

# Intercollegiate Halls

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This policy and the associated procedure relate to the management of concerns regarding a student's capacity to live independently and safely, interact appropriately with others, and to participate fully in the life of the University whilst resident in the Intercollegiate Halls. Such concerns may arise out of a student's health and wellbeing (including, but not limited to, physical health, mental health, disabilities and caring responsibilities). The University has a duty of care to respond appropriately to situations where there are substantial concerns relating to a student's health or behaviour that is having a detrimental impact on themselves or other members of the University community.

The University is committed to supporting student wellbeing and recognises that a positive and recovery-focussed approach to the management of physical and mental health is crucial. All members of the University community have a responsibility to support each other in creating a safe environment which is conducive to study, living and working.

The University expects students in the Intercollegiate Halls to be able to live safely, independently and in harmony with others, and not to conduct themselves in a way which has an adverse impact on those around them. Some students may require additional support to achieve this, but all students are responsible for managing their own health, wellbeing, and behaviour. This policy aims to encourage and foster independence, self-awareness, resilience and personal responsibility within our students.

The purpose of this policy and procedure is to outline what support is available and the steps to be followed in circumstances where safe and appropriate participation in the life of the hall cannot be sustained by the available support pathways. Other procedures, such as responsibilities of staff



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Within the Intercollegiate Halls, students have access to wellbeing support provided by Warden Warden and student volunteer student Resident Advisors and the Residential Life team. This is primarily a safety netting and signposting service and is not intended to replace the counselling and therapeutic services provided by member institutions or the National Health Service. The service provided by Wardens and Resident Advisors is designed for occasional use only and is not suitable for responding to frequent crises or providing regular long-term support.



RAs can be a non-judgmental, empathetic listening ear for any worries or concerns. As fellow students, RAs may be able to share their own experience of university life and offer tips or suggestions for managing common challenges. RAs can help students work through low-level disagreements with other residents. The duty RA, available whenever the Hall office is closed, is available to be a first point of contact for any emergencies or crises. They can assist students in contacting the emergency services or other professional help if necessary. The duty RA may offer a friendly one-to-one check-in with any students who have been unwell or distressed, for up to a few days after the incident.



A non-judgmental, empathetic listening ear for any worries or concerns.  
Advice or guidance about how to  
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on an anonymised basis they will normally ask for the student's consent to share as part of the [Data Protection Policy](#).

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In a situation where we believe a student is at risk of serious or lasting harm, or is placing others at risk of such harm, we will consider contacting a third party such as next of kin, emergency contact, the emergency services, safeguarding services, or a student's university or GP. This may arise at any stage in the Support to Reside Procedure. The [Data Protection Policy](#) will guide decision-making around the sharing of information. Where possible, we will seek the student's consent to share information.

We will keep records of our decisionmaking around sharing information.

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The UK GDPR singles out some types of personal data as likely to be more sensitive, and gives them extra protection:

- personal data revealing racial or ethnic origin;
- personal data revealing political opinions;
- personal data revealing religious or philosophical beliefs;
- personal data revealing trade union membership;
- genetic data;
- biometric data (where used for identification purposes);
- data concerning health;
- data concerning a person's sex life; and
- data concerning a person's sexual orientation.

This is often referred to as special category data.

If personally identifiable special category data relating to a student is transferred to a third party under this Policy and Procedure, the following process must be adhered to:

1. The data must be stored in a password protected file on University systems only (e.g. on SharePoint or WebDrop).
2. A link to the password protected file may be shared by email with the third party.
3. The password must be shared separately.

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A data protection impact assessment (DPIA) has been completed for this Policy and Procedure.

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Halls Privacy Notice <https://london.ac.uk/halls/usefuldocuments>

Data Protection at the University of London <https://london.ac.uk/about-us/how-university-run/policies/data-protection>

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The Hall Warden or other appropriate staff member must complete a Support to Reside referral monitoring form at the conclusion of Step 3: [#\\$\\$%&&'\(\)\\*\\$+\(",.-+\(\\*&\)&789:;<7=>#.8'1-+1"%.,1# ,0\\$+"9.2\\$+."%";"41 &.35'1,1\)"4: +,-99!](#)

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Step 4 may be activated by the Hall Warden or other appropriate staff member in the following circumstances:

- The student is unwilling to agree to required actions at Step 3 or Step 4 previously
- The student fails to engage with actions agreed at Step 3 or Step 4 previously
- The student's health, wellbeing, or behaviour deteriorates despite measures taken at Step 2, Step 3, or Step 4 previously
- The student has critical support needs that exceed the capacity of the Intercollegiate Halls to reasonably provide
- There is continuing, sustained, repeated, or prolonged risk to the student's or others' health, safety, or wellbeing
- There is critical or continuing serious disruption to the day-to-day activities of the University
- There is a critical or ongoing serious adverse impact upon the health, safety, or wellbeing of other members of the University community

Activation of Step 4 will normally take place only after a documented discussion between any two or more of:

- the Hall Warden
- the Residential Life Manager
- the Student Health & Wellbeing Manager
- the Director of Residential Services

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At Step 4, the student's case is reviewed by a Support to Reside Panel. The Panel should normally be constituted as follows:

- the Residential Life Manager or Student Health & Wellbeing Manager (Chair);
- the Hall Warden or Hall Manager or Residential Operations Manager; and
- another member of University of London staff who has not previously been involved in the case.

In addition, a member of staff from the student support service of the university, college, or











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- ! Student is engaging with GP
- ! Student is engaging with crisis team
- ! Student is engaging with local IAPT mental health services
- ! Student is engaging with local addiction services
- ! Student is engaging with university/college/teaching centre student support service
- ! Student is engaging with personal tutor
- ! Student is engaging with third sector support

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- ! Next of kin aware ~~6~~  
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! Supportive
- ! Other family members aware ~~6~~  
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! Supportive ~~6~~
- ! Friends aware ~~6~~  
! Supportive

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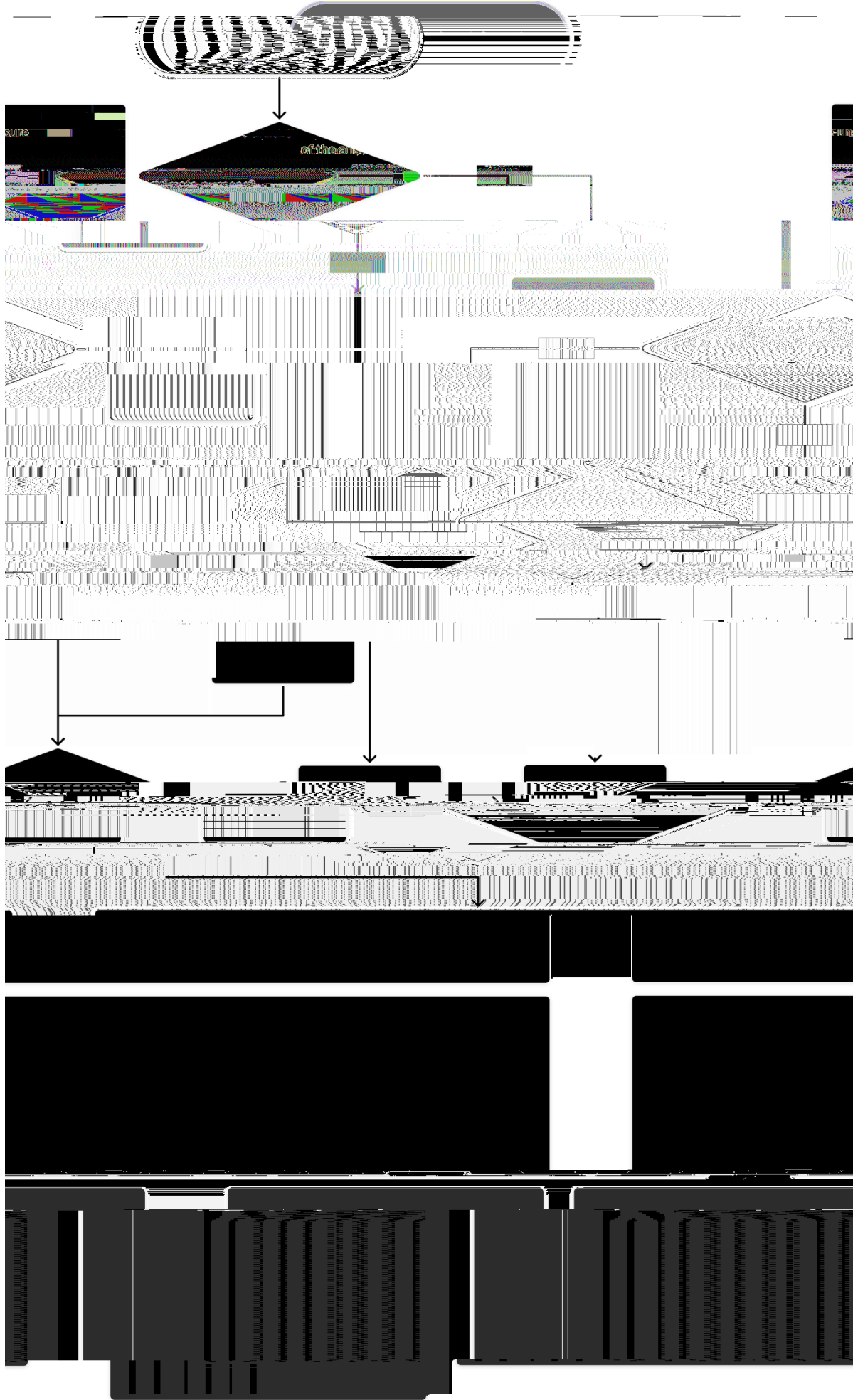
- ! Student has a crisis safety plan

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- ! Opportunity for debriefing offered
- ! External support options discussed (e.g. EAP)
- ! Clear action plan shared with team in case of future incidents

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- ! Line manager aware
  - ! Reported for monitoring purposes
    - ! Student of concern anonymous reporting (all cases)
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