

Term One Plan 2018/19

Those involved / affected	Issues	Response	Detailed Actions	Lead	Timeframe
New students	General ASB including transient noise, drunkenness, littering, vandalism, cars/parking violations and sexual harassment	Strengthening communications with students before and after they arrive at University, highlighting 'pro-social' expectations and advising of University Regulations and potential disciplinary action	<ul style="list-style-type: none"> Review and update messages highlighted on new student website – with new information on cars and permit use 	SOH/JC/AK	Mid Aug 2018
			<ul style="list-style-type: none"> Utilise the new 'offer-holders facebook group' to emphasise pro-social messages in the build-up to the new term 	CS	Summer 2018
			<ul style="list-style-type: none"> Welcome email to new students emphasising pro-social messages 	JC/AK	Sept 2018
			<ul style="list-style-type: none"> Pro-social media messaging throughout Freshers' Week and Week One 	Guild/CS/CD	Sept 2018
			<ul style="list-style-type: none"> Coordinate Student litter picking in high footfall areas in Freshers' Week and Week 1 of term. 	RC/CB	Sept 2018
			<ul style="list-style-type: none"> Promote the 'consent quiz' within the online student registration pages, to increase awareness and understanding of social boundaries 	SM	Aug 2018
			<ul style="list-style-type: none"> Contact zones set up at key transient routes in Freshers' 	BT	Sept 2018

			<p>Week to highlight the 'Know Your Boundaries' police campaign – promoting the Public Spaces Protection Order zone (PSPO)</p> <ul style="list-style-type: none"> Promotion of a new 'Living in the Community' video for new and returning students – emphasising community responsibilities – noise, refuse, parking and the importance of getting to know your neighbours Update information regarding cars/parking/permit use on New Students, travel and sustainability pages of the University Website 	<p>RC</p> <p>RC/JC/AK/JS</p>	<p>Sept 2018</p> <p>Summer 2018</p>
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Welcome Team (Students' Guild)	<p>Key role of c 150 student volunteers who work through Freshers' Week to support students in settling in, help keep them safe, and promote pro-social behaviour</p> <p><i>(*NB, as students and volunteers, important to manage expectations and not rely on WT to carry</i></p>	Clarify and strengthen role re supporting pro-social behaviour, and managing expectations	<ul style="list-style-type: none"> Key pro-social messages delivered in WT training Guild to ensure sufficient staff on duty on night shifts to oversee and support, particularly in respect of dealing with vulnerable/intoxicated students Estate Patrol to provide two double-crewed Estate Patrol 	<p>TB</p> <p>TB</p> <p>RH</p>	<p>June/Sept 2018</p> <p>Sept 2018</p> <p>Sept 2018</p>

	<p><i>out duties that should be responsibility of Uni/Guild staff, licensees, police, ambulance etc.)</i></p>		<p>vehicles to convey students for medical attention if safe to do so. If Estate Patrol vehicles are not tasked assistance will be given to convey students requiring assistance to place of residence if student is in company with a responsible individual with duty of care responsibilities</p> <ul style="list-style-type: none"> • Welcome team to liaise with nightclub staff regarding busy periods and locations • Plan Welcome Team dispersal to align with key transient footfall routes and purpose built accommodation • Exeter City Council to dedicate an Environmental Health Officer and vehicle to support Estate Patrol and liaise directly with Head of Security • St Stephens Church to provide respite for students and relevant support staff • Support from St John's Ambulance provided at peak times throughout Freshers' Week. 	<p>TB</p> <p>TB</p> <p>RH/SL</p> <p>RH</p> <p>RH</p>	<p>Sept 2018</p> <p>Sept 2018</p> <p>Sept 2018</p> <p>Sept 2018</p> <p>Sept 2018</p>
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			<ul style="list-style-type: none"> Street Urinals provided in Exeter City Centre throughout Fresher's Week. 	RH	Sept 2018
Returning Students	ASB as above – Transient noise, Static noise/house parties, vandalism, cars/parking violations missing bins and 'inherited' domestic waste.	Strengthen comms re community responsibilities / active citizenship,	<ul style="list-style-type: none"> End of year survey in Halls prior to students moving out - to gather contact details for targeted messages at the beginning of the new academic year. 'Welcome back' email to returning students, reinforcing pro-social messages. Distribution of the 'Student Community Guide' door to door and via Landlord Network and Letting Agent contacts. Revised content on cars/travel. Promotion of a new 'Living in the Community' video for new and returning students – emphasising community responsibilities – noise, refuse, parking and the importance of getting to know your neighbours Revised website information regarding cars/parking/permit use on the Returning Students section of the University Website 	RC/HA JC/AK RC RC RC/AK/JC/JS	May 2018 Sept 2018 Sept 2018 Sept 2018 Summer 2018

			<ul style="list-style-type: none"> Email message to be sent to Landlords/Agents on the University Accommodation database – with link to the new community guide and community video. The message will also raise issues relating to missing/unemptied bins and cars/parking violations DCC Parking Services to send a message to relevant Letting Agents regarding parking permit use and the responsibilities of tenants. 	RC/AK/JC DCC	Sept 2018 Sept 2018
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Student Clubs and Societies	<i>Some</i> Guild and Athletic Union organised social events have in the past had too much focus on drinking, leading to problematic / anti-social behaviour and ‘laddish’ behaviour	Social events run by Guild Societies and Athletics Union Clubs need to be organised in adherence and in the spirit of Codes of Conduct, in which Officers of Clubs and Societies are clear about their responsibilities to maintain good order and discipline, look after the welfare of their members, and consider the needs of the local community and residents	<ul style="list-style-type: none"> Guild and AU to strengthen messages in committee training about how to positively support pro-social behaviour amongst members in socials, and the consequences of not doing so. 	JL/AC/SB	Summer 2018
			<ul style="list-style-type: none"> Actively promote Code of Conduct re coercive drinking and initiation activity, and ensure Guild / AU committee 	JL/AC/SB	Summer 2018
			<ul style="list-style-type: none"> Members understand potential severity of the consequences for breach of the code 	JL/AC	May/June2018

			<ul style="list-style-type: none"> Planned student activities for the Events Guide to be monitored and potential issues flagged earlier. 	JL/AC/SB	Ongoing
			<ul style="list-style-type: none"> Compulsory training for student societies planning to host social events. 	TB	March 2018
			<ul style="list-style-type: none"> Ensure all Guild / AU social events are subject to robust risk assessment process to minimise risk of alcohol-related ASB 	AC/SB/OM	Ongoing
			<ul style="list-style-type: none"> Promote 'Community Guide' link on the AU 'event declaration' pages, to increase awareness of the community impact of planned events. 	AC/CD/RC	June 2018
			<ul style="list-style-type: none"> Clear communications around the use/hire of speakers/DJ equipment in domestic residences to minimise excessive noise disturbance 	AC/CD/CB	Sept 2018
			<ul style="list-style-type: none"> AU to ensure all coaching staff are clear about expected standards of conduct 	AC	Sept 2018
			<ul style="list-style-type: none"> Committee training for 500 members of Athletic Union clubs– emphasising pro-social messages. 	AC	Sept 2018

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Local Residents	Subjected to ASB as outlined above	University / Guild /AU to develop Action Plan in response to residents' concerns about past student conduct issues,	<ul style="list-style-type: none"> Share Term One Plan with Community stakeholders in advance of start of term via the Resident Liaison network and local StreetWise Newsletter 	RC	Sept 2018
			<ul style="list-style-type: none"> A Freshers' Week Partnership briefing will be open for community stakeholders to attend. 	SL	Sept 2018
Key Community Stakeholders (City Council, Police, Licensees, Night Time Economy Forum, etc.)	Need to develop partnership approach, joint projects to address issues of concern	University Senior Management to facilitate meetings and agree appropriate actions / projects	<ul style="list-style-type: none"> Licensees within the Best Bar None Network to cover que management/street marshalling duties throughout the week. 	TB/RH	Sept 2018
			<ul style="list-style-type: none"> A network meeting to be hosted for purpose built accommodation providers – outlining wellbeing services provided by the University. 	TP	Aug 2018
			<ul style="list-style-type: none"> Devon and Cornwall Police to arrange a briefing with key licensed venues operating during Freshers' Week. 	SA/JB	Sept 2018

Lead Contacts:

JL – James Lindsay, Head of Membership Services and Development, Students’ Guild RD – Rob Deacock, Devon and Cornwall Police BT – Ben Turner, Devon and Cornwall Police SA – Insp Simon Arliss, Devon and Cornwall Police JB - John Bean, Licensing Officer, Devon and Cornwall Police RC - Rory Cunningham, Community Liaison Officer SOH – Sue O’Hara, Student Support Officer, Transition and Integration CS – Charlotte Sweet, Social Media Manager JC/AK– Jo Cole/Amy Kindt – Student Communications HA – Helen Anderson, Residence Life Adviser JS – Joel Smith, Sustainability Officer – Sustainable Transport and Engagement	RH – Richard Heath, Head of Security AD – Alison Davidson, Director of Sports Office SB - Stephen Brown, Athletics Union TB - Tom Benson – Welcome Team, Students’ Guild RA – Rose Ahier, VP Welfare and Diversity, Students’ Guild AC – Amy Clegg, AU President CD – Chris Doody, AU Communications & Administration Officer OM – Orlando Murrish, Guild Events Health and safety manager CB – Claire Botham, Activities and Volunteering, Students’ Guild SL – Simon Lane, Environmental Health and Licensing Manager, Exeter City Council
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