

Safeguarding Procedure	
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Associated Policy Statements:	Our Colleagues - Chief Operating Officer Our Safety – Chief Operating Officer
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Authorised Co-ordinator:	Director of Student Life
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Approval History

Version	Reason for review	Approval Route	Date
1.0	New	UEC and EB	22/11/23
2.0	Annual Review	EB	25/09/25

1. Purpose

1.1 The purpose of this Procedure is to set out the University's approach to safeguarding of Children, and Adults at Risk.

1.2 The University is mindful of its duty of care and legal obligations.

1.3 The University is committed not just to its provision of education services to its students, but also to their support. The University is not a statutory service that provides health care, and nor does it seek to act as such. The University does not act in loco parentis.

The University is however clear in its aim to seek to support its students where possible, in all aspects linked to their study, including their safety and wellbeing.

1.4 These Procedures apply to all members of the University. However, it is specifically aimed at staff, students and volunteers who encounter the following groups through teaching, research, professional services and outreach activities:

- Children (up to the age of 18)
- Adults at Risk

1.5 These Procedures seek to support these activities and to offer assurances to staff, students, volunteers and visitors that, through its implementation, the University seeks to protect Children and Adults at Risk and to keep them safe from harm when in contact with University students and staff and the activities associated (whether acting in a paid or unpaid capacity).

2. Scope and Exceptions to the Procedure

2.1 Who this procedure applies to:

All staff and students the University, including those that do not have a specific role in relation to safeguarding matters, who may come into contact with a Child or Adults at Risk as part of their work or activities.

All University subsidiaries (including but not limited to Surrey Sports Park) with only the following exception:

- Where the University Executive Board (EB) approve specific documentation solely for the purposes of one or more subsidiaries.

For the purposes of these Procedures this includes staff of the Students' Union and visitors to the University.

2.2. Where and when this procedure applies:

To all University activities undertaken at the University's Guildford campus, and where off-campus activities are not subject to safeguarding procedures elsewhere.

Situations where a student or staff member may pose a safeguarding risk outside of University activities, such as in the family home or activity with Children or Adults at Risk.

The University and the Students' Union (USSU) are committed to working together and sharing information in order to safeguard the interests and wellbeing of Children and Adults's at Risk, e.g. in relation to individuals and activities with student societies and volunteering. USSU are responsible for identifying students aged under 18 engaging in USSU events and societies and ensuring that events involving under 18s or Adults at Risk follow the guidelines for organising events.

Children under 18 years of age, living with students or staff in University-owned accommodation, are under the responsibility of the parent(s), not the University. However, the University will ensure any safeguarding issues are raised and managed as per this Procedure, this may include referral to Children's Services.

The International Study Centre (ISC) are responsible for safeguarding students aged under 18 and Adults at Risk registered on their courses, in line with the ISC [safeguarding policy and Procedures](#), liaising with Colleges and Student Wellbeing Services if any safeguarding concerns or incidents are reported.

The University reserves the right to request appropriate safeguarding policies and assurances from contractors and placement providers.

HEON and the Widening Participation team have their own guidance which is underpinned by this Safeguarding Procedure (Appendix 1), the guidance includes :

[General Risk Assessment WPO HEON Activity 202425.pdf](#) General Risk assessment.

[Summer school risk assessment 2024.pdf](#) Summer School Risk Assessment

[Code of Conduct - On Campus Bookings.pdf](#) Code of Conduct on Campus booking

[Code of Conduct - In School Bookings.pdf](#) Code of Conduct in School booking

The University expects organisers bringing under-18s and Adults at Risk onto its premises, e.g. for interview, applicant and open days, conferences, summer schools, school visits or work experience to ensure they have local safeguarding Procedures and are familiar with relevant University Procedures.

There are no exceptions to this Procedure.

3. Definitions and Terminology

3.1. Abuse – is the violation of an individual's human and civil rights by any other person or persons and can be in the form of:

- Physical abuse
- Child sexual exploitation
- Neglect or acts of omission
- Extremism
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery and Child trafficking
- Discriminatory abuse
- Organisational abuse

As outlined by [Working Together to Safeguard Children](#) (Dec 2020) and [Care Act 2014](#)

Adults at Risk - any individual who is aged 18 years or over who:

- (a) has needs for care and support,
- (b) is experiencing, or is at Risk of, abuse or neglect, and
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the Risk of it.

Child - For the purposes of this Procedure, the University defines a Child as a person who is under the age of 18.

Prevent - The Prevent Duty for higher education providers in the UK is part of the government's counter-terrorism strategy, aimed at preventing individuals from being drawn into terrorism. Under the Counter-Terrorism and Security Act 2015, universities and colleges are required to have due regard to the need to safeguard vulnerable students and staff from being radicalized. This includes implementing policies and procedures that promote free speech while protecting individuals from extremist ideologies, monitoring risks related to radicalisation, and training staff to identify and support at-risk individuals. The Office for Students requires universities to comply with, and report annually, on how they comply with the guidance, as a condition of their Registration.

Safeguarding - For the purpose of this Procedure, the University defines safeguarding as protecting Children and Adults at Risk who may be at Risk of exploitation (including radicalisation), harm, neglect or abuse as well as promoting the welfare of our community.

Roles and responsibilities

The University has appointed roles and assigned responsibilities to those roles and is outlined in job descriptions. The structure is outlined in Appendix 2.

Chief Student officer (CSO)

Senior colleague and Executive Board member who takes responsibility for the culture and commitment of safeguarding at the University of Surrey.

Principle Safeguarding Lead:

Associate Director of Wellbeing and Disability

Responsibilities include:-

- Implementing and promoting this Procedure
- Ensuring that the Procedure is monitored and reviewed in accordance with changes in legislation and guidance on the protection of Children and Adults at Risk of harm
- Acting as the senior contact within the University for safeguarding Children and Adults at Risk of harm;
- Ensuring that members of the University are provided with information, advice and training on the protection of Children and Adults at Risk of harm, consistent with their roles and responsibilities
- Engaging with Surrey County Council Safeguarding team, Social Services, Police and Children's Services
- Maintaining the confidentiality of records of relevant cases and action taken and handling all data in a manner that is consistent with the Data Protection Act.

Deputy Safeguarding Lead:

Head of Student Mental Health, Associate Director of Student Success

- To deputise on all aspects as above, as well as being the first point of contact for cases of safeguarding Children and Adults at Risk of harm.
- Provide business continuity.

Safeguarding Officer

Colleagues across the University in key teams to provide support and advise on escalation of cases to Principle Safeguarding Lead or Deputy Safeguarding Lead and for Campus Safety's Safeguarding Officers to support out of hours cases.

Local Authority Designated Officer (LADO) - the person who should be notified when it has been alleged that a professional or volunteer who works with Children has:

- Behaved in a way that has harmed a Child, or may have harmed a Child
- Possibly committed a criminal offence against or related to a Child
- Behaved towards a Child or Children in a way that indicates she or he may pose a Risk of harm to Children
- Behaved or may have behaved in a way that indicated they may not be suitable to work with Children

Children's Services

Social Care provided by the local authority for under 18s, overarching service including Children's Single Point of Access (C-Spa) which is social care first point of contact for safeguarding concerns about a Child.

Disclosure and Barring Service

The Disclosure and Barring Service (DBS) is a UK organization that conducts criminal record checks, also known as DBS checks, for employers in England, Wales, and Northern Ireland. Certain roles within the University require standard and enhanced DBS checks as part of the University's commitment to safe recruiting.

Safeguarding Development Group

Meeting held once every 2 months chaired by Associate Director of Wellbeing and Disability to review current Procedure, ongoing cases, provide a platform for lessons to be learnt of existing cases, provide an update on tasks related to development and improvements of safeguarding.

Complex Case Group

Bi-weekly meeting chaired by the Associate Director of Wellbeing and Disability with the Head of Student Mental Health, Head of Student Disability & Neuroinclusion Operations, Head of Campus Safety (or their nominees) and Wellbeing Practitioners to bring any students (or staff) of concern for a review and close case management.

4. Procedural Principles

4.1 Sources of concern:

Examples of safeguarding concerns are outlined in Appendix 3

4.1.1 The University of Surrey takes seriously its responsibility to safeguard and promote the welfare of any member of the University community and to work together with other agencies to ensure that adequate arrangements are in place to identify, assess, and support any member of the University community who may be suffering from abuse, harm or neglect; or is at Risk of being drawn into terrorism and being radicalised, we will do this by following these principles.

- The University will take all safeguarding concerns relating to Children and Adults at Risk seriously, will consider concerns fully and will report any such concerns in a timely manner to the relevant person or body.
- Safeguarding referrals to the relevant statutory body will be made based on identified and evaluated Risk (Appendix 4).
- Local authorities have the responsibility to lead in investigating safeguarding concerns, but every organisation and everyone who encounters a Child or Adult at Risk has a responsibility to help keep them safe.
- Safeguarding colleagues will also enquire and support Adults at Risk regarding how they can

minimise the risk of further abuse, this includes support from Campus Safety to ensure personal safety and signposting to charities and services to support the individual.

- Whenever Children are involved a referral to Children Services should be completed as standard Procedure.
- The University will ensure it maintains central records of any safeguarding concerns and any referrals made consequently. Any records will be kept in accordance with the University's [Data Policy Statement](#).
- Specific areas of University activity, for example admission of students, the governance of research, Guildford School of Acting (GSA) Saturday and Summer Schools, and the organisation of widening participation summer schools, have local safeguarding Procedures. GSA code of conduct and safeguarding procedures are in Appendix 5.
- Carers in accommodation who support students with disabilities are subject to their own Safeguarding Policies and Procedures, however any concerns raised will be referred to the Principle Safeguarding Lead and escalated to statutory services, including reporting to the carer's employer.

4.1.2 Employees:

- University staff working with students or staff who are the subject of safeguarding concerns will consider what support may be offered to the individual and will signpost accordingly. This may include referral to internal and/or external services.
- The University is committed to seeking to ensure that appropriate suitability checks are carried out in relation to staff including criminal record checks and other checks where duties and responsibilities involve regular contact or supervision of Children or Adults at Risk. This includes safer recruitment practices ensuring two references at the beginning of employment and use of the Disclosure and Barring Service (DBS) in its recruitment practices.
- If a role requires a DBS, a standard check includes Adults cautions and an enhanced check includes any information held by local police that is considered relevant to the role.
- If there is an incident that occurred in the workplace and gave concern to safeguarding, then even if a case was dropped by the Police this would not dictate the outcome of, or the decision to progress with, a disciplinary process.
- It is unlikely that there will be a circumstance where there was a live safeguarding concern that the University was not actively investigating. Any outcome of an investigation will be linked to the employee, not their post (therefore moving role would not remove the outcome).
- If there are uncertainties with regards to information sharing (i.e. if it is not a current safeguarding concern but a potential – such as someone applying for a role internally, involving regular contact with children/vulnerable Adults and where there is knowledge of historical concerns), GDPR principles would apply and therefore it is recommended that the line manager or HR speaks with the Information Governance team for further advice.

4.1.3 Placements:

- In a placement and/or professional work experience setting, a member of staff or student should normally report any safeguarding concern to the employer's Designated Safeguarding Lead, as per the employer's policy. As a matter of course, the safeguarding concern must also be reported to the University's Principle Safeguarding Lead.
- Faculties delivering courses with PSRB requirements (Professional Statutory & Regulatory Bodies) such as the Nursing and Midwifery Council (NMC), General Medical Council (GMC), Royal College of Veterinary Surgeons (RCVS) will follow their relevant regulatory body's policies in relation to safeguarding.

4.1.4 Research:

- Research carried out on, or with the participation of, Children or Adults at Risk must also comply with the University's requirements for research with humans as outlined in the [Ethics Guide](#), for more information, see [Research Ethics and Guidance](#).

4.2 Reporting Safeguarding Concerns

A safeguarding concern is reported by completing the [Safeguarding Reporting Form](#). The form should be submitted within one working day by email to the designated email address safeguardingadvice@surrey.ac.uk and the Principle Safeguarding Lead, Deputy Safeguarding Lead or Safeguarding Officers will respond as promptly as possible, but generally on the same working day of the report of the incident giving rise to the concern.

It is better to refer any safeguarding concern and enable an assessment to take place, than not to make one due to uncertainty. Staff may wish to discuss safeguarding concerns with the safeguarding staff via safeguardingadvice@surrey.ac.uk or by calling 01483 689498 should they be in any doubt as to whether to make a report, more details are available [here](#).

All reports will require the Safeguarding Reporting Form to be completed, however if a student or staff member has an immediate and significant concern for a Child or Adults at Risk's immediate safety, they may refer the matter directly to the Police or Social Care Services and Principle safeguarding Lead/ Deputy Safeguarding Lead/Safeguarding Officer before completing the reporting form.

For all reports of a safeguarding matter;

- a) Listen carefully and stay calm.
- b) Take all complaints and allegations seriously.
- c) Ensure the immediate safety of the person affected.
- d) Reassure the individual they have done the right thing by telling you and what they have reported will be escalated but do not assure their confidentiality.
- e) Keep questions to an absolute minimum, do not interrogate the individual or ask leading questions. Any questions should be about any immediate Health and Safety concerns.
- f) Explain to the individual that you will need to report the matter to the University's Principle safeguarding Lead
- g) Explain the University's internal process as outlined below.
- h) Request consent to share the information with the Principle Safeguarding Lead/Safeguarding Officer and relevant external agencies.
- i) Complete a [report a safeguarding concern form](#), provide as much detail as you can.

4.5 Reports about Safeguarding concerns

If you suspect or are concerned that a Child or Adults at Risk is being abused or harmed or is at Risk of exploitation, harm or abuse (including radicalisation);

- a) Never wait until a Child or Adults at Risk tells you directly that they are being abused before acting.
- b) If you are concerned ask the Child or Adults at Risk if everything is OK. Support them as

appropriate. If a disclosure is made follow the steps above.

c) If you are still unsure, discuss with the Principle Safeguarding Lead

On receipt of a referral the Principle Safeguarding Lead/ Deputy Safeguarding Lead /Safeguarding Officer will limit their enquiries to that necessary to undertake an assessment and:

d) Address any serious and immediate Risk to the Child or Adults at Risk.

e) Preserve any evidence likely to be lost before external agencies can respond.

f) Determine the appropriateness of a referral to Surrey Social Care Services, the Police or another appropriate agency and provide sufficient information to the relevant external agency to enable an effective response.

d) Determine any further University Procedures which should be invoked such as Fitness to Practice or staff/student suspension in partnership with OSCAR (Office for Student , Complaints, Appeals and Regulations) or Human Resources.

e) Identify any internal/external support required by the Child or Adults at Risk.

f) External agencies or internal teams may decide that no further action is required.

If a referral to an external agency is deemed appropriate, the Principle Safeguarding Lead or Safeguarding Officer or their nominee will make the referral or support the reporting party to make a referral.

If a member of staff wishes to discuss a potential referral before completing the Form, they may contact a Principle Safeguarding Lead/ Deputy Safeguarding Lead /Safeguarding Officer to discuss the referral in principle without providing any names or identifying details by emailing safeguardingadvice@surrey.ac.uk

Where the suspected abuse is alleged to have been carried out by a staff member, the University will work alongside external agencies, including but not limited to the Local Authority Designated Officer (LADO) during any investigations. If necessary, staff disciplinary Procedures may be invoked.

Anonymous reporting of safeguarding issues can be made via [Report and Support](#), the reporting party must be aware that there may be limited actions available if details are not shared.

All safeguarding reports will be reviewed by the Principle Safeguarding Lead/ Deputy Safeguarding Lead to ensure actions are taken, cases of significant concern or high Risk will be discussed at Complex Case meetings, staff cases will be discussed with relevant HR team members, relevant seniors will be informed of safeguarding concerns if appropriate. This may include Heads of School, Head of Campus Safety, line managers, Chief Student Officer and HR seniors.

It is recognised that some matters might become the subject of a criminal investigation. Where an employee is subject to an investigation by the police for an alleged criminal offence, the University is entitled to pursue its own or complementary confidential enquiries provided these do not interfere with a criminal investigation. The University Principle Safeguarding Lead will consult where appropriate with local authority and/or Police and/or NSPCC in such cases. The Chief People Officer/ Chief Student Officer and/or Head of Campus Safety will be informed of all such cases. Where matters involve or may involve criminal proceedings the Chief People Officer/ Chief student Officer/Head of Campus Safety, following relevant consultation, can also suspend internal proceedings until such time as the criminal proceedings are complete. Where an internal Procedure is suspended, the University reserves the right to undertake a Risk assessment and take any subsequent action it deems reasonable, necessary and proportionate.

Relevant procedures such as [Harassment and Bullying Procedures](#), [Sexual Misconduct](#) and [Discipline](#)

procedure may be required during these times.

A Flowchart on Procedures for raising a concern is available as Appendix 6

4.6 Prevent

Where Prevent concerns are raised about a person who is responsible for a Child or Adults at Risk and the concerns raised may indicate a Risk to the safety of the Child or Adults at Risk or wider community, this should be reported following the same process above. Any Prevent concerns raised with the Principle safeguarding Lead will be shared with the Prevent Lead for the University (CSO).

4.7 Confidentiality, storing and sharing of information

The Principle Safeguarding Lead/Deputy Safeguarding Lead and/or Safeguarding Officer will be responsible for ensuring that a full record is kept of the Risk assessment process and of any action taken subsequently. Notes may also be kept during Complex Case meetings. This will be done in accordance with University Our Data Policy Statement and is part of the Student Services privacy statement.

There may be times when confidentiality is broken due to Risk of harm, substantial public interest, vital interest or legal obligation. We will refer to our privacy statement during these occasions.

4.8 University of Surrey students under the age of 18

Admission requirements and support of students under 18 years of age is outlined in the [Code-of-practice-for-undergraduate-admissions-2025-26-revised.pdf](#) and outlined below.

Admissions

As per [Student Under 18 Admissions Guidance](#), the University may admit students who are under the age of 18 years. In most cases this will be a short-term situation, as the student will be approaching their eighteenth birthday. However, this can differ by programme as some programmes of study are bound by external professional or placement requirements concerning age.

Applicants who will be under the age of 16 on entry are not permitted to enrol at the University. Any such applicants will, where appropriate, be offered a deferred entry place. If this is not possible, the application will be rejected. The University strongly recommends that applicants who will be under 17 years of age on entry consider carefully whether they would be able to benefit fully from the educational and social opportunities on offer.

The University is an adult environment and treats all its students as independent, mature individuals and students who are under the age of 18 years will be treated in the same way. The University will correspond directly with students under 18 years of age, rather than parents.

Parents/guardian of international student applicants who are aged 16 or 17 at the time of application must provide consent to study and living arrangements. Consent information and supporting documentation will be collected by the university admissions team and stored on the student record system in line with data the university's data usage and retention policies.

Students aged 16 or 17 whose parent/s or guardian resides outside of the UK must appoint a UK

guardian who can be contacted in case of an emergency. Parent/guardian consent and contact details must be provided during the Admissions process to support Student visa requirements.

The Admissions team collect and process information on the University's under 18 entrants. This information is stored on the Student Record and made available to relevant departments, including Faculty, Schools, Campus Safety, Accommodation and the Centre for Wellbeing to ensure each department can fulfil its safeguarding obligations under this policy.

The University recognises that anyone under the age of 18 living in England is legally a child and that some legal restrictions apply to this group e.g. prohibition on the consumption of alcohol on licensed premises. Applicants who are under 18 should be aware that they are applying to study in an Adult environment and there may be a small number of limitations for them at the University while they are under 18.

Support

The usual personal and academic support arrangements will apply to students who are under 18 years. This normally includes the allocation of a personal tutor who will be DBS checked and, if the student is resident in University campus accommodation, these students will be allocated a residential advisor and a member of the community team, all DBS checked. A comprehensive range of general and more specialist student services may be available on campus to support individuals with specific learning difficulties or those requiring more specialist (e.g. counselling or mental health) support.

The case Coordinators will create a group to monitor on the My Surrey Engagement dashboard and interact at key times in the year.

The Community Team must ensure that any events organised by their team which involve under 18s or Adults at Risk follow the guidelines for organising events.

Parental Responsibilities

The University is not able to take on the usual rights, responsibilities and authority that Parents or legal guardian(s) have in relation to a child, and it will not act in loco parentis in relation to students who are under the age of 18 years.

International students aged 16 or 17 must obtain the written consent of a parent or legal guardian(s) that they can live and travel independently when applying for a UK student visa.

Contracts

A person of 16 or 17 has the status to enter into necessary contracts for education and accommodation but until their 18th birthday will not be legally competent to enter into all legal contracts. The University reserves the right, where a person must be aged 18 or over to be legally competent to enter into a contract with the University, to require a student's parents / legal guardian to honour all obligations (under any contracts with the University) that the student enters into prior to their 18th birthday.

Student Accommodation

Parents and legal guardians should recognise that residential accommodation offered by the University is generally intended for the use of Adults and that special arrangements cannot be

made for students who are under the age of 18 years. Other students who share accommodation with those under 18 are not advised of this and the University has no right or ability to undertake UK Disclosure and Barring Service (safeguarding) checks on those who live or study with students who are under 18 years of age. However, as part of the guidance to our under 18s, we recommend they disclose their age to their housemates.

The Head of Accommodation is responsible for identifying students aged under 18 residing in their accommodation and ensuring that staff supporting these students are aware of the Safeguarding Procedures. In addition, they are aware of how to identify incidents and concerns, this information will be shared with Community team and the Principle Safeguarding Lead. Community teams will ensure they check on KX (the accommodation system) before they meet with students. (Appendix 7)

Internet Access

Parents and legal guardians of students under 18 should note that, other than the selective disabling of access to certain external websites, as detailed in the University's Monitoring Procedure, internet access is unrestricted at the University.

Field trips

Programmes may involve compulsory or optional field trips, excursions or other periods of study away from the University. Subject to the University's duties under Health and Safety law, the University is not able to take any additional responsibility for a student who is under the age of 18 years in relation to such activities.

Alcohol and Tobacco

It is illegal for alcohol or tobacco to be sold to, or bought by, individuals who are under the age of 18 years. The University will take reasonable steps to seek to ensure that the law is not broken in relation to licensed premises under the University's control but cannot undertake to supervise any individual student. The Students' Union is responsible for ensuring that appropriate arrangements are in place for its own licensed premises.

Relationships with staff

Under the Sexual Offences (Amendment) Act 2000, it is a criminal offence for any person in a position of trust (which may include members of University staff) to engage in sexual activity (and/or inappropriate relationships) with someone who is under 18 years. Concerns raised will be brought to the attention of HR and the Principle Safeguarding Lead, the [Bullying and Harassment Procedure](#) outlines expectations and processes to ensure individuals feel safe and are free from harm.

Child protection

As a matter of law in England, a person under the age of 18 is a child. Where appropriate, the University will report any suspicions or allegations of abuse of children to the Local Authority Social Services in accordance with the University's Child Protection policy.

Notification of under 18.

Where the Child is looked after away from home, appropriate contact will be made with their Local Authority, including with their Social Worker and referral made to the University Student Success Team. A looked after Child is a Child who has been in the care of their local authority for more than 24 hours..

The EDI team will identify all under 18s and ensure this list is shared with the Safeguarding team, Campus Safety, Community team and Associate Director of Wellbeing and Disability.

Teaching and other staff will not routinely be made aware of a student's age, personal tutors will be made aware to ensure that they have DBS checks.

Teaching

Centre for Wellbeing Safeguarding Team will notify the Senior Personal Tutors of under 18's to ensure Personal tutors with DBS checks are allocated appropriately. Academic departments are responsible for identifying students aged under 18 registered on their programs and making sure that staff involved in teaching and supporting these students are aware of the Safeguarding Procedures and how to identify and refer incidents and concerns. Senior Personal tutors own this action and must be made aware of their responsibilities for under 18s.

Parental involvement

It is the University's usual policy that it deals with students (with whom it has a contractual relationship) and not with parents or legal guardians. This approach will also apply to students who are under the age of 18 years.

Consent and trusted contacts

From the age of 16 an individual is able to consent to or refuse medical treatment, this cannot be overruled by parents/ legal guardians. 'Once children reach the age of 16, they are presumed in law to be competent. In many respects they should be treated as Adults and can give consent for their own treatment and refuse including admission to hospital. Parents or legal guardians cannot override consent or refusal from a competent 16 year old. ([Care Quality Commission- CQC 2023](#)).

The University will ensure that it holds a list of the student's trusted contact details, the threshold for contacting the trusted contact will be lower than that of Adults studying in the University, contact however will continue to sit with Centre for Wellbeing and Campus Safety

Surrey International Study Centre (ISC)

- The ISC have their own safeguarding policy. However, they work closely with University services.
- ISC students are made aware that the ISC will share information with the University services if there is a safeguarding or welfare concern.
- ISC have several students who are under the age of 18 when they commence their studies. ISC will alert Centre for Wellbeing of their details prior to their arrival to the University.
- Centre for Wellbeing will reach out to students U18 via email to make them aware of University support and external support available for U18's wellbeing.
- Centre for Wellbeing staff member will attend the under 18's induction at ISC to ensure the students are aware of the support Centre for Wellbeing
- Centre for Wellbeing liaise with the Senior Wellbeing and Engagement Co-ordinator at ISC for concerns to be discussed and escalated as required.
- If the ISC have concerns about a student's welfare, they can raise these directly with Centre for Wellbeing Team and/or Campus Safety for intervention to be provided. They will make students aware this process is in place.
- Centre for Wellbeing will share information with the Senior Wellbeing and Engagement Co-ordinator at ISC with consent and/or when it is necessary and in the best interest of the student.
- Centre for Wellbeing, Campus Safety and ISC to hold a meeting at the beginning of each Semester to discuss U18's and if there are any concerns or actions in best interest of the student's wellbeing.
- ISC to share emergency contact details of all students at the beginning of each Semester with the Safeguarding team, to be held in Safeguarding Teams folder under SISC.

4.9 External Organisations' Use of University Facilities

A number of the University's facilities, most notably sporting facilities, are hired by external organisations for use in events that may involve Children or Adults at Risk. In such cases the University has no control over, and assumes no liability for, the conduct of individuals from these organisations. However, the University wishes to ensure that safeguarding risks are mitigated as far as possible for such external events.

In organising any event the University and the external organisation will comply with the [Events, VIP Visits and External Speakers Procedure](#). Events will require the timely submission of an Event Notification Form, including risk assessment which will cover safeguarding issues if relevant.

All external organisations requesting the use of University facilities for activities involving Children or Adults at Risk will be asked to sign a declaration confirming that they have obtained appropriate checks on their staff and volunteers before they are permitted to use University facilities. The organisation will also be asked to confirm they have a Safeguarding Policy in place and this will be adhered to by all organisation staff members, a checklist will be completed.

If an organisation that works with Children or Adults at Risk does not have a Safeguarding Policy in place they will not be permitted to use University facilities. Any queries should be escalated to the University Events Manager on events@surrey.ac.uk

4.10 Safer Recruitment Disclosure and Barring Service (DBS) Checks

The University will ensure that any staff or students working with Children or Adults at Risk on a substantial basis, or having close, unsupervised contact with Children or Adults at Risk, will have an appropriate DBS check carried out. This is part of the Surrey Recruit process prior to employment of the staff member or when someone moves roles, with advice provided by Human Resources.

Staff and students without satisfactory disclosure from the DBS should not be given unsupervised access to Children/Adults at Risk and it is the responsibility of their line manager or supervisor to ensure that Procedure is followed. Responsibility for ensuring such checks are conducted rests with the line manager, supported by HR.

Senior Personal Tutors will receive a list of their students who are under 18 and will assign these students to Personal Tutors (PT) with DBS checks or ensure their PT complete DBS checks.

Student Ambassadors have DBS checks upon employment to the role.

Health Science students and other students on professional courses who have access to children and vulnerable Adults will be required to complete a DBS check.

DBS checks will be renewed every 3 years, upon significant change of role or remit.

4.11 Investigations after a safeguarding incident

In the event of a safeguarding incident, the Principle Safeguarding Lead will speak with the manager

involved in the incident and request a Safeguarding Post Incident form is completed (appendix 8) and actions taken to reduce the risk of the incident recurring, actions will be shared at the wider Safeguarding meeting to ensure cascade to other teams and learning is undertaken.

5. Governance Requirements

5.1. Implementation: Communication Plan

The University will endeavour to increase awareness and understanding of safeguarding responsibilities, to ensure all staff understand what safeguarding is and what they should do if they become concerned about a student.

Safeguarding Procedures will be included in briefing packs, handbooks and presentations as part of pre-event staff briefing sessions for our events which attract under 18 audiences including Open Days and Graduation.

These Procedures will be published on the University website and publicised to staff via the Leaders' Alert and SurreyNet. There will be direct email communication to colleagues in relevant offices

Regular communications via internal publicity will occur every 12 months or at specific releases of new legislation or Procedure updates.

For new staff, a Safeguarding training module is part of the online training pack.

5.2. Implementation: Training Plan

5.2 All new staff joining the University will be expected to complete the online training which covers Prevent and Safeguarding.

All identified staff who have front facing roles in Campus Safety, Wellbeing and Disability, CSO, receptions and HIVE teams can access online safeguarding training, this is for all existing staff in role and those new to roles and an annual update of this training is required, line managers will be made aware of requirements and expected to manage the training requirements. Requirements are identified in the training matrix available [here](#)

Members of wellbeing team can access [Training - Surrey Safeguarding Adults Board](#) on Adults safeguarding .

Those involved in care and support for under 18s to be able to access safeguarding Children training. Principle Safeguarding Lead, Deputy Safeguarding Lead and Safeguarding Officer to have specific training for their roles.

5.3. Review

This Procedure will be reviewed every year where the Procedure has been significantly changed, or sooner if a change in legislation requires that this is necessary. Any minor changes, such as changes to roles, will be undertaken by the operational owner.

5.4. Legislative Context and Higher Education Sector Guidance or Requirements

The [Health and Safety at Work Act \(1974\)](#) places a duty on the University to do what is reasonably practicable to protect the health safety, and welfare of staff, students and visitors.

Other government legislation relevant to safeguarding are:

- [Care Act 2014](#)
- [The Children Act \(1989\)](#)
- [The Children Act 2004](#)
- [The Data Protection Act \(1998\)](#) and [Data Protection Act 2018](#)
- [Equality Act 2010](#)
- [The Safeguarding Vulnerable Groups Act \(2006\)](#)
- [The Protections of Freedom Act \(2012\)](#)
- [The Counter-terrorism and Security Act \(2015\)](#)
- [Working together to safeguard Children \(2023\)](#)
- [Sexual Offences Act 2003](#)
- [Mandatory Reporting of FGM: procedural information](#)
- [Keeping Children safe in education 2025: Statutory guidance for schools and colleges](#)
- [Mental Capacity Act 2005](#)
- [Higher Education \(Freedom of Speech\) Act 2023](#)
- [Higher Education and Research Act 2017](#)

5.5. Sustainability

This Procedure will have no environmental impact with regards energy consumption or associated carbon emissions.

This policy supports the following [United Nations Sustainable Development Goals](#):

- Goal 3 - good health and well-being, as its purpose is to ensure the safety and wellbeing of its students and young people.
- Goal 16 – peace, justice and strong institutions, as this policy aims to safeguard its students as an institution as well as with initiatives across its various structures.

5.6 Monitoring and reporting

A bi monthly report on safeguarding incidents and actions taken will be reviewed by the Safeguarding Development Group. This report will identify key learning points for improvement and recommend actions to mitigate safeguarding Risks in the future. This report will form part of the annual report for the Prevent and Safeguarding Group.

6. Stakeholder Engagement and Equality Impact Assessment

6.1. An Equality Impact Assessment was completed on **8/9/2023** and is held by the Authorised Co-ordinator.

6.2. Stakeholder Consultation was completed, as follows:

Stakeholder	Nature of Engagement	Date	Name of Contact
Acting Director Student Life	Author	March 2025	Laura Smythson
Governance	Consultation	March 2025	UEC committee members

Associate Direction of Student Wellbeing and Disability	Consultation	March 2025	Joanna Bott
Chief Student Officer	Consultation	March 2025	Emma Rowsell
Associate Director of Student Success	Consultation	March 2025	Hollie Baker
Head of Campus Safety	Consultation	March 2025	Declan Baker
Governance	Review of v2.0	14 August 2025	Kelley Padley, Governance Officer
Director of Health and Safety	Consultation	March 2025	Matt Purcell
Mental Health practitioners	Consultation	March 2025	Daniel Brunn Sophie Roche Carrie Gallagher Emily MacKenzie Katie Hay
Head of Student Mental Health	Consultation	March 2025	Lisa Hawthorne
Commercial Lawyer	Consultation	March 2025	Sarah Litchfield
Associate Professor of National Security and Foreign Relations Law	Review of v2.0		Joshua Andresen
Data Protection Officer and Head of Information Governance	Consultation	March 2025	Ewan Robson
HR colleagues	Consultation and revision	March 2025	Emma Simmons
Deputy Director of HR	Consultation	March 2025	Katy Huetson
Head of Sustainability	Review of v2.0	August 2025	Martin Wiles
Admissions	Consultation	March 2025	Laura Wright
Members of Wellbeing Strategy Group	Consultation	March 2025	As above and in addition VP support: Liam White SU: Zoe Wilkes OSCAR: Amy Knight Project Manager: Laura Dean SSP: Georgia Agnies SPT: Emily Pentland-Smith Director of Comms: Vickie Sheriff HR: Catherine Stott Academic: Rosanna Gilson, Jenny Oates Communications: Jodie Hansford

Members of the Safeguarding Development Group not already named	Consultation		As in addition to above: Milda Balse- FABSS Sam Boyles-UK Records and Admissions Kristin Braun- GMC Medical. Kim Hart- Accommodation Catherine Lydon- FEPS Luigi Mansi-SSP Nicky Slusarczyk- Study Group Glenn Moulton- OSCAR Zoe Wright- Records and Administration. Alison Avis-GSA
Members of Wellbeing, Harassment and Safeguarding Working Group not already named above			Rosanna Gilson- ME Sciences Jo McCarthy-Holland- Equality, Diversity and Inclusion Manager

Appendix 1

WPS/HEON/Student Experience Safeguarding and First Aid Procedures

Safeguarding

Procedure:

This procedure is based on the University of Surrey Safeguarding Procedure and Procedure for Students Experience, departmental staff are to follow in the event of a safeguarding concern or disclosure. Further information about Safeguarding at the University is [available on SurreyNet](#).

All staff should read and fully familiarise themselves with the procedure linked above as well as the procedures outlined below.

[General Risk Assessment WPO HEON Activity 202425.pdf](#) General Risk assessment.

[Summer school risk assessment 2024.pdf](#) Summer School Risk Assessment

[Code of Conduct - On Campus Bookings.pdf](#) Code of Conduct on Campus booking

[Code of Conduct - In School Bookings.pdf](#) Code of Conduct in School booking

Training:

All student-facing staff should complete the University's Wellbeing training. Your line manager will arrange this for you.

All Student Ambassadors will receive dedicated safeguarding training and staff should be familiar with all processes to the extent to be able to advise and support ambassadors through any disclosures or safeguarding observations/events.

Safeguarding procedure:

All safeguarding observations and incidents should be reported as soon as possible via the University's [online safeguarding form](#). Depending on the severity & nature of the observation, it may be appropriate to discuss the incident in the first instance with your line manager. If the safeguarding incident comes in the form of a direct disclosure, please observe the following procedure:

Procedure for receiving a disclosure:

Step 1	DO	Listen calmly and take note of your body language
Step 2	DO	Keep the conversation going
	DO NOT	Ask any leading questions
Step 3	DO	Reassure them that they have done the right thing in telling you
	DO	Explain you will need to tell someone else what has happened and that this may require a further conversation
	DO NOT	Promise to keep any secrets or that you won't tell anyone
Step 4	DO NOT	Do not make promises, that it will all be fixed or that you will solve anything
Step 5	DO	Complete the online safeguarding form at your earliest convenience

This form will be accessed by the University's Principle Safeguarding Lead, Deputy Safeguarding Lead and Safeguarding Officers, who will be in touch with you to inform you whether any further action is required. If an ambassador reports to you that they have received a disclosure, ask whether they have followed steps 1-4 above and then complete the form on their behalf, ensuring that you have captured all the information fully. If the ambassador has not informed the person making the disclosure about reporting the disclosure, you or the ambassador may have to go back to the person to inform them of this. Also

consider whether receiving the disclosure is in itself a safeguarding concern for the student ambassador. If you are concerned about an individual and are observing their behaviour (e.g. homesick, not eating), please update the Safeguarding Observation Tracker in the Event Tool Kit. The tracker is used for things that, on their own, aren't cause for concern and wouldn't result in a report to the Deputy Safeguarding Lead but could be a small piece of a larger puzzle. This will enable the wider team to identify any continuing trends for which may require further action. When you have updated the tracker, please log it with your line manager.

Declaration:

All staff to sign the online declaration once having read the safeguarding procedure:

<https://surrey.onlinesurveys.ac.uk/safeguarding-procedure-declaration>

If you have any questions or concerns about any aspect of the University's safeguarding policy or procedures, please contact your line manager.

First Aid

All University Campus Safety staff are first aid trained and should be contacted in the first instance if any first aid is required on campus or during an on-campus event. Campus Safety can be contacted via phone on 01483 682002 for non-emergencies or on 01483 683333 in the case of an emergency.

In an emergency, Campus Safety should always be contacted in the first instance, but in the event that there is no response from Campus Safety, emergency services (999) can then be contacted directly.

If any first aid is required to be administered during a student experience event, the following form should be completed as soon as possible afterwards:

https://archibus.surrey.ac.uk/hands_incident_prod/Landing.cfm

From here, a member of the Health and Safety team may follow up with you for further information.

Photo Consent

All Outreach participants are asked to share consent before attending activity. For Under-16s, consent is provided by the first name emergency contact. Over-16s can share their own consent. Consent is obtained through 2x questions:

1. I agree for my child to be photographed/filmed when attending Surrey Scholars activity.
2. I give permission for the images to be used to promote the activities of the Widening Participation and Outreach Team at the University of Surrey.

If answer is NO to Q1, participants must not have their photograph taken and will wear a specific lanyard to identify them to photographers. If the answer is YES to Q1 but NO to Q2, the participant can have their photograph taken in the context of a specific activity, but their image cannot be taken by a hired photographer.

Demographic Information

Outreach participants complete a Student Information Form/Surrey Scholars application to share special interest data along with emergency contact information before all activity.

Code of Conduct

A Code of Conduct is shared directly with schools ahead of any organised visits. School staff are responsible for the behaviour and safety of their children whilst on school visits. Surrey Scholars agree to follow the event Code of Conduct when attending in an individual capacity; this is completed on behalf of Under-16s by an emergency contact.

Missing Child

All groups must be supervised at all times by paid staff. The Designated Safeguarding Lead and Campus Safety must be contacted on 01483 683333 as soon as a child is identified as missing.

Online Safety/ Conduct Agreement

All online activity is hosted on Microsoft Teams. Event links are shared directly with registered participants. Participants update their display name to First Name and Second initial to identify themselves for the register. It is never compulsory for camera to be turned on. Participation is encouraged in the chat function. All calls are recording for safeguarding purposes and are deleted after 60 days.

Working with Under-18s

Under-18s must be supervised on campus at all times by an approved paid member of staff or Student Ambassador. All supervising staff and Student Ambassadors must have an approved DBS certificate. Staff are expected to be child centred and respond to any concerns with regards to health and safety and the welfare of visitors. Communication with schools is through teachers, whilst direct contact Under-16s is through parents. Over 16s can communicate directly with the University of Surrey.

Appendix 2 – Roles & Responsibilities

Chief Student officer (CSO)

Senior colleague and Executive Board member who takes responsibility for the culture and commitment of safeguarding at the University of Surrey.

Principle Safeguarding Lead - Associate Director of Wellbeing and Disability

Responsibilities include:

- Implementing and promoting this Procedure
- Ensuring that the Procedure is monitored and reviewed in accordance with changes in legislation and guidance on the protection of Children and Adults at Risk of harm
- Acting as the senior contact within the University for safeguarding Children and Adults at Risk of harm;
- Ensuring that members of the University are provided with information, advice and training on the protection of Children and Adults at Risk of harm, consistent with their roles and responsibilities
- Engaging with Surrey County Council Safeguarding team, Social Services, Police and Children's Services
- Maintaining the confidentiality of records of relevant cases and action taken and handling all data in a manner that is consistent with the Data Protection Act.

Deputy Safeguarding Lead: Head of Student Mental Health, Associate Director of Student Success

Responsibilities include:

- To deputise as required for Principle Safeguarding Lead
- First point of contact for cases of safeguarding Children and Adults at Risk of harm.
- Provide business continuity.

Safeguarding Officer

Colleagues across the University in key teams to provide support and advise on escalation of cases to Principle Safeguarding Lead or Deputy Safeguarding Lead and for Campus Safety's Safeguarding Officers to support out of hours cases.

Local Authority Designated Officer (LADO)

The person who should be notified when it has been alleged that a professional or volunteer who works with Children has:

- Behaved in a way that has harmed a Child, or may have harmed a Child
- Possibly committed a criminal offence against or related to a Child
- Behaved towards a Child or Children in a way that indicates she or he may pose a Risk of harm to Children
- Behaved or may have behaved in a way that indicated they may not be suitable to work with Children

Children's Services

Social Care provided by the local authority for under 18s, overarching service including Children's Single Point of Access (C-Spa) which is social care first point of contact for safeguarding concerns about a Child.

Safeguarding Development Group

Meeting held once every 2 months chaired by Associate Director of Wellbeing and Disability to review current Procedure, ongoing cases, provide a platform for lessons to be learnt of existing cases, provide an

update on tasks related to development and improvements of safeguarding.

Complex Case Group

Bi-weekly meeting chaired by the Associate Director of Wellbeing and Disability with the Head of Student Mental Health, Head of Student Disability & Neuroinclusion Operations, Head of Campus Safety (or their nominees) and Wellbeing Practitioners to bring any students (or staff) of concern for a review and close case management.

Appendix 3 – Types and signs of abuse

[Definitions and signs of Child abuse \(nspcc.org.uk\)](https://www.nspcc.org.uk)

Examples of safeguarding concerns

Examples of types of situations which may present a safeguarding concern are provided below. This list is not exhaustive and staff will need to exercise professional judgement in determining whether there are safeguarding concerns which need to be considered.

- a) A Child or Adults at Risk raises an allegation of abuse, harm or other inappropriate behaviour.
- b) A student or staff member discloses information involving themselves or others which gives rise to possible concerns that a potential perpetrator may be harming or abusing Children or Adults at Risk involved in University activities.
- c) There are suspicions or indicators that a Child or Adults at Risk is being abused or harmed or is at Risk of exploitation, harm or abuse (including radicalisation). The indicators of abuse or harm or Risk of abuse or harm or radicalisation can be very difficult to recognise and it is not a staff member's responsibility to decide whether a Child or Adults at Risk has been abused or harmed or subjected to abuse or harm, but only to raise concerns that they may have.
- d) There are observable changes in a Child or Adults at Risk's appearance or behaviour that may be related to exploitation, harm or abuse (including radicalisation).
- e) A concern is raised that an individual presents a Risk of abuse or harm towards a Child or Adults at Risk in relation to, for example, his/her criminal convictions, or downloading, possession or distribution of inappropriate images or extremist material. If appropriate other appropriate processes including Disciplinary or Support to Study Procedures or the Criminal Convictions Policy may be referred to.
- f) Concerns arise that a student or member of staff is vulnerable to radicalisation and there is an identifiable Risk of being drawn into terrorism.
- g) Activities that should be discussed with Principle Safeguarding Lead or line manager with safeguarding in mind eg. work experience placements, outreach activity to engage under 18s, visiting schools, online chat or events for prospective students.
- h) A historic disclosure of sexual or physical abuse is made, where the perpetrator still has access to Children or Adults at Risk.

The following incidents MUST be reported to the Principle Safeguarding Lead/ Safeguarding Officer:

- 1) If a Child or Adults at Risk is accidentally hurt.
- 2) If you are concerned that a relationship is developing with a Child or Adults at Risk, which could represent an abuse of trust.
- 3) If you are concerned that a Child or Adults at Risk is becoming attracted to you.
- 4) If you are concerned that a colleague is becoming attracted to a Child or Adults at Risk.
- 5) If a Child or Adults at Risk misunderstands or misinterprets something you have done in a way which could be construed to be abusive or harmful.
- 6) If you have to use reasonable physical restraint to prevent a Child or Adults at Risk from harming themselves or another, or from causing significant damage to property.
- 7) If a Child or Adults at Risk reports an allegation of abuse regarding a member of an external organisation using University facilities.
- 8) Any students under 18 or Adults at Risk with mental health issues.
- 9) Any students under 18 or Adults at Risk involved with criminal activities or Prevent concerns.

- 10) If a Child or Adults at Risk reports concerns regarding a forced marriage or Female Genital Mutilation.
- 11) Any students under 18 or Adults at Risk if they go missing.

Definitions and signs of Child abuse: <https://learning.nspcc.org.uk/media/1188/definitions-signs-Child-abuse.pdf>

Appendix 4

Safeguarding Risk Management Plan/Guidance

To be completed by the Principle Safeguarding Lead/ Deputy Safeguarding Lead/Safeguarding Officer for all referrals

Date of first completion:	
Date(s) of Review:	

Child or Adults Safeguarding Concern?	Child/Adults
--	--------------

Details of Individual and Safeguarding team member:

Title and name of Individual			
Is this a student, staff member or other?	Student/Staff/Other		
Address:			
Telephone number:			
Date of birth:			
Student Number:			
Safeguarding team member name:		Position and Contact details	

Key people and personnel involved: (Include names and contact details including any providing support and welfare for the student)	Name	Organisation/Dept	Contact Details

Name of trusted contact that can be contacted by University (when in the vital interest of the student).	Name	Relationship to Student	Contact Details

Details of the safeguarding concern?

Please summarise the incident, concerns, and any specific allegations made: (Please also refer to Safeguarding concern form)

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Is there an ongoing criminal investigation or any bail conditions or restrictions currently in place linked to the incident or allegation? (Please include any known details)	Details and sources of the information
Yes/No	
Does the person concerned have any prior allegations or convictions or have they been subject to any other OSCAR processes?	Details and sources of information
Yes/No	

Risk Assessment and Planning:

Are there are other risk assessment/plans in place? (e.g. CMHRS, Police, Social Care)	Sources of the information: (Include key names and contact details)
Yes/No	

Table of Risk Assessment Ratings (for guidance):

Low risk of harm	L	Current evidence does not indicate likelihood of harm.
Medium risk of harm	M	The potential to cause harm arising from indicators in this area has been identified as something that is unlikely to happen unless there is a change in circumstances, for example, increase in social isolation.
High risk of harm	H	The potential to cause harm arising from indicators in this area has been identified as something that could happen at any time and the impact would be serious.
Not known	N/K	Information is not known or has not been made available.
Not Applicable	N/A	This area is not relevant for this individual.

General Areas of Risk:

Area of Risk and contributing factors	Risk Assessment L, M, H, N/K, N/A	Risk rationale, evidence, and protective factors
Nature of incident		
Location of incident		
Time of incident		
Other parties linked i.e. other students or those sharing accommodation		

Previous related concerns: e.g. allegations, misconduct		
Further Threat of harm or violence (post incident)		
Academic Course		
Housing/accommodation		
Other [please specify]		

Specific Areas of Risk to Self:

Area of Risk:	Risk Assessment L, M, H, N/K, N/A	Risk rationale, evidence and protective factors
Physical Disability		
Substance Misuse		
Mental Health, Learning Difficulty or Neuro Diversity		
Thoughts of self-harm/ actual self-harm		
Suicidal thoughts/intent/attempts		
Non-compliance / lack of engagement		
Self-neglect		
Isolation		
Risk of abuse or exploitation by others		
Risk of harm from associations with others that cause concern		
Other [please specify]		

General Areas of Risk to Others:

Please specify if there is an identifiable risk: (Provide a summary describing the risk/evidence and source of the information and include details of where there is particular risk to a cohort or named individuals)		Risk Rating (See Table)
Risk to a specified individual (s)		
Risk to general Student/Staff Body		
Risk to Children		
Risk to Adults at Risk		

Comments from the individual concerned – their view of the identified risks and actions:

--

Does a referral need to be made to social care safeguarding team?	Yes/No If Yes, please provide details:
Does a referral need to be made to others regulatory bodies? e.g. Police, DBS, LADO	Yes/No If Yes, please provide details:
Should the staff or student be referred to HR or OSCAR for consideration of disciplinary action?	Yes/No If Yes, please provide details:
Was the trusted contact informed?	Yes/No Rationale for decision:

Risk Management Action Plan:

Appendix 5

GSA TEACHERS CODE OF CONDUCT

(Saturday, Short Courses and Summer Schools)

The Terms & Conditions of employment include clause (7.2.6) which requires people to carry out their work "in accordance with any Health and Safety or other codes of conduct issued by the University from time to time and any other reasonable directions of the University".

GSA has a Freelancers Handbook which contains information which may be useful on a range of things including parking and other practical matters.

GSA Saturday and Summer School teachers adhere to the University of Surrey Safeguarding Procedure and the additional briefings provided by GSA.

In your role at GSA you are acting in a position of trust and authority and have a duty of care towards the children and young people we work with. You are likely to be seen as a role model by young people and are expected to act appropriately.

We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

For clarity, there are some key conduct requirements as follows:

- Treat all students equally without showing any bias or discrimination.
- Always report safeguarding or wellbeing concerns.
- Never share your contact number, email address, or connect on social media with either student or parents of students. The designated email address for the course should be used without exception.
- Do not socialise outside of GSA with students, offer a lift or any other personal interaction, even if the students have left the school.
- Physical contact should only happen if it is necessary to benefit the training, e.g., adjusting an arm position in a dance class. Permission should be given before physical contact is made, this can be done at the beginning of the class or immediately before the physical contact takes place.
- Seek support & assistance from another colleague if first aid or personal care of any kind is required.
- Do not develop inappropriate relationships with children and young people.
- Do not engage in behaviour that is in any way illegal and abusive, including having any form of sexual contact with a child or young person.
- If using your phone in lessons, please make sure this is only for music and not personal messages.

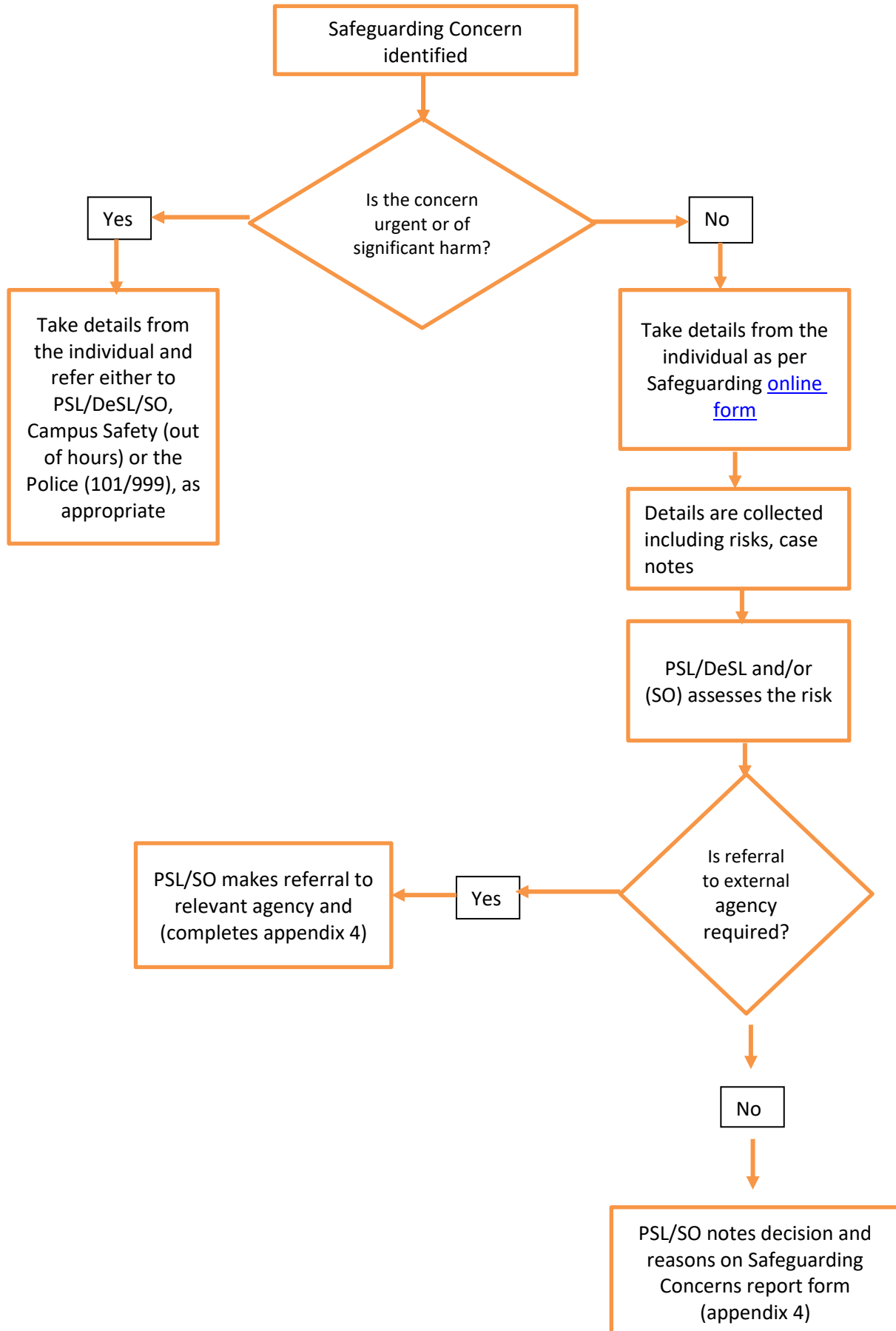
If you have behaved inappropriately, you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you might be asked to leave GSA and the University of Surrey. We might also make a report to statutory agencies such as the police and/or the local authority child protection services.

If you become aware of any breaches of this code, you must report them to the Head of GSA Enterprises. If necessary, you should follow our safeguarding and child protection procedures.

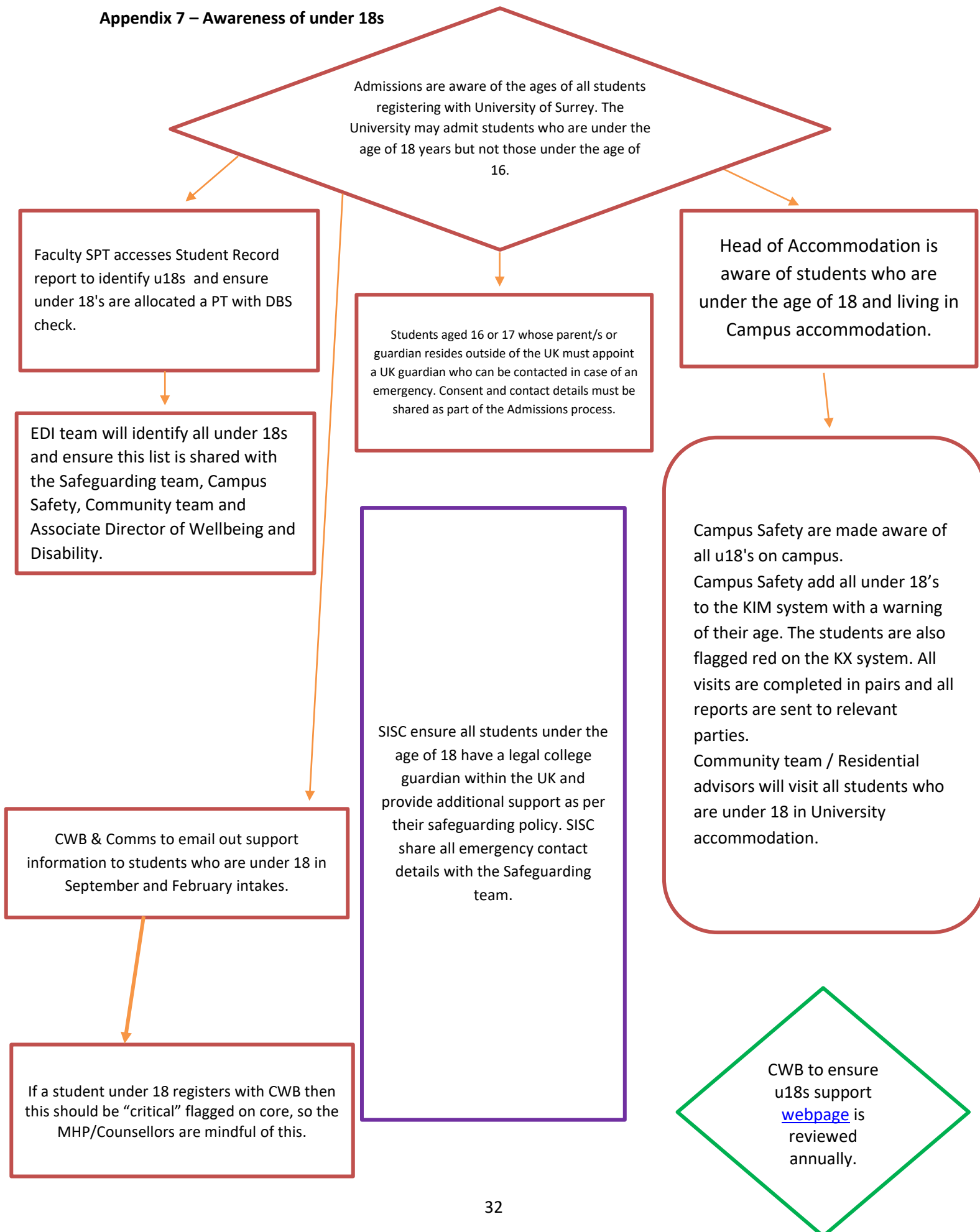
Safeguarding procedures for GSA Saturday School and Junior Conservatoire

- Doors to upstairs on swipe access only, no parents or non-students allowed upstairs
- One way system and exit door. All students primary school age to be picked up by parent or guardian.
- If student is not collected. After 10 minutes Alison or Kacey to call parent to check all ok. Student to wait supervised in café area.
- After three weeks of absents email to be sent to parent, to confirm reason for absents
- Application form includes two emergency contact details as well as child's school
- All teachers are sent safeguarding procedure when joining as well as having a DBS check through university or on the update service.
- Tracker available to record any information that is deemed a concern, anything serious to be reported to Principle Safeguarding Lead

Appendix 6 – Safeguarding Flowchart



Appendix 7 – Awareness of under 18s



Appendix 8

Review form post incident

Your name:	
Name of department:	
Your role:	
Your contact email:	
Your contact number:	

Name of staff member on duty at that time:	
Contact details of duty staff member:	

Child's name:	
Child's DOB:	
Child's relevant care needs eg disabled, care needs	
Parent's name:	
Parents contact number:	
Parents email address:	

Incident Date & Time:
Incident Details <i>Please include if any external agencies were involved</i>

Details from the child involved:

Actions taken at the time:

Details from parents/witnesses/child that is relevant including contact with parent, details of conversations with parents:

Agreed actions to mitigate this in the future: