Child Protection and Adults at Risk – Adults at Risk Supporting Procedures

(please see separate procedures for Children-under 18’s)

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Section / Dept: Wellbeing Directorate
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Date of next review: October 2018
Related policies: Children & Adults at Risk Policy (Safeguarding), Student Death Policy

Version History

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Approval History

Equality Analysis

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Committee Sign Off

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# Introduction

## 1.1 Purpose

1.1.1 This document sets out the University procedures relating to the safeguarding of students & staff who give cause for concern.

## 1.2 Policy

1.2.1 See Safeguarding: Children and Adults at Risk (Safeguarding) Policy (provide Hyperlink)

## 1.3 Procedures

1.3.1 This guidance is to be read in conjunction with the University of Surrey Children & Adults at Risk (Safeguarding) Policy available at (provide hyperlink). It outlines the procedures to be used when there is a concern that an individual is considered vulnerable (for whatever reason) and at possible risk of exploitation, abuse or harm, and there is a connection with the University. The connection to the University may be that the student or staff member is themselves vulnerable; or, that they have concerns about a vulnerable individual known to them; or, that they may be considered a potential perpetrator of exploitation, harm or abuse against a vulnerable individual.

## 2 Health and Wellbeing Concerns

### 2.1 Principles

2.1.1 There are normally 3 main sources of information on which to base decisions about students or staff who may give cause for concern: our own observations; by information a student or staff member decides to disclose through their own words and behaviours; and information disclosed by a third party (e.g. friends, classmates, flatmates, tutors, staff colleagues etc.).

Some typical indications of a student or staff member who may be a cause for concern include significant changes in:

- Standards or patterns of academic work and or performance
- Appearance such as unusual weight loss or gain; deterioration in personal hygiene, excessive tearfulness
- The way a student or staff member sounds or speaks (fast or agitated, flat tone, very quiet or very loud)
- Excessive mood swings
- Reports of, or evidence of cutting and other forms of deliberate self-harm or harm towards or from others
- The student or staff member behaves in a very unusual, bizarre, hostile or aggressive manner that is disturbing to others
- The student or staff member reports deliberate self-harm, suicidal thoughts or plans to end it all
- Voicing beliefs that do not seem based in reality
- A student or staff member goes missing without notice (e.g. from class, residences, regular activities)

These examples are not exhaustive but are typical examples of cases that have been referred to the Case Review Management Group (CRMG – see below).
If it has come to your attention that a student has a significant illness or has had a stay in hospital, please consider referral to Additional Learning Support and/or the Health Advice team in the Wellbeing Directorate for follow up and coordination.

In the event that a member of staff is concerned that a member of staff or a student is acting in an ‘abnormal or illogical’ way, and their behaviour is disruptive, the relevant staff member or manager should initially alert the security team about their concerns, (Call 3333). Security will evaluate the situation and call upon the support of staff at the Centre for Wellbeing if they consider this to be appropriate.

Security will assess whether specialist health or police involvement is necessary and will make the necessary referral.

If you are concerned about the wellbeing of a student or staff member but it is not considered necessary to call security, to ensure their own or other’s safety, it is recommended that the individual is encouraged to contact the Centre for Wellbeing.

The Centre for Wellbeing is able to respond to concerns during the hours 0900-1630 Mon-Fri.

If they appear reluctant to contact the Centre for Wellbeing, anyone with concerns about them may contact the Centre for wellbeing to discuss how the person might be supported and helped. If considered appropriate, a member of staff from the Centre for Wellbeing may go to their location on campus to speak with them.

If they do not wish to have any contact with the Centre for Wellbeing, but are willing to accept help from an external agency, they should be encouraged to contact their GP (who can refer to specialist services if necessary).

### 3 Who is involved in working with students who give cause for concern?

#### 3.1
We all have a responsibility to each other to protect our health, safety and wellbeing but some staff and students have increased responsibility for watching out for students who give cause for concern. During the working day faculty advisors, departmental tutors, the various specialist services* and the Student’s Union have particular responsibilities for student welfare and support.

In student residences the key support team are the wardens and the Student Life Mentors. These staff take responsibility for knowing what the range of support services is and how they go about advising others.

Other frontline staff (e.g. reception staff in residences or University security) as well as friends, classmates and flatmates are also frequent contacts for students in distress and should be able to seek advice from others with more formal responsibility where the need arises.

Out of hours on campus, any individual faced with an emergency may need to take direct action themselves, either by calling emergency services (999) or contacting university security 01483 68 3333. In residences, the relevant wardens and Student Life Mentors should be involved as quickly as possible.
In urgent situations wardens and security can contact emergency call out support which gives them access to telephone support from senior managers within the University of Surrey’s support services. The Silver Group on call rota also provides a link to senior managers in an emergency.

### 3.2 The Case Review Management Group

#### 3.2.1 The Case Review Management Group (CRMG) represents a cross-University, team approach to working with students who give cause for concern. It exists to enhance the coordination and management of complex casework and students who give cause for concern by providing a framework that:

1. Covers gaps between expert services
2. Clarifies responsibilities
3. Facilitates communication, problem solving and advice
4. Considers broader issues
5. Supports the role of Case Coordinator
6. Supports management of cases that consume resources in multiple Services
7. Identifies cross cutting issues, monitors trends, and informs as appropriate the development of the University’s structures and processes
8. Draws in those students not currently engaged with specialist* services
9. Facilitates discussion of support for non-expert staff involved
10. Saves time

**The CRMG supports work within and across Service boundaries. It is not intended to duplicate this work.**

The work of the CRMG is especially beneficial during the early stages of the emergence of a complex case, providing a framework for initial containment, assessment and management.

On occasion, cases supported via the CRMG may come to a point where the student's needs are beyond the University’s professional capabilities to meet them. There are other, separate processes that define the University’s response in this situation.

#### 3.2.2 Membership of the CRMG

- Director of Wellbeing (Chair)
- Deputy Director of Wellbeing
- Mental health nurse
- Head of Student Support Services
- Head of Security (or delegate)
- Director of Student Services and Administration and Deputy Registrar (or delegate)
- Head of Additional Learning Support (or alternate)

Each of these members may have a case coordinating role to play.

Others may be invited to the CRMG and who have direct involvement with a particular case and on a need to know basis:
- Senior Warden (or alternate)
- USSU Membership Services Development Manager (or alternate)
- Any other University member of staff as and when appropriate

#### 3.2.3 CRMG meetings
CRMG meetings are focused discussions, which operate at an overview-level, and especially concern overall direction of travel and key next steps.

Meetings take place after in-Service ‘processing’ of clinical and supervisory type issues.

Appropriate, minimal record are kept of CRMG discussions, in order to facilitate efficient and effective discussion at meetings.

Routine updating on cases takes place outside CRMG meetings.

The frequency of meetings is tailored to caseload demand.

4 **Responding to someone suspected of being drawn into radicalisation or terrorism**

4.1 The counter-Terrorism and Security Act (2015) places a duty on the institution to have due regard to preventing people from becoming radicalised and/or drawn into terrorism. If you suspect a student or a staff member is vulnerable please refer to the Prevent Policy; the Safeguarding - Children & Adults at Risk Policy and any department guidelines. Ensure that the vulnerable person is given appropriate advice and support. Remember to raise these concerns with your line manager.

5 **Responding to a death/suspected suicide**

5.1 In the very rare situation that you are present at/called to the situation of the death of a student or member of staff your first action should be to contact security services by calling 3333 immediately, and seek assistance from others (e.g. your line manager).

You need to be aware that the death may be a result of deliberate harm/suicide. A high level of sensitivity and discretion is required in dealing with such cases. If the incident occurs on campus and/or during work hours initial contact should be made with security to determine next steps (3333). They also have access to key private contact numbers for use in emergencies.

In these instances you are advised not to speak to members of the press or other media. Such enquiries are handled by PR and communications. Instead, contact should be made with the following to determine appropriate steps to inform parents or next of kin and to handle necessary communication with others:

- Student Services Centre
- Centre for Wellbeing
- PR & Communications
- Faculty Dean or department head

6 **Practical Advice for Managers/Staff: taking action**

6.1 **Confidentiality and Disclosure:**

Staff have a responsibility to ensure they process personal information in accordance with the Data Protection Act in addition to their own professional guidelines on confidentiality. When a staff member or student is at risk or suffering a health crisis it may be necessary to share confidential and personal information about them between disciplines. Staff should always endeavour to obtain the client's permission to share information and an attempt to do so should be made. If consent cannot be obtained but it is felt to be in the best interests of that person (or for the safety of a third party) information can be shared within certain parameters.
6.1.2 Communication:
A secure and appropriate form of communication should be used to share information. This may be face to face, on the telephone, or via email or fax.

When sharing information staff should ensure that:
Conversations, whether on the telephone or face to face, cannot be overheard and that information is only shared with people who are involved with the individual's care and wellbeing and have a need to know. Only relevant information should be disclosed. Written information should be sent in a confidential manner with the sender ensuring they have the recipient’s correct address. When sending a fax ensure the recipient is available to receive it and it is not going to a public machine. Ensure that the person you are sharing the information with is aware that this is confidential information and it should only be used for the purpose for which it has been shared.

6.1.3 Boundaries:
When responding to a crisis or concern, staff should remain professional and work within their own sphere of knowledge. Staff should be aware of their own skills and limitations and refer to an appropriate person, department or agency when a situation is outside their area of expertise.

To ensure continuity of care, if a client is under the care of another person or agency they should be referred back after the crisis has been managed and as soon as possible.

6.1.4 Keeping a record:
Accurate reporting and recording of any incident and subsequent chain of events is very important. As far as possible, keep some notes as events progress – an example of a Safeguarding Safety Concern Form can be found in the appendix.

7 These procedures and associated Policies are monitored and regularly reviewed by the Director of Wellbeing and the Wellbeing Strategy group

8 Further Information

8.1 Further information
University of Surrey
If you have questions relating to the safeguarding of children or adults at risk please make contact with the Vice Provost Education & Students.
Appendix 1

Safeguarding Safety Concern Form

Please use this form to outline the nature of your concern.

If you cannot complete a section, or feel a section is not relevant then leave it blank.

Your disclosure will be treated sensitively. It is better to refer any safeguarding concern and enable a risk assessment to take place, than not to make one because you are not yet certain.

<table>
<thead>
<tr>
<th>Name of Student/Staff member (if known):</th>
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<tbody>
<tr>
<td>Date of birth or age:</td>
</tr>
<tr>
<td>Description of the safeguarding issue (see Safeguarding - Children &amp; Adults at Risk Policy for more information about what constitutes a safeguarding concern). Your description might include a factual account of something you have witnessed or an account of something a third party has reported to you.</td>
</tr>
<tr>
<td>Time, location, date of the incident/s: (if known)</td>
</tr>
<tr>
<td>The Student’s/Staff member’s account: (if known)</td>
</tr>
<tr>
<td>Any other observations/information:</td>
</tr>
<tr>
<td>Any action you may have taken:</td>
</tr>
<tr>
<td>Signed:</td>
</tr>
<tr>
<td>Name(print):</td>
</tr>
<tr>
<td>Position:</td>
</tr>
<tr>
<td>Your Preferred Contact Method (Tel ext.: mobile: email)</td>
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Please continue onto another page if necessary, ensuring it is securely attached to the safety concern form.
Please send this information to the head of security; the Director of Wellbeing; a Senior member of staff in your department or the designated Health, Safety and Wellbeing Officer as a matter of urgency.
Practical guidelines for staff supporting students and staff with possible safeguarding concerns

**APPENDIX 2**

*How do you know there is a problem?*
- The student/staff member told you?
- Other students or staff have voiced their concerns?
- You’ve noticed significant changes in appearance - weight loss/gain; decline in personal hygiene?
- You’ve smelt alcohol or cannabis on the student/staff member on a regular basis?
- You’ve noticed changes in mood or behaviour? - withdrawn, miserable, hyperactive, sad

**YES** to any of the above
- Be proactive not reactive, don’t wait for the situation to get worse

**DON’T** avoid the situation
- Approach the student/staff member, try to talk to them
- Be prepared to listen
- "Remember time constraints - be honest with them and yourself about how much time you have."

**AFTER** approaching the student/staff member, if you feel there is a problem

**The student/staff member will not accept help**
- Respect the right of the student/staff member if they do not want to discuss their problems or seek help

**The student/staff member wants to talk about their problems**
- Offer an open invitation to come back and talk to you
- You are concerned about their own or others safety, and/or their behaviour is disruptive
- Contact Security on 3333
- "You do not need to solve the problem. Try not to take responsibility for their problem"

**Their behaviour is not currently disruptive, and/or it is not considered necessary to call security to ensure their own or other's safety**
- Speak to your head of dept., or contact the Centre for Wellbeing on 5498 for advice
- Try not to give advice that isn’t part of your role

Listen and try to help them identify what sort of help they need e.g. study, money, alcohol, housing, drugs, relationships, depression, stress, abortion/pregnancy, counselling, sexual health, practical support

For students, look online at www.surrey.ac.uk/currentstudents for available support services to direct them to.

For staff, consider directing them to an appropriate service (e.g., The Centre for Wellbeing, Occupational Health, Human Resources or the Citizen’s Advice Bureau), The Centre for Wellbeing and GP’s also hold information about local external specialist services and charities for any health/wellbeing related problems.

"Helping someone can be stressful. Remember to look after yourself and seek support"