



Student Accommodation–Student Conduct & Wellbeing Procedure

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PROCEDURE

1. Overview

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.

When a student signs their accommodation Licence Agreement they are signing a legally binding contract which stipulates when incidents or concerns will be escalated. The Living in Accommodation Guides which forms part of the contractual agreement outlines in detail the processes undertaken for certain behaviours that are not deemed acceptable or where support can be provided within the University.

2. 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 either the Conduct and Appeals Unit who may invoke the University Disciplinary Procedures separate or this the incident will be referred to the University Cause for Concern Panel, 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 incident reporting system for auditing purposes and to capture repeat incidents. Security will record on incident reporting system 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 incident reporting system 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 accommodation systems platform. The Hub team would only request an interview at this stage with the student if it became apparent from the incident reporting system 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 impose a financial find in accordance with the terms and condition within the Licence agreement.
- The Hub Team may refer the student to the University Cause for Concern Panel if there is safeguarding concern or there is a concern that the student cannot reside, independently or safely within the accommodation whilst studying at the University.
- The Hub team will sign post the student with substance misuse concerns to the Student Mental

Health and Wellbeing team for them to provide the appropriate advice or guidance and refer to external agencies to assist with specific needs.

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 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)
- Facilities Service Manager
- 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.
- Recommendations from the Cause for Concern Panel to be implemented.
- Recommendation to begin the legal process of issuing a Notice to Quit.

3. 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. 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 Licence Agreement.

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

4. 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.

5. Substance Misuse

What is “Substance Misuse”?

Substance misuse is the harmful use of substances (drugs and alcohol) for non-medical purposes. The term “substance misuse” often refers to illegal drugs. However, legal substances can also be misused, such as alcohol, prescription medications, legal highs, caffeine, nicotine, and volatile substances (e.g., petrol, glue, paint).

Where there are concerns regarding a student’s welfare through continual substance misuse, the case would be referred by the Hub Manager or Security staff to the Cause for Concern Panel.

6. How are Concerns Raised?

Concerns regarding a student/s conduct can be raised by either University staff who work within the accommodation (Security, Caretakers, Cleaners, Hub staff) or other students who reside within the accommodation.

University staff would either record their concerns on the security incident reporting system or liaise directly with the on-site Hub team for them to investigate.

If a student wishes to report a concern that is impacting upon themselves and or others, they can report their concern through one of the following:

- Log a call on E-Vision help desk.
- For emergency assistance contact the security team directly on 01902 322106 or
- use the Safezone app.
- Report the concern to the on-site Facilities Hub teams in person.

7. Incident Categories and Escalation Stages

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 may be increased where repeat incidents occur or where the circumstance of the incident is assessed as requiring to be managed at a higher stage.

Incident Category	Incident Stage
Anti-Social Behaviour	Stage 1 - 3
Noise nuisance	Stage 1-3 in the process dependent upon level of incident
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	
Failure to adhere to Government Covid19 regulations	First report: Reminder Email Second Report: First Warning Third Report: Final Warning & Behavioural Contract, along with the incident sent to Conducts & Appeals Unit.
Breach of Contract	Stage 1 - 3
Sub-letting	Stage 1-3 in the process dependent upon level of incident
Unauthorised visitors	
Banned Items	
Keeping of pets	First Warning, Final Warning & Behavioural Contract. Further breaches Stage 3
Smoking	
Substance Misuse	Mental Health and Wellbeing Team, Cause for Concern Panel, or stage 1-3 in the process.
Tampering with access control	First Warning, Final Warning & Behavioural Contract. Stage 3
Damage to possessions	Stage 1-3 in the process dependent upon level of incident
Damage to property	Charge for actual costs of replacement & repairs
Criminal Activity	Stage 3
Supply of Drugs	Stage 1-3 in the process dependent upon level of incident
Assault	
Indecent exposure	Cause for Concern Panel, Mental Health, and Wellbeing Team
Sexual Assault	Cause for Concern Panel, Mental Health, and Wellbeing Team
Fire	Stage 1 – 3 and Police
Tampering with fire systems	Final Warning & Behavioural Contract, Notice to Quit
Actual Fire Alarm Activation	No Charge
Malicious / Accidental activation of fire alarm	Final Warning & Behavioural Contract, Notice to Quit
Naked flame / Candles retained in room	Items confiscated – banned items
Arson	Stage 3 and Police informed.

VERSION	3	AUTHOR/OWNER	Bec Woolley
Approved Date	18 th September 2023	Approved By	Estates and Facilities SMT
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Appendix A: Acceptable Behavioural 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
(*Example of content below*)

- 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 Mental Health & 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 – Final Warning Letter

Student Name
Accommodation Address
Campus
Student Number:

Dear **Student Name**

Student Accommodation - Final Warning

The Facilities Accommodation Hub at the *City Campus* have received a *report delete/information if 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 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 suspension / 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