

Safeguarding Children and Adults at Risk

Policy and Process

1 Introduction

Safeguarding is the protection of under-18s and at-risk adults from abuse or neglect. Safeguarding is an important component of a range of University activities, such as students aged under 18 on enrolment, under-18s involved in our recruitment and outreach activities, children involved in research activity, pupils at the Westfield Nursery and visitors to our campuses.

'Safeguarding' has a particular meaning under the terms of the Care Act (2014), but it has also become a word used to describe more general welfare concerns. This policy covers our responsibilities using the legal sense of the word, but it also provides an appendix on welfare concerns not covered by safeguarding processes.

Higher education providers are not subject to legal safeguarding duties regarding children and vulnerable adults in the same way as schools, further education colleges, local authorities, and care providers. However, Queen Mary has a common law duty of care and a moral responsibility to act on concerns to protect children and adults in need of safeguarding, to respond to them promptly, and to refer safeguarding cases to the local authority and/or police as appropriate.

This safeguarding policy also covers our responsibilities under Section 26(1) of the Counter-Terrorism and Security Act 2015 which imposes a duty on universities to have due regard to the need to prevent people from being drawn into terrorism. Also known as the Prevent Duty the University is committed to safeguarding individuals at risk of being drawn into extremist activity.

This policy and the associated procedures apply to all University activities, undertaken at any of our campuses and premises in the United Kingdom. It also applies to University staff and students undertaking University activities outside of the campuses, including overseas.

The contact details of the Lead and Deputy Lead Safeguarding Officers are listed [here](#) and are regularly updated when office holders change. The direct URL for the safeguarding website is <https://www.qmul.ac.uk/student-experience/safeguarding/>.

2 Glossary and Definitions

The terminology used in safeguarding often has a very tightly defined legal meaning. There are also items of legislation that are of particular importance to this policy. The key terms and legislation are listed below:

Safeguarding	The steps taken to ensure a person aged under 18 or an adult at risk of harm is protected from abuse and neglect.
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2014 Care Act	The Care Act (2014) put in place the statutory framework for adult safeguarding. It sets out a clear legal framework for how local authorities and other parts of the health and care system should protect adults at risk of abuse or neglect. Under the 2014 Care Act the legal responsibility for safeguarding adults at risk of arm sits with the local authority in which the adult resides.
Adult at Risk of Harm	Under The Care Act (2014) an adult at risk is someone over 18 years old who: <ul style="list-style-type: none"> • has care and support needs • is experiencing, or is at risk of, abuse or neglect • as a result of their care and support needs is unable to protect themselves against the abuse or neglect or the risk of it.
Local Authority	The body responsible for a variety of services in a defined geographical area, including social care for children and adults at risk.
Local Area Designated Officer (LADO)	Every local authority has a statutory responsibility to have a LADO who is responsible for co-ordinating the response to concerns that an adult who works with children may have caused them or could cause them harm.
Social Services/ Children's Services	Social/Children's Services are local authority department(s) that aims to protect the wellbeing of children and vulnerable adults. Social Services have a statutory obligation to safeguard and promote the welfare of vulnerable children.
Prevent Duty	Section 26(1) of the Counter-Terrorism and Security Act 2015 ("the Act") imposes a duty on "specified authorities", when exercising their functions, to have due regard to the need to prevent people from being drawn into terrorism. This is also known as the Prevent duty. Universities are a specified authority under the terms of the Act.
Child or Young Person	A child or young person is anyone who is not yet 18 years of age.
Disclosure and Barring Service	The Disclosure and Barring Service is an executive agency of the Home Office established in December 2012 through a merger of the Criminal Records Bureau (CRB) and the Independent Safeguarding Authority (ISA). Its purpose is to prevent unsuitable people from working with vulnerable groups including children, and to support organisations in England and Wales in making safer recruitment decisions
Abuse	The harm of a child, young person or adult at risk. Abuse can take many forms including sexual, physical, emotional and financial. Appendix A gives more information about the types and signs of abuse
Neglect	The ongoing failure to meet a child's basic needs
Lead Safeguarding Officer	The lead person responsible for safeguarding at Queen Mary.
Deputy Lead Safeguarding Officer	The deputy for the lead person responsible for safeguarding at Queen Mary.
Local Safeguarding Officer	The person responsible for safeguarding in areas of the university where there is an enhanced need for such activity.

3 Scope of policy

In Scope

This policy and the associated procedure apply to all University activities, undertaken at any of our campuses and premises in the United Kingdom. It applies to all staff and students of Queen Mary University of London, and all visitors or contractors engaged by the University.

The policy also applies to students on degree apprenticeship programmes ('apprentice') unless they are on a programme with a bespoke safeguarding policy as listed under 'out of scope' below.

In the interests of clarity, this includes:

- Children and adults in need of safeguarding who are applying to become students at Queen Mary;
- Registered students under the age of 18, and students who are adults at risk of harm
- Parents and guardians of applicants and students under 18 years of age;
- Queen Mary staff who may be under 18 or an adult at risk;
- Any member of staff at Queen Mary who may come into contact with students who are under 18 or who are adults at risk;
- Research participants who are under 18 or who are adults at risk;
- Employees, workers, volunteers or students who are reported to the Local Area Designated Officer (LADO) as a result of a safeguarding concern.

Out of Scope

This policy does not cover the safeguarding processes for the Westfield Nursery. Degree apprentices on programmes run through the Institute of Technology are covered by a separate safeguarding policy developed with Newham College.

Staff, students or volunteers who work with children or adults at risk in another organisation whilst representing Queen Mary must follow the host organisation's safeguarding policy and procedures.

4 Related Policies

Queen Mary has a number of policies that are an integral part of this safeguarding policy. These policies are:

- [Admissions Policy for Students Under the Age of 18](#)
- [Processes related to the Disclosure and Barring Service](#)
- [Residences Services Under 18s Policy](#)
- [Admissions Criminal Convictions Policy](#)
- [Safeguarding policy for the Westfield Nursery](#)
- [Policy on relationships between staff and students](#)

5 Lead Safeguarding Officer and Deputy Lead Safeguarding Officer (including contact details)

The Lead Safeguarding Officer for Queen Mary is the Director of Student Experience (or cognate role should terminology change). The role of Lead Safeguarding Officer is embedded into their job profile and they are accountable for ensuring that the safeguarding policy is applied throughout the institution. The Lead Safeguarding Officer is responsible for:

- The oversight and implementation of the University's safeguarding policy and process
- To provide support and guidance to anyone who has a safeguarding concern
- Ensuring that the safeguarding policy and associated processes are disseminated and visible to all staff
- Ensuring appropriate safeguarding training is in place for all relevant roles within the University
- The management of external reporting to the LADO of all allegations of suspected abuse by University staff

The Deputy Lead Safeguarding Officer for Queen Mary is the Head of Student Wellbeing. The Deputy Lead Safeguarding Officer is responsible for acting on the majority of safeguarding referrals. The role is embedded into their job profile.

The names and contact details of the Lead Safeguarding Officer and the Deputy Lead Safeguarding Officer can be found on the safeguarding website hosted at <https://www.qmul.ac.uk/student-experience/safeguarding/>.

The University also permits Schools/Institutes and Directorates to appoint a Local Safeguarding Officer where there are enhanced needs for safeguarding at a local level.

Typically the need for a Local Safeguarding Officer will arise if the School/Institute/Directorate works with a significant number of under-18s (such as recruitment and outreach work), if the School/Institute recruits a high proportion of under 18s on a sustained and regular basis, or if there are local regulatory requirements that necessitate a higher level of safeguarding activity.

All appointments of Local Safeguarding Officer must be approved by the Lead Safeguarding Officer or the Deputy Lead Safeguarding Officer.

6 Safeguarding Adults

The 2014 Care Act statutory guidance states that the safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs); *and*
- Is experiencing, or is at risk of, abuse or neglect; *and*
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse and neglect.

Adult safeguarding is defined as 'protecting an adult's right to live in safety, free from abuse and neglect'.¹ The Local Authority in which the adult at risk of harm resides is legally responsible for their safeguarding. The University has a responsibility to report concerns about adults at risk of harm to the social care division within the relevant local authority.

7 Safeguarding children

A child is anyone aged under 18 years and safeguarding children means preventing children from harm or neglect. At Queen Mary we work with young people in multiple different settings and in all of them we have a responsibility to make the welfare of the child or young person

¹ <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance> Chapter 14

paramount. This means that we have a responsibility to act where we are made aware of a safeguarding concern regarding children or young people, including those that are not students of the university. If a person aged under the age of 18 is at risk of abuse or neglect, then we have a responsibility to report this as a concern.

If you have any concerns that a child or young person is at risk of harm it must be raised with one of the safeguarding officers listed in the section below without delay. The Westfield Nursery has a separate set of safeguarding procedures and these can be found [here](#).

The Admissions Policy for Students Under the Age of 18 is of particular importance for our safeguarding policy and procedures. Queen Mary is an adult environment and our students are normally over the age of 18 when they start their programme. A student will not normally be admitted to the University unless they are due to turn 18 during their first year of study. The Admissions Policy for Students Under the Age of 18 sets out a clear process to follow when an applicant will not turn 18 in their first year of study, including risk assessment mitigations and the involvement of the Lead Safeguarding Officer (or their Deputy).

The Admissions Policy for Students Under the Age of 18 also clearly states that the University will not act in loco parentis for students under the age of 18. All students aged under 18 must register the details of their legal guardian with the University and students aged under 18 must have a legal guardian based in the UK until the date they reach adulthood.

8 Prevent Strategy

Section 26 of the Counter-Terrorism and Security Act 2015 places a duty on certain bodies (“specified authorities” listed in Schedule 6 to the Act), in the exercise of their functions, to have “due regard to the need to prevent people from being drawn into terrorism”. Queen Mary University of London is subject to the Duty as it is a specified authority under Section 11 of the Higher Education Act 2004.

The aim of the Prevent duty is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism. Higher Education Institutions’ compliance is monitored by the Office for Students (OfS) on an annual basis.

The University accepts the obligations arising from the Prevent legislation as an important element of its general duty of care to protect its staff and students from all forms of harm. The University recognises that radicalisation and extremism can put individuals at risk of being drawn into violence and criminal activity and has the potential to cause significant harm to them. Working to prevent individuals from being drawn into terrorism is an act of safeguarding.

The University is committed both to protecting freedom of speech and academic freedom and to protecting and safeguarding its students from the risk of being drawn into terrorism. The Prevent Duty will be discharged in a way that continues to encourage the exploration of political, philosophical, and religious ideas and beliefs.

This policy is not directed at any specific ideology, religion, or any other set of beliefs. This policy does not allow for any individual or group of individuals to be marginalised, stigmatised, or excluded from the learning and research community.

All concerns raised under the Prevent framework will be dealt with as a safeguarding matter. Any concerns relating to someone at risk of radicalisation and extremism must be submitted to the Lead Safeguarding Officer or the Deputy Lead Safeguarding Officer. The contact details for these office holders are listed [here](#).

9 Raising a Safeguarding Concern

To raise a safeguarding concern about a person aged under 18, an adult at risk of harm, or a person at risk of being drawn into extremist activity you must do the following:

- Send an email to both the Lead Safeguarding Officer and the Deputy Lead Safeguarding Officer with the words “Safeguarding concern” in the subject title and mark the message as ‘urgent’. Up to date contact details are [here](#).
- If you are not sure, make the referral anyway — the relevant officer will discuss the case with you. A good tip is to ensure that you use clear, objective language when making your referral.
- If the situation is an emergency with an immediate risk to life you must call 999 and report the incident to the police.

10 Investigating and Recording Safeguarding Referrals

Once a safeguarding referral or concern is made, it will be discussed by the Lead Safeguarding Officer and the Deputy Lead Safeguarding Officer, where appropriate in conjunction with other colleagues. The safeguarding team will then take action as deemed appropriate. The principal actions taken by the safeguarding team will be:

- To refer the safeguarding concern to the local authority in which the child or adult at risk of harm resides. The local authority then have a statutory responsibility to investigate the safeguarding concern.
- Where a safeguarding referral involves a member of Queen Mary staff potentially harming a child or adult at risk the referral will be submitted to the Local Area Designated Officer (LADO) for the relevant campus. For the Mile End campus and Whitechapel campus this will be the Tower Hamlets LADO, for Charterhouse Square and Lincoln’s Inn Fields this will be the Camden and Islington LADO and for West Smithfield it is the City of London LADO.
- Make a Prevent referral to the local authority in which the person at risk of extremism resides.

11 Concerns about Safeguarding Officers

Safeguarding concerns relating to the Deputy Lead Safeguarding Officer or the Local Safeguarding Officer must be submitted directly to the Lead Safeguarding Officer.

Safeguarding concerns about the Lead Safeguarding Officer must be submitted directly to the Chief Governance Officer.

If someone has concerns about reporting a safeguarding matter internally within the University they can seek advice from the relevant Local Authority Designated Officer who can provide support and initiate any necessary action. Expert advice can also be provided by the NSPCC Helpline on 0808 800 5000.

Queen Mary has a dedicated whistleblowing policy which can be found [here](#).

12 Safeguarding training for Queen Mary staff

All student facing staff are required to undertake the online training module on safeguarding which is housed on our virtual learning environment QMplus. This module is designed to enable staff to understand what 'Safeguarding' means and who might be at risk of harm or abuse. It also takes staff through some of the language and information that guides safeguarding work and to recognise situations that should trigger further action. It will signpost you to what you should do if you have any safeguarding concerns.

To complete the QMplus module follow the link: [Safeguarding Essentials E-Learning](#).

It might be appropriate for some departments at the university to require a bespoke training session delivered by colleagues in Organisational and Professional Development in collaboration with the Lead and Deputy Safeguarding Officers. For more information please contact the Deputy Lead Safeguarding Officer.

Where clinical staff have undertaken NHS approved safeguarding training they do not need to complete the Queen Mary training module as the NHS training exceeds the requirements of the University. Heads of Institute in the Faculty of Medicine and Dentistry are still required to disseminate this policy to their clinical staff members.

13 Dissemination and Promotion of Policy

This safeguarding policy is held on the University's policy zone and on the dedicated safeguarding website - <https://www.qmul.ac.uk/student-experience/safeguarding/>. The policy will be circulated to all Heads of School/Institutes and the Professional Services Leadership Team (PSLT) before the start of each academic year. Heads of School/Institutes and Directors of Professional Services are responsible for the implementation of the policy in their organisational unit.

Where a student is an apprentice, the University will bring this policy and the identity of the University's Designated Safeguarding Officer to the attention of that student's employer and liaise, as appropriate, with that employer in relation to any safeguarding concerns. Bringing this policy to the attention of employers is the responsibility of the Degree Apprenticeship Manager.

14 Safe Recruitment of Staff and Students and DSB Checks for activities involving regulated activity

The Disclosure and Barring Service is an executive agency of the Home Office established in December 2012. Its purpose is to prevent unsuitable people from working with vulnerable groups including children, and to support organisations in England and Wales in making safer recruitment decisions. A Disclosure is an impartial and confidential document that details an individual's criminal history, including cautions, convictions, warnings and other relevant police information and, where jobs include 'regulated activity', confirms whether or not the individual is barred from working with vulnerable groups including children.

A number of job roles at Queen Mary require DBS checks for staff who will be working with children or vulnerable adults, in a variety of establishments and healthcare settings. This is known as 'regulated activity'. The line manager of the role is responsible for determining if the post qualifies as a regulated activity. The [University's Disclosure and Baring Service guidance](#) gives further details on which roles require a DBS check. Line managers are also responsible

for re-assessing the need for a DBS check whenever changes take place to an employee's job profile.

Students may also be involved in regulated activity such as those on medical or dental degree programmes. The School/Institute is responsible for determining if a DBS check is required using the guidance linked above.

Staff and students representing Queen Mary in a host organisation must follow the DBS policy for that host organisation.

15 Recording, storing and disposing of safeguarding records

Queen Mary has a duty to share information with other agencies to safeguard children, adults at risk or people at risk of being groomed by extremists. We may liaise with the reporting party/adult at risk/child prior to making a safeguarding referral to the relevant agency but the decision to make a referral to the relevant authority will be solely based on the prevention of harm to the child or adult at risk.

All Queen Mary staff should be aware that the General Data Protection Regulations never prevent a safeguarding referral and staff should always speak to the Lead/Deputy Lead Safeguarding Officer if they have a concern that someone may be at risk of harm.

Queen Mary University of London will maintain accurate records of safeguarding concerns referred to the Lead Safeguarding Officer and the Deputy Lead Safeguarding Officer. Records will be shared with the relevant external agencies such as local authorities and the police as required under the safeguarding referral process.

Records will only be shared internally where there is a demonstrable need to share the information in order to fulfil our safeguarding duty. Records will be retained and destroyed in line with the [Queen Mary Record Retention Policy](#).

16 Review of policy and procedure

This policy and procedure will be reviewed every three years unless there are internal or legislative changes that necessitate earlier review.

14th April 2022, with revisions May 2024

Appendix One: Welfare Concerns about Students

The overwhelming majority of welfare concerns about students aged over 18 will not fall under the technical scope of safeguarding, but should still be treated seriously and with the paramount consideration of the student's welfare. This section of the policy explains where staff and students can raise concerns that might not meet the stated definitions of "safeguarding" as set out in this policy.

The University publishes a guide to supporting students in urgent situations and this can be found [here](#). In emergency situation where the student is at immediate risk of harm, either to themselves or from others, staff must call the emergency security number (020 7882 3333) or call the emergency services on 999. More guidance on what constitutes an immediate risk of harm is contact in the urgent situations guidance.

The University has wellbeing services that can support students. The [Advice and Counselling Service](#) provides counselling, cognitive behavioural informed therapies, group therapies, psychiatric clinics, student immigration advice, and support with financial, legal and welfare concerns. The [Disability and Dyslexia Service](#) supports students with disabilities, including specific learning differences and those with mental health diagnoses.

Our [Report and Support](#) webpage is an online tool which provides staff and students to report instances of bullying, harassment, hate incidents and gender-based violence. All staff, students and visitors to our campus can use the site to access support information about specialist external services or make a report to the university to discuss options for support and possible action.

Queen Mary University of London has student support contacts in each of its Schools, a list of which can be found [here](#).

Appendix Two: Indicators of Abuse and Neglect

General indicators of abuse and neglect which may suggest signs of abuse and neglect include:

- Unexplained injury or injury inconsistent with explanation
- Any allegation of mistreatment
- Refusal to discuss injuries / fear of medical help
- Sudden and / or significant change in behaviour
- High levels of stress or anxiety, e.g. self-harming behaviour
- Unexplained change in presentation
- Inability to establish or maintain social relationships or activities
- A sharp reduction in skills, concentration, communication skills and ability to learn
- Marked change in relationships
- Lack of trust and low self-esteem

More detail on specific forms of abuse are detailed in the below boxes:

Type of Abuse	Description or Supporting Guidance
Disability Hate Crime	The Criminal Justice System defines a disability hate crime as any criminal offence, which is perceived, by the victim or any other person, to be motivated by hostility or prejudice based on a person's disability or perceived disability. The Police monitor five strands of hate crime, Disability; Race; Religion; Sexual orientation; Transgender.
Discriminatory abuse	Discrimination on the grounds of race, faith or religion, age, disability, gender, sexual orientation and political views, along with racist, sexist, homophobic or ageist comments or jokes, or comments and jokes based on a person's disability or any other form of harassment, slur or similar treatment. Excluding a person from activities on the basis they are 'not liked' is also discriminatory abuse.
Domestic abuse	<p>The Home Office (March 2013) defines domestic abuse as any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence, or abuse between those aged 16 or over, who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse: Psychological; Physical; Sexual; Financial; Emotional. Domestic Abuse includes controlling and coercive behaviour.</p> <p>Section 76 of the Serious Crime Act 2015 makes it an offence to use repeated or continuous controlling or coercive behaviour towards a person with whom the person committing the offence has an intimate personal relationship, or with whom they live and who is a family member or if they were formerly in an intimate relationship.</p>
Female genital mutilation (FGM)	Involves procedures that intentionally alter or injure female genital organs for non-medical reasons. The procedure has no health benefits for girls and women. The Female Genital Mutilation Act (2003) makes it illegal to practise FGM in the UK or to take girls who are British nationals or permanent residents of the UK abroad for FGM whether or not it is lawful in another country.

Type of Abuse	Description or Supporting Guidance
Financial or material abuse	<p>Theft, fraud, internet scamming, postal and doorstep scams, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits are all forms of financial abuse and are more often than not targeted at adults at risk. The adult at risk can be persuaded to part with large sums of money and in some cases their life savings. These instances should always be reported to the local police service and local authority Trading Standards Services for investigation. The SAB will need to consider how to involve local Trading Standards in its work.</p> <p>Financial abuse can have serious effects including loss of income and independence and harm to health, including mental health. Where the abuse is perpetrated by someone who has the authority to manage an adult's money, the relevant body should be informed, e.g. the Office of the Public Guardian for deputies and attorneys and DWP for appointees.</p>
Forced marriage	<p>Is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. In a situation where there is concern that an adult is being forced into a marriage they do not or cannot consent to, there will be an overlap between action taken under the forced marriage provisions and the adult safeguarding process. In this case action will be co-ordinated with the police and other relevant organisations. The police must always be contacted in such cases as urgent action may need to be taken.</p> <p>The Anti-social Behaviour, Crime and Policing Act 2014 makes it a criminal offence to force someone to marry. In addition, Part 4A of the Family Law Act 1996 may be used to obtain a Forced Marriage Protection Order as a civil remedy. Registrars and registry staff need to be supported through relevant training to know the signs of possible forced marriage.</p>
Hate crime	<p>The police define Hate Crime as 'any incident that is perceived by the victim, or any other person, to be racist, homophobic, transphobic or due to a person's religion, belief, gender identity or disability'. It should be noted that this definition is based on the perception of the victim or anyone else and is not reliant on evidence. In addition it includes incidents that do not constitute a criminal offence.</p>
Honour-based violence	<p>Will usually be a criminal offence, and referring to the police must always be considered. It has or may have been committed when families feel that dishonour has been brought to them. Women are predominantly (but not exclusively) the victims and the violence is often committed with a degree of collusion from family members and/or the community. Some of these victims will contact the police or other organisations. However, many others are so isolated and controlled that they are unable to seek help.</p> <p>Adult safeguarding concerns that may indicate honour-based violence include domestic violence, concerns about forced marriage, enforced house arrest and missing person's reports. If an adult safeguarding concern is raised, and</p>

Type of Abuse	Description or Supporting Guidance
	<p>there is a suspicion that the adult is the victim of honour-based violence, referring to the police must always be considered as they have the necessary expertise to manage the risk.</p>
Human trafficking	<p>Is actively being used by Serious and Organised Crime Groups to make considerable amounts of money. This problem has a global reach covering a wide number of countries. It is run like a business with the supply of people and services to a customer, all for the purpose of making a profit. Traffickers exploit the social, cultural, or financial vulnerability of the victim and place huge financial and ethical obligations on them. They control almost every aspect of the victim's life, with little regard for the victim's welfare and health.</p> <p>The Organised Crime Groups will continue to be involved in the trafficking of people, whilst there is still a supply of victims, a demand for the services they provide and a lack of information and intelligence on the groups and their activities.</p>
Mate crime	<p>A 'mate crime' as defined by the Safety Net Project is 'when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual.'</p> <p>Mate crime is often difficult for police to investigate, due to its sometimes-ambiguous nature, but should be reported to the police who will make a decision about whether or not a criminal offence has been committed. Mate Crime is carried out by someone the adult knows and often happens in private.</p> <p>In recent years there have been a number of Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.</p>
Modern slavery	<p>Slavery, servitude and forced or compulsory labour. A person commits an offence if:</p> <ul style="list-style-type: none"> • The person holds another person in slavery or servitude and the circumstances are such that the person knows or ought to know that the other person is held in slavery or servitude, or • The person requires another person to perform forced or compulsory labour and the circumstances are such that the person knows or ought to know that the other person is being required to perform forced or compulsory labour. <p>There are many different characteristics that distinguish slavery from other human rights violations, however only one needs to be present for slavery to exist. Someone is in slavery if they are:</p> <ul style="list-style-type: none"> • Forced to work - through mental or physical threat; • Owned or controlled by an 'employer', usually through mental or physical abuse or the threat of abuse; • Dehumanised, treated as a commodity or bought and sold as 'property'; • Physically constrained or has restrictions placed on his/her freedom of movement.

Type of Abuse	Description or Supporting Guidance
	<p>Contemporary slavery takes various forms and affects people of all ages, gender, and races. Adults who are enslaved are not always subject to human trafficking. Recent court cases have found homeless adults, promised paid work opportunities enslaved and forced to work and live in dehumanised conditions, and adults with a learning difficulty restricted in their movements and threatened to hand over their finances and work for no gains. From 1 November 2015, specified public authorities have a duty to notify the Secretary of State of any individual identified in England and Wales as a suspected victim of slavery or human trafficking, under Section 52 of the Modern Slavery Act 2015.</p>
Neglect and acts of omission	<p>Ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life such as medication, adequate nutrition and heating.</p> <p>Neglect also includes a failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the mental capacity to assess risk for themselves.</p>
Organisational abuse (previously referred to as institutional abuse)	<p>Is the mistreatment, abuse or neglect of an adult by a regime or individuals in a setting or service where the adult lives or that they use. Such abuse violates the person's dignity and represents a lack of respect for their human rights.</p>
Physical abuse	<p>Assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.</p>
Psychological abuse	<p>Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.</p>
Restraint	<p>Unlawful or inappropriate use of restraint or physical interventions. In extreme circumstances unlawful or inappropriate use of restraint may constitute a criminal offence. Someone is using restraint if they use force, or threaten to use force, to make someone do something they are resisting, or where an adult's freedom of movement is restricted, whether they are resisting or not.</p> <p>Restraint covers a wide range of actions. It includes the use of active or passive means to ensure that the person concerned does something, or does not do something they want to do, for example, the use of key pads to prevent people from going where they want from a closed environment.</p>
Sexual abuse	<p>Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.</p>
Sexual exploitation	<p>Involves exploitative situations, contexts and relationships where adults at risk (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result</p>

Type of Abuse	Description or Supporting Guidance
	<p>of them performing, and/or another or others performing on them, sexual activities. It affects men as well as women. People who are sexually exploited do not always perceive that they are being exploited.</p> <p>In all cases those exploiting the adult have power over them by virtue of their age, gender, intellect, physical strength, and/or economic or other resources. There is a distinct inequality in the relationship. Signs to look out for are not being able to speak to the adult alone, observation of the adult seeking approval from the exploiter to respond and the person exploiting the adult answering for them and making decisions without consulting them.</p>
Grooming and Exploitation	<p>Indicators could include:</p> <ul style="list-style-type: none"> • Marked change in relationships • Seeks approval from someone else before making decisions • Allows someone else to speak for them or make decisions for them • Sudden change in views, beliefs • Unexplained change in presentation • Unexplained change in material circumstances

Appendix Three: Safeguarding at Queen Mary University of London: international concerns

Context

As a Higher Education Provider in the United Kingdom, Queen Mary's Safeguarding Policy uses the statutory definitions contained in the Care Act 2014 to escalate concerns about children, i.e. people under the age of 18, and adults at risk. These concerns are raised with Local Authority Designated Officers, Children's Services and other agencies based within local government for them to investigate.

This Appendix is designed to augment the university's existing Safeguarding Policy – which can be found here (<https://www.qmul.ac.uk/student-experience/safeguarding/>).

It has been developed with reference to the International Child Safeguarding Standards published by Keeping Children Safe.

International concerns

As a research-intensive member of the Russell Group and a university with thousands of international students, both here in the UK and overseas, concerns about children and other vulnerable people living outside the UK will, from time to time, come to the university's Safeguarding Leads.

These concerns could be about our students, members of their families or local communities, or about individuals identified through research undertaken by our staff and students.

It is imperative that research lead staff complete our mandatory training module – Safeguarding Essentials – which is housed on our virtual learning environment.

Reporting concerns

Any reports about children and adults at risk should be escalated to our Senior Safeguarding teams in the usual way – see the ‘How to raise a concern’ section on our Safeguarding webpages: <https://www.qmul.ac.uk/student-experience/safeguarding/>.

The Local or Lead Safeguarding Officers will then endeavour to refer these concerns onto the appropriate agency within the country that the child or adult are based in. We will do this in accordance with Section 3 of the Keeping Children Safe International Child Safeguarding Standards, published in 2018.²

The advice of the Keeping Children Safe International Child Safeguarding Standards is that the university has a responsibility to report abuse:

“This should be reported to the formal authorities or, where they are weak or corrupt, to organisations that are able to deal with cases appropriately. The reporting process will need to be decided at a local level and advice and guidance must be sought to ensure that children and their families are not put at further risk or made vulnerable by the very action of reporting harm and/or abuse”.

Following up

Having raised the concerns the person making the report will not necessarily know of the outcome of the report, but each and every case is unique, and it could be that further liaison is necessary, depending on the reaction of the local agency that takes the referral. In such situations, any further interaction will be led by one of the university’s trained Safeguarding Leads, i.e. a Local, Lead, or Deputy Lead Safeguarding Officer.

Support

By their very nature, Safeguarding cases are often difficult to process and can create emotional distress. The reporting staff member or student can request support from their line manager, supervisor (for staff) and student wellbeing services (for students).

Queen Mary also has an Employee Assistance Programme and a Student Assistance Programme, which provide confidential support from suitably qualified professionals.

Details of the Employee Assistance Programme can be found here: <https://www.workplaceoptions.com/uk/>

Details of the university’s Student Assistance Programme can be found here: <https://www.qmul.ac.uk/student-experience/student-wellbeing-hub/support-for-students-when-the-university-is-closed/>

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Student Experience
April 2024

² <https://commission.europa.eu/system/files/2023-10/KCS-CS-Standards-ENG-200218.pdf>