

Information sharing protocol in relation to significant student mental health concerns

Sharing information with external parties

When a student contacts the service, they will be made aware of the Student privacy notice [Sharing your Data with Third parties](#) which sets out what we do with any information they disclose, including the sharing of information. Information sharing is also discussed in the first meeting a student has with the service and should be regularly checked subsequent meetings to ensure we hold accurate information.

All information about a student is held in confidence within the team and will only be shared with other external services or third

is classed as being in their Z Å] š o], or as being necessary to prevent a crime, under GDPR/Data Protection law and guidance.

x The disclosure is required by law, e.g. by court order or statutory obligation

As part of their first meeting with a student, an adviser or counsellor will discuss risk factors and protective factors with the student and where appropriate will create a personal coping plan with the student to help manage any identified risks. Discussions regarding protective factors include the benefits of including a trusted named contact (e.g. family member) in their support network. If the student does wish to include a trusted contact in the discussion, the adviser will clarify with them specifically what information they are happy to be shared. If the student states that they do not wish information to be shared with a family member or any other trusted contact, this will be respected. Staff have internal procedures setting out when and how student information can lawfully be shared with external parties if consent has not been obtained.

Should a third party make contact with the University to express any concerns about a student, we will not disclose any information to that third party without the student's explicit permission in the first instance before disclosing any information to that third party.

Student Services Executive member on ~~will~~ have been consulted and the action taken, including the reasons for the decision, will be carefully documented.

Information Sharing Agreements and External Referral Pathways

Student Services has agreed processes in place to share information with appropriately trained partner professionals via our referral pathways and ~~Suic/SAR~~ meetings. These include:

- x The BU Medical Centre
- x Our out of hours mental health support provider ~~Health Assist~~
- x Our partner accommodation providers
- x Our NHS commissioned Student ~~Well~~being service
- x Community Mental Health Teams

This current protocol is consistent with [BACP/UMHAN documents](#) which was published in the summer 2022.

Further information for staff regarding supporting students is available on [the portal](#) and [Student Health and Wellbeing webpages](#)