

Standard Operating Procedure and KPIs for Responding to Safeguarding Concerns

1. Scope

1.1. This Standard Operating Procedure (SOP) covers the process for responding to concerns submitted under the University's Safeguarding Policy. The Policy covers concerns relating to:

- **Children** (individuals who are under 18 years old);
- **Adults at risk**, also known as vulnerable adults (as defined in the Care Act 2014, any person aged 18 years or older who has care and support needs, is experiencing, or is at risk of, abuse or neglect; and because of their care and support needs, is unable to protect themselves against abuse or neglect or the risk of it);
- **County lines** (a violent and exploitative form of drug distribution);
- **Modern slavery** (where people are exploited for criminal gain, including slavery, servitude, forced and compulsory labour and human trafficking); and
- **Radicalisation** (the process by which an individual becomes vulnerable to terrorism and the extremist ideologies associated with terrorist groups).

2. Reporting concerns

2.1. Under the Safeguarding Policy, staff are directed to report safeguarding concerns in one of two ways:

- By reporting the concern on the Health and Safety [accident and incident reporting system](#) (Evotix) by selecting the 'safeguarding' category. Submission of a report will trigger an email notification to the two Lead Safeguarding Officers (the University Secretary and the Executive Director of Student and Academic Services); or
- By contacting either or both of the Lead Safeguarding Officers directly (e.g. email).

3. Process for responding to concerns

3.1. When a safeguarding concern is received by either route (see section 2), the Lead Safeguarding Officers (LSOs) will communicate with each other to determine how the concern should be managed, including which LSO will lead on responding to the concern. If an LSO will be on leave or not contactable for any reason, they should inform the other LSO in advance and confirm who is delegated to deal with safeguarding concerns in their absence.

3.2. Concerns relating to students will normally be managed by the appropriate team in Student and Academic Services (SAS), with the Executive Director of Student and Academic Services (SAS) as the LSO dealing with the concern. Other types of concerns may require the involvement of other areas of the University (e.g. People Directorate where concerns relate to staff). In some cases, the police, social services, Prevent co-ordinators or other external agencies may need to be contacted. The LSOs are responsible for determining which areas of the University should be involved in managing a concern and which staff need to be informed about the concern, e.g. because they may be involved in dealing with vulnerable individuals. Other than in emergency situations, only the Lead Safeguarding Officers (jointly or individually) are authorised to refer a safeguarding concern to the police, social services or any other external agency, including any Prevent referral to the Channel process.

3.3. The aim will always be to respond to safeguarding concerns swiftly and effectively in accordance with the KPIs in this SOP (see below).

3.4. The process for responding to a concern is summarised below:

Actions	KPI	Responsibility
1. Safeguarding concern is reported via Evotix or by email.		
2. LSOs contact each other (or their designated deputies) to agree how the concern should be managed, including: which LSO should lead on responding to the concern; which areas of the University should be involved in managing the concern; and if external reporting is required.	Within one working day of receipt of the concern	Both LSOs or designated deputies
3. Concern is passed to the relevant SAS team(s) or other area(s) of the University to respond to the concern. Concern is reported to the police/external agency if necessary.	Within one working day of receipt of the concern	LSO leading on the concern
4. Concern is logged on the spreadsheet used for reporting to	Within two working days of receipt of the concern	University Secretary

Actions	KPI	Responsibility
Safeguarding and Compliance Committee (SCC).		
<p>5a. Concerns relating to student(s), whether reported by Evotix or directly to LSOs: concern is logged on Student Lifecycle Management (SLM). Any Evotix report is closed once the concern is logged on SLM.</p> <p>SLM continues to be updated until the concern is resolved and closed. University Secretary is updated to update the spreadsheet used for SCC reporting.</p>	Within two working days of receipt of the concern	<p>Executive Director of SAS or deputy</p> <p>University Secretary (to update SCC spreadsheet)</p>
<p>5b. Concerns relating to staff/other individuals: if reported through Evotix, Evotix continues to be updated until the concern is resolved and the Evotix report is closed. University Secretary is updated to update the spreadsheet used for SCC reporting.</p> <p>If reported directly to LSOs: University Secretary is updated to update the SCC reporting spreadsheet until concern is resolved and closed.</p>		<p>LSO leading on the concern and area the concern is assigned to</p> <p>University Secretary (to update SCC spreadsheet)</p>

4. KPIs, reporting and governance

4.1. The KPIs for managing safeguarding concerns are the timescales set out in the table at 3.4. These are focussed on ensuring that concerns are actioned and logged promptly. As safeguarding concerns can be complex and may require ongoing management for some time, no target has been set for concluding concerns as this will depend on the circumstances of the case.

4.2. The University Secretary shall maintain a spreadsheet of safeguarding concerns which will be used as the basis for an anonymised termly report on ongoing and closed concerns by the LSOs to the Safeguarding and Compliance Committee (SCC), and following consideration by the SCC, to the Health, Safety, Safeguarding and Wellbeing Board (HSSWB). The reports to SCC and HSSWB

will include performance against the KPIs for managing safeguarding concerns and any themes or lessons learnt.

4.3. The LSOs are responsible for maintaining this SOP and reviewing it annually for approval by SCC.

Approved by Safeguarding and Compliance Committee: 23 May 2025

Date of next review: May 2026