evanson p.evanson@lse.ac.uk (020 7107 5801), Head of Student Services Martyn Annis m.annis@lse.ac.uk (020 7955 7457), Senior Mental Health Adviser Stef Hackney s.hackney1@lse.ac.uk, (020 7955 7767), Data Protection Manager Rachael Maguire r.e.maguire@lse.ac.uk (020 7849 4622) or Student Counselling Service student.counselling@lse.ac.uk (020 7852 3627).

Major Incident Initial Response Plan (MIIRP)
info.lse.ac.uk/Staff/Divisions/Risk-and-Compliance-Unit/Business-Continuity/Major-incident-Initial-Response-Plan-MIIRP
This details the School’s procedures for responding to major emergencies, and is updated regularly through the Business Continuity Unit.
Contact Business Continuity Manager, Veronique Mizgailo v.mizgailo@lse.ac.uk (020 7107 5415).
Wider School policies, procedures and guidance

Other relevant policies include:

**Data Protection policy**
info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/datProPol.pdf

See also Subject Access Request Process and Procedure
info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/subAccProPro.pdf

**Deferral**
info.lse.ac.uk/current-students/services/assessment-and-results/exceptional-circumstances/deferral

**Disciplinary Procedure for Students**
info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/disProStu.pdf

**Ethics Code**
info.lse.ac.uk/Staff/Divisions/Secretarys-Division/Ethics/Ethics-Code

**Exceptional Circumstances Guidance**
info.lse.ac.uk/current-students/services/assessment-and-results/exceptional-circumstances/exceptional-circumstances

**Interruption**
info.lse.ac.uk/current-students/services/interruption

**Personal Relationships Policy**
info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/perRelPolAndPro.pdf

**Residences Regulations**
lse.ac.uk/student-life/accommodation/assets/documents/residences-regulations.pdf

**Staff Wellbeing**
info.lse.ac.uk/staff/wellbeing

**Student Charter**
info.lse.ac.uk/Current-Students/student-charter

**Student Complaints Procedure**
info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/comPro.pdf

**Student Halls Handbook**
lse.ac.uk/student-life/accommodation/assets/documents/residences-regulations.pdf

**Student Wellbeing Service confidentiality policy**
info.lse.ac.uk/current-students/student-services/assets/documents/sws-confidentiality-policy.pdf

**Trans Students and Staff Policy**
info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/polTraStaStu.pdf
Student Mental Health and Wellbeing Staff Training

The School values the work of all its staff helping to support students, and wants to ensure they have the right skills and training for this work. Staff training in 2019/20 will include:

- Mental Health First Aid (MHFA)
- Mental Health Awareness sessions
- Bespoke training sessions
- Online training
- Academic Mentoring Portal.

Mental Health First Aid (MHFA)

This is a specialised intensive 2 day training which gives staff a good grounding in how to recognise and respond to student mental health concerns. It is a widely recognised approach across the sector, and uses experiential learning to help build confidence and awareness. MHFA includes a mix of presentations, group discussions and workshop activities, and covers key topics including mental health, depression and anxiety, suicide, self-harm and eating disorders, psychosis and action plans.

We have just doubled the number of qualified in-house instructors, and will increase these from 4 to 7 over the coming year. Future trainings will be posted on the Training and Development portal, or contact Amy Mamawag, Organisational Learning Administrator, a.mamawag@lse.ac.uk (020 7955 6659).

Mental Health Awareness sessions

Student Wellbeing Service runs short lunchtime training sessions to increase awareness of mental health. These cover a range of issues, including anxiety, depression, managing boundaries, dealing with transitions, post traumatic stress disorder, responding to self harm and suicidal feelings.

Bespoke training sessions

Student Wellbeing Service also runs bespoke training sessions for groups of staff in professional services, as well as delivering trainings or attending Departmental meetings or away days. These can cover general issues in relation to mental health, including specific topics upon request, such as recognising risk, managing wellbeing, supporting students etc. Student Wellbeing Service also runs reflective practice sessions for several groups of staff. Contact Adam Sandelson, Head of Student Wellbeing, a.sandelson@lse.ac.uk (0207 955 7767).

Specialist training for staff in LSE halls of residence is managed by Victoria Frost, Head of Residential Life, v.l.frost@lse.ac.uk (0207 106 1153).

Flying Start Induction is a one day event for all new staff, offering understanding of the wider organisational context. It is run monthly by Organisational Learning, contact hr.learning@lse.ac.uk

Online training

This year LSE is publicising a new e-learning portal created by the Charlie Waller Trust. They are a long-standing and highly regarded organisation, with a track record of collaborating with HEIs, including LSE. The online training is designed to give non-specialist staff skills, knowledge and confidence to offer a first line of support to students, and includes Key Principles, Identifying Signs, Key Skills, and Students At Risk or in Crisis; see learning.cwmt.org.uk/teaching-pack/

The Zero Suicide Alliance have created a new 20 minute online Suicide Prevention Training, as well as a booklet ‘Talking to someone who might be suicidal’, which includes sensitive questions and reassurance for staff. The Alliance is a collaboration of NHS Trusts, including across London, together with a number of universities and other organisations; see zerosuicidealliance.com/

Academic Mentoring Portal

Academic mentors have a key role in supporting students during their time at the School. The LSE Eden Centre for Education Enhancement runs the New Academic Induction Programme, which includes training and development on the personal and pastoral care of students, with guidance on how to respond to cause for concern. The Academic Mentoring Portal provides information and support to staff on their role and responsibilities, as well as useful information and guidance in managing mental health concerns. Contact the Eden Centre at Eden@lse.ac.uk
Peer Support at LSE

Peer Support is a successful programme for supporting students run at many universities in the UK and USA. Peer Supporters are students trained in listening and responding skills. They can be approached by another student to talk in confidence about any worries, concerns or difficulties. They are not qualified counsellors, but are able to offer fellow students a valuable level of confidential support and signpost them to additional support across the School.

The Student Counselling Service has now trained 9 different cohorts of students. For 2019/20 there will be 25 undergraduate peer supporters (18 were trained in 2019, with 7 continuing from last year) as well as four PhDs.

Peer Supporters follow a 30 hour training programme from the Student Counselling Service in listening, questioning and responding skills, designed to help their peers find their own solutions. They also receive further training during the year, and attend fortnightly supervision meetings run by the Counselling Service. These monitor the quality of their work and ensure that safe boundaries are maintained. Each year there are Peer Supporters living in several LSE Halls of Residences, where they organise promotional events, regular “drop-in” times, etc.

We will continue to focus on promoting peer support on campus, in order to make sure that all students are aware of the scheme. As well as running drop-in times at the Student Union and LSE LIFE, we will also hold a number of stalls on campus during Welcome Week and throughout Michaelmas Term, to encourage students to think about their wellbeing.

Students are welcome to approach any peer supporter, regardless of their year of study, degree programme or accommodation arrangements, and we hope to see students also making use of our new PhD peer supporters. There will be posters in halls, departments and around campus identifying peer supporters, who will also be listed on their website.

More information about the project, including profiles and email addresses of the Peer Supporters and where they are based can be found at: lse.ac.uk/peersupport, or on Facebook: lsepeersupport, Twitter: @LSEPeerSupport, and Instagram: LSEPeerSupport

For information about the scheme contact the Peer Support Co-ordinator Susie Ward s.ward@lse.ac.uk

If you are interested in becoming a peer supporter yourself in 2020/21, applications will be open from January 2020; see the webpage in Lent Term.