

CRISIS INTERVENTION AND EMERGENCY CONTACT PROCEDURE

1 Introduction

- 1.1 Falmouth University promotes a supportive, healthy, and rewarding learning environment for all staff, students, and members of the public who come into contact with the University community.
- 1.2 The University's academic and other regulations require that students participate in their studies and broader student life in an appropriate manner (with reasonable adjustments where appropriate), without putting their own wellbeing and/or safety, or that of other individuals, at risk.
- 1.3 In the context of these commitments and expectations, this procedure is intended to ensure a consistent and sensitive approach to managing situations which require immediate and proactive intervention to ensure the safety and wellbeing of students, staff or other third parties.
- 1.4 This procedure applies in situations where significant mental health, psychological, personal or emotional difficulties may have a profoundly disruptive impact on the wellbeing and safety of individual students and on others around them.
- 1.5 The procedure sets out arrangements for co-ordinated and appropriate engagement of University support services in dealing with crisis situations, where it is apparent that behaviour or concerns arising from a student's mental state may be putting them at immediate risk or adversely affecting the interests of students/staff around them.
- 1.6 For cases where the concerns exceed the limits of support that can be provided by the University, the procedure also outlines the steps to be taken to refer concerns about the student on to other external agencies and, where appropriate, to involve the student's nominated Emergency Contact in providing intervention and support.
- 1.7 This procedure is aligned with relevant Falmouth University policies and procedures, including:
 - Health, Wellbeing and Supports for Study Policy
 - Student Code of Conduct
 - Student Disciplinary Policy and Procedure
 - Health and Safety Policy
 - Safeguarding Policy and Procedure
 - Data Protection Policy
 - Student Data Protection Statement
 - Policy for Suspension

2 Emergencies

- 2.1 In a situation where it is believed that a student's behaviour presents an immediate risk to themselves or others the Emergency Services should be contacted by dialling 111/999. Campus Security (or the Duty Building Supervisor at Falmouth Campus) should be contacted to inform them of the incident and action taken (on 255875).
- 2.2 Campus Security should keep a record of the details of the incident and action taken by the Emergency Services, in accordance with agreed reporting protocols, and pass this incident report on to the Director of Student & Academic Services or other nominated contact.
- 2.3 The Director of Student & Academic Services and Head of Wellbeing & Inclusion will ensure that contact is made with the student to monitor developments and offer additional support from within the University. If appropriate, the student's Head of Subject will be informed so that appropriate arrangements can be made for academic matters, for example, if the student needs to take some time away from their studies for recuperation.

On-going concern

- 2.4 In situations where a student's behaviour or well-being causes concern but does not present an immediate crisis, initial intervention will be managed locally through the provisions of the University's Health, Wellbeing and Support for Study Policy (Level 1). Specialist staff within Student Services would be able to provide guidance on how best to make such approach and could assist in monitoring the situation. The student should be encouraged to see their GP and recommended to access Student Services.
- 2.5 Where a student's situation and wellbeing are being actively monitored by Student Services, there will be appropriate briefing of colleagues providing Out of Hours and Night Services support. These communications will be strictly on a "need to know" basis to ensure that any incident intervention provided by these services is informed by appropriate detail of the student's circumstances.

3 Behaviour giving cause for serious concern

- 3.1 If the student refuses to access support and/or continues to exhibit behaviour which is disruptive or causes concern (for example, displaying bizarre/irrational behaviour, repeatedly threatening to self-harm), the Director of Student & Academic Services or Head of Wellbeing & Inclusion should be informed. Immediate action (ref. paragraph 2.1) should also be considered.
- 3.2 The Director of Student & Academic Services (or nominee) will determine whether the matter should be referred through Health, Wellbeing and Support for Study Policy (Level 2) or Crisis Intervention Procedure provisions.

- 3.3 If a Crisis Intervention response is deemed necessary, Student Services will co-ordinate and monitor a response to the situation through its Case Review Group processes, involving the active intervention of member(s) of specialist student services staff, reporting to a case coordinator.
- 3.4 An appropriate member of staff from Student Services will attempt to contact or meet the student to offer support and, in conjunction with the case coordinator and Director of Student & Academic Services or Head of Wellbeing & Inclusion will make a decision regarding proactive referral to a GP and/or other appropriate statutory agencies. This may include using established "Student of Urgent Concern" communication procedures with GP practices and current referral protocols with the Cornwall Foundation Trust Integrated Community Mental Health Service, Home Treatment Team and/or Early Intervention in Psychosis Service.
- 3.5 Any new information or risk data concerning the student will be provided to the GP for information. The Head of Wellbeing & Inclusion (or nominee) will act as a point of liaison with the GP to ensure that all relevant information and developments are communicated and, as appropriate, to receive updates on referral action.
- 3.6 Where necessary and appropriate, support will also be offered by Student Services to those students and colleagues who may be affected by the situation.
- 3.7 A central file record will be kept by the Director of Student & Academic Services of all referrals, decisions, action and developments in the case and relevant colleagues will be updated on a 'need to know' basis.
- 3.8 Where appropriate, there will be contact with the Head of Residential Services, particularly if the student, or others living close to the student, may need to be moved temporarily into alternative accommodation.

4 Using Emergency Contact Information

- 4.1 In cases where it becomes apparent that an individual student's support needs are beyond the responsibilities of the University and there is serious concern for their safety, the Director of Student & Academic Services or Head of Wellbeing & Inclusion will alert one of the following senior staff: the Vice-Chancellor, Deputy Vice-Chancellors, Chief Operating Officer or Head of Quality Assurance and Enhancement to the situation.
- 4.2 With information and advice from the Director of Student & Academic Services or Head of Wellbeing & Inclusion, the senior staff member alerted may decide on whether the student's nominated Emergency Contact should be informed. The University may need to be guided by statutory provisions (for example, of General Data Protection Regulations and Mental Health Capacity Act) in reaching this decision.
- 4.3 The Emergency contact will be the person(s) nominated by the student to be contacted in the event of serious concern about their health or wellbeing - as recorded on their

student record [note: defined as next of kin, within SITS] or in notes of subsequent disclosures. This will not necessarily, or need to, be the student's next of kin, but may be a trusted other relative or friend.

- 4.4 Where appropriate, the student's GP or other NHS mental health service supporting the student will be consulted to provide further evidence that might assist in this decision.
- 4.5 If notification of the Emergency Contact is considered appropriate, case records held by Student Services will be consulted alongside details held on the Student Record system, to ensure that the most up to date information regarding the Emergency Contact is accessed.
- 4.6 Communication with the Emergency Contact will be initiated by the Director of Student & Academic Services or Head of Wellbeing & Inclusion. Essential information only will be shared about the University's concerns; the involvement of the Emergency Contact will be requested to provide support and intervention that might help to reduce risk for the student.
- 4.7 The Director of Student & Academic Services or Head of Wellbeing & Inclusion inform the student of the decision to communicate with their emergency contact (unless this is judged to present a potential risk of harm).

5 Suspension

- 5.1 Where, in the opinion of the University, the concern is sufficiently serious, the case may be considered under the emergency suspension provisions of the University's Policy on Suspension. Emergency suspension will normally only be considered where the student's behaviour poses a serious risk to the health, safety, welfare or property of the student or others.
- 5.2 If the student's behaviour has caused disruption in University residential accommodation, it may also be necessary for the Head of Residential Services to make a decision on whether immediate temporary exclusion from the residence is required. In reaching these decisions, due care and consideration will be exercised to avoid the possibility that the student may be placed in a more vulnerable situation through these actions.
- 5.3 If the student's behaviour is such that under normal circumstances they would have been subject to disciplinary procedures, this may remain the most appropriate course of action, even if there is evidence that the student has identified mental health or other diagnosed conditions.

6 Return to Study

- 6.1 Following a period of absence from the University for recuperation, it may be appropriate for the student to return to resume studies.

- 6.2 If the student has been subject to a suspension of studies under the Health, Wellbeing and Support for Study Policy, the requirements surrounding the Return to Study processes of that policy will be followed. The decision to permit a return to study will be made by the Head of Subject or course co-ordinator in conjunction with the Director of Student & Academic Services or Head of Wellbeing & Inclusion and a representative from Student Administration
- 6.3 Specialist staff within Student Services will be available to provide advice and support to facilitate the student's transition back onto the course, particularly in relation to any adjustments that might be required under the Equality Act. This will be arranged with the direct involvement of, or in consultation with, the Head of Wellbeing and Inclusion.

7 Appeal

- 7.1 A student may not challenge the decision to contact an emergency contact. However, they have full recourse to, and may raise a concern via, the University's Complaint Policy and Procedure.
- 7.2 A student who is subject to emergency suspension, exclusion from residences or disciplinary processes will be informed in writing of the process that may be followed under relevant University procedures to appeal against these decisions.

8 Monitoring, evaluation and review

- 8.1 The operation of the Crisis Intervention and Emergency Contact Procedure will be monitored by the Student Services Case Review Group through data reporting arrangements, including relevant demographic analysis of students who are referred through these procedures for Equality Impact assessment purposes.
- 8.2 Processes will be evaluated through feedback from students, FXU, staff and relevant third parties who are involved in cases referred through the Procedure.
- 8.3 The Director of Student & Academic Services will produce an annual report including anonymised data on student cases referred through the Crisis Intervention and Emergency Contact Procedure, alongside updates and amendments to ensure its continued effectiveness.

VERSION CONTROL

PURPOSE/CHANGE	AUTHOR	DATE
Original document for 2018-19 approved at Academic Board.	Student Services	25/07/2018