University of East Anglia
STUDENT LIFE

What to do if you are concerned a student:

- Has been (sexually) assaulted
- Wants to make a disclosure
- Is being stalked
- Has experienced unacceptable behaviours*

Do you consider the situation to be an immediate emergency?

- An incident has just happened, for example, a physical or sexual assault, and there are forensic implications

YES

In the event that the student consents to police involvement, call them on 999.

Where the police are attending campus, inform UEA security on 01603 592222.

To initiate UEA support, use the Report and Support webpage on the portal https://reportandsupport.uea.ac.uk to report your concerns. You can report on behalf of the student or with the student details. You can also email studentlife.managers@uea.ac.uk

This report generates contact to the student from the Student Life Team. If at a weekend or during University shutdown periods, please call the Residential Life Advisers – 07795 591386

NO

Do you consider the situation to be urgent (for support within 24 hours) because:

- The student has experienced recent (within the 7 day forensic window) physical or sexual assault
- The student wants to make a disclosure
- The student reports being stalked
- The student states that they are unable to return home due to a concern over their safety

YES

Use the Report and Support webpage on the portal https://reportandsupport.uea.ac.uk to report your concerns. You can report on behalf of the student or with the student details.

This report generates contact to the student from the Student Life Team. If at a weekend or during University shutdown periods, please call the Residential Life Advisers – 07795 591386

NO

Are you worried the student needs timely (non-urgent) help because:

- The student has indicated that they would like to make a historic disclosure
- The student has indicated they are experiencing unacceptable behaviours

YES

Use the Report and Support webpage on the portal https://reportandsupport.uea.ac.uk to report your concerns. You can report on behalf of the student or with the student details.

If during University shutdown periods, please call the Residential Life Advisers – 07795 591386 to advise them of the student details so they can reach out to offer support

NO

Signpost the student to the STS services that are available, for example, Student Life or Wellbeing via the online referral link https://my.uea.ac.uk/divisions/student-services/online-referral-form so that they can be triaged and offered the most appropriate support that meets their needs.

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Support options to signpost students to

HELPFUL TELEPHONE NUMBERS

Emergencies: 999
Urgent Emergency Advice: 111
Residential Life Team: 07795 591386
UEA Security: 01603 592222 (Emergency Line)
The University Medical Service (UMS): 01603 251600

HELPFUL UEA SOURCES OF SUPPORT

- Report & Support - A student or staff member can use this platform to report any unacceptable behaviour and receive a reply from a member of the Student Life Team
- Student Life Adviser - An adviser can talk through the support available through the University, how to make a complaint and what support is available, in confidence
- Residential Life Team - Whether it is a neighbourhood Student Services Resident (SSR) or the Duty SSR, if the student lives in UEA residences there is someone to talk to
- The uea(su) Advice Service - This is a free, confidential service. Advisers can support students who have been named in a disciplinary report for breach of the General Regulations for Students, and can talk through the procedure, what options are available
- If a student studies have been affected by what has happened they can consider applying for Exceptional Circumstances
- UEA Self-help and signposting resources are available on Blackboard: Student Services Hub
- The University Medical Services (UMS) web pages: https://www.umsuea.co.uk

HELPFUL EXTERNAL SOURCES OF SUPPORT FOR:

SEXUAL ASSAULT

- The Harbour Centre: The local Sexual Assault Referral Centre (SARC) has Independent Sexual Violence Advisers (ISVAs) who are trained to look after the needs of a survivor of rape or sexual violence to ensure they receive the best possible care and understanding
- Rape Crisis England and Wales: Provides further information on supporting a survivor
- Sue Lambert Trust: A Norfolk based charity that provides support for survivors of sexual abuse
- The Survivors Trust: A service for male survivors of sexual abuse as a child or as an adult

STALKING

- The National Stalking Helpline can give you information and advice on support and options available to you
- The Suzy Lamplugh website also have useful information

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HELPFUL EXTERNAL SOURCES OF SUPPORT FOR:

DOMESTIC ABUSE

- Leeway - Norfolk's largest specialist provider of relationship abuse support is available to offer free help and advice
- Refuge - A Freephone 24-Hour National Domestic Abuse Helpline: 0808 2000 247
- Men's Advice Line - Advice and support for men experiencing domestic abuse and violence
- Galop - For lesbian, gay, bisexual and transgender people. Galop is LGBT+ anti-violence charity
- Women's Aid - A grassroots federation working together to provide life-saving services and build a future where domestic violence is not tolerated
- The Survivor's Handbook - From the charity Women's Aid is free, and provides information for women on a wide range of issues, such as housing, money, helping your children, and your legal rights

GENERAL SUPPORT

- MAP - MAP offers advisers, counsellors, youth workers and other professionals working together to provide the best support they can to young people aged 11-25, in a way that works for them. All of their services are free and confidential. Advice covers mental health, money, housing, benefits, employment, education, training, young parents, relationships, sex, sexual health, gender, and drugs and alcohol
- Victim Support - If a student reports a crime to the police, they should automatically ask them if you would like help from an organisation like Victim Support. But anyone affected by crime can contact them directly – you don't need to talk to the police to get Victim Support help

*Unacceptable behaviours could include bullying, harassment, sexual harassment, racial harassment, or discrimination