

Welfare Policy

King's Residences

Policy Location KCL Accommodation Website: www.kcl.ac.uk/study/accommodation/index.aspx

Policy Issue Date 30/08/2016 **Version & Date of Last Review** Version 1.2 - 1/4/2019

	NAME	JOB TITLE	SIGNATURE
Author	Paloma Lisboa	Director of Student Accommodation	<i>P. Lisboa</i>
Reviewer	Philip Cox	Head of Operations – King’s Residences	<i>Philip Cox</i>
Authoriser	Nick O’Donnell	Director of Real Estate Management	<i>N.O’Donnell</i>

Effective Date	1 st August 2019
Next Review	1 st April 2020

Change History

Policy Version	Effective Date	Significant Changes
1.1	1/8/18	Inclusion of Under 18s updated policy, readjustment of new titles and responsibilities under new roles.
1.2	1/8/19	New titles updated, inclusion of letters of care and tackling concerning behaviours

Policy Version	Effective Date	Significant Changes

Contents

Statement of Intent 4

Aims 4

Purpose 5

Definitions 5

 Areas Covered by Residential Welfare 5

Limitations 6

Organisation for Residents’ Welfare 6

 Responsibilities 6

 Director of Student Residences 6

 Head of Operations – Student Residences 6

 Residences Welfare and Conduct Manager 7

 Senior Welfare Leads 7

 Residence Welfare Leads 8

 Systems of Work 8

 Training 9

 Monitoring 9

Pillars for Successful Delivery of Residents’ Welfare 9

 Dedicated Residence Welfare Team 10

 Residents Behaviour and Discipline 10

 Residents Induction 11

 Confidentiality & Data Protection 11

Illness, Accidents and Injury 12

Missing Students 12

Placement of Students Under 18 13

 Term-time students 13

 Summer Students 13

 Risk Assessments for Under 18s in Residence 13

Compliance 13

DBS Checks of Staff.....	13
Training for Residential Accommodation Staff	14
Handover Notes.....	14
Case Management	14
Health and Safety.....	14
Fire Safety.....	14
Emergency Evacuation and Relocation	15
Emergency Contacts.....	15
Security and Visitors	15
Relevant Policies and Documents	15
Appendix I - Guidelines Underpinning this Policy	16
Appendix II – Handling Concerning Behaviour	18

Statement of Intent

In recognition of the level of pastoral care required and delivered at King’s Residences, the following Policy has been prepared as appropriate to the present organisation and in accordance with current requirements. The Policy aims to support the King’s Residences Under 18s Processes, as well as the wider college Student Mental Health and Wellbeing Report and Strategic Plan 2018-2020.

The Policy will be reviewed annually or more regularly if required due to changes in responsibilities, codes of practice and/or official guidance.

The Residents’ Welfare Policy is a document aimed at promoting the implementation of a formal pastoral care strategy towards students residing at King’s Residences and to enable employees to function efficiently with regard to health and safety, information and instruction and where training and supervision is clearly outlined and provided in accordance with identified needs.

Monitoring of the effectiveness of the policy will also be undertaken on a yearly basis by a Welfare Committee which is to be formed as a result of this Policy to specifically look into the provision at King’s Residences.

Aims

King’s recognises the need for pastoral (non-academic) support for all students in university accommodation. This is especially important with overseas students, who need support and advice in adapting to a new living environment, as well as a new learning culture. To this end, King’s Residences will develop policies and procedures to:

- promote positively the welfare of all students in university accommodation
- develop a structure for achieving this;
- train staff appropriately; and
- provide any necessary guidance, equipment and materials.

Purpose

The purpose of this Policy is to:

- make clear support systems to safeguard and promote the welfare of students in College accommodation
- support students, parent/carers and staff in dealing with students' welfare in residences
- develop access to support services that support students, parents/carers and staff in dealing with identified welfare cases
- to set out procedures and support to ensure and promote staff professionalism in relationships with students to avoid accusations of staff misconduct

Definitions

Welfare at King's Residences is concerned with the promotion of residents' personal and social development and the fostering of positive attitudes and behaviours through the time they live in university residence.

Through the pastoral care arrangements and provision, King's Residences demonstrates its continuing concern for its residents as individuals, actively encouraging them to be secure, successful and fully participating members of the College and of the wider community.

King's Residences is also concerned with preparing residents for the demands and challenges of adult and working life for when they leave university accommodation. To this end, besides pastoral care, Residents' Welfare includes the development of policies and strategies to ensure that:

- all students are enabled to reach their learning potential;
- the views, opinions and concerns of all students can be voiced appropriately, are respected by staff and other students, and are dealt with appropriately by relevant staff;
- equal opportunity/anti-discrimination policies and procedures are put into place that ensure that all students are enabled as far as is reasonably practicable;
- all students are enabled to participate in learning outside the classroom and have the opportunity to enjoy at least one residential experience during their career at the university;
- all students are protected by appropriate health, safety and security policies;
- Residence Welfare Leads and Community Facilitators are appointed and appropriately trained to deliver on the objectives of the student wellbeing objectives;
- staff are trained in appropriate skills and practices for providing pastoral care for students, who are seen as vulnerable adults for the period in which they reside at King's Residences; and
- sufficient resources are made available to support the aims of the policies.

Areas Covered by Residential Welfare

- Settling in issues – homesickness, trouble integrating
- Personal issues – active listening, emotional support and advice
- Low moods, ongoing homesickness and support with sign-posting students with mental health issues to appropriate services
- Issues with cultural integration
- Behavioural issues and underlying causes
- Sexual health education or concerns
- Student relationships
- Bullying & harassment in residences

- PSHE – Personal, Social, Health and Economic Education
- Contact with parents, guardians or parents’ representatives
- Help with accessing support with financial issues

Limitations

It is recognised that the student welfare demands may not be met by an immediate residential support person (Residence Manager, Community Facilitator or Residence Welfare Lead) and therefore referrals to internal and external parties will be made, with the agreement of the student. This may include accessing other King’s student services such as student support, counselling and mental health services, money and housing advice and academic support. External support services may also be accessed in the means of medical support, mental health support and technological support which is outside the scope of the provision available in residences.

Organisation for Residents’ Welfare

Responsibilities

The ultimate responsibility for the welfare of residents living at King’s Residences, and the duty of setting the strategy and implementing a service within King’s Residences to meet the requirements of the university rests with the Director of Student Residences.

Director of Student Residences

The Director of Student Residences has overall responsibility for making sure that arrangements are in place for:

- formulate and develop policies that identify key welfare objectives
- ensuring that the Residents’ Welfare Policy is implemented;
- ensuring that the university’s senior management is informed as required on serious student welfare matters occurring within Residences;
- including within the Annual Report a section on the department’s welfare performance
- ensuring the department is implementing the initiatives set out in the Student Mental Health and Wellbeing Report and Strategic Plan 2018-2020. This includes seeking and being receptive to feedback on our welfare provision from internal staff and the wider King’s community to reflect on and ensure best practice.
- preparing and implementing the Organisational Structure and allocating responsibility for residents welfare within the residential portfolio and that the identified personnel (e.g. Senior Manager) are aware of their responsibilities.

Head of Operations – Student Residences

The Head of Operations – Student Residences will have a major role to play in maintaining effective risk management throughout the residential portfolio, seeking the necessary advice and guidance to deliver on the operational requirements of residents’ welfare, to include:

- supporting training and development of welfare staff
- monitoring performance against agreed targets
- ensuring that key procedures are developed in line with the overarching university Policy
- ensure that risk assessments have been implemented for all activities related to residents welfare; competent advice may be sourced both internally and externally, dependant on the nature of the topic
- plan, measure, review and audit welfare activities so requirements are satisfied and all risks are minimised

Residences Welfare and Conduct Manager

The Residence Welfare and Conduct Manager is responsible for coordinating overall student welfare and acting as key contact person for any student wishing to seek pastoral support. The Residences Welfare and Conduct Manager meets with different university departments and staff as necessary to regularly check on student welfare, sitting within the Student at Risk Management group and acting as a link between departments, overseeing the keeping of health and wellbeing records on King's Residences Management system. The Residences Welfare and Conduct Manager will make arrangements to:

- report annually to the Director of Student Residences on the standards being achieved, by ensuring that statistical information is available on welfare performance throughout the department and interpret such information in order to evolve action plans to improve or maintain standards
- ensure that welfare responsibilities are included in the current role descriptions, training programmes and induction procedures for welfare staff and volunteers
- ensure that welfare information is disseminated throughout the department
- support quality initiatives aimed at continuous improvement
- ensure that training in student welfare is made available to all relevant staff of the department
- access to specialist advice is available by liaising with Student Services
- ensuring that individuals within the team are aware of their responsibilities for residents welfare for the development and effective implementation of a Residents Welfare Procedure
- investigate incidents and report to Head of Operations for Kings Residences and the Director of Student Residences on findings and where necessary provide recommendations
- to consult and involve staff and welfare representatives effectively
- to have sufficient information available to staff about the risks they face and the preventive measures for the right level of expertise and people to be properly trained on recruitment and when exposed to new or increased risks, changes in responsibility, the environment or the introduction or change of technology. Training must be repeated periodically where appropriate;
- provide operational direction for Senior Welfare Leads and Residence Welfare Leads in such a way that the welfare of residents is managed and organised to meet the aims and objectives of the department;
- secure high standards of behaviour and personal development opportunities to meet the needs and aspirations of the team, seeking to raise their standards of achievement in the aspect of residents welfare;
- ensure the efficient and effective operation and development of the residents' welfare system.
- carry out hazard and risk assessments, in line with current legislation and university Policy, which should include all welfare activities with significant risks within the department
- prepare and implement steps for effective case management
- facilitate the provision of welfare information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health, safety and welfare at work of staff and volunteers within the department.

Senior Welfare Leads

Senior Welfare Leads are volunteer postgraduate students or members of staff at the university. They offer an additional layer of pastoral care by acting as the supervisor to a team of Residence Welfare Leads. They act as a point of escalation for the Residence Welfare Lead team and report directly into the Residences Welfare and Conduct Manager on significant welfare concerns and welfare provision. They live alongside students in university accommodation and are responsible for:

- Act as point of escalation for the Residence Welfare Leads, providing advice with serious, complex or personal issues and assist with signposting to other services
- Track any concerns or problems in the Residence Welfare Lead weekly handovers to ensure all cases are being appropriately managed and followed up on
- Ensuring the provision and maintenance of a high standard of welfare support to the Residence Welfare Lead team, flagging any volunteer concerns to the Residences Welfare and Conduct Manager
- Ensuring the provision and maintenance of a high standard of welfare to the residents
- Ensure good order for students living in university accommodation
- Support the Residence Welfare Leads in providing a wide range of social events throughout the academic year.
- Escalate relevant cases to the Residences Welfare and Conduct Manager as needed
- Report welfare and conduct incidents, including near-misses, in line with the procedure for Reporting Incidents and Hazards
- To follow the guidance contained in risk assessments and to follow the risk reduction control measures recommended, e.g. lone working recommendations

Residence Welfare Leads

Residence Welfare Leads are volunteer postgraduate students or members of staff at the university. They offer an additional layer of pastoral care and liaise closely with their Senior Welfare Lead, and in times of need, the Residences Welfare and Conduct Manager on welfare concerns and welfare provision. They live alongside students in university accommodation and are responsible for:

- Act as the on-call front line support to students in the residence during critical hours (8pm-8am midweek and 24 hours on Saturday and Sunday)
- Track any concerns or problems in a weekly handover with their co-Welfare Lead and Senior Welfare Lead to ensure the most thorough approach is taken in managing all welfare concerns
- Ensuring the provision and maintenance of a high standard of welfare
- Provide advice on a number of issues and signpost to other services
- Ensure good order for students living in university accommodation
- Provide a range of Wellbeing based events such as “tea and talk” and take responsibility for their organisation throughout the academic year to encourage students to engage
- Escalate relevant cases to the Senior Welfare Lead/Residences Welfare and Conduct Manager as needed
- Report welfare and conduct incidents, including near-misses, in line with the procedure for Reporting Incidents and Hazards
- To follow the guidance contained in risk assessments and to follow the risk reduction control measures recommended, e.g. lone working

Systems of Work

The Residences Welfare and Conduct Manager is required to have Welfare Procedures specific to the residential portfolio, e.g. standard operating procedures.

The Residences Welfare and Conduct Manager is responsible for ensuring that Systems of Work are operational for all procedures undertaken within the welfare office. These must be strictly adhered to.

All Procedures/Systems of Work must be monitored and regularly reviewed for their effectiveness.

Following the risk assessments, the Residences Welfare and Conduct Manager is responsible for devising, documenting and implementing any systems of work necessary in their areas of responsibility.

Training

The identification of training needs is the responsibility of the Residences Welfare and Conduct Manager, taking into consideration:

- Health & Safety and Fire training is mandatory for ALL staff
- Requirements to address the main risk situations specific to the department
- The relevant departments at King's, such as Student Services and H&S Services, as well as the Performance & Quality Assurance Manager should be able to assist identifying training needs in all aspects of student welfare, particularly in residences
- The department will provide IOSH Managing Safely courses for all Residence Managers, which will highlight individual responsibilities as well as corporate responsibilities for the management of health and safety and student welfare within the department.

Monitoring

The responsibility for internal monitoring of Welfare within the Residences department is split as follows:

- The Head of Operations will undertake/instruct to carry out audits on a regular basis with the results subsequently sent to the Student Welfare Committee and where necessary reported to the University's Senior Management
- The Residences Welfare and Conduct will achieve this by:
 - Ensuring that the department has a means of discussing welfare issues and that relevant staff are kept informed of decisions which may affect a student's ability to maintain academic performance, using the Student At Risk review meeting for as the main forum for these conversations
 - Ensuring completion of all incidents/accidents on the appropriate Incident Report
 - Undertaking regular checks of case statistics, with particular note of type and location these occurred
 - Undertaking regular skill level reviews to identify any gaps of welfare provision for welfare staff and check performance against policies, procedures, and systems of work to ensure that standard practice is being adhered to.
 - Use of checklists for inspections are on place to identify positive and negative findings
 - Regular 121 meetings take place with their direct reports and required actions or improvement areas that are identified in the course of their work are documented for future follow ups
 - Action plans of identified problems are put together with proposed solutions, target date for dealing with problems
 - Internal monitoring is also achieved by the Internal Audit d
 - department who will check on student welfare practices as part of the three-yearly UUK accreditation process. We check on the same data as part of our annual internal auditing process.

Pillars for Successful Delivery of Residents' Welfare

All students should be given an opportunity to participate in an induction programme, which has the majority of its content delivered within the first 4 weeks of residency and which endeavours, among other things to:

- introduce the ResiLife programme and the staff responsible for that
- present the Student Charter, and the expectations of the university towards residents as well as the responsibilities of staff towards them

- introduce the life skills programme to promote independent living through information sessions and events that will cover from basic households must-knows to guidance on sexual consent and healthy eating
- student engagement
- student leadership opportunities.

Dedicated Residence Welfare Team

There is a team of 25 Residence Welfare Leads and 3 Senior Welfare Leads spread across King's Residences. They are managed by the Residences Welfare and Conduct Manager.

There is always a Residence Welfare Lead on-call for each residence from 8pm-8am Monday-Friday (including bank holidays and University closure days), and all hours on weekends. There is always a Senior Welfare Lead on-call at the same times to support the Residence Welfare Lead team.

Residence Welfare Leads will listen, advise and help where possible where residents:

- Bring up any queries or concerns about themselves or others
- Would like to discuss events and information sessions
- Need to report a problem they have with either the accommodation or another resident that could be causing them distress
- Just need or want to speak to someone or ask for advice
- Need support in being signposted to a service within the University
- Require immediate support by means of first aid, assistance with an ambulance, police or fire brigade.

Residents Behaviour and Discipline

As laid out in the King's Residences Discipline Policy for Residents, King's Residences endeavours to provide opportunities for students with conduct issues to improve on poor behaviour by looking at each incident or report holistically across all aspects of their school life, both in and out of the classroom. Therefore, behaviour issues are logged as cases which are then shared between King's Residences and Student Services.

In some cases, there may be a need to address a Residents behaviour that is a cause for concern, and which may not be deemed appropriate to be addressed under the King's Residences Discipline Policy for Residents. These are often behaviours that potentially have a harmful impact on the individual and on others in contact with them. To address situations such as these, a meeting may be organised (with subsequent written arrangement drawn up) between the Resident and the Residences Welfare and Conduct Manager. This meeting aims to identify the causes and triggers for the behaviour and outline supportive measures to be taken to avoid these behaviours persisting, alongside encouraging the adoption of healthier behaviours (see appendix II). Such behaviours to be considered may include:

- Self injury (or threat of self injury) in front of others
- Show lack of control following alcohol or drug use
- Persistent activity that may aggravate or upset others (e.g. loud noise during quiet hours)
- Self-neglect inclusive or poor self or room hygiene
- Persistent refusal to engage with Residences staff
- Neglect for their health
- Behaviour which is considered by Residences to be a high risk of causing harm to self or others

Please note: this list is not exhaustive.

In cases where, despite all efforts to engage the student and support them in Residences, further support may still be necessary, Residences staff will seek advice from specialist services within the King's College Student Services teams.

Where it is deemed appropriate a student may be asked to leave university accommodation – this does not necessarily signal an expulsion from university; it is usually a measure to safeguard the resident themselves and/or others around them and is normally a result of severe and persistent misconduct. A notice period of 2 weeks* will be given to the student, and full support in securing alternative accommodation provided via sign-posting to the Student Services Advice and Guidance team.

Residents will be given every opportunity to improve their behaviour and supported to do so, having agreed steps to address behavioural concerns raised by others and fully investigated by the Welfare team as part of a comprehensive action plan.

*Notice can be flexible and at the discretion of the King's Residences Management team.

Residents Induction

1. Prior to arriving at Accommodation, students should receive an online induction prior to arriving to their accommodation which includes:
 - Fire safety and evacuation procedure
 - House rules
 - Arrangements for visitors
 - Opportunity to provide information for their Personal Emergency Evacuation Plan
 - Register their emergency contact person within their first two weeks in Residence
 - If Under 18, the student will receive a briefing on the Under 18s Safeguarding Procedure in Residences, as well as a briefing on the [Under 18s Policy in Residences](#).

2. In addition, Community Facilitators and Residence Welfare Leads will carry out kitchen talks to provide new residents with information about:
 - Residences' rules and disciplinary procedures
 - Local and university welfare support
 - Local residences facilities
 - Staying safe
 - The social programme
 - The local area, local facilities and local transport
 - Key staff members
 - Where a medical issue is identified the Residences Welfare and Conduct Manager will meet the student, depending on the severity of the issue.

3. Finally, all students should receive a questionnaire within their first 4 weeks asking them to give feedback on their accommodation, welfare programme and how they are settling in.

Confidentiality & Data Protection

We observe the university's [Data Protection Policy](#) (in line with GDPR) and adopt the [Dos and Don'ts from the Guidance on Good Practice from Safeguarding Procedures](#) when sharing sensitive information within the team.

It is not usual practice to discuss an individual student with a third party without obtaining the student's permission. However, King's Residences' staff, including Residence Welfare Leads and Community Facilitators, operate a team confidentiality policy and may discuss student cases with other colleagues in their team on a "need to know" basis. They also work closely with the university's Student Services, usually operating under the [Student At Risk Procedure](#), to provide and foster a good living environment for all residents with special regard to student welfare, discipline and

safety. When any initial concerns, are raised about a third party, discussions may take place among these staff, without first seeking the explicit permission of the student, to consider how best to offer support to that individual. Once a student has sought help from one or more of the student support services, the services would not normally discuss a student's case with any third party without the student's permission.

There are however occasions in which King's Residences management, will decide together with Student Services that a case or incident may require reaching out to a resident's next of kin or emergency contact – these are usually emergency situations and management will not seek consent before contacting these parties. This is usually only adopted as a last resort and usually associated with attempted suicide, sectioning under the Mental Health Act, serious self-harming or misconduct, or other circumstances where remaining in residences may no longer seem appropriate or safe for the student or their peers.

Illness, Accidents and Injury

- Any student who is taken ill or any student aware of such an individual must ensure that a member of the Residence staff (Receptionist, Residence Managers or Residence Welfare Lead) is informed immediately either in person or on phone.
- All students should be registered with the local GP.
- Any student contracting a communicable disease is requested to advise the Residence staff of their condition so that the well-being of other residents can be addressed, drawing on medical advice, as appropriate. The contagious disease procedure to be followed in these cases.
- All incidents that result in personal injury to a resident or visitor must be reported to the Residence team and appropriate forms completed.
- King's staff will be fully trained first-aiders and may provide first aid as necessary to any student or visitor.
- In third party properties such as Unite, Urbanest, Downing and Fresh, there is a differing provision of First Aiders. In these Residences, we would direct students to Reception or the Residence Welfare Leads in the first instance, and/or 999.

Missing Students

Under no circumstances will any King's Residences staff enter the room of a student reported as missing, but will call for support from the Police who will lead on entering the room. Investigation of a missing student will follow the Residences Standard Operating Procedure for a missing persons, alongside the university procedure with the Residences Welfare and Conduct Manager and/or the On-Call manager being notified immediately upon report so the relevant external agencies and Student Services can be notified and proceed with their own investigations. The Missing Students Guideline is to be used, in line with the Missing Student Procedure.

The Under 18s Safeguarding Procedure may also be a procedure to trigger the Missing Student Standard Operating Procedure. Under 18 residents will be monitored daily, and will be considered missing if there is no key card activity within the Residence within 24 hours. King's Residences staff will take the appropriate next steps to investigate and report the missing student.

Placement of Students Under 18

Term-time students

- Careful consideration must be made when placing students under 18 years old, in order to ensure their welfare and safety. Please refer to the King's Residences Under 18s Policy and the King's Residences Under 18s Allocation Procedure.

During term-time King's Residences do not take under 16s. Students aged 16 and 17, they will be housed in one of the 3 designated residences for the 19/20 Academic Year: Great Dover Street Apartments, Stamford Street Apartments and Champion Hill. They will be housed with the following criteria:

- Students will be roomed in designated Living Learning Communities for those aged under 18.
- Students will be roomed in a single occupancy, en-suite room (sharing of communal wash facilities not allowed).

Where students will be turning 18 during their stay, all efforts should be made to place them with students as close in age as possible

Residences taking students under 18 years old have an arrangement in which Residence Welfare Leads, designated Community Facilitators, Receptionists and Residence Managers combined provide suitable cover outside lecture hours, available either on site or in close proximity and contactable by phone to attend to emergencies or unwell minors while they are at the residence.

Summer Students

During the summer season, King's Residences may accommodate under 16s students that are a part of a group, however this is only permitted when they are accompanied by a group leader, known and vetted by the university prior to group arrival, and following successful completion of the required risk assessments.

Risk Assessments for Under 18s in Residence

Risk assessments should be carried out in line with the university's Health and Safety Policy, however, for residences taking under 18s additional risk assessments should be carried out covering the following:

- Placement of under 18s and over 18s – proximity to each other and monitoring
- Supervision of under 18s – additional measures in place to ensure safety of under 18s
- Monitoring interaction between under 18s and over 18s – preventing unhealthy relationships and interaction, peer pressure, negative influences, romantic relationships etc.
- Drug and alcohol use/misuse
- Access to dangerous or unsuitable areas of residence or local area.

Compliance

DBS Checks of Staff

All staff working at university owned residences are DBS checked within their first 4 weeks of employment. While a staff member is awaiting their DBS check, they are not to remain unsupervised with a lone child or young person at any time.

This policy also applies to contractors, including accommodation partners and volunteer staff.

Training for Residential Accommodation Staff

Residence Welfare Leads will receive training on the following areas, as a minimum:

- First Aid at Work training
- Fire Warden/Marshal training
- Mental Health First Aid
- Student at Risk Procedure
- Safeguarding of Children and Vulnerable Adults training

Handover Notes

A handover note will be completed at the end of each shift by the Residence Welfare Leads, and then submitted to the Senior Welfare Lead and Residences Welfare and Conduct Manager for review on a weekly basis. These notes include:

- Details of any student concerns or incidents (behaviour, welfare, illness etc.) and where additional information has been sent.
- Details of any things to be aware of relating to students, for example - appointments, reminders etc.
- Where there is nothing to report this should be stated.

Case Management

Incidents and concerns raised by Residence Welfare Leads or any other staff within King's Residences must be logged on the case management system accordingly for monitoring by the Residences Welfare and Conduct Manager. Within 24 hours of the incident occurring, the relevant staff member must complete an incident report and send (ensuring the document is password protected) to the Residences Welfare and Conduct Manager at welfare@kcl.ac.uk. A case meeting may be arranged with the student and their welfare issue will be discussed, allowing for a case plan to be formulated and the student to be supported. The case plan will be stored onto the case management system database, with the relevant referrals made to the required external support networks with the student discretion.

The system used must comply with the university's Data Protection Policy and King's Residences confidentiality guidelines.

Health and Safety

All King's Residences are covered by the university's Health and Safety Policy. To this end, Residence Managers and Residence Welfare Leads will work with the university's appointed Health and Safety Coordinator to ensure adequate procedures and risk assessments are in place, covering:

- fire precautions and an emergency evacuation plan in the event of fire
- procedures for first aid provision
- procedures for the control of substances hazardous to health
- an electrical maintenance plan
- an annual plan for Portable Appliance Testing
- procedures to deal with asbestos and Legionella.

Fire Safety

The following should be in place to ensure fire safety:

- All residential buildings must meet required building and health and safety regulations in terms of fire exits, fire doors, smoke detectors and alarms, fire extinguishers and access by emergency services provision.

- A fire evacuation plan must be in place
- Fire evacuation drills must be carried out once per term
- All students in residential accommodation must be made aware of fire evacuation procedures prior to moving into residence and reminded of it on their first day of residence
- All of the above should be covered by fire safety risk assessments conducted as part of the university's Health and Safety Policy

Emergency Evacuation and Relocation

In some cases it may be necessary to evacuate residential premises as a result of a serious incident such as fire, gas leak, contagious infection etc. A plan must be in place for the temporary re-housing of students in this type of situation (e.g. hotel, homestay accommodation etc.).

Emergency Contacts

In the event of an emergency other members of staff are available to support and assist where necessary. An emergency contact plan will be in place detailing who can be called upon to assist in an emergency.

Security and Visitors

- All student residences are equipped with entry systems that allow for only authorised personnel or students to enter – individual keys or key-fob entry system
- Residences staff should also be aware of the university's Access Policy and Registration of Visitors and Contractors procedure.
- CCTV is in place, at least, but not limited to covering entrances and exits to the property, where it is also in operation inside the residence it must not be in any places where it could infringe on a students' personal privacy (i.e. in bedrooms or bathrooms)
- Where CCTV is in operation, signage communicates this
- All visitors to residential accommodation are required to sign-in at Reception upon arrival
- Students under 18 wishing to invite visitors, should first ask permission from the Residence Manager or Residence Welfare Leads; they will then determine whether the visitor should be permitted and the level of supervision required – taking into consideration the length of the visit, who the visitor is, the areas the visitor will have access to and the age of the visitor and students who they may come into contact with – in line with the university's Registration of Visitor's and Contractor's procedure Policy

Relevant Policies and Documents

- [G27 Misconduct Regulations](#)
- [Student Discipline for Residents at King's Residences](#)
- [Data Protection Policy](#)
- [Terms and Conditions of Residence](#)
- [Students at Risk Procedure](#)
- [King's Residences Under 18s Policy](#)
- [Student Mental Health and Wellbeing Report and Strategic Plan](#)
- [King's Safeguarding Policy and Associated Procedures](#)

Appendix I – Guidelines Underpinning this Policy

It is the responsibility of all staff at King’s Residences to be vigilant about safeguarding and student welfare.

The Director of Student Accommodation will:

- Ensure that everyone knows what residents welfare is and that it is taken seriously
- Ensure that there is a designated welfare team in each residence who receive appropriate training for carrying out their duties

The Residences Welfare and Conduct Manager will:

- Monitor the processes for promoting residents welfare and to ensure that adequate resources are given to its delivery
- Work with the wider university to put mechanisms in place to ensure that students requiring safeguarding measures are monitored in relation to their situation and progress.

Staff will:

- Encourage students and parents to inform the university of any concerns
- Always be aware of the needs of young adults, and be vigilant for any possible signs of welfare risks or issues
- Meetings with individual residents should take place as openly as possible. If privacy is needed, the door should be left partly open with other staff present or informed of the meeting
- Not have unnecessary physical contact with students under their area of responsibility, except for physical support and only take place with the consent of the student and the purpose of the contact should be made clear.
- Not take students alone in a car journey, however short. Where this is unavoidable, it should be with the full knowledge and consent of management. Staff must be able to state the purpose and anticipated length of the route and will have checked insurance liability.
- Not contact or arrange to meet with students, within your area of responsibility, outside organised events activities, unless it is with the knowledge and consent of management.
- Should ensure that their personal relationships do not affect the residents around them
- Should remember that on rare occasions students themselves can be responsible for abusing their peers
- Ensure confidentiality guidelines are adhered to at all times.

Staff must never:

- Engage in sexually provocative or rough physical games with residents
- Allow students to use inappropriate language unchallenged (e.g. racist, sexist or homophobic comments)
- Make sexually suggestive comments in front of, about, or to a resident, even in fun
- Use sarcasm

- Let allegations made by a resident go without being addressed and recorded. (This is dealt with more fully in the [Guidance on Bullying and Harassment for Students](#) and [G31 Student Complaints](#))
- Deter residents from making allegations through fear of not being believed
- Jump to conclusions without checking facts
- Rely on their own good name to protect them (i.e. everyone regardless of position should adhere to these guidelines.)

Students should:

- Understand the need to keep individuals safe and its impact upon others
- Be aware of other people's feelings and sensitivities
- Understand that some 'jokes' are not commonly understood or appreciated and may cause offence, and be prepared to apologise when this incidents happen
- Encourage each other to report any concerns or issues with themselves or others
- Be prepared to accept that people make mistakes and can learn from them
- Be open to input from the welfare team when they have genuine concerns for your wellbeing.

Appendix II – Handling Concerning Behaviour

It is the responsibility of the Residences Welfare and Conduct Manager, in consultation with appropriate Student Services staff from the Student at Risk group, to raise behaviours of concern and implement and monitor the use of care letters and arrangements within the King's Residence halls.

In incidences whereby the behaviour of concern identified may be the result of a mental health condition/psychiatric disorder, a colleague from the Student Support and Wellbeing Services (SSWS) at King's College London may be present for the initial meeting with the Resident to address the behaviours of concern. This is to ensure full support is in place for the student, to ensure their needs are met and their mental health fully supported.

An agreed course of action will be implemented following the process outlined below.

1. The Residences Welfare and Conduct Manager will review all sources of evidence that attribute to the Resident in question and the behaviour of concern (i.e. incident reports, statements from flat-mates, Residence Welfare Lead consultations).
2. The Residences Welfare and Conduct Manager will consult with the Head of Operations in King's Residences and the Student at Risk group to outline why the behaviour is of concern and seek advice and guidance on the appropriate way forwards.
3. A meeting will be organised by email between the Resident in question, the Residences Welfare and Conduct Manager and a colleague from the Student Support and Wellbeing Services (SSWS) at King's (as appropriate). The Resident must be informed of the reason for the meeting – a clear identification of the concerning behaviour to be outlined in the correspondence. It must also be clearly outlined in the correspondence that the meeting is a supportive mechanism and not a punitive action.
4. During the meeting, the Resident will be given the opportunity to discuss from their personal perspective the context of their behaviour. It is important that it is discussed what triggers or causes this behaviour to arise, what the behaviour looks like and what the impact is on:
 - The individual (self)
 - On others (immediate friends, colleagues, flatmates)
 - On the wider community (Residential Hall, class mates)
 - Their academic studies and goals
5. It is then important to discuss with the student what helps them to manage this behaviour from their experience (or from suggestion). Ensure clear action points are established to help the Resident identify key steps they can take to establish safer, healthier behaviours.
6. Summarise the key points from the discussion with the student to ensure they are in full agreement and inform them a "letter of care" will be issued following the meeting that will set out in writing the discussion held and the arrangements agreed upon. Ensure the Resident is aware of what may happen if the behaviour continues (Disciplinary action, removal from Residence).
7. Set a review meeting with the student to evaluate their progress after 4 weeks. Discuss other types of monitoring that may need to be set up during this period.
8. Type up a "letter of care" based on the discussion and email to the student, including relevant other support staff that may need to be involved as appropriately discussed with the Resident (Residence Managers,

Reception staff, Residence Welfare Leads). Ensure supportive contacts and relevant sign-posts are included in this email also.

9. Save a copy of the “letter of care” to the students Case Management Database.
10. Monitor the student’s behaviour until the review meeting. This can be through Residence Welfare Lead check ins, email touch points with the student etc.
11. At the review meeting, discuss with the Resident how they are getting along. Adjust the care letter if necessary and discuss ongoing support and monitoring arrangements.
12. Where the letter of care/review meeting/support is not successful in reducing the concerns about the student’s ability to be supported to remain in Residences, Residences (in consultation with the Student at Risk group and Associate Director of King’s Residences) may remove the student for their safety and the safety of others. This outcome should be only be decided after exhausting all reasonable/practicable support options with the student.

Non-Engagement with Process

Where a student fails to engage with the offer of a support meeting within a designated time frame, a second meeting offer will be made by email and by letter to the Residents room and a follow up phone call. It must be clear that failure to engage with a second meeting offer will result in escalation to disciplinary measures.