

Regent's Cause for Concern 2025/26



Introduction

This guide has been created to help you feel confident when speaking to students who disclose that they:

- Are at immediate risk of harm (e.g., self-harm or at risk of harm from someone else)
- Are experiencing psychosis (experiencing things which are not real)
- Are having suicidal thoughts or planning to act on these thoughts
- Are aware of another student who is at immediate risk of serious harm
- Have experienced sexual violence.

This guide will assist you to confidently refer students who are experiencing:

- Anxiety, depression, and stress
- Difficulties with their studies due to a disability
- At risk of harm from others
- Practical or personal issues
- Relationship breakdowns
- Bereavement



Is this an emergency?

Is there an immediate risk to a Regent's student or anyone else?

Has the student discussed suicide or plans to end their life?

Does the student need urgent medical attention?

Is the student at risk of harm from others?

Is the student hearing voices or do they seem out of touch with reality?

Follow the advice on page 5

Advise the student to contact **Spectrum Life**. They can be contacted via WhatsApp: by texting 'Hi' to 07418360780; Phone: (UK) 0800 0318227; Phone (International): 00353 1518 0277; or via the [Student Portal](#)

Email the Student Wellbeing & Disability Team by emailing: wellbeingdisability@regents.ac.uk citing 'Serious Concern' in the subject line. Explain your concerns and leave your contact details and those of the person whom you are concerned about

Keep factual notes of the time, date and any proposed actions

Inform your line manager of your concerns

Is this an ongoing situation?

Is the student experiencing anxiety, depression or stress?

Has the student experienced a bereavement?

Is the student feeling homesick?

Is the student lonely or have they had a recent break-up?

Is the student experiencing financial concerns?

Is the student experiencing health or mental health issues which are affecting their academic work?

Follow the advice on page 9

Offer to meet with the student to establish a rapport
Monitor the situation and offer appropriate support
Signpost the student to **Spectrum Life**: [Student Portal](#)
Refer the student to the Student Wellbeing & Disability Team: wellbeingdisability@regents.ac.uk
Inform your line manager of any concerns you may have

Has the student experienced sexual violence or harassment?

Follow the advice on page 12

Refer the student to our Report + Support Tool: reportandsupport.regents.ac.uk
Signpost the student to external services
Signpost the student to Spectrum Life: [Student Portal](#)
Signpost the student to Student Wellbeing & Disability: wellbeingdisability@regents.ac.uk

Is a child under 18, or a vulnerable adult at risk of harm?

Follow the advice on page 13

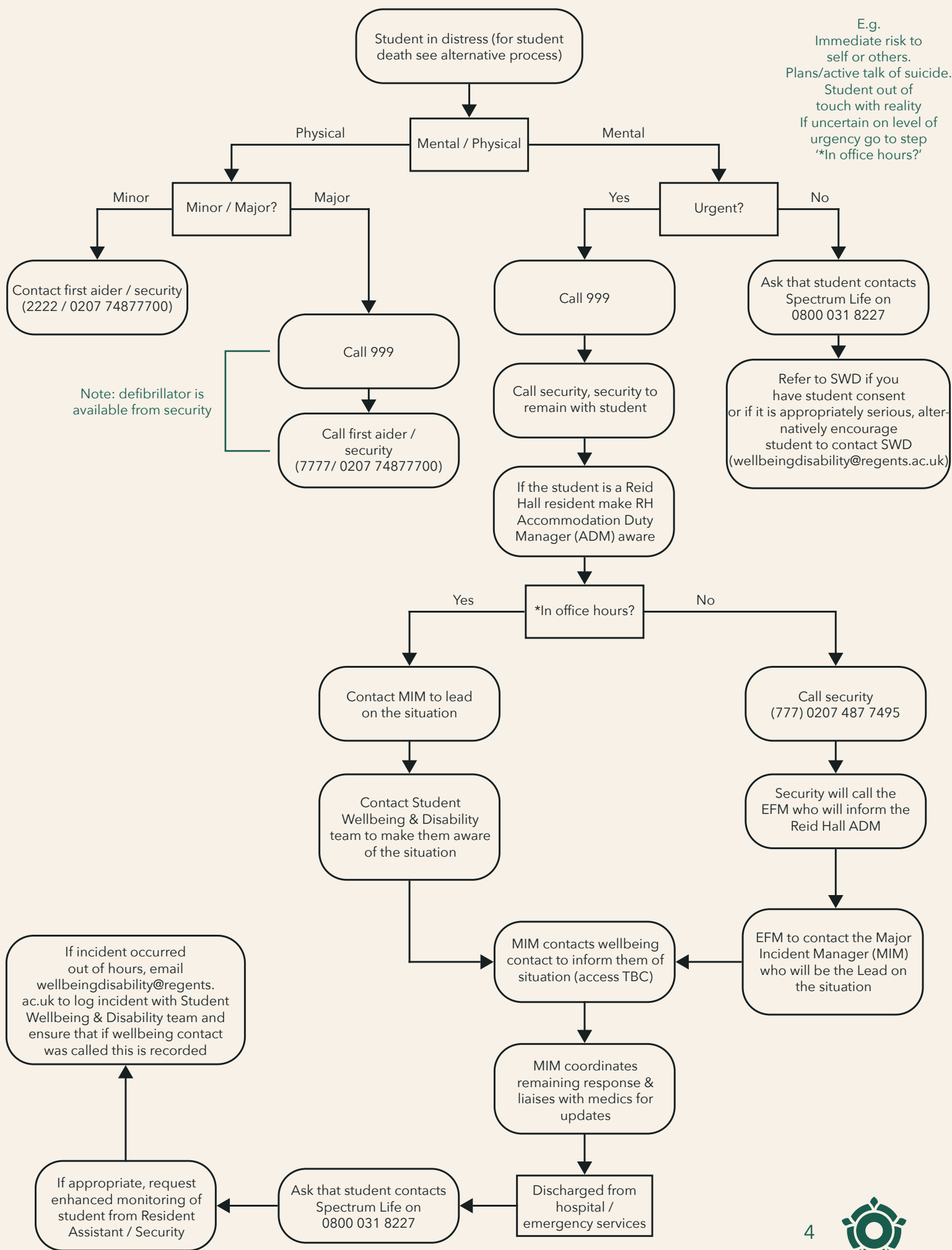
Report the matter to the Designated Safeguarding Lead: safeguarding@regents.ac.uk
Refer to Safeguarding and Managing Student Risk Policy [here](#)

Have you received news of a student death?

Follow the advice on page 13

Refer to the Student Death Guidelines [here](#)





Guidance for responding to urgent situations

At Regent's University London we define an 'urgent situation' as one where a student or someone else is in immediate danger.

Some examples of urgent situations are listed below:

- A student who needs urgent medical attention.
- A student who is actively suicidal - this means that as well as talking about suicide, they have a plan to end their life and the means to carry out this plan.
- You have been informed that a student has taken an overdose or is planning to do so.
- The student is disoriented or confused (their concept of reality is distorted).
- You have reason to believe that a student plans to hurt themselves or others.
- It is not necessary to obtain a student's permission to act in an emergency; however, if it is safe and practicable to do so, discuss your concerns with the student and let them know about your duty to inform others of the situation.



Immediate Steps

If safe to do so, take the student to a quiet but safe place.

Take note of the student's name, mobile number, and student number (where possible).

Call 999 immediately and explain the situation to the operator.

Contact Security by calling 7777 (on campus) or dialling 0207 7487 7700 (off campus) and informing them of the situation.

Security will remain with the student and liaise directly with the emergency services.

Security will also make the Emergency Facilities Manager (EFM) aware of the situation. The EFM will then contact the Major Incident Manager (MIM) informing them of the situation and the MIM will take the lead on any decision-making such as contacting the student's Wellbeing Contact or Next of Kin.

Wherever possible, do not leave the student alone. The student can be observed from a distance while you make the appropriate calls.

In the unlikely event that you suspect an immediate risk of harm via an act of terrorism, you should call 999. Security should also be informed as they will follow the Major Incident Management Process by contacting the EFM and the MIM in case any further action is required.

Following up

It is important that both students and staff are given appropriate support following an emergency. You must always inform the Student Wellbeing & Disability Team if a student discloses information of a serious nature – even if a student has told you that they are getting support.

Email the Student Wellbeing & Disability Team (wellbeingdisability@regents.ac.uk) with 'Urgent Concern' in the subject line, providing a summary of what happened, who else was involved and the student's name and contact details as soon as possible. They will liaise with emergency services, A&E and other relevant agencies, and will contact the student to offer support.

Inform your line manager about what happened and discuss any further action needed.

Looking after yourself

If you are distressed by the incident, or worried about whether you did or said the right things. You can contact the Benenden Health EAP line by calling 0800 414 8427 and you can find Regent's University London's wellbeing resources [here](#) on the staff intranet.



Guidance for responding to serious situations

At Regent's University London we define a 'serious situation' as one with no immediate risk. Some examples of serious situations with no immediate risk are listed below:

- Suicidal thoughts or thoughts of self-harm with no plans to end their life
- Severe depression/anxiety
- Apathy and the inability to attend to self-care
- Eating disorders
- Addiction i.e. drugs or alcohol
- Feelings of hopelessness, distress
- Signs of withdrawal



Taking action

Advise the student to contact Spectrum Life. They can be contacted via WhatsApp: by texting 'Hi' to 07418360780; Phone: (UK) 0800 0318227; Phone (International): 00353 1518 0277; or via the [Student Portal](#).

Email the Student Wellbeing & Disability Team (wellbeingdisability@regents.ac.uk) citing 'Serious Concern' in the subject line. Provide a summary of your concerns, including your contact details and the details of the person about whom you are concerned.

Your notes should only include material facts such as name, date, time, action proposed.

Inform your line manager of your concerns.

You can access a free 20-minute online Suicide Prevention Training, via the Zero Suicide Alliance. This may assist with any questions which you may have. This free training can be accessed [online](#).

Following up

If the student is unwilling or unable to seek help, or you're concerned about the best way to proceed, you can seek advice from the Student Wellbeing & Disability Team without revealing the student's identity. However, if a student informs you that they have a disability, a specific learning difference, a long-term medical condition, or a mental health condition (e.g., depression, anxiety, borderline personality disorder, schizophrenia, bipolar etc.) then you should obtain their consent and refer them to the Student Wellbeing & Disability Team immediately.

Looking after yourself

If you are distressed by the incident, or worried about whether you did or said the right things. You can contact the Benenden Health EAP line by calling 0800 414 8427 and you can find Regent's University London's wellbeing resources [here](#) on the staff intranet.



Guidance for responding to ongoing situations

At Regent's University London we define 'ongoing situations' as those with no evident risk. Some examples of ongoing situations with no evident risk are listed below:

- Ongoing concerns about a student's health, wellbeing or behaviour which impacts academic work
- Anxiety, depression, and stress
- Bereavement
- Homesickness or feelings (real or perceived) of isolation
- Relationship breakdowns
- Finance problems
- Visa issues



Taking action

Offer to meet them to discuss the issue

Have regular check-ins (where necessary or appropriate).

Signpost them to the Student Wellbeing & Disability Team
(wellbeingdisability@regents.ac.uk).

Inform your line manager (without breaching confidentiality) if concerns become more serious.

Contact Student Wellbeing & Disability team if you wish to seek advice on how to manage the situation effectively.

Signpost the student to some of the resources detailed in the resource section of this guide.

Following up

If the student is unwilling or unable to seek help, or you're concerned about the best way to proceed, you can seek advice from the Student Wellbeing & Disability Team without revealing the student's identity. However, if a student informs you that they have a disability, a specific learning difference, a long-term medical condition, or a mental health condition (e.g., depression, anxiety, borderline personality disorder, schizophrenia, bipolar etc.) then you should obtain their consent and refer them to the Student Wellbeing & Disability Team immediately.

Looking after yourself

If you are distressed by the incident, or worried about whether you did or said the right things. You can contact the Benenden Health EAP line by calling 0800 414 8427 and you can find Regent's University London's wellbeing resources [here](#) on the staff intranet.



Confidentiality and record keeping

You have a duty of care to pass on serious concerns to the appropriate staff and to record accurate notes. You should make students aware of this by being transparent about the level of confidentiality that you can offer by explaining:

- Where possible, any information they give you will remain confidential (within your department).
- You may need to refer the matter to Student Wellbeing & Disability or the Designated Safeguarding Lead if you have serious concern about the student's or someone else's wellbeing.
- In some instances, you can ask for advice without disclosing the student's name.
- If there is any concern as to whether the student or someone else is at immediate risk of harm, you will not be able to maintain confidentiality.
- It is essential that you make accurate notes on a password protected word document to enable you and your colleagues to support the student effectively and appropriately.
- Keep a factual written record of the meeting, detailing agreed outcomes in compliance with GDPR requirements.



Sexual violence or harassment:

If a student discloses that they are a survivor of sexual violence or harassment:

- Listen to the student, using active listening skills, even if you feel uncomfortable with what you have been told
- Don't question the student. Let them control the narrative
- Believe what they are saying and confirm to them that you believe them
- Let the student know that they have control over the next steps, explain the options available to them but let them make the decision as to how they wish to proceed
- The [Report + Support tool](#), has detailed information about support available and options – go through this together so that they can decide what they want to do
- Inform the student that should they wish to, they can seek support from the Student Wellbeing & Disability team by emailing: wellbeingdisability@regents.ac.uk
- Advise the student to contact Spectrum Life. They can be contacted via WhatsApp: by texting 'Hi' to 07418360780; Phone: (UK) 0800 0318227; Phone (International): 00353 1518 0277; or via the [Student Portal](#)
- Provide them with written information as they are in shock and therefore unlikely to remember any information you give them
- In an emergency contact Security via 7777 (on campus) or dialling 0207 7487 7700 (off campus)



Safeguarding Student death

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

- A student may disclose a situation where a child under the age of 18 has been exposed to abuse e.g., their sibling.
- A student may also disclose a situation where a vulnerable adult (e.g., a disabled person) is at risk of serious harm either on campus or at home.
- Regent's University London has a duty to act on all safeguarding issues.
- Please report any safeguarding issues to the Designated Safeguarding Lead immediately by emailing: safeguarding@regents.ac.uk.
- The [Report + Support tool](#), has detailed information about support available and options - go through this together so that they can decide what they want to do.
- For further information refer to the: [Safeguarding & Managing Student Risk Policy](#)

Responding to a student death

- Refer the matter to the Head of Student Experience & Wellbeing immediately.
- For further information please refer to the Student Death Guidelines which can be accessed [here](#).



Supporting students with disabilities

Taking action

- Contact the Student Wellbeing & Disability Team immediately via email:

wellbeingdisabilitywellbeingdisability@regents.ac.uk
- Provide a summary of the disclosure, ensuring you include relevant details such as the student's name, student number, contact information, and the nature of their difficulties.
- Academic Adjustments: Work with the Student Wellbeing & Disability team to arrange reasonable adjustments (e.g., extra time for assignments, note-takers, accessible formats).
- Share details of resources, such as: Spectrum Life, academic skills workshops, or assistive technology consultations.
- If the difficulty involves external factors (e.g., home environment or healthcare needs), direct them to appropriate external resources like advocacy groups or medical services.



Resources

Student Wellbeing & Disability Team

The Student Wellbeing & Disability Team has a pastoral function, aiming to enhance the student experience by addressing any needs related to mental health and accessibility. They meet with students to assess barriers to success and then consider the practical and emotional support needed to mitigate these barriers. As the primary coordinators of this care, they are key stakeholders in many important processes and work with many teams across the University. Support is available across a range of areas including mental health, disability, general wellbeing, and specific learning differences (e.g., dyslexia, ADHD).
wellbeingdisability@regents.ac.uk

ASK Centre

The first point of contact for all student issues
ask@regents.ac.uk

Student Union support

How to get involved with sports, fitness, societies and more
studentunion@regents.ac.uk – or visit Tuke 008

Finance support

How to pay your tuition fees, plus payment options
finance@regents.ac.uk

Regents University London Security

Dial 7777 (on campus) or
0207 7487 7700 (off campus)

Student Immigration Advice Service

For information and support on student visa related issues
visas@regents.ac.uk

Academic skills support

Writing, presenting, statistics, time management
academicskills@regents.ac.uk
– or [book an appointment](#) through the intranet

Library support

Accessing resources, booking spaces, referencing, research
library@regents.ac.uk, www.regents.ac.uk/library
– or visit the library desk

Careers support

Support with career planning, network building, CV advice and general career guidance

Book an appointment via Handshake:

www.regents.joinhandshake.co.uk

Student intranet

<https://rul.sharepoint.com/sites/Student>

Digital gym and healthy recipes

through our partnership with Spectrum Life:
[Student portal](#)



External Resources

Spectrum Life

24/7 mental health support and counselling
WhatsApp: text 'Hi' to 07418 360 780
Phone (UK) 0800 0318227
Phone (international) 00353 1518 0277
[Student portal](#)

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.

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 www.giveusashout.org for further details.

NHS24 Mental Health Hub

Telephone advice and support on healthcare can be obtained from NHS24 by phoning 111. The Mental Health Hub is open 24/7.

The Listening Place

The Listening Place is open from 9am to 9pm, 7 days a week and offers face-to-face listening appointments for people who are experiencing suicidal thoughts. You can self-refer online or call on 0203 9067676.

Papyrus Hopeline247

PAPYRUS Prevention of Young Suicide is the UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people, up to 35 years of age. If you are having thoughts of suicide or are concerned for a young person who might be, you can contact PAPYRUS HOPELINE247 for confidential support and practical advice. Call: 0800 068 4141 Text: 07860 039 967 Email: pat@papyrus-uk.org

International Association for Suicide Prevention

The International Association for Suicide Prevention www.iasp.info has information on support available, including a list of crisis helplines for most countries, outside of the UK.

The Stay Alive App

The Stay Alive App can be downloaded at www.stayalive.app and contains information about international resources, including more helplines and 'stay safe' plans, for people in the UK and overseas.



External Resources

Disability Advocacy for students

Disability Outreach Project

A specialist advocacy service that can be contacted by calling 0808 800 5792 or texting 07758 670369
coramvoice.org.uk

Mind

The Disability Unit at Mind supports the development of policies to remove inequality between disabled and non-disabled people
mind.org.uk - useful contacts

National Autistic Society

ASD Advocacy supports individuals on the autism spectrum and their parents or carers
autism.org.uk



Useful links

ASK At Regents



looking after your health



Spectrum Life Student Portal



Staff HR Wellbeing Info



Student Experience Team



Support Pages



Wellbeing Contact Info



Useful contacts

Safeguarding Email Address:
Safeguarding@regents.ac.uk

Student Wellbeing & Disability Email Address:
Wellbeingdisability@regents.ac.uk



