Operation of the Universities UK Accommodation Code of Practice at Blackfriars Hall: summary of arrangements

The UUK ACOP's purpose is to support subscribing institutions in the delivery of safe, efficient and sustainable student accommodation and provide a practical and relevant alternative to licensing under the Housing Act 2004. It achieves this by setting rigorous standards, ensuring compliance and sharing best practice. The Code enables members to provide student accommodation that is of at least as good a standard as local authority-licensed housing but tailored to the needs of the sector.

Blackfriars Hall has allocated responsibilities and detailed arrangements to support its conformance with the Code in the operation of its student housing, as follows.

1. **Organisation: roles and responsibilities**

Set out below are the key roles and responsibilities relevant to the management structure for UUK Code (ACOP) processes and procedures at Blackfriars.

Moderators (Local Executive Board) of Blackfriars Hall	- Ensure that all buildings controlled by the Hall conform continuously to the Code and that its documents and processes are followed. - Review (annually) key governance personnel, deadlines, accommodation data, milestones, and self-assessment results, and ensure any compliance issues identified by self-assessment are actioned. - Receive regular monitoring updates from the Bursar on Blackfriars Hall's buildings' continuous compliance with the Code. - Review findings from annual complaints declaration (where applicable). - Overall responsibility for ensuring appropriate policies and procedures for the management of student accommodation are implemented. - Ensure appropriate and robust Health & Safety management structure is in place. - Control of all accommodation buildings that are owned or managed by the Hall. - Ensure that procedures and arrangements are in place to deal with accidents, incidents, and emergencies. - Ensure that any person with a designated role and/ or responsibility is given the necessary authority to make decisions and take actions commensurate with their duties. Additionally, deputies with similar authority and training should be nominated to cover for periods of absence.
Regent of Blackfriars Hall	- As Chair of the Local Executive Board, the Regent is the escalation contact and governance contact under the Code for Blackfriars Hall. - Supervise the work of the Bursar on Code compliance and act on issues arising where required. - Ensure that key reports on self-assessment, audit, complaints, policies required for compliance are considered by the Moderators and/or raised with the Provincial Council within appropriate timeframes according to the calendar below. - Responsible for the operation of the complaints process where complaints are escalated.

Bursar (with delegation to other Hall officers as required)	• Primary administrative contact for the Code at Blackfriars. • Overall responsibility for ensuring the Code is implemented on a day-to-day basis in Blackfriars accommodation. • Ensure key Code deadlines are met and complied with, including deadlines published on the Code Management System from time to time, and any member-specific deadlines notified to Blackfriars by the Code administrator. • In consultation with the Local Executive Board, coordinate and assign duties and processes required under the Code to other Blackfriars Hall officers as appropriate. • In consultation with the Moderators and Regent, lead on Code self-assessment and audit activities. • Report to the Moderators termly on continuous compliance of Blackfriars buildings with the Code. Where the Bursary team becomes aware of issues of non-compliance, the Bursar will report this to the Regent and Moderators immediately for reporting onwards to the Code administration. • Ensure self-assessment actions are carried out within the specified time frame. • Communicate with and update the Code administration and Local Executive Board as required under licencing rules in event of loss of service and/or amenities. • Identify and provide for all Code training needs of staff. • Dissemination of information regarding the Code within Blackfriars. • Lead on marketing-related activities for the student accommodation. • Ensure that appropriate advice is obtained for all planned activities that will result in registration of new buildings under the Code, and that all new registered buildings are fully compliant with requirements. • Keep records of all Code compliance activity, management procedures, self-assessments, and responses to compliance gaps that are identified. • Co-ordinate relevant processes and procedures with third parties, such as auditors and contractors. • Reporting concerns or deficiencies with Code compliance matters to the Moderators.
Accounts & Accommodation Officer	• Secondary administrative contact for the Code at Blackfriars, who can deputise for the Bursar in case of absence. • Responsible for supporting implementation of the Code on a day to date basis in Blackfriars student accommodation. • In consultation with the Bursar and Moderators, assist to implement processes and policies required under the Code and delegated areas of management responsibility. • Support student communications and notifications under the Code. • Support record-keeping of a range of key compliance activity in the housing. • Report concerns and deficiencies with Code compliance matters to the Bursar, Regent, and Moderators.
All Staff Members with student support responsibility	• Familiarisation with Blackfriars Hall's duties under the Accommodation Code of Practice, especially as relevant to the staff member's particular role. • Reporting concerns or deficiencies with Code compliance matters. • Implementing relevant aspects of the code that fall within their role, including relevant policies. • Day-to-day observation of issues and reporting as necessary.

2. UUK Code annual governance process calendar at Blackfriars

AUG-SEP	OCT-DEC	JAN-APR	MAY-AUG
Bursar to ensure **team details** are up-to-date in the **new system**	Bursar/Moderators (Local Executive Board) ensure open **findings** from the 24-25 cycle are kept updated (**old system**)	Bursar books in with auditors and submits evidence in advance of audit visit (if audit year); Moderators (Local Executive Board) approve **audit/self-assessment report** findings and recommend these to Provincial Council; Bursar submits once approved by Local Executive Board and Provincial Council (normally March/April)	Bursar ensures **team details** are up-to-date in the **new system**
Bursar to familiarise **new team colleagues** with **The Code** and ensure colleagues understand their role in compliance	Bursar/Regent ensure open **complaints** from the 24-25 cycle are kept updated (**old system**)	Bursar reviews and amends **bedspaces** for annual declaration on the Code portal	Moderators (Local Executive Board) conduct annual review of key risk policies and risk assessments
Roundtables: book staff members onto **events** as appropriate	Bursar notifies **Provincial Council** (of parent charity) if audit year	Bursar compiles **complaint data** (if relevant) for annual declaration	Bursar reviews and amends **bedspaces** for subscription fees invoice
Bursar notes **Practitioners' Conference**	Regent / Bursar ensure **staffing levels** will be sufficient to complete preparations ahead of the self assessment and/or audit submission deadline	**30th April** Submission and Declaration Deadline	Bursar notes **Practitioners' Conference**

3. The Current Code

All Blackfriars staff with responsibilities under the Code are required to familiarise themselves with its requirements. The current Code can be accessed at the link:

https://www.acop.ac.uk/

https://online.flippingbook.com/view/53156768/

4. Continuous monitoring

The Local Executive Board has responsibility for ensuring Blackfriars' buildings continuously meet the Code's standards, and that the Code's administrators are informed if at any time a building ceases to be Code compliant. This activity includes annual review of the Blackfriars self-assessment and actioning any issues raised, as well as receiving regular reports from the Bursar on compliance status.

The Bursar will be responsible for ensuring an appropriate scheme of monitoring of key compliance activities using facilities management software (as of writing, the platform used is Every Education). Most day to day monitoring of key compliance activities will be carried out and recorded by the Bursar, Accounts & Accommodation Officer, Clerk of Works (an external contractor), and Junior Deans, whose roles include escalating identified issues and emergencies.

The Bursar will report to the Moderators termly to confirm the continuing compliance status of buildings. In the event of an incident arising where a building ceases to be compliant – for example, a major health and safety event that results in evacuation of the occupants - the Bursar will inform the Regent and Local Executive Board and undertake to inform the administrative contact of the Code.

5. Audit process and management responses

As a licenced Permanent Private Hall of the University of Oxford, Blackfriars Hall participates in the ACOP through the University of Oxford and follows the audit schedule advertised to colleges/PPHs through the Domestic Bursars' Committee (current representative: Teresa Strike, Green Templeton College).

In an audit year, the audit process is as follows:

- The Hall engages with the University of Oxford / Conference of Colleges coordinating representative in October to understand the audit schedule process for the coming year and to book in with the independent auditors, who will work and produce their report in accordance with the policies, procedures, and formats defined by the ACOP and its management portal.
- Following initial audit meetings, submission of the necessary audit documentation will normally take place in February, and an on site audit visit booked in for March.
- The Local Executive Board will review the audit results and produce a report, in the format required by ACOP, outlining the audit's findings, key management

responses, and action plan and timescales for resolving any issues that have emerged. Action plans must have appropriate and specific timescales for rectifying problems and for mitigating actions. This plan will identify personnel who will be responsible for implementing the plan.
- This report will be reviewed and approved by the Local Executive Board and Provincial Council prior to submission to ACOP, normally during April.
- The approved audit report will be submitted by the deadline prescribed by the Code Management System, normally 30th April.
- The Local Executive Board will proactively monitor timely progress against the identified action points and ensure all are resolved within the required timescales. Where feedback is received form the UUK Code Scrutiny Panel, this will be considered promptly, actioned, and responded to by the Local Executive Board within any specified timelines. In such an event, the Bursar will be responsible for ensuring the CAS is provided with updates within prescribed deadlines on the progress and implementation of recommendations.

6. Mergers and changes

All reports of Blackfriars buildings to the UUK Code must have due regard to the UUK Code's Mergers and Changes Policy (available from the Bursar), which provides guidance to ACOP-accredited institutions in the event of a merger with another University or another change. The policy is designed to explain the point at which accommodation stock must be audited to remain compliant with the Code in the event that the accommodation becomes part of another higher/further education institution's portfolio.

7. Staff training

All Blackfriars staff with student accommodation provision responsibilities under the Code must receive training that is appropriate to their role. Such training will include overall training on Blackfriars' duties under the Code (for staff involved in governance functions) and role-specific training appropriate to compliance areas such as health and safety, first aid, fire safety, student welfare, student peer support, sustainability, EDI, harassment and sexual harassment. The Bursar is the responsible party for arranging delivery of such training and holds a schema of training normally offered for each role.

8. Regular engagement with students

The Local Executive Board and the Bursar will regularly coordinate ACOP compliance activity with relevant student bodies where this is appropriate, including in the following areas:

- Annual review of accommodation charges;
- Gathering feedback on services and supporting students who wish to make a complaint about their accommodation;
- Student welfare, peer support, and relationship with the student body.

9. Complaints

Blackfriars Hall has established a student complaints procedure that takes into account the Accommodation Code of Practice (Annexe A) with the following principles:
- The procedure is integrated into the wider complaints mechanism of Blackfriars;
- The procedure will be actively publicised to students; and
- It allows for and supports student representation from the Oxford University Student Union.

Where "Stage 2" or "Stage 3" complaints are received that have not previously been resolved informally, the nature of these complaints must be reported to the Local Executive Board (within appropriate boundaries of confidentiality of complainants) and reported onwards to the Code through the complaint data annual submission process. These activities are included in the above schedule.

10. Alternative housing or amenities in the event of loss of service

Where Blackfriars' accommodation becomes unfit for habitation or suffers a loss of amenities that significantly impacts the accommodation, the Local Executive Board understands its obligations under its ACOP licencing arrangements to arrange for alternative accommodation or amenities and to inform the Code administrators. Under instruction from the Board, the Bursar will undertake to inform the Code of:

- the reason for loss of service,
- the steps that Blackfriars is taking to support the affected resident(s);
- progress, and
- outcomes of the incident and reinstatement of service.

11. Housing of students under the age of 18

In accordance with Blackfriars Hall safeguarding arrangements, Blackfriars will not offer accommodation to students under the age of 18.

12. Advertising membership of the Code

Blackfriars has a policy that it will only market properties to current and prospective students that are either under its direct ownership and/or management on terms that are fully compliant with the Code, with buildings correctly added to the Code portal building lists. In some cases, we may suggest to students that they may apply to another accredited ACOP provider for accommodation, for example to the University of Oxford Accommodation Office (by nomination agreement with Blackfriars), or to another College through the Collegiate Advice and Support Service (CASS).

All marketing information that we make available to applicants through our website and in response to direct email enquiry is reviewed annually by the Hall Bursary team for accuracy and completeness, and changes documented.