

# Facilities Student Conduct and Wellbeing Procedure

## Introduction:

The aim of this procedure is to provide a clear and transparent process for dealing with student conduct and wellbeing concerns whilst living in University Accommodation.

The University wants students to enjoy their time here and enhance their student experience. Ensuring that our students reside within a safe and enriching environment. This document will provide guidelines on how Facilities Hub Team will address student conduct and wellbeing concerns.

In principle the Hub team will investigate all behavioural, conduct, welfare or pastoral concerns that impact upon the student experience of living in University accommodation. The Security team will manage the security aspect ensuring the residences are a safe, secure and welcoming environment.

## Student Conduct Stages

There are three stages within this process and the severity of the misdemeanour will determine at which stage the incident is dealt with. It should be noted that all incidents at stages two and three, will be disseminated to the Conduct and Appeals Unit who may invoke the University Disciplinary Procedures separate or in addition to the Accommodation Student Conduct and Wellbeing Procedure.

**Stage one:** Security will undertake to regularly patrol student accommodation and any evidence of behavioural issues or conduct incidents will be dealt with immediately by issuing advice or / a caution. All actions taken will be recorded on IRAMS for auditing purposes and to capture repeat incidents. Security will record on IRAMS their recommendation that the Hub team investigate the incident further or refer to the appropriate internal or external agencies if applicable.

Following the recommendation from the IRAMS report, the Hub team will decide if there is a requirement to interview the student or any witnesses to the incident and record their statements on KX. The Hub team would only request an interview at this stage with the student if it became apparent from the IRAMS report that this was not the first time a member of Security had given the student a caution.

The interview outcome may result in one the following actions;

- Guidance and advice will be given to the student to address their behaviour / conduct
- The Hub team will provide support and sign posting to the appropriate department or support service.
- The Hub team may issue a first warning which will be logged onto the individual's student record.
- The Hub team may impose a financial fine in accordance to the terms and conditions within the licence agreement.

**Stage two:** A repeat offence of the same or similar misdemeanour may result in the Hub team asking the student to adhere to and sign an Acceptable Behaviour Contract (appendix A) and this will be issued with a Final Warning (appendix B). This could also result in the student being required to relocate to another room or campus. If the student fails to agree with remedial action as stated within Acceptable Behaviour Contract the incident will be escalated to stage three.

**Stage three:** A breach of the Final Warning and Acceptable Behaviour Contract, an incident that may contravene health and safety guidelines or criminal activity would be initially assessed by the Senior Hub Manager and the Head of the Conduct and Appeals Unit, who may recommend the case be referred back to stages one or two or escalate to one of the following:

- Head of Student Services (or nominated deputy)
- Assistant Director - Facilities & Support Services
- Director of Estates and facilities

The potential outcome of their decision may be one of the following:

- Action in line with the Student Code of Conduct and Disciplinary Procedures
- Recommendation to begin the legal process of issuing a Notice to Quit.

### **Communications**

All outcomes will be communicated in writing by letter and through Kx to students.

### **Appeals Process**

Appeals at stage one and two should be made within seven days from the date of the outcome and should be submitted through E-vision to City Hub. The appeal will be investigated and dealt with by the Senior Hub Manager provided that the post holder has not been substantially involved previous to this appeal. In such instances the appeal will be considered by the Operations Manager. The outcome will be communicated to the student within 10 working days from the date the appeal was received. If the student is not satisfied with this outcome they can raise this through the University Formal Complaints Procedure. <https://www.wlv.ac.uk/current-students/conduct-and-appeals/current-student-complaints/>

Appeals at stage 3 against action taken in line with the Student Code of Conduct and Disciplinary Procedures should be made using the appeals process stated within the procedure. <http://www.wlv.ac.uk/current-students/conduct-and-appeals/student-conduct/>

### **Damaging or tampering with fire equipment.**

The University does not tolerate student damage or tampering with any fire equipment. Fire equipment is installed to maintain safety and any tampering with the equipment will be treated very seriously by the Hub team.

A student reported to have tampered with or damaged any fire equipment will be issued with an Acceptable Behaviour Contract and a Final Warning. A financial penalty will be imposed upon the student details of which can be found in the Student Guide to Living in Accommodation. If, there is a repeat of this offence or the initial incident is deemed to warrant escalation the student will be immediately referred to the Conduct and Appeals unit, and whilst this is being investigated the student will be required to vacate the University accommodation as stated within clause 3.6 within the Accommodation License Agreement.

If a student is found to be smoking within their room, they will be issued with a final warning, anti-social behaviour contract and a financial penalty. If, there is a repeat offence and / or the student has either activated the fire alarm or covered the detector head the information will be referred to the Conduct and Appeals Unit. Whilst this is being investigated the student will be required to vacate the University accommodation as stated within clause 3.6 within the Accommodation License Agreement.

**Please note** at any stage, any tampering or damaging of fire equipment maybe subject to police action.

### **Wellbeing and Pastoral Care**

A student who presents signs or behaviour that raises concerns from other students in accommodation or staff will be offered support and signposted to one of the following;

- Student Support & Wellbeing <https://www.wlv.ac.uk/current-students/student-support/student-support-and-wellbeing-ssw/ssw-contact-form/>
- The students own registered doctor

The following table illustrates the categories of incidents and the stage they are expected to be managed at dependent upon the severity of the incident.

This is for guidance only and not a definitive list, the indicated incident stage maybe increased where repeat incidents occur or where the circumstance of the incident is assessed as requiring to be managed at a higher stage.

<b>Incident Category</b>	<b>Incident Stage</b>
<b>Anti-Social Behaviour</b>	<b>Stage 1 - 3</b>
Noise nuisance	
Arguments	
Verbal abuse	
Unauthorised parties or groups gathering causing a nuisance	
Disruptive behaviour	
Theft	
Unauthorised removal or use of food or beverages from a residential kitchen	
<b>Breach of Contract</b>	<b>Stage 1-3</b>
Subletting	
Unauthorised visitors	
Banned items	
Keeping of pets	
Smoking	Charge £50 First Warning Charge £80, Second offence & Final Warning Thereafter, £80.00 and refer to conducts & Appeals, stage 3
Substance misuse	
Tampering with access control	Charge for actual costs of replacement & repairs
Damage to possessions	
Damage to property	Charge for actual costs of replacement & repairs
<b>Criminal Activity</b>	<b>Stage 3</b>
Supply of Drugs	
Assault	
Indecent exposure	
Sexual assault	
<b>Fire</b>	<b>Stage 1 – 3 and police</b>
Tampering with fire systems *	Charge of £80 Final Warning & ABC, Thereafter £150.00 + Stage 3
Actual fire alarm activation *	No charge
Malicious / Accidental activation of fire alarm *	Charge of £250, thereafter £300.00 + Stage 3
Naked flame/candles kept in room	Items confiscated – banned item
Misuse of firefighting equipment	Charge of £150
Failure to evacuate the building	Initial charge of £30, repeat offence £50
Unauthorised cooking equipment	Items confiscated – banned item
Arson	Stage 3 and police

\*these charges only apply to the first offence, any further offences by individuals will be dealt with through Conducts and Appeals as detailed in the section above Damaging or tampering with fire equipment.

<b>Version</b>	Version (1) 01/08/2019	Author Sarah Bowers	Facilities Manager
<b>Approved date</b>		Approved by:	
<b>Review date</b>			

## Accommodation Acceptable Behaviour Contract

This ACCEPTABLE BEHAVIOUR CONTRACT is between **Student Name** and the University of Wolverhampton, Facilities Department.

**NAME:**

**STUDENT NUMBER:**

**ADDRESS:**

This contract is made on **DATE / MONTH / YEAR**

This contract has been compiled following reports that **Student Name** has been involved in incidents where the University Accommodation Licence Agreement has been breached.

I **student name** agree to the terms within this Acceptable Behaviour Contract as follows:

- I will not possess or use illegal or legal high drugs within the bedroom or communal area.
- No excessive noise or loud music will be audible after 11pm, which may disturb other residents. (Please refer to the conditions stated within your Licence Agreement, Clause 4.12)
- I will keep the kitchen and communal areas clean, including the removal of rubbish from the kitchen areas.
- I will not smoke within the accommodation.
- I will not tamper with or misuse the fire detection equipment within the accommodation.

I **Student Name** acknowledge that there are a range of advice and support services offered to students by the University of Wolverhampton including the Students' Union and Student Support & Wellbeing. I understand that it is my responsibility to access these services when required.

**Review:**

This agreement will expire on the end of licence date. A review may be held at any time during the contract. At the end of this period, there will be a formal review and it may be at that a decision will be made to refuse your accommodation request for the following academic year.

**Breach:**

If **Student Name** breaches the terms of this agreement, or behaves in any way likely to cause alarm, harassment or distress to members of the community, Facilities Department may take further action. This will involve referring the matter to the Conducts and Appeals Unit, recommending a formal disciplinary hearing.

**Declaration:**

I **Students Name** understand the content of this agreement and the consequences of any breach of the contract.

Students Name	Student Number	Signature	Date
Accommodation Staff Name	Position	Signature	Date

## Appendix B

Date  
Student Name  
Accommodation Address  
Campus

Student Number:

Dear **Student Name**

Facilities Department Final Warning

The Hub team have received a report **delete if not applicable (and have reviewed the supporting CCTV footage)** that on **DATE**, you were found to be **INCIDENT OVERVIEW**.

The University consider any such behaviour to be wholly unacceptable. I am therefore writing to confirm that you have been issued with a Facilities Department Final Warning due to the breach of your Licence Agreement.

You have already been issued with a first warning and an Acceptable Behaviour Contract has been issued with this final warning. It is imperative that you refrain from any such behaviour, as the details from the incident will be passed onto the Conduct and Appeals Unit and they may invoke the University Disciplinary procedures upon receiving this information.

If you do not adhere to the terms within the Acceptable Behaviour Contract or this Final Warning, the incident will be escalated and may result in a Notice to Quit being issued, or if this is escalated to the Conduct and Appeals Unit due to a breach of the Student Code of Conduct this may lead to exclusion from the University.

If you would like to appeal the final warning, please place this in writing on E-vision within 7 days from the date of this letter, the appeal will then be responded to within 10 working days from the date of receipt of your appeal.

Yours sincerely

Name  
Job title

C.C Conduct and Appeals Unit