

Signposting students and raising concerns to the wellbeing team

We would like to start by thanking all of our academic and professional services colleagues who have been supporting students in the faculties and for linking in with us superbly to provide that extra support that so many of our students need.

The following is a little bit of advice and clarification on how to signpost students to us in the Wellbeing Team which we hope is helpful to staff new and not-so-new:

Staff and students can contact the Wellbeing Team via studentwellbeing@ljmu.ac.uk or 0151 231 3664 regarding any student who you have serious concerns for their wellbeing, mental health or safety. We run a daily drop-in 10am-4pm Monday to Friday at the Student Life Building which is the quickest way a student can be seen face-to-face. Students can also book appointments face-to-face in rooms across campus, online and via telephone through the following link to our [appointments booking page](#).

We'd like to ensure that all students who would benefit from support come to us with the information we need to take appropriate action. Foremost in doing so, please can any staff include the student's full name and student ID number so that we can identify the student needing support. Secondly, we will need precise details of the nature of any incident or situation, where you have them. Occasionally, we receive partial reports such as that a student is "unwell", "was struggling", "an ambulance was called" or that staff have "concerns" without further context, which might not be enough information to determine the nature of the issue, assess risk or to determine next steps. It is also helpful to moderate any language which might express an opinion on what should happen next like "urgent" or "needs counselling" and to stick to providing the facts, as we will determine urgency and need from the details and from contact with the student themselves.

Safety concerns can on occasion be confused for safeguarding issues. "Safeguarding", as we use the word, generally relates to concerns around the safety and wellbeing of children, young people (16- and 17-year-olds) and vulnerable adults (often where someone has issues of capacity). Safety concerns in relation to any student can and should still be raised and will be treated seriously and acted upon appropriately.

We recognise that most of the time students are signposted to us, the choice is left to them on how and when they engage with us. Very often though, you may be concerned enough that you contact us to try to ensure the student accesses the support that is available. Where possible when you do this, we would really like you to have asked a student if they are happy for us to contact them and for them to have provided consent for you to share their information. This helps in terms of maintaining a level of trust and autonomy for the student, which is important for the kind of support we provide. It is best practice to copy the student in when you do so, where appropriate.

As discussed and offered at the FESECs, we can provide advice on a given situation so, if you are unsure of whether you should signpost/raise concerns about a student or what might happen if you do, it is fine to ask. Further information on the kinds of things for which you should send students for support, can be found at the following link to the [canvas portal for personal tutors](#).

As a summary:

- If you have a serious concern for a student's wellbeing or safety, you can signpost to us and contact us about the situation via studentwellbeing@ljmu.ac.uk or call 0151 231 3664.
- Please include precise details of the concern, any diagnosis you are aware of and what has happened.
- Where possible, obtain the student's consent and let us know you have done so.
- It is fine to ask, if you are unsure of how to proceed – the more relevant details the better.

Thank you for taking the time to read this and for your continued support of both the students and the work we do with them.

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