



Request Reference: 3533

FOI Request dated 17/11/2025 –

Under the Freedom of Information Act 2000, I request information regarding the University's procedures, policies, and operational practices for monitoring the wellbeing of students living in University-managed accommodation. I am particularly interested in how quickly the University checks on students when attendance, engagement, or welfare concerns arise. Please provide clear responses or copies of the following:

1. Policies and Procedures

- *Safeguarding policies and guidance for students in University-managed accommodation.*
- *Procedures for responding to students withdrawing or disengaging due to mental health issues or crises.*
- *Guidance on coordination between accommodation teams and safeguarding/student wellbeing staff for at-risk or unaccounted-for students.*

2. Monitoring Students with Attendance or Engagement Issues

- *Steps taken when a student's attendance drops or they stop attending classes.*
- *Target timelines or timeframes for initiating welfare checks on a student's accommodation after disengagement or attendance issues are identified.*
- *Escalation procedures if a student cannot be located promptly.*
- *Whether documented mental health history or prior safeguarding concerns triggers additional or accelerated welfare checks.*

3. Routine Accommodation Inspections

- *Policies regarding general or routine room inspections of University-managed accommodation.*
- *Frequency, scheduling, and circumstances under which inspections are carried out, particularly in relation to student welfare.*

4. Operational Logs and Data

- *Confirmation of whether the following logs exist, their retention periods, and whether they are searchable by room:*
 - *Electronic keycard/door access logs*
 - *Cleaning/housekeeping logs*
 - *Maintenance call records*
 - *Post/mail logs*
 - *Security incident logs*
- *Any anonymised statistics, audits, or reports showing how often welfare checks are conducted following attendance drops or other welfare flags, including typical response times and escalation outcomes.*

Response

1. Policies and Procedures

- Safeguarding policies and guidance for students in University-managed accommodation.

Section 1 of the Freedom of Information Act 2000 (FOIA) places two duties on public authorities. Unless exemptions apply, the first duty at Section 1(1)(a) is to confirm or deny whether the information specified in a request is held. The second duty at Section 1(1)(b) is to disclose information that has been confirmed as being held. Where exemptions are relied upon Section 17 of FOIA requires that we provide the applicant with a notice which: a) states that fact b) specifies the exemption(s) in question and c) states (if that would not otherwise be apparent) why the exemption applies.

It has been determined that this information is exempt on the basis that s21 of the Act applies – Information Reasonably Accessible by Other Means. As this exemption is absolute there is no requirement for me to conduct a public interest test, however in order to provide assistance I provide [Safeguarding Policy \[v8-03\]](#).

And [Accommodation Policies | University of Hull](#) for Q3.

Our safeguarding policy covers all students in all contexts - including within accommodation. This policy and associate process is currently under review with a new policy due Jan 26. Additionally, we have a clear 'raise a concern' process which accommodation staff can use to raise any concerns directly to our student support teams. We have a direct line for our onsite security to request urgent or immediate assistance to safeguarding or welfare issues in accommodation and a 24/7 mental health support line provision.

- Procedures for responding to students withdrawing or disengaging due to mental health issues or crises. Our student support teams respond on a case-by-case basis to student needs, and we employ experienced and professionally registered mental health professionals. We have a robust support for study policy to ensure that wherever possible, proactive intervention prevents crisis escalating to the point of students needing to withdraw.

- Guidance on coordination between accommodation teams and safeguarding/student wellbeing staff for at-risk or unaccounted-for students.

Accommodation staff utilise the raise a concern process. Additionally, we operate a weekly 'campus community forum' which brings together a range of stakeholders including site and accommodation staff to raise awareness of emerging or emergency issues.

2. Monitoring Students with Attendance or Engagement Issues

- Steps taken when a student's attendance drops or they stop attending classes.

We have a new attendance and engagement policy; additionally academic staff utilise the raise a concern process to raise issues relating to non-attendance/engagement.

- Target timelines or timeframes for initiating welfare checks on a student's accommodation after disengagement or attendance issues are identified.

This is based on a range of factors and utilisation of data sources including student activity on systems, any known vulnerabilities etc. Clear triage and risk assessments are followed by our student support duty team.

- Escalation procedures if a student cannot be located promptly.

Again, this is case by case and would be risk assessed based on a number of factors

- Whether documented mental health history or prior safeguarding concerns triggers additional or accelerated welfare checks.

As above

3. Policies regarding general or routine room inspections of University-managed accommodation. Information published in the Halls Handbook page 30 and also LTO 8.1. Facilities Team Leader notifies flats a week prior to the inspection date by notice being placed on flat door. Inspections are completed once each semester and at the start and end of licence period.

4. Operational Logs and Data

- Confirmation of whether the following logs exist, their retention periods, and whether they are searchable by room:
 - Electronic keycard/door access logs – retained for the duration of the Licence to Occupy
 - Cleaning/housekeeping logs – retained for 3 years
 - Maintenance call records – retained for the duration of the software licence
 - Post/mail logs – no records retained
 - Security / FA incident logs – retained for the duration of the software licence
 - Electronic keycard/door access logs
 - Yes, we have these for WFC only, we retain for 6 months before archiving.
 - retained for the duration of the Licence to Occupy
 - Cleaning/housekeeping logs
 - weekly cleaning schedule and monthly staff audits - retained for 3 years
 - Maintenance call records
 - retains information for as long as required/retained for the duration of the software licence
 - Post/mail logs
 - remains on resident file via home at halls, only for their time in UPP residence
 - no records retained
 - Security / FA incident logs
 - No records retained
 - retained for the duration of the software licence
4. Highlighted logs exist, and all are searchable by room except for Security/FA logs these are only searchable by building.