



# Queen Alexandras House Association

Policies and Procedures 2025- 2026

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## **Accommodation Bursary 2025 / 2026**

Queen Alexandra's House (QAH) believes it is vital to provide a visible pathway for accommodation for those who are in higher education and for those suffering financial hardship.

The Queen Alexandra's House Accommodation Bursary assist students of any nationality who are struggling with the cost of their accommodation fees.

QAH offers each of the below institutions £5,000.00 total per year to allocate to residents in financial hardship. The maximum amount any residents can receive is £1,000.00 total per academic year.

### **Eligibility**

Prospective and current students who are residing /wish to apply to stay, at QAH and who are in hardship.

Applicants must hold an offer to study on a full-time course at either: the Royal College of Music, Imperial College London, or the Royal College of Art and may only be considered for the accommodation bursary.

By applying for a QAH Bursary you are giving permission for the Royal College of Music, Imperial College London and the Royal College of Art to share your name and details with QAH, as being in financial need.

### **How to Apply**

You can apply for the Queen Alexandra's House Accommodation Bursary through your University:

#### **Royal College of Art**

Applications can be made to the RCA's Materials Fund - under the Supporting Statements section of the application form. Applicants should clearly mark 'QAH Accommodation Bursary' at the top of their statement and share a concise narrative of financial need. It is not necessary for QAH Accommodation Bursary applicants to list approximate costs for course materials/project-related travel. The assessment panel meets weekly during term time and aims to process applications and share outcomes within two weeks of receipt.

Any queries should be directed to [scholarships@rca.ac.uk](mailto:scholarships@rca.ac.uk)

#### **Royal College of Music**

Applications can be made through the RCM's Hardship Fund process. The online application form can be accessed by students via the Student Services Learn pages or by emailing [studentservices@rcm.ac.uk](mailto:studentservices@rcm.ac.uk).

Residents applying will need to provide a concise narrative of financial need and supporting evidence, where possible. This will then be reviewed by RCM who will decide. They will aim to process applications within 2 weeks of receipt. Any queries should be directed to [studentservices@rcm.ac.uk](mailto:studentservices@rcm.ac.uk)

#### **Imperial College London**

Applications can be made by emailing the Student Financial Support Team at Imperial College via [scholarships@imperial.ac.uk](mailto:scholarships@imperial.ac.uk). Residents applying will need to provide a concise narrative of financial need including any changes in circumstances since the start of the academic year which may have caused a financial gap. This will then be reviewed by the Student Financial Support team, who will aim to process applications within 2 weeks of receipt.

Residents can also apply to Imperial College's Student Support Fund if there is a greater financial need, but this is not necessary in applying for the £1,000.00 accommodation bursary.

## **Accommodation and Fees Payment Policy 2025 / 2026**

### **Paying for your accommodation fees**

Queen Alexandra's House residents are expected to settle their accommodation fees promptly within the due dates set out in the Licence Agreement.

We do understand and recognise that at times there may be changes to your personal circumstances or unforeseen events, which may make it difficult for you to pay on time. If this does happen, then it is important that you contact the General Manager and Bursar to discuss this in more detail so that, if possible, we are able to assist you.

It is important also to recognise that Queen Alexandra's House cannot provide you with financial help but will look at your request individually, considering your individual circumstances, the time needed to make payment, your payment history and importantly, any evidence you have supporting your request for additional time to pay.

### **Submit a request for more time to pay.**

If you require additional time to pay your accommodation fees, then you will need to email [info@queenalex.com](mailto:info@queenalex.com) explaining your situation and detailing the reasons why and when you will be making payment. Queen Alexandra's House will review these and decide if an extension will be permitted.

Please be aware that it is the resident's responsibility to keep in regular contact with the General Manager and Bursar if you need to submit a request for more time to pay your accommodation fees.

The team will look at your individual circumstances and where possible try and assist you.

If Queen Alexandra's House permit you extra time to make payment, then a payment plan will be put in place, and you will be required to pay as per the terms set. Failure to meet these or to pay will result in further action being taken, which can also result in your details being sent to a debt collector as outlined in your Licence Agreement.

### **Student Finance Payments**

Queen Alexandra's House is aware that some residents pay for their accommodation fees from their student finance and that payments are not always aligned with Queen Alexandra's House payment schedule.

If you wish to pay your accommodation fees using your student finance, then you are required to let Queen Alexandra's House know and send over copies of any relevant documentations outlining when you will receive the funds so that Queen Alexandra's House can put a payment plan together for you.

### **Failure to pay your fees.**

If you fail to make payment within 21 days of the due date, we will:

- Issue you with a final payment invoice and £100 late payment fee where you will have 14 days to make payment.

Failure to make payment within those 14 days will result in

- If you fail to make payment, then your licence agreement will be terminated, having been given 14 days to make payment.
- If you fail to vacate the accommodation and / or pay any outstanding arrears, QAHA may take court proceedings to recover both the accommodation and the outstanding sums, and the court may make an order that you pay QAHA's cost of those proceedings.

## **Complaints Procedure 2025 / 2026**

Any time a resident raises dissatisfaction about any aspect of the house or its staff we take those comments seriously and see them as invaluable sources of feedback.

We view any complaint as being our resident's expression of dissatisfaction with our residence or the service we deliver or the service our suppliers deliver on our behalf.

Please note we cannot provide any academic related outcomes.

All complaints will be dealt with in confidence with the proviso that enquiries will have to be made to investigate the matters that are the subject of the complaint. Also, an individual against whom a complaint has been made has the right to be supplied with a copy of the complaint and the opportunity to respond.

The investigation into the complaint will be a fact-finding process to establish the relevant evidence and circumstances of the case. The investigation will only focus on the nature of the complaint. The process may involve reviewing supporting records/documents as well as interviewing staff and/or other students. A report of the investigation, which will contain relevant information, copies of statements and all other documentary evidence will be produced at the end of the investigation.

### **Step by step complaints procedure**

There are three stages in the Residents' Complaints Procedure

**Stage One** - Local Resolution

**Stage Two** - Formal Stage

**Stage Three** - Review / Appeal

Complaints may be made by the resident not her parent, guardian or 3rd party.

### **Stage One – Local Resolution**

In writing to the General Manager & Principal or her deputy

Residents to raise awareness of the problem, in writing by email to the General Manager & Principal to [info@queenalex.com](mailto:info@queenalex.com) or [housemanager@queenalex.com](mailto:housemanager@queenalex.com). Residents should raise any issue at the earliest possible opportunity and, wherever possible, within 5 working days of the issue arising.

Matters dealt with locally at an early stage have a better chance of being resolved quickly and effectively, without a resident having to escalate their complaint to the formal stage of the process.

Any anonymous complaints must be treated as an official complaint and investigated fully.

All complaints will be treated seriously and logged in the complaint book, and we will do our best to resolve complaints without the need to escalate to the formal Stage.

Where a resident complaint has been raised locally (Stage One), the resident should normally be provided with a response acknowledging the complaint has been received within 2 working days, outlining how their complaint will be dealt with, if applicable (ie cases where you need more time to consider and investigate the issues raised).

When local resolution stage has been completed and a student remains dissatisfied with the outcome, they can escalate their complaint to Stage 2.

If a resolution cannot be found the complaint will be passed to a Council Member of Queen Alexandra's House who, if it is not satisfactorily resolved, may refer it to the House Committee.

### **Stage Two – Formal Stage**

If the complaint has not been resolved to the satisfaction of the resident through the local stage, or if a resident wishes to raise a substantial complaint, a formal complaint should be submitted.

This should be made on the formal Resident Complaint Submission Form, which should be submitted to the House Committee within 7 working days following the outcome from the local stage.

The resident will be required to provide details of the nature of their complaint on the formal complaint form, along with supporting documentary evidence. The resident should also specify their desired outcome from this procedure.

In such circumstances, the resident must be aware that for the complaint to be considered fairly, any individual against whom a complaint has been made will be supplied with a copy of the complaint in order for a decision to be made.

The resident will be formally advised of the outcome of the complaint, normally within 20 working days of the complaint being raised at the second stage and provided with a clear explanation of the reasons for each decision, a copy of the documentation and evidence considered in making the decision(s) and, where a complaint has been upheld, explaining how and when any remedy will be implemented.

The resident should also be provided with information on their right to proceed to the review stage. The resident should also be informed of the grounds and timeframes associated with this stage. Where it is not possible to advise the resident of the outcome within the normal timescales, the resident will be advised of the delay and provided with a revised timescale.

The residents have a right to appeal within 5 working days of being informed of the outcome of their complaint.

### **Stage Three – Review Appeal**

If the resident is dissatisfied with the outcome from the formal stage (Stage 2), they can request a review. This must be done formally and in writing in a letter to the Council Committee (Adrian Harvey / Nina Martyn) within 5 working days of receipt of the formal response from Stage 2.

The request for a review can be made on the following grounds:

- a) That there is new material supporting evidence which, for valid reasons, the student was unable to provide during the formal stage of the complaint.
- b) That there has been material procedural irregularity in the conduct of the complaint's procedure.
- c) That the outcome of the formal stage was unreasonable.

The resident must include details of why they remain dissatisfied and what resolution they are seeking and should include any relevant evidence which they wish to be taken into consideration in their request for a review.

If the decision is to proceed with the review, the Council Committee will meet the resident, any individuals named in the complaint before concluding the review of the complaint.

A record should be kept of any such meetings. A resident may be accompanied by a 'friend' for moral support, but the 'friend' may not be a solicitor or barrister acting in a professional capacity. For the purposes of this procedure, a "friend".

The Council Committee will normally provide a final written response to the resident within 25 working days following receipt of the request for a review of the complaint.

This response will give a clear explanation of their findings and, where there were proven grounds for review, an indication of how and when any remedy will be implemented.

The resident will also be issued with a Completion of Procedures letter, which will indicate that they have completed the Queen Alexandra's House internal complaints procedure, and the decision would then be final.

Any complaints which are deemed frivolous or vexatious may be terminated but will be logged.

## Drugs and Anti-Social Behaviour Policy 2025 / 2026

The Drugs & Anti-Social Behaviour policy applies to all residents of Queen Alexandra's House. It confers responsibility on residents, visitors, contractors, and staff.

### Drugs: A Policy Statement

#### **1. Introduction – aims of the policy.**

**1.1** The central aim of the QAH's policy on controlled drugs is to balance respect for the privacy and freedom of individual residents with the imperatives of compliance within the UK law and maintenance of a safe, productive, and legal environment in the best interests of all residents.

**1.2** An important feature of the policy is the offer of assistance to residents who may need advice or counselling about drugs, or about any issues arising from the use of drugs. QAH wishes to support students who have a drug dependency to seek help, and to be supported in doing so.

QAH encourages residents to contact drug helpline numbers, as well as their universities helpline numbers. List is available at reception and in your Residents Handbook.

**1.3** It is a requirement of QAH regulations that residents observe the terms of the policy, violations of which will constitute misconduct under the licence agreement.

#### **2. Drugs and the Law**

**2.1** The misuse of substances known as 'drugs' is against the criminal law in the UK. The term 'drugs' covers a wide range of substances, including cannabis, cocaine, and heroin, together with the many derivatives or hybrids of these drugs. It refers to any substance controlled by the Misuse of Drugs Act 1971 and the Psychoactive Substances Act 2016.

**2.2** The term 'misuse' includes the use, possession, trade, distribution, selling, offering for sale, and purchase of drugs, as well as the illegal use of prescription drugs (i.e., the use of prescription drugs that have not been legally obtained, or have been used in a manner or for a purpose other than as prescribed.)

**2.3** A resident caught with drugs on site will be reported to the police, have their licence agreement terminated, and evicted from QAH with immediate effect.

#### **3. Assistance for residents**

**3.1** Any resident who has or fears she may have a drug dependency is encouraged to seek professional assistance and advice as soon as possible.

**3.2** A resident's own GP may often be the most appropriate source of such advice.

#### **4. Reporting of offenses**

**4.1** The disciplinary procedures of QAH require that where any resident of QAH believes that an offence against the Regulations has been committed by another resident of QAH, they should notify reception as soon as possible. In the case of the use of controlled drugs, the following are examples of instances where a report to QAH will be required:

i) Direct observation of drug misuse or the physical symptoms or manifestations of impairment due to such drug misuse, while on QAH premises, or in circumstances which have the potential to damage the reputation of QAH, or where this affects or concerns other residents of QAH.

ii) A report of drug misuse provided by a reliable and credible source.

iii) Other evidence that a resident has engaged in such drug misuse.

### Anti-Social Behaviour

Queen Alexandra's House is committed to tackling antisocial behaviour in an effective manner, taking appropriate and proportionate action to create a balance between the prevention of anti-social behaviour and the enforcement of a resident's licence agreement.

Anti-Social Behaviour is described as *"...any conduct (including speech) that causes, or is likely to cause, alarm or distress to one or more persons of the same household"*.

#### **Anti-Social Behaviour Categories**

Anti-Social behaviour can be categorised into workable groups i.e., the various types of complaints of tenant/resident anti-social behaviour that have been, or could be, reported to the Police or to the Residence Staff. However, this list is not intended to be exhaustive and anti-social behaviour may include any activity that causes, or is likely to cause, alarm or distress to one or more persons.

##### **Group A: Disregard for Community and Personal Wellbeing:**

- Noise – noisy neighbours, noisy cars/bikes, loud music, persistent alarms
- Rowdy Behaviour – shouting and swearing, fighting, drunken behaviour, hooliganism, or loutish behaviour.
- Nuisance Behaviour – urinating in public, fire raising, inappropriate use of fireworks, throwing missiles, climbing on buildings, impeding access to communal areas, playing games in restricted or inappropriate areas.
- Hoax Calls – false call to the emergency services.
- Tampering with Fire Safety equipment e.g., Covering Smoke Detectors or tampering with Fire Extinguishers.

##### **Group B: Acts directed at People.**

- Intimidation and Harassment – groups or individuals making threats, verbal abuse, nasty or offensive letters, obscene or nuisance phone calls or text messages, menacing gestures. This type of behaviour may be motivated by race, age, culture, sex, sexual orientation, disability, or religion.

##### **Group C: Environmental Damage**

- Criminal Damage/Vandalism – graffiti, damage to street furniture including bus shelters, telephone kiosks, buildings, trees, plants, or hedge.
- Litter and Rubbish – leaving litter and rubbish in communal areas, dropping litter, dumping rubbish.

##### **Group D: Misuse of Public Space**

- Drugs & Substance Misuse/Dealing – taking drugs, solvents abuse, discarding needles and drug paraphernalia, presence of dealers or users.
- Smoking in doors or outside of designated smoking areas.
- Street Drinking.
- Kerb Crawling – loitering, pestering residents.
- Vehicle Related Nuisance & Inappropriate Vehicle Use.

#### **Reporting Anti-Social Behaviour**

If a resident sees or is subject to any Anti-Social Behaviour, it should be reported to the Queen Alexandra's House reception team immediately. All complaints of Anti-Social Behaviour will be processed in accordance with this Policy.



## Fire Safety and Evacuation Procedures 2025 / 2026

### Fire Prevention and Safety / Fire Alarms

Residents must take reasonable care for their own and others' safety during their time at Queen Alexandra's House and must always comply with our Fire Safety and Evacuation Procedures.

Upon arrival into Queen Alexandras House please ensure that you:

- Read the Fire Evacuation Notice displayed in your room.
- Take time to familiarise yourself with the Fire Escape routes throughout the building within the first 48 hours of arrival.
- A weekly Fire Alarm test will be conducted every Thursday between 11am – 12 Noon, the sounders will ring for about 30 seconds. There is no need to evacuate the building unless the sounders continue to ring.
- There will be 3 Fire Alarm drills held during the year and all residents must participate if in the House at the time the alarm sounds. Failure to do so will result in disciplinary action.
- Residents and their guests must always evacuate the building promptly when the alarm sounds and meet at the assembly point. A roll call will be conducted by a staff member, you must advise that you are present and correct. Failure to do so will lead us to think that you are still inside the building and trapped and send in Fire Fighters, putting their lives unnecessarily at risk.
- Bedroom doors, kitchen doors or any other fire doors must not in any circumstances be propped open as this could pose a danger in the event of a fire.
- Escape routes, fire exit doors, corridors must not be obstructed in any way. Personal items must not be left in corridors.
- Cooking and catering must only be undertaken in the designated kitchen areas. You must never leave cooking unattended. This includes all electronic cooking equipment.
- Do not use the Lift when the fire alarm sounds.

### In the Event of a Fire

The following is the emergency evacuation procedure for Queen Alexandra's House.

#### IF YOU DISCOVER A FIRE

1. Immediately operate the nearest fire alarm call point.
2. From a place of safety, call 999.
3. Speak clearly, giving the location of the fire, your name and any other details as requested by security - do not 'hang up' until told to do so!
4. Only fight the fire if you have been trained to do so.
5. Evacuate **IMMEDIATELY** using the nearest available fire exit (see Fire Action Notice and Floor Evacuation plan).
6. Report to the designated fire assembly point (Kensington Gore outside the Imperial Student Union).

#### IF YOU HEAR A FIRE ALARM

1. Evacuate **IMMEDIATELY** using the nearest available fire exit (see Fire Action Notice and Floor Evacuation plan).
2. Report to the designated fire assembly point (Kensington Gore outside the Imperial Student Union).

#### EVACUATION PROCEDURE

1. Evacuate **IMMEDIATELY** using the nearest available fire exit, observing the following advice:
2. **DO NOT STOP TO COLLECT BELONGINGS.**
3. **DO NOT USE LIFTS.**
4. **DO NOT RE-ENTER THE BUILDING UNTIL AUTHORISED TO DO SO.**
5. Report to the designated fire assembly

## Information Sharing Agreement 2025 / 2026

### **Purpose of this Agreement**

This agreement has been developed to enable the compliant sharing of personal information between Queen Alexandra's House, Imperial College London, Royal College of Arts and Royal College of Music or your named university institution where you are studying.

The data shared within the existing legal framework of the General Data Protection Regulation and associated legislation.

### **Background**

Queen Alexandras House Association is a registered Charity that has the primary object of providing affordable all female catered accommodation for those studying the Arts and Sciences within the Estate of the 1851 Commission.

Queen Alexandra's House Association operate Queen Alexandra's House providing 108 single occupancy bedrooms sharing communal showers, bathrooms, toilets, and kitchen facilities.

In these contexts, there is often a requirement for Queen Alexandra's House Association to share data about its residents with their respective universities.

In this agreement, a 'resident' refers to a student who has entered into a licence agreement with Queen Alexandra's House Association.

### **Categories of Data Subject**

The data subjects concerned in this agreement are students of either Imperial College London, Royal College of Arts and Royal College of Music.

### **Recipients and their Responsibilities**

This data sharing agreement will cover the following parties and responsibilities.

<b>Institution Name</b>	<b>Responsibility</b>
Queen Alexandra's House Association	Liaising with customers about the management of residents and licence agreements, payment of rent and other financial obligations, management of complaints / issues, welfare, and health issues.
Imperial College London, Royal College of Arts and Royal College of Music or other resident institutions.	Liaising with Queen Alexnadra's House where required about their students in relation to the management of residents and licence agreements, payment of rent and other financial obligations, management of complaints / issues, welfare, and health issues.

### **Purposes of the Data Sharing**

The parties will share information sharing data for the following purposes, as required:

1. Managing applications for accommodation
2. Managing appropriate adjustments for declared physical or mental disability issues.
3. Managing stages of the contract, residency, or tenancy
4. Managing complaints and other related issues
5. Responding to serious welfare issues or medical emergencies
6. Providing summary reporting of service usage to assist assessment or planning around service delivery.
7. Assisting in specific case work where sharing between the two parties is required

### **Data to Be Shared**

<b>The data to be shared will be in the following scenarios.</b>	<b>Data to be shared</b>
Application	Name, institution, course, date of birth, student, contact details

Managing appropriate adjustments for declared physical or mental disability issues	Name, institution, course, date of birth, contact details, property/room number, nature of the disability declared, any history relevant to their time at their college or institution.
Managing a complaint and other related issue	Name, institution, course, date of birth, contact details, details of complaint, complainant name, QAH action taken, any correspondence or notes relating to the complaint
Responding to a serious welfare issue or medical emergency	Name, institution, course, date of birth, contact details, situation (welfare or emergency), QAH action, any applicable correspondence or minutes taken from meetings.
Providing summary reporting of service usage to assist assessment or planning around service delivery	Name, institution, course, date of birth, property name, room types, year of study, nationality
Assisting in specific case work where sharing between the two parties is required	Name, institution, course, date of birth, contact details, case details, QAH action, any applicable correspondence or minutes taken from meetings.

### Legal Basis of the Sharing

<b>The legal basis for this sharing will be as follows: Purpose</b>	<b>Article 6 grounds for processing personal data</b>	<b>Legal grounds for processing special category data (Article 9, GDPR) if applicable</b>
<b>Application Process</b>	(b) necessary for the performance of a contract	(b) necessary for the purposes of carrying out the obligations and exercising rights of the data controller or subject in the field of social protection law
<b>Managing appropriate adjustments for declared physical or mental disability issues</b>	(b) necessary for the performance of a contract	(b) necessary for the purposes of carrying out the obligations and exercising rights of the data controller or subject in the field of social protection law
<b>Managing a complaint and other related issue</b>	(b) necessary for the performance of a contract	(b) necessary for the purposes of carrying out the obligations and exercising rights of the data controller or subject in the field of social protection law
<b>Responding to a serious welfare issue or medical emergency</b>	(d) necessary in order to protect the vital interests of the data subject	(c) necessary in order to protect the vital interests of the data subject

Each party commits to ensuring appropriate technical measures are in place to ensure the security of the data to prevent loss, misuse, or unauthorised access.

This will include, but not be limited to:

1. Access restricted to named staff.
2. Staff training and awareness.
3. Appropriate to the risk around the data, password protected files (both in storage and in transfer).
4. No storage on unencrypted removable media.
5. Retention of shared data.

### Data Breaches

Each party will notify the relevant parties without undue delay any incident which leads to a personal data breach. Each party will give the other party reasonable assistance in meeting GDPR Articles 33 and 34 around breach notification.

### Data Quality

Each party commits to ensuring the accuracy, relevance, and usability of the data it transfers to the other party.

### **Retention of Data**

The data will be retained in accordance with the 'Storage Limitation' principle in Article 5 GDPR and subject to the retention schedules of each party.

### **The Rights of Individuals**

Individuals (data subjects) have several rights under the GDPR. Each party acknowledges its responsibilities regarding the rights of individuals and will provide reasonable assistance to each other to meet these obligations. Each party is responsible for reflecting the data sharing defined in this agreement in their privacy notices, subject to their obligations under Article 13 and 14 of the GDPR.

### **Freedom of Information**

Where a party is a public authority subject to the Freedom of Information Act 2000, the other party will provide reasonable assistance to such party in meeting its obligations.

### **Review of this Agreement**

Each party may request a review of this agreement as necessary. This agreement shall only be varied by a written agreement signed by the duly authorised representatives of each party.

### **No Partnership or Agency**

Nothing in this agreement is intended to, or shall be deemed to, establish any partnership or joint venture between any of the parties, constitute any party the agent of another party, or authorise any party to make or enter into any commitments for or on behalf of any other party.

### **Entire Agreement**

This agreement constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations, and understandings between them, whether written or oral, relating to its subject matter.

### **Rights of Third Parties**

No one other than a party to this agreement shall have the right to enforce any of its terms.

### **Governing Law and Jurisdiction**

This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with English law and the parties submit to the exclusive jurisdiction of the English courts.

**Information Sharing Agreement Consent Form**

**Purpose of this Information Sharing Agreement Consent Form**

We think it would be helpful if we could share some information about you to another person or organisation.

This form explains who we want to share information with, what we want to tell them, and why. Please sign the bottom if you agree that it's OK for us to do this.

**Person or Organisation to which we intend to disclose information**

Person / Organisation

**Student Details**

Resident Full Name

Resident Room Number

**Information to be disclosed**

What information will be disclosed about the resident?

Why is this disclosure necessary?

Queen Alexandras House team member making this disclosure

Full Name

Residents consent disclosure

Full Name & Signature

Date

If NOT signed by the resident, why not?

## Mental Health and Escalation Policy 2025 / 2026

Mental health within the context of this policy, refers to a state of well-being in which each resident at QAH can realise their own potential, cope with the normal stresses of life, work productively and contribute to community. It encompasses emotional, psychological, and social wellbeing and overall is a vital component in overall health.

At QAH our policy recognises that mental health is a multifaceted, dynamic, and individualised continuum that is different from person to person. It encompasses the ability to manage stress, make informed decisions, build positive relationships, and specifically navigate the challenges and transitions of college life among living in independent living accommodation.

In QAH, we are a community that is committed to fostering an environment that promotes holistic mental well-being, respects individual difference, and aims to provide support for those facing the mental health challenges. Our approach is to be inclusive, to recognise the diverse backgrounds of t experiences and the ongoing needs of our residents. We aim to create a supportive and nurturing living and learning environment.

### Mental Health: A Policy Statement

#### **1 Introduction – aims of the policy.**

- 1.1 The central aim of the QAH's policy on mental health is to ensure the importance of the wellbeing for all residents in compliance with the legal and ethical standards related to mental health and privacy. These standards are always being updated to reflect changing regulations or community needs in QAH.
- 1.2 The goal of the policy is to provide support and intervention in situations where a residents may be experiencing mental health challenges.
- 1.3 It is a requirement of QAH residents to observe and read the terms of the policy in which will constitute the protocol the licence agreement.

#### **2 Identifying Mental Health Concerns**

- 2.1 Everyone's experience with mental health is unique, and the presence of the below signs do not necessarily confirm a specific mental health condition – however, early recognition and invention is important in providing appropriate support and recourses specific to the individual.

If you feel you are experiencing any of these common signs and symptoms, then following the policy accordingly is important:

- i) Changes in behaviour such as isolation or erratic behaviour
- ii) Emotional distress such as persistent sadness or irritability
- iii) Academic changes such as deteriorating performances or a lack of concentration
- iv) Physical symptoms such as changes in sleeping pattern and appetite changes.
- v) Risky behaviour such as self-harm or engaging in risky activities out of the ordinary.
- vi) Substance use such as an increase in use or dependency.
- vii) Changes in appearance such as neglect of personal hygiene
- viii) Unexplained physical complaints such as frequent aches and pains
- ix) Disrupted sleep patterns such as insomnia or hypersomnia
- x) Excessive worry or anxiety such as panic attacks or constant worry

#### **3 Communication Channel**

- 3.1 Any resident who experiences, labels or defines themselves with experiencing any type of mental health challenges or barriers needs to inform QAH staff and management for all consideration.
- 3.2 A resident's own mental health is their sole responsibility if it is not communicated at the very start of their application. There will be medical forms in which the residents can disclose the information they wish to share.

#### **4 Initial Response Protocol**

- 4.1 The initial response of any mental health incident at QAH will be subject to the situation and will change depending on the individual, incident and circumstances surrounding the event.
- 4.2 At the time of the event staff will do their best in the specific circumstances to:

- i) Stay calm, actively listen and de-escalate the situation.
- ii) Do an assessment of the safety of the resident, anyone involved or around and themselves.
- iii) Provide immediate support through understanding or refer the resident to supporting external references or networks relevant.
- iv) When necessary, involve the Mental Health Coordinator or professionals.
- v) Maintain confidentiality to the resident's privacy unless it is appropriately to share information due to them being risk to themselves or the safety of others.
- vi) Encourage self-help and coping strategies.
- vii) Involve support networks such as family or friends if appropriate.
- viii) Document of the interaction or event if the situation is appropriate to do so.
- ix) Provide a follow-up and educational initiatives and suggestions depending on the situation.

## **5 Mental Health Coordinator**

- 5.1 QAH has both a General Manager and an Assistant Manager to Resident Life and Wellbeing who are appointed as mental health coordinators. They are responsible for overseeing de-escalation and all efforts surrounding any mental health concerns
- 5.2 The Assistant Manager to Resident Life and Wellbeing has specialised training in mental health support.

## **6 Collaboration with Services**

- 6.1 The mental health escalating policy and procedures of QAH where any resident is experiencing mental health challenges or concerns have external resources available to them. As a resident:
  - i) Contact Your institution: Reach out to your college or university support services; they will have housing departments, counselling services and mental health facilitators.
  - ii) Speak with Mental health Services: Your college will have mental health services and counselling centres in which they can provide insight into the de-escalating police and procedures for students experiencing mental health challenges
  - iii) Student Handbook: Check the student handbook or any materials provided during enrolments – there are important policies relevant to mental health support outlining all your resources available to you
  - iv) Community Resources: There will be local mental health organisation, community health services or government health departments who will have information on mental health policies for you in your area.

## **7 Involvement with Support Networks**

- 7.1 QAH respects privacy while also seeking to involve external support appropriately when handling all mental health.
- 7.2 QAH guidelines for involving the residents support network including friends and family will be on the basis of the severity of the welfare.
- 7.3 If a resident has disclosed mental health information to us, we will only involve their support networks where we find it necessary.

## **8 Documentation and Reporting**

- 8.1 All documentation and reporting of mental health concerns at QAH are followed by our institutional protocol at the time of intake and any decided ongoing reporting.
- 8.2 At QAH we maintain confidentiality including relevant details of any agreed upon next steps unless it is at our discretion that there is any risk to the resident, or anyone else's safety involved. Then this will be reported to external sources to assistant and support as quickly as possible.

## **9 Follow up and Continued/ Ongoing Support**



9.1 Where necessary; follow-up with catch ups, meetings and check ins for a resident's well-being and the effectiveness of the support can be provided. The residents need to express interest and is on the discretion of the management.

9.2 If applicable, working collaboratively with external mental health professionals that are involved to further monitor the resident's wellbeing and progress can be arranged.

## **10 Community Engagement**

10.1 QAH will always provide residents with the space to raise, speak or discuss any mental health issues that indirectly and directly impact them.

10.2 Residents are encouraged actively to participate in community building activities throughout the term that foster an environment that promotes mutual support, beneficial outcomes and understanding.

## **11 Policy Review and improvement**

11.1 There are regular reviews of this mental health policy.

11.2 The gathering of feedback from staff, residents and any involved mental health professionals over the terms will be considered to enhance continually the effectiveness of the policy.

## **Release from Licence Agreement Termination Policy 2025 / 2026**

At Queen Alexandra's House we strive to provide welcoming, safe, secure, and comfortable accommodation. We are committed to assist and support your needs, providing a friendly environment for all residents.

We recognise that resident and university life does not always go to plan, and an individual's personal circumstances can change significantly during their stay, affecting their ability to adhere to their Queen Alexandra's House Licensing Agreement. This procedure aims to support residents in such circumstances to apply for an early release from their contract.

### **Queen Alexandra's House Commitment**

To ensure this process is as hassle-free as possible we ask that you email [info@queenalex.com](mailto:info@queenalex.com) or arrange a meeting with the General Manager who will discuss your personal situation with you.

We aim to support you with this process and confirm you are fully confident of what is required to complete the Release from Licence Agreement form effectively.

### **Background**

The release from Licence Agreement Form is designed to ensure that we accurately assess residents who are experiencing "extenuating circumstances" that require you to no longer live at Queen Alexandra's House and would like a request to be considered on compassionate grounds.

"Extenuating circumstances" are defined as when someone who has experienced unforeseen personal, financial, medical, or familial disadvantage outside of their (the license holders) control and which is outside the scope of any support provided by Queen Alexandra's House.

It helps the general manager by; firstly, by providing context against which they can judge the extenuating circumstances and secondly, by providing documentation that can serve as evidence to the claim. The form should be used when a resident is experiencing challenges that mean they can no longer adhere to their Licence Agreement and must be released as soon as possible.

Residents must have considered all alternative avenues before considering or requesting a Release from Licence Agreement termination. For example, a room move or additional welfare support. Whilst Queen Alexandra's House will do as much as is reasonably practicable to support a resident's welfare, it is important that we are sure that residents who benefit from early release are those with the most genuine of cases.

It is important that any extenuating information is provided to Queen Alexandra's House at the earliest opportunity. Failure to declare relevant information cannot be used as grounds for unpaid residences fees.

### **Procedure**

The resident will be required to fill in the Release from Licence Agreement Termination Form. Residents are required to complete this, or their nominated party in the event the resident does not have capacity to complete the form.

Please note: if the form is completed by anyone other than the resident, written consent must be obtained from the resident and attached with this form.

Accompanying the submission of the Release from Licence Agreement Termination Form, the resident (or nominee) must also provide and attach supporting evidence of the case being made. The supporting evidence must complement the extenuating circumstances being described in the Release from Licence Agreement Termination Form. Advisory points on types of supporting evidence are provided below. The evidence provided must be written in English and dated within the last 28 days to be considered. If the original document needs translating this is the responsibility of the resident and an official translation document must be provided alongside the evidence given. Please note: Release from Licence Agreement Termination will not be considered without supportive documentation.

Once the Release from Licence Agreement Termination Form has been received by the General Manager at Queen Alexandra's House, there is a consideration period of up to 15 working days whilst the deciding panel evaluate the case. The resident (or nominee) will be advised of the outcome of the request by email by the end of the 15-working day period.

### **Important Notes**

When considering whether to apply for a Release from Licence Agreement Termination Form, please reflect on the below as considered appropriate circumstances for use of this form (this list is not exhaustive, but aims to provide guidelines around what would be likely to be approved for Early Termination):

### **Extenuating Circumstances**

- a serious, acute, or chronic medical condition (mental or physical) has been diagnosed.
- changes to treatment that require adjustment not accommodated by Queen Alexandra's House (e.g. admission to hospital for treatment)
- significant caring responsibilities arise within close family requiring the resident to move home.
- recent bereavement or serious illness within close family
- any kind of serious disruption due to adverse family circumstances
- where the resident has been the victim of/witness to a crime that has significantly impacted on their physical or mental health
- where the student has become pregnant
- where safeguarding concerns are present for the resident
- where there has been a significant disruption to the financial situation of the resident

Where a case fulfils the above criteria, it is important that appropriate supporting evidence is also provided with the form to ensure the case can be evaluated as genuine.

The list below is not exhaustive but provides a list of approved evidence providers.

If you wish to discuss the type of evidence you can provide for your claim, this can be done via a meeting with the General Manager.

### **Approved Supporting Evidence**

- Letter from the residents registered General Practitioner or Specialist Doctor confirming the long-term condition and clarification of the impact of student accommodation on the condition.
- Hospital documentation dated within 28 days (treatment letter, specialist letter, admission letter)
- Letter from a Care Coordinator, or member of the residents Community Mental Health Team or Social Worker
- Support evidence from the resident's university confirmed they are no longer studying / or enrolled in a full-time course at the prospective university.
- Supporting documentation from Emergency Services (crime reference number, Police email)
- Appropriate medical documentation for close family member

The following scenarios provide examples of cases that would not be considered as "extenuating circumstances", and would therefore not be considered for Early Termination (this list is not exhaustive):

- Minor ailments such as cough, cold, headache
- Personal disruptions or events that could have been anticipated such as holidays or moving into private accommodation.
- Finishing exams and wishing to move out before the end of the designated Licensing Agreement end date.
- Medical conditions that remain unchanged from the beginning of your Residence Contract
- Where Queen Alexandra's House can provide reasonable adjustments or solutions to your situation. For example, a room move or additional welfare support.
- Undeclared, ongoing maintenance issues

### **Resident bullying and harassment policy**

We are aware that every resident and individual defines, measures, and feels harassment and bullying in different ways. As part of living at QAH we are aware of the subjectivity of this and will always use our discretion with all bullying and harassment situations.

#### **QAH General Principles**

Queen Alexandra's House believes in providing an environment in which residents can thrive, where each of us treats each other with mutual respect and dignity.

We have adopted a zero-tolerance approach which means any instance of bullying, harassment or sexual misconduct will be investigated. And where necessary, disciplinary measures used, so that our residents and visitors can enjoy an environment where everyone is treated with respect and dignity.

This policy applies and will outline the rights and responsibility to which all members of the Queen Alexandra's House Community are expected to adhere. This policy may also apply if the victim is not a member of the Queen Alexandra's House community, but the alleged bully or harasser is.

In addition to the negative impact on our community, bullying and harassment may also have a negative impact on Queen Alexandra's Houses reputation and its relationships with our universities, neighbours, partnerships and other organisations we work with.

Any instances of bullying or harassment will be taken seriously and those who make complaints of such will be provide with support.

#### **Responsibility**

This policy applies to the entire Queen Alexandra's House community, including residents, employees, visitors, and contractors.

Residents:

- All residents have a responsibility to speak out, or report, if they are witness to or are aware of discrimination, unfair treatment, or harassment.
- All residents have the right to expect respectful and inclusive behaviour from each other and have a reciprocal responsibility to behave respectfully and inclusively towards others.
- All residents must take equal responsibility in creating and fostering an environment of mutual respect, where people feel valued.
- All residents are responsible for respecting the diversity of their local community and upholding the core values of Queen Alexandra's House.
- If residents witness bullying or harassment, and it is safe to intervene, they are encouraged to be active bystanders by speaking up in a respectful manner.
- Residents are responsible for trying to resolve any issues themselves, and if issue persists then QAH will be available for you to discuss the situation within more detail.

Employees:

- Employees have a responsibility to guard against any form of discrimination. They must always demonstrate behaviour and actions that do not discriminate unlawfully.
- Employees will be honest, sincere, and respectful in offering their contributions and points of view.
- Employees will endeavour to understand others, by actively listening and being open to diversity of styles and perspectives.
- Employees will always strive to create an inclusive and supportive environment for everyone, exemplifying the values of the Queen Alexandra's House.
- Employees are responsible for raising concerns about unlawful discrimination with their line manager.
- Employees are responsible for supporting residents about issues associated with equality, diversity, harassment, and bullying.
- Employees at times may have to send communication to residents that address issues, areas of concern that some may deem unfair / inappropriate but are sent in good manner and faith.

Visitors / contractors:

- All visitors and contractors must comply with this policy. Queen Alexandra's House is responsible for making contractors aware of the principle of this policy.

### **What is Bullying?**

Bullying is when a person(s) who purposely hurts, intimidates, threatens, or ridicules another usually more vulnerable person especially repeatedly. It is also offensive, intimidating, malicious or insulting behaviour involving the misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened. Power does not always mean being in a position of authority. It can include both personal strength and the power to coerce through fear or intimidation.

Bullying may include:

- physical or psychological threats
- overbearing and intimidating levels of management or supervision
- inappropriate or derogatory remarks about someone
- public shaming or humiliation in front of others
- spreading malicious rumours
- anti-social online behaviour

### **What is cyber bullying:**

Cyber bullying is any form of bullying that is carried out using electronic media devices. It can take place on social media platforms such as (but not limited to) Facebook, Instagram, Twitter, WhatsApp, WeChat, LinkedIn, through email, or online collaboration sites such as Microsoft Teams or Zoom.

### **What is Harassment?**

Harassment is unwanted or unwelcome behaviour that is meant to or has the effect of either violating your dignity and / or creating an intimidating, hostile, degrading, humiliating or offensive environment. Harassment can be unwanted physical, verbal, or nonverbal conduct.

Harassment is unlawful under the equality act if it's because of:

- Age
- Disability
- Gender reassignment
- Race
- Sex
- Sexual orientation
- Religion or belief
- Nationality
- Ethnic or national origin
- Or if it is a conduct of a sexual nature

The Equality Act call these things protected characteristics.

Queen Alexandra's house considers all harassment to be unacceptable, whether it relates to s relevant protected characteristics.

Harassment against a protected characteristic may include the following examples of unacceptable behaviour. The examples within this list are not exhaustive:

- Harassment on the grounds of age may include ridicule, jokes or insults about a person's age, conducts based on stereotypical perceptions because of their age or level of experience, intrusive questions about their age, or singling a person out for a different treatment because of their age.
- Harassment of people with disabilities can take the form of residents being ignored, disparaged, or ridiculed because of their disability. The disability rather than their ability can become the focus of attention. Denial of a person's disability, consistent or repeated failure to provide clearly identified facilities or meet requirements to

enable a resident to receive an adequate service. Harassment can also include inappropriate personal remarks, jokes or inappropriate reference to a resident's appearance.

- Harassment on the grounds of gender reassignment can include jokes, name calling, humiliation, exclusion or being singled out for different treatment.
- Harassment on the grounds of race may include jokes about, or gratuitous references to, a person's colour, race, belief, religion or nationality. It can also include offensive remarks about dress, culture or customs which have the effect of ridiculing or undermining a resident or fostering hatred and/or prejudice towards employees or groups.
- Harassment on the grounds of sex can take the form of ridicule, sexually provocative remarks or jokes, offensive comments about dress or appearance, the display or distribution of sexually explicit material, unwelcome sexual advances or physical contact, demands for sexual favours or assault.
- Harassment on the grounds of actual or perceived sexual orientation can include homophobic remarks or jokes, offensive comments relating to a person's sexuality, or threats to disclose a person's sexuality to others.
- Harassment on the grounds of religious belief may include jokes or insults about items of clothing, religious artefacts, religious beliefs or rituals.

### **Sexual Harassment**

Sexual harassment / sexual misconduct is any form of unwanted verbal, non-verbal or physical conduct of a sexual nature that can create an intimidating, offensive, hostile, or degrading environment. Sexual harassment can include but are not limited to:

- Unwanted physical contact, including touching, pushing, grabbing and pinching
- Continued suggestions for social activity and / or engagement after it has been made clear that such suggestions are unwelcome; or
- Unwelcome sexual advances or suggestive behaviour (even if the harasser perceives it as harmless).
- intrusive enquiries into an employee's private life;
- reference to their sexuality or physical appearance;
- unwanted body touching or physically molesting a person;
- standing too close;
- excessively lengthy handshakes;
- unwanted brushing against another's body;
- indecent exposure;
- obscene, suggestive or offensive communications, including electronic mail;
- pornographic or offensive posters, handouts or screensavers;
- sexual jokes or anecdotes;
- leering or staring;
- unwanted sexual compliments or excessive flirting
- sexual assault.

Sexual harassment is complex, it may not always be obvious or follow a pattern.

It's important to remember that:

- A person can experience unwanted behaviours and / or conduct from any gender
- Behaviour and / or conduct may be unwanted even if the person does not object to it.
- Sexual interaction that is invited, consensual or mutual is not sexual harassment
- Sexual behaviour and / or conduct that has been welcomed in the past can be unwanted.
- Behaviour that is based on mutual attraction, friendship and respect is not sexual harassment.

### **Behaviours and definitions**

There are many types of behaviours that may constitute as bullying or harassment. These include:

There are many types of behaviours that may constitute as bullying or harassment. These include:

### **Coercive behaviour**

Is a continuous pattern of behaviour that are intended to exert power or control over a person, these can include act of:

- Assault
- Threats

- Humiliation
- Intimidation

Or other abuse that can be used to harm, punish, frighten, or create dependence.

### **Controlling behaviour**

Is when another person(s) wants to control or assert power over another individual(s).

This can be by but not limited to:

- Isolating them from sources of support.
- Depriving their means needed for independence.
- Regulating their everyday behaviour.
- Separating individuals from groups.

### **Gaslighting**

Is psychological manipulation that makes a person(s) question their feelings, instincts, capabilities, or sense of reality.

Gaslighting includes a variety of techniques, such as but not limited to:

- Trivialising the other person's feelings as being too sensitive when their reaction is somewhat normal.
- Questioning the other person memory of events when they remember correctly.
- Pretending not to understand when you do.

### **Banter**

Is the exchange of teasing remarks. However, this can be considered by some not to be acceptable if it falls into the categories of bullying and / or harassment as this may affect the person the comments are directed towards or other people who overhear the comments.

Banter can include but not limited to:

- Using 'nick or pet' names such as 'love, darling or sweetheart'
- Humiliating someone publicly
- Making jokes about someone and their appearance

### **Microaggressions**

Is a statement, action, or incident regarded as an instance of indirect, subtle, or unintentional discrimination against a person(s) or group.

Microaggressions can include but not limited to:

- Continuing to mispronounce the names of residents after they have corrected you time and time again.
- Calling on and validating a particular gender and ignoring another gender
- Using inappropriate humour that degrades residents from a different group.
- Making assumptions about a resident and their background.

### **Victimisation**

Is when someone is treated less favourably as a result of being involved with a discrimination or *harassment complaint*.

### **What to do**

In the first instance, you can raise your concern with any member of staff, if you don't feel you can speak to a staff member then you can speak to the General Manager.

Alternatively, you may feel you are able to talk or write to the perpetrator explaining how they are making you feel and asking them to stop.

Early intervention can lead to a resolution where an honest and constructed conversation is possible. This may enable to person who is experiencing the bullying or harassment to explain how and why something was hurtful and enable the alleged bully or harasser to understand the consequences of their actions.

If a resident feels that they are unable to discuss the issues with the alleged bully or harasser, then they can report this in confidence to the Assistant Manager of Residence Life and Wellbeing Manager who will investigate this in line with our disciplinary policy.



## Residents Disciplinary Policy 2025 / 2026

### Aims

#### 1 Introduction

This policy applies to all Queen Alexandra's House Associations for the licence holders for the academic year 2024/2025.

This Policy will be reviewed annually to ensure that it is aligned to the Terms and Conditions of the Queen Alexandra's House Association License Agreement for each academic year. However, Queen Alexandra's House Association reserves the right to amend the terms of this Policy throughout the academic year without consultation should the need arise.

At the annual review, Queen Alexandra's House Association will engage with the House Committee and Council Committee to ensure the policy remains current and practicable.

Queen Alexandra's House Association expects residents not to breach this policy and will promote compliance within Queen Alexandra's House Association rules and regulations.

#### 2 Aims

Queen Alexandra's House Association views being a resident as a privilege and an opportunity for personal and academic development whilst studying at your prospective university, with all that this implies regarding appropriate behaviour and mutual respect.

Life at Queen Alexandra's House should be a pleasant experience for all; however, this can be jeopardised by unacceptable behaviour. Queen Alexandra's House Association hopes that disciplinary sanctions will not be necessary and that all residents will enjoy a rich and fulfilling experience; however, residents failing to collaborate to a positive and tolerant environment can expect Queen Alexandra's House Association to act in accordance with this policy in matters of discipline within Queen Alexandra's House accommodation.

#### 3 Purpose

The purpose of the Disciplinary policy is to:

- Remind all residents from time-to-time, as may be necessary, of the standards and behaviours required of them.
- Give all residents the right to be advised of any shortcomings in their standards and behaviour and to give them the opportunity to remedy such shortcomings.
- Prevent undisciplined or unreasonable behaviour adversely affecting the community of the Queen Alexandra's House or interfering with the establishment and maintenance of effective working relationships and communal living within the residences.
- To support and educate residents with identifying healthier, safer, and more engaging and community friendly ways of living and to promote a safe living environment.
- To keep all residents, staff and visitors / guests safe at all times.

#### 4 Key points / areas covered under resident discipline.

Residents are expected not to do anything that may cause prejudice good estate management and the smooth running and efficiency of the residence they live in. The following are examples of acts of misconduct which may lead to disciplinary action, but this is not intended to be an exhaustive list:

- The use of any unlawful drugs or other controlled substances;
- Possession of dangerous or offensive items including firearms and non-domestic knives;
- Interference with fire doors, fire alarms, smoke detectors or fire exits;
- Failure to evacuate the building in the event of a fire alarm;

- Anti-social and inconsiderate behaviour including noise towards fellow residents, guests, staff, contractors or members of the general public and local community;
- Throwing items, including food and litter, out of windows;
- Causing annoyance or nuisance to other residents, staff or to occupants of neighbouring properties;
- Smoking/vaping inside residential buildings, outside designated smoking areas in residential grounds or within 5 metres of Queen Alexandra's House;
- Failing to keep common areas clean and tidy and, in particular, failing to ensure that kitchen equipment, utensils, crockery and cutlery are washed and put away promptly after use and waste;
- Any behaviour which may be perceived as harassment, anti-social behaviour or annoyance to other residents, visitors / guests or staff;
- Any behaviour which may be perceived to be harmful (physically or psychologically) towards other residents or the staff of the residence;
- Persistent use of accommodation by a guest that exceeds the designated stay limit or subletting of the bedroom covered by the licence agreement;
- Failure to adhere to the Health and Safety guidance set out by Queen Alexandra's House Association e.g not attending welcome meetings.
- Failure to pay accommodation fees, fines, deposits on stated date.
- Allowing access to any non-resident through fire escapes and staff entrances and failing to sign them into the building.

## **5 Limitations**

The following procedures cover action to be taken in response to behaviour covered by the current terms and conditions of Queen Alexandra's House Licence Agreement 2024 / 2025.

## **6 Application of the Residence Discipline Policy**

This Policy applies to all those who reside at Queen Alexandra's House. As a resident you are responsible for the conduct of any invited Visitor(s). We may ask Your Visitors to leave the or remove Your Visitors from the Residence if We have reasonable grounds to believe that this is necessary for the safety or well-being of others or if they are seen to not comply with our regulations.

## **7 Reporting Misconduct**

All staff and residents should report any concerns about any resident conduct within QAH to the reception team, Housemanager, Maintenance Manager, or the General Manager if they are on duty ('The initial responder'). You can report this verbally at reception or by email or phone.

Initial inquiry by 'The initial responder'

The Initial Responder is usually a member of the reception team, Housemanager, Maintenance Manager, or the General Manager. They will be responsible for making the first inquiries into the incident, once an alleged misconduct has been reported to them.

The Initial Responder's priorities will be of:

1. ensuring the safety of the premises, residents and staff in line with the appropriate safety guidelines.
2. gathering evidence and submitting a report using either an Incident Report and
3. where possible, confirming any alleged misconducts Student representatives such as Community Facilitators and Hall Leaders are not First Responders. If an alleged misconduct is reported to a Community Facilitator, they shall report the alleged misconduct to a First Responder immediately.

If, on their initial inquiries, the Initial Responder considers the incident to be urgent and/or believes it to break the law, they must immediately contact the Emergency Services and/or the General Manager for further advice and guidance.

The General Manager will confirm who, if anyone, should contact the Emergency Services if this has not yet been done and will also take responsibility for escalating the incident to the necessary Council Committee Members (as needed).

The Initial Responder will provide the maintenance Manager and General Manager and/or the On call staff member, with information regarding the report of misconduct and the process that the Initial Responder carried out in their initial inquiries, the evidence gathered using the Incident Report Form and from any other sources, and state the Initial Responders allegation of misconduct following their inquiries (i.e. confirmation of the original allegation or otherwise).

Following the initial inquiry carried out by the Initial Responder, allegations of misconduct are referred via the submission of the report to the relevant staff, as per above, at the first available opportunity and within 24 hours of the Initial responder's initial inquiry. Where an alleged verbal or physical assault has been perpetrated by a resident on a member of staff, the immediate report to the General Manager may be verbal or written but a written report will normally be required within 24 hours.

## **8 Investigations by the Case Manager**

All reports/allegations of misconduct are referred to a Case Manager, who normally will either be the General Manager or appropriate colleague within the Queen Alexandra's House, House Committee.

The person assigned as the Case Manager will analyse the available evidence submitted by the Initial Responder and may choose to investigate further to gather additional information as they see fit. This additional information may consist of; conducting a fact-finding investigation interview with all parties alleged to be involved in the incident including witnesses; reviewing CCTV footage and any maintenance logs or handover reports, reviewing the resident's conduct file for evidence of any previous cases of misconduct etc. ("Initial Inquiry Evidence").

In cases where the evidence submitted by the Initial Responder is indisputable, such as photographic evidence of the incident, resident confession in writing of incident or resident caught in the act of misconduct, the Case Manager can decide to refer the case straight to the General Manager without further investigation.

On completion of their investigation, the Case Manager will compile a Fact-Finding Investigation report outlining the fact-finding meeting with the alleged offender/s and witnesses, the evidence, and the outcome of the meeting. The Case Manager will send the report to the General Manager who will determine, normally within 5 days, whether:

- a. there is insufficient evidence to form the basis of a charge of misconduct; or
- b. there is sufficient evidence to form the basis of a charge of misconduct which constitutes a minor infringement of the regulations; or
- c. there is sufficient evidence to form the basis of a charge of misconduct which constitutes a major infringement of the regulations; or

## **9 Consequences of Misconduct**

Misconduct by a resident of Queen Alexandra's House may result in one or more of the following penalties and / or sanctions, for the matters dealt with under this policy:

- a verbal warning
- an informal written caution
- a formal written warning, which can be green, amber or red
- mediation for victim or conflict related misconducts
- an order to pay for damages
- a request for you to move to an alternative room
- disqualification, on a permanent or temporary basis, from Queen Alexandra's House

## **10 Misconduct & Reprimands under this policy**

The following represent the levels of action to be taken when dealing with incidents within Queen Alexandra's House:

1. Minor Misconduct;
2. Major Misconduct

Any action taken may be in addition to any costs incurred by Queen Alexandra's House in carrying out cleaning, any repairs or replacements required to rectify any damage or disruption caused by the resident(s) concerned.

There are five stages, and action may commence or be taken at any stage depending upon the seriousness of the offence and the existence of current warnings against the student.

1. Recorded Verbal Warning – For minor disciplinary matters but will still be formally recorded in the Residence's Disciplinary Database for one year.

2. Green Warning – For more serious cases or repetition of minor disciplinary matters, these will be issued in line with the matrix below and will be logged on the Residence's Disciplinary database for the entire duration of the student being in residences.

(These first two stages are dealt with at a local level and will not necessarily involve a formal investigative Interview)

3. Amber Warning – If disciplinary action becomes necessary following a Green Warning, or in the first instance of a more serious misconduct. This can be issued by the General Manager when it relates to fire safety; otherwise, these are only issued following consideration by the House Committee.

4. Red Warning – This will be issued on the recommendation of the House Committee, or prior to that when the situation demands immediate action to safeguard other residents and/or staff, with the appropriate notice by the General Manager in consultation with the House Committee.

5. Termination of Licensing Agreement - Where there is sufficient evidence to form the basis of 1 (or more) major infringements that place the physical or mental health of others at risk, it will be at the General Manager discretion either to issue multiple charges, or in consultation with the House Committee, they can where appropriate issue a termination of accommodation license agreement. The resident will be expected to leave their Residence within an agreed time frame (1 week as a suggestion for notice, but this can be flexible dependant on the nature of the risk).

*Please note: incidents that involve multiple offences will be dealt with at the same time. Each offence will be considered and either individually issued with an appropriate warning or dealt with under a singular warning. This means in the event of there being multiple offences, there can be multiple misconduct warnings given.*

In the instance when a resident is in receipt of a red warning and a second case of misconduct occurs that is decided by the General Manager to carry a red warning, the House Committee may Terminate the Licence Agreement alongside the second red warning, and in these cases the resident will be expected to leave within an agreed time frame. The list below provides an indication of reprimands applied to each case dependent on the nature of the misconduct; this list is not exhaustive:

Areas of Misconduct	Example of Misconduct	Misconduct Category	Type of Warning Issued - First Time Offenders	Type of Warning Issued - Repeat Offenders
Upkeeping of Accommodation	Unacceptable common room, bedroom and/ or kitchen cleanliness.	Minor	Verbal	Green
	Rubbish and recycling not placed in the designated areas, i.e. littering.			
	Bringing a bike into the Residence outside of designated areas.			
	Removing food from dining room during meal service / asking staff or residents to keep food back for you.			
	Unauthorised alterations or damage to the accommodation, including damage or removal of furniture, equipment, or curtains.			
	Vandalism, damage or misuse of residential property (internal/external)**.	Major	Red	N/A - repeat offenders will be issued a Notice to end their license agreement
	Pouring oil and food waste down the sinks and not using oil & food containers provided to dispose of waste.			
Access and Security	Leaving windows open when leaving the bedroom for the day.	Minor	Verbal	Green
	Failure to shut main entrance doors in the Residence when entering or leaving.			
	Persistent failure to carry keys/FOB requiring staff to enable entrance.			
	Deliberate tampering with doors leaving residences insecure (e.g. propping external doors open).	Major	Red	N/A - repeat offenders will be issued a Notice to end their license agreement
	Creating an access security breach by marking a key, key fob or key card with the Residences address, lending keys/fobs/access cards to another person or copying keys, key fob or key card and giving them to anyone else.			
	Theft by means of taking another person's property without permission or legal right and without intending to return it.			

Areas of Misconduct	Example of Misconduct	Misconduct Category	Type of Warning Issued - First Time Offenders	Type of Warning Issued - Repeat Offenders
Guests	Failing to always accompany a guest.	Minor	Green	Amber
	Allowing a guest to remain in the Residence beyond 12am.			
	Having a guest being disruptive.			
	Having a guest stay overnight in your room.			
	Letting strangers into the Residence without following the guests' procedure.			
	Letting guests into the building through fire escape routes.			
	Failure to sign in / out your guest / visitor.	Major	Amber	Red
	Subletting your room – allowing use of your room by a guest in exchange for compensation (monetary or exchange of goods/services).			
Noise and Disruption	Playing ball games or with other projectiles in the Residence.	Minor	Verbal	Green
	Making or allowing loud noise (including the use of kitchens, televisions or playing music) between 11pm and 8am.			
	Playing musical instruments in your bedroom.			
	Hosting an unauthorised private party.		Amber	Red
	Causing annoyance or being disrespectful to other residents or to occupants of neighbouring properties e.g. repeat noise/parties, offensive behaviour or language.			
Accommodation Payments	Failure to pay any fees, deposits, fines, or required payments on the stated invoice date.	Major	Amber	Red
General Behaviour	Receiving more than 3 green warnings in the last 3 months, or 5 over the academic year.	Major	Amber	Red
	Failure to attend compulsory meetings.			

Areas of Misconduct	Example of Misconduct	Misconduct Category	Type of Warning Issued - First Time Offenders	Type of Warning Issued - Repeat Offenders
General Behaviour continued	Abusive behaviour towards residents, staff or preventing staff from completing their duties e.g. failure to attend meetings with staff, engaging with staff in a way that is aggressive or confrontational.	Major	Red	N/A - repeat offenders will be issued a Notice to end their license agreement
	Anti-social language or behaviour that causes upset or distress to other residents, visitors, staff or contractors (this may include but is not exclusive to bullying and harassment, racist/prejudice slurs)**.			
	Anti-social language or behaviour that causes upset or distress to other residents, visitors, staff or contractors on any online QAH social media / chat sites.			
	Any behaviour or threatened behaviour that residents exhibit that places the health and wellbeing of others at risk e.g. throwing anything from windows.			
	Disregard for acceptable behaviour in respect of communal living e.g. abuse of communal areas.			
	Possession or use of unlawful drugs (class B & C) or other controlled substances in QAH**.			
Unlawful conduct/ actions	Physical assault, sexual assault or violent behaviour**.	Major	Red	N/A - repeat offenders will be issued a Notice to end their license agreement
	Possession of dangerous, offensive items (e.g. weapons, laser pens etc.)**.			
	Serious theft**.			
	Behaviour by yourself or any of your guests that breach health, safety and conduct outlined in licence agreement e.g. bullying and harassment**.			

Areas of Misconduct	Example of Misconduct	Misconduct Category	Type of Warning Issued - First Time Offenders	Type of Warning Issued - Repeat Offenders	
Fire Safety	Obstructing or leaving items outside your room, in communal areas or fire escape routes.	Major	Red	Red	
	Leaving your cooking unattended in the communal kitchens, including electrical cooking appliances.				
	Unauthorised use of a personal electric heater or electrical kitchen equipment in bedrooms.				
	The use of electrical equipment that does not meet current Health and Safety standards.				
	Creating a fire hazard by using or storing flammable or dangerous materials (e.g. candles, incense sticks/burners, fireworks, petrol, paraffin, bottled gas, fairy lights, hookah or shisha pipes).				
	Failure to attend a mandatory fire safety meeting.				
	Evidence of smoking/vaping inside residential buildings or grounds outside the external designated areas. This includes ash, cigarette butts, smell in rooms, ashtrays, repeated complaints from fellow Residents, caught in the act of smoking/vaping etc. Red N/A - repeat offenders will be issued a Notice to Quit to their license agreement Referral to Student Conduct and Appeals where suspected drug use is involved.				N/A - repeat offenders will be issued a Notice to end their license agreement
	Failure to evacuate the building promptly in event of fire alarm, and/or re-enter the building without permission**.				
	Setting off fire alarms through irresponsible actions session (for example, use of any electrical equipment that may interfere with the alarm in the bedroom)**.				
Tampering with fire equipment (including fire doors, extinguishers, and smoke alarms), or any other action posing a health and safety risk **					

\*\* Offenses of this serious nature could lead to criminal proceedings

Any staff member can issue verbal, green, amber, warning, only senior management can issue a red warning.



## **11 Disciplinary Procedure**

Based on evidence available and provide by residents, the Case Manager will determine the level of the misconduct. The level of misconduct will determine the procedure taken.

## **12 Cases Referred to Local Management Decision**

If following the initial inquiries, the Case Manager determines the incident to be a Minor Misconduct, the Case Manager will continue with the disciplinary procedure at the local management level, as follows:

1. The Case Manager will inform the resident in writing of the alleged misconduct, providing the evidence supporting the allegation and inviting the resident to attend a meeting to discuss the allegation. The resident will have 3 days to confirm their attendance or request an alternative date.

The resident will be informed of their right to be accompanied at the meeting by a peer or support person. If the resident fails to respond to the allegation, the General Manager can continue with this procedure in any event.

2. The Case Manager will consider all of the evidence available, including the student's response at the meeting, to reach a decision, usually within 3 days of the deadline for the resident's response, as to whether the resident has breached the Licence Agreement T&Cs.
3. The Case Manager has authority to consider and issue Verbal and Green warnings in addition to other sanctions such as fines as outlined on the Categories of Misconduct & Reprimands under this Policy section.

## **13 Cases referred for Resident Disciplinary to House Committee**

If following the Initial Inquiries, the Case Manager determines the misconduct to fall under those assigned to the House Committee on the "Categories of Misconduct & Reprimands under this Policy", the Case Manager will hand over the handling of the case to the House Committee (the Committee), who will proceed as follows:

1. On referral, the Chair or nominee can choose to investigate further and to seek additional information as they see fit ("Additional Information"). Any further investigations shall be completed within 14 days from the date the case is referred to the House Committee.
2. The House Committee will meet at the earliest opportunity to consider the case (Committee Hearing). This can be held in person or digitally. The Committee composition will be:
  - Chair: Chairperson House Committee
  - Two Representatives of House Committee
  - Other managers who should be consulted as part of the decision-making process as outlined on "Categories of Misconduct & Reprimands under this Policy"

The Committee shall be composed to ensure none of the Committee members have been involved with the residents, residence disciplinary at any prior stage. Where possible the committee must comprise of at least 3 of the above-mentioned members to present at the meeting; however, 2 committee members will suffice for the meeting to be quorate.

3. The General Manager will issue the student with an "Attendance Required" letter. The letter shall inform the student in writing of:
  - a. the allegation of misconduct as decided by the appropriate manager;
  - b. that the alleged misconduct is deemed serious enough to warrant consideration by the Committee;

- c. the evidence supporting the allegation (including but not limited to the Initial Inquiry Evidence, the submissions made by the resident in the Local Management Procedure, the Case Manager's Decision, and any Additional Information)
  - d. the date, time, location of the Committee Hearing and whether the General Manager considers that witnesses should be invited to the hearing. The resident accused will not be given less than 7 days' notice of the date of the hearing. The Committee Hearing will be in term time only.
  - e. if the General Manager considers that witnesses would be valuable, the "Attendance Required" letter will inform the residents of which witnesses the Committee intends to invite and give the resident the opportunity to request a maximum of 2 witnesses.
  - f. the right for the resident facing a warning to be accompanied at the Committee Hearing by another QAH resident, a family member or friend:
  - g. if the resident is to be accompanied, the name(s) of the person/persons who is/are to attend must be received in writing by the General Manager at least 48 hours in advance of the hearing. The Chair of the House Committee or Appeal Committee has the discretion to refuse to permit a representative, friend or family member to attend where prior written notice has not been given.
  - h. the process to take place at the Committee Hearing; and
  - i. that the resident has the opportunity to respond in writing to any further evidence not considered within 5 days of receiving the Attendance Required Letter with supporting evidence, limited to 10 pages.
4. The Committee Hearing will normally take place in person or via a digital meeting platform and will proceed as follows:
- a. The Case Manager, or their nominee, will make submissions to the Committee regarding the allegation of misconduct and present any evidence in support of its submissions; the House Committee will have the opportunity to ask questions regarding the Case Manager's submissions.
  - b. The resident will then make submissions to the Committee regarding the allegation of misconduct and present any evidence in support of their submissions; the Committee will have the opportunity to ask questions regarding the residents' submissions. In the instance the resident has submitted a statement to the Committee for consideration in place of a meeting, the Committee will read together the submission.
  - c. Where pertinent, witnesses will then be asked to provide their account of events surrounding the alleged misconduct; the Committee will have the opportunity to ask questions of each witness.
  - d. The Committee will have the opportunity to ask any final questions of the attendees.
  - e. Once the resident's case has been fully presented, the Committee Chair will adjourn the meeting for a period of time depending on the complexity of the matter(s) to be considered;
  - f. Once all the facts and information have been fully considered, the Chair will reconvene the hearing and advise the resident of his/her decision where it has been made; and
  - g. Confirmation of the decision will also be provided in writing within 7 working days after the conclusion of the hearing.
5. The Committee Chair has authority to consider and issue Green, Amber and Red warnings, and/or to further refer cases to the Council Committee, in addition to other sanctions such as fines as outlined on the "Categories of Misconduct & Reprimands under this Policy".

#### **14 Informing Resident of Outcome**

If the resident is found to have breached the Licence Agreement T&Cs, the decision will be communicated to the resident in writing within 7 working days of the Local Management's or Committee's decision being made (the "Disciplinary Outcome Letter"):

- The written evidence and outcome letters confirming the decision made by Local Management or Board shall be kept on the resident's electronic file for the entire duration that the resident lives in residence, where there is a finding that the resident has breached their Licence Agreement T&Cs.
- If the resident is found not to have breached the Licence Agreement T&Cs, the individual will be advised of this in writing and no further action will be taken under this procedure.

#### **15 Right of Appeal**

Under this policy, a resident may submit an appeal against the outcome reached by the House Committee, if the grounds for appeal satisfy either or both criteria below:

- a) there is new evidence that could not have been, or for good reason was not, made available at the time of the hearing, and sufficient evidence remains that the appeal warrants further consideration; or
- b) evidence can be produced of significant procedural error on the part of Queen Alexandra's House before or during the hearing.

#### **16 Decisions made by the House Committee**

Following the written confirmation of the House Committees decision, an appeal must be submitted in writing, within 14 days, BY EMAIL to: [info@queenalex.com](mailto:info@queenalex.com).

The grounds for the appeal must be clearly stated as part of the request and residents should include any supporting documentation, they wish to have considered together with a statement of appeal outlining how they believe their case meets either or both of the criteria outlined above.

The Chairman of Queen Alexandra's House Council 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.

If the Chairman of Queen Alexandra's House Council decides to allow an appeal to be heard, they will appoint an Appeal Committee. They will normally advise the resident, in writing, of their decision on the appeal application within 28 days of its receipt. The written notice of the Appeal will include:

- a. The grounds on which the appeal has been allowed;
- b. The date, time and location of the Appeal hearing. The student will not be given less than 7 days' notice of the date of the Appeal hearing. The Appeal Hearing will be in term-time.
- c. the composition of the Appeal Committee;
- d. copies of all papers to be considered by the Appeal Committee, including any statements from Residences Representative(s)
- e. if the student wishes to present any further evidence, this material must be supplied to the Chairman of Queen Alexandra's House at least 7 days before the Appeal date.
- f. the Chairman of Queen Alexandra's House Council will supply the members of the Appeal Committee, a minimum of five days in advance of the hearing, with the grounds for appeal with supporting

documentation, the papers presented at the hearing from which the appeal arises and a statement from Residences Representative(s) in response to the grounds for appeal:

- the right for the resident facing a charge of misconduct to be accompanied at the Committee Hearing by another resident, a family member or friend (Not a professional or legal personage).
  - if the student is to be accompanied, the name(s) of the person/persons who is/are to attend must be received in writing by the General Manager at least 48 hours in advance of the hearing. The Chair of the relevant Appeal Committee has the discretion to refuse to permit a representative, friend, or family member to attend where prior written notice has not been given.
- g. The process to take place at the Appeals Hearing (digital or in-person) If an appeal is rejected, the Chairman of Queen Alexandra's House Council will provide the resident with the reasons in writing.

**17 Procedures that take precedent over this policy and procedure**

Where misconduct results in the Police involvement and an investigation is started, this procedure may be paused until the Police conclude their investigations accordingly.

Where a resident is currently receiving formal welfare support, whilst their personal circumstances may be taken into account when issuing a decision, it will not exempt any resident from being disciplined accordingly and in line with this procedure.

## Safeguarding Policy 2025 / 2026

### Purpose of the policy

Queen Alexandra's House (QAH) is committed to safeguarding practices that help ensure the safety of adults at risk whilst residing at the house, and whilst taking part in any house organised events and events in the wider community. This policy helps everyone involved in our group:

- Be aware of our legal responsibilities
- Understand the safeguarding risks in Queen Alexandras House
- Know what to do if they have a concern about the wellbeing or welfare of any adult at risk whilst residing in or visiting the house

This safeguarding policy, and associated procedures, applies to all individuals involved in Queen Alexandra's House, including trustees, members, volunteers, and staff. The policy applies to all concerns about the safety of adults at risk while taking part in our group and the activities we run, or while in the wider community.

### Code of conduct

When working with vulnerable adults we are acting in a position of trust. We recognise that keeping our group safe is everyone's responsibility, and we expect our members, volunteers, staff and trustees to behave according to the following values:

- All adults at risk have an equal right to protection from abuse and to be kept safe from harm regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
- We recognise some adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- We listen to and respect everyone who resides at QAH.
- We use language that is appropriate for age and ability, and not offensive or discriminatory.
- We encourage a culture of honesty, where everyone feels comfortable to point out attitudes or behaviours they do not like.
- We know it isn't always easy to be vocal about concerns – for ourselves or for other people.
- All allegations and suspicions of neglect and abuse will be taken seriously and responded to swiftly and appropriately.

This means when working with adults at risk, we will never:

- Promise to keep secrets – safeguarding relies on sharing concerns appropriately with other agencies.
- Allow suspicions or allegations of abuse or neglect to go unreported
- Act in a way that is threatening, abusive or bullying
- Jump to conclusions about others without checking facts
- Enter into a sexual or intimate relationship with an adult at risk

### Legislation

Queen Alexandra's House recognises that the local authority has the main legal duty to safeguard adults at risk, and we are committed to working with them and our local Safeguarding Adults Board.

This policy, and the practices within it, are based on the relevant legislation and government guidance, including:

- The Care Act 2014; and
- The Mental Capacity Act 2005 (which protects people's right to make their own decisions in any situation where they are able to do so).

We base our practices on the principles laid out in the Care Act 2014 i.e.

- Empowerment – People being supported and encouraged to make their own decisions and informed consent.
- Prevention – It is better to take action before harm occurs.
- Proportionality – The least intrusive response appropriate to the risk presented.

- Protection – Support and representation for those in greatest need.
- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability – Accountability and transparency in delivering safeguarding.

### **Definitions**

According to the Care Act 2014 (applicable in England):

An **adult at risk** is an individual aged 18 years and over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) AND;
- is experiencing, or at risk of, abuse or neglect, AND;
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

**Abuse** is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance. Often the perpetrator of abuse is known to the adult and may be in a position of trust and power.

The types of abuse we need to be aware of are:

- Physical
- Sexual
- Emotional/Psychological/Mental
- Neglect and acts of omission
- Financial or material abuse
- Discriminatory
- Organisational / institutional
- Self-neglect
- Domestic abuse (including coercive control)
- Modern slavery

### **Recognising safeguarding concerns**

There are many signs and indicators that may suggest someone is experiencing abuse or neglect. There may be other explanations too, but Queen Alexandra's House will not ignore any of these signs if they are apparent.

An adult may confide (disclose) to a trustee, volunteer, or other member of Queen Alexandra's House that they are experiencing abuse, inside or outside the activities of the house. Or someone else may notice signs in a particular individual. The signs we will look out for include:

- Modern slavery
- Unexplained bruises or injuries.
- Belongings or money going missing from the person.
- A change in confidence or behaviour of a person e.g. if they are withdrawn and quiet around a particular person or people, when usually they are outgoing and confident.
- A change in appearance of the person e.g. losing or gaining weight, deterioration in personal hygiene or way of dressing.
- Someone else (e.g. a parent, carer or family member) always speaking for the person and not allowing them to make their own choices.
- The person showing fear of, or not wanting to be around, a particular individual or group of people.

### **Responding to concerns**

Queen Alexandra's House has a safeguarding lead whose contact details are in section 11

Queen Alexandra's House recognises that it can be difficult for many reasons to speak up if you think someone is being abused or neglected. However, we expect our volunteers, trustees, and staff to take action in response to any concerns. Our safeguarding lead will support the person raising the concerns, as well as the person being abused.

If anyone in the group notices any signs of abuse or neglect in another person, they should bring these concerns to the safeguarding lead.

If someone discloses to anyone else in the group that they are being abused, the response should be as follows:

- Always make sure the person speaking up feels they are being listened to and supported
- Don't promise to keep information confidential between you and them
- Tell the designated safeguarding lead about the concerns (unless the safeguarding lead is implicated in causing the harm or perpetrating the abuse. In this situation, information should be shared with a trusted committee member/trustee and they will be responsible for taking further action instead of the safeguarding lead)
- Ask for the person's consent to share the information. If they refuse and you are still worried that they or someone else is at immediate risk of harm, you cannot wait for this consent. You must share this information with the safeguarding lead.
- Write a clear statement of what you have been told, seen, or heard

The **Designated safeguarding lead (DSL)** is responsible for taking further action once concerns have been raised with them. Throughout the process, the safeguarding lead will record all the information they are given, the actions they take, and why. The procedures they will follow are:

#### Initial Assessment

As soon as information is shared with the safeguarding lead, they will make an initial assessment of the concern. They will, if possible, talk to the person reporting the concern and gather as much information as possible from them.

Key questions to ask:

- What type of concern has been reported? Different actions are required depending on what type of concern it is (see below)
- What action has already been taken?
- Is anyone else in the organisation affected by this situation (e.g. other volunteers or those you work with)? Are there any attitudes or emotions that you may have to be aware of?
- How might this concern affect what the organisation delivers in the short term?
- Who else might need to be informed?
- What other actions now need to be taken?

#### **Immediate actions depending on what type of concern has been raised**

##### a. **Emergency incidents:**

This is when there's a life-threatening situation where there's imminent danger and harm to an adult, young person or child.

- Immediately contact the emergency services if they haven't been called already.
- Make sure the current situation is safe.
- Establish how others are coping – do they need any immediate support?
- Inform the senior people in the group

##### b. **Protection concerns:**

This is when an adult who you believe is unable to protect themselves is at current risk of, or has experienced, abuse or harm.

- If the person is in immediate danger, call the police.

- If they're not in immediate danger, you must contact the local authority safeguarding team within 24 hours and make a referral (contact details are in section 10).
- Be guided by the safeguarding team or police on any further actions required of you.

**c. Allegations concerning staff or volunteers:**

This is when someone has alleged that staff or volunteers from your organisation have harmed or abused an adult at risk.

- Contact the local authority safeguarding team as soon as possible within 24 hours
- Be guided by them on any further actions required of you.

**d. Welfare concerns:**

This is when no one has been harmed in any way, but a person shows signs of being in need. It's when you have concerns for their health, wellbeing or safety if they don't get help.

- Within 7 days you, or someone in your organisation, should speak with the person. When it is appropriate you should also speak with their family or carer. You must explain your concerns and make sure they have the support they need.
- Depending on the conversation, the safeguarding lead may then also:
- Help the person or their family access services or give them the information they need to do this themselves.
- Speak to another professional who is already working with the person or family, such as a social worker, about their needs.

**e. Concerns about other organisations:**

This is a situation where the safeguarding concern is about another organisation, their staff, volunteers or the people they work with.

- As soon as possible within 24 hours contact the designated safeguarding lead of the organisation in question and pass on your concerns, if this has not already happened
- In some circumstances you may decide to follow up with the organisation to confirm they have acted on the issue.
- If at any point you think the organisation has not acted and someone is at risk, you should contact the local safeguarding team yourself.

**f. Responding to historic or non-recent concerns:**

You may become aware or be told about a concern from an adult relating to an incident which took place in the past, including when they were a child. Historical allegations of abuse should be taken as seriously as contemporary allegations.

- Remember that it's never too late to report abuse. An individual can make a formal complaint to the police about non-recent abuse, ideally in the geographic area in which the abuse is reported to have taken place.
- Establish if the person alleged to have caused the harm works with children or adults at risk. Try to find out their recent or current whereabouts and any contact they have with children or adults at risk. A referral should be made to social services, with the consent of the person who experienced the abuse if possible.
- Consider what consent the person has given for information to be shared. How, when and to whom they share this information should usually be with their consent.
- Signpost the person who experienced the abuse to relevant support groups that can help them.

**g. Supporting those who share a concern with you:**

Your primary concern should be the best interests of the person who is at risk of harm. However, the person sharing this concern with you may also be distressed by the situation, even if they are reporting on behalf of someone else. Everyone can respond to worries about another differently. If someone has previously experienced trauma, they can find it especially upsetting.

- Thank them for bringing this concern to your attention and that they have fulfilled their key responsibility



- Explain that you will now take responsibility in leading management of this concern and any contact with statutory agencies
- Highlight that there may be limited updates that you have or can give them on the situation; that does not mean that it was not important for them to share their concern
- Remind them of the importance of confidentiality and not sharing this information further
- Ensure they have your contact details in case they think of anything else they have not yet shared that they think may be relevant
- Discuss with them what additional support they may require. Consider contacting them later to check in on how they are doing

### **Keeping records**

Queen Alexandra's House recognises that it is vital to record and store details about any safeguarding concerns that arise. We will record information, even if the concerns have not been shared with the police or the local authority safeguarding team. These records are extremely sensitive and will be kept in a locked cabinet or drawer (if hard copy) and/or password protected and stored on a computer with protection against hackers and viruses (if electronic).

It is the responsibility of the safeguarding lead to ensure that the following information is recorded about every safeguarding concern:

- The date and time of the incident/disclosure/concern
- The date and time of the report
- The name and role of the person to whom the concern was originally reported and their contact details
- The name and role of the person making the report (if this is different to the above) and their contact details
- The names of all parties who were involved in the incident, including any witnesses
- The name and any other relevant information about the adult who is the subject of the concern (including information about their care and support needs)
- What was said or done and by whom
- Any action taken to look into the matter
- Any further action taken (such as a referral being made)
- The reasons why the organisation decided not to refer those concerns to a statutory agency (if relevant)

Each record will be signed and dated by the person making the report.

### **Confidentiality, consent and information sharing**

Timely information sharing is key to keeping people safe and responding appropriately to concerns about their welfare. In general, Queen Alexandra's House expects all committee members, volunteers and staff to maintain confidentiality and act in accordance with the UK General Data Protection Regulations (GDPR).

We will share information within the group (e.g. with other volunteers) in situations where this is necessary in order to deal effectively with safeguarding concerns or to provide continuity of support. We will share information with other organisations in order to keep a person safe.

Whenever confidential information is shared, we will follow the principles below. We will:

### **Recruiting and training volunteers**

Queen Alexandra's House volunteers that work with adults at risk will be given an induction which covers the safeguarding policy and procedures of the house. They will be trained in: our code of conduct; definitions of abuse and harm; recognising signs of abuse; and how to respond to concerns and disclosures. All volunteers will know who the safeguarding lead is, and that they should go to them with any concerns.

The safeguarding lead will be offered further training to ensure they are clear about their role, and what action to take in response to different concerns.

We will apply for Disclosure and Barring Service (DBS) checks for all volunteers for whom we are legally required to do so.

### **Reviewing policy and procedures**

This policy and its procedures will be reviewed every 2 years. They were last reviewed and updated on [date].

**Key contacts**

**Queen Alexandra’s House Safeguarding Lead**

- General Manager
- Assistant Manager of Resident Life and Wellbeing
- Buildings Maintenance Manager

**Other Helplines**

Helpline	No / Email
<p><b>Westminster Safeguarding Adults</b></p> <p>We take reports of abuse and neglect very seriously and will listen to your concerns and provide a prompt response.</p> <p>If you are concerned that an adult may be at risk of abuse, harm or neglect from either themselves, an individual or an organisation</p>	<p><u>020 7641 2176</u>  <u>adultsocialcare@westminster.gov.uk</u></p>
<p><b>MET Police</b></p>	<p>Non-emergency, phone: 101</p>
<p><b>24-hour National Domestic Violence Helpline_</b></p> <p>(advice and support, including refuge search)</p>	<p>0808 2000 247 (freephone)  <u>http://www.nationaldahelpline.org.uk</u></p>
<p><b>Rape Crisis</b></p> <p>Works with women over the age of 14 who have experienced any form of sexual violence at any time in their life.</p>	<p>0808 802 9999 (freephone)</p>
<p><b>The Angelou Partnership</b></p> <p>Supports women and girls experiencing domestic or sexual violence or harmful practices in Westminster.</p>	<p>0808 801 0660 (freephone - lines open Monday to Friday 10am to 4pm).</p>
<p><b>Sanctuary scheme</b></p> <p>Is a free scheme for anyone living in Westminster which aims to increase housing options for victims of domestic abuse.</p> <p>They offer specialist advice, which may include referrals to external agencies to help you find emergency accommodation or just general guidance and support, depending on your needs. For more information:</p>	<p>0208 741 7008  <u>sanctuaryscheme@westminster.gov.uk</u></p>

## Visitor and Guest Policy 2025 / 2026

### Day Guests

Queen Alexandra's House respects residents' right to daytime visiting guests. Guests must be always accompanied by the resident and must depart at the times indicated below, unless they have paid and booked into our Guest Accommodation authorised by the General Manager.

Visiting Hours - Monday to Sunday 10:00 to 00:00 (midnight).

The reasoning behind these hours are as follows:

- To foster respect for the study, privacy, and sleeping habits of other community members
- To provide a more safe and secure environment within the residence.

Guest times are a privilege that may be changed by Queen Alexandra's House in response to inappropriate behaviour or for operational requirements (e.g. exam periods, large events etc).

Guests must be 18 years or over.

- Residents are always responsible for the conduct of their visiting guests and must ensure that they show consideration to all residents at Queen Alexandra's house.
- The resident accepts responsibility for the actions and behaviour of your visitors, including any damage they cause.
- Guests can join residents in the dining room for mealtimes however they are not entitled to the meals served, these are reserved only for residents.
- QAH reserves the right to refuse admission to any non-resident and/or to require any non-resident to leave the accommodation.
- Do not allow uninvited strangers to enter QAH. Do not allow anyone you do not know to follow you into the House and do not leave any external doors open.
- You must not allow anyone to stay in your room or building when you are not with them, we may take disciplinary action against you that could result in you leaving your accommodation.
- Queen Alexandra's House respects residents' right to daytime visiting guests. Guests must be always accompanied by the resident when entering / leaving and moving around the building.
- You must not let someone sublet your room when you are away from QAHA, we may take disciplinary action against you that could result in you leaving your accommodation.

To comply with safety regulations and ensure the welfare of other community members of Queen Alexandra's House. The Overnight Guest Policy which must be complied with exactly.

Unauthorised overnight or extended visitation violations may result in disciplinary action as per the Residence Disciplinary Policy.

### Overnight Guests

We are happy for residents to have overnight guests to stay at Queen Alexandra's House, but the following conditions must be met:

- Guests must be aged 18 or over.
- If you wish to have a visitor aged 18 years or over to stay overnight at QAH in the guest room you must hand in your request to Reception at least 48 hours in advance, the guest will be required to pay £70 per night to stay at QAHA which includes breakfast only. Please note that the guest room is in the main part of the house which is a female only residence.
- If you wish to have a visitor aged 18 years or over to stay overnight at QAH in the guest apartment you must hand in your request to Reception at least 1 week in advance, the guest will be required to pay £160 per night to stay at QAHA. The guest apartment can sleep up to 3 people (the 3<sup>rd</sup> person at an additional charge of £50 per night). The guest's apartment is on a room only basis and has no access to the main house.
- Overnight guests are not permitted to stay in resident's room at QAH or anywhere else on the Building after Midnight.
- The guest must produce photo identification (Driver license, passport) when requested to do so by any Queen Alexandra's House staff members.

- The Resident must always accompany guests.
- Guests must sleep in the allocated guest room.
- In order to ensure that the service is available to all residents there is a maximum of two consecutive nights at any one time for any guest.
- If you wish your guest to stay longer than 2 consecutive nights, you must write to the General Manager a month in advance of the proposed dates.
- Residents in breach of these terms and conditions will be subject to the Breaches of Residential Disciplinary Policy.

QAH has the right to suspend the overnight guest policy during the first week and last week of each term, during study and exam periods and for operational requirements as required (e.g. emergencies, nights of big events in the neighbourhood, health and safety reasons).