



Concern

When the Designated Safeguarding Officer (DSO) is contacted by a member of staff who has a concern about a student, member of staff or public, they may wish to discuss this with a colleague, without necessarily revealing the identity of the person concerned. This can help to understand the reasons for the concern.

The DSO may also wish to discuss the concern informally with the relevant Social Care Department.

Allegation

When the Designated Safeguarding Officer (DSO) receives information from a member of staff about an allegation made by a student or member of staff or public, the DSO should ask for a copy of the notes made by the member of staff.

The DSO may want to ask the staff member further information, and may wish to discuss the situation with a senior member of staff.

The DSO may also wish to discuss the allegation informally with the relevant Social Care Department.

If after discussion, the DSO believes the person or their family could benefit from further services, they must consider which agency, including internal support in the university, would help.

The DSO may wish to consult with colleagues within the Student Support Services team who have networks and information about a range of services for different issues including homelessness, refugee issues, benefits, racial harassment, health and mental health issues.

The DSO can then ensure that the most appropriate referral/s is/are made.

If the allegation is against a member of staff the DSO must act swiftly to ensure the safety of the person concerned and or any others.

They must inform HR, and then continue the normal procedure.

When there is concern about any immediate danger of violence staff should contact Security (X4329 or 0208 600 0200) and/or the Police

If the DSO now considers the person is in need, or in danger of significant harm, they have a duty to report the concerns formally to the relevant Social Care Department.

In general, the DSO must seek to discuss the concerns with the person, as appropriate to their age and understanding (and with parents where appropriate) and seek their agreement to making a referral to Social Services, unless the DSO considers such a discussion would place the person at risk of significant harm..

The DSO must report the concerns to the relevant Social Care Department within one working day, and if the referral is made by phone, they must follow it up in writing within 48 hours. They may be asked to fill in a referral form, which they must do to the best of their ability.

When the referral is made, the DSO must agree with the relevant Social Care Department what the person (and parents or guardian where appropriate) will be told, and by whom. This information should be recorded.

Social Care should acknowledge the written referral within one working day of receiving it, so if the DSO has not heard back within 3 working days, the DSO must contact Social Care again.

The DSO must keep a record of all concerns, discussions about the person, decisions made and the reasons for those decisions. The records should include an up to date chronology and details of the lead worker – e.g. Social Worker. **These records are confidential and should be kept secure.**