



Nottingham Trent
University

Student Support Services

Student Safety, Wellbeing and Safeguarding. Guidance For NTU Colleagues

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Guidance For NTU Colleagues

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Introduction

NTU believes everyone has the right to work, learn and achieve their potential within a safe environment, without risk of harm from abuse, discrimination, harassment, assault or bullying, in all its forms and in any circumstances.

NTU has a duty, both in law and as a responsible organisation, to safeguard, protect and promote the welfare of children (under 18 years of age) and 'adults at risk of harm' as defined in the [Care Act 2014](#). The University is also committed to providing a safe and secure environment for all students, staff and visitors who access its facilities, services and participate in related activities.

The Safeguarding Children & Adults at Risk of Harm Policy establishes the principles and parameters within which the University will work to ensure the safety and welfare of all who visit University premises or engage in activities organised or supported by the University.

The University has developed this additional guidance for NTU colleagues, which provides more detailed information about some of the key areas covered in the Safeguarding Children and Adults at Risk of Harm policy and provides practical advice for colleagues to enable them to escalate concerns and disclosures. This document should be read in conjunction with the Policy itself.

Please View the [Safeguarding Children and Adults at Risk of Harm Policy](#).

We've put together answers to some of the most commonly asked questions about safeguarding, along with links to relevant resources, guidance and training to help you understand your safeguarding role and responsibilities.

What's the difference between a Safeguarding and a Student Wellbeing Concern?

It is important to be able to distinguish between what is a safeguarding and what is a wellbeing concern so that we can escalate these appropriately.

Safeguarding Concern:

Safeguarding is about protecting children and young people who are **aged 17 and under** from harm.

It is also about protecting 'adults at risk of harm' who may have significant care and support needs, that mean they are **unable to protect themselves from harm**, making them more vulnerable to abuse or neglect.

Student Wellbeing Concern:

It is important to consider that as a higher education provider the majority of NTU's learners would not necessarily fall under the legal definition of a 'Child' nor that of an 'Adult at Risk of Harm', as defined in the [Care Act 2014](#). In these circumstances a Wellbeing and Support Referral would be the most appropriate escalation route rather than a Safeguarding Referral.

Our NTU Wellbeing Team are there to help and support all NTU Students. They can support students with a range of concerns including:

- Disclosures that identify a risk to self or others (including suicidal thoughts/attempts, self harm, domestic violence)
- Personal, Emotional and Mental Health Challenges.

- General Wellbeing - including stress and low mood
- Significant life events impacting study - such as bereavements, illness, being a victim of crime, pregnancy and gender identity.
- Estrangement and family breakdown
- Substance addiction
- University pressures - including homesickness, overwhelm or bullying

When should I make a Safeguarding Referral?

A Safeguarding Referral Form should be completed for any disclosures or concerns that:

- Relate to a **‘Child’ (17 or under)** or an **‘ Adult at Risk of Harm’ (who has additional care and support needs) who:**
 - A) has been abused or neglected; or
 - B) Is being abused or neglected; or
 - C) Is at risk of being abused or neglected.
- Or relate to any person regardless of age or need who may be vulnerable to radicalisation or extremism (**known as our Prevent Duty**)

Key definition: ‘Child/Young Person’

A child/Young Person – is defined as a person who is aged **17 or under**, and includes an unborn child

Key definition ‘Adult at Risk of Harm’

The [Care Act 2014](#) defines adult safeguarding as:

An ‘Adult at Risk of Harm’ is a person aged 18 or over who has significant additional care and support needs the extent of which mean they are unable to protect themselves against abuse or neglect or the risk of it.

As a University we must act when we have ‘reasonable cause’ to suspect that an adult:

- A) has needs for care and support (whether or not the authority is meeting any of those needs),
- 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.’ (Care Act 2014, section 42)

Many of our NTU adult student cohort would fall under section (a) and (B) however the threshold for the last section (C) is very high and all must be met for the person to be deemed an ‘adult at risk of harm’.

The majority of our students would not meet the last criteria (c) unless their care and support need meant they lacked capability to make safe decisions or the extent of their care need meant they were unable to protect themselves from harm.

Some Examples of Adults with ‘Care and Support Needs’ could include:

- **A significant mental ill health condition** – to the extent that it is compromising the person’s capability to make safe decisions, such as:

- Psychosis, Paranoia, Personality Disorder, PTSD, Dementia
- **Significant physical ill health** – to the extent that the person at risk is heavily reliant on others for their care and support needs, such as
 - Ongoing or temporary physical/sensory disability or illness.
- **A significant learning difference** – to the extent that the person at risk is reliant on others for their care needs (Personal/ Financial/Social)
- **Significant substance abuse** – which may be compromising the person's capability to make safe decisions.

It is important to consider that this is not an exhaustive list and we would always consider each case on a case by case basis.

How do I make a Safeguarding Referral?

Reporting concerns where there is no immediate risk of harm

The University has a number of employees who act as the key points of contact for reporting safeguarding concerns.

Please use the [safeguarding referral form](#) to report a Safeguarding Concern on the same day that you receive the disclosure.

The referral will be actioned by a Designated Safeguarding Officer and you will receive an update following your referral.

- It is always **best practice to obtain explicit consent** to share personal information, however, this is not always possible or practical.
- **GDPR should not be a barrier to sharing information.** If the information is confidential, but there is a safeguarding concern, or if a risk of harm to self or others is identified, sharing it with relevant parties is justified.
- **Never assume** another organization has actioned the referral

Should you wish to discuss your referral before submitting it, a full list of NTU's Designated Safeguarding Officers' contact details can be found in 'Further Information, Contacts and Resources'.

Immediate protection in an Emergency

In the rare event that there is an immediate risk to life, the emergency services should be contacted by calling (9)999.

If a student, member of staff or member of the public is in immediate danger, at risk from someone else or themselves, immediate action should be taken to contact:

- the relevant emergency services (police, ambulance, and fire and rescue service) by dialling 999
- University Security Control Room on 0115 848 2222 (open 24 hours a day, 7 days a week)

When should I make a Wellbeing Referral?

As a predominantly higher education institution, the majority of learners here at NTU would not necessarily fall under the legal definition of a 'Child' or meet the threshold for 'Adult at Risk of Harm'.

Therefore, in most circumstances a Wellbeing Referral would be the most appropriate escalation route rather than a Safeguarding Referral.

In these circumstances our NTU Wellbeing Team are there to help and support. They can support students with a range of concerns including:

- Disclosures that identify a risk to self or others (including suicidal thoughts/attempts, self harm, domestic violence)
- Personal, Emotional and Mental Health Challenges.
- General Wellbeing - including stress and low mood
- Significant life events impacting study - such as bereavements, illness, being a victim of crime, pregnancy and gender identity.
- Estrangement and family breakdown
- Substance addiction
- University pressures - including homesickness, overwhelm or bullying

Our [specialist wellbeing service teams](#) include:

- Wellbeing Advisors
- Mental Health Support Specialists
- Student Support Advisers
- Counsellors.

Students can access these specialist services by completing the online [Support and Wellbeing Referral Form](#) above for themselves or colleagues or any third party can refer on a student's behalf:

It is always best practice to gain the student's consent before making a wellbeing referral on their behalf.

However, disclosures that identify a risk to self or others (including suicidal thoughts/attempts, self harm, domestic violence) should be escalated to the NTU Wellbeing Team, even in the absence of explicit consent.

What is Abuse?

Abuse can be a one-off event, or happen over a long period of time. It may still be happening currently or could be historic and have happened in the past, all disclosures should be dealt with in the same way.

A person may not know they are being abused. Even if they do, they may find it very difficult to speak about.

Any adult or child can experience abuse, harm or neglect. This is never okay. To keep people safe from harm, we all need to know how to spot the signs of abuse...

It is important that staff are vigilant to all forms of abuse and take an 'It can happen here' approach.

- Abuse can happen to anyone
- Abuse usually consists of repeated acts, but it can also be a single act

- Abuse is increasingly happening online and in student on student relationships.

Categories and Indicators of Abuse

Physical Abuse

Physical abuse is non-accidental harm to the body. It happens when someone deliberately hurts an adult or child and causes them physical harm.

Physical abuse includes things like:

- Hitting, slapping, pushing, punching, kicking, hair-pulling, biting,
- Rough handling, shaking, or inappropriate use of restraint
- Burning or scalding
- Misuse or withholding of medication

It could also be when a parent, guardian or carer fabricates the symptoms of, or deliberately induces, illness in someone they care for.

Possible indicators of physical abuse can include:

- Bruising and/or Shoe, hand, finger or bite marks on the skin
- A history of unexplained injuries or falls
- Inconsistent explanations for injuries or accidents
- Flinching when approached or touched

Bumps and bruises don't necessarily mean someone is being physically abused. Everyone, children and adults, can have accidents or falls. It's when these injuries are in places where accidental injury is rare - like forearms, head, neck, face, back, abdomen or bottom - when it is a greater cause for concern.

Emotional Abuse.

Emotional or psychological abuse is any act that negatively affects someone's emotional wellbeing or causes them mental distress. It can make people feel scared, worthless, unloved, or uncared for.

Emotional abuse is often used as a way to maintain power or control over someone. Coercive control is an example of this - a pattern of threats, humiliation, intimidation or other abuse that's used to harm, punish or frighten someone.

This controlling behaviour is designed to make a person dependent on their abuser. The victim is often isolated from support, exploited or has their independence taken away from them.

Emotional Abuse includes things like:

- Deliberately telling a person that they are worthless, or unloved and inadequate.
- Threats of harm or abandonment
- Bullying, intimidation and saying hurtful things on purpose
- Verbal abuse, yelling, swearing, insulting or humiliating someone in public
- Controlling where someone can go or who they can spend time with
- Keeping someone isolated from services, hobbies, friends, or family

- Manipulating the truth to make someone doubt their own thoughts and feelings (known as gaslighting)

Possible indicators of emotional abuse can include:

- Concerning interactions between parents or carers and the person (e.g. overly critical or lack of affection)
- Name calling, put downs, blaming or embarrassing someone in public
- Depression, withdrawal, and a lack of confidence and self-esteem
- An air of silence when a particular person is present
- Signs of distress, tearfulness, anger or being very upset

Neglect (and self-neglect)

Neglect is a failure to meet basic physical and psychological needs. Children and adults at risk can be neglected.

Self-neglect covers a wide range of behaviours where an adult neglects to attend to their own basic needs, such as their health, personal hygiene and surroundings.

There is no abuser when it comes to self-neglect. But self-neglectful behaviour itself can be a result of experiencing abuse itself, as well as trauma or loss.

Neglect and self neglect includes things like:

- Basic care needs, such as food, clothing, or shelter, not being met
- A home environment is unsuitable, unsafe, unheated or unclean
- A child or adult at risk not being supervised adequately or abandoned
- Lack of self-care
- Neglecting to care for personal hygiene, health or surroundings
- Failing to seek help or access health and social care services

Possible Indicators of Neglect and Self Neglect can include:

- Malnutrition, weight loss, dehydration, or complaints of hunger or thirst
- Unkempt and unclean appearance
- Untreated injuries or medical problems
- Lack of essential food, clothing or safe shelter

Sexual Abuse

Sexual abuse covers a broad range of crimes. It is any sexual activity where a person has been forced or persuaded to take part. They may have said that they don't want to be involved, or they may be unable to give consent.

It may be perpetrated by family or non-family members, older adults or by other young people.

Sexual abuse can happen in person, online, or a combination of both. Children and young people in particular may not always understand they are being sexually abused. Sexual abuse can be particularly difficult to talk about too.

Sexual Abuse includes things like:

- Rape, attempted rape or sexual assault
- Indecent exposure, flashing
- Sexual harassment and Stalking
- Inappropriate looking or touching anywhere on the body
- Being forced to look at any sexual images, pornography or sexual acts
- Sexually exploiting an adult or child for money, power or status
- Persuading a child or adult at risk to make, view or distribute sexual images or messages
- Any sexual acts to which someone has not consented to, lacks the capacity to consent to or has been pressured into consenting to.

Possible indicators of sexual abuse include:

- Bruising or injuries in intimate areas or elsewhere on the body
- Noticeable changes in a person's behaviour, e.g. Fear, withdrawal, depression.
- Flinching from physical contact
- Unusual use of sexual language or sexualised behaviour, particularly when it comes to children.
- Reluctance to be left alone with a particular person or people

Other Forms of Abuse

DOMESTIC ABUSE

The legal definition of domestic abuse now incorporates a range of abuses beyond physical violence, including emotional, coercive or controlling behaviour, and economic abuse.

This could include so called 'Honour Based Violence' and forced marriage.

Domestic abuse doesn't just happen in romantic relationships. It could be between partners, ex-partners, siblings, parents and children, or any other family relationship.

FINANCIAL OR MATERIAL ABUSE

Financial or material abuse is theft or misuse of money, property or personal belongings. These are taken without consent, or under pressure or coercion.

Financial abuse can involve small and large amounts of money. There is no upper or lower limit. It often starts with small amounts of cash, perhaps even legitimate transactions, that escalate into abuse over time.

DISCRIMINATORY ABUSE

Discriminatory abuse is when someone is treated differently because of their disability, age, race, religion, sexuality, gender, or other protected characteristic identified in the Equality Act 2010.

FEMALE GENITAL MUTILATION (FGM)

- Female genital mutilation (female circumcision or female genital cutting) is a form of child abuse which can have devastating physical and psychological consequences for girls and women.
- Since 1985 it has been a serious criminal offence under the prohibition of Female Circumcision Act to perform FGM or to assist a girl to perform FGM. FGM carried out in UK citizens overseas is also criminalised. There is a [mandatory duty to report to police any known case of female genital mutilation](#) on a girl under the age of 18
- Risk factors include – belonging to a community known to practice FGM, having family member subjected to FGM, child taken back to family's country of origin at the beginning of summer holidays, older female relative visiting from country of origin who may perform FGM, girls asking to be excused from PE or swimming
(NSPCC 2017 <https://www.nhs.uk/conditions/female-genital-mutilation-fgm/>)

ORGANISATIONAL ABUSE

Organisational abuse is where poor working practices within an institution or specific care setting cause mistreatment or neglect to a person. It can happen in a hospital, care home or be related to care provided in someone's home

MODERN SLAVERY

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

RADICALISATION

Radicalisation is the process through which a person comes to support or be involved in extremist ideologies. It can result in a person becoming drawn into terrorism and is in itself a form of harm and is no different any other safeguarding concern.

There is no single way of identifying who is likely to be vulnerable to being drawn into terrorism or radicalisation. HM Government 'Channel' guidance indicates that factors which may have a bearing on someone becoming vulnerable can include:

- Peer pressure;
- Influence from other people or via the internet;
- Bullying;
- Crime against the individual or their involvement in crime;
- Anti-social behaviour;
- Family tensions;
- Race/hate crime;
- Lack of self-esteem or identity;
- Personal or political grievances.

Potential Indicators of engagement with an extremist group, cause or ideology

- Spending increasing time in the company of other suspected extremists;
- Changing their style of dress or personal appearance to accord with the group;
- Day-to-day behaviour becoming increasingly centred around an extremist ideology, group or cause
- Loss of interest in other friends and activities not associated with the extremist
- ideology, group or cause;
- Possession of material or symbols associated with an extremist cause

- Attempts to recruit others to the group/cause/ideology; or
- Communications with others that suggest identification with a group/cause/ideology.

Potential indicators that an individual has an intention to cause harm, use violence or other illegal means

- Clearly identifying another group as threatening what they stand for and blaming that group for all social or political ills;
- Using insulting or derogatory names or labels for another group;
- Speaking about the imminence of harm from the other group and the importance of action now;
- Expressing attitudes that justify offending on behalf of the group, cause or ideology;
- Condoning or supporting violence or harm towards others; or
- Plotting or conspiring with others

Potential indicators that an individual is capable of causing harm or contributing directly or indirectly to an act of terrorism

- Having a history of violence;
- Being criminally versatile and using criminal networks to support extremist goals;
- Having occupational skills that can enable acts of terrorism (such as civil engineering, pharmacology or construction); or
- Having technical expertise that can be deployed (e.g. IT skills, knowledge of chemicals, military training or survival skills).

The examples above are not exhaustive and vulnerability may manifest itself in other ways. There is no single route to terrorism nor is there a simple profile of those who become involved. For this reason, any attempt to derive a 'profile' can be misleading. It must not be assumed that these characteristics and experiences will necessarily lead to individuals becoming terrorists, or that these indicators are the only source of information required to make an appropriate assessment about vulnerability.

Further guidance for preventing violent extremism and radicalisation in higher education, can be found on the [Educate Against Hate Website](#)

Responding to Concerns

Where an individual is verbally reporting concerns regarding a risk of harm, the following principles should be followed by the person receiving the information:

- Assure them that you are taking them seriously;
- Listen carefully to what they are telling you, stay calm, get as clear a picture as you can, but avoid asking too many questions;
- Do not make promises of complete confidentiality;
- Explain that you have a duty to tell designated staff members, and that their concerns may be shared with others who could have a part to play in protecting them;
- Reassure them that they will be involved in decisions about what will happen wherever possible. For concerns which involve potential risk to children, this cannot always be guaranteed;
- Explain that you will try to take steps to protect them from further abuse or harm wherever possible;
- If they have specific communication needs, provide support and information in a way that is most appropriate to them;

- Do not be judgemental or jump to conclusions;
- Make a full record of what had been said, heard, and/or seen as soon as possible.
- Do not approach the person(s) against whom the allegation has been made.

Where do I refer an NTU student expressing suicidality or any risk to themselves or others?

Where a student has disclosed suicidal thoughts, a recent suicide attempt or there is a risk of significant harm to the student or others:

- If there is an immediate risk to life please call 999
- In a non-emergency situation please refer the student to the NTU Wellbeing Team using the [Support and Wellbeing Referral Form](#) stating the risk clearly. Consent is preferred but not needed in these circumstances.
- Out of Hours? (after 5 pm or weekends) contact [NTU Security \(Emergencies\) Call 0115 848 2222](#)
- In addition to the above consider signposting to the [NHS Mental Health Crisis Service: 0808 196 3779](#)

[The NHS crisis line is open 24 hours](#) a day, seven days a week, to people of all ages.

It is always best practice to gain the student's consent before making a Support and Wellbeing referral on their behalf.

However, disclosures that identify a risk to self or others (including suicidal thoughts/attempts, self harm, domestic violence) should be escalated to the NTU Wellbeing Team, even in the absence of explicit consent.

Do I need consent to make a either a Wellbeing or Safeguarding Referral?

It is always best practice to gain the student's consent before making a safeguarding or wellbeing referral on their behalf.

However, in some circumstances this is not possible or may take too long given the student's immediate need.

Any disclosures or concerns that identify a Safeguarding Concern (Children and Adults at Risk Of Harm) or a risk to self or others (including suicidal thoughts/attempts, self harm, domestic violence) **should be escalated even in the absence of explicit consent.**

Concerns relating to Radicalisation and Extremism (Our Prevent Duty)

The [Prevent Duty](#) is a statutory duty which requires Relevant Higher Education Bodies (RHEBs) to have due regard to the need to prevent people being drawn into terrorism. Prevent is about supporting and protecting people who might be susceptible to being drawn into terrorism.

To find out more about our Prevent Duty please view these useful videos that have been co-created by NTU and the Department for Education:

[An Introduction to the Prevent duty for higher education learners](#)

[What are Prevent and CONTEST?](#)

[What is Radicalisation?](#)

[Behaviours Signs and Symptoms](#)

Safeguarding Under the Prevent Duty

UK Terror Threats

What are the main threats from terrorism in the UK?

The University is committed to freedom of speech. We also have a duty to consider whether an external speaker might share extremist views. Such views risk drawing people into terrorism, or are shared by terrorist groups.

If you're concerned about an external speaker at an event you're hosting, see our [freedom of speech policy](#). We expect that events will go ahead unless we could not apply mitigations to the risk.

Who to speak to

Opinion alone is not necessarily an issue. If you have any doubt on whether something is a potential Prevent issue, please speak to your line manager in the first instance. They can then discuss this with the NTU Prevent Lead, [Victoria Fanning](#), if necessary.

How to report a Prevent concern and make a referral

Please use the [safeguarding referral form](#) to report a Prevent Concern on the same day that you receive the disclosure.

Should you need to discuss a safeguarding enquiry please fill in the referral form and the appropriate Designated Safeguarding Officer will contact you within 24 hours.

How to report disclosures of Sexual Violence

NTU does not tolerate any forms of sexual violence. All students deserve the opportunity to study, learn, and live in an environment free of all forms of sexual abuse. We have dedicated, trained Sexual Violence Liaison Officers (SVLOs) who can support students at their own pace.

We define sexual violence as any sexual act occurring without the consent of all parties. This includes, but is not limited to:

- sexual assault
- rape
- sexual harassment
- stalking
- the sharing of sexual images without consent.

At NTU we have a team of trained Sexual Violence Liaison Officers (SVLOs). They offer support to students who have experienced any form of sexual violence.

Students can self-refer for sexual violence support via [report with contact details](#) through [Report + Support](#).

To refer a student for sexual violence support, [fill out our online form](#).

Our support is confidential, respectful, and non-judgemental. You do not need to disclose anything to the team that you are not comfortable doing so. We will respect your wishes and needs.

Our support for you consists of:

- offering students a single point of contact within the University to support them on what they may need
- sharing information about specialist support within the university and in the community
- Sharing information about what reporting to the police or the university can look like
- Working with course teams in cases where
 - there are impacts on studies, or
 - students may need adjustments or time out
- advising students about the [Notification of Extenuating Circumstances process](#)
- offering a point of contact during the period of any police investigation..

External Sexual Violence Support Services

NTU is proud to be a member of The Nottingham Consent Coalition. The coalition works within the community to prevent and respond to sexual violence. We've worked with other local services to create an exhaustive guide that details:

- what external support can look like in Nottingham, and
- what reporting to the police may look like.

For more information, see the coalition's [support information for adults](#). You can also take a look at the [Consent Coalition's campaigns](#).

Nottingham Sexual Violence Support Services (Notts SVSS)

Notts SVS Services offer a range of specialist sexual violence support. This includes:

- a variety of counselling options
- Independent Sexual Violence Advisors
- a specialist sexual violence helpline
- a variety of other therapeutic support.

Visit [the SVSS website](#) or call 0115 941 0440.

The Topaz Centre, Nottinghamshire Sexual Assault Referral Centre

The Topaz Centre is a Sexual Assault Referral Centre (SARC). It offers free professional and confidential support and practical help. It's available to anyone in Nottinghamshire who has experienced sexual violence and / or sexual abuse. The Topaz Centre has trained specialist workers. They'll will guide you through an assessment of your needs and the options available for you.

Visit the [Topaz Centre website](#) or call their 24-hour helpline on 0800 085 9993.

East Midlands Children and Young People's Sexual Assault Service (EMCYPSAS)

EMCYPSAS is the Sexual Assault Referral Centre for anyone who is 17 years old or younger. Visit the [EMCYPSAS website](#) or call them on 0800 183 0023.

NTSU Respect and Consent

NTU works closely with Nottingham Trent Students' Union (NTSU). Together we run campaigns and provide support for students. Find out more about how NTSU is working to support students around [sexual health and consent](#).

Refuge national domestic abuse helpline

Refuge operates a [national domestic abuse helpline](#). It's free, and it's open 24 hours a day, 7 days a week. Just call 0808 2000 247.

If you are unsure of local services in your area, please email student support services. We'll be able to advise you.

Revenge Porn Helpline

The [Revenge Porn Helpline](#) is a specialist service. It supports anyone who's had their nude or sexual images shared without their consent. It doesn't matter why the images are shared — it doesn't just have to be revenge.

It also offers support in instances of:

- threats to share intimate images, even if they're not shared
- the non-consensual taking of images e.g. upskirting, downblousing, and secret filming.

The Revenge Porn Helpline can:

- help remove images
- offer legal advice and emotional support
- provide step-by-step guides for removing images. This includes performing reverse image searches and setting up alerts.

You can also call the Revenge Porn Helpline on 0345 6000 459.

How to report Student and Staff Code of Behaviour Breaches, Harassment, Bullying and Discrimination

The University expects all students to adhere to the [Student Code of Behaviour](#) on and off campus and for all staff to adhere to University policies and procedures.

If you have experienced, or have observed, student or staff behaviour that breaches these policies and procedures, you can [report it](#) either anonymously or with contact details. If you make a report with contact details, an adviser will be in touch to offer support, guidance and agree next steps.

Reports may include:

- [Sexual misconduct or assault](#)
Our team of trained Sexual Violence officers can offer you confidential support, with incidents that have happened now or in the past.
- [Bullying and harassment](#)
- [Hate Incident](#) or [discrimination](#) based on a protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Alternatively, you can view our support articles on [Report + Support](#), for advice and guidance.

You can tell us about alleged inappropriate behaviour of NTU staff through [Report + Support](#), either with your contact details or anonymously. This includes allegations of sexual misconduct, discrimination, bullying, harassment and hate incidents. We encourage you to provide your contact details as we cannot investigate a complaint or support you unless we have your contact details.

What additional Safeguarding training is available to me as an NTU Colleague?

Please [click here](#) to view additional in person Student Safety, Wellbeing and Safeguarding Training available to NTU Colleagues.

Whistle Blowing

The university is committed to high standards of openness and accountability to tackling any malpractice within the workplace. The UK Government introduced legislation in the form of the Public Interest Disclosure Act 1998, (PIDA), which was amended in June 2013. PIDA is designed to give protection to employees and workers who disclose confidential information about malpractice in the workplace, whether carried out by another employee or the employer. Such disclosures are commonly referred to as whistleblowing and the [university policy](#) for this is held on the HR webpages.

The NSPCC Whistleblowing Advice Line (0800 028 0285 / help@nspcc.org.uk) offers free advice and support to professional with concerns about how child protection issues are being handled in their own or another organisation.

Further Information, Useful Contacts and Resources

NTU's Designated Safeguarding Officers

The most effective way to contact a Designated Safeguarding Officer is to report a Safeguarding Concern on the same day that you receive the disclosure using the Safeguarding Referral forms above:

Should you need to discuss a safeguarding enquiry please fill in the referral form and the appropriate Designated Safeguarding Officer will contact you within 24 hours.

A Full List of NTU Safeguarding Officers:

NTU Strategic Lead for Safeguarding

Sara Baldwin

Director of Student Services

sara.baldwin@ntu.ac.uk

0115 8482484

Lead Designated Safeguarding Officer - Student Support Services

Sarah Bustard

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Lead Designated Safeguarding Officer - Further Education (Brackenhurst)

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Designated Safeguarding Officer - Centre for Student and Community Engagement (CenSCE)

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Designated Safeguarding Officer Further Education (Brackenhurst)

Sarah Heckford

Subject Leader Further Education

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0115 84 85282

Useful External Agencies

[Childline](#)

0800 1111

[NSPCC](#)

Telephone: 0808 800 5000

[Nottingham City Council Safeguarding Children](#)

Telephone: 0115 876 4800

[Nottinghamshire County Council Safeguarding Children](#)

Telephone: 0300 500 80 80

[Nottinghamshire Police](#)

Emergency: 999

For local non-emergencies: 101

Non emergencies, calling from outside of the Nottinghamshire area: 0115 967 0999

[Samaritans](#)

Telephone: 08457 90 90 90

[NHS Mental Health Crisis Service: 0808 196 3779](#)

Referrals To External Agencies

Referrals to the Local Authority - Children

The University is required to refer concerns to the Local Authority where it is believed that a child:

- Has suffered significant harm;
- Is likely to suffer significant harm;
- Has a disability, developmental and welfare needs which are likely only to be met through provision of family support services (with agreement of the child's parent) under the Children Act 1989;
- Is a Child in Need whose development would be likely to be impaired without provision of services.

Referrals are made to the Local Authority area in which the child resides. Where this is unknown or unclear, referrals may be made via Nottingham City Local Authority, The NSPCC or The Police, depending on the circumstances of the case.

Furthermore, the University is required to refer concerns to the Local Area Designated Officer (LADO) at the Local Authority, where it is alleged that a person who works/volunteers with children has:

- Behaved in a way that has harmed, or may have harmed, a child;
- Possibly committed a criminal offence against children, or related to a child;
- Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

The role of the LADO is to provide advice, guidance and help to determine appropriate action that needs to be taken. The LADO also helps co-ordinate information sharing with the right people and will monitor and track any investigation, with the aim to resolve it as quickly as possible.

Referrals to the LADO will be made within 24 hours. This is in line with Nottingham and Nottinghamshire Safeguarding Children's Board interagency guidance.

Referrals to the Local Authority - Adults at Risk of Harm

It is important to be clear about who the formal adult safeguarding process applies to. The Care Act (2014) statutory guidance defines adult safeguarding as:

‘Protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.’

This definition hints at the challenges of safeguarding, but it is important to be clear about which adults the safeguarding policy relates to. A local authority must act when it has ‘reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):

- has needs for care and support (whether or not the authority is meeting any of those needs),
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.’ (Care Act 2014, section 42)

So safeguarding is for people who, because of issues such as dementia, learning disability, mental ill-health or substance abuse, have care and support needs that may make them more vulnerable to abuse or neglect.

In line with national guidance, the University will seek the consent of vulnerable adults prior to a referral taking place, unless it should be deemed that:

- The adult at risk of harm is unable to provide informed consent in line with the Mental Capacity Act 2005; or
- There is overriding public interest e.g. other people could be at risk; a possible crime has been committed; risk to health and safety of others

Referrals to the Police

The University may be required to refer information to the Police where there is overriding public interest e.g. other people could be at risk; a possible crime has been committed; risk to health and safety of others;

In certain circumstances, the University may be required to provide information or data following a formal request from The Police. Further guidance regarding the release of information to The Police can be found in the Data Protection Corporate Guidelines for Staff.

Referrals to Channel and Prevent

Where there are concerns that an individual may be at risk of radicalisation or involved in extremist or terrorist activity, the University may be required to make a referral to the Nottinghamshire Police Prevent Delivery team and/or the Department for Education Regional HE/FE Prevent Coordinator.

Referrals will only be carried out by the named contacts detailed in section of the Safeguarding Children and Adults at Risk policy.

Decisions regarding referral of information are undertaken on a case-by-case basis assessment which considers whether the informed consent of the individual can be obtained and the proposed sharing being necessary, proportionate and lawful.

Any sharing of personal or sensitive personal data will be considered carefully, particularly where the consent of the individual is not to be obtained.

Further information regarding 'Prevent', 'Channel' and the duty to refer can be found in HM Government documents 'Prevent Duty Guidance: for England and Wales' and 'Channel Duty Guidance: Protecting vulnerable people from being drawn into terrorism'.

Referrals to Disclosure & Barring Service (DBS)

The University is required to make a referral to the DBS where a member of staff or student involved in work, placements or volunteering, with children or adults at risk of harm, has resigned, been dismissed or has not been appointed because they have either:

- Been engaged in 'relevant conduct' (action or inaction that has harmed or placed a child/vulnerable adult at risk of harm);
- Satisfied the 'harm test'. To satisfy this test there needs to be credible, tangible, evidence (not just a 'feeling') that the staff member represents a risk of harm to children/vulnerable adults at risk of harm, although actual misconduct may not have occurred;
- Received a caution or conviction for a 'relevant offence' (a list of these offences can be obtained from the DBS website at <https://www.gov.uk/guidance/making-barring-referrals-to-the-dbs>, or advice can be obtained from the helpline on 03000 200 190).

Referrals to the DBS will be made by the Lead Designated Safeguarding Officer (wherever this is practical), as soon as it becomes known and within one month of the decision.

Referrals to Professional Bodies

Students on some programmes (e.g. in Law, Education, Social Work) and some members of staff, are required to be registered with or accredited by professional bodies, which impose their own professional standards or fitness-to-practice regulations.

Where conduct of a student or staff member is in contravention of these professional standards or fitness-to-practice regulations, the University may be required to refer relevant information to the professional body, who may undertake their own disciplinary action.

Staff Or Student Disciplinary Action

Where concerns or allegations against staff members warrant it, action may be taken on a case-by-case basis in line with the NTU staff disciplinary policy.

Where concerns or allegations against students warrant it, action may be taken on a case-by-case basis in line with the NTU student code of behaviour.

Where disciplinary action is taken, the member of staff or student in question will be informed of the concerns or allegations as soon as possible and given an explanation of the likely course of action, unless there is a valid objection by the Local Authority, The Police or other relevant statutory body. The individual is advised to contact their trade union representative or NUS representative, if they have one, or a colleague, for support. Should other support be available through the University or NTSU, the individual will be made aware of this.

Where concerns or allegations are being investigated by The Police and/or Local Authority, any disciplinary action by the University may be suspended pending the outcome of those investigations.

Where a staff member or student is registered with a professional body who implements their own standards or fitness-to-practice, the individual may be subject to separate disciplinary action by that organisation. For avoidance of doubt, the Safeguarding Children & Adults at Risk Policy and this

guidance is complementary to, and does not replace, those standards and regulations or professional misconduct policies.

Recording And Storing Information

Where there are concerns about the welfare of a child or adult at risk of harm, it is vitally important to record all relevant details, regardless of whether or not the concerns are shared with either the police or children's social care.

Records should be stored in a manner consistent with the University's policies and regulations on Data Protection and Computer Use corporate guidelines for staff. Key information for the storage of records includes:

- Information about concerns, allegations, and referrals should not be kept in one 'concern log'. Information or items relating to individuals should be kept in separate files;
- Physical files containing sensitive or confidential data should be locked away and access to the keys strictly controlled;
- Access to those records needs to be limited to people in named roles who either need to know about the information in those records and/or who manage the records/files;
- If records are stored electronically they should be password-protected, with access limited to appropriate staff. Electronic records should be stored on University network drives wherever possible. This ensures that data is secure and backed-up on a regular basis;
- If records are stored on portable devices such as laptops or memory sticks, which may be removed from University premises, these must be encrypted.

In line with Local Authority guidance, records of allegations must be retained until the subject of the allegation reaches normal retirement age, or 10 years from the date of the allegation if that is longer. Records relating to allegations which are found to be without substance must also be retained in the same manner. Accurate record keeping and retention will allow for patterns of behaviour which may pose a risk to children to be identified.

For staff, records of allegations will be retained by Human Resources and where appropriate, an appointed Designated Safeguarding Officer.

For students, records of allegations will be retained by an appointed Designated Safeguarding Officer.

Use Of Photography, Videos And Other Creative Arts

Still and moving images and sound recordings that feature identifiable individuals contain the personal data of those individuals. Where the University captures a person's image by recording/photography the University is the Data Controller for the personal data and the use of that image/recording is subject to the Data Protection Act 1998.

Where the University takes still/moving images ("images") at an event attended by children (under 18 years old) or vulnerable people, consideration should be taken about why such images are being recorded, for example, promotional, journalistic and archival purposes.

Images taken during an event which are general views of the campus/classroom where the image represents an unposed record of the event and those people within the images are incidental, formal consent is not required as long as attendees have been informed that general photography/filming will be taking place at the event (provided through pre-event information) and there are clearly visible notices displayed at the event to inform people that filming is taking place in the area.

Where general images are recorded, individuals should be informed of the use of those images and given the opportunity to move out of the picture or inform the event organiser that they do not wish their image (or that of their child, in the case of parent whose child is attending an event) to be recorded at the event.

Where images are taken of an event where an activity is taking place, it is important to focus on the activity and not to focus the image on individual people/children.

Recording of images should avoid one to one situations where this is possible unless individual consent has been received.

Where the media will be present at an event organised by the University, pre-event information should clearly state that this is the case. The media should be encouraged to focus on the activities at the event rather than individual attendees and to take general views of the event. The photographer must make themselves known to the event organiser and confirm ID before being allowed to record images.

Individual Consent

Where there is a requirement to record images at an event on a one-to-one basis or of small identifiable groups, consent should be obtained. For children under the age of 16 this consent should be obtained from their parent/guardian.

For children aged 16-17 years and vulnerable adults, consent may be sought from the individual where it is believed they can provide informed consent. The decision as to whether an individual can provide informed consent may be influenced by their ability to understand the purpose of the request and of the event. Where an attendee is unable to provide their consent consideration should be given to obtaining consent from their legal guardian and/or whether images should not be recorded.

Where consent is required for an event, please see the sample consent forms at the back of this document.

Consent from visiting groups

Where there is a visit to the University by a group of children/vulnerable adults arranged by an external organisation (e.g. school) and it is impractical for the University to secure consent directly from the parents/guardians, it may be acceptable to ask the external organisation to provide formal confirmation that they hold the necessary consent to cover the individuals within the group. In such cases, staff should ensure that evidence of such consent is received and is acceptable to the University for the event/visit in question and should include evidence where consent has been declined to enable recording of images to be managed at the event/visit.

Parents/Guardians recording images of their child

Parents/guardians are at liberty to record images of their own children/family members for their own private family use. However, parents should be sensitive to prevent inappropriate recording of images. Where any recording of images by parents/guardians causes concern, this should be brought to the attention of the event organiser or representative of the visiting organisation.

Children/ adults at risk of harm may wish to record images of each other when participating in an event. Children should be discouraged from recording inappropriate images of each other (e.g. where they are dressed inappropriately). The responsibility for monitoring use of any image-recording equipment owned by a child/ adult at risk of harm rests with the person(s) supervising

them. Any incidents that give cause for concern should be brought to the attention of the supervising person(s).

Storing of Images

Images of children/vulnerable adults should be stored in a secure location under appropriate access controls with access to authorised persons only.

Images should be reviewed periodically to determine whether they should be retained or destroyed.

Use of Existing Images

It is important that attendees are informed of why their image is being recorded. Images recorded for a particular purpose(s) should not be used for any other purpose. Before using an existing image of a child/ adult at risk of harm, staff should check consent restrictions applicable to that image. Where any doubt exists about the image or consent then that image should not be used.

Visits To NTU

Background

Every year a significant number of children and vulnerable adults visit the University's campuses. The University has a 'duty of care', so far as reasonably practicable, to ensure the health, safety and welfare of people, while they are on our premises or affected by our activities.

When planning events or activities to be attended by children or adults at risk of harm, it is important that you due consideration is given to the practicalities of the visit so that it runs as smoothly and safely as possible.

Where events involve presentations, discussion or debate regarding potentially sensitive, controversial or complex subject matter, careful consideration must be given to the appropriateness of allowing attendance of Children & Adults At Risk of Harm. This may be particularly relevant where events are aimed primarily at adults, but there is the possibility of children attending e.g. children accompanying NTU students, staff or visitors. Where this is the case, the final decision regarding attendance of Children & Adults At Risk of Harm rests with the Strategic Lead for Safeguarding and/or Head of the NTSU. In such situations, decisions will be made on a case-by-case basis taking into account the principles laid out in the Universities UK document 'External Speakers in Higher Education'. Other relevant guidance, statutory responsibilities and principles of law will be taken into account as necessary.

Risk Assessments

Risk assessments should be completed for activities involving children or adults at risk of harm visiting NTU. Guidelines are available on the Occupational Health, Safety and Wellbeing section of the NTU Web site.

When undertaking risk assessments, for activities, you should take into account applicable NTU policies and procedures, any applicable legal requirements and factors such as:

- The age and understanding level of visitors;
- The number of visitors;
- Presence of visitors with special educational needs or disabilities;
- The type of activities to be undertaken.

Where additional risks are present, these should be reflected in your risk assessment and control measures put in place so far as is reasonably practicable.

If risks are identified as being of medium level (as defined by University policy), a judgement will need to be made on the urgency of any additional control measures to reduce the risk as low as is reasonably practicable. These control measures could be both short or longer term. The activity may continue until the control measures are implemented, but the process must be kept under review.

If risks are identified as being high, these risks cannot be tolerated under any circumstances and will require immediate action to reduce the level of risk, if this cannot be achieved then the activity must be ceased immediately, until suitable controls are implemented, or an alternative process or method of work is adopted.

Supervision of visitors

When events or activities are being arranged with an external organisation such as a school or college, it is their responsibility to provide an adequate number of supervisors and undertake their own risk assessments for transport, supervision etc.

Ratios of supervisors to participants are a risk management issue and should be determined through the process of risk assessment. It is not possible to set definitive staff/student ratios for a particular age group or activity.

As a starting point, supervision ratios where the activity is relatively straight forward and the group has no special requirements have previously been recommended by government as:

- School years 1 - 3, 1:6;
- School years 4 - 6, 1:10/15;
- School years 7 onwards, 1:15/20.

Without special safeguards or control measures, these ratios will not be adequate to meet the needs of most residential or more complex visits. A useful framework for assessing requirements for ratios and effective supervision is SAGED:

- Staffing requirements – trained? experienced? competent? ratios?;
- Activity characteristics – specialist? insurance issues? licensable?;
- Group characteristics – prior experience? ability? behaviour? special and medical needs?;
- Environmental conditions – like last time? impact of weather? water levels?;
- Distance from support mechanisms in place at the home base – transport? residential?

For events or activities where individuals are visiting the University independently of outside organisations, such as on open days, interviews, post-16 visits etc, NTU still has a duty to ensure the health, safety and welfare of people so far as reasonably practicable.

The actual requirements for supervision will vary greatly depending upon the risk factors identified through the risk assessment process, the types of activities undertaken, whether individuals are attending a publicly accessible event and so on.

Pre-visit information

When hosting/organising events it is important that staff provide visitors with core information about the visit to the University, as well as requesting simple information that will assist you in your duties assessing risks.

As a matter of course you should provide external institutions with the following information in advance of the visit:

- Pre-event University contact details, and if different, contact details for the day of the event;
- Arrival/departure times;

- Drop off/collection points;
- Other useful information such as travel information, campus maps etc.

You should be aware that some organisations such as schools/colleges, might ask to see University documents such as risk assessments for University provided activities and proof of public liability insurance, as part of their planning for the visit.

Staff should also seek information from the external organisation as part of planning and risk management, which may include:

- The name(s) of group leader(s) and their contact details;
- The number expected in the group;
- Details of any special dietary requirements, where catering is provided;
- Details of any medical conditions and physical or learning disabilities that could potentially affect a group member's own safety or that of others whilst on campus;
- Information about any other special arrangements needed for members of the group;
- Organisation contact details in the event of an emergency during the visit.

Where events are organised directly with visitors to the University and no external organisations are involved (or will not be involved on the day), you should consider the information you provide to individuals and request information from them, in a similar manner. Where events involve residential content, you may also wish to consider providing information to parents/carers.

Information provided during the visit

Depending upon the type of event/activity you should ensure that you make visitors aware of simple housekeeping points, which may vary in depth dependent upon the type of visit you are undertaking. This could be communicated verbally, with appropriate signage or in a handout.

Suggested points include:

- Schedule / itinerary for visit.
- Any significant risks associated with the visit e.g. campus building work, work with animals etc.
- First aid arrangements.
- Fire safety and evacuation arrangements.
- Location of toilet and welfare facilities.
- Lost person procedure – e.g. possibly inform pupils to either return to the meeting room or seek advice from a reception/security officer.

Where events are more complex or involve a residential element, you will need to tailor your approach accordingly.

All staff and students supporting the visit should also be aware of this information.

Additional information for residential events

Children & Adults at Risk of Harm staying on a residential visit must be split in terms of gender for sleeping arrangements. For example, if using Halls of Residence with shared communal areas, it is better to have male areas and female areas, rather than mixed areas.

You should ensure that supervision is available throughout the night. This may not necessarily mean staff being awake throughout the night, but staff should be on hand to supervise should any incident occur. Visitors should also be made aware of where staff can be located should they require assistance.

Where practical in accommodation with shared communal areas, a member of staff, a volunteer or a formally recruited student who has received a satisfactory DBS Enhanced Disclosure should be present in each flat throughout the night.

Children & Adults at Risk of Harm involved in residential visits should be made aware of the expected behaviour and practical arrangements, which would be in addition to the expected guidance for day visits. Aspects that you may like to raise include:

- Any procedures for luggage storage and personal belongings;
- Where emergency exits are located for each hall/flat/room and where visitors should assemble in the event of an emergency;
- What visitors may and may not make use of in the accommodation e.g. if there are cooking facilities present, unless specific risk assessments have been carried out and supervision is on hand, visitors should not use this equipment;
- Whether there are any restriction as to what they can and can't do whilst in the halls/flats/rooms e.g. use of TV's, use of personal items etc.;
- What time visitors are expected to be in their rooms;
- What time visitors are expected to be ready in the morning;
- What is unacceptable behaviour e.g. swapping of rooms and moving into other visitors' rooms during the night, are not acceptable;
- General respect of their environment is expected e.g. leaving the halls/flats/rooms in a clean and tidy manner;
- Who should be informed in the event of an incident involving pupils, or if for example, items or furnishings are damaged.

External visitors using University facilities

There are likely to be numerous occasions where external visitors make use of University facilities but are not doing so as a result of specific University organised activities. These activities can be loosely categorised into:

- Visitors using publicly accessible areas of the University such as cafés, shops, public rights of way and other general access areas not requiring approved access;
- Visitors using non-publicly accessible areas of the University which require approval or booking prior to access, such as use of teaching facilities, sports and lifestyle facilities or areas of the estate with restricted access.

Where organised groups of visitors (rather than individuals) are using non-publicly accessible areas of the University which require approval or booking, the University representative confirming the approval or booking should make the organisation aware that they are advised to:

- Have their own public liability insurance to cover the activities they are undertaking. University public liability insurance covers only those incidents, which arise from proven fault or negligence by the University. It does not cover fault or negligence by external providers or visitors.
- Undertake appropriate risk assessments for activities they intend to undertake.
- Have appropriate levels of supervision for the activities they intend to undertake and have supervisors who have the necessary skills and knowledge to fulfil this role.

Furthermore, visitors should be made aware that they should not access areas of the University estate for which they do not have permission.

The University staff member confirming the approval or booking does not need to see evidence that these actions have been undertaken, if they are confident that these actions have been clearly communicated and have no reason to doubt their implementation.

An information leaflet for general visitors can be found towards the end of this document.

Specific requirements

In certain circumstances, it may be necessary to consider additional or amended requirements for visitors to the University, where guidance detailed previously does not fully address needs. For example, Library and Learning Resources have specific guidance relating to walk-in visitor use of Library resources, Associate Reader Status and so on.

In circumstances where further guidance is required, please contact the lead Designated Safeguarding Officer detailed in the Safeguarding Children & Adults at Risk of Harm Policy, one of the University Designated Safeguarding Officers and/or your Departmental Safety Coordinator.