

King's College, London

Support to Reside Policy

Policy Category:	Student Support
Subject:	Support to Reside
Responsible Officer:	Executive Director of Students & Education
Responsible Office:	Student Support & Wellbeing Services
Related University Policies:	Support for Study Policy and Procedure Safeguarding Policy and Procedures Residential Licence Agreements Student Disability & Inclusion Policy Data Protection Policy Duty of Care Non-Academic Misconduct Policy and Procedures Residences Disciplinary Policy Fitness to Practise Policy Under 18s in Residences Policy
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PART A: POLICY

PURPOSE & SCOPE

The aim of the Support to Reside Policy ('StR Policy') and associated Support to Reside Procedures ('StR Procedures') are:

- to enable a student to succeed in their studies whilst residing in University accommodation,
- to be mindful of the need to ensure safety and wellbeing of the student themselves and of other community members.

King's College London (the 'University') will ensure that we comply with our statutory obligations to put in place reasonable adjustments under the Equality Act and we are committed to make all reasonable efforts to support students whilst they are enrolled. However, there may be occasions when it is not in the best interests of the student, the University or our community to allow a student to reside in University Residences, where it is not practicable to put in place the support which would sufficiently manage any risks to which the student's circumstances may expose themselves or others.

The University recognises the importance of a student's health and wellbeing in relation to their academic performance, progression and wider student experience. Students who present with health and wellbeing concerns should, primarily, be considered from a supportive perspective.

The University is committed to promoting an inclusive environment for all students, including those with physical or mental ill health. This is set out in more detail in the University's Student Disability and Inclusion Policy.

This StR Policy and the StR Procedures sets out a framework and outlines the appropriate steps staff should follow when concerns are raised that University Residences may not be suitable, in order to ensure that decisions are transparent, proportionate, coordinated and consistent.

These steps will be implemented in accordance with the terms of this Policy and other relevant University policies, including:

- Student Disability and Inclusion Policy.
- King's College London Safeguarding Policy

This StR Policy and associated StR Procedures details how these occasions will be identified and managed

This Policy and Procedure apply to students who reside or plan to reside in University owned or nominated residential properties, including:

- All Future Students who have received a conditional or unconditional offer and have received an offer to reside in University Residences; and
- Enrolled Students studying at the University, on undergraduate, postgraduate taught and postgraduate research programmes.

The Policy also applies to students who sign the University's Residential Licence Agreement and accept the Residences' Terms and Conditions and who are:

- Students registered with another higher education institution who are being hosted by the University;
- Enrolled Students who request Emergency Accommodation in University Residences;
- Students on a course delivered by a third-party supplier or affiliated institution, including, for example, Summer Schools.
- Enrolled Students who are provided accommodation by King's in exchange for any voluntary work on behalf of the University;

A student for whom University Residences is considered to be suitable is one who is able to:

- live independently (which may include specific Adjustments or care arrangements compliant with equality legislation), and
- remain safe, and observe and follow the rules and conditions of the Licence Agreement so as not to cause Harm or risk of Harm (see Definitions) to self or others.

This StR Policy and Procedure will apply to situations where the issues raised are specifically related to concerns about a student's safety and welfare, and those of the wider community, which arise as a result of living within the University Residences.

Where the University believes that there is a Risk of Harm to self or others which cannot be sufficiently reduced through the provision of additional support or Adjustments, University Residences is not considered to be a suitable environment for the individual student.

This Policy and the StR Procedures, below, are supportive measures aligned with the University's Support for Study Policy & Procedure and should be considered separately from the management of concerns relating to misconduct.

DEFINITIONS APPLICABLE TO THIS POLICY AND PROCEDURE

'Adjustment'	<p>A bespoke or individual arrangement for students which the University may agree to put in place to support an individual's physical or mental health within University Residences, where the student has evidence of substantial and long-term difficulties which affect their daily activities. This includes adjustments which would be considered reasonable within the terms of the Equality Act (2010).</p> <p>Adjustments are personal to the individual and based on an assessment of needs. For illustrative purposes, examples of adjustments which may be considered reasonable might include:</p> <ul style="list-style-type: none"> • Moving to a different residence – with consideration for room type, location, proximity to University support • Weekly check-ins with the Residence Welfare team • Out of hours drop ins with the Residence Welfare Team
'Criteria'	By which concerns about the appropriateness of University Residences will be developed by staff at King's with appropriate experience and qualifications in relation to understanding considerations of risk regarding the student residential environment, mental health, safeguarding and disability.
'Enrolled Student' or Enrolled Students'	Are King's College London students who have already commenced their programme of studies at the University. This includes students whose status is Interruption or Dormant.
Emergency Accommodation	Is University Residences which may be available in a situation where a student becomes immediately homeless or is at imminent risk of homelessness and is not able to locate any appropriate place to stay. Emergency Accommodation is available for up to 2 weeks, to enable alternative arrangements to be made.
'Future Students'	Are those holding conditional or unconditional offer who have not yet enrolled at the University
'Harm'	Includes both physical and psychological injury or harm, including both harm to self and/or to a third party. This will be assessed using a risk matrix framework, as set out in the StR Procedure.
'Physical Harm'	Defined as any threatened or actual bodily injury caused by or to a person.
'Psychological Harm'	Defined as fear, alarm or distress, including the deterioration of any existing mental health condition.

‘Risk Assessment’	Denotes a formal process by which both the likelihood and potential impact of an event or incident has been considered.
‘Safeguarding’ or ‘Safeguard’	In regard to the University’s Safeguarding Policy and associated Procedures.
Support Needs	Includes any mental or physical health condition or learning need which may require additional emotional or practical support so that the individual is able to live safely and independently.
‘University Residences’	Includes any property owned or leased by the University, and properties that are nominated in agreement with the University for student residential purposes. University Residences include accommodation managed by the University, but does not include those owned or managed by the University of London which have their own policies and procedures.
The ‘University Residential Community’	Includes any individual student or group of students who is/are residing in University Residences and any member of staff (employed and volunteer) who works within University Residences.

1. INTRODUCTION

1.1 The University is committed to supporting every student’s academic and personal wellbeing whilst studying, and recognises the importance of facilitating a safe and supportive living environment within the University Residential Community.

1.2 The University recognises our responsibility to balance the needs and rights of individuals with those of other members of the University Residential Community, including both students and staff.

1.3 The University reserves the right to invoke the relevant policy and procedure, where a student’s health, wellbeing or behaviours pose a risk of Harm to either themselves or others, or where the student does not respond to supportive intervention.

2. RESPONSIBILITIES

Responsibilities of the University

2.1 The University is committed to our [duty of care](#) to students and fulfilling our obligations under the following legislation:

- Health & Safety at Work Etc. Act 1974 and associated Regulations
- Fire safety including but not limited to the Fire Safety Order 2005 and the Fire Safety Act 2023
- Equality Act 2010
- General Data Protection Regulation (GDPR) and the Data Protection Act 2018
- Consumer Rights Act 2015
- Mental Health Act 2007 Safeguarding Vulnerable Groups Act 2007

- Human Rights Act 1998

2.2 Whilst the University is committed to fulfilling our duty under the above legislation, we recognise the limitations of our ability to provide support or put in place Adjustments where it would involve unreasonable risk to the student, the wider University Residential Community, or others.

2.3 The University is an educational institution and the accommodation we provide for students are those appropriate to this setting.

2.4 The University is not able or qualified to provide medical support or healthcare facilities to our students. In instances where an individual requires such facilities, it may not be safe for the student or other members of the University Residential Community for the individual to remain in the accommodation. When this is the case, this StR Policy and associated relevant Procedure should be used.

2.5 The University is not responsible for the provision of treatment for ongoing or chronic mental or physical health conditions, or acute conditions which require crisis or ongoing intervention from statutory services, to Safeguard an individual or other members of the University Residential Community from Harm.

2.6 Where a student newly requires specialist, medical or other care, the University will refer or signpost to (where services only accept self-referrals) the NHS and other statutory services that can provide appropriate support for advice and guidance.

2.7 The University has a range of mechanisms in place to assist students with physical and mental health Support Needs whilst studying, and whilst residing in University Residences. As described in the University's [Pyramid of Support](#) model, this is comprised of Universal, Targeted and Specialist Provision with some limited direct support in Crisis situations, particularly in respect of assessment and containment of immediate risk, and the facilitation of signposting to appropriate NHS or other statutory services.

Responsibilities of students

2.8 Future Students and Enrolled Students with ongoing physical and/or mental health concerns should contact the available support services, including the Disability Support & Inclusion team, as early as possible in order to facilitate reasonable Adjustments to meet their Support Needs. Where an Enrolled Student develops any new condition which leads to a change in their Support Needs, they should contact the available support services as soon as it is reasonably practicable for them to do so. Enrolled Students should maintain regular engagement with relevant support services, as set out in this StR Policy and associated StR Procedures.

3. INVESTIGATING CONCERNS

3.1 There may be times when concerns are raised in respect of allowing a student to enter into a Licence, or to continue residing in University residences due to the potential for risk of

Harm which may arise from their Support Needs. In these circumstances, it may be appropriate for the University to consider the situation under the provisions of this Policy.

3.2 The University reserves the right to consider whether University Residences are suitable for a Future Student or an Enrolled Student. This may include circumstances where there are requests for specific care arrangements compliant with equality legislation, though this will not always be the case.

3.3 Where there are concerns raised as to whether University Residences is suitable, a risk assessment must be carried out as set out in Appendix 1. In undertaking this risk assessment, the University will consider the needs of the individual and also the risk posed to the University Community if the individual is allowed to occupy the premises.

3.4 Every reasonable effort will be taken to advance the process promptly.

3.5 The purpose of this StR Policy and associated StR Procedures is to provide guidance and direction to both students and the University in relation to emerging or established concerns about the physical or mental health of a Future Student or an Enrolled Student who intends to, or already lives in, University Residences. Such concerns may include:

- A suicide attempt prior to, and/or following the intended commencement date of a Licence Agreement for University Residences. Whilst each situation will be considered individually it is expected that a suicide attempt within 6 months of an application for University Residences would indicate that there may be mental health or physical health risks which should be assessed under this Policy.
- Hospitalisation prior to, and/or following the intended commencement date of a Licence for University Residences for an ongoing physical or mental health condition. Again, whilst each person's Support Needs will be considered individually, hospitalisation up to 6 months prior would likely be considered to indicate that a risk assessment should be carried out under this Policy. Short-term acute illnesses with limited recovery, such as appendicitis, are excluded.
- Mental Health concerns where there is the potential risk of Harm, including but not limited to Self-Harming behaviours, Substance Misuse, behaviour which causes distress or alarm to others, serious Self-neglect, Suicidal Ideation or Psychosis.
- Concerns relating to Support Needs which exceed those that can be met by the University by way of reasonable Adjustments, for example, students whose conditions mean they need regular emergency attention. In such cases, Residences may be able to explore the option of the student having a self-funded live in carer as part of discussions with the Disability Support & Inclusion team.
- Where there are risks presented from a third party, where the safeguarding concerns may exceed those that can be met by reasonable adjustments which can be offered by the University's Residential Wellbeing, Security or Specialist Welfare Advice Team.

3.6 There is no physical or mental health condition or related presentation which will mean University Residences are always unsuitable. Considerations under this StR Policy and Procedures are based on assessment of an individual student's Support Needs and potential risk, on a case-by-case basis not on concerns relating to any particular diagnosis or disability.

3.7 This StR Policy is not intended to replace [emergency responses to situations](#) which may arise in University premises. All concerns should be escalated or referred to the relevant emergency services as promptly as possible to enable support to be put in place and to avoid a crisis situation. In the event of crisis, staff and/or students should report any incidents to the University and seek help with an emergency or contact security.

3.8 Once the immediate situation is no longer dangerous or acute, the StR Procedure may, at that point be invoked.

3.9 The University will endeavour to ensure that the student plays an integral part in the Procedure associated with this StR Policy. Concern for their health and wellbeing and that of other members of the University Community will be of paramount consideration.

3.10 This StR Policy is accompanied by three separate Procedures which outline the steps that should be taken to investigate concerns raised in relation to a student who is either:

- a) a Future or Enrolled Student not currently living in University Residences,
- b) an Enrolled Student who makes an application for Emergency Accommodation
- c) an Enrolled Student currently in possession of a Licence Agreement to live in University Residences.

3.11 The meetings detailed under the StR Procedure may involve a single meeting or a series of meetings held at each stage as deemed appropriate by the parties involved and in consideration of a timely process.

3.12 If, during the StR Procedure, any acute, urgent or additional serious concern arises in relation to an Enrolled Student's general safety and welfare, or the safety and welfare of others, the Student of Concern referral process rather than the StR Policy should be used to refer the student for appropriate support.

3.13 The Student of Concern Procedure and the relevant StR Procedure are not mutually exclusive. However, if the Student of Concern Procedure is being used to deal with an acute or urgent welfare concern, any in-progress StR Procedure may be paused.

3.14 Where the concerns raised are for a Future Student, the normal processes as set out in the Student of Concern Procedure for individuals who are not enrolled students will apply.

4. POSSIBLE OUTCOMES OF A RISK ASSESSMENT

4.1 The University will provide the outcome of any investigation of concerns under StR within 15 working days of the student being notified that the suitability of University Residences for them is being considered under this StR Policy.

4.2 The Risk Assessment will be carried out by colleagues from within Student Support & Wellbeing Services and Residential Wellbeing. Depending on the nature of the presenting concern, these colleagues will be from either Disability Support & Inclusion, Counselling & Mental Health Support, or Welfare.

4.3 Possible outcomes after completion of a Risk Assessment and, where applicable, a Support to Reside meeting with the student may include the following:

	Outcome	Additional Information
a	Recommendation to the University Residences Allocations team that there appears to be only Low Risk and, as a result, there are no reasons for the University not to enter into or continue a Licence Agreement with the student.	Any recommendation that there are no reasons why the University should not enter into or continue a Licence Agreement with the student does not guarantee accommodation will be available. This is subject to the usual process of allocations within the University's Residential Services.
b	Agreement of Adjustments to be put in place to meet the Support Needs of the student to live independently within University Residences. Alternatively or in addition, the agreement of conditions with the student, including any provision or recommendations as set out via the Accommodation Disability Provision (ADP)	Adjustments may include arrangements under the Accommodation Disability Provision (ADP) process, or any other Adjustment which is reasonable and intended to mitigate risk of Harm within University Residences.
c	Recommendation that a Licence Agreement be granted with Conditions. These Conditions may include: <ul style="list-style-type: none"> • a requirement that the student provide details of a named individual or team who will accept clinical responsibility for the treatment or management of their mental or physical health condition; • up to date details of an appropriate person named as Trusted Contact; • details of alternative accommodation arrangements and an agreed timeframe for transition, should there be a deterioration in any mental or physical health condition. 	Any conditions put in place will be planned in order to meet the assessed Support Needs of the student. These will be communicated to the student in writing and non-compliance with agreed conditions may result in the University applying one of the other outcomes detailed here (d-g)
d	A referral to Support for Study	This may be made in conjunction with the student's Faculty where there are concerns about the mental health and/or welfare Support Needs of a student which are not

		<p>limited to risks relating to their assessed ability to live safely within student residences, with or without additional Support to Reside. This may include where the Risk Assessment has concluded that there is understood to be a Low Risk of Harm within University Residences.</p>
e	<p>A recommendation that the University proceed with action under the Misconduct Policy</p>	<p>This would likely be in either:</p> <ol style="list-style-type: none"> 1. a situation where it is understood that any concerns arising are not directly related to a physical or mental health condition and therefore the StR Policy and relevant Procedure does not apply, or 2. Where the University believes that the identified Support Needs have been met sufficiently and risk of Harm reduced so as to allow Misconduct Procedures to be continued
f	<p>For Enrolled Students who are currently living in University Residences, if it is not possible to sufficiently mitigate the risks to self or other, the student will be served a Notice to Quit, which allows them a specified period to vacate.</p>	<p>The University appreciates that this may be disruptive for the student and will make all reasonable efforts to ensure that support options to mitigate the risk of Harm will have been explored prior to a decision to issue a Notice to Quit</p> <p>The period specified in the Notice to Quit will depend on the level of concern relating to the risk of Harm to self or other and may range from 1 week in situations where there are significant concerns about imminent risk of Harm, to 4 weeks where the concerns are serious but the risk of Harm is not understood to be imminent.</p> <p>Where the student is under 18 years of age, the Notice to Quit will be shared with the Parent/Guardian who is the co-signatory of the Residential Licence Agreement, and any discussions will include this Parent/Guardian in relation to ensuring that any new residences meets the requirements of the University's Safeguarding and Under 18s in Residences Policies</p>

		<p>If an enrolled student is issued a Notice to Quit due to concerns regarding the risks to self or other as a result of their mental or physical health, a referral will be made by the University's Residences staff to the Support for Study team, if the student is not already known to them, in order to consider any implications of a change in residential arrangements for the student's academic studies.</p>
g	<p>Recommendation to the University Residential Allocations Team that the University cannot meet the support needs of the student so as to sufficiently mitigate the risks to self or other of residing, or continuing to reside, in University Residences, and that the University should not enter into or continue a Licence Agreement with the student.</p>	<p>This recommendation would be made only once opportunities to mitigate risk of Harm have been considered in relation to possible Adjustments and/or conditions as set out in the StR Procedure. This would be considered in line with the ADP process, taking into account factors such as both the availability and suitability of alternative University Residential provision.</p> <p>If this is the recommendation following completion of the risk assessment and any StR meetings with an Enrolled Student, the student will be issued with a Notice to Quit and their Trusted Contact notified of the University's Serious Concerns for their welfare.</p> <p>Where applicable, the student's named individual or external team responsible for their mental or physical health condition will also be notified and the University will provide appropriate support to assist the student to identify and transition to alternative accommodation.</p> <p>This may include alternative University Residences which would be considered in line with the ADP process, but, where specified in conditions as set out in may also include the requirement that the student move, within a specified timeframe, to accommodation which is not University Residences.</p>

4.4 Any outcome decision that the student does not meet the StR criteria will include guidance on what would be required to initiate a review of that decision.

4.5 A review is distinct from an Appeal (section 8) and is a process where there has been an evidenced improvement in a physical or mental health condition since the point of the original decision made under the StR Policy.

4.6 This may include the passing of a time since a concern such as those described in 3.5 has occurred and the student can evidence an extended period during which there has been no significant relapse in their physical or mental health condition. Whilst each situation will be considered individually, it is usually expected that 6 months without any significant relapse would indicate that any physical or mental health condition is being managed and that risks have reduced since the previous Risk Assessment. In this case, a further Risk Assessment will also apply to any new decision under this Policy.

4.7 Any future application for University Residences will be assessed on the student's Support Needs and any related risks at the time of the application, and a previous determination that University Residences are not suitable will not necessarily preclude a student from being able to apply for accommodation in future, depending on the time that has elapsed between applications.

5. CONSEQUENCES OF NON-ENGAGEMENT

5.1 For both Future Students and Enrolled Students, the StR Procedure is reliant on the engagement and cooperation of the student, and where applicable, any person(s) named as their Trusted Contact.

5.2 If a student is unwilling to engage with this StR Policy and/or relevant StR Procedure, the University may decide to continue the process in their absence including communication of an outcome decision to the student and to the University's Residential Services.

5.3 In the circumstance where a student does not engage, the University will consider whether the Safeguarding Policy and Trusted Contact Procedure is applicable.

5.4 Where a student does not engage with this StR Policy and Procedure and there is serious Risk of Harm to the student or other members of the University Community, other Possible Outcomes may be considered by the University in addition to those Possible Outcomes listed in section 4. These may include:

5.4.1 Actions under the University's emergency powers to suspend and exclude under Chapter 8 of the academic regulations.

5.4.2 Actions under the University's Non-Academic Misconduct Policy or Applicant Misconduct Policy for Enrolled Students or Future Students, respectively.

6. REPORTING

6.1 Decisions made under this Policy will be reported to the Safeguarding Steering Group on a quarterly basis for oversight. Such information will be anonymised as far as possible.

7. INTERACTION WITH OTHER POLICIES AND PROCESSES

7.1 In cases of potential misconduct within Residences, the Student of Concern Management Group (on behalf of the University) may consider whether to recommend that the Student Conduct & Appeals team proceed with misconduct action, whether the Support for Study Policy is applicable, whether the Residential Disciplinary Policy is applicable and/or whether to refer the student to the StR Policy.

7.2 Where the conduct of the student is also a conduct offence under the Student Non-Academic Misconduct Policy, it is anticipated that consideration of any concern under this StR Policy, with respect to the impact of an individual's diagnosed or undiagnosed physical or mental health condition or disability on the University Residential Community, will take place before the Misconduct Procedure is concluded.

- Under the Equality Act (2010) and the Office of the Independent Adjudicator's Good Practice Framework a misconduct issue may be taken up via these different processes if there are disability issues which it is believed are the route of the alleged breach

7.3 The Support for Study Policy will be the relevant policy where there are general concerns about a student's engagement with their studies which are a result of physical or mental health issues and/or welfare concerns. The University reserves the right to invoke the Support for Study Policy & Procedure where there are concerns about a student's wellness in respect of their engagement with academic studies.

7.4 Where appropriate, a meeting will be arranged where both Support for Study and StR considerations will be discussed jointly.

7.5 The University reserves the right to invoke the Fitness to Practise Policy and Procedure where the University has concerns about the student being fit to register and practise under a professional programme. This may happen concurrently with the enactment of any relevant StR and/or Support for Study Procedure.

7.6 This StR Policy does not apply in instances where there is a failure of academic progress where lack of engagement is not indicated as a result of physical/mental health or welfare concerns arising in University residential accommodation. In these instances, the Insufficient Academic Progress regulations in Chapter 8 of the Academic Regulations should be referred to.

8. APPEAL

8.1 A student may appeal against a decision reached under this StR Policy to recommend the University not enter into, or cancel, any Licence Agreement in respect of University Residences.

8.2 Students may appeal the decision on either or both of the following grounds:

(a) there is new evidence that could not have been, or for good reason was not, made available at the time of the decision, and the case warrants further consideration; or

(b) evidence can be produced of significant procedural error on the part of the University before or during the decision-making process, and the case warrants further consideration.

8.3 The Vice-Principal of Education will have the discretion to take into account grounds (including grounds of compassion) other than those stated above in deciding whether to allow an appeal to be heard.

8.4 Students can appeal via Student Conduct & Appeals by submitting a written statement detailing the grounds for their appeal within 10 working days of being notified of a StR decision by the University.

8.5 Where there is an appeal in progress, the Notice to Quit process will be paused.

- If the appeal is successful, the Notice to Quit will be retracted.
- If the appeal is not successful, the Notice to Quit process will resume.

8.6 The student may be represented at any point in the proceedings by another College member or by a member of the King's College London Students' Union. Additionally, the student may be accompanied by a family member or a friend who will not be able to speak on the student's behalf, unless this is a reasonable adjustment, such as, a sign language communicator or interpreter.

8.7 The appeal will be considered by the Vice-Principal of Education or their nominee, having reviewed the case documentation and evidence to date. The student will be told of the outcome within 15 working days. There is no further right to appeal internally.

8.8 When all internal procedures are complete, students may request an independent review of their case by the Office of the Independent Adjudicator for Higher Education, if they remain dissatisfied with the University's final outcome.

APPENDIX 1: ASSESSING RISK

CRITERIA

The following is a non-exhaustive list of situations where a student may require additional support to be put in place in order to live safely in University Residences.

In following this StR Procedure, it is important to apply the principle that there is no specific condition or circumstance which is, in itself, a barrier to being able to live safely in University Residences. Any decision made under StR will be based on an assessment of the Support Needs of an individual at that time, and the extent to which these are practical and appropriate, as well as the likelihood that Adjustments made to meet the Support Needs will be effective in reducing any risk of Harm.

The situations named here, and any others which may be identified, are a starting point for consideration, and the key question is whether the assessed support needs can be met so as to sufficiently mitigate any risk to self or other.

- Where a physical or mental health condition is impacting, or is likely to impact, on activities of daily living, such as eating, personal hygiene, sleeping, social interaction and/or general self-care.
- Where a physical or mental health condition is fluctuating, with times when a student requires, or may require, additional or supplementary support to manage risk to self or other.

ASSESSMENT OF RISK (OCCURRENCE and LEVEL OF HARM)

Any risk assessment under StR will be on the basis of understanding the potential for Harm to be caused to self or other. This will be considered in terms of the potential Level of Harm and the Risk of Occurrence.

A 4 x 4 Risk Assessment Matrix Framework should be used, as below:

		Risk of Occurrence			
		Very unlikely (0)	Minimal Likelihood (1)	Moderate Likelihood (2)	Strong Likelihood (3)
Level of Harm	Significant Harm (3)	0	3	6	9
	Moderate Harm (2)	0	2	4	6
	Low Harm (1)	0	1	2	3
	None (0)	0	0	0	0

Defining 'Level of Harm'

'Risk of Harm' for the purposes of the StR Policy will be considered in 4 categories when a Risk Assessment is carried out:

- ‘None’: where there is no likelihood of physical or psychological harm to be caused to self or other by the student’s support needs.
- ‘Low Harm’: where any harm caused is likely to be minimal. Examples may include:
 - superficial self-harm not requiring first aid, or
 - minor issues relating to welfare, health and safety.
 - Physical or psychological harm which does not require support or intervention for more than a short period of time (likely less than 1 week in duration).
- ‘Moderate Harm’: where any physical or psychological harm caused to self or others is likely to be more than ‘Low Harm’ and/or that which may continue for a number of days.

Examples may include:

- A single incident of self-harm requiring medical treatment but no hospital admission,
- Multiple incidents of self-harm requiring first-aid,
- Self harm or threats to self made in front of others,
- A single substance misuse requiring medical support but no hospital admission
- Multiple incidents of substance misuse requiring first aid or support from University Residences staff.
- Behaviour or conduct that would ordinarily be dealt with as a [misconduct issue](#) but where the student’s behaviour may be a demonstration of an underlying physical or mental health illness causing disruption to staff or residents in the premises.
- ‘Significant Harm’: where any harm caused is likely to have a significant or long term impact on the safety and welfare of an individual or other members of the University’s community.

Examples may include:

- suicide attempts,
- incidents requiring emergency services attendance,
- conditions which require admission to hospital and/or treatment by the NHS Crisis or Home Treatment Team (or equivalent),
- serious concerns or deterioration in mental and/or physical health welfare,
- drug, alcohol or substance abuse or misuse,
- threats of serious harm to others, and/or threats of serious harm to self made to others.

Defining ‘Risk of Occurrence’:

For the purposes of making a StR decision, Risk of Occurrence’ will be classified as either:

‘Very Unlikely’: where it is determined to be very unlikely that an individual’s physical/mental health condition will present a Risk of Harm to self or others.

‘Minimal Likelihood’: where there is deemed to be a minimal likelihood of circumstances where an individual’s physical/mental health will present a Risk of Harm to self or others

‘Moderate Likelihood’: where there is deemed to be a moderate likelihood that an individual’s physical/mental health will present a Risk of Harm to self or others; or

‘Strong Likelihood’: where there is deemed to be significant likelihood that an individual’s physical/mental health will present a Risk of Harm to self or others

Thresholds

In the StR Procedure, concerns about the suitability of University Residences for a student will arise where the Assessment of Risk is determined at 2 and above.

Procedure 1: Future and Enrolled Students who intend to live in University Residences

The following provides a text summary of Procedure Flowchart 1.

1. Application Submission

- Application for Accommodation (ADP) is received by Residences.

2. Initial Screening by DSI

- Information is reviewed against agreed criteria regarding potential Student at Risk (StR) needs.
- **If no concerns are identified:** Proceed to allocation of accommodation.
- **If concerns arise:** Case is triaged for risk.

3. Risk Assessment Process

- If a risk is identified, the case is reviewed by Heads of Welfare and/or Mental Health Support.
- Overall risk level is assessed.

4. Decision Making and Actions

- **Low Risk:**
 - Head of Welfare or Mental Health Support advises on appropriate actions.
 - Possible referrals to Support for Study (SfS) or the Faculty Wellbeing Advisor (FWA) team.
- **Serious Concerns:**
 - Review by Student of Concern Management Group.
 - Support to Reside (StR) Meeting is arranged by Residences, including representatives from SSWS and Faculty colleagues (e.g., Designated Safeguarding Officer (DSO) or Faculty Safeguarding Liaison Officer (FSLO)).
 - Student may invite a supporter (e.g., Trusted Contact (TC) or NHS Care Coordinator).

5. Outcome of StR Meeting

- **Licence Granted Without Conditions:** Student receives accommodation.
- **Licence Granted With Conditions:**
 - Examples of conditions:
 - Confirmation that NHS clinicians are responsible for care.
 - Agreement to engage constructively with university staff.
 - Agreement with Trusted Contact (or Parent/Guardian if under 18) on actions if risks increase.

- Agreement to take time away from residences if risks increase.
 - If the student agrees to conditions: Allocation of accommodation proceeds.
- **Licence Not Granted:**
 - University provides guidance on alternative residential provisions and signposts student to support services.
 - Referral to StR Panel for further discussion about university support provision if necessary.

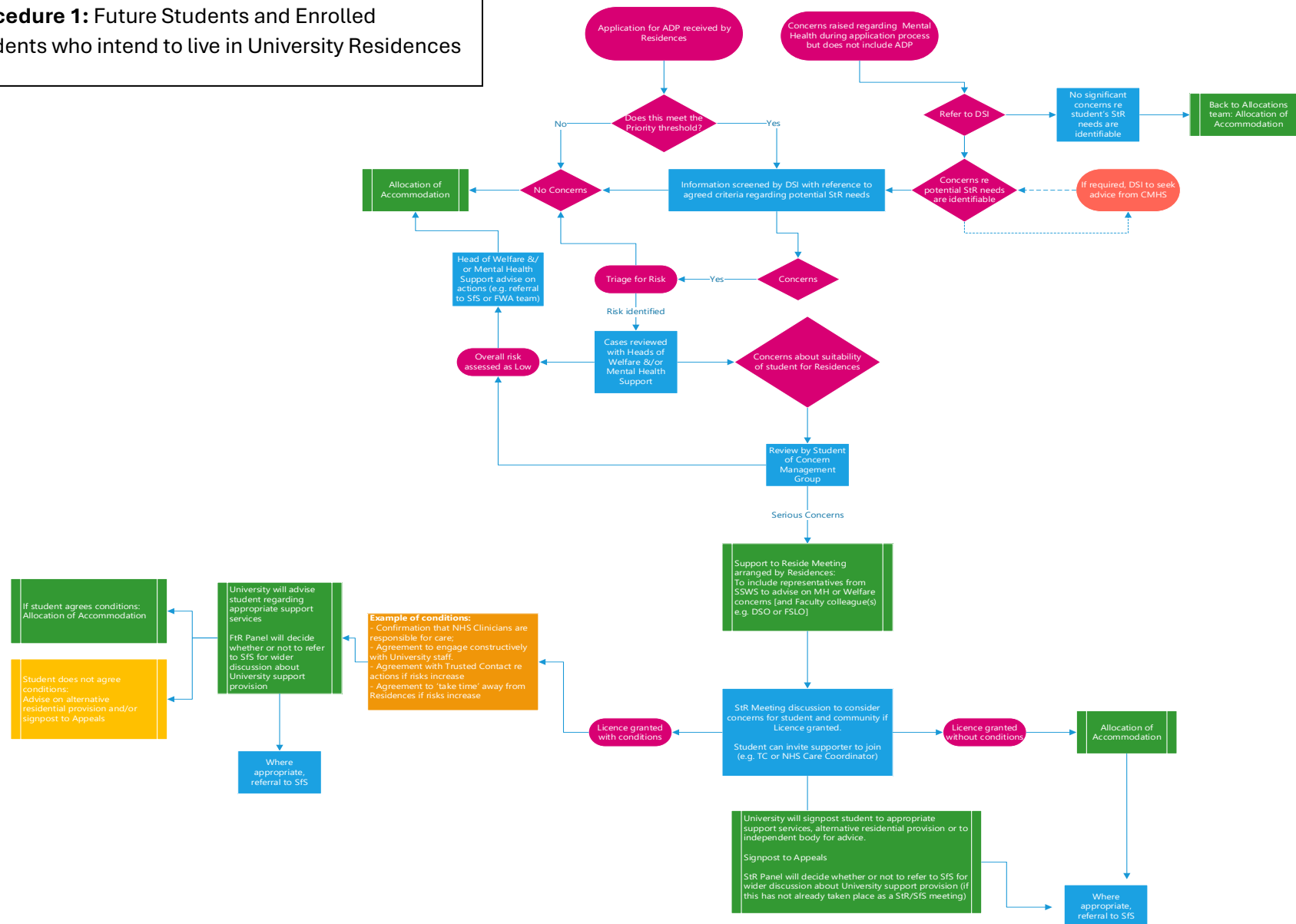
6. Handling Concerns Raised During the Application Process (Without ADP)

- If mental health concerns arise but do not include ADP:
 - **Does the concern meet the priority threshold?**
 - **No:** Student is referred back to the Allocations Team for standard accommodation allocation.
 - **Yes:** Refer to DSI for further assessment.
 - If required, DSI seeks advice from CMHS.

7. Referral to Support for Study (SfS)

- Where appropriate, cases are referred to SfS for wider discussion about university support provisions.
- If a student does not agree to conditions set, they are advised on alternative residential provisions and appeals options.

Procedure 1: Future Students and Enrolled Students who intend to live in University Residences



Procedure 2: Enrolled Student who apply for Emergency Accommodation

The following provides a text summary of Procedure Flowchart 2

1. Application Submission

- Application for Emergency Accommodation is received.

2. Initial Screening

- All applications are screened against established criteria.
- **If no concerns are identified:** Proceed to allocation of accommodation.
- **If concerns arise:** Define concerns and triage for risk assessment.

3. Risk Assessment Process

- If a risk is identified, the case is reviewed by Heads of Welfare and/or Mental Health Support.
- Overall risk level is assessed.

4. Decision Making and Actions

- **Low Risk:**
 - Head of Welfare or Mental Health Support advises on appropriate actions (e.g., referral to DSI or Faculty Wellbeing Advisor (FWA)).
- **Concerns About Suitability of Student for Residences:**
 - University signposts the student to appropriate support services, alternative residential provisions, or independent advisory bodies.
 - Welfare considers referral to Local Authority.
 - Welfare considers outreach to Trusted Contact (or Parent/Guardian if student is under 18).

5. Interim Arrangements

- If the student is currently without safe accommodation and no other short-term alternative is available, funding for 48-hour short-term alternative accommodation is provided.

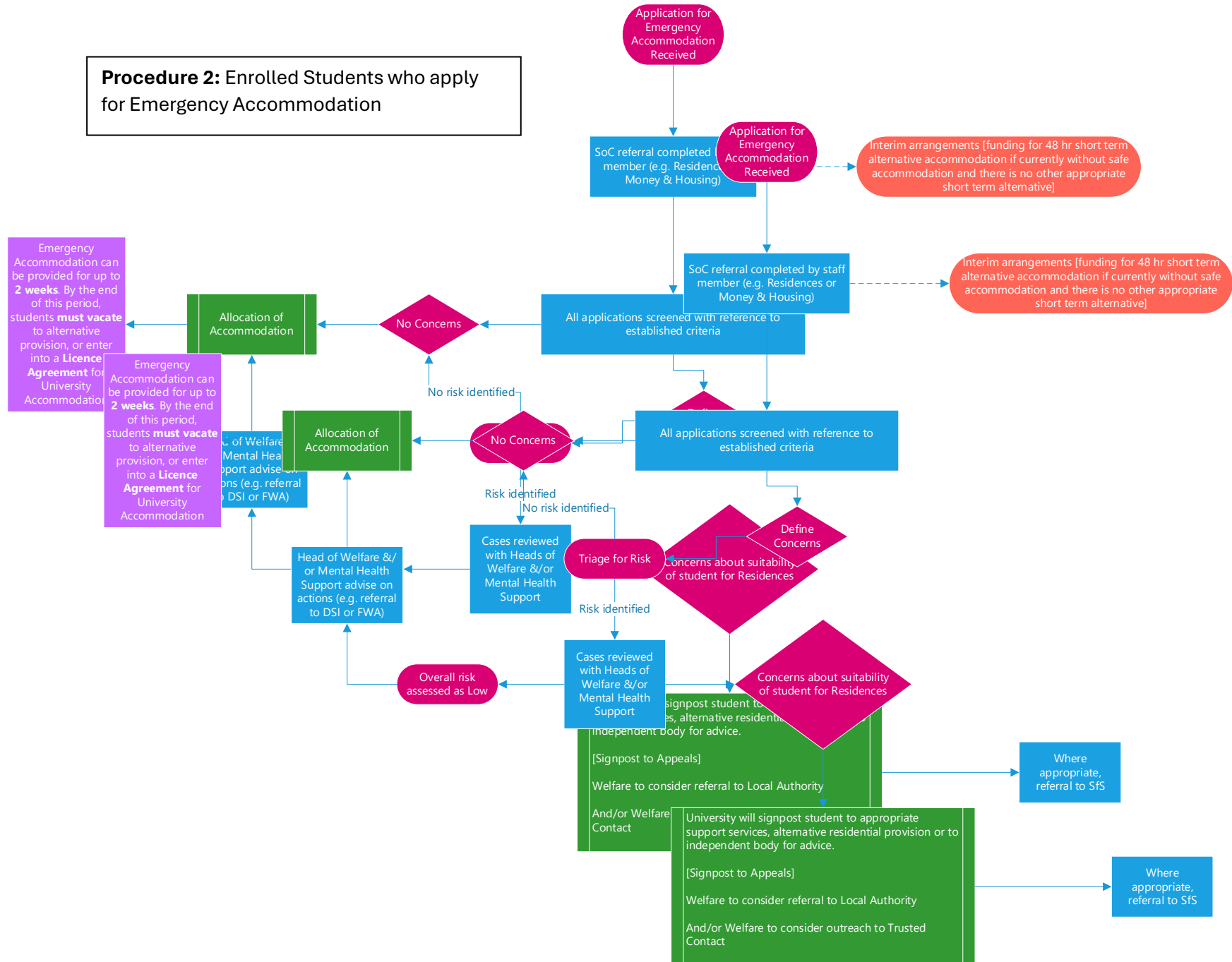
6. Handling No Risk Cases

- If no risk is identified, a Student of Concern (SoC) referral is completed by a staff member (e.g., Residences or Money & Housing Team).

7. Referral to Support for Study (SfS)

- Where appropriate, cases are referred to SfS for a wider discussion about support provisions.
- If necessary, students are signposted to the appeals process.

Procedure 2: Enrolled Students who apply for Emergency Accommodation



Procedure 3: Enrolled Students who are already living in Residences

The following provides a text summary of Procedure Flowchart 3

1. Referral and Initial Review

- Student of Concern (SoC) team reviews referral and gathers additional information to assess potential risks to self or others.
- **If no concerns are identified:** Case is closed.
- **If concerns arise:** Define concerns and triage for risk assessment.

2. Risk Assessment Process

- If a risk is identified, the case is brought to the Student of Concern Management Group.
- Overall risk level is assessed.

3. Decision Making and Actions

- **Low Risk:**
 - Head of Welfare or Mental Health Support advises on appropriate actions (e.g., referral to Disability Support & Inclusion (DSI) or Faculty Wellbeing Advisor (FWA)).
- **Concerns About Suitability for Residences:**
 - University signposts the student to appropriate support services, alternative residential provisions, or independent advisory bodies.
 - If concerns raised include **Conduct**, procedures for **Non-Academic Misconduct** will be initiated.
 - If links between Conduct and Support Needs are indicated and/or it is advised by SoC MG that continuing with Misconduct Proceedings at this stage may increase risk of Harm to self or other, Misconduct Proceedings may be paused to allow supportive measures to be put in place.
 - Referral to Support for Study (SfS) for further review if necessary.

4. Support to Reside (StR) Meeting

- Arranged by Residences, including representatives from SSWS, Faculty colleagues (e.g., Designated Safeguarding Officer (DSO) or Faculty Safeguarding Liaison Officer (FSLO)).
- SfS advises whether a joint SfS-StR meeting is recommended.
- Discussion focuses on concerns for the student and community if the residence licence is granted.
- Student may invite a supporter (e.g., Trusted Contact (TC) or NHS Care Coordinator).

5. Outcome of StR Meeting

- **Licence Granted Without Conditions:** Student continues residing in university accommodation.

- **Licence Granted With Conditions:**

- Examples of conditions:
 - Confirmation that NHS clinicians are responsible for care.
 - Agreement to engage constructively with university staff.
 - Agreement with Trusted Contact on actions if risks increase.
 - Agreement to take time away from residences if risks increase.
- If the student agrees to conditions: They may continue residing in university accommodation.

- **Licence Not Granted:**

- University provides guidance on alternative residential provisions and signposts student to support services.
- Referral to FtR Panel for further discussion about university support provision if necessary.

6. Handling Disagreements with Conditions

- If a student does not agree to the proposed conditions:
 - The panel reviews conditions and attempts to reach an acceptable compromise.
 - If no agreement is reached, the student is advised on alternative accommodations or signposted to the appeals process.
 - If the student does not engage with recommended outcomes, the panel considers further action under Section 5.3 of the StR Policy.

7. Referral to Support for Study (SfS)

- Where appropriate, cases are referred to SfS for a wider discussion about support provisions.
- University advises the student on appropriate support services.

Procedure 3: Enrolled Students currently in University Residences

