1. **IDENTIFY THE PROBLEM**
   - Action: In an emergency call 999
   - Gather information: Questions and prompts

2. **COULD YOUR PERSONAL SAFETY BE AT RISK?**
   - NO: Proceed with caution and take mobile phone
   - YES: Take someone and a mobile phone with you

3. **REACT AS SOON AS POSSIBLE BY GOING IN PERSON—ASSESS THE SITUATION**

4. **NO FURTHER ACTION NEEDED NOW?**

5. **IS THE STUDENT WILLING TO ACCEPT HELP? YES / NO?**
   - Weigh up the risks to the individual, yourself and others
   - What are the consequences for the student's health and safety if they do not receive support at this point?

6. **CALLING SERVICES**
   - 8.a) Calling the NHS 111 Service for Out of Hours GP
   - 8.b) Police
   - 8.c) Ambulance
   - 8.d) Fire Service
   - 9. Waiting for the services to arrive: contain the situation

7. **RECORD ALL DETAILS**
   - Follow up after the crisis—report incident
   - Ensuring that the student gets ongoing support
   - Debriefing—getting support for yourself and others

8. **BACKGROUND INFORMATION — OTHER MENTAL HEALTH SERVICES**
   - 11.a) Approved Mental Health Professional
   - 11.b) Adult Mental Health Teams (AMHT)
   - 11.c) Emergency Department Psychiatric Services (formerly Barnes Unit)
   - 11.d) Other useful numbers e.g. Samaritans, Warneford Hospital etc.