

**THE UNIVERSITY OF BIRMINGHAM**

**SAFEGUARDING POLICY**

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# SAFEGUARDING POLICY

## 1. Introduction

1.1 The University of Birmingham is committed to ensuring a safe and supportive environment exists for all staff, students, and visitors to the University. Creating a culture which supports student and staff wellbeing and appropriately embodies principles of safeguarding, are paramount for the University. The University recognises that there are a number of circumstances in which children, young people, and Adults at Risk<sup>1</sup> will come onto University premises or otherwise have contact with University staff, students or contractors, such as where students are on placement or undertaking apprenticeships<sup>2</sup>.

1.2 Although schools and further education colleges have a statutory duty to safeguard and protect children in their care, Universities are not specifically named in their duty to safeguard and protect. However, the University acknowledges its common law duty to prevent reasonably foreseeable harm occurring to the University community. The term 'safeguarding' in this Policy, is therefore used in that context, and refers to the University's safeguarding in the context of its common law duty,

1.3 This Policy sets out the University's approach to safeguarding staff and students of the University as applicable, and particularly children, young people and Adults at Risk, and establishes a number of subsidiary codes of practice, guidance and procedures relating to University activities or areas of perceived risk. It is however expected that those Budget Centres of the University which deal frequently with children, apprentices, and where appropriate, Adults at Risk, will have in place their own detailed procedures for safeguarding, relevant to their particular activities. It is the responsibility of the relevant Head of Budget Centre to ensure that such procedures are in

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<sup>1</sup> Definition of Adults at Risk is at paragraph 2.3

<sup>2</sup> The definition of 'student' is at Section 1 of University Regulations, and means any person currently registered for the receipt of instruction in the University. Apprentices therefore fall within the definition of 'student'.

place, are in conformity with this Policy and are approved in consultation with the Senior Child Protection Officer (see Appendix 1 below).

1.4 Academic Registry is responsible for overseeing student wellbeing. Matters relating to staff fall within the remit of Human Resources. There are a range of other policies and procedures which supplement this Policy, and which should be referred to as appropriate.

1.5 The University recognises that the success of the Policy will depend on its effective implementation. It will therefore ensure the effective dissemination of this Policy within the University and will provide appropriate training for key staff and others as appropriate. It will seek to facilitate the sharing of best practice on safeguarding issues between Budget Centres.

1.6 This Policy will be reviewed after 12 months and thereafter every three years by the Registrar & Secretary or authorised deputy or more frequently as necessary.

1.7 In this Policy the expression “staff” shall mean all persons employed in the service of the University and the expression “students” means any person currently registered for the receipt of instruction at the University, including apprentices, and whether such University instruction takes place on University premises or elsewhere.

1.8 The University has designated the Director of Legal Services as its Senior Child Protection Officer (SCPO), and where applicable, the term Designated Safeguarding Lead (DSL) is also used interchangeably. However, the SCPO/DSL works closely with key colleagues in Academic Registry (Director of Student Affairs and team) for all relevant matters and reports to it any student wellbeing or safeguarding concerns as appropriate. The Academic Registrar, through the Director of Student Affairs, oversees support for University students (including apprentices) in the widest sense. Where necessary, matters are also reported to the Director of Human

Resources, for example, if there is staff involvement. The SCPO, along with Child Protection Officers (CPOs) across the University, will coordinate any appropriate actions or referrals required where children are involved. The SCPO/DSL, Academic Registrar, Director of Student Affairs, and Director of Human Resources work together to coordinate appropriate action in relevant cases.

## **2. Scope of this Policy**

2.1 This Policy and the codes, guidance and procedures established beneath it apply to all University activities, including those involving children and young people under the age of 18 who, unless indicated otherwise, are referred to throughout the Policy as “children” and “child” shall be construed accordingly. This Policy applies to all staff and students of the University, and to contractors engaged by the University, particularly those who may come into contact with children as part of their work.

2.2 Where it is necessary in this Policy to make the distinction (including in relation to students under 18 years of age), the expression “young people” refers to children aged 16 or 17 years and “young person” shall be construed accordingly.

2.3 Whilst the University is not subject to the provisions of the Care Act 2014, it draws broadly on safeguarding principles with regard to Adults at Risk, to contribute to their rights to live in safety, free from abuse and neglect, and to promote their wellbeing, taking into account their views, beliefs and wishes, as appropriate in the context of the University. Adults at Risk in this policy are defined by the Data Protection Act 2018 being a person over 18 years of age who i) has needs for care and support; and ii) is experiencing, or is at risk of neglect, or physical, emotional or mental harm, and iii) as a result of those needs is unable to protect themselves against neglect or harm, or the risk of it.

2.4 For the avoidance of doubt, the Policy does relate to activities carried on,

at or by the Guild of Students.

2.5 The University recognises that it has certain legal powers and duties to safeguard the welfare of children who come onto its premises or come into contact with its staff or students, including under the Children Acts of 1989 and 2004, and the Health and Safety at Work etc. Act 1974, as well as a duty of care regarding preventing reasonably foreseeable harm. Additionally, where University staff may be held to occupy a particular position of trust with regard to children with whom they come into contact, an improper relationship with a child in these circumstances is likely to constitute an abuse of trust offence under the Sexual Offences Act 2003.

2.6 The University also acknowledges the approach used by the Department of Education in Keeping Children Safe in Education 2022 (KCSE), as updated from time to time. Whilst KCSE only applies to schools and colleges, we act as appropriate within the context of a university environment to:

- protect children from maltreatment;
- prevent impairment of children's health or development;
- protect children's circumstances to ensure they can grow up where there is safe and effective care; and
- take appropriate action for children to have the best outcomes.

2.7 Additionally, local Budget Centres offering apprenticeship programmes must:

- Ensure that apprentices have an awareness of safeguarding and Prevent, and understand how to access support services at the University;
- Ensure that safeguarding training is provided for all members of University staff working with apprentices;
- Maintain open communications with employers regarding the safety and wellbeing of apprentices; and
- Ensure that employers that they work with are aware of their safeguarding and Prevent obligations, with support from the Apprenticeship and Safeguarding teams where appropriate.

### **3. Areas of Risk**

There are a number of activities undertaken or facilitated by the University which bring children and Adults at Risk into contact with University staff, students, contractors, or onto University premises. The following are identified as activities which present key areas of risk, and which may or may not be held online:

- Organised visits, summer schools and other outreach activities on University premises;
- Outreach activities undertaken in schools and other venues away from University premises;
- Children staying in University managed halls of residence;
- Children of University staff or students brought onto University premises;
- Children of University staff living on the University's campus;
- Children or Adults at Risk attending University premises for sporting or other recreational or social purposes;
- Children being the subjects of research by University staff or students;
- Young people registered as students of the University;
- Adults at Risk registered as students of the University;
- Young people or Adults at Risk employed by the University;
- Children or Adults at Risk carrying out work experience at the University;
- Children attending University Day Nurseries;
- Children attending school holiday clubs.

### **4. Safeguarding and Child Protection Procedures**

4.1 The University recognises its responsibility to safeguard the welfare of children from time to time, and to work closely with statutory and voluntary local agencies to help to ensure that children are not put at risk of harm or abuse. The University recognises that abuse can take many forms and may be physical, sexual, or emotional, or may arise through neglect.

4.2 The University has developed Safeguarding and Child Protection Procedures (**Appendix 1**), which set out the processes by which University staff or students can report concerns about a student or child's welfare within the University. This Procedure is also intended to direct staff and students to the right area of the University to raise any safeguarding concern where the individual affected is not a child. The Safeguarding and Child Protection Procedures also establish key individuals within the University who are responsible for responding to child protection concerns and liaising with the appropriate agencies, and for providing appropriate support to University students and staff.

4.3 The University's Student Services teams (including Schools and Colleges) provide support for students which includes wellbeing, learning support, disability, mental health, and a range of other services. **Appendix 1** provides the process by which any concerns regarding the safeguarding of a student may be referred to the Director of Student Affairs (and/or Assistant Director for Wellbeing & Partnerships), and for the student to receive appropriate support. Where appropriate, other University policies and processes may also be invoked. These follow referral to the Director of Human Resources where it relates to staff, or the Director of Student Affairs where it relates to a student. By means of example, this includes meeting requirements relating to Prevent, and staff and student disciplinary or misconduct procedures, as appropriate.

4.4 Reporting mechanisms for students, including apprentices, attending a placement with an employer, may still use the reporting mechanism at **Appendix 1**.

4.5 The University has a wide range of other policies, codes of conduct, and guidelines to support staff and students of the University, and which set out appropriate expectations. These, alongside other University initiatives, assist the University in promoting a culture of safeguarding and preventing reasonably foreseeable harm. They include, for example, codes of practice on student misconduct and fitness to practice, health, wellbeing and fitness to study, whistleblowing, and health and safety. These, and other policies, are all

available on the University's website under Our Policies and Procedures.

4.6 As set out in the procedure at Appendix 1, where there is a relevant disclosure to a Child Protection Officer, or Senior Child Protection Officer regarding a child, young person, or Adult at Risk, the appropriate disclosure may be made to the Local Authority Designated Officer in line with statutory requirements.

## **5. Statement of Best Practice**

5.1 The University has also drawn up a Statement of Best Practice for staff and students who come into contact with children as part of their work for the University. The Statement (**Appendix 2**) sets out examples of behaviour towards children which may be regarded as appropriate, and others which may be regarded as inappropriate.

5.2 The principles in the Statement are intended not only to safeguard children from harm but also to ensure that staff or students are not put in a position where their conduct or integrity can be questioned. In the case of a contractor, failure to follow the Statement may result in the termination of their contract.

## **6. Involvement of Parents**

6.1 The University recognises the importance of ensuring that parents or guardians are fully aware of the activities and risks that their children may encounter in University activities. Save where the young person concerned is a student or an employee of the University, parental consent will always be obtained (where appropriate via the child's or young person's school or the event organiser) before the University undertakes an organised activity involving children whether on or away from University premises.

6.2 The University cannot take responsibility for ensuring the welfare of children who are present on University premises without its knowledge.

Parents or guardians who bring their children onto the University campus must take responsibility for their safety and welfare and ensure that their children do not disturb others or damage University property.

## **7. Criminal Records**

7.1 The University has a responsibility to take reasonable steps to ensure that its staff, students, and contractors do not present a risk of harm to children. Where staff, students, or contractors are likely to have substantial unsupervised contact with children the University may in its discretion, and to the extent that the law permits, require them to disclose any criminal records they may have by undertaking a Disclosure and Barring Service (DBS) check at the appropriate level. If the person concerned has subscribed to the DBS Update Service, the University will seek consent to carry out a Status Check.

7.2 The University will act in accordance with the law (including the Safeguarding Vulnerable Groups Act 2006, DBS guidance and any other best practice recommendations issued from time to time), and will seek advice as necessary as to the eligibility of particular posts or roles for DBS checks. However, as a minimum the University through the Human Resources Department will undertake DBS checks at the permitted level in respect of posts or roles, which involve regularly caring for, training, supervising or being in sole charge of those aged under 18 or vulnerable adults.

7.3 It is open to Budget Centres to arrange for the renewal of DBS checks on staff within such period as it sees fit having assessed in writing the risks associated with the particular post.

7.4 General guidance on the assessment of criminal records history is set out at **Appendix 3**; departments within the University may operate their own specific guidance and procedures as appropriate (for example in relation to the recruitment of staff and students to programmes in health or social care, education or other professional disciplines involving contact with children

and/or vulnerable adults) in accordance with guidance from relevant professional bodies and approved by Human Resources or Academic Registry.

7.5 The University recognises the need to take a proportionate approach to the issue of criminal records disclosures and understands that such sensitive personal information must be treated carefully and confidentially. Criminal records information will be sought on a strictly need-to-know basis, and be assessed by authorised senior members of University staff through a number of appropriate procedural safeguards, in compliance with the DBS guidance. Members of staff asked by outside bodies or individuals to undergo a DBS check prior to carrying out University business (e.g. a school visit) should seek advice from the University's Human Resources.

## **8. Health and Safety**

8.1 The University seeks to ensure that it provides a safe physical working environment for all its staff, students, and visitors. However, many of the University's premises will present additional hazards and risks to children and it is not possible for the University to guarantee the safety of children on all of its premises.

8.2 Unless they are students of the University or members of staff, or are attending the University on duly authorised visits or activities, children are prohibited from entering those laboratories, workshops and other premises which present particular hazards or contain fragile or valuable equipment. Those premises which are out of bounds to children should be identified as such but if there is any doubt advice should be sought from the University's Health and Safety Unit or relevant Head of Department.

8.3 Any accident on University premises involving a child must be reported to the University's Health and Safety Unit as soon as possible. The form to be used is available on the University's Health and Safety website.

## **9. Risk Assessments for Organised Activities**

9.1 Save as mentioned in paragraph 9.3 below and except where children are accompanied by their parent or guardian, a risk assessment must be completed by the organisers of any activity specifically intended for children and which brings children onto University premises or into contact with University staff, students, or contractors. Once completed, the risk assessment pro forma must be approved by a Child Protection Officer before the activity is undertaken. Guidance on completion of the risk assessment and on the activity generally is available from the University's Health & Safety Unit ([Workplace health and safety \(birmingham.ac.uk\)](http://workplacehealthandsafety.birmingham.ac.uk))

9.2 The organisers must also ensure that the University's insurers have been adequately informed about the activity and any potential risks, before the activity takes place.

9.3 It is expected that for visits by schools where members of staff of that school are in attendance, the school will complete its own risk assessment and take its own child protection steps in accordance with local education authority guidelines.

## **10. Students aged under 18**

10.1 The University is primarily an adult environment. Occasionally, however, the University may admit a young person as a student of the University, who in most such cases will not be much younger than the rest of their cohort. In some circumstances a younger child may be admitted.

10.2 The suitability of a person aged under 18 for admission is a matter to be determined by the Admissions Team, but once admitted as a student, the University has responsibilities to safeguard that student's welfare. These responsibilities will be set out in local procedures (e.g. Accommodation Services policies) and will in practice partly depend on the age and personal

circumstances of the young person. However, as a minimum, the University will apply the principles set out in this Policy and consider the necessity of carrying out a risk assessment.

*October 2022*

## **APPENDIX 1**

### **SAFEGUARDING AND CHILD PROTECTION PROCEDURES**

#### **A. Introduction**

1. The University recognises that abuse or risk of harm to a child may take many different forms and that individuals may have different perceptions of what constitutes harm or abuse. The University regards harm or abuse of a child as including any physical, sexual, or emotional abuse, or neglect, bullying, harassment or intimidation.
2. These procedures establish a mechanism by which concerns about a child's welfare or risk of harm arising within, or in connection with, the University, can be addressed quickly and appropriately. They also provide the mechanism for any safeguarding concerns in the wider sense, to be brought to the attention of the Director of Student Affairs, or Director of Human Resources, as appropriate, so that necessary action can be taken.
3. As far as possible the confidentiality of all individuals involved in safeguarding and child protection concerns will be respected. However, there will be circumstances in which it is necessary for a Child Protection Officer or other University staff, students or contractors to share information with third parties such as the local authority, the police, or the child's parents or guardians, where appropriate.

#### **Child Protection Officers**

4. The University has designated the Director of Legal Services as the University's Senior Child Protection Officer (SCPO), in some circumstances also referred to as the Designated Safeguarding Lead (DSL).

5. In addition, each Budget Centre will nominate at least one local Child Protection Officer (CPO) in relation to regular activities involving children taking place or organised within that Budget Centre, who may be required to undergo a DBS check. The SCPO will maintain a register of such CPOs and the Head of the Budget Centre will notify the SCPO of any changes.

6. When organising specific activities involving children, organisers will nominate an individual to act as CPO for that event or activity.

7. Child Protection Officers have specific responsibility for responding to child protection concerns raised within, or in connection with, the University. They will receive training and guidance appropriate for this role, and in particular on their responsibilities as liaison contacts with the police, the local authority and other relevant local agencies.

8. Child Protection Officers may also receive notice of a safeguarding concern, where the subject of the concern is aged over 18 and is not an Adult at Risk. In this case, the CPO should raise any concern with the DSL or Academic Registrar, and where appropriate, the Director of Legal Services and/or the Director of Human Resources.

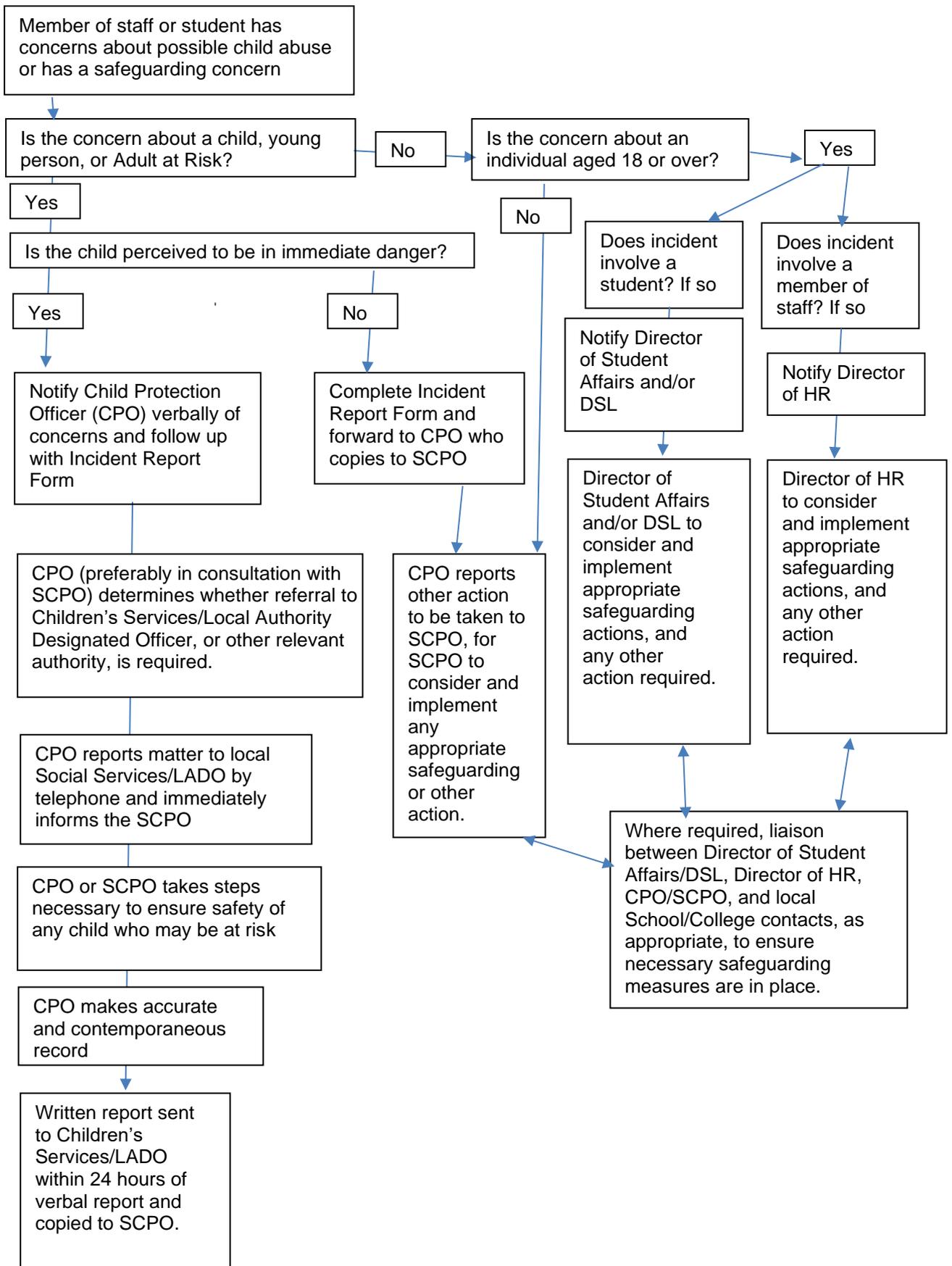
## **B. Procedure for reporting concerns**

1. (a) The University expects all staff, students and contractors to be alert to any concerns about the welfare of children and to report any such concerns they may have, however apparently trivial, to a local Child Protection Officer. Staff, students, and contractors are also expected to co-operate fully with any police or social care enquiries that may arise into an allegation of abuse. While individual members of the University have the right to report incidents direct to the local authority's Children's Services, where possible they should consult first with the SCPO or a CPO.
  
2. Student Services, through the Wellbeing & Partnerships Team, also coordinates and responds to reports of vulnerable students via multiple internal routes, including: safeguarding incident reports, reports from University Safety & Security Services, reports from Accommodation Services and via wellbeing teams in academic schools and colleges through an established escalation procedure. The team might also receive and respond to direct reports from staff referencing our **Recognise and Refer** guidance (**See APPENDIX 4**) and via our online reporting tool: You Report, we Support. The team has well established links and protocols for referrals from our partner services, including UB HEARD and PAUSE, as well as direct links with external agencies as required. The team provide an extensive wellbeing check and follow-up provision, with referrals to further support as needed. In such circumstances as may be deemed necessary, the extent of support required may be considered under the University Code of Practice on Health, Wellbeing and Fitness to Study.
  
- (b) If the person who first becomes aware of the concern feels it inappropriate to involve a CPO or SCPO, or disagrees with the CPO or SCPO's view that the matter need not be reported, they should notify the police or the local authority themselves.

3. The person reporting a concern should make a full note of the facts that gave rise to their concern as soon as is practicable, by completing an Incident Report Form (in the form attached within this **Appendix 1**) and should immediately give a copy of this Form to the local CPO, who will in turn provide a copy to the SCPO.
4. Concerns must be reported as soon as possible and where a child may be at immediate risk of harm or abuse, a CPO must be notified verbally straight away and an Incident Report Form completed as soon as reasonably practicable thereafter.
5. (a) It is the responsibility of the CPO notified of a concern to consider the seriousness of the risk or concern and if they deem it appropriate to contact the local authority, police or other appropriate statutory or voluntary agencies in accordance with the specific guidance and training they have received.  
  
(b) Whether or not notification to the local authority's Children's Services is deemed necessary, the CPO shall in any event also notify the SCPO of any other action taken or proposed to be taken arising out of the incident (for example the provision of specific training).
6. The CPO will be responsible for ensuring the child is in a safe environment until the appropriate local agencies have become involved. Where appropriate the CPO will reassure the child concerned of the process underway, and if appropriate to ascertain any relevant factual information. However, the CPO should only ask questions of the child that are necessary to clarify whether the child is alleging that abuse has taken place.
7. (a) If the incident or information involves an allegation against a member of staff, the CPO will notify the Director of Human Resources;

- (b) If the incident or information involves an allegation against a student, the CPO will notify the Academic Registrar.
  
- (c) In either case, the student or member of staff concerned will be offered the opportunity to receive appropriate advice or support.
  
- (d) In either case it may be appropriate to suspend the staff member or student from activities that include contact with children until enquiries are complete.
  
- (e) Where the incident or information reported involves a safeguarding concern and the subject of concern is a student, (including an apprentice) who is over 18 and not an Adult at Risk, the Academic Registrar, supported by the DSL as appropriate, will oversee support for that individual through support provided by Student Services.

### C. Flowchart for reporting procedure



**D. Advice on reacting to suspicions or disclosures**

<b>What to do</b>	<b>What not to do</b>
<p>Stay calm</p> <p>Listen, hear and take seriously</p> <p>Give time to allow the child to say what they want</p> <p>Reassure and explain that they have done the right thing in telling</p> <p>Act immediately in accordance with the procedure in this Policy</p> <p>Make a written record of what was said as soon and as accurately as possible</p> <p>Report to the lead member of staff and/or the Child Protection Officer</p> <p>Record your report.</p>	<p>Don't panic or over-react. It is unlikely that the child is in immediate danger</p> <p>Don't probe for more information. Inappropriate questioning may affect how the child's disclosure is received at a later date.</p> <p>Don't make assumptions, don't paraphrase or offer alternative explanations.</p> <p>Don't promise confidentiality or to keep secrets or that everything will be OK (it may not be)</p> <p>Don't try to deal with the matter yourself</p> <p>Don't make negative comments about any alleged abuser</p> <p>Don't "gossip" with colleagues about what has been said to you</p> <p>Don't make a child repeat a story unnecessarily.</p>

**UNIVERSITY OF BIRMINGHAM**

**SAFEGUARDING AND CHILD PROTECTION POLICY – INCIDENT REPORT FORM**

DETAILS OF INCIDENT

Date of incident:

Time of incident:

Where the incident occurred:

Briefly describe the circumstances of the incident (including names of parties involved):

DETAILS OF CHILD / INJURED PARTY (IF APPLICABLE)

Full name:

Address:

Home telephone number:

Mobile telephone number:

Sex:

Date of birth:

Nature of injury:

Comments or explanation given by child/student:

Name and contact details of any witnesses:

Initial action taken:

DETAILS OF PERSON COMPLETING REPORT

Name & contact details:

.....  
*signature*

.....  
*date*

## **APPENDIX 2**

### **Statement of Best Practice**

#### **Introduction**

The University promotes a culture of safeguarding within the University community. It expects all of its staff, students, and contractors while carrying out their duties on behalf of the University to act in an exemplary manner towards each other, and particularly children, with whom they come into contact, and to ensure that their behaviour does not give rise, whether rightly or wrongly, to questions about their integrity or to allegations of abuse. While not representing an exhaustive list, this Statement sets out general expectations of behaviour in the course of their duties in terms of what may be regarded as appropriate and what may be regarded as inappropriate. Individual Budget Centres may also have specific codes of conduct relevant to their own circumstances and the nature of their work.

University staff, students and contractors are referred to as “University representatives” throughout this Statement.

#### **University representatives should:**

- Treat everyone with fairness, equality and respect, and not show favouritism to particular children;
- Be sensitive to children’s appearance, race, culture, religious belief, sexuality, gender or disability;
- Act as a good role model and challenge any unacceptable behaviour from children or from other University representatives;
- Report all allegations or suspicions of child abuse using the University’s Child Protection Procedures;
- Be aware that physical contact with a child may be misinterpreted;
- Consider whether contact with an individual child should involve a colleague being present;

- Retain a professional approach to children, including avoiding physical contact with a child (unless it is reasonably necessary to do so for health or safety reasons, or teaching and learning), and avoiding inappropriate familiarity or making sexually suggestive comments, even in jest;
- Respect a child's right to privacy, and in residential accommodation, must not enter a child's bedroom except in the case of an emergency;
- Avoid making inappropriate contact with children using social media.

## **APPENDIX 3**

### **Guidelines On Criminal Records**

#### **Assessing criminal records history**

The University must assess criminal records history within the relevant legal framework and in accordance with sound public law principles of decision-making as set out below.

Any decision the University makes on the impact of an individual's DBS check should be proportionate, reasonable, within the University's powers, and be based on only relevant considerations (and not irrelevant matters). The decision-maker should be a person or persons of sufficient seniority within the University who is able to act impartially and fairly. It is advisable to give the individual an opportunity to make written or oral representations to the decision-maker before the decision is taken, and written reasons for the decision should be provided.

#### **Factors potentially relevant to assessing risk**

If a post falls within the definition of a "regulated activity" relating to children or adults as provided by the Safeguarding Vulnerable Groups Act 2006, it will be eligible for a relevant DBS barred list check. A person cannot be lawfully engaged in a regulated activity relating to children or vulnerable adults if their name is included in the relevant barred list.

Where an individual discloses a criminal offence by way of a DBS check or otherwise, the University may need to ask for more information from that person, the police, or other relevant local agencies in order to assess whether the criminal records history disclosed indicates the individual presents any risk to children or to others.

The University will consider a number of factors in assessing the risk

presented by any individual disclosing an offence, including:

- Is the conviction a one-off or are there several?
- How long ago did the offence take place?
- How old was the individual at the time of the offence?
- Is the type of offence relevant to the nature of work or activity which the individual will be undertaking?
- Is the behaviour that constituted the offence a particular cause for concern?
- Were there particular circumstances at the time that led or contributed to the offending?
- What evidence is there of positive change and rehabilitation in the individual's life?
- What is the individual's attitude to the offence- is it one of remorse, and do they take responsibility for the offence and the harm it caused?

As with an application for employment, it is advisable to obtain references as to previous character or competence, and to try to obtain information about any unexplained gaps in a person's employment or life history generally that may give rise to concern.

## APPENDIX 4



UNIVERSITY OF  
BIRMINGHAM

STUDENT  
SERVICES

### **Advice for staff members - 2022/2023**

Academic and Professional Service are regularly cited by students as a source of trusted support. Consequently, students will often turn to staff members for advice outside of their subject area, relating to their personal lives, personal problems or, at times, in crisis. Staff members, working closely with students, may also **recognise** a student in distress, see warning signs or changes that give them cause for concern and will want to know where to **refer** students for support. Below are some realistic examples of situations that may present to you. Although useful to know, we still advise you to use your own intuition and judgement for each individual:

<b>Recognise:</b>	<b>Refer:</b>
<i>A student becomes distressed in your office, teaching session or in an online setting (normal working hours)</i>	This is not unusual, and many colleagues will have experience of this. Recognise and Refer does not mean that you cannot support or talk to students in distress - as often a friendly chat is all that is needed. If you are not sure what to do, or if the student needs a follow-up appointment, or is displaying more signs of anxiety than you can support, then follow some of the steps outlined below.
<i>A student is deemed 'in crisis' and is feeling actively suicidal.</i>	<ul style="list-style-type: none"> <li>• Emergency services – 999</li> <li>• Followed by <b>Security Services</b> – 0121 414 4444</li> </ul>
<i>A student describes feeling homesick, low levels of anxiety, "stress"...</i>	<ul style="list-style-type: none"> <li>• <b>Self-help guides (description below)</b></li> <li>• <b>Wellbeing Officer (description below)</b></li> <li>• <b>UBHeard (description below)</b></li> <li>• <b>Pause (description below)</b></li> </ul>
<i>A student describes regular anxiety, low mood, sleeping problems, "impossible pressures"...</i>	<ul style="list-style-type: none"> <li>• <b>Wellbeing Officer</b></li> <li>• <b>UBHeard</b></li> <li>• <b>Mental Health &amp; Wellbeing (description below)</b></li> <li>• <b>Pause</b></li> </ul>
<i>A student is anxious and clearly struggling, describes symptoms that might sound "medical" (depression, a deterioration in mental health)</i>	<ul style="list-style-type: none"> <li>• <b>Wellbeing Officer</b></li> <li>• <b>UBHeard</b></li> <li>• <b>Mental Health &amp; Wellbeing</b></li> <li>• <b>Student Disability Service (description below)</b></li> <li>• <b>Pause</b></li> </ul>
<i>A student e-mails you "out of hours", over the weekend describing a mental health concern...</i>	<ul style="list-style-type: none"> <li>• <b>UBHeard</b></li> <li>• The University cannot be available 24/7 for support.</li> <li>• You can refer to external services alongside our on-line materials – <b>see below</b>.</li> </ul>
<i>A student gives you cause for concern in their behaviour or appearance – you are worried but the student does not want to talk about it...</i>	<ul style="list-style-type: none"> <li>• Concerns like these can be raised with the college Wellbeing Officer or the <b>Student Wellbeing &amp; Partnerships team</b> in Student Services. If you have concerns about a student or believe that they need help in accessing our services, you can email <a href="mailto:SWP@contacts.bham.ac.uk">SWP@contacts.bham.ac.uk</a> for further guidance. These will be responded to during business hours.</li> </ul>
<i>A student under the age of 18 is absent without explanation or</i>	<ul style="list-style-type: none"> <li>• Urgent Safeguarding and Child Protection concerns should be referred <b>immediately</b> to <a href="#">Legal Services</a> calling <b>0121 414 3916</b>.</li> </ul>

<i>you have concerns regarding their wellbeing.</i>	
<i>A student reports an incident of sexual assault or sexual harassment.</i>	<ul style="list-style-type: none"> <li>• <b>You Report We Support (YRWS) (description below)</b></li> <li>• <b>Campus Community Safety Team (description below)</b></li> </ul>
<i>A student comes to your office “out of hours” in a state of significant distress.</i>	<ul style="list-style-type: none"> <li>• You can contact Campus Security on (0121) 41 44444</li> <li>• <b>In an emergency you should always and immediately contact the emergency services via 999 – and then contact Security.</b></li> </ul>
<b>Wellbeing Support/Services</b>	
<b>Wellbeing Officers</b>	<ul style="list-style-type: none"> <li>• Each School has their own Wellbeing Officer(s), who are able to provide practical and emotional support to students that are experiencing personal problems, particularly when these might interfere with their academic work. <a href="http://www.birmingham.ac.uk">Wellbeing Officers (birmingham.ac.uk)</a></li> </ul>
<b>UBHeard – The University has invested in a partnership to provide a 24/7/365 Mental Health Helpline: UBHeard. The service operates in the UK and internationally – so is available to international students studying remotely – and operates in multiple languages, including BSL.</b>	<ul style="list-style-type: none"> <li>• <b>UBHeard</b> is a confidential listening and support service for all registered students (undergraduate and postgraduate) that offers immediate emotional and mental health support 24 hours a day, 7 days a week, 365 days a year. Students can call the service directly on 0800 368 5819 (Freephone UK*) or 00353 1 518 0277 (International). A text chat service is also available.</li> <li>• Students can speak to a mental health professional and counsellor who will guide them through any issues they may currently be facing – at University or at home. UBHeard offers immediate in-the-moment telephone support, and where appropriate, up to six sessions of counselling for mild-moderate issues. <i>Full details here:</i> <a href="http://www.birmingham.ac.uk">Mental Health Support Line (birmingham.ac.uk)</a></li> </ul>
<b>Mental Health &amp; Wellbeing (MH&amp;W)</b>	<ul style="list-style-type: none"> <li>• Therapeutic Practitioners, along with counsellors, are available through Student Services, <b>Mental Health and Wellbeing (MH&amp;W)</b> service. In-person and online appointments are available. Registration required. <a href="http://www.birmingham.ac.uk">Mental Health (birmingham.ac.uk)</a></li> </ul>
<b>Student Disability Service</b>	<ul style="list-style-type: none"> <li>• <a href="http://www.birmingham.ac.uk">The Student Disability Service</a>, for students considering disclosing a disability to the University, who have questions about DSA and Reasonable Adjustments.</li> </ul>
<b>Pause</b>	<ul style="list-style-type: none"> <li>• PAUSE are a specialist intervention service (for under 25's) provided in partnership with the NHS and Forward Thinking Birmingham. They offer immediate support through a drop-in service on campus at The Lodge (the building just adjacent to North Gate, past the Library). For more information, including opening times please visit: <a href="http://www.birmingham.ac.uk">Pause drop-in sessions (birmingham.ac.uk)</a></li> </ul>
<b>Online Self-help Guides, from the University -</b>	<ul style="list-style-type: none"> <li>• A range of self-help guides created in partnership with the NHS are available here: <a href="http://www.selfhelpguides.ntw.nhs.uk/birmingham">http://www.selfhelpguides.ntw.nhs.uk/birmingham</a></li> </ul>

<b>You Report We Support</b>	<ul style="list-style-type: none"> <li>The University provides a dedicated service for reporting and supporting survivors of sexual assault and harassment. <b>You Report, We Support</b> offers access to a trained Responder and our webpages have further details of emergency 24/7 support available from the Birmingham Based Horizon Sexual Assault Referral Centre (SARC). <a href="https://intranet.birmingham.ac.uk/student/your-wellbeing/sexual-misconduct-and-violence/you-report-we-support.aspx">https://intranet.birmingham.ac.uk/student/your-wellbeing/sexual-misconduct-and-violence/you-report-we-support.aspx</a></li> </ul>
<b>The University Chaplaincy</b>	<ul style="list-style-type: none"> <li>The <a href="#">University Chaplaincy</a> offers a safe space for students, and the Chaplains are available to support students and staff of all faiths and none</li> </ul>
<b>Campus Community Safety Team</b>	<ul style="list-style-type: none"> <li>Provides support advice and guidance on crime and community safety matters: <a href="https://www.birmingham.ac.uk/community/university-campus/security/index.aspx">https://www.birmingham.ac.uk/community/university-campus/security/index.aspx</a></li> </ul>
<b>Student Space –</b> <i>Student Space is a new service funded by the Office for Students.</i>	<ul style="list-style-type: none"> <li>Offers a range of supportive tools and resources as well as a dedicated phone line (7 days a week, 4pm to 11pm) and 24/7 text support: <a href="https://studentspace.org.uk">https://studentspace.org.uk</a></li> </ul>
<b>Urgent Support -</b> See also: <a href="https://www.birmingham.ac.uk/urgent-support">Urgent support (birmingham.ac.uk)</a>	<ul style="list-style-type: none"> <li><b>Papyrus Mental Health Hope-line:</b> 0800 068 4141</li> <li><b>The Samaritans:</b> Just Dial – 116 123</li> <li><b>Forward Thinking Birmingham (0-25 year olds) -</b> 24hr Mental Health Crisis Team: 0300 300 0099</li> <li><b>Birmingham &amp; Solihull Mental Health Trust (25 years +)</b> – 0121 262 3555 - <a href="https://www.bsmhft.nhs.uk/">https://www.bsmhft.nhs.uk/</a></li> </ul>

### Guidance for online activities

This academic year for some non-teaching activities we may use online platforms in our engagement with students. This can change the way we interact with each other and how we support students. Signs that a student is in distress, vulnerable or struggling may be less obvious in an online interaction, but there is also evidence that students may feel more comfortable in disclosing something that is troubling them when they are not meeting in-person. Always check with a student that they are alone, or using a headset, before discussing any confidential or sensitive personal information.

**Recording a 1:1 session with a student is not recommended.**

