City, University of London

Safeguarding & Welfare Reporting Form User Guide

**Glossary:**

* **‘Concern’** – To report something you know, have seen or heard that makes you worry about your own or someone else’s safety and wellbeing.
* **‘Incident’** – To report something you have seen or heard happen on or off campus that makes you worry about your own or someone else’s safety and wellbeing.
* **‘Disclosure’** – To report something you feel yourself or have been told by someone else that makes you worry about your own or someone else’s safety and wellbeing.
* **‘Designated Safeguarding & Welfare Officer(s)’** – Our Designated team are members of City staff who are trained to deal with and offer support and advise on safeguarding and welfare concerns.
* **'Adult at Risk'** – A person aged 18 or over, that may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of themselves or unable to protect themselves against significant harm or exploitation.

City, University of London’s online safeguarding and welfare reporting form is available to all staff and students to report a **concern**, an **incident** that has occurred or make a disclosure regarding your own or someone else’s safety and wellbeing to our **Designated Safeguarding & Welfare Officers & the Student’s Union**.

Once you submit this form, if appropriate, (you can choose to remain anonymous) you will be contacted within 48 hours.  Any forms completed anonymously will be retained for data purposes only and you will not be contacted.

If you choose to submit your report and remain anonymous, as well as keep the anonymity of anyone else involved, we will not seek to collect any identifying information from you and will not be able to act upon your report. We will keep a record of your anonymous report to help the University to maintain a database to identify trends in incidents. We will not be able to act on any allegations made or enact any of our relevant processes on your behalf. If you would like to discuss this further or if you would like any support to identify the correct reporting route for you, you should speak to a [Harassment Adviser](http://staffhub.city.ac.uk/human-resources/policies/harassment-advisers).

Please be aware that this is not an emergency form. Submissions will not be monitored during weekends or periods of closure. Our Safeguarding & Welfare Officers will try, where possible, to respond to submissions within 48 hours but during busy periods cases will need to be prioritised and it may take longer to receive a response.

In an emergency call UK emergency services on 999 and our campus security on 3333.   
[Find out more about other external support services](https://studenthub.city.ac.uk/help-and-support/mental-health-counselling/helpline-services) which could offer you immediate support and advice

Please allow yourself enough time, in an appropriate environment, to complete this form. Once started it cannot be saved and if you close the webpage before you select submit your progress will be lost.

**START**

Please select which of the following best describes you:

* I am a student at City
* I am a staff member at City
* I am both a City student and staff member (e.g. Unitemps)
* I am neither a City student nor staff member
* I would prefer to remain anonymous

The following text will appear when any of the choices from the above are selected, with one exception ‘I would prefer to remain anonymous’.

If you would like to remain anonymous, please go back a step and select 'I would prefer to remain anonymous' otherwise please continue by providing your name.

Your Full Name:

(First and surname)

The following questions will appear if you have selected one of the following:

* I am a student at City
* I am both a City student and staff member (e.g. Unitemps)

Your student ID number:

(This is a 9-digit number which can be found on your student ID card and is named ‘Student Number’ alternatively your student ID number can also be found on your City Registration email. If you are unable to find your ID number please contact your Course Officer or the Student Centre, email: [studentcentre@city.ac.uk](mailto:studentcentre@city.ac.uk) )

Please select your School:

(Please select from the dropdown list provided)

Please include the name of the programme you are studying:

(Please provide the full name of your programme/course this can be found in your Programme Handbook)

The following question will appear if you have selected one of the following:

* I am a staff member at City
* I am both a City student and staff member (e.g. Unitemps)

The School or Department you are working for and your job title:

Please provide a contact email address:  
 **\*Please note, you may choose not to provide your contact details, but this will limit the response the University is able to make.**

If you choose to submit your report and remain anonymous, we will not seek to collect any identifying information from you and will not be able to act upon your report. By choosing to remain anonymous, you should be mindful that this may limit the response the University is able to take.

If you would like to discuss this further or if you would like any support in identify the correct reporting route for you, you should speak to a [Harassment Adviser](http://staffhub.city.ac.uk/human-resources/policies/harassment-advisers).

This report is regarding:

* A **concern** I am raising
* A **disclosure** I would like to make
* An **incident** that has occurred

(‘Concern’ – To report something you know, have seen or heard that makes you worry about your own or someone else’s safety and wellbeing.

‘Incident’ – To report something you have seen or heard happen on or off campus that makes you worry about your own or someone else’s safety and wellbeing.

‘Disclosure’ – To report something you feel yourself or have been told by someone else that makes you worry about your own or someone else’s safety and wellbeing.)

The following question will appear if you have selected the following:

* An incident that has occurred

Where did the incident occur:

* On campus
* Off campus (Please provide location)
* Not known

Date the incident occurred (if multiple please put the date of the most recent):

The following question will appear if you have selected the following:

* A concern I am raising

Date of the concern being raised (if multiple please put the date of the most recent): 

The following question will appear if you have selected the following:

* A disclosure that has been made to me

Date the disclosure took place (if multiple please put the date of the most recent): 

This report is concerning:

* Myself
* A City student
* A member of City Staff
* I am not sure
* I would prefer not to say

The following question will appear if you have selected one of the following:

* A City student
* A member of City Staff
* I am not sure

Is this person aware that you are making this report?

* Yes
* No
* Not sure

If known, please provide the full name of the person you are reporting about:

The following question will appear if you have selected the following:

* A City student

If known, please provide the student ID of the person you are reporting about:

If known, please provide the School of the person you are reporting about:

If known, please provide the Programme the person you are reporting about is

The following question will appear if you have selected the following:

* A member of City Staff

If known, please provide the School or Department of the person you are reporting about:

If known, please provide the job title of the person you are reporting about:

The following question will appear if you have selected the following:

* I am both a City student and staff member (e.g. Unitemps)

Are you under the age of 18:

* Yes
* No

The following question will only appear if you have selected the following:

* A City student

Is the student under the age of 18:

* Yes
* No
* Not known

Is the student an **'Adult at Risk'**:

('Adult at Risk' – A person aged 18 or over, that may be in need of community care services by reason of mental or other disability, age, or illness; and who is or may be unable to take care of themselves or unable to protect themselves against significant harm or exploitation.)

* Yes
* No
* Not known

Please provide as detailed of a report as you can of the concern / disclosure or incident:

(This is an open text box. Please include as much information as possible, the detail you provide here will be vital in helping the University to support yourself and any individuals involved.)

Please select a maximum of three categories that best fit the report: \*You must select at least one.

* Bullying & Harassment
* Inappropriate Behaviour
* Verbal Abuse
* Mental Health
* Substance Misuse
* Self-Harm
* Homelessness
* Physical Abuse
* Sexual Abuse
* Domestic Abuse
* Missing Person(s)
* Forced Marriage
* Female Genital Mutilation
* Other

Please let us know if you have taken any action up until this point (e.g. has this been reported to any other relevant University or external support service or have you informed any other City students or members of staff):

(Where no other action has been taken please leave this text box blank)

The following option will not appear if you have selected the following:

* I would prefer to remain anonymous

Please let us know if you would like more information about any of the following support services:

* Counselling
* Harassment Advisors
* Chaplaincy
* Student's Union

The following options for submission will only appear if this form in concerning one of the following:

* A City student reporting about themselves
* A City Student reporting about another City Student
* A City Staff Member is reporting about a City Student

Please select from the list below to inform either the relevant Designated Safeguarding & Welfare Officer(s) or the Student's Union:

* School of Arts & Social Sciences (SASS)
* School of Mathematics, Computer Science & Engineering (SMCSE)
* School of Health Sciences (SHS)
* City Business School
* City Law School
* Student's Union
* Accommodation Team
* Central Senior Safeguarding & Welfare Team

The following options for submission will only appear if this form in concerning one of the following:

* I am neither a City Student nor Staff Member
* I would prefer to remain anonymous

Please select the relevant Designated Safeguarding & Welfare Officer(s) you would like to inform:

* Central Senior Safeguarding & Welfare Team
* Accommodation Team

The following options for submission will only appear if this form in concerning one of the following:

* City Staff Member reporting about themselves
* City Staff Member reporting about another City Staff Member

Please select the relevant Designated Safeguarding & Welfare Officer(s) you would like to inform:

* Designated Safeguarding & Welfare Officers - Human Resources
* Central Senior Safeguarding & Welfare Team

**END**

*Thank you, your report has now been submitted.*

If you provided your details, including an email address a member of the Designated team will seek to get in touch with you within the next 48 hours. If you chose to remain anonymous, you will not be contacted.  
  
For City students, additional internal support services can be found on the [Student Hub](https://studenthub.city.ac.uk/help-and-support/remote-delivery-of-student-and-academic-services/_admin).  
  
For more immediate and external support please see the services listed below:

|  |  |  |
| --- | --- | --- |
| **Support Offered:** | **Number:** | **Service Name:** |
| **Non-Emergency Police** | 101 | Police |
| **Medical Advice** | 111 | NHS Direct |
| **Suicide Prevention Hot Line** | 0800 068 4141 | Hopeline UK |
| **Domestic Violence Hot Line** | 0808 200 0247 | Refuge |
| **Drug & Alcohol Hot Line** | 0208 861 2787 | Compass |
| **Honest information about drugs** | 0300 123 6600 | Frank |
| **Support for alcoholism** | 0800 9177 650 | Alcoholics Anonymous |
| **Forced Marriage**  **Honour Based Abuse Support** | 0800 599 9247 | Karma Nirvana |
| **Homelessness** | 0808 800 4444 | Shelterline |
| **Depression Support** | 0300 456 2370 | POhWER |
| **Anxiety Support** | 03444 775 774 | Anxiety UK |
| **Eating Disorder Support** | 0808 801 0711 | Beat |
| **Panic Attacks**  **OCD Support** | 0844 967 4848 | No Panic |
| **Mental Illness Support** | 0300 5000 927 | Rethink |
| **Bereavement Care** | 0844 477 9400 | Bereavement |
| **Rape Hot Line** | 0808 802 9999 | Rape Crisis |
| **Rape Victims Support** | 0808 168 9111 | Victim Support |
| **Parenting Advice & Support** | 0808 800 2222 | Family Lives |
| **Talk to someone without judgement** | 116 123 | Samaritans |
| **Help for Victims of Modern Slavery** | 0800 808 3733 | Salvation Army |

The above services website links and additional support services can also be found within the Safeguarding & Welfare Reporting Tool Guidance.