

Our Safe-Guarding Approach

At Fresh, your safety, wellbeing, and right to live in a respectful environment are our top priorities. We are committed to creating a community where everyone feels safe, supported, and heard.

What Safeguarding Means

Safeguarding is about protecting you from harm, abuse, neglect, or exploitation. It includes your physical safety, emotional wellbeing, and ensuring you have access to help when you need it.

Your Rights

- To be treated with dignity and respect.
- To live free from harassment, bullying, or discrimination.
- To have your concerns taken seriously and acted on promptly.

If You're Worried About Yourself or Someone Else Please talk to us as soon as possible.

You can do this through the following ways so pick the one you feel comfortable with:

1. If you or someone else is hurt, in immediate danger, or at serious risk of harm, always call 999 right away.
2. Speak to our onsite General Manager or Residents' Team – they are there to help.
3. Use our [Complaints Form](#) and select Safeguarding as the complaint category. This will go straight to our Safeguarding Team who will contact you directly.
4. Speak to the University Welfare / Safeguarding Team who will offer support and reach out to us.

We will always listen without judgement, treat your concerns with confidentiality, take them seriously, and work to make sure you're safe and supported.

External Support

If you need confidential support, you can also contact:

- Health Assured on 0800 028 3766
- University Welfare/safeguarding Team

We're committed to creating a safe, respectful, and supportive environment for everyone who lives with us so that means your safety and wellbeing are our top priority. If you ever feel uncomfortable, unsafe, or have a concern about someone's behaviour whether it's a fellow resident, a visitor, or a member of staff, we're here to help you.

What's a Safeguarding Concern?

This might include:

- Feeling unsafe because of someone's behaviour
- Concerns about bullying, harassment or abuse
- Worrying someone else might be at risk
- Witnessing or experiencing inappropriate behaviour from staff or others
- No concern is too small – if something doesn't feel right, it's always okay to speak up

Our Safeguarding Promise to You

- Respect at all times – Our team will always follow our professional code of conduct and maintain clear, appropriate boundaries whenever we meet or speak with you.
- Professional visitors only – Any contractors working in our buildings will follow the same standards as our team.
- Your space is your own – We will never enter your room without giving you notice first and clearly explaining why access is needed unless we have a genuine reason to believe there is an emergency.
- Extra care for under-18s – If you're aged 16 or 17, we will always arrange for a chaperone to be present whenever room access is required.

Your safety, comfort, and trust matter to us – it's the foundation of how we work.

What Happens Next

What Happens When You Raise a Concern to Fresh We will:

Listen without judgement.

1. Take your concern seriously.
2. Offer practical help and connect you with the right services.
3. Keep what you tell us private, unless we believe someone is at serious risk of harm. (in which case we will explain what happens next).

You are never alone at Fresh. If something doesn't feel right, speak up – we are here to help you feel safe, supported, and respected.

Raising a concern could make all the difference to a situation and prevent any risk or recurrence.

You will be treated with kindness and respect. We'll talk through your concern and discuss what support or action might be needed.

We'll only share your information with people who need to know in order to keep you and others safe.