



## Campus Mum – Safeguarding & Wellbeing Policy (Adults 18+)

**Effective date:** 16 January 2026

**Last reviewed:** 16 January 2026

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### 1. Purpose of This Policy

Campus Mum is committed to promoting the safety, dignity, autonomy, and wellbeing of all individuals we support.

This policy sets out how we:

- recognise vulnerability and risk
- respond to wellbeing concerns
- manage safeguarding-related disclosures
- escalate emergencies
- protect staff, students, and our organisation

This policy applies to **adults aged 18 and over only**.

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### 2. Scope

This policy applies to:

- Students and service users (18+)
- Parents and family members (where consented)
- Website users
- Complainants
- Employees
- Contractors and consultants
- Volunteers



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- Recruitment candidates
  - Third-party service providers where relevant
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### 3. Our Legal Position

Campus Mum provides **non-clinical**, **non-medical**, and **non-legal** support.

We are:

- Not a healthcare provider
- Not a mental health service
- Not a statutory safeguarding authority
- Not a guardianship service for minors
- Not a crisis intervention service

We support **adults**. Adults retain autonomy, agency, and decision-making rights unless there is an immediate risk of serious harm.

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### 4. What Safeguarding Means for an Adult Service

Safeguarding in an adult context means:

- Supporting wellbeing
- Recognising vulnerability
- Preventing harm where possible
- Responding proportionately
- Respecting autonomy
- Escalating emergencies appropriately

We do **not** supervise, control, or replace personal responsibility.

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## 5. Key Principles

Our safeguarding and wellbeing approach is based on:

- Respect for autonomy
  - Informed consent
  - Least intrusive response
  - Proportionality
  - Confidentiality
  - Safety first
  - Accountability
  - Documentation
- 

## 6. Types of Concerns We May Encounter

We may become aware of:

- Mental distress
- Loneliness or isolation
- Culture shock
- Financial stress
- Housing insecurity
- Harassment or exploitation
- Academic stress
- Relationship difficulties
- Substance misuse concerns
- Unsafe living environments
- Self-harm disclosures
- Threats of harm
- Missing person situations

This list is not exhaustive.

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## 7. What We Will Do

We will:

- Listen respectfully
  - Take concerns seriously
  - Encourage appropriate support
  - Signpost to professional services
  - Document serious concerns
  - Escalate emergencies
  - Act in good faith
  - Protect confidentiality where possible
- 

## 8. What We Will Not Do

We will not:

- Provide therapy or counselling
  - Provide medical treatment
  - Diagnose conditions
  - Replace statutory services
  - Force decisions on adults
  - Act as guardians
  - Detain or restrain individuals
  - Monitor behaviour
  - Act as crisis responders
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## 9. Consent-Based Approach

Because we support adults:

- We will not share personal information without consent
- We will not contact parents without consent



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- We will not contact universities without consent
- We will not contact landlords without consent

Consent can be:

- Withdrawn at any time
- Limited in scope
- Time-bound

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## 10. Emergency Override (Vital Interests)

We may override consent where we reasonably believe there is:

- Immediate risk of serious harm
- Threat to life
- Risk of exploitation
- Severe mental health crisis
- Missing person risk
- Serious criminal risk

In such cases we may contact:

- Emergency services
- University welfare/security
- Local crisis services
- Relevant authorities

We will:

- Share only what is necessary
- Record our decision
- Document reasoning



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## 11. Boundaries of Responsibility

We are not responsible for:

- Clinical treatment
- Medication
- Medical monitoring
- Legal protection
- Immigration enforcement
- Academic assessment
- Third-party actions
- Private decisions

We provide **support**, not **control**.

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## 12. Low-Level Concerns

We treat low-level concerns seriously.

Examples:

- Boundary discomfort
- Inappropriate communication
- Conflicts of interest
- Over-reliance
- Emotional dependency
- Gifts or money offers

Staff must record and escalate low-level concerns internally.

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## 13. Staff & Contractor Responsibilities

All staff, contractors, and representatives must:



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- Act professionally
- Respect boundaries
- Maintain confidentiality
- Avoid dual relationships
- Not accept gifts or money
- Avoid personal dependency
- Report concerns
- Not promise secrecy
- Follow this policy

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## 14. Reporting a Concern

Concerns can be raised by:

- Students
- Parents (with consent)
- Staff
- Contractors
- Third parties

Reports can be made via:

- [contact@campusmum.com](mailto:contact@campusmum.com)
- +44 (0) 7980 008401

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## 15. How We Handle Concerns

We will:

1. Acknowledge receipt
2. Assess seriousness
3. Determine consent requirements
4. Consider escalation
5. Document actions
6. Follow up where appropriate



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## 16. Confidentiality

We respect confidentiality.

However, confidentiality may be breached where:

- There is risk to life
- There is serious harm risk
- We are legally required
- There is criminal activity

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## 17. Record Keeping

We maintain secure records of:

- Serious concerns
- Escalations
- Decisions
- Outcomes

Access is restricted.

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## 18. Training & Awareness

Staff and contractors receive:

- Policy induction
- Boundary training
- Escalation awareness
- Confidentiality guidance



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## 19. Data Protection

All safeguarding data is processed under our **Privacy Policy**.

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## 20. Policy Review

This policy is reviewed annually or sooner if required.

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## 21. Contact

Safeguarding & wellbeing concerns:

**Campus Mum Ltd**  
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