



GREEN VALLEY ACADEMY

Mental Health and Wellbeing Referral Policy

Approved: October 2026

DOCUMENT CONTROL

Reference	GVA-23
Policy owner	Wellbeing Team Leader
Approved by	Academic Board, through the Student Support, Safeguarding and Wellbeing Committee — 5 October 2026
Effective from	5 October 2026
Next review	August 2027
Applies to	All students; every member of staff carries the duties of notice and referral
Linked documents	Safeguarding and Prevent Policy; Disability Disclosure and Learning Support Policy; Anti-Harassment and Bullying Policy; University of Wolverhampton extenuating-circumstances and support-to-study procedures

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1. PURPOSE

- 1.1** The students of Green Valley Academy will, in the main, be adults balancing study with employment, caring responsibilities and financial pressure, and periods of mental health difficulty are therefore a predictable feature of student life to be planned for, not an exception to be improvised around. This policy establishes a single, clearly signposted referral pathway through which any concern about a student's mental health or wellbeing — whether raised by the student, by a Personal Academic Tutor, by teaching staff, by a peer or by a family member — reaches trained support quickly; it defines the timescales, consent principles and confidentiality rules that govern what happens next; and it connects internal support with external NHS, community and crisis services and with the academic protections available under the University of Wolverhampton's procedures. Its ambition reflects the Academy's public health mission: early help, offered without stigma, before difficulty becomes crisis.

2. SCOPE AND INTERFACES

- 2.1** This policy covers the full range of mental health difficulty, from stress, low mood and anxiety through to diagnosed conditions, self-harm and suicidal thinking, and the broader wellbeing concerns — isolation, bereavement, financial distress, housing insecurity and relationship difficulty — which affect a student's welfare and capacity to study. It operates alongside, and its boundaries with, three connected frameworks shall be understood by all staff: the Safeguarding and Prevent Policy is engaged, and takes precedence, wherever there is risk of serious harm to the student or to others, including active suicidality; the Disability Disclosure and Learning Support Policy is engaged where a condition is long-term and study adjustments are needed, and a referral under this policy shall trigger consideration of that route; and the academic protections of extenuating circumstances, interruption of study and support-to-study are operated under the University of Wolverhampton's procedures, with the Academy responsible for guiding and supporting the student through them.

3. ROLES AND RESPONSIBILITIES

- 3.1** Every member of staff carries three duties under this policy, and no more than three: to notice indicators of difficulty; to listen without judgement when a student speaks; and to refer to the Wellbeing team within one working day, it being no part of any teaching or administrative role to counsel, diagnose or carry a student's difficulties alone. Personal Academic Tutors, as the staff most likely to receive disclosures, shall be trained in mental health awareness and referral practice, shall ask about wellbeing as a routine part of tutorial meetings, and shall manage the academic interface once support is in place. The Wellbeing Team Leader shall triage every referral, coordinate casework, maintain the map of external services, and act as Designated Safeguarding Lead where risk escalates; Wellbeing Officers shall deliver structured one-to-one support, practical assistance and follow-up
- 3.2** The Academy shall maintain at least two members of staff holding current accredited Mental Health First Aid certification, of whom at least one shall be available during all teaching hours. The Academy confirms Benjamin George and Hind Daadi as its

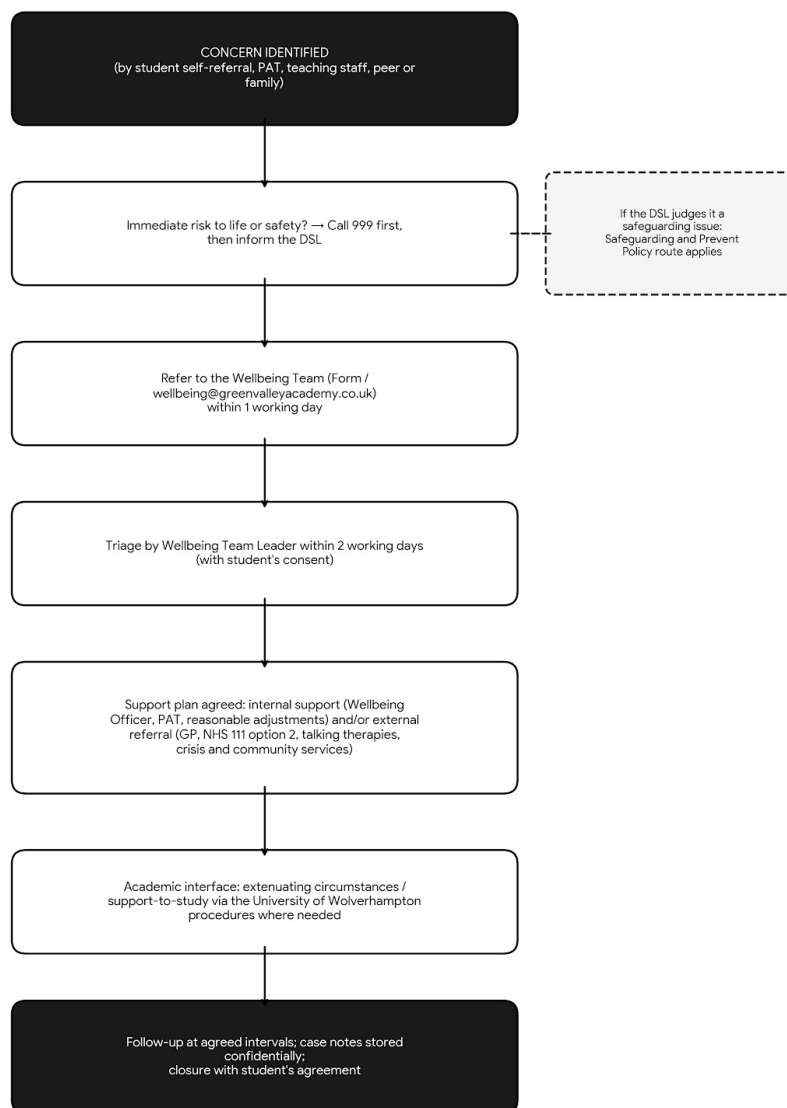
accredited Mental Health First Aiders, effective 5 October 2026, meeting this minimum (Role and Designation Schedule v1.1, 5 October 2026). Students themselves are encouraged to self-refer at any time, and a student who brings a concern about a friend shall be thanked, taken seriously, and told in general terms that the matter is being handled, the consent principles in Section 6 governing what more may be said.

4. IDENTIFYING CONCERNS

- 4.1** Indicators that a student may need support include: marked deterioration in attendance, engagement or submission patterns; visible changes in mood, appearance, weight or self-care; withdrawal from peers and activities; disclosure of distress, hopelessness or self-harm; the effects of alcohol or substance misuse; and reports from peers, family or employers. The Academy's weekly review of attendance and engagement data by the Personal Academic Tutor team is a deliberate early-warning instrument under this policy and shall be used supportively in every case: an unexplained pattern prompts a personal, unthreatening enquiry after the student's welfare, and never an automatic sanction.

5. THE REFERRAL PATHWAY

- 5.1** Where there is immediate risk to life or safety, the member of staff shall call 999 first and inform the Designated Safeguarding Lead immediately afterwards, and nothing in the remainder of this policy qualifies that instruction. In all other cases the pathway at Figure 1 applies: referral to the Wellbeing team within one working day of the concern arising, by the internal referral route at Appendix A or wellbeing@greenvalleyacademy.co.uk; triage by the Wellbeing Team Leader within two working days, conducted with the student's knowledge and consent; and a support plan agreed with the student, which may combine internal support — structured sessions with a Wellbeing Officer, practical assistance, coordination with the student's Personal Academic Tutor, and adjustments under the Disability Disclosure and Learning Support Policy — with referral to external services, including the student's general practitioner, NHS urgent mental health support through 111, local talking therapies, and community and crisis services. Where the student's studies are affected, the Academy shall support them through the University of Wolverhampton's extenuating-circumstances, interruption or support-to-study procedures, preparing the application with them so that the student is not required to retell their circumstances repeatedly.



At any point: emergencies → 999; safeguarding concerns → DSL (Wellbeing Team Leader) under the Safeguarding and Prevent Policy.

Figure 1: Mental health and wellbeing referral pathway

6. CONSENT AND CONFIDENTIALITY

- 6.1** Support under this policy is voluntary and consent-based: the student decides whether to accept support, what support to accept, and what information may be shared with whom, and those decisions shall be recorded and honored. Information shall be shared without consent only where the safeguarding thresholds of the Safeguarding and Prevent Policy are met — where there is risk of serious harm to the student or to others, or a safeguarding duty otherwise requires it — and in every such case the Designated Safeguarding Lead shall decide what is shared, the student shall be told what is being shared and why, unless, telling them would itself increase the risk, and the justification shall be recorded. Wellbeing case notes shall be stored securely and separately from academic records under the IT, Data Protection and Data Security Policy, retained per the schedule, and disclosed within the Academy only on a need-to-know basis; a referrer

who is not the student shall be told only that the matter is in hand, never the content of the student's engagement with support.

7. FOLLOW-UP, RECORDS AND TRAINING

- 7.1** Every accepted referral shall receive follow-up at intervals agreed with the student until the case is closed, and closure shall occur only with the student's agreement or after documented, repeated attempts at contact; where a student disengages from support unexpectedly, the Personal Academic Tutor shall be asked to make a welfare-focused contact, and persistent unexplained disengagement combined with risk indicators shall be escalated to the Designated Safeguarding Lead. The Wellbeing Team Leader shall maintain the confidential case log and shall report each term to the Student Support, Safeguarding and Wellbeing Committee on volumes, response-time compliance, themes and outcomes, in anonymised form; and all staff shall receive mental health awareness training at induction and annually, with enhanced training for Personal Academic Tutors and the Wellbeing team.

8. SUPPORT DIRECTORY

- 8.1** The following support routes shall be published in the Student Handbook, on the virtual learning environment and on campus, and verified at the start of each academic year.

Support	Contact
Green Valley Academy Wellbeing team	wellbeing@greenvalleyacademy.co.uk · The wellbeing office at The Atrium
Emergencies	999, or the nearest emergency department
NHS urgent mental health support	NHS 111, selecting option 2
Samaritans (24 hours)	116 123
Shout crisis text service	Text SHOUT to 85258
Local NHS talking therapies (self-referral)	Telephone: 0300 555 4152 Email: info@totalwellbeingluton.org Online self-referral available through Total Wellbeing Luton. Total Wellbeing Luton
Local crisis and community mental health services	NHS 111 and selecting option 2
Student Space (Student Minds)	studentspace.org.uk
Mind BLMK	www.mind-blmk.org.uk

APPENDIX A — INTERNAL REFERRAL — REQUIRED INFORMATION

- A.1** A referral under this policy shall record: the referrer's name, role and contact details, or that the referral is a self-referral; the student's name, identifier, course, level and Personal Academic Tutor; the concern, describing what has been noticed or disclosed, over what period, and any indicators of immediate risk; any action already taken, including any emergency contact or safeguarding involvement; whether the student

knows the referral is being made, and their consent where given; and the urgency assessed by the referrer, distinguishing same-day concerns from routine referrals for triage within two working days.