

Witness Name: Claire Thompson

Statement No: WITN0033001

Dated: 19 September 2025

THE NOTTINGHAM INQUIRY

FIRST WITNESS STATEMENT OF CLAIRE THOMPSON

I, Claire Thompson, of the University of Nottingham, University Park, Nottingham, NG7 2RD (the “**University**”), will say as follows: -

INTRODUCTION

1. I have been employed by the University since 2007. My job title is Associate Director (Student Wellbeing), which means I am head of wellbeing. Wellbeing includes mental health services. I previously worked as an Approved Social Worker, specialising in adult mental health.
2. This witness statement is made to assist the Nottingham Inquiry (the “**Inquiry**”) with the matters set out in the Rule 9 Request dated 26 June 2025.
3. I have a BSc in Psychology and Certificate in Social Work. I was a support worker in a residential setting for adults with mental health problems and also an assistant social worker in a child protection team. After qualification as a social worker, I worked in Community Mental Health Teams as a social worker and was approved under the Mental Health Act 1983 as an Approved Social Worker, which involved significant mental health training. I also worked for the training unit and trained other social workers working towards approval under the Mental Health Act 1983.
4. I then took on the role of mental health advisor at the University in 2007 and I

set up and established the Mental Health Advisory Service (“MHAS”). I then was recruited into the role of Head of Student Welfare in 2014 which later developed into my current role of Associate Director (Student Wellbeing) - although it is essentially the same role.

5. I report to the Director of Student Experience. I am responsible for line managing the Support and Wellbeing team, the Counselling Service, MHAS, the Report and Support team and the Health Improvement team. (The Report and Support Team is responsible for responding to reports made on the Report and Support platform. That is a platform for students to report issues such as harassment, hate crime, sexual assault and the like, which was set up in 2021.) I supervise the Head of the Specialist Wellbeing services, the Senior Manager for Support and Wellbeing, the Senior Manager for Safeguarding and the Senior Manager for Health Improvement. By way of supervision, I meet once a week with these individuals to discuss any cases and to address any issues that may arise within these services. In my role as the Associate Director for Student Wellbeing I am also a point of escalation. My team of senior managers are experienced and know when to escalate so generally only the most serious of issues are escalated to me.

6. I am asked what training I received. The professional training and experience I had before working at the University was the key training I have used as my work involved supporting adults with mental health problems including in crisis. I have at the University received ongoing training in safeguarding and have been trained in other wellbeing related areas such as sexual and domestic violence, hate crime, anti-racism etc. Safeguarding training includes an element of risk assessment. As an Approved Social Worker, I was well versed in assessing risks. However, the University does not train members of MHAS in structured mental health risk assessment as we do not have a formal role in assessing the risks associated with mental illness, unlike an Approved Mental Health Professional (“AMHP”) or a clinician. Generally, it is not the role of the University to assess risk in this way, but we will raise any concerns we have with the police and NHS colleagues to support their risk management. Having said that, in any given situation dealing with a student with mental

health difficulties, I am automatically considering risk as part of our assessment, although in a less structured way. That is part of our decision-making about what steps we might need to take, and whether we need to refer to professionals. If we thought that the student might be a danger to themselves or others then we would escalate to other services. I found the training I received appropriate for my role.

7. The University's Support and Wellbeing team are based in schools and faculties to provide advice and support to students with regard to their wellbeing and to help them access more specialist services when needed. They also provide advice to staff within the schools and faculties. The Support and Wellbeing teams are based in the schools to enable a positive relationship with the schools to develop. Each school has a named Support and Wellbeing lead.
8. The Counselling Service provides a year-round service for all students. The team comprises qualified counsellors who are experienced in supporting University students. We offer a range of services including groups and workshops and individual, short term, brief intervention counselling. A counsellor helps students to reflect on their situation and to think about their needs and possible choices. On average, our students access counselling for between 1-4 sessions with appointments usually being spaced to enable time for reflection between sessions.
9. MHAS is there to provide support to students experiencing more long term significant mental health problems, to help them access support from statutory services (NHS, local authority, social services, police) and to help them progress in their studies. Mental Health Advisors have core professional training (Social Work, Occupational Therapy, Community Psychiatric Nursing, Psychology) and have significant experience working in NHS secondary mental health services. Using a recovery model, the team works closely with the University and external services to support students – the aim is that students develop strategies which mean they can remain at University and thrive, to maximise their University experience. The team also respond to

concerns that students are experiencing crises, again helping them to access the support they need from statutory services if needs be. We have many students who study successfully who experience mental illness including students who are detained under the Mental Health Act, who make good recoveries and return to complete their courses and continue their journey of recovery.

10. I am asked about relevant guidelines and procedures. Our Quality Manual contains a number of relevant procedures. The Identifying and Responding to Students in Difficulty guidance is intended to help staff to understand their roles and responsibilities towards students in difficulty, the remit of the various University services and how they can be accessed [UNIN0001820].

11. There is also guidance provided to students in lots of different ways, before they arrive, and at their induction talk at University, and via campaigns to highlight wellbeing and mental health resources. Again, that sets out the remit of the various services and how to access them. There are online resources on the intranet, including dedicated wellbeing pages. Students were also signposted to services through a guide called 'Are you Worried about Another Student at the University of Nottingham?', first produced around 2020 [UNIN0001822].

12. A Student Health and Wellbeing Strategy document has been in place for 2 years [UNIN0001823]. There are also MHAS FAQs for referrers which have been in place for many years [UNIN0001811]. There is no policy that sets out the process of risk assessment – again, because we do not have a formalised risk assessment process.

13. I am asked about the relationship between academic staff, the Support and Wellbeing team and MHAS. The Support and Wellbeing team are based in schools which helps to build a close relationship with academic staff. MHAS will speak to academic staff as needed, such as when further information about a student is needed to make a decision about how best to support them. It is a good relationship. There is now a confidentiality statement in place

which explains how information is shared internally [UNIN0001812]. That was created in 2023.

14. MHAS has significant interaction with colleagues from NHS services, in particular with the Early Intervention in Psychosis team (“EIP”), the Crisis/Home Treatment teams and Department of Psychological Medicine, which is the NHS service providing urgent mental health assessment at the hospital. There is no information-sharing agreement between the University and the NHS. We will share information with the NHS teams when we have concerns but understand that the ability of the teams to share information with us is more difficult as we are not a statutory service. We would generally try to get students’ agreement for information sharing from the NHS to us if they have capacity. If the student does not give agreement, then the extent to which information was and is shared varied widely. Often information is not shared with us that we feel we would want to have known to better support the student but we appreciate the difficulties. Local wards would generally give us more information than wards elsewhere (students were at times moved to other hospitals out of area, for example if there was no local bed available). We can get frustrated by service responses to concerns at times but again appreciate the stresses on NHS colleagues in terms of staffing, access to inpatient beds etc. which can impact on service delivery. I do not usually interact with NHS mental health services myself, because the seniority of my role means that I am less involved in the operational side of supporting students.

15. I have very occasional contact with the police. Generally, MHAS does not have direct liaison with the police. Police contact has mainly been through our Security team who lead on this relationship. It has in the past been difficult to access information from the police who again are limited by the fact that we are not a statutory agency. The police therefore do not share risk information with us but will share this with NHS colleagues who will assess and manage any risk. There is now a police officer based at the University so I have much closer liaison with the police now. It is now much easier to get information that I need although it is limited to Nottinghamshire incidents and it remains difficult to obtain information about students’ interaction with other police forces. We

have had situations where we have been concerned about a student being missing but have been told by police that they won't let us report someone as missing; we have to raise a concern with the student's emergency contact and ask them to report the student as missing.

16. I am asked to exhibit any policies or procedures which regulated the relationship between the University and the police or external mental health services [UNIN0001829, UNIN0001807].

17. I am asked what actions I would or could take in my role if I had concerns that a student was mentally unwell. I would refer them to MHAS. If the situation was urgent I would refer to the MHAS duty system which would mean the student receives support swiftly, usually that day. I will often speak directly to a team member especially if I have more immediate concerns. If I was concerned that a student posed a risk to the safety of others I would escalate to my line manager, the Director of Student Experience, and I would also speak to the Security team who would make an assessment about whether to involve the police or how else to manage the situation.

18. I am asked in what circumstances I would expect someone working in the teams I managed to contact NHS mental health services or the police in respect of a mentally ill student. This is difficult to answer as 'mentally ill' covers a wide spectrum of difficulty. If we are concerned a student is becoming unwell, we would advise them to contact their GP. If they are showing signs of being more acutely unwell then we may refer to teams such as Crisis and EIP as well as contact their GP if we have GP details. We would not usually involve the police unless there were specific issues around the student's safety or that of others.

19. I am asked about the Fitness to Study Process, which was a process which was used to try and enable students who were struggling with their study to more effectively engage and progress [UNIN0001824, UNIN0001825]. This has now been replaced by the Support to Study process from the 2023/2024 academic year [UNIN0001826, UNIN0001827]. The process under Fitness to

Study was led by Hayley Crawford who was a senior administrator in the Campus Life Division. Referrals were generally made by schools, and my involvement would usually be that I was asked for input in escalating cases to stage 2 or stage 3 of the process. I would sometimes chair the panels. The process included the ability to take urgent action; we could ask for an emergency assessment under stage 3 and suspend a student while a panel was convened. Those policies are about doing everything we can to enable a student to stay with us and complete their studies.

20. Students with mental health issues are sometimes supported under the Support to Study process. For example, they may have an informal Stage 1 meeting with the aim to get an action plan in place to support them with their studies. If someone was very unwell and there was a risk to others when they were unwell the main tool that we would look to would be the Mental Health Act. We would not really be considering the Fitness to Study process.

CHRONOLOGY

21. I have been asked to set out a chronological account of my contact with Valdo Calocane, who I will refer to as Valdo throughout this statement, as I use first names generally for students. I did not have any direct interactions with Valdo and his family, or with NHS or police about him. My interaction was only with University staff.

Events in 2020

22. I believe that my first contact about Valdo was on 1 June 2020. I received an email from Paige Smith, a Support & Wellbeing Officer in the Faculty of Engineering. Paige forwarded an email that she had received from Valdo's mum to say that Valdo had been admitted to hospital due to his mental health [UNIN0000801]. I responded by email, writing:

"Hi Paige, Thank you for forwarding this. I am sending this to the MH team so

they can follow up.

If a student has been admitted to hospital with poor mental health it should always be referred through to the MH team so they can offer support.

I hope you are keeping well.

Kind regards

Claire" [UNIN0000140].

23. This was the first time that Valdo came to my attention, and the first I knew about his mental health issues.

24. I sent Paige's email through to MHAS for them to pick up [UNIN0000140]. We have a duty system, which enables anything urgent to be picked up. As Valdo was in hospital, the situation was contained, but it was still important to ensure that the correspondence was actioned so that MHAS could liaise with the relevant organisations.

25. Eleanor (Ellie) Turner, Head of Student Wellbeing (Mental Health) and Head of MHAS, picked up this case. I didn't have any direct correspondence with Valdo. My involvement was to talk through with Ellie any concerns that she had. Ellie and I have scheduled catch ups once a week, but also speak outside of these catch ups, as and when necessary. The information which I had about the reasons for Valdo's admission was largely the information from the emails and some conversations with Ellie. I became aware that he had scared a woman who had jumped out of a window. When I referred Valdo to MHAS, I envisaged that there would be contact with the ward to gain more information and to offer support to the student.

26. After this initial involvement at the start of June 2020, my next contact about Valdo came in July 2020. I became aware that Valdo had been detained under section again. I was copied into an email on 23 July 2020 [UNIN0000620] in which Ellie informed Stuart Croy about that further admission. Ellie was taking the lead for MHAS in liaising with the ward about Valdo. Ellie and I spoke about the concerns she had; she was very concerned about a plan to

discharge Valdo back to accommodation in Nottingham and thought he should return home to continue his recovery. She was concerned that the psychiatrist was not taking risks on board. I could see that these worries were having a real impact on Ellie.

27. On 30 July 2020, Ellie emailed Geoff Culpin, the assessing AMHP, in order to raise concerns about the plan to discharge Valdo back to his Nottingham address. I believe that Ellie and I spoke about this e-mail to Geoff before she sent it, but I cannot recollect this for sure. The AMHP has a central role when someone is detained and it was hoped that he could provide a view about discharge risk and speak to the psychiatrist about concerns. Geoff informed Ellie that he would forward her concerns on to the ward for their consideration. Ellie shared with me the correspondence that she had had with Geoff. Ellie conveyed her frustration that the AMHP did nothing except forward her concerns to the ward, and I shared her view that it was not a helpful response, by email on 30 July [UNIN0001084].

28. I shared Ellie's concerns. As well as contacting the AMHP, I was aware that Ellie raised strong concerns to the Responsible Medical Officer (RMO) and the ward about the plan for Valdo to be discharged back to his accommodation. I think that the University through MHAS went above and beyond to raise our concerns, which we felt it important to raise and document. I recollect that we both felt very concerned about what we felt was a lack of consideration of risk in allowing Valdo to return to his Nottingham accommodation. I did not feel from my conversation with Ellie that her concerns were listened to by NHS mental health services and she had to be very persistent in voicing her concerns. It felt like the hospital and others in the NHS weren't taking seriously the behaviour that had led to Valdo's admissions. Ultimately, they are responsible, and we knew that they had more information than we did, and more expertise in assessing current risk, so all we could do was share our concerns as explicitly as we could with the people responsible for Valdo's care. I don't identify anything else that could have been done by the University or myself or the teams I lead.

29. Valdo was discharged on 31 July 2020. That was outside term time and so he would not be attending any classes or be on campus. I am asked whether I had any contact with the University's accommodation/residential services in light of these concerns. I did not: Valdo was not in University accommodation therefore I had no reason to contact them, I did however believe he had gone home to Wales.

30. I am asked about police actions at this stage. I do not believe that the police were involved in the discharge process. As far as I am aware, the police would not usually have a role in the discharge of a detained patient.

31. After 30 July 2020, I did not have any contact about Valdo until January 2022. I was not made aware that Valdo had interrupted his studies in November 2020 and would not expect to have been made aware. I understand that the process was led by Ellie Turner who would only involve me if there was an issue.

Events in 2021

32. I understand now that in September 2021, Valdo assaulted police officers who attended in support of a Mental Health Act assessment and he was detained under section 2 of the Mental Health Act 1983. MHAS was not made aware of this. It would have been useful to have known this as it would have enabled us to consider with Valdo and professionals whether he was well enough to return to his studies and would also have helped us to provide support to Valdo. It might conceivably have led to the start of a Fitness to Study process if we thought that there were concerns which could impact on the community.

Events in 2022

33. On 15 January 2022, there was an incident at Valdo's accommodation, which was off campus third party student accommodation, where Valdo was living at the time. One of his flat mates had reported to the University that Valdo had

trapped him and another individual in the flat. The police had attended but Valdo had been allowed to remain in the flat. This incident was brought to my attention on 17 January 2022 via a report made by Chris [GRO-B] the flat mate. The name was familiar to me and so I contacted Ellie to check MHAS's previous involvement with Valdo. Ellie confirmed that Valdo was known to her but that he hadn't had any contact with MHAS since August 2020 [UNIN0000157].

34. I advised the Residential Experience team ("ResX") of this and informed them that Ellie would make contact with Valdo the next day. I advised them that if there were any further concerns about Valdo or his behaviour that evening, that it would be best to call the police for support and that it may be worth checking in with the other students in the flat that evening [UNIN0000260].

35. I spoke to the student who reported the assault, Chris [GRO-B] on 17 January 2022 and made a handwritten note [UNIN0001804], and a note on Report and Support [UNIN0000362] and on a critical incident log [UNIN0000157]. Chris explained that the incident had happened on Saturday night, that police had attended, that accommodation services were trying to find somewhere else for him to stay, that there had been issues the previous night with Valdo and there had been ongoing issues around cleaning. I told him that if he had concerns about his personal safety or anyone else's safety he should ring the police. The purpose of a critical incident log was to keep a record of actions following critical incidents – this was not a critical incident but I wanted to record it. It was shared with my line manager, Kirsteen Coupar, the Interim Director of Student and Campus Life.

36. I spoke to Chris Hoskins, Residential Experience Manager from the ResX team, on 17 January 2022 who explained that he had not been able to reach Valdo that day, but that he would try again that evening [UNIN0000157].

37. I spoke to Ellie Turner later that day who went over the previous contact with Valdo. We agreed she would pick the case up first thing the next day.

38. I sent the incident report from Valdo's flatmate through to Ellie early on the 18 January 2022 [UNIN0000938]. We agreed the other students in the flat needed to be re-accommodated. Ellie had spoken to EIP who had shared information indicating that Valdo was deteriorating, which had not previously been shared with us: Ellie referred to that information as showing 'huge risks'.
39. A Mental Health Act assessment was due to take place that day but Ellie informed me on 19 January 2022 by email that the assessment had not gone ahead the previous day as there was no place of safety available in Nottingham and NHS mental health services considered that the risks that Valdo posed had been mitigated as the other students in the flat had, by this point, been moved to alternative accommodation [UNIN0001311].
40. Later that day, Ellie informed me that the AMHP and the police would be attending Valdo's accommodation at 1pm to execute the warrant and take Valdo to the Cassidy section 136 Suite for a mental health assessment (a section 136 suite is a place of safety for those detained under section 136 of the Mental Health Act where an assessment can be carried out) [UNIN0001485]. Chris Hoskins provided an update that afternoon that Valdo had been in his room when the police executed the warrant and that he had been taken for assessment. The assessment was due to take place around 3pm [UNIN0001528].
41. I recollect that Ellie informed me that Valdo's mental health assessment had gone ahead but that he was not detainable and had therefore been discharged back to his accommodation to access home treatment and crisis support. I relayed this information by email to my line manager, Kirsteen Coupar, Interim Student and Campus Life Director, and advised her that the consultant had been unable to say whether it was safe for Valdo to be in student accommodation, which had placed the University in a difficult situation. I informed Kirsteen that the other students were staying in alternative accommodation and that we could explore whether Valdo was willing to move

but that he would need to be in self-contained accommodation [UNIN0000152].

42. I advised Kirsteen that I would check with Valdo's academic department to see whether he was progressing academically and that if he was not, that we may need to urgently consider his fitness to study [UNIN0000152]. We did look at using emergency provisions under Fitness to Study – there was a complexity over whether we could use that procedure to make someone leave third party accommodation which we were trying to resolve but the process was not needed as Valdo agreed to leave the accommodation.

43. Later on 19 January 2022, I sent an email to the Support and Wellbeing Team in the Faculty of Engineering asking them to check how Valdo was engaging with his studies and whether there were any concerns [UNIN0000242]. Paige Smith responded on 20 January 2022 forwarding a summary from Valdo's Personal Tutor, Stewart McWilliam, who outlined some evidence of Valdo engaging with his studies. Stewart indicated that he had spoken to Valdo that day and that Valdo had confirmed that he was ok and had completed a take home exam [UNIN0000456]. I shared this information with Ellie and advised Paige that we had some concerns about Valdo outside of the course [UNIN0000600]. Paige then emailed me again on 20 January 2022 to let me know that another member of academic staff had let her know that Valdo had not submitted a coursework for the Internal Combustion Engines module, failed the progress test in December and submitted an exam over 8 minutes' late [UNIN0001641]. I forwarded this to Ellie [UNIN0000058].

44. The University was informed that the police were taking no action in relation to the assault as no-one had been harmed. The police did not liaise with us but students were strongly advised to ring the police if they felt at further risk. We were disappointed at the lack of action taken by the police.

45. I made an entry in my notes on 21 January recording a meeting with Ellie that reads '*Valdo – difficult risky case. He didn't engage with crisis teams since assessment, not taking medication, not taking Ellie's calls.*

Raleigh want Valdo to leave. We have requested a further assessment, but Crisis are saying it is an opt in and will only request an assessment if there is a further incident. AMPH rang but Mum was just upset, and they don't have a relationship and she's only involved when he's unwell. Ellie will contact Stonebridge' [UNIN0001804]. Stonebridge was the local Community Mental Health Team base. I don't have an independent recollection of this meeting.

46. I made a further entry in my notes on 24 January 2022 when I had a further meeting with Ellie [UNIN0001804]. My notes read:

"Re Valdo – spoke to Crisis who say he's complied with teams over the weekend – he meets them outside and puts meds in his mouth. But then refuses water and walks off.

Care co-ordinator shares our concern he was not detained. He dis-engaged over recent months and she is a part of his conspiracy theory. Gave a different number for him.

Ellie spoke to Valdo re his studies and accommodation. He doesn't think he's poorly. He has alternative accommodation so negotiating release from contract and moving out date. Won't show any details of alternative accommodation. He feels well and is refusing support.

Will follow up with PT Stuart McWilliam.

Have been no concerns with the school."

47. I made notes of another meeting on 25 January 2022 which read '*Check in with Ellie – Valdo has not taken her call or that of Crisis. Crisis are reviewing MHA assessment'*. [UNIN0001804]

48. I do not have an independent recollection of these meetings, but I was discussing Valdo regularly with Ellie as it was a difficult situation.

49. On 27 January 2022 Ellie provided an update that another Mental Health Act assessment had been arranged for Valdo and we were informed by Christopher Hoskins that Valdo had made the decision to leave his

accommodation. My recollection of this part of the chronology is unclear, but I can see from emails [UNIN0000145] that I was told that Valdo was leaving the accommodation.

50. I have set out all of the interactions between Valdo and the police which I am aware of, and all the occasions when he was detained which I am aware of. I was not aware of incidents in February and April 2022 when Valdo attempted to return to his accommodation.

51. I am asked whether the University commenced any disciplinary / misconduct investigation into the report of an assault by Valdo. As far as I am aware, there were no misconduct investigations. The assault on the student in the accommodation was followed by Valdo's detention under the Mental Health Act. In these circumstances we would identify this as a mental health issue and would respond to it through that route rather than a misconduct route.

52. As far as I am aware, Valdo was not asked by the University to undertake a Fitness to Study assessment at any time during his studies. We did consider using the process when Valdo was discharged in 2022 as set out above but did not for a number of reasons. He was being treated by the EIP team or the Crisis team which was managing his risk. We have to work with the recommendations and decisions which are made by the NHS experts; we ultimately have to accept the decision of the experts once we have flagged up risks to them. We are there to help manage and support students in our environment. There was a clear decision that Valdo was fit for home treatment. If, as here, someone is judged fit to be in the community then it is really difficult to say that they are not allowed to be at University. We were also aware that if we had used the Fitness to Study process it would have caused stress for Valdo which could have impacted on his mental health and increased risk. The incidents we were aware of had happened outside of the University and did not relate to his study. The police had taken no action and had raised no concerns of any kind with us. This all made it difficult for us to consider any other course of action. Instead we tried to remain involved in Valdo's care to ensure he received the help he needed and to enable us to identify any

concerns in relation to deterioration in his condition. I also think in hindsight that if we had used the Fitness to Study process after discharge in 2022 it would probably have recommended that he transfer to a BEng and stop studying, which is what we knew was happening in any event from March 2022 when Valdo made that decision.

OBSERVATIONS

53. I am asked whether I think we should have been told more about Valdo's behaviour while at the University, his mental illness and/or his interactions with the police. It would have been helpful to have more information from the police to help us determine what to do at a local level. If the interactions with the police indicated a risk to our community, I think we should have been informed. That would have enabled us to discuss concerns with the local police and statutory services to help create the best plan for Valdo and the wider University community. Although we cannot be the risk assessors in these situations it would still be useful to have full information so that we can carry out our functions fully. Information about Valdo's detention under the Mental Health Act in September 2021 and violence to the police in September 2021 could usefully have been shared with us by either the police or the NHS. I don't know about the extent of other information which the NHS and police held and potentially could have shared with us, so it is hard for me to comment further.

54. I am asked whether looking back, I consider there are additional actions that I or the University could have taken in respect of Valdo. I don't believe that we could have taken further action. Fitness to Study is the area where I have questioned myself about whether we could have done more and it is a difficult area, but on reflection I don't think that we should have instigated that process for the reasons I have set out above. At the point where we were considering Fitness to Study, the Mental Health Act was being considered by external services, and this was the correct way to manage the situation.

55. I have been asked whether I consider there are any structural issues (such as guidelines/policies, training, organisational structure, communication with others in or outside the University) which contributed to any issues I have identified.
56. I think that it is preferable that there is more structured information sharing within the University about students who we have serious concerns about. I don't identify any particular problem with internal information sharing in relation to Valdo, but the process has been formalised now which is an improvement. In February 2023, we introduced a "Student Cases of Concern" meeting as part of our continual improvement process [UNIN0001831]. This meeting is held once a week (or more frequently if required) and is chaired either by the Director of Student Experience, or myself or the Head of Specialist Wellbeing Services. It provides a forum for relevant staff from multiple disciplines within the University (including the Counselling Service, MHAS, Disability Support, Support and Wellbeing, ResX, Security and Conduct and Investigations (now the Investigations and Resolution team)) to discuss any ongoing cases where we have a serious concern about a student and to ensure that all of the relevant teams are aware of any ongoing actions or interventions, and to take joined-up decisions about management of those cases. We also now have risk panels which we convene in particularly difficult cases, usually where disciplinary action may be being considered, where we discuss risk as a group and take a shared decision, which I think is a positive step.
57. There is an issue with information sharing between the University and police/NHS. I understand that it is difficult for both the police and colleagues in the NHS to share information with us as we are not a statutory organisation. However, a lack of full information makes it harder for us to carry out our role. I have had other incidents where students have come to the University and the police have not told us about violence which they were aware of. I think the police should be clear with the University about information which demonstrates a risk to our community, and share how they are managing that risk.

58. I have been asked what recommendations I think the Chair of this Inquiry should make to ensure lessons are learned and to prevent similar attacks in the future.

59. I recognise that there are complexities around this, but national clarity about information sharing by police with universities about violence by students and other risk factors would be welcome. I think that there should be better information sharing between police forces and between the police and NHS, and the police and universities. These need to be national policies so that they apply to all police forces, all NHS services and not in a geographical zone. It may be useful to have some sort of forum which brings NHS, police and universities together to ensure that information is shared where increasing or high levels of risk are identified.

60. I think mental health services need to be properly resourced to provide the level of care they have to provide. Resources need to be sufficient to ensure there are enough local in-patient beds to meet the demand. Assertive outreach teams which used to support people like Valdo have been disbanded and consideration should be given to re-introduce them.

61. I am asked what improvements I think could be made to the University or to the higher education sector generally in how they deal with acutely mentally ill students and/or students who pose a risk to the safety of others.

62. I think greater understanding about universities' mental health services would help, including understanding by other services, by the government and Office for Students. The role of university wellbeing services is to support students who struggle during their time at university and, where necessary, help them to access statutory support when it is needed. If we identify any concerns about risk to them or others our role is to raise these promptly with relevant services and to provide any support we can to assist those services in assessing and intervening in students' lives. It would be useful if that role was better understood by other agencies which we interact with.

Statement of Truth

I believe the content of this statement to be true. I understand that proceedings may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief of its truth.

Signed: _____

GRO-B

Dated: 19/09/2025

Index to First Witness Statement of Claire Thompson

No.	Inquiry URN	Document Description
1.	UNIN0001820	Policy guidance, re: Identifying and responding to students in difficulty - A guide for staff
2.	UNIN0001822	Policy guidance, re: Are you worried about another student at the University of Nottingham? A guide to help you support a friend in difficulty, University of Nottingham
3.	UNIN0001823	Policy document, re: Student Mental Health and Wellbeing Strategy, The Wellbeing Team - University of Nottingham
4.	UNIN0001811	Guidance, re: Mental Health Advisory Service - Information for Referrers - Frequently Asked Questions, by University of Nottingham & Mental Health Advisory Service, Cripps Health Centre
5.	UNIN0001812	Policy guidance, re: Student wellbeing confidentiality statement, University of Nottingham
6.	UNIN0001829	Report dated 01/06/2015, compiled by NPF, Re: INFORMATION SHARING AGREEMENT (ISA) BETWEEN NOTTINGHAMSHIRE POLICE AND UNIVERSITY OF NOTTINGHAM.
7.	UNIN0001807	Policy document Re: Information Sharing Agreement between: The Chief Constable of Nottinghamshire Police and University of Nottingham, Tracy Landon, UoN
8.	UNIN0001824	Policy document, re: Fitness to Study Policy, Quality and Standards Committee/Campus Life Division
9.	UNIN0001825	Policy document, re: Fitness to Study Policy, Quality and Standards Committee/Campus Life Division
10.	UNIN0001826	Policy document, re: Support to Study Policy (Formerly Fitness to Study), Student and Campus Life – University of Nottingham

11.	UNIN0001827	Policy document, re: Support to Study Procedure (UNUK), University of Nottingham
12.	UNIN0000801	Email from SS Welfare Engineering (UON) to Claire Thompson (UON), re: FW: Valdo's illness
13.	UNIN0000140	Email from Claire Thompson (UON) to SS Welfare Engineering (UON) and MH Support (UON), re: Valdo's illness
14.	UNIN0000620	Email from Eleanor Turner (UoN) to Stuart Croy (UoN), Claire Thompson (UoN) and Catherine Gent (UoN), Re: Concern
15.	UNIN0001084	Email from Claire Thompson to Eleanor Turner, re: Query
16.	UNIN0000157	Report dated 17/01/2022, compiled by Claire Thompson University of Nottingham, Re: Critical Incident Record of Valdo Calocane
17.	UNIN0000260	Email from Claire Thompson [UNIN] to ResX [UNIN] Re: Raleigh Park
18.	UNIN0001804	Handwritten Notes by Claire Thompson re VC
19.	UNIN0000362	Report dated 17/01/2022, compiled by University of Nottingham, Re: Report 313 Assault
20.	UNIN0000938	Email from Claire Thompson to Eleanor Turner, re: re referral
21.	UNIN0001311	Email from Eleanor Turner (UON) to Mark Davis (UON), Claire Thompson (UON) and Christopher Hoskins (UON), re: University of Nottingham Security
22.	UNIN0001485	Email from Eleanor Turner to Mark Davis, Claire Thompson and Christopher Hoskins, re Re: University of Nottingham Security
23.	UNIN0001528	Email from Christopher Hoskins to Eleanor Turner, Mark Davis and Claire Thompson, re: Re: University of Nottingham Security

24.	UNIN0000152	Email from Kirsteen Coupar (UON) to Claire Thompson (UON), re: re Raleigh Park
25.	UNIN0000242	Email from Claire Thompson (UoN) to SSSup-Engineering (UoN) Re: student Progress check
26.	UNIN0000456	Email from SS Sup Engineering to Claire Thompson [UNIN], re: Student progress check
27.	UNIN0000600	Email from Claire Thompson to SS-SupEngineering and Eleanor Turner, re: RE: Student Progress Check
28.	UNIN0001641	Email from SS-SupEngineering to Claire Thompson and Eleanor Turner, re: RE: Student progress check
29.	UNIN0000058	Email from Claire Thompson to Eleanor Turner, re: FW: Student progress check
30.	UNIN0000145	Email from Christopher Hoskins (UON) to Eleanor Turner (UON) and Claire Thompson (UON), re: V.C
31.	UNIN0001831	Policy document, re: Student Cases of Concern Meeting – Terms of Reference, University of Nottingham