

Emergency and Trusted Contacts Policy



Scope: All students of City St George's, University of London

Summary: All students must provide details of an 'Emergency Contact' during the registration process and are encouraged to provide up-to-date details of a 'Trusted Contact' on an 'opt in' basis and to ensure that these details remain current during their period of registration. This Policy sets out when we would access this information and how it would be used. It has been developed in line with relevant UK legislation and current best practice and UUK Guidance about information sharing and suicide prevention.

Date approved/re-approved: May 2025

Date for review: To be reviewed on an annual basis, with allowance for updates. **Effective from:** September 2025

Equality and Diversity Statement

City St George's, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, for our whole community, including staff, students and visitors. The university will meet its obligations under the Equality Act 2010 in its policies and seek to eliminate discrimination on the basis of age, disability, sex, gender reassignment, gender identity, marital status, pregnancy, caring responsibilities, race, nationality, ethnic origin, religion and belief and socio-economic background.

Emergency and Trusted Contacts Policy

City St George's has a responsibility to equitably protect the health, safety and wellbeing of students and staff. As the University of business, practice and the professions, we will support you to develop healthy habits that help to look after your health and wellbeing. As part of this, we encourage all students to maintain a support network of individuals that they trust and can call on for advice and guidance when experiencing challenges. When you register with us, it is mandatory to provide up-to-date details of the person that we should contact in the event of an emergency. We also recommend that you provide the current details of a trusted contact on an 'opt in' basis. Your Trusted Contact may be contacted if we have significant concerns about your wellbeing and believe they could help us in supporting you at that time.

Emergency Contact

An Emergency Contact will usually only be contacted in the event of an emergency that has occurred when there is serious concern for your health and safety. This may be in the event of a medical emergency or hospital admission, a serious incident or if we have been unable to contact you. Providing details of an Emergency Contact is a mandatory part of registration as a student with us. By providing these contact details, you consent for us to reach out to your designated Emergency Contact.

Trusted Contact

A Trusted Contact may be contacted to support you as a proactive, preventative measure. This may happen if we believe your physical and emotional wellbeing, or that of others, is at significant risk. Your Trusted Contact's knowledge of your situation will help us to support you and deescalate any imminent factors affecting your wellbeing. Contacting your Trusted Contact will only happen when we have serious concerns that you are at significant, imminent risk and where we believe you or others may come to serious or lasting harm. We will not make contact to discuss your academic progress.

We use the term 'Trusted Contact' because it is important you have a trusting relationship with the individual you select, and you feel comfortable for information about your wellbeing to be shared with them. You should be confident that they will respect your confidentiality and can act in your

best interests. When selecting a person to nominate, you should consider how they will be able to support you and whether it is appropriate for them to do so. You do not have to provide us with the details of a Trusted Contact, but we strongly encourage you to do so. If you do not, we may decide to notify your Emergency Contact if we are very concerned about your wellbeing. For example, if a student was at imminent risk of a mental health crisis.

Who can be an Emergency Contact?

Your Emergency Contact should be an adult (over 18). It is important that your Emergency Contact knows you well and understands your medical history. In most cases this would be a parent, guardian, spouse or other close family member. An Emergency Contact should be available and able to support you if we contact them. By providing these contact details, you consent for City St George's to reach out to your designated Emergency Contact.

Who can be a Trusted Contact?

The person you name as Trusted Contact must be an adult (over the age of 18). It is important that they know you well and are able and willing to act in your best interests to support you. Your nominated Emergency Contact can be the same person as your Trusted Contact or a different individual; it is entirely your choice. It may be your parent, a guardian, spouse, other close family member or dependable friend.

Emergency and Trusted Contact Data

It is your responsibility to notify the individual(s) that you provide as your Emergency and/or Trusted Contact and gain their consent to share contact details with us. You should explain that they may be contacted by City St George's in the event of an emergency that has occurred where there is serious concern for your health and safety (Emergency Contact) or where there are serious concerns for your wellbeing (Trusted Contact). Please share the Emergency Contact Information Sheet and/or the Trusted Contact Information Sheet with them as appropriate. These are provided at Appendix 1.

The contact details that you provide will be securely held on our electronic student records system. You should provide all requested contact methods for your Emergency and Trusted Contact so that we can get in touch quickly if required. By sharing this information with us, you have confirmed that you have obtained the consent of your Emergency and/or Trusted Contact to do so. The information will only be accessible by staff on a 'need to know' basis should we become very concerned about your health and safety or wellbeing.

All decisions about information sharing in the absence of your consent will be made on a case-by-case basis, in accordance with the individual circumstances of each situation.

You can update the details for your Emergency and Trusted Contact at any time and as part of reregistration, you will have opportunity to refresh these details on an annual basis. Whilst the contact details remain on your student record, we will accept this as permission to use the information in accordance with the process outlined in this policy. You are responsible for keeping this record up to date.

City St George's is committed to handling data with care and ensuring compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR) which set out the legislative framework for managing personal data. We collect Emergency and Trusted Contacts data for the purpose of supporting you when we have serious concerns about your health and safety or wellbeing.

Emergency and Trusted Contacts data is held in accordance with the Data Protection Act 2018 and UK GDPR. Emergency and Trusted Contacts data will be retained for a limited period, as stipulated in City's [Data Protection Policy](#), in accordance with the DPA 2018 and UK GDPR, and shall not be used or shared for any other purposes. For more information about your personal data that we collect and how we use this, please see the [Student Privacy Notice](#).

When we will get in touch with your Emergency and/or Trusted Contact

Authorisation to speak with an Emergency Contact and/or Trusted Contact must be approved by the Director of Student Experience and/or their nominee.

Any decision to get in touch with your Emergency and/or Trusted Contact or to share personal information without your consent would be taken by senior, specialist staff from Student Health & Wellbeing & Safeguarding who are experienced in supporting student welfare and wellbeing. We will make every effort to seek your consent in advance, however there may be times when this is not possible.

We would usually inform your Emergency Contact in response to an adverse situation that has already occurred.

Before deciding to contact an Emergency and/or Trusted Contact, usually at least two of the following staff will discuss your unique situation:

- Head of Student Health & Wellbeing (or a nominated senior member of staff in Student Health & Wellbeing)
- Head of Student Support and Designated Safeguarding Lead (or a nominated senior member of staff in Student Support)
- Director of Student Experience (or a nominated senior member of staff in Student Experience Directorate)
- Academic Registrar (or a nominated senior member of staff in Academic Services)

If you are under the age of 18, a decision will be taken in consultation with the Designated Safeguarding Lead.

Decision to reach out to Trusted Contact

Informing your Trusted Contact is a pro-active, preventative step if we have serious concerns for your wellbeing. When this is the case, the senior staff listed above will discuss your current level of risk, your recent behaviour, your previous engagement with support, our knowledge of your medical history, concerns others may have shared, concerns about your capacity to make safe decisions, whether sharing information with others may increase the risk of harm to you or another person and what support you most need to keep you safe.

Record Keeping

Whenever we share personal information about a student with their Emergency and/or Trusted Contact, we keep a record of the justification for this decision, the nature of the information shared, with whom, and the time and date of the disclosure. This information is securely held within our case management system. Access to the data is restricted to staff with responsibility for student Health and Wellbeing.

City St George's reserves the right to contact an Emergency and/or Trusted Contact without consent if we consider it in your vital interests to do so including where there may be a risk to life or serious harm.

This policy has been developed in line with relevant UK legislation and current best practice and UUK Guidance about information sharing and suicide prevention. We will keep this policy and the collection of Trusted Contacts data as 'opt in' under review, to be updated in accordance with sector best practice guidance.

Policy Title	
Emergency and Trusted Contacts Policy	
Policy Enabling Owner and Department	Responsible for Implementation and Department
Sian Thurgood, Director of Student Experience James Saward, Head of Student Health & Wellbeing	Sian Thurgood, Director of Student Experience James Saward, Student Health & Wellbeing Jenny Laws, Academic Registrar
Approving Body	Date of Approval
Safeguarding and Prevent Steering Group and SLT	June 2025
Last Reviewed & Version	Review Due Date
New Policy May 2025	May 2026
Publication of Policy (<i>tick as appropriate</i>)	
For public access online (internet)? <input checked="" type="checkbox"/>	For staff access only (intranet)? <input type="checkbox"/>
Website Link:	Intranet Link:
Storage of Policy (<i>Previous versions of the policy must be stored in the drive by the author</i>)	
Drive Address:	
Queries about this policy should be referred to	
Student Health & Wellbeing	

Appendix 1

Information to share with your Emergency Contact

Thank you for agreeing to be listed as my Emergency Contact with City St George's, in accordance with the [Emergency and Trusted Contacts Policy](#).

What is an Emergency Contact?

Emergency Contact: Someone that knows me well and understands my medical history. City St George's may reach out to an emergency contact in the event of a serious incident or concern about a student's immediate health and safety. This could be in the event of a medical emergency or hospital admission, a serious incident or if the University has been unable to make contact. Providing details of an Emergency Contact is a mandatory part of registration as a student.

Why I'm Asking for Your Consent

City St George's requires students to inform and gain consent from anyone they wish to list as a contact. This ensures you:

- Understand your role
- Are aware of the type of information that may be shared
- Agree to your contact details being securely stored by City St George's and used for this purpose.

What You're Agreeing To

By giving me your verbal consent, you agree that:

- I can share your name, relationship to me, and contact details (address, email and telephone number) with City St George's.
- Your name, relationship to me, and contact details will be securely held on City St George's electronic system.
- You may be contacted only in specific circumstances where there is a serious concern about my safety or wellbeing. This means that you should be available and able and willing to provide support when needed.
- You can withdraw your consent at any time by contacting me.

The contact details that you provide to me will be securely held on City St George's electronic student records system. The information will only be accessible by staff on a 'need to know' basis.

Emergency Contact Data

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Information to share with your Trusted Contact

Thank you for agreeing to be listed as my Trusted with City St George's, in accordance with the [Emergency and Trusted Contacts Policy](#).

What is Trusted Contact?

Trusted Contact: Someone who knows me well and is able and willing to provide support if needed. This is a person that City St George's may contact if there are serious concerns for a student's wellbeing. A Trusted Contact may be contacted to provide support if City St George's believes that a student's wellbeing, or that of others, is at significant risk.

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