

28 June 2024

## Response to Regulation 28 Report: After Inquest JAHANY L P 09122022

Dear Miss F Butler,

As stated in the Regulation 28 Report for JAHANY L P (09122022) and following its publication, I am writing to you with details of current and proposed future actions which forms our wider suicide prevention strategy at Student Roost.

Firstly, I wish to acknowledge that this was a tragic case, and the death of a resident leaves a devastating, lasting impact on our team members. Our thoughts will always be with Ms Jahany's friends and family.

We aim to work collaboratively within the higher education sector, alongside universities throughout the UK, and have seen a dramatic increase in mental health challenges within the student population since the Coronavirus pandemic four years ago.

As a result of this, we have significantly invested in resident wellbeing support at Student Roost, creating and growing a team of dedicated resident wellbeing advisors and partnering with Mental Health First Aid England to train over 70 team members as Mental Health First Aiders. This provision is not standard within the Purpose-Built Student Accommodation (PBSA) sector, and we aim to be leaders in driving best practice within the industry.

In 2022, we launched our #BehindEveryDoor campaign in partnership with award-winning national mental health charity, Chasing the Stigma. The campaign cements Chasing the Stigma's award-winning digital app, Hub of Hope, as Student Roost's official mental health signposting tool for all residents and team members living and working at one of over 50 Student Roost properties in the UK. The QR code, found on posters behind every bedroom door at every property, has seen over 4,500 scans from individuals seeking preventative, tailored support from charities and organisations in their area, and assists us in gaining insight and visibility into student demographics across our properties, allowing us to pinpoint what additional mental health support and guidance residents may require.

Quite often, our team members are alerted by a flatmate, friend or relative of the resident in crisis when a serious incident has occurred and then attend to support and assist. They are often not the first to arrive at the scene when there is a resident at risk, or an unfortunate event of a resident death, which is a traumatic experience for all involved. Our teams are trained to enlist the support of the emergency services and university welfare teams where required. There is no expectation on our teams to put themselves in a situation where they don't feel safe or comfortable.

However, after receiving this report, we wholeheartedly believe that providing additional first aid training for our team members, especially to those who feel confident in administering first aid or wish to refresh their existing knowledge, is a step we can take to further ensure the safety and wellbeing of our residents.



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As soon as we received this report, our Senior Leadership Team conducted an analysis of our property teams. I'm pleased to share with you that this has resulted in our decision to train 223 operational team members in first aid, with training programmes commencing in August 2024.

Following completion of this training, which is estimated to be at the end of this year (2024) all Student Roost properties (over 50 across 21 UK towns and cities) will have access to a trained first aider.

We hope you find that our response clearly sets out what actions we are taking following the inquest and publication of your report. Hopefully this also provides you with reassurance that we will continue to implement necessary training, policies and procedures to ensure resident wellbeing and safety will always be our top priority at Student Roost.

If you would like further information or have any questions, please do not hesitate to contact me directly.

Kind regards,



**Managing Director – Student Roost**

