

Safeguarding Concerns and Disclosures Procedure

This document is a practical guide to handling and reporting safeguarding concerns. More detail on what is meant by safeguarding can be found in the [Safeguarding Policy](#). Safeguarding concerns refer to concerns about specific aspects of the safety or wellbeing of an individual and/or others.

Please note that if you have a concern where the primary issue is related to an individual's mental health, please notify the Counselling and Mental Health duty team on counselling.service@manchester.ac.uk **If your concerns about their mental health are significant please see the [Significant Concerns for Student Pathway](#)**

As detailed later in this document, you should report safeguarding concerns to www.reportandsupport.manchester.ac.uk.

You can also get advice at adviceandresponse@manchester.ac.uk or call Advice and Response Duty on 0161 306 0060.

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i) Summary

- A safeguarding concern is when you are worried about the safety or wellbeing of a child or adult at risk (including apprentices)
- For any concerns relating to mental health difficulties including self harm and/or suicidal thinking/behaviours please follow the [Significant Concerns for Student Pathway](#)
- Safeguarding is everyone's responsibility and anyone may receive a disclosure
- Concerns should be passed to Advice and Response via [Report and Support](#). If someone is in immediate danger you should contact emergency services (see guide at 2.0 below)

You can also get advice at adviceandresponse@manchester.ac.uk or call Advice and Response Duty on 0161 306 0060.

1.0 Types of Concern/Disclosure

- 1.1 Any member of the University community may observe, or receive a disclosure about, a safeguarding concern. A safeguarding concern is when you are worried about the safety or wellbeing of a child or adult at risk (including apprentices) because of something which you have seen or heard, and/or has been disclosed to you and/or you suspect.
- 1.2 Note that for any observation or disclosure of serious self-harm and/or suicidal thinking/behaviours where there is immediate risk you should follow the [Significant Concerns for Student Pathway](#). For less immediate concerns about someone's mental health you should contact the Counselling and Mental Health Duty Team (counselling.Service@manchester.ac.uk or 0161 275 2864, 9-4 Monday to Friday).
- 1.3 Safeguarding concerns may arise in connection with the following categories of abuse. This is a non-exhaustive list and if you have a situation which you are unsure is a safeguarding issue you should contact Advice and Response (adviceandresponse@manchester.ac.uk 9-4.30 Monday to Friday):
 - Domestic Abuse (e.g. coercive or controlling behaviour, Financial, emotional, physical, sexual abuse within an intimate relationship).
 - Discriminatory abuse (e.g. verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic, harassment or deliberate exclusion on the grounds of a protected characteristic, hate incidents, hate crime).
 - Emotional abuse (e.g. intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse, cyber-bullying, online harassment).
 - Financial abuse (e.g. theft of money or possessions, fraud, scamming).
 - 'Honour'-based abuse (e.g. abuse or violence occurring due to perceived shame for breaking a specific cultural or religious 'honour' code, forced marriage).
 - Modern slavery (e.g. human trafficking, Sexual exploitation, such as non-voluntary sex work and pornography).

- Physical abuse or assault (e.g. assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing, spitting)
- Risk of radicalisation (i.e. the need to prevent people from being drawn into terrorism).
- Self-neglect (e.g. lack of self-care to an extent that it threatens personal health and safety, inability to avoid self-harm) (*this may also suggest a referral to the Counselling/Mental Health Team is needed*)
- Sexual abuse or assault (e.g. rape, sexual assault, sexual harassment, voyeurism)

2.0 Practical Routes for Reporting

Please also see information in section below with regards to confidentiality and how to respond to a disclosure. Please see also the section on 'Managing Safeguarding Reports Within Advice and Response' below.

2.1 All safeguarding concerns can be reported as per the [Safeguarding Flowchart](#) which links to the Report and Support Reporting Portal, available [here](#).



2.2 Note that a referral via Report and support does not guarantee an immediate response. Reports to this portal are triaged and you will receive a response within two working days. If your report is an emergency, call 999 and security (if the situation is on campus, 24/7). More urgent advice during office hours can be gained from emailing adviceandresponse@manchester.ac.uk and/or call Advice and Response Duty on 0161 306 0060 and/or calling the Head of Advice and Response on 07391 861598.

3.0 Confidentiality

3.1 In circumstances where there is concern about someone's safety or welfare, Campus Life may share information with other appropriate services or individuals, within or outside of the University such as GP, NHS support service, Social Service or the emergency services. Campus Life may also need to notify emergency contacts of our concerns (for more information see the [student emergency contact statement](#)). This will, wherever possible, be done with consent following a discussion, but in some instances Campus Life may need to share this information without consent. This will only be done with the best interests of the vulnerable party in mind and after consultation with and guidance from the Information Governance Office.

3.2 If someone tells you something that suggests that they or someone else are in danger you usually will need to pass that information to another person in the University or to external services, and you should be clear about this with any reporter. If the reporter does not consent to this you can pass an anonymised report to Advice and Response and they can advise if you need to make any further disclosure about the case. This will be in cases where someone is in apparent danger and/or where children are involved.

4.0 How To Respond to a Disclosure and Recording Disclosures

[See How to Respond to a Disclosure Safeguarding Guide](#)

5 Managing Safeguarding Reports within Advice and Response

5.1 Safeguarding is everybody's responsibility, but the [Advice and Response](#) team have a specific role in supporting students where there are safeguarding concerns. Advice and Response are based in Campus Life and provide holistic, trauma-informed support to all students involved in an incident, and guidance for colleagues supporting students experiencing a range of complex and challenging circumstances. They also provide advice to colleagues on staff support issues.

5.2 Other specialist teams such as the Counselling and Mental Health team are very likely to receive safeguarding disclosures but will work with Advice and Response to manage the report.

5.3 Reports into Advice and Response follow the [Safeguarding Flowchart](#). The actions taken to support someone where there is a safeguarding concern and/or to act on information that indicates that a concern may exist will vary from case to case but will likely fall into two broad groups of action. A case may require both types of action.

- Internal actions – actions that are put into place within the University such as arranging safety measures with Security, arranging for a change of seminar group for a student or initiating suspension and/or disciplinary measures in relation to a student accused of breaching safeguarding expectations.
- External actions – actions that involve contact and measures outside of the University such as a referral to Social Services, referral to a MARAC process (Multi-Agency Risk Assessment Conference) or contact with the police.

5.4 If the concern raised relates to a staff member, Advice and Response will usually advise relevant People and Organisational Development and/or management colleagues on the best approach.

5.5 Case-workers will use their professional judgement in the response to safeguarding cases but they will ensure that they consult with the A&R Manager and/or the Head of A&R when appropriate – e.g. when there is significant risk and/or there is the potential for external referrals. Where other specialist staff are involved, such as in the Counselling and Mental Health service, decisions on safeguarding actions will most likely involve close collaboration between service staff.

5.6 Where an external referral or other external contact is required and we have the student’s consent to refer to, for example, social services, the case-worker should check their planned actions with the A&R Manager and/or the Head of A&R. The A&R Manager and/or the Head of A&R will make sure that the Director of Campus Life is sighted on the actions.

5.7 Where a student does *not* consent to such an outward referral, it is the responsibility of the Designated Safeguarding Lead or delegate in consultation with IGO and relevant specialist staff within the University (for example in the Counselling and Mental Health service) to agree on contact with social services, MARAC, or other external agency. Following appropriate consultation (eg through a professionals’ meeting) the Designated Safeguarding Lead or delegate will risk assess a case and either instruct a case-worker (or in some instances, other appropriate professional, e.g. member of the Counselling and Mental Health Service) to proceed with contact with an external agency or make a decision not to proceed with such contact. In both situations, the Designated Safeguarding Lead or delegate will ensure that reasons for the decision, including whether the intended actions are necessary or proportionate, are recorded.

5.8 Where safeguarding queries originate from outside agencies, they will usually be handled by the most appropriate team which may be the Compliance and Risk office and/or the Advice and Response team.

5.9 The actions described above throughout may vary depending on practical circumstances at the time. If this happens the actions will be reviewed to inform future and best practice.

6 Managing Child Protection Issues

6.1 The Compliance and Risk office are responsible for safeguarding concerns relating to children and more detail can be found [here](#). The Compliance and Risk office can be contacted directly on childsafeguarding@manchester.ac.uk and/or Advice and Response will communicate issues to them.

6.2 Relevant specialist staff will handle child protection issues such as the Compliance and Risk office, Advice and Response and the Counselling and Mental Health service. The processes operated are likely to be the same as the processes for handling adult safeguarding issues as described above in this document. With child protection issues, the University seeks to work together with external agencies such as social services to safeguard and promote the welfare of children, and relevant staff (as at 5.6 to 5.9 above) will robustly consider when referral is needed.

7 PREVENT Issues

7.1 The Prevent duty aims to safeguard people from becoming terrorists or supporting terrorism. Prevent issues in the University are handled in the same way as any other safeguarding concern and can be reported via the Report and Support Portal: <https://www.reportandsupport.manchester.ac.uk>

7.2 The University's Prevent Lead is the Director of Compliance & Risk, who can be contacted at:

prevent@manchester.ac.uk

david.barker@manchester.ac.uk

Tel: 0161 275 5798

7.3 Further information can be found at: <https://www.staffnet.manchester.ac.uk/compliance-and-risk/prevent/>

8 Modern Slavery Issues

8.1 The Director for Social Responsibility is responsible for safeguarding concerns relating to Modern Slavery. Issues are handled in the same way as any other safeguarding concern, however, and can be reported via the Report and Support Portal: <https://www.reportandsupport.manchester.ac.uk>