

# Supporting Procedures – Child Protection

## (under Child Protection & Adults at Risk Policy)

<b>Originator name:</b>	Andrew Browning / Craig Lowe
<b>Section / Dept:</b>	Secretariat / Student Support Services
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<b>Related policies:</b>	Child Protection and Adults at Risk Policy
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<b>1</b>	<b>Introduction</b>
	This document sets out University procedures relating to child protection of those under 18 years of age.
<b>1.1</b>	<b>Purpose</b>
	The purpose of these procedures is to provide information on standard actions which should be taken to safeguard and protect children. Guidance is provided on scenarios where contact with children can occur, including how to assess/mitigate risk and identify/record information if potential child abuse is suspected or disclosed.
<b>1.2</b>	<b>Policy</b>
	See, "Child Protection and Adults at Risk Policy" <a href="https://policies.surrey.ac.uk/policies-regulations-and-codes-practice">https://policies.surrey.ac.uk/policies-regulations-and-codes-practice</a>
<b>1.3</b>	<b>Procedures</b>
	<p>These procedures relate to different scenarios where University contact with children may occur, for example (please note this is not an exhaustive list):</p> <ul style="list-style-type: none"> <li>- <i>Staff working with students who are under 18 years old</i></li> <li>- <i>Staff working with visiting children on or off campus</i></li> <li>- <i>Students who come into contact with children as part of a volunteering role</i></li> <li>- <i>Staff dealing with children attending a work experience placement</i></li> <li>- <i>Staff/students working as mentors with children on or off campus</i></li> </ul>
<b>1.3.1</b>	<b>Risk Assessments</b>
	<p>Information about risk assessments is available from the University Health and Safety department website: <a href="https://surreynet.surrey.ac.uk/staff-services/health-safety">https://surreynet.surrey.ac.uk/staff-services/health-safety</a></p> <ul style="list-style-type: none"> <li>• Guidance on completion of risk assessments can be obtained from the University's Health and Safety Department, Human Resources, and whoever is responsible for Health and Safety within the faculty/department that is hosting the activity.</li> <li>• Each risk assessment should be signed off by two people.</li> </ul>
<b>1.3.2</b>	<b>General code of conduct when working with children</b>
	<p>University staff and volunteers should demonstrate exemplary behaviour in order to protect themselves from allegations of abuse. Stated below are the standards of behaviour required of University staff and volunteers in order to fulfil their roles within the University and to ensure that a positive culture and climate is created during all University activities involving contact with children:</p> <ul style="list-style-type: none"> <li>• Always work in an open environment (e.g. avoiding private or unobserved situations and encouraging an open environment i.e. not encouraging children to keep secrets)</li> <li>• Treat all children equally and with respect and dignity</li> <li>• Maintain a safe and appropriate distance from children</li> <li>• Build balanced relationships based on mutual trust which empower children to share in the decision-making process</li> </ul>

- Involve teachers, parents/carers and other key influencers wherever possible
- Ensure that during residential events adults do not enter children's rooms or invite children into their rooms unless there are exceptional reasons for doing so
- Be an excellent role model – this includes not smoking or drinking alcohol in the company of children or using inappropriate language
- Give enthusiastic and constructive feedback rather than negative criticism
- Secure parental consent for the administration of emergency first aid and/or other medical treatment wherever such prior permission seems appropriate
- To obtain written consent prior to any photographs, videoing or audio recording (Appendix 2)
- Be aware of children whilst they are at the University or are involved in University related activities

#### **Practices never to be sanctioned**

The following should never be sanctioned:

- Spending excessive amounts of time alone with children away from others.
- Taking children to your home where they will be alone with you.
- Allowing a child to travel on their own with you in a vehicle.
- Engaging in rough, physical or sexually provocative games, including horseplay.
- Sharing a room with a child.
- Entering a toilet with children unless another adult is present or gives permission (this may include parent, teacher or group leader).
- Allowing or engaging in any form of inappropriate contact.
- Allowing or encouraging abusive peer activities (e.g. any game/activity where an individual may be held up to ridicule)
- Allowing children to use inappropriate language unchallenged.
- Making sexually suggestive comments to, or within the hearing of, a child, even in fun.
- Reducing a child to tears as a form of control.
- Allowing allegations made by a child to go unchallenged, unrecorded or not acted upon.
- Doing things of a personal nature for children that they can do for themselves.
- Physically restraining a child unless the restraint is to:
  - prevent the physical injury of the child/other child/visitors or staff/yourself;
  - prevent damage to any property;
  - prevent or stop the commission of a criminal offence
  - engaging in any behaviour prejudicial to maintaining good order and discipline at the event/activity location or among children.

#### **Relationships with staff**

Under the [Sexual Offences Act 2000](#) S4 (5) it is a criminal offence for any person in a position of trust (an adult with power or authority to influence by the nature of their role within the University) to engage in sexual activity with a child. (Student under 18.)

<p><b>1.3.3</b></p>	<p><b>Identifying Child Abuse</b></p> <p>The following list outlines ways in which abuse may be identified. It is not intended that this is an exhaustive list and it is not the University staff member or volunteer’s responsibility to determine if abuse is occurring but to report their concerns:</p> <ul style="list-style-type: none"><li>• Changes in behaviour; immediate or over a length of time;</li><li>• Bruises and injuries that do not reflect the activity the child is involved in and where the explanation is not consistent with the injuries;</li><li>• Fear of certain adults;</li><li>• Use of sexually explicit language and actions;</li><li>• The child is reluctant to take part (including changing and showering) or to go home;</li><li>• The child tells you that they are being abused</li><li>• A third party tells you that the child is being abused;</li><li>• A child who seems to be a ‘loner’ and does not integrate with the group;</li><li>• A child whose appearance deteriorates hygienically and/or physically.</li></ul> <p>Some disabled and young children may feel more vulnerable in making others aware of abuse due to them relying on the abuser.</p> <p>A form provided in the appendix can be used to record information, see 1.3.4</p> <p>If you wish to discuss issues anonymously with a third party this can be done by telephoning the NSPCC on 0808 800 5000.</p>
<p><b>1.3.4</b></p>	<p><b>How to respond to complaints of alleged or suspected incidents.</b></p> <p>The following guidelines should be used when an allegation is made by a child to a member of University staff and/or volunteers. For disclosures made within an external setting see Section (vi) below on ‘Disclosures made on External Premises’ for specific guidelines.</p> <p><b>i) Listen and reassure</b></p> <ul style="list-style-type: none"><li>• Maintain confidentiality but do not make promises you cannot keep, and explain that the information will have to be passed on and what action you will be taking in this regard;</li><li>• Be calm;</li><li>• Be reassuring and make it clear that you are glad that the child has told you;</li><li>• Show that you are taking the child seriously and that you understand and believe them;</li><li>• Keep questions to a minimum; if you have to ask questions keep them open and not leading.</li></ul> <p><b>Important points to remember when dealing with a disclosure:</b></p> <ul style="list-style-type: none"><li>• Try not to display any sign of shock or disapproval when the child is making a disclosure;</li><li>• Do not jump to conclusions;</li><li>• The child may not regard the experience as either bad or painful, they may not feel guilty or angry;</li><li>• Be aware of your own feelings which may be different to those of the child;</li></ul>

- Take care of yourself by making sure that you have an opportunity to discuss your feelings with someone at a later stage;
- Do not destroy any evidence as it may be useful in a court of law;
- Initial disclosure, even if retracted, must still be recorded as described below.

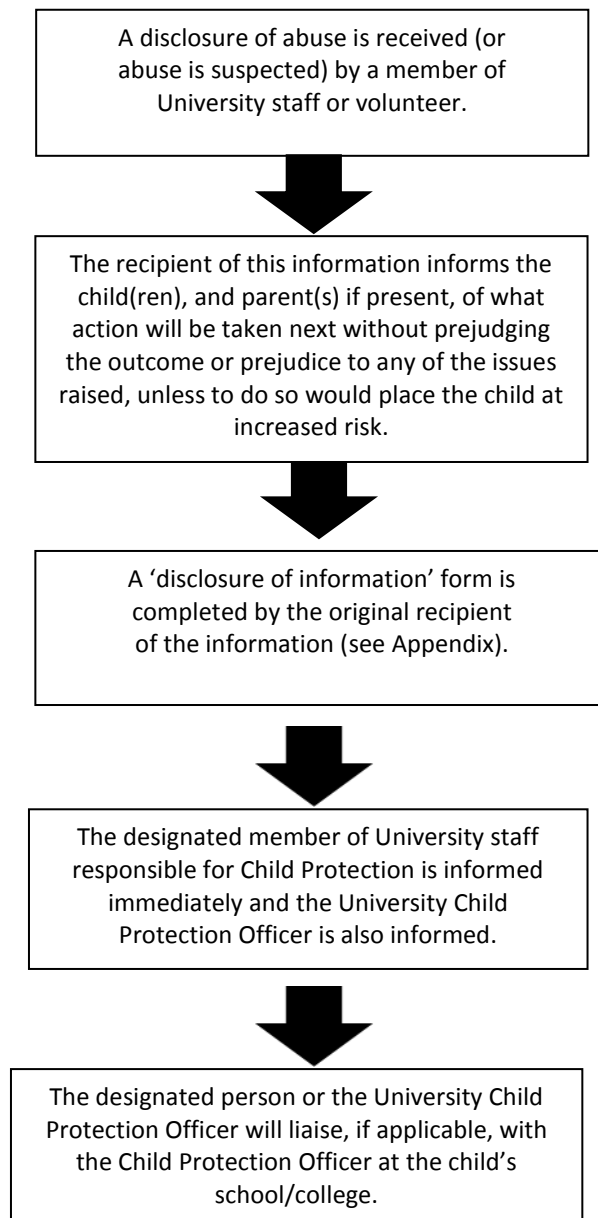
## ii) Recording Information

It is essential that the details of the alleged abuse be recorded correctly and legibly, as this will be critical later on in any proceedings. A disclosure of information form is available (see **Appendix**) as a guide to show the type of information that should be recorded. This should be done immediately and certainly within 24 hours.

## iii) Informing the appropriate authorities.

If abuse has been disclosed to you or you suspect that it is happening, you must inform the member of University staff leading the event or the designated member of staff responsible for Child Protection as soon as possible. The procedure is set out overleaf:

### **Procedure for members of University staff and/or volunteers dealing with allegations of abuse**



**Important points to note:**

- a) It is not the University staff member and/or a volunteer's responsibility to determine if abuse is occurring but to report their concerns to the designated member of University staff responsible for Child Protection for that particular area of activity or event and the University Child Protection Officer.
- b) If an allegation of abuse is made against a member of University staff or a volunteer this will be fully investigated in accordance with the appropriate University procedure.
- c) If an allegation of bullying is made by a child against another child then the guidance above should be followed. The following information should also be taken into consideration; the seriousness of the bullying incident(s); the duration (was it a single incident or has it been taking place over a period of time); the likelihood of the child against whom the allegation is made being a threat to other children; the age difference between the children involved.

**iv) If there is no disclosure but you have concerns**

If there is no disclosure but there are suspicions of abuse, make a record of this by completing the form in Appendix 1 and follow the same procedure and flow chart as in Section iii.

**v) If you have concerns regarding a member of staff or volunteer**

If you have concerns regarding a staff member or volunteer behaving in an inappropriate manner whilst working with children, in the first instance you should try and talk, calmly and confidentially, with the staff member/volunteer concerned. If this is not possible then you should indicate your concerns, confidentially, to your line manager or the designated member of University staff responsible for Child Protection for that event (e.g. it is usual practise within some areas of the University to nominate an individual to be responsible for Child Protection for organised events).

**vi) Disclosures made on external premises.**

If an allegation is disclosed by a child to a University staff member or student during a meeting/placement on school or other external premises, section i) of the above guidelines should be followed. However, documentation of the disclosure should be kept to a minimum, and the staff or student should report the allegation to the appropriate person responsible for child protection within the external setting. Careful consideration needs to be made regarding who needs to be informed as it is a confidential matter.

Where possible the contact details of the designated child protection officer for an external Organisation should be made available to University staff and students prior to their attendance at the external setting.

**vii) Disclosures to non-University (external) authorities**

Individuals may choose to discuss or report matters to the NSPCC through their website: [www.nspcc.org.uk/preventing-abuse/child-protection-system/](http://www.nspcc.org.uk/preventing-abuse/child-protection-system/), by email

	<p><a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a> or by calling 0808 800 500. Where a child is at risk of immediate harm the police should be contacted by phoning 999 and University Child protection officers notified within 24 hours.</p> <p><b>viii) Actions which may follow referral to statutory services/authorised persons</b>                  This will depend on information supplied and professional assessment by police, local authority or NSPCC. There may be no further action, further investigations or urgent action taken to safeguard and protect children at risk of significant harm.</p>
<p><b>1.3.5</b></p>	<p><b>Disclosure and Barring Service (DBS) Checks</b></p> <p>It is often necessary to undertake DBS checks of University staff and volunteers. It is the role of the member of University staff with responsibility for running these activities to determine whether any staff or volunteers helping to deliver these activities need to undergo a DBS check. The risk assessment process (Section 1.3.1) will help inform any member of University staff regarding this and, where necessary, the level of check (basic, enhanced) required.</p> <p>The Safeguarding &amp; Vulnerable Groups Act 2006 states that DBS checks should be carried out on staff who are carrying out a “regulated activity” on a regular basis. In the context of this guidance, the Act describes a “regulated activity” as “unsupervised activities, teach, train, instruct, care for or supervise children, or provide advice/guidance on well-being, or drive a vehicle only for children”; There are defined hours and durations of contact. Any member of staff who has frequent unsupervised contact may need to be DBS checked.</p> <p>Further information is available at: <a href="http://www.gov.uk/disclosure-barring-service-check/overview">www.gov.uk/disclosure-barring-service-check/overview</a></p> <p>Where a role has some limited, short-term or supervised contact with children or adults in a vulnerable situation (for instance for work experience placements, summer schools, undertaking normal teaching duties or carrying out standard out-reach activities) this is unlikely to meet the definition of regulated activity and so would not be subject to a DBS check.</p> <p>All home students who engage in University activities involving extensive lone contact with children will have undergone an enhanced disclosure from the DBS and appropriate training in respect of child safety. Occasionally a student volunteer may begin working on a University-run activity whilst the outcome of their application for a disclosure is unknown. Where this is the case, the member of staff responsible for leading the activity will ensure that this situation is brought to the attention of the relevant teachers, parents/carers, careers advisers or other adults who are responsible for looking after the children involved in the activity.</p> <p>International students are welcome to apply to take part in University activities that involve working with children. However, such students need to supply the member of University staff overseeing the event in which they are interested, with a document with equivalent status in their home country to the DBS disclosure. Such documentation includes statements of good conduct provided by the relevant foreign embassy or police department.</p> <p>If an international student is already resident in the UK then a DBS check should also be requested, as well as a statement of good conduct from their home country if they have been resident in the UK for less than five years.</p>

1.3.6

### **Additional Information for University Staff and Volunteers**

When planning activities, University staff responsible for those activities should always consider the potential risks and the ways in which these can be eliminated or minimised. The following guidelines have been produced to assist those planning such activities:

#### **Employers & Public Liability**

The University has cover in accordance with the relevant legal liability statutes for injury to employees and injury to third parties. If you require any further details, contact the University's Insurance Officer on extension 9008.

#### **Health & Safety**

These guidelines cover many of the aspects of health and safety that should be considered when organising activities involving children to ensure their safety from abuse. However, there are other areas that need careful consideration when planning events. These include:

- fire procedures;
- first aid;
- laboratory work;
- field trips/external visits;
- transport.

#### **External Visits**

If a member of University staff is organising a visit to another venue, a preparatory visit to the venue should be arranged in order to:

- undertake a risk assessment. The University's risk assessment form and notes are at the Health and Safety Department;
- get to know the venue prior to the visit;
- ensure the venue is suitable for children;
- make sure the venue is suitable for the aims and objectives of the planned activity.

#### **Internet Activities**

If children are to undertake any activities involving the internet, it is essential that the following guidelines be followed:

- children should be informed that they should never give out their e-mail address on the internet;
- children should be closely supervised at all times and not allowed to access any unauthorised sites, chat rooms, discussion forums, instant messaging services and bulletin boards;
- software is to be used, wherever possible, to restrict viewing of inappropriate web sites.

For further guidance, please also refer to the University's policy on telephone, email and internet use at work which can be found on the intranet.



	<p><b>Mobile Phones</b></p> <p>University staff and students should not give out their own personal mobile phone number or personal non-university email address to children involved in an activity. If a contact/emergency number needs to be provided it should be from a University-owned mobile phone used specifically for events or a University landline.</p> <p>University students and staff should not send messages to children from their personal telephones.</p> <p><b>Responsibilities of University staff and volunteers</b></p> <p>University staff and volunteers should ensure that children are aware that they should not take unnecessary risks. They must follow instructions given, and behave in a sensible manner. Any child whose behaviour may be considered as a danger to themselves or the group, should be excluded from the activity. It is often advisable to have children sign a contract in which they agree to behave in a sensible manner. This would need to be done prior to any activity.</p> <p>Any child who appears to be under the influence of alcohol, drugs or illegal substances should immediately be referred to the member of University staff leading the activity.</p>
<p>1.3.7</p>	<p><b>Dealing with Overseeing Children on visits and dealing with the event of a missing child on campus</b></p> <p>For any event at the University involving a large group of children there should be a designated Child Protection Officer at a local level and this information should be included on any associated printed documentation.</p> <p>When the University is host to a school group visiting on campus the following guidance will apply:</p> <ul style="list-style-type: none"> <li>• A Health &amp; Safety briefing will be delivered to the group at the start of the visit by a member of university staff. An example of a briefing is contained in the Appendix.</li> <li>• The school group will have been provided with the ratio of staff/child and MUST adhere to this ratio whilst on University premises.</li> <li>• Each child should be provided with either an A5 sheet (recommended for age 11+) or badge (recommended for age 10 and under) with contact details to use in the event of an emergency. Badges may take the form of, for example, adhesive labels or lanyards, according to local wishes and arrangements.</li> </ul> <p>Please also refer to the University’s policy on fire safety which can be found on the Intranet.</p>
<p>1.3.8</p>	<p><b>Guidelines for students who come into contact with children as part of a volunteering role</b></p> <p><b>Definition of a Volunteer</b></p> <p>A volunteer is any individual engaged in work at the University, who helps us fulfil our aims but does not receive payment in return, other than travelling and out of pocket expenses.</p> <p><b>Volunteering Model</b></p>

	<p>There are generally four models for involving students in volunteering. The placement model is a very common model and the one we will focus on in this guidance.</p> <p><b>The Placement Model</b></p> <p>Student volunteers are recruited or placed to support the activities or projects already running in established organisations and/or community organisations. Within this model there are three categories of volunteers to consider:</p> <ol style="list-style-type: none"> <li>1. University of Surrey student volunteers on ‘placement’ outside of the University in the wider community</li> <li>2. University of Surrey student volunteers on ‘placement’ within the University</li> <li>3. Other student volunteers seeking voluntary roles within The University of Surrey</li> </ol> <p><b>Before the volunteering programme commences:-</b></p> <p>All students should sign a declaration indicating that they have received and understood training associated with the Good Practice and legal frameworks necessary when working with children as part of the volunteering placement.</p> <p><b>Safety Guidance</b></p> <p>Please refer to these procedures, specifically:</p> <ul style="list-style-type: none"> <li>• Section 1.3.1 Risk Assessments</li> <li>• Section 1.3.2 General conduct when working with children, including practices never to be sanctioned</li> <li>• Section 1.3.5 Criminal Records Bureau Checks</li> <li>• Section 1.3.6 Additional information for university staff and volunteers</li> </ul>
<p><b>1.3.9</b></p>	<p><b>Guidelines for staff/students undertaking research with those under 18 (children)</b></p>
	<p>Individuals performing a research role or project may be required to undertake a DBS check, even where there is no face-to-face contact. For example a project is undertaken at a distance with children through the internet.</p> <p>If the research involves students providing any form of teaching, training or instruction to children, and the students do this on 3 or more days in a 30 day period, an enhanced DBS with a children’s barred list check is required.</p> <p>The individual will be eligible for this level of check if they are providing advice or guidance to the children, if it relates to their physical, emotional or educational wellbeing. Provided they do it often enough (see above frequency).</p> <p>If the research conducted requires an individual to moderate a public electronic interactive communication service to be used by the children, and they do this often enough, they will need an enhanced DBS with a children’s barred list check. Moderating this type of service means the individual would be able to monitor the content of matter, and remove matter from the service, or control the access and use of the service.</p>

	<p>If the individual is performing any of the responsibilities mentioned above but they are not doing them often enough (3 or more days in a 30 day period) then they will be eligible for an enhanced DBS but without a children’s barred list check.</p> <p>If none of the activities above form part of the research then the individual could only be asked to apply for a basic check. DBS do not mandate when a check is required, so this will be the decision of the Designated Safeguarding Lead. (see 1.4)</p>
<p>1.3.10</p>	<p><b>Guidelines for staff when dealing with children attending a work experience placement</b></p> <p><b>Before Work Placement – Initial Enquiry Stage</b></p> <p>At the initial stages of the work placement enquiry, staff should be encouraged to discuss with their line manager to see if the work placement is feasible.</p> <p>It must be noted that for some schools/departments it may not be suitable to accept work experience students due to the nature of their work e.g. confidentiality concerns, workplace risk.</p> <p><b>Work Placement Agreed</b></p> <p>If an under 18 year old makes contact independently, the University must request a letter from a parent or school providing permission for this placement.</p> <p>The following points should also be observed:</p> <ul style="list-style-type: none"> <li>• A risk assessment must be carried out before the child starts the placement. You will need to contact the Health and Safety Department to ensure that this is done correctly.</li> <li>• A risk assessment will inform the need for a Disclosure and Barring Service (DBS) check on any staff involved with the work experience placement.</li> <li>• If the child is undertaking the work placement as part of school work then also ask the school if they have any documentation/guidance relating to work experience placements.</li> <li>• Make sure that a timetable is drawn up in advance of the placement and that the child is aware of this.</li> <li>• A consent form and disclaimer should be sent to the student to include the request for information regarding medical conditions/medications/disability which may affect their placement. It is advisable to provide the student with the contact details of the University’s Occupational Health Service if any additional information or advice is required.</li> <li>• Staff who have accepted a work experience placement student are also advised to contact the University’s Occupational Health service for advice if they have any concerns regarding a student who applies for a placement or who is on placement.</li> </ul> <p><b>During Work Placement</b></p> <p>The person managing the placement must carry out an induction on the first day of placement which will include details of when fire alarms take place, meeting points for fire alarms, risk assessment, details of local first aider, office hours.</p>

	<p>As the University regularly has students from local schools and colleges on work placement, some staff will be required to work on a one-to-one basis with children.</p> <p>It is recognised and accepted that schools and colleges expect these students undertaking such work experience placements to develop independence, responsibility and the ability to make their own decisions and to apply learning.</p> <p>It is also recognised that it is not always practical to have two or more members of University staff working with one child at any given time during their work experience placement for a variety of reasons. However, it is appreciated that the welfare of the child must be paramount. Therefore, to enable both University staff concerned and the work experience student to have a positive experience the points outlined below should be noted.</p> <p>If you are spending time alone with a student;</p> <ul style="list-style-type: none"><li>• please ensure they are constantly supervised and not undertaking lone working;</li><li>• always ensure that another staff member knows your location and the proposed activity;</li><li>• ensure that a door is left ajar, where possible, or that there is a clear view into the room through a window;</li></ul> <p>The Health and Safety Executive provides guidance on the risk assessment that need to be provided to the school and the parent/guardian of the work experience which can be accessed by the following links:-</p> <p><a href="http://www.hse.gov.uk/pubns/indg364.pdf">http://www.hse.gov.uk/pubns/indg364.pdf</a> <a href="http://www.hse.gov.uk/youngpeople/workexperience/index.htm">http://www.hse.gov.uk/youngpeople/workexperience/index.htm</a></p>
1.3.11	<p><b>Staff/Students working as mentors with children on or off campus</b></p> <p><b>Definition of a mentor and mentoring</b></p> <p>A mentor is a paid or unpaid member of University staff or student who may be working on a one to one level with another individual as part of the mentoring scheme.</p> <p>Mentoring has been defined as a one-to-one, non-judgemental relationship in which an individual voluntarily gives time to support and encourage another. Mentors offer practical support in order to help another person make significant changes in their life. This can be done by increasing the individual’s knowledge, their thinking around a subject and by helping them to work towards goals.</p> <p>Mentoring usually takes the form of a confidential conversation between the mentor and mentee. It is important that all student mentors attend a training course. The part of the University organising the mentoring opportunity is responsible for ensuring that the mentor is appropriately trained. Some mentoring schemes will have their own inbuilt training. It is important that all student mentors are supervised so that they have a support structure back at the University which they can refer to.</p> <p><b>Ensure that:</b></p>

	<ul style="list-style-type: none"> <li>• A parent’s written authorisation is sought prior to the mentoring sessions</li> <li>• A parent is invited to the first session</li> <li>• Parents understand and agree to the nature of the relationship and the issues around confidentiality</li> </ul> <p><b>Safety Guidance</b></p> <p>Please refer to these procedures, specifically:</p> <ul style="list-style-type: none"> <li>• Section 1.3.2 General conduct when working with children, including practices never to be sanctioned</li> <li>• Section 1.3.5 Criminal Records Bureau Checks</li> </ul>
<p>1.3.12</p>	<p><b>Guidance on unaccompanied minors on University premises</b></p> <p>The law defines a child as being any person under the age of 18. As part of its normal activities the University engages with children regularly on and off its premises. The University is committed to ensuring that children remain safe in all their dealings with the University.</p> <p>All staff are committed to ensuring that visitors have a safe and enjoyable visit and part of that commitment is to ensure the health &amp; safety of all visitors, including children.</p> <p>It is recognised these services deal with a variety of different and challenging issues involving children, all of which cannot be addressed in this document. There will be occasions where a solution to an issue is not obvious and in these circumstances staff should confer with colleagues.</p> <p><b>At the point of entry onto the premises</b></p> <ul style="list-style-type: none"> <li>a) An unaccompanied child between the ages of 11-18 will be allowed into the building.</li> <li>b) An unaccompanied child who appears to be under the age of 11 can reasonably be questioned regarding their status and will not be permitted to enter onto the premises.</li> </ul> <p><b>An unaccompanied child already on the premises</b></p> <p>Where an unaccompanied child is already in the building there are four areas of consideration.</p> <p><b>a) The child is on the premises unaccompanied</b></p> <p><i>Discretion must be used on the part of staff members regarding both the duration and situation. For example, it is reasonable that a teenager may wish to spend a day in the library whilst studying for a school project. However, there will be occasions when a child has been on the premises for an unacceptable period of time and steps should be taken to establish the reasons for their extended and unaccompanied visit.</i></p> <p>If a child under the age of 11 is on the premises staff members must talk with the child and to try and establish if there is a parent due back soon to collect him/her. If a parent is due back shortly then staff should make contact with the parent/guardian and outline the</p>

regulations of the premises. If it is not possible to contact the parent/guardian then the child should be taken to a designated safe area and the police should be contacted.

Brief details should be recorded on an incident form and University staff responsible for child protection locally informed. Appropriate steps must be taken to ensure the child's welfare during their time on site, following the good practice guidelines in the child protection policies.

If any unaccompanied child has spent a significant period of time on a premises for a number of consecutive days then, after other reasonable measures have been taken, staff should contact the police ensuring that appropriate records have been maintained.

Staff must not handle a situation alone but must liaise with a colleague regarding action to be taken and where possible, the child should be approached by two staff members when enquiry is being made about their unaccompanied status.

**b) An unaccompanied child injures him/herself**

If an unaccompanied child injures him/herself a trained first aider should assess the injury. In case of emergency, an ambulance should be called and also the police. If the police have not arrived by the time the ambulance leaves for the hospital then a DBS checked staff member may also need to travel separately to the hospital. The responsibility of the staff member is to ensure a proper handover to the police.

**c) An unaccompanied child appears upset or distressed**

If a child appears upset or distressed and will not talk when approached by staff members then staff should contact the police ensuring that appropriate records have been maintained.

**d) The behaviour of the child is cause for concern to staff members e.g. :-**

- Uses threatening, abusive or violent behaviour or language of any kind whilst on the premises, to staff or other visitors
- Causes intentional damage to the site or exhibits
- Enters areas that are cordoned off
- Access inappropriate website via the premises Wifi system (on their own mobile or laptop)

**Age 11 and over:** Staff members should ask the child in question to refrain from inappropriate behaviour. If the behaviour does continue then the child will be asked to leave the premises and two staff member(s) will accompany them off the premises to ensure that they have left the building.

**Age under 11 years:** Staff members ask the child to refrain from inappropriate behaviour. They will also identify the child for other front of house staff so that reasonable steps can be taken to ensure their wellbeing. If a parent is due back shortly then staff should make contact with the parent/guardian and outline the regulations of the premises. If it is not possible to contact the parent/guardian then the child should be taken to a designated safe area and the police should be contacted.

**A pattern of unaccompanied visits**

	Where a pattern of unaccompanied visits emerges, colleagues in other areas should be informed. The Child Protection Officer should also be informed, especially in the case of an unaccompanied child being taken to hospital.
1.3.13	<b>Recording Allegations or Suspicions of Child Abuse</b> Please use the Form A in the appendix
1.3.14	<b>Authorisation for use of pictures</b> Please use the Form B in the appendix
1.3.15	<p><b>Example Health and Safety Briefing to Under 18's group</b></p> <p>The University of Surrey is a campus based institution based on the edge of a large town centre. There are vehicles driving on the roads within the campus throughout the day. This means that you must take extra care when moving to and from buildings and crossing roads. You will be moving around the campus today, please stay with the groups you have been allocated.</p> <p>You must always stay in your groups with a teacher and a student volunteer. There will be several student volunteers with your group throughout the day - some of these will be your chaperones, some will be the campus tour leaders and others will be our general volunteers. ALL of them are wearing <b>[Description]</b> so you will be able to see them.</p> <p><b>FIRE ALARMS</b></p> <p>If the alarms do go off, you must listen to the instructions from the people leading the workshop -either the tutors or the facilitators. If you are on a campus tour, you will not be able to enter the building. Again, in the event of an evacuation, please do not wander away from your groups, always stay together.</p> <p><b>TOILETS</b></p> <p>There will be toilet facilities in each of the buildings you use today. Please ask your teacher before going to the toilet.</p> <p><b>FOLDERS</b></p> <p>Please keep your folders with you at all times and make sure your name is on the front. There are pens in the folders.</p> <p>If you have ANY problems or questions today, please ask your teachers, an ambassador of a member of staff.</p> <p><b>LOST?</b></p> <p>If you get lost or cannot see your group, your ambassador or your teacher, you should enter the reception area of <b>[X]</b><sup>1</sup> building and explain to the member of staff at the reception that you are lost. They will then ensure that you are reunited with your party.</p>
1.3.16	<b>Example emergency information to visiting group of children</b>
	Each child should be provided with either an A5 sheet (recommended for age 11+) or badge (recommended for age 10 and under) with contact details to use in the event of an emergency. Badges may take the form of, for example, adhesive labels or lanyards, according to local wishes and arrangements.

	<p><b>Emergency Information</b></p> <p>In the event of an emergency please contact any of the following:-                      Event Organiser: Tel No:                      Assistant Event Organiser: Tel No:                      University Security – 01483 689114</p> <p>If you are lost or separated from your group,                      Go to the reception area of [X]<sup>2</sup> building.                      Alternatively, if you notice someone is missing please alert the Event Organisers or Security immediately.</p>
1.3.17	<p><b>Checklist form for staff working with visiting children on or off campus</b></p> <p>Please use Form C in the appendix</p>
1.3.18	<p><b>University roles always requiring a DBS check</b></p> <p>The following roles will always require a DBS check</p> <ul style="list-style-type: none"> <li>-Personal Tutors (for students aged under-18)</li> <li>-Centre for Wellbeing staff (Counselling, Nursing, Administrative)</li> <li>-Chaplains</li> <li>-Wardens &amp; Deputy Wardens</li> <li>-Researchers - where the activity is regular, regulated activity with under 18's</li> </ul> <p><i>Other roles that involve regular regulated activity should be assessed on a case-by-case basis. Guidance can be sought from the Designated Safeguarding Lead, see 1.4</i></p>
1.3.19	<p><b>Arrangements for International Students under 18.</b></p> <p>Under <a href="#">UKVI regulations</a> the University will keep require and retain a copy of a letter from an applicant's parents or legal guardian that provides consent to the following:-</p> <ul style="list-style-type: none"> <li>-Arrangements for the applicant's application, travel to the UK, reception and care in the UK.</li> </ul> <p>Children aged 16 and 17 have the legal right to live independently in the UK and may make their own arrangements for accommodation but they need the consent of their parent(s)/legal guardian to do this and to travel to the UK.</p>
1.4	<p><b>Further information</b></p> <p>The Designated Safeguarding Lead for the University is the Head of Student Support Services. Please call the University Student Information Desk 01483 686868 and ask to be put through, or email <a href="mailto:c.lowe@surrey.ac.uk">c.lowe@surrey.ac.uk</a></p> <p>For advice for students on different matters please see the University referral chart <a href="https://surreyac.sharepoint.com/sites/ssn-allstaff/Shared%20Documents/support-referral-chart-students.pdf">https://surreyac.sharepoint.com/sites/ssn-allstaff/Shared%20Documents/support-referral-chart-students.pdf</a></p>





**Appendix 1 (Forms)**

**Form A - Recording Allegations or Suspicions of Child Abuse**

When completing this form record what the child has said and/or your concerns legibly and accurately.

Child's Surname .....

Forename(s) .....

Address.....

.....

Date of Birth.....

Your Observations (e.g. change in behaviour).

.....

.....

.....

Child's account of what happened (if given).

.....

.....

.....

**Please note that you must inform the child of the action that you propose to take.**

Action that you took as a result of this disclosure

.....

.....

.....

.....

Your Signature..... Date .....

*Please ensure that this form is filled out correctly and passed onto relevant University officers. In the event of a disclosure being reported, it is the person to whom the disclosure is made that relevant authorities will approach.*

**Form B – Picture Authorisation Form**

*University of Surrey – Picture Authorisation*

I ....., the parent/legal guardian

of..... give The University of Surrey authorisation to use any appropriate pictures that are taken of my child/ward by the University for use in publications, the University website, publicity and other material relating to the event/activity. Any pictures used for publicity purposes will not identify any children by name.

Signed..... Date.....

Please return this form to;  
<<name and address of the member of university staff leading the event>>.

**Form C - Checklist for staff working with visiting children on or off campus**

This checklist is designed to ensure that you have undertaken all your responsibilities, and will help you to find the appropriate documents.

	Done
Read the Safeguarding Children Policy and Guidance Notes?	
Read your departmental policies and procedures?	
Ensured all appropriate staff have been DBS checked?	
Identified the party leader/manager to whom child protection issues should be reported?	
Completed a risk assessment form?	
Identified the First Aider for the area and how to contact them	
Located Accident Report forms, and know what steps to take should an accident occur?	
Familiarised yourself with fire equipment and evacuation procedures?	
Sent out information to the children and/or their party leader attending, giving directions, event details etc?	
Sent out consent forms for the children attending?	
Prepared instructions to brief the attendees?	
Co-ordinated travel and/or car park arrangements if necessary?	
Informed other University staff affected?	
Booked rooms?	
Ordered catering where necessary?	
Put up signs?	
Where the venue is off campus have you visited the venue to carry out / organise the points above?	
Where the venue is off site have you identified the person on site responsible for first aid and responding to and reporting, accidents, fire, etc.	

## **Appendix 2 – DBS online check process**

DBS applications are dealt with via an e-gateway provider called GBG, see:

<https://universityofsurrey.onlinedisclosures.co.uk>

If applicants have not already registered, they will need to click on the blue “Register” box on the right hand side.

They will need to enter a pin number, which is different for students and staff. This will be provided by their disclosure manager or faculty (if a student)

An email address will need to be inserted and a password chosen.

During the registration process there is a prompt for a “Secret Word”, which is different for students and staff. This will be provided with the pin by the disclosure manager or faculty (if a student)

As part of the process for students and staff the documents used to check identify need to be verified. Verifiers need to log into the system to complete this stage of the process.

### **DBS disclosure managers are as follows:**

#### **Paul Stephenson (VP Human Resources) – Lead Disclosure Manager**

Judith Telford (Provost Office)

Katherine Chapman (HR)

Barbara Engel (FHMS – School of Biosciences and Medicine)

Nicky Harding (FHMS – School of Health Sciences)

Nikki White (FHMS – School of Health Sciences)

Richard Sandiford (SSA – FHMS Faculty Student Services) (Students)

Julie Cunningham (SSA – FHMS Faculty Student Services) (Students)

Julie Tidy (SSA – FHMS Faculty Student Services) (Students)

Karen Rothery (CEO) for SSP

UniTemps applications are approved by HR.