

Student Mental Health and Wellbeing Trusted Contact Procedure

This procedure seeks to provide guidance on the provision of, and updating of, Student Trusted Contact details. It will summarise the circumstances under which the University of Bolton would use the trusted contact details and identifies the University staff that would use the trusted contact in the event of a concern relating to a student experiencing a mental health crisis, if there are serious concerns about a student's safety or mental health and in an emergency. The aim of this procedure is to provide clear and concise information for staff, students and nominated trusted contacts, to ensure the University takes appropriate action, in the event of a crisis, in a timely and co-ordinated manner to facilitate support and mitigate risk.

This is now a **mandatory process** for all students entering or re-entering the University of

For students who are unable to identify a responsible adult in the UK, they should contact the Life Lounge directly on 01204 903565 or by email at lifelounge@bolton.ac.uk where a member of the Life Lounge team will explore alternative options with the student and the limitations of the procedure if the responsible adult resides outside of the UK.

By providing a trusted contact the student is also providing consent for the nominated University staff, in the event of a serious concern or emergency, to establish contact with the students identified trusted contact.

Students will be required to keep details of their trusted contact up to date and will be able to change these and other personal details by logging onto their student record, as above. The University may need to use the information without first consulting with the student so it is vital that students review and regularly maintain an accurate, up to date record of these details.

As the obtaining of trusted contact details is now a mandatory procedure at the University of Bolton, students are no longer able to opt-out and withdraw this information from the University. The purpose of this data collection is set out to ensure the University can effectively adhere to its duty of care practices, mitigating risks and safeguarding concerns for our student cohorts.

Deciding to contact the trusted contact:

This guidance sets out the circumstances in which the University would engage with a trusted contact and the processes by which this would occur in order to ensure that the University takes appropriate action in a timely, co-ordinated and supportive manner. If any member of staff considers it necessary to engage with a trusted contact, they should refer the case immediately to the Life Lounge, where experienced colleagues can conduct a risk assessment of the situation.

University staff referring a case to the Life Lounge should attempt to contact the service by telephone in the first instance, on 01204 903565. If a call cannot be made, the staff member should email lifelounge@bolton.ac.uk with the subject header Trusted Contact: Student Concern to ensure priority is given to the message.

Life Lounge staff that process any referrals will then take further action as necessary. If you are a staff member referring a concern it is essential to include the following information when contacting the Life Lounge:

- The name and student number of the person you are concerned about;
- Any alternative contact details you have for this student;
- Details of your concerns and the steps you have already taken;
- Details of any risks disclosed by/about the student;
- Your contact information

The nominated recipient will review the referral details and action any further contact with relevant staff members in order to better understand the circumstances impacting the student and to ascertain their level of risk. The nominated recipient will apply their professional judgement to determine whether or not a trusted contact should be telephoned.

Based on the information gathered about the student of concern, the nominated recipient may decide to contact the trusted contact if there are sufficient risks or concerns associated with

Record Keeping

A full written record must be kept of all steps taken to initiate the Trusted Contact Procedure. The nominated recipient must provide a clear and concise summary of their decision making including relevant staff members consulted and a timeline of any contact made/attempted with the student. The nominated recipient should also collate all information related to the referral and store all documents i

their trusted contact.

Following engagement with a trusted contact or established contact with the student of concern, the nominated recipient may relate W* n Tm0inat(ude)-Procsateo oat(ude)-afe LouQateontqrudem