



LIVERPOOL
HOPE
UNIVERSITY

When to Refer Guide for Staff 2026/27



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Introduction and how to use this guide

This guide is for all staff at Liverpool Hope University. The purpose of the guide is to provide you with the information you may need to assist a student to find the appropriate support. The guide outlines common scenarios that students often raise with staff, suggesting appropriate responses, and specifying the most useful service to refer the student to, as well as what happens next.

The guide is produced by Student Life, which includes Student Counselling Service, Mental Health and Wellbeing, Learning Support, Residential Team, Student Engagement Officers, Student Finance and Student Funds.

You can find out more about each team and contact details for all the services on pages 8-10.

Central and departmental support

Some of the specialist support described in this guide can only be offered by central support services: for example, advice on mental health assessments or counselling should only be offered to students by our teams in Student Life. This guide may, therefore, help you to clarify the boundaries of your own role in supporting students, and help you to avoid inadvertently straying into offering types of advice which should only be given by the University's specialist, accredited practitioners.

In other cases, alongside the specialist support they are accessing from us, students may require academic support, learning and teaching adjustments, and general pastoral support from you and your teams. In cases like this, we can provide complementary support for students.

Some of this information is what we all do naturally but we have included some specific information and tips that we hope will help you dealing with any new situation:

- If a student comes to you with a problem, listen to them and find out what they need. Try not to assume anything about the student, and remain non-judgemental
- It is often useful to take brief, factual notes. Try to keep these objective and focused on what the student is disclosing, rather than any thoughts, feelings or assumptions you may have
- If you have access to a centralised recording system, you should add your notes to that system. If not, you should store them securely on your university drive or using your departmental system where there is one place. If the information is particularly sensitive, you should keep it where it cannot be accessed by all staff.

More information on keeping data can be found at: <https://www.hope.ac.uk/aboutus/governance/dataprotection/>

- You should seek the student's permission before sharing their details with anyone else, unless you are concerned that they may harm themselves or others. In this situation, you must inform Student Life as soon as possible (call **0151 291 3427** or email **studentlife@hope.ac.uk**). If there is immediate risk, contact Campus Security (**3520**) who will contact the emergency services on 999.

- If you do not have the student's permission to share their details but want to discuss their situation, you can discuss the situation with Student Life anonymously using the contact details above. Student Life will be able to provide advice about appropriate next steps
- You are not expected to act as a counsellor, or to deal with serious issues on your own. If you are not comfortable with the situation, you can refer a student to Student Life or seek our advice. Bear in mind the confidentiality and consent requirements above
- If a student contacts you outside of working hours, you should call emergency services (999) if this is appropriate (e.g. threats to harm self or others). You should also contact Campus Security. We do not encourage conversations (including emails) out of hours, but we understand that you may pick up a message that is worrying. If you feel you should respond you should encourage the student to contact you during office hours or redirect them to support services if this is appropriate.
- We advise you not to provide students with your personal contact details. If you feel that it might be important and urgent for a student to be able to contact someone out of normal office hours, they can contact the Mersey Care NHS urgent mental health support line on NHS 111 and select option 2 for mental health.

Confidentiality

Once a student has started talking to you about a personal matter, they may expect you to maintain confidentiality. We want students to talk to us and trust us, but we should always be able to explain that on occasions we need to share information to ensure we offer the most appropriate support. Please inform a student if you are intending to share information and stress that we only share on a need-to-know basis. Normally students are willing to give you consent to share but if they refuse you should respect this decision.

If, however, you have serious concerns regarding a student's wellbeing, or that of others associated with that student, it is necessary to share your concerns with someone from Student Life at the earliest possible opportunity. At this stage you may do this without disclosing the identity of the student.

If you are unsure, please contact Student Life to discuss any concerns or next steps.

Safeguarding

If you have concerns regarding safeguarding it is important that you raise this as soon as possible.

All staff and students are responsible for reporting any safeguarding concerns to their Manager/Head of Department and/or a Designated Safeguarding Contact.

More information and how to report can be found at:

Safeguarding Policy

Prevent - Report a Concern

Student Life at Liverpool Hope University

Liverpool Hope University offers comprehensive support and welfare advice to students through our specialist teams within Student Life. Student Life is divided into several specialist services: Student Counselling Service, Mental Health and Wellbeing, Learning Support, Residential Team, Student Engagement Officers / Hope Social, Student Finance and Student Funds.

Student Life offers advice, support and information on a wide range of non-academic issues including finance, disability, and issues relating to health and wellbeing.

Contact Student Life on:

Email: studentlife@hope.ac.uk

Tel: **0151 291 3427**

Location: 1st floor of the Gateway Building (stairs/lift by reception). This is on Hope Park campus, Taggart Avenue, L16 9JD.

Student Counselling Service

Liverpool Hope University provides a professional and confidential student counselling service to help students with any personal issues that may be affecting studies, self-esteem, relationships, emotional or general feelings of wellbeing. University life can sometimes be very demanding at times. The reasons for this can range from a heavy workload and imminent deadlines to relationship problems and difficulties of a personal nature. Student Counselling provides an opportunity to discuss any difficulties students may be experiencing in their life with a professionally trained person in a confidential environment.

Counselling can equip students with new ways to think about an issue or problem they may be experiencing while helping them to manage things better and feel more in control. Our Counsellors work in a non-judgemental way, respecting values and beliefs and with the aim of offering the best opportunity to change things for the better. This includes:

- Daily drop-in service 12-2pm (20-minute time slots)
- Appointments face to face, Zoom and telephone
- Time limited one-to-one counselling support (max five sessions)
- Information and self-help resources on specific issues
- Signposting to external services
- Liaising with external agencies (at student request)

Mental Health and Wellbeing

The University provides confidential advice and support for students who may be struggling with their mental wellbeing. The Student Life Team here at Hope will ensure that students are appropriately supported throughout their time with us so that they can get the most from their university experience. Mental health can be described as your own personal sense of wellbeing. Like physical health, your sense of mental wellbeing can fluctuate and can be better

at times than at others. However, despite it affecting everybody and being a normal part of life, people are often reluctant to talk about their mental health.

The Mental Health Advisors can provide consultations for staff about how they can help students.

The Mental Health and Wellbeing Team is in collaboration with the Student Counselling Service and can be contacted in a similar way, **studentlife@hope.ac.uk / 0151 291 3427**

Learning Support

The Learning Support Team is responsible for enabling applicants/students who disclose a disability to access their course and provides advice, information and guidance to staff on disability-related matters. The Team assists disabled students to claim relevant government allowances and puts reasonable adjustments in place within the University by means of preparing a Learning Support Plan based on their individual needs. The Team also prepares Personal Emergency and Evacuation Plans (PEEPs) for those students who need them. Where support workers are required, the Team will liaise with relevant agencies/third parties to put this support in place. The Learning Support Team is your first point of contact for any queries relating to disability support.

If a student needs referring to the Learning Support Team, please contact Student Life. **studentlife@hope.ac.uk / 0151 291 3427**

If you are reaching out to the team regarding general queries, please contact **learningsupport@hope.ac.uk / 0151 291 3427**

Residential Team

Our Residential Team is part of Student Life and are here to support students during their time in halls. All the team are either recent Hope graduates or current students and can help with accommodation queries, the transition into higher education, as well as supporting with:

- Generally helping students settle in and welcoming them to halls.
- Advising on all the practical questions, including shopping, transport and where to get advice.
- Academic support.
- Signposting to appropriate mental health and wellbeing support.
- Social activities, in halls and across the campus.
- Resolving any issues that may occur with flatmates.

If you are concerned about a student and they are having difficulties in halls, please contact the team at **studentlife@hope.ac.uk / 0151 291 3427**

Student Engagement Officers / Hope Social

The Student Engagement Officers are a visible first point of contact on campus, supporting students and signposting them to the necessary services. If you are unsure about anything, don't be afraid to come and ask them a question. You can find them on the 1st floor of the Gateway Building at Hope Park or the Glass Hub in the Cornerstone Building at the Creative Campus (days vary).

They are also responsible for providing engagement events and activities for students throughout the academic year. As recent graduates, they can help guide students through any problems or queries. You can contact them at **studentengagement@hope.ac.uk**.

Hope Social is the University's student social events team. They organise a programme of events and activities that take place across the campuses, ensuring that there is something for everyone. They produce a monthly "What's On" guide containing all the events details in Halls of Residence and on social media.

If you have any event suggestions, questions or would like to speak further with the team please contact **studentengagement@hope.ac.uk**.

Student Finance

The Student Finance Team is based on the 1st floor of the Gateway Building and is there to help with all aspects of student finance.

The Finance Team is made up of two sections. One section runs the Fees and Collections helpdesk and is open from 9am to 5pm Monday to Friday and can be contacted either in person or by calling **0151 291 3339**.

At the Fees and Collections helpdesk, students can make payments for all University charges including tuition, accommodation, and can also ask any questions they may have regarding these charges. They can set up payment plans for any outstanding invoices on their student account.

Contact details: **financequeries@hope.ac.uk**

Student Funds

The other section deals with Student Funds and is available by telephoning 0151 291 3666 from 9am to 5pm, Monday to Friday or by appointment at selected times. The team will advise on all aspects of Statutory Student Support and the University Scholarship schemes.

Contact details: **studentfunds@hope.ac.uk**

Mental Health and Wellbeing support

Student mental health and wellbeing

Working with or supporting a student who is experiencing mental health difficulties can sometimes be challenging and staff should never feel unsupported in such situations.

Recognising mental health distress – what to look out for

It is important to understand that mental health difficulties can present in a wide variety of ways, depending upon the individual and their personal circumstances. There are occasions where a student will exhibit behaviours and experience symptoms that give rise to serious concern where urgent/emergency response action is required. Although not an exhaustive list, included below are some examples.

- An expression of suicidal thoughts with imminent intent to cause serious harm to self or death
- An indication that the student cannot keep themselves safe
- The experience of visual and/or auditory hallucinations (e.g. hearing voices, seeing things).
- The experience of delusional thoughts or holding fixed irrational beliefs
- A loss of a sense of a shared reality/expression of ideas not based on reality
- A complete lack of functioning and ability to look after self
- An expression/indication of threat or risk to others

More commonly, there will also be situations that although may not warrant an urgent/emergency response, there is still significant concern for the student's welfare. Some examples of such situations may include a student:

- Behaving in ways which are out of character
- Disclosing self-harm behaviour
- Disclosing suicidal thoughts/feelings of 'not wanting to be here'
- Unusually unable to manage academic responsibilities
- Experiencing sudden changes in mood/appearing anxious, tense, tearful, angry or agitated
- Developing a problem in use of alcohol and/or other drugs
- Exhibiting signs of enduring low mood/depression.

If in any doubt regarding concerns about a student's current state of mental wellbeing, staff should always seek advice from the University's Student Wellbeing Services team in Student Life.

What to do when a student requires urgent mental health support

In urgent situations, staff are reminded of the importance of their own safety and that of others, including the student of concern.

In all urgent/emergency situations occurring on campus, regardless of whether the student has given consent, where there is an immediate and serious concern of risk to life or threat to others' safety, the Campus Services Team should be contacted immediately for assistance. They will contact Emergency Services and direct them to your location. They will also come to your assistance where necessary.

- Hope Park **0151 291 3520**
- Creative **0151 291 3700**
- Aigburth **0151 291 2120**

Only call 999 emergency services, providing clear and detailed information regarding your location on campus if you cannot contact Campus Services.

If the incident is not happening on university premises but you are with the student, call 999 emergency services and:

- Do not leave the student alone until help has arrived, unless you, or your safety, is compromised
- Pass on any information you have about the student to emergency services
- Document your actions, and make a senior staff member aware of the situation
- When able to do so, contact Student Life to make them aware of the situation.

If the incident is not happening on university premises and you are not with the student, ascertain their exact location, ask the student to remain where they are, reassure them that help is on the way and call 999 emergency services immediately.

What happens next?

Campus Services will formally log details of the incident and liaise with the relevant staff within Student Life to ensure appropriate follow-up action.

Student Life may offer the student an urgent appointment, create a Safety Plan with the student, assist them in contacting local NHS mental health services/support helplines, notify the student's GP, where consent is given, liaise with the student's trusted contact, and if the student is known to local NHS/social care services.

What to do when a student requires support but is not at immediate risk

In non-urgent situations, the student should be directed to contact Student Life as soon as possible. Arrangements will then be made for the student to access appropriate advice and support.

Staff can contact Student Life and refer the student for help, if the student gives consent. If in doubt, staff can seek guidance from Student Life, without identifying the student they are seeking advice about.

Following an initial appointment further support may include sessions with a Counsellor or Mental Health Adviser. Where appropriate, referrals to local NHS mental health services or other external support services are made.

Students will also be made aware of a range of self-help resources provided by the University. The students can access [Togetherall.com](https://togetherall.com), a free, confidential, peer-to-peer wellbeing support platform, using their university email address.

Student Wellbeing Services can be contacted on:

0151 291 3427 or **studentlife@hope.ac.uk**

Managing confidentiality

A student's right to privacy and confidentiality should be respected wherever possible. When assisting a student who is experiencing mental health distress, there are situations where it may be necessary to share limited information about that student with others. These include:

- Where there is a duty of care to take reasonable steps to avoid foreseeable harm
- Where there is serious concern regarding the student's mental wellbeing
- When the student's immediate health or safety is at risk (or somebody linked to that student)
- When the student (or someone linked to that student) is at risk of serious abuse or exploitation
- When the student's behaviour is adversely affecting the rights and/or safety of others, especially university staff and students
- When you become aware of an unlawful act about to be or having been committed
- When the student is contravening university rules/regulations
- When the student's current or predicted behaviour, or health circumstances may compromise the University's responsibilities to outside agencies (e.g. school/social work practice placements/volunteering or other activity in partner institutions).

Staff are advised not to promise to keep information completely confidential. Instead, discuss the need to involve others to help the student and try to gain their consent to do so. Where the student is unwilling to give consent, information can still be shared where it is deemed in the public interest to do so.

Support for university staff

If you start to experience any difficulty with your own mental wellbeing, or become personally affected when helping a student, it is important to be aware that support is available for you as a university employee. (For further information, see 'Supporting mental health in the workplace' below).

Useful contacts/information

Name	Link/Number
Student Life webpages Wellbeing support information and resources for students	https://www.hope.ac.uk/gateway/students/studentlife/
Student Wellbeing Services Counselling/Mental Health/Learning Support (disability)	0151 291 3427 studentlife@hope.ac.uk
Campus Security	Hope Park 0151 291 3520 Creative Campus 0151 291 3939 Aigburth Park 0151 291 2120
Supporting mental health in the workplace (web-based information and resources for university staff)	https://www.hope.ac.uk/gateway/staff/peopleservices/sixwaystowellbeing
Togetherall Online mental wellbeing support platform available to Hope students (and staff)	https://togetherall.com/en-gb/

Disability support

When a student shares information about a disability

The term 'disabled student' is used to describe students with a physical and/or sensory impairment, long term medical condition (e.g. epilepsy, diabetes, cancer, Crohn's disease), mental health condition, autistic spectrum condition, and specific learning difficulties (e.g. dyslexia, dyspraxia, dyscalculia). This is not an exhaustive list.

What should you look out for?

Things to look out for might include, students requesting extensions by citing health-related reasons on an ongoing basis; students who seem to struggle with written elements of their course; spelling that is erratic, unpredictable or inconsistent; poor attendance; or requesting regular time off for health appointments. Students experiencing mental health challenges may display a change in appearance or self-care or suddenly appear uninterested or lack motivation. Such students could potentially benefit from some additional support.

Some students may have chosen not to disclose initially as they intend to utilise strategies and coping mechanisms they have used in the past, others may disclose or develop a disability during their time at university or may not yet have obtained a diagnosis.

You may be the first member of staff a student talks to about their disability and receiving a disclosure means that the University, as an organisation, has been made aware of the student's disability, making it legally responsible under the Equality Act 2010 to put adjustments in place for this student. Therefore, it is important to encourage students disclosing a disability to access appropriate support and to contact the University's Learning Support Team.

What should you do?

Ask for the student's permission to refer them directly to the Learning Support Team and then email the Team directly, copying in the student. If a student does not give permission, email the student asking them to contact the Learning Support Team. Keep a copy of this email for your records. We would encourage students to contact the team as soon as possible, so that any potential support needs can be identified, rather than waiting until they encounter difficulties.

If a student informs you that they have a disability, but they do not want to formally disclose to the University, please acknowledge this in an email to the student advising them that this decision restricts the support they may be eligible to receive. Also advise the student that they can contact the Learning Support Team at any time if they change their mind, including details of how they can contact the Team. Please ensure that you keep a copy of the email for your records.

The Learning Support Plan

The Learning Support Plan (LSP) is a document that provides details of any recommended adjustments appropriate to a student's needs within the academic environment. It may also detail a brief description of the student's disability and how the disability impacts upon their studies.

You can use the Student Lookup facility via the University's MyHope platform to check if a student has a Learning Support Plan: (https://my.hope.ac.uk/student_lookup/public/index.php/Main/index).

What happens next?

The student will be asked to provide supporting documentation regarding their disability, and an appointment will be arranged to speak with a Learning Support Adviser. The Learning Support Adviser will:

- Recommend additional support as appropriate to the student's needs. This may include specialist equipment, adaptations to their accommodation, adjustments to teaching and learning assessment methods, or human support – such as laboratory assistant, study skills tutoring, library assistance.
- Develop a Learning Support Plan, which includes reasonable adjustments and any risk information regarding personal emergency evacuation.
- Liaise with external agencies, such as student finance bodies or specialist providers, to enable the student to access external funding support to provide disability support and/or equipment, where required.

Reasonable adjustments

Recommendations for adjustments for students with disabilities should be identified and authorised by the Learning Support Team only. This includes any local arrangements relating to adjustments that departments may wish to enable (e.g. changes to formal assessments/exam arrangements).

Advice and assistance

Staff are advised to contact the Learning Support Team if they have a query or require any advice or assistance regarding an adjustment/recommendation identified within a Learning Support Plan. You can contact the team at **studentlife@hope.ac.uk** or **0151 291 3427**.

Money difficulties

Students who have financial difficulties may find that it impacts on other aspects of their life, and it may mean that concentrating on their studies is difficult. Students may come to you because:

- they are struggling financially
- they may be working a lot of hours in paid employment because they are unable to manage on other money they have
- they have debts
- they have finance blocks on their IT services
- they are struggling to budget
- they want to leave their course because they cannot manage financially.

What should you do?

UK students should be advised to contact the Student Funds team by visiting the 1st floor of the Gateway. If students cannot visit the Gateway in person, the advisers can be contacted by email at **studentfunds@hope.ac.uk** or by telephoning **0151 291 3666**.

International students are not entitled to the same funding as UK students. International students can be directed to the Gateway or alternatively be advised to initially telephone **0151 291 3339** or email **financequeries@hope.ac.uk**.

What happens next?

The team will make an assessment and where appropriate liaise with external organisations such as Student Finance. The team advises on a budget plans and support from the University hardship fund for UK Students.

Tuition and accommodation Fees

The Student Finance team deals with information on the costs for tuition/accommodation and can give advice on tuition fee loans. Students can also make payments and set up payment plans for both tuition and accommodation with the team and once these have been agreed then any finance blocks can be removed from the students' account. In addition to the face-to-face service in the Gateway building students can also email them on **financequeries@hope.ac.uk** or contact them by telephone on **0151 291 3339**.

Further information on all the above can be found on our website at <https://www.hope.ac.uk/gateway/students/studentlife/moneyadvice/>

Carers, care leavers and estranged students

What should you look out for?

Carers, care leavers and estranged students may contact you enquiring about additional support as they may have specific needs.

Carers

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. A Young Adult Carer is a person aged 16 - 25 who fits the criteria above.

Care leavers

A Care Leaver is someone who has been in the care of the Local Authority for a period of 13 weeks or more spanning their 16th birthday, is a UK undergraduate student and is aged 25 or under (on 1st September of the year in which they intend to commence their studies).

Estranged students

Estranged students are young people studying without the support and approval of a family network. Students in this position often have no contact at all with their families.

What should you do?

Advise any student who is a carer, care leaver or estranged, to contact the Student Wellbeing Officer/Student Life at **studentlife@hope.ac.uk** or telephone: **0151 291 3427**.

What happens next?

Care Leavers will be contacted individually by the Student Wellbeing Officer prior to starting their course, and they will arrange an appointment for the start of the year to offer any further support if needed. We will ensure that the student knows the name of their contact within the team for future advice.

The University offers a bursary to care leavers, as well as students who are living in a Foyer or supported housing. If the student has not already done so, they should contact the Student Funds team at **studentfunds@hope.ac.uk** to discuss their eligibility for the bursary. For information on the bursary please visit the [Undergraduate Scholarships web page](#).

Students who consider themselves to be estranged, and those who have been acting as a carer for a loved one, should be directed to contact the Student Life team at **studentlife@hope.ac.uk** or **0151 291 3427**.

Care Leavers Bursary

<https://www.hope.ac.uk/undergraduate/feesandfunding/scholarships/careleaversbursary/>

International Students

What should you look out for?

International students studying in a new country may face challenges as they start their course. These could range from missing home and experiencing culture shock to struggling to open a bank account. As they settle into their studies, they may experience financial difficulties or feel that they need additional support with their English.

It is particularly important for degree seeking undergraduate or postgraduate international students to be able to navigate UK systems for health care, banking, etc. Study Abroad and Exchange students who are normally only here for 12 weeks often manage without accessing these services.

The Global Student & Partnership Centre is the first point of contact for international students' wellbeing. It is located on the ground floor of the Gateway Building. It operates on a drop-in basis so students do not need an appointment and can visit anytime between 9.30am and 4.30pm. Please encourage international students to call in if they have not already done so. Further information for international students can be found at <https://www.hope.ac.uk/gateway/students/globalstudentandpartnershipcentre/>.

International students starting a new course or extending their course end date will need advice about whether they can apply to extend their **student visa**. Some students may already have a visa with enough time on it to start a new course but may be unaware that they need a visa specifically for the new course they are starting.

International students may wish to work part-time during their studies or want to know when they can work full-time. Most students will have permission to work during studies but there are some restrictions on the number of hours and the type of work and students, therefore, need to be clear on this before they begin working. It is the duty of the University as a UKVI sponsor to ensure students are aware of their working conditions in the UK. When approaching the end of studies, students may also seek advice on opportunities to work in the UK.

What should you do?

Never attempt to give any advice to students regarding immigration matters. Only the Student Immigration team have the relevant training to advise students on immigration matters. Avoid saying anything that the student may misconstrue as immigration advice. Advise the student to contact **studentimmigration@hope.ac.uk**

You can refer students on in the following circumstances:

- Students needing a status letter to confirm that they are a student with us, should request the letter from the Gateway desk or email **gateway@hope.ac.uk**.
- Students needing a letter to confirm that they can work fulltime in the holidays with holiday dates, should email **globalcentre@hope.ac.uk**.
- Students needing to miss classes and travel out of the UK during term time should collect a form from the Global Student & Partnership Centre which their tutor is required to sign to give permission. When the student returns the signed copy to the Global Centre, they will receive a letter which they must carry with them for immigration when they re-enter the UK.
- Students with family wanting to join them in the UK should be advised to email **studentimmigration@hope.ac.uk** for advice.

- Students wanting family to visit for graduation should email **globalcentre@hope.ac.uk**.
- Students wanting to work after studies should be referred to the **Careers** team for support on job seeking. They can find out about the Graduate Route visa at **<https://www.hope.ac.uk/international/immigrationandvisas/thegraduateroute/>**

What happens next?

If the student requires advice on extending their visa or applying for a new one outside the UK then they will initially be asked to use the information at **<https://www.hope.ac.uk/international/immigrationandvisas/>** to understand the basics of the application. Once students have done this, they may then contact **studentimmigration@hope.ac.uk** if they have any further questions or to discuss their application.

If the student contacts Student Immigration with a particular immigration problem, then they will be given clear and detailed advice until it is resolved. If appropriate a one-to-one appointment can be arranged only after the student has contacted the team via email.

Students who call in to the Global Student & Partnership Centre are normally seen straightaway and helped to resolve any issues. Where necessary the International Student Support manager will refer students on to specialist services in Student Life or elsewhere in the University.

If you are concerned about the wellbeing of an international student, please email **globalcentre@hope.ac.uk** or talk to a member of the Global Student & Partnership Centre.

Homesickness or problems settling in

What should you look out for?

Settling in a new city and making new friends can be a challenge for some. Equally, local students who are living at home may find it challenging to settle into university life.

Look out for students who seem to be struggling to integrate, have few friends, are withdrawn and are struggling with studies. Some international students may be experiencing culture shock.

Students returning from a year placement, study abroad, returning from suspension, or repeating studies, may also experience difficulties settling back in and find their return to study challenging.

What should you do?

Signpost students to the range of activities available. The Students' Union has over 50 student clubs and societies. Students don't have to be a first-year to join societies or have signed up at the Welcome Fair. Students can find out more about the range of societies and how to get involved by visiting the Students' Union website: <https://www.hopesu.com/groups>.

Refer students living in University Halls to speak to their Wellbeing Assistant if they are finding it difficult to settle into Halls or their studies. The Wellbeing Assistants coordinate events and activities in the Halls, are available for evening catch up sessions and can signpost to the Student Life teams if necessary.

If students continue to struggle, signpost them to the wellbeing support available from the Student Life team. International students can be signposted to the Global Student and Partnership Centre to discuss culture shock and to support them with any feelings of homesickness: **0151 291 3308** / globalcentre@hope.ac.uk.

If you remain concerned about a student, you can signpost them to specialist support from the Student Life Team. Email: studentlife@hope.ac.uk or phone **0151 291 3427**.

What happens next

Often, a listening ear and some information about ways of settling in can help. The Global Student and Partnerships Centre can talk to international students and discover ways to help them feel more settled in the UK such as finding other students of the same culture/nationality whilst encouraging connections with local people and finding familiar foods from their home country.

Student Life will assess if there are any other underlying issues and ensure any additional support for the student's wellbeing are addressed.

Drugs and alcohol

What should you look out for?

Students may disclose to you that they are concerned about their alcohol consumption or drug use. This can be a sensitive topic, and it is important that you are non-judgmental and that you encourage the student to access professional support.

Students may disclose that the University is considering, or has undertaken, a disciplinary investigation related to alleged alcohol and drug use.

In some circumstances, you may have concerns about a student who has not disclosed concerns about their alcohol or drug use. However, you may notice common signs of an alcohol or drug dependency including sudden mood changes, difficulty concentrating, or a change in timekeeping. These are not always signs of dependency or addiction, but if you recognise a change in the behaviour of a student there may be an underlying issue of concern and drinking or drug use may be an outward sign that the student is under stress and may need help.

What should you do?

Alcohol and drug dependencies are recognised as illnesses that can be successfully treated, particularly if they are diagnosed at an early stage. If you believe that a student may have difficulty in controlling their use of alcohol or drugs, you should encourage them to seek support. It may be difficult to broach the subject at first but it is important to make the student aware that our primary concern is for their immediate health, rather than any academic or disciplinary considerations, which can always be dealt with once any appropriate treatment has been accessed.

If you or the student are concerned about their alcohol and/or drug use, you can signpost to the Student Life team, email **studentlife@hope.ac.uk** or telephone **0151 291 3427**.

The NHS also have several Self-Help guides, including 'Alcohol and You' **<https://www.merseycare.nhs.uk/self-help-guides>**.

External Support Services

Students may benefit from contacting their GP. Details of other external support services, independent of the University, are available on the "**[How are you today?](#)**" page on the Student Life website.

If a student has disclosed that the University is considering, or has undertaken, a disciplinary investigation related to alleged alcohol and/or drug use, you should offer information on the above support services and the Students' Union Advice Service which can offer independent advice on the University's disciplinary procedures. You can contact the SU Advice Service by emailing **suadvice@hope.ac.uk**.

<https://www.hopesu.com/main-menu/support/advice-services>

What happens next?

After the student contacts the Student Life team, they will be offered an opportunity to meet with a member of the team. They will discuss the student's concerns with them and try to help. If the student needs specialist advice, they will refer them to a service best placed to assist. The service is confidential.

Students' Union Advice Service

Students who contact the Students' Union Advice Service are offered an opportunity to discuss their circumstances in a confidential space, independent of the University. The Adviser can support the student in navigating the University's policies and procedures and can help them to present their case.

Discrimination, victimisation, bullying and harassment

What should you look out for?

A student may directly tell you that they feel they are being discriminated against, bullied or harassed, or you may suspect that there is an issue because of changes in the student's behaviour and demeanour. People being discriminated against often feel worried about coming forward, so look out for signs of withdrawal, a fall-off in academic performance or attendance, lack of interaction with a group as a whole or with individuals, and avoidance of certain situations. Students may also report that they have witnessed an incident against another student.

The University is committed to the promotion of equality and diversity and takes all reports of discrimination, bullying, harassment and victimisation very seriously.

What should you do?

If a student reports an incident of bullying or harassment against themselves or another student, and this relates to your area of responsibility to investigate, work to seek an informal resolution to the complaint. **The Dignity at Work and Study Policy** provides definitions on bullying, harassment and victimisation.

If the complaint does not relate to your area of responsibility, you can refer the student to the **"Report an Incident"** page on the Student Life website, where they can choose to make an anonymous, or named report. There are 2 specific forms to report incidents of **sexual misconduct and harassment** or **hate-motivated behaviour**. Those making a named report can provide contact details and the Student Life team will be in touch to offer an appointment to discuss the support available.

Where a student submits a named report and makes clear in conversation with a member of the Student Life team that they would like to take the report forward as a formal complaint, this report will be passed on to the Student Conduct, Complaints and Compliance team to investigate further. The student may wish to speak with the SU Advice Service for independent advice and support - <https://www.hopesu.com/main-menu/support/advice-services>.

If a student has been affected by the incident and wishes to seek support, they can contact the Student Life team directly at **studentlife@hope.ac.uk / 0151 291 3427**.

What happens next?

If you are responsible for investigating the complaint you should seek to determine whether bullying or harassment has occurred, and if it has, determine the appropriate informal resolutions to rebuild the relationship between the parties. This could include instigating disciplinary procedures. For further advice contact the Student Conduct, Complaints and Compliance team at **caseworker@hope.ac.uk**.

Students who have been the victim or accused of bullying, harassment or victimisation can get confidential wellbeing support that is completely separate from any disciplinary process. Please refer students to Student Life

Safeguarding

If you have concerns regarding safeguarding it is important that you raise this as soon as possible. All staff and students are responsible for reporting any safeguarding concerns to their Manager/Head of Department and/or a Designated Safeguarding Contact.

More information and how to report can be found at:

[Safeguarding Policy](#)

[Report a Safeguarding Concern](#)

Sexual assault and domestic violence

What should you look out for?

A student may directly disclose to you that they have experienced sexual assault or domestic violence, or you may suspect that there is an issue because of changes in the student's behaviour and demeanour. Many survivors often feel worried about coming forward, so look out for signs of withdrawal, a fall-off in academic performance or attendance, lack of interaction with a group as a whole or individuals, and avoidance of certain situations. Students may also report that they have witnessed an incident against another student.

If someone has disclosed such a sensitive issue to you, they are demonstrating a great deal of trust in you, but it does not mean that you must deal with the disclosure on your own. You should seek advice, in confidence, from Student Life, or from the external agencies listed in the University's guidance for staff.

Students can report any incidents via the "**Report an Incident**" page on the Student Life website, either anonymously or as a named report. The Sexual Violence Liaison Officer (SVLO) team will be in touch with any student who leaves a named report within three working days.

Sexual Violence Support (SVLO Service)

Liverpool Hope offers specialist support to any student who has experienced any form of sexual violence. Our Sexual Violence Liaison Officers (SVLOs) are trained advisors who provide emotional and practical support to anyone who reports rape, assault or harassment, regardless of when and where this happened.

What should you do?

If a sexual assault has just taken place and the assailant poses an immediate risk – contact emergency services immediately. If on campus, contact the relevant campus security lodge (Hope Park **3520**, Creative Campus **3939**) and request emergency services (police and/or ambulance). If off campus, contact **999** or local emergency services overseas.

For non-emergency situations, you should create a safe environment for the student to talk. You may wish to make brief, factual notes. Do not begin to investigate the incident or question the student's account.

If a student reports being sexually assaulted in the last seven days - advise the student that Safe Place Merseyside, the local sexual assault referral centre, can give specialist advice. They can be contacted on **0151 295 3550**. Students can also seek advice from the SVLO team within Student Life (**0151 291 3427** / **SVLO@hope.ac.uk**). Advise the student that you must share limited information with the SVLO team - you should call Student Life immediately after you have spoken to the student and ask to speak to a member of the SVLO team.

If a student reports sexual assault or domestic violence committed by another student or member of staff - advise that the SVLO team can provide further support. Advise the student that you must share limited information with the SVLO team - you should call Student Life on **0151 291 3427** within one working day and ask to speak to a member of the SVLO team.

If a student reports sexual assault by a member of the public - advise that the SVLO team can provide further support. Advise the student that you must share limited information with the SVLO team - you should call Student Life on **0151 291 3427** within three working days and ask to speak to a member of the SVLO team.

If a student reports historical sexual assault or domestic violence, from before their time as a student - advise the student that the SVLO team may be able to offer support, including referral to their Counselling service. Give them the contact details **0151 291 3427 / SVLO@hope.ac.uk**. Advise the student that you must share limited information with the SVLO team - you should call Student Life on **0151 291 3427** within three working days and ask to speak to a member of the SVLO team.

What happens next?

What happens next will depend on the circumstances of the case in question, and what the student decides to do. Referring students to the SVLO service for ongoing support will ensure that the student receives the help they need.

Where the alleged perpetrator is a member of Liverpool Hope (staff or student), the Director of Student Administration and Support will convene a Risk Assessment Panel to determine any measures that need to be taken to ensure students' safety, pending the commencement of disciplinary proceedings where appropriate.

Relevant policies and procedures

Policy and Process for Handling Sexual Misconduct

Further information about the SVLO service can be found on the Student Life website - <https://www.hope.ac.uk/gateway/students/studentlife/sexualviolencesupportservice/>

Safeguarding

If you have concerns regarding safeguarding it is important that you raise this as soon as possible. All staff and students are responsible for reporting any safeguarding concerns to their Manager/Head of Department and/or a Designated Safeguarding Contact.

More information and how to report can be found at:

Safeguarding Policy

Report a Safeguarding Concern

Victims of crime

What should you look out for?

It is possible that at some point a student will approach you looking for support as they have become a victim of crime. For example, a student might share with you the fact that they were a victim of crime recently and have not yet reported this to anyone, or, they might tell you that they are finding it difficult to cope following a crime that happened some time ago. Even crimes experienced some time in the past can have a significant effect on a student's day-to-day life and studies.

What should you do?

Your response will depend on when the crime took place. Identify if there is any immediate risk to the student or others. In emergencies, where the alleged assailant is still in the vicinity and is an imminent risk to either the student or to others, or the student has any injury serious enough to require immediate medical attention, call Campus Support (Hope Park **3520** / Creative Campus **3939**) if on campus and ask them to contact the emergency services. If the incident is off campus, contact **999** or local emergency services.

If there is no immediate risk, but the crime has just taken place on campus, call Campus Support.

Recent Crimes

Firstly, identify whether the student has reported the crime to the police or not. We suggest that you help the student access the support available:

- Make sure that the student has the telephone numbers for Campus Support in an emergency,
 - Hope Park 0151 291 3520
 - Creative Campus 0151 291 3939
 - Aigburth Park 0151 291 2120and
- Suggest to the student that they talk to the Student Life team who will be able to discuss pastoral and practical support available to them
- If they are an international student and important documents such as their passport have been damaged or lost as a result of a crime, they must speak to the Global Student and Partnership Centre at globalcentre@hope.ac.uk as soon as possible.

Historical reports

Firstly, identify whether the student has reported the crime to the police or not. We suggest that you help the student access the support available:

- Make sure that the student has the telephone numbers for Campus Support in an emergency and suggest to the student that they talk to Student Life who will be able to discuss pastoral and practical support for the student. After experiencing a crime, people can be affected in different ways:

- If the student would like to talk to someone about their experience, the incident is having an effect on the student's mental health, needs information on the support available to them, or you feel it would be beneficial, refer the student to the Student Life team at **studentlife@hope.ac.uk**.

What happens next?

What happens next will depend on the circumstances of the case in question. The University's Campus Support team are experienced in responding to serious crimes and liaising with the emergency services.

Referring students to Student Life for ongoing support will ensure that the student receives the practical and pastoral help they need.

If the student reported the crime via the University's Campus Support team, Student Life will have been sent a copy of the incident report and will have contacted the student to offer support. Campus Support will also offer general safety advice.

In most cases, when a person is a victim of a crime, it is their decision as to whether to report that crime. This can be a difficult decision. If a student tells you about a crime, they have experienced that they have not reported, seek to ensure that the student has the support they need to think through their next steps.

For additional information please visit the University's "Life in the City" web pages: <https://www.hope.ac.uk/gateway/students/studentlife/lifeinthecity/>.

If you are supporting an international student, please refer them to the Global Student and Partnership Centre at **globalcentre@hope.ac.uk**.

Sexual orientation and gender identity

What should you look out for?

A student may disclose to you that they are struggling with issues relating to their sexual orientation or gender identity. Issues could include difficulties reconciling their sexuality with other values and beliefs, such as their faith, or with societal stereotypes and stigma associated with LGBT+ people.

Students may also report homophobic, biphobic or transphobic bullying, harassment or more serious incidents such as hate crimes.

What should you do?

Students may just want you to understand and accept them for who they are. If you feel comfortable, you can discuss issues of sexuality and gender identity with the student yourself.

You may also wish to direct the student towards the Students' Union, who have a number of societies that cater for LGBT+ students. These are a great way for students to meet other LGBT+ students and find out more about LGBT+ issues. More information can be found on the Students' Union website: <https://www.hopesu.com/groups>. Another source of useful information is the national charity Stonewall: www.stonewall.org.uk.

Students who are distressed or need advice can contact the Student Life team at **studentlife@hope.ac.uk** / **0151 291 3427**. The Students' Union (**union@hope.ac.uk**) can also provide independent advice to students. If a student is being bullied or harassed because of their sexuality or gender identity, they may wish to report the incident using the appropriate **[reporting form](#)** on the Student Life website.

If a student is estranged from their family because of their sexuality or gender identity and is experiencing financial difficulties as a result, they may wish to speak with the Student Life team (**studentlife@hope.ac.uk** / **0151 291 3427**).

What happens next?

After the student contacts Student Life, a member of the team will meet with the student to discuss their ongoing support needs.

Where a student is experiencing financial difficulties as a result of estrangement from their family, the Student Funds team will advise the student on their options and may support them to access the University's Student Support Fund: **<https://www.hope.ac.uk/gateway/students/studentlife/moneyadvice/>**

Pregnancy or paternity

What should you look out for?

All students should be encouraged to inform the University as early as possible if they discover they are pregnant. This is to ensure we can support students.

International students who are pregnant or are planning a pregnancy may not have considered suspending their studies, may not be aware of how the UK health system works and may not have planned for costly childcare expenses in the UK. International students who are pregnant or are planning a pregnancy should contact the Global Student and Partnership Centre as early as possible to discuss how the pregnancy and having a baby may affect their visa and their studies (globalcentre@hope.ac.uk / 0151 291 3308).

What should you do?

Once a student discloses that they are pregnant you should try to establish a few details to help advise the student on their options concerning their academic study. We advise that a full risk assessment is conducted as quickly as possible. This is especially important for lab-based studies or if a student is intending to start a placement during the pregnancy. All the relevant information, including the policy document, support plan and risk assessment templates, can be found on the university website: <https://www.hope.ac.uk/gateway/staff/studentsupportandwellbeing/studentpregnancyandmaternityinformation/>.

The expected due date should be established so that you can advise on what the student needs to consider regarding their academic progress. You will need to discuss key assessments and examination periods. If the student wishes to discuss the pregnancy with someone outside of the academic department, please refer the student to The Student Life team who will advise the student. If the student requires any adjustments made (i.e. during examination periods) as a result of the pregnancy, then they should be referred to the Learning Support team: learningsupport@hope.ac.uk.

Please check that the student is receiving appropriate medical care and that they are registered with a GP. If they are not registered with a GP, they should register as soon as possible. Equally, if they haven't yet decided if they wish to continue with a pregnancy, please encourage them to speak to their GP as soon as possible.

The University policy states that students are strongly recommended to take at least two weeks off following the birth (this is in line with NHS guidelines). However, the period of absence will be determined by the student's personal circumstances and the structure and content of the course.

Partner Leave

A student whose partner is pregnant will be permitted reasonable time off study to enable them to accompany their partner to any appointments prescribed by a doctor, midwife, health visitor or social worker. The academic department(s) will take reasonable steps to ensure that the student is able to catch up with any sessions missed should the teaching materials not be available on the University's virtual learning environment (Moodle).

What happens next?

Students can get further help and support from Student Life who can help with registering with a GP and advising on the University policy for pregnant students. Contact the Student Life team at **studentlife@hope.ac.uk / 0151 291 3427**.

In most cases, pregnant international students may need to suspend studies at some point and return home during this time; Global Student and Partnership Centre can discuss how this would affect their visa. Students will be advised to contact their GP (doctor) who can put them in touch with their local midwifery services for care whilst in the UK.

Relevant policies and procedures

<https://www.hope.ac.uk/gateway/staff/student-support-and-wellbeing/student-pregnancy-and-maternity-information/>

Missing students or concerns for students who stop attending

What should you look out for?

If you are concerned when a student does not turn up for a session and has not contacted the school, particularly if this is out of character or has not contacted the academic school with an explanation.

Sometimes, other students will raise concerns regarding a student who has not contacted them, or they have not been able to contact.

What should you do?

If you are concerned, please do the following:

- Check all records and follow the procedure in your school when a student is absent.
- Contact the student by email or telephone.
- Try to establish when the student was last seen or contacted the school
- Double check if the student has informed another member of staff of their absence
- Do not contact the student at home
- Produce a timeline from when the student was last in contact and the attempts to contact them

What happens next?

Please contact Student Life who will also try to contact the student.

Depending on the circumstances the team will email the student offering a confidential meeting to establish if they have any concerns. The team will check if the student has withdrawn or has left university accommodation

If the student is in our halls of residence the team will go to a student's flat if we haven't had a response from the student.

If the student is in private accommodation, we may ask Merseyside police to make a welfare visit. The police will require a comprehensive statement outlining all our attempts to contact the student and details of when the student was last seen.

If a worried parent contacts you, please contact Student Life who will make efforts to contact the student.

studentlife@hope.ac.uk / 0151 291 3427.

Referral Links

	Email	Contact No	Webpage
Student Life	studentlife@hope.ac.uk	0151 291 3427	https://www.hope.ac.uk/gateway/students/studentlife/
Learning Support	learningsupport@hope.ac.uk	0151 291 3427	https://www.hope.ac.uk/gateway/students/studentlife/learningsupport/
Student Finance	financequeries@hope.ac.uk	0151 291 3339	https://www.hope.ac.uk/informationfornewstudents/studentfinance/
Student Funds	studentfunds@hope.ac.uk	0151 291 3666	https://www.hope.ac.uk/gateway/students/studentlife/moneyadvice/
Residential Life	residentiallife@hope.ac.uk	0151 291 3427	https://www.hope.ac.uk/gateway/students/studentlife/lifeoncampus/
Student Engagement Officers	studentengagement@hope.ac.uk	0151 291 3064 0151 291 3024	https://www.hope.ac.uk/gateway/students/studentlife/lifeoncampus/
Hope Social	social@hope.ac.uk	0151 291 3064 0151 291 3024	https://www.hope.ac.uk/hopesocial/
Student Futures	careers@hope.ac.uk	0151 291 3729	https://www.hope.ac.uk/gateway/students/studentfutures/
Administration	administration@hope.ac.uk	0151 291 3331	https://www.hope.ac.uk/gateway/staff/studentsupportandwellbeing/studentadministration/
Accommodation	accommodation@hope.ac.uk	0151 291 3434	https://www.hope.ac.uk/halls/
Library	AskLibrarian@hope.ac.uk	0151 291 2000	https://www.hope.ac.uk/library/
Global Student and Partnership Centre	globalcentre@hope.ac.uk	0151 291 3308	https://www.hope.ac.uk/gateway/students/globalstudentandpartnershipcentre/
Students' Union	union@hope.ac.uk	0151 291 3708	https://www.hopesu.com/
Togetherall			togetherall.com
Mersey Care 24-hour Mental Health Crisis helpline		NHS 111 (option 2 for mental health)	https://www.merseycare.nhs.uk/urgent-help
Hope Park Security Lodge		0151 291 3520	https://www.hope.ac.uk/gateway/students/studentlife/needhelpnow/
Aigburth Park Security Lodge		0151 291 2120	https://www.hope.ac.uk/gateway/students/studentlife/needhelpnow/
Creative Campus Security Lodge		0151 291 3939	https://www.hope.ac.uk/gateway/students/studentlife/needhelpnow/

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