



University of East Anglia

Information Compliance (ITCS)

The Library
University of East Anglia
Norwich Research Park
Norwich NR4 7TJ
United Kingdom

Email: foi@uea.ac.uk
Tel: +44 (0) 1603 593 523
Fax: +44 (0) 1603 591 010
Web: <http://www.uea.ac.uk>

[REDACTED]

26 April 2018

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_18-083)

We have now considered your request of 02 April 2018 for information relating to University administration of, and guidance provided to, students about welfare, safeguarding, health and safety.

Our response is on page 2 of this letter, together with a copy of your request and within the accompanying document, FOI_18-083 Appendix A.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_18-083)

1. Please provide me with any copies of PDFs/word documents of any advice that you provide students concerning welfare, safeguarding health and safety

UEA makes available a wide array of documents and advice regarding welfare, safeguarding and health and safety. General information, and in particular policies are provided by our Student Support Services (SSS) is available on our website: <https://portal.uea.ac.uk/student-support-service/policies>

Information specific to bullying and harassment is also available: <https://portal.uea.ac.uk/student-support-service/student-conduct-and-harassment/bullyingand-harassment>

The General Regulations for Students also contain relevant information: <https://portal.uea.ac.uk/student-support-service/policies>

In regards such issues within the context of UEA student accommodation, we provide the Terms and Conditions of the License to Occupy Residences: <https://portal.uea.ac.uk/accommodation/living-in-residences/terms-and-conditions>

2. If there is an officer within the University who has responsibility for safeguarding, please can you provide me with a copy of their job description?

There is no one individual with specific responsibility for safeguarding of students, which is the collective responsibility of the SSS unit

Health and Safety for all members of the UEA community, staff or student, is the responsibility of our Safety Services unit.

3. For students who come from overseas, please could you provide me with any information or advice that you provide to them in documentary form, which may be classified as a supportive nature, also pertaining to welfare, health, safety and safeguarding

There is an array of information on offer to overseas students as follows:

- Pre Departure Guide: <https://portal.uea.ac.uk/documents/6207125/9257947/Pre-Departure+Guide.pdf/>
- International Handbook: <https://portal.uea.ac.uk/documents/6207125/9257947/Pre-Departure+Guide.pdf/#>
- Mobile UEA International Orientation App: <https://guidebook.com/app/uea-intl/guide/intlorientation/>
- International Student Travel Guide: <https://portal.uea.ac.uk/documents/6207125/9257947/Travel+Guide.pdf/>
- International Student Orientation Programme (September 2017) – Attached as FOI_18-083 Appendix A

4. For any students, please could you provide me with copies of information that you provide pertaining to British culture/customs

UEA provides students with information regarding British culture and customs on our website, including the following:

Life in the UK webpages (including Healthcare in the UK, Adjusting to Life in the UK, Living on and Off Campus, Where to Get Help, Safety, Security, Laws and Driving, and more: <https://portal.uea.ac.uk/student-support-service/international-students/life-in-the-uk>)

British Culture: <https://portal.uea.ac.uk/student-support-service/international-students/life-inthe-uk/adjusting-to-life-in-the-uk/british-culture>

Living off campus: <https://portal.uea.ac.uk/student-support-service/living-off-campus>

5. there is information pertaining to safety generally, outside of University/institutional grounds, please can you provide relevant copies i.e. late-night, what is legal and not

Information pertaining to general safety on offer to students includes the following pages within the Student Support Services section of our website:

Safety, Security, Laws and Driving: <https://portal.uea.ac.uk/student-support-service/international-students/advice/life-in-the-uk/safety>

Living off campus: <https://portal.uea.ac.uk/student-support-service/living-off-campus>