Student Concerns - Information Sharing Protocol

# Purpose

This protocol relates only to information shared within Bournemouth University and with Dorset Healthcare University Foundation Trust (DHUFT) in respect of the provision of our Student Wellbeing Services as per our contracted agreement. It outlines the circumstances where it may be necessary/desirable to share concerns about a student’s wellbeing with those outside a member of staff’s immediate team for the purposes of:

* facilitating a student’s continuing engagement with their studies, normally relating to the provision of a support package tailored to their needs
* raising serious issues of concern relating to a potential health and safety issue in regards to the student or others

# Data Protection Act (DPA)[[1]](#footnote-1)

BU is a Data Controller registered with the Information Commissioner’s Office for the purposes of processing ‘*personal information to enable us to provide education and support services to our students and staff’*. All personal information is held, and if appropriate shared, in accordance with the requirement of the act.

Information collected by BU may be shared internally with those who need to know in order to provide appropriate student support. Internal sharing of personal information, provided it is limited to relevant staff, is not a breach of the DPA.

# Confidentiality

Unrelated to the specific requirements of DPA, respecting privacy and confidentiality is included in the code of ethics for various professional bodies, eg BACP. Professionals who are required to abide by a code of confidentiality will only share information with the student’s explicit consent or for the purposes of preventing serious harm to the student themselves or to others.

# Sharing information with external third parties

Sharing information outside BU without the data subject’s consent is likely to be a breach of the DPA unless an information sharing protocol is in existence (as with DHUFT) or an exemption applies. This includes sharing information with parents and other third parties. Please refer to *Guidance Note on Disclosure of Student Personal Data to Third Parties* for information.

# Linked policies and procedures:

* Data Protection Policy
* Guidance Note on Disclosure of Student Personal Data to Third Parties
* Fitness to Study Procedures
* Fitness to Practise Procedures
* Prevent Duty

# Scenarios

There are a number of scenarios where staff may wish to seek advice on a student’s behaviour/ wellbeing, report an incident or make a referral for support. Examples might be:

* where a member of staff has on-going concerns about a student’s health or wellbeing and the situation doesn’t seem to be improving (see Appendix 1)
* where an incident has occurred that has involved the student receiving medical attention
* where the duty officer, serious incident officer, accommodation staff or security staff have been informed of a student incident even if no healthcare professional or emergency service has been involved
* where a student has reported an issue relating to their personal safety (on or off campus) or alleges to be the victim of a crime
* where it is believed that the student is suffering from moderate to severe mental health issues
* where a student declares a disability but is not seeking support from the Additional Learning Support team

# The following table outlines who should be notified in which scenarios and what records should be kept. Where a scenario is categorised as **urgent** this should be read as the student being an immediate danger to the health and safety of themselves or others. Where there are concerns that the student is a possible danger to the health and safety of themselves or others but the threat is not imminent, then this should be considered as **severe**

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| Scenario | First point of contact | Other points of contact | Possible outcomes | Records kept? |
| On-going concerns relating to a student’s health and welfare (non-urgent; mild to moderate) | Contact the Wellbeing Service for general advice. This can be obtained without providing the student’s name if preferred. | * Student Wellbeing
* Student Engagement Coordinator (GROW).
* Welfare advisor (if in halls)
* Programmes Administrator/Leader/ Academic Advisor
 | Wellbeing Service will suggest possible methods of support. SEC and/or welfare advisor and/or PA/PL will contact student to see if they need any assistance.Student to be advised of sources of support | Locally only |
| On-going concerns relating to a student’s health and welfare (non-urgent; moderate to severe) | Contact the Wellbeing Service for general advice. This can be obtained without providing the student’s name if preferred. | * If in halls, welfare advisor.
* Head of Student Services
* Programmes Administrator/Leader/ Academic Advisor
 | Wellbeing Service will suggest possible methods of support. Welfare advisor and or PA/PL/AA will contact student to see if they need any assistance and signpost to appropriate expert.HoSS will advise if Fit to Study procedures may apply | Locally/centrally |
| On-going concerns relating to a student’s health and welfare (urgent) | Call Emergency Services 222 (on campus) or 01202 962222 (off campus), | Wellbeing ServiceHead of Student Services | Emergency services may take actionImmediate Fitness to Study review may be required with possible immediate suspension if imminent risk to health & safety of self or others | Centrally |
| Report of first aid/other medical intervention on campus (non urgent: low to moderate) | Normal first aid/incident reporting route | Programmes Administrator Student’s GP | Mit Circs may be applicable | Centrally |
| Report of first aid/other medical intervention off campus (non urgent: low to moderate) | Programmes Administrator | Student’s GP | Mit Circs may be applicable | Locally |
| Report of first aid/other medical intervention on campus (urgent: severe) | Call Emergency Services 222 (on campus) or 01202 962222 (off campus), | Head of Student ServicesProgrammes Administrator Student’s GP | Emergency services may take actionHoSS will advise if Fit to Study procedures may applyMit Circs may be applicable | Centrally |
| Report of historic medical intervention (minor to moderate) | Programmes Administrator | Student’s GP | Mit Circs may be applicable | Locally |
| Report of historic medical intervention (severe) | Head of Student Services | Programmes AdministratorStudent’s GP | HoSS will advise if Fit to Study procedures may applyMit Circs may be applicable | Locally |
| Victim of crime (minor) | Student to be encouraged to contact Police to report | Refer student to:Wellbeing Service for personal support.PA (Mit Circs) | Student may be offered personal support from Student WellbeingMit Circs may be applicable | Locally |
| Victim of crime (Major) | If crime recently committed on campus – SIOIf crime off campus or not recent - Police | Refer student to:Wellbeing Service for personal support.SARC (sexual assault)PA (Mit Circs) | Student may be offered personal support from Student WellbeingMit Circs may be applicable | Centrally |
| Reported disability/additional learning difference but not registered with ALS | Contact the ALS team for general advice. This can be obtained without providing the student’s name if preferred. |  | Student may be eligible for ALS support and/or reasonable adjustmentsMit circs may apply | Locally |

1. Registration No: Z6608237 [↑](#footnote-ref-1)