

LIPA

Student Trusted Contacts FAQ

What is a trusted contact?

A trusted contact is someone who a student nominates to act in a similar way to a next of kin. Usually, a trusted contact is someone already part of a student's support network, such as a parent, carer, or close family member. However, a trusted contact can be any individual over the age of 18. A trusted contact might be someone a student talks to about how they are settling into university life and someone they rely on for advice and support. We encourage students to choose someone they trust and who they can ask for help.

Why do I need to provide a trusted contact?

LIPA is committed to fostering a culture of care and protecting student welfare. As part of this commitment, we ask all students to provide up-to-date contact information for a trusted contact.

What do I need to do if I am a student?

Students should obtain their chosen trusted contact's permission to fulfil this role before they register with us, to make them aware of what the role entails and that their contact details will be shared with LIPA. A good way of doing this is by sharing this FAQ with a chosen trusted contact.

What do I need to do if I am a trusted contact?

If you are outside of LIPA and you are urgently concerned about a student's safety, please contact the LIPA reception (0151 300 3000). If it's not urgent, you can contact the LIPA Student Wellbeing and Disability team (wellbeing.disability@lipa.acuk, 0151 330 3013).

When will LIPA contact a student's trusted contact?

LIPA will use information about trusted contacts very infrequently, and we will try to involve students in any decision where we are considering contacting their trusted contact. We may contact a trusted contact if we have a reason to believe a student's welfare or safety is at significant risk. We will always consider the impact of such contact on the student and any concerns we have for their wellbeing.