

What is Care and Concern?

Care and Concern is a centralised university system which students and staff can use to refer, report and get support for concerns relating to the conduct (or potential misconduct), health, wellbeing, risk of harm, or safety of a student. It manages an holistic response to four policies: Safeguarding (including Prevent); Fitness to Study; Fitness for Practice, and; Student Conduct and Discipline.

The Care and Concern team is made up of members of university staff from professional services, such as Counsellors, Mental Health Practitioners, Progression and Support Advisors, Assessment Officers, Student Support and Student and Legal Affairs staff. They meet up twice a week and work together to help put actions in place to get appropriate support to students. For an overview of Care and Concern, click [here](#).

When to contact Care and Concern

If you've experienced, witnessed or know of any non-academic concerns relating to a student's conduct, health wellbeing or safety;

For advice and guidance on what to do next; for help in accessing support at the University and externally, and; for guidance and support on reporting to the University;

In response to any of the following policies: [Safeguarding](#) (including Prevent); [Fitness to Study](#); [Fitness for Practice](#), and; [Student Conduct and Discipline](#). In some circumstances, Care and Concern may act as the reporting route for the [Student Complaints and Grievance procedure](#).

Care and Concern does not manage issues relating to academic engagement e.g. attendance, achievement or academic misconduct.

Who are the Designated Safeguarding Officers (DSOs)?

DSOs are the first port-of-call for the Care and Concern procedure. They volunteer to be available Monday to Friday, 9am to 5pm, to be on hand to answer the phone or meet you face-to-face to talk through your options and put in place an immediate response if necessary.

When will happen if I contact Care and Concern?

DSO first response

In the first instance, the Designated Safeguarding Officer (DSO) will speak with you, either by phone or face-to-face. When meeting the DSO face-to-face, you can be accompanied by a friend or family member and you can request a specific gender if you want.

The DSO will listen to you to find out the concern. You will only have to talk about what you

want to talk about and you can decide at any point to end the conversation. You will be treated with dignity and respect and you won't be judged, blamed, challenged, investigated, interrogated or probed.

The DSO will ask appropriate questions sensitively to ascertain how they can support you. The DSO will talk through your options and support you to decide what happens next.

Referral to Care and Concern

The DSO may wish to refer your concern to the Care and Concern team. If so, a member of staff will be assigned as a main point of contact.

The Care and Concern team is made up of members of university staff from professional services, such as Counsellors, Mental Health Practitioners, Progression and Support Advisors, Assessment Officers, Student Support and Student and Legal Affairs staff.

The team meets twice a week to discuss concerns and put appropriate action-interventions in place

Action-interventions

Ensuring your safety – where there is an emergency safeguarding issue, Care and Concern will prioritise helping ensure that you're in a safe place. If you don't feel safe on campus or/and safe to go home, Care and Concern can, for example, pay for a taxi to get you home safely, sort out alternative accommodation or establish safe spaces around campus where you can go if you're feeling threatened.

Accessing support – Care and Concern can help you access support services, for example to book an appointment on your behalf. They can also take action to help put in place measures to minimise the effect on your studies and university life. When appropriate and with consent, the Care and Concern team will work with other areas of the University and externally (e.g. with NHS, charities, specialist organisations).

Reporting to the University – Care and Concern can help you decide whether or not to report to the University and guide you through each stage of the reporting process.

Reporting to the police - Care and Concern can help you decide whether or not to report to the police and they can make a report on your behalf. They can provide continued support throughout a police investigation.