

# Report

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**Title:** Student Services Out of Hours Service for the University Community

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**From:** Alison Woodward

**Date:** 12 March 2013

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## 1. Principles of providing an Out of Hours Service

Student Services, in conjunction with University Security, provide an out of hours service for students and associated members of the University of Southampton to ultimately:

- provide a point of contact for the University Community during situations of immediate risk and significant concern outside of normal University office hours
- liaise with relevant bodies to facilitate our students to have access to a safe environment\* until the next working day when needed
- report incidents into the University's First Support Team so that appropriate actions can be taken once the University is open.

*\*Safe environment could be: halls, private rented, family home, friend's house, hospital, police, hotel etc.*

## 2. How does the service work?

### Student Wellbeing:

Anyone who has a serious concern about the welfare of a student of the University outside normal office hours can contact the Student Services Team via the University's Central Control Room (CCR) on 023 8059 2811. CCR staff refer urgent cases requiring immediate action to the Student Services duty on-call team, which consists of two staff members, comprising a Student Services Manager as First on call, and a member of the Student Services Directorate as second on call/escalation (the on-call responsibility is rotated on a weekly basis).

The initial referrer will be called by the Student Services duty team member to discuss their concerns in more detail and the reasonable actions that will be taken will be outlined. In most instances information about the person they are calling about will not be disclosed due to Data Protection issues.

The Student Services duty team member will then act, escalating to appropriate university staff if required, facilitating a safe environment for the student until the next working day. All calls are dealt with over the phone and referred to the First Support team to pick up the next working day.

### Incident Management:

In circumstances where incidents which may affect students occur out of hours e.g. fire in halls of residence, issue on field trips or accidents etc. Student Services on-call team will be contacted by CCR. They will assess the risk and involve other parties as necessary to manage risk, first ensuring the student/s are safe.

Other services which may become involved are Media Relations, Legal Services, Health and Safety and Senior University Management etc. All issues outside of normal office hours should first be referred to CCR who will contact the appropriate person to respond.

## 3. What is out of hours?

Out of hours is classed as 6pm – 8am Weekdays and 8am Saturday – 8am Monday, or 24hours during bank holidays or University closure periods. Provision is available at all of these times via the University CCR.

In addition to the on-call out of hours provision Student Services also operates the Residences Support Team in halls. This team is an awake all night service and is available during the hours 6pm – 8am 365 days a year (see Appendix one for more information). The Out of Hours team liaise closely with this team when students are resident in halls and concerns have been raised.

During weekend days contracted security teams are available on halls sites and are utilised to respond when appropriate.

#### **4. What can be done out of hours?**

A variety of actions can be taken out of hours. The duty team will make decisions based on the information given to them and refer to external services if someone is at risk. The flow chart in appendix two is used to help inform the decision making by the out of hours team.

Communication within the University community is vital to ensure that the relevant people are informed as soon as possible and that any incident is managed appropriately once the University is re-opened. Email and phone contact is made by the Student Services duty team to ensure the relevant people from the wider university community are involved once the immediate risk element is resolved.

NB: It is not expected that the duty team member attends campus following a call, if urgent assistance is required this is done either via Security (first aid/security), Residences Support (halls) or the emergency services.

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27 March 2013

## **Appendix One:**

### **Summary of available Student Support Services in addition to Out of Hours:**

#### **Residences Support, 6pm-8am:**

The Residences Support team (known as Ressups) are responsible for delivering night time support (6pm – 8am) to students that complements the daytime activities of the Residences group in Student Services. Ressups are a committed group of individuals whose role is to enhance the quality of the student experience by contributing to the 24/7 provision of pastoral care, particularly to those resident in Halls. At any one time a group of around 18 staff (three supervisors and 15 advisers) are actively covering all Halls of Residences sites in Southampton and Winchester.

They have a part to play in student wellbeing, crisis management (through referral to relevant organisations), creating a safe and sociable Halls environment, managing behaviours and discipline (in relation to the Halls regulations). More information about Ressups can be found at <http://www.southampton.ac.uk/accommodation/halls/supportingyou.html>

#### **First Support, 8am-6pm:**

The First Support team is dedicated to being the first point of contact and supporting students during times of crisis. We work with students to identify what support is needed, appropriately refer to the correct service (liaising with those services where necessary) and assist students for very short periods until on-going support is in place.

The team works with students who may be experiencing any form of crisis for example: *Mental health crisis; Domestic abuse; Relationship crisis; Accommodation crisis; Academic crisis (exam stress, missing deadlines); Substance abuse; Death of family member/friend; Serious illness; Impact of someone else's difficulty on own health and /or study; Violent sexual assault or attack; Honour based violence; Bullying/harassment; Transitional/cultural crisis*

Staff, students or family and friends can refer to the service by contacting via email ([firstsupport@soton.ac.uk](mailto:firstsupport@soton.ac.uk)) or phone (02380 597488) between the hours of 8am and 6pm. Contact will be made directly with the student who is causing concern by the team when required. Students will be assessed for risk and then signposted and referred to appropriate internal and external services for ongoing support. <http://www.southampton.ac.uk/edusupport/firstsupport/>

## **Appendix Two – Flow Chart for managing OOH incidents**

# Out of Hours Provision

