



PEMBROKE
COLLEGE OXFORD

Student Trusted Contact Policy

1. Providing and updating trusted contact details

- 1.1 The University requires that you provide the contact details of a preferred trusted contact for emergencies, a person (such as a family member, friend or guardian) who has agreed to be contacted on your behalf in the event of a serious emergency.
- 1.2 Your trusted contact must be an adult who is willing and able to support you in an emergency or crisis (including a mental health crisis). We expect that for most students the trusted contact will be a parent or guardian. However, the student could choose another responsible adult.
- 1.3 Your trusted contacts should not be other students (other than in exceptional circumstances*).
- 1.4 Students should ensure that the trusted contact is aware that they have been nominated and that their contact details will be given to the college. It is expected that students will explain to the trusted contact under what circumstances they might be contacted.
- 1.5 An English speaker, ideally UK-resident is preferred. Please ensure that you indicate if your contact is not an English speaker.

If you can, you should also provide details of up to two alternative emergency contacts who will be contacted if your primary contact cannot be reached.

- 1.6 Students are asked to keep these details up to date and may change these and other personal details on an annual basis or at any time using the University Self-Service. The college will assume that the information is up to date and may need to use it without being able to check with the student first.

Further guidance can be found in the [Student Privacy Policy](#).

* E.g. where a student lists their spouse or long-term partner who also happens to be a student; or e.g. where students are estranged or care-experienced.

2. Concerns for Life

2.1 The college can use trusted contact information (without prior consent) where is in the student's 'vital interests' to do so. This will usually be a scenario where we have demonstrable concerns for the life of the student e.g.:

- Where the college is aware that a student has been admitted to hospital as an emergency, or collected by the emergency services, in what appears to be a potentially life-threatening condition;
- Where in the opinion of the college it is not possible to reasonably keep a student safe, where there may be a threat to their life and assistance from the trusted contact is needed.

In this type of scenario, in addition to attempting to contact the trusted contact, if requested, the college will pass the trusted contact details to the police in line with our legal responsibilities.

3. Concerns for Well-being

- 3.1 It may also be in a student's best interests for the college to use the trusted contact in other situations where there is a significant concern about a student's health or safety, but the college must have a student's consent for this.
- 3.2 If a student consents to the use of their trusted contact in this way, the student will still be consulted prior to college making any contact, if this is possible. If this is the case, the college welfare team will take time to discuss the options with the student at the time of need, and will take the student's wishes into consideration, but may get in touch with the trusted contact on the basis of the prior consent, over-riding the student's wishes if this is considered necessary.
- 3.3 If the student has not given prior consent to the use of their trusted contact in this way, the college will actively engage and discuss with the student the opportunity to consent at the time concerns are raised. However, if the student has not given prior consent, then the college will only be able to contact the trusted contact in a 'life or death' situation, or with the student's specific consent at the time the concerns have been raised.
- 3.4 Examples of circumstances when a decision might be made to get in touch with the trusted contact include but are not limited to:

Serious physical or mental illness or concerns about behaviour that might mean that someone is seriously unwell.

When a student is seemingly missing (e.g. has missed key events, a prolonged lack of contact or a lack of response to direct requests for contact, and efforts to contact or locate the student have been unsuccessful). [Please see our Missing Persons Policy here.](#)

4. College Procedure

- 4.1 Any decision to make contact with a student's trusted contact will be taken by a nominated college officer with the agreement of at least two college officers and you will normally be informed.

5. Non Emergency contacts

Trusted contacts are not routinely updated about any aspect of the student's life at college. In line with the college's [confidentiality policy](#) we will not normally be able to respond to

queries about the student from the trusted contact or any other family member or friend. Those nominated will only be contacted when there is a significant concern about the student's health or safety.

Author	Approved by/Date	Review Date
Annette McCormack	Welfare Committee	May 2023
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