

Tuesday 7th March 2023

LIVING BLACK AT UNIVERSITY

Creating meaningful change

Brought to you by

**UNITE
STUDENTS**



Raising Awareness

- Accommodation leaders are advised to share/present the report to their department and where possible to senior decision makers in their department, organisation or university
- Give additional voice to the findings and recommendations, provide a platform for discussion
- Whatever your approach, it is not the role of one passionate person to lead this work. It should be owned by the department, organisation or university

Questions to consider / Self Reflection

Within the realms of Student Accommodation

- What commitments will you make?
- What does success look like in this space or to you?
- How can we help students be their full self?
- How can you/ we move from unconscious bias to conscious inclusion?
- What is missing for Black Students?
- What are you currently doing for Black Students?
- What experience would we like them to have?

Recommendations

2 Improve acclimatisation and integration activities for all new students and extend the period over which these activities take place

- University welcome steering groups should include Accommodation/Residence Life teams.
- Black students should be consulted on welcome/orientation related efforts to ensure that they are relevant.
- Example: Make the effort to highlight the specific activities and information which is available to support Black students.



Winchester University – February 2022

Recommendations

4 Accommodation Providers should confirm a commitment to tackling racism, both in their internal policies and in their student behaviour agreement or charter

- Review of what is currently in place across universities in the UK
- References to EDI are sparse, typically referenced in wider university policies
 - Noise and hours of quiet
 - Consideration to neighbours
 - Causing damage and consequences of
 - Personal safety
 - Having parties
 - Health & Safety messages (e.g. fire)
 - Keeping communal spaces clean and tidy
- Members of the commission creating a template behavioural agreement



As a student of De Montfort University I will...

- ...respect all students, staff and the wider community to contribute to a safe and inclusive environment for all, in line with the Student Code of Conduct
- ...demonstrate full commitment to my course by attending and participating in learning and teaching, and academic support activities
- ...demonstrate academic integrity throughout my university experience and will not engage in fraudulent academic practices
- ...make the most of the services provided by DMU and DSU that could enhance my personal and professional development
- ...respond in a timely manner and directly to all communications from the university, my faculty or my course tutors
- ...consider the opportunities offered to me to engage with extra-curricular activities, which may be facilitated by the university, the Students' Union and local community, in order to enrich my overall student experience
- ...take advantage of opportunities which allow me to amplify the student voice, to enhance the student experience for myself and others

De Montfort University – Student Charter 2022 – 2023

As a student...I will.....respect all students, staff and the wider community to contribute to a safe and inclusive environment for all, in line with the Student Code of Conduct.



University of Southampton – Student Charter

Treat staff and fellow students with respect, dignity and courtesy considering them as individuals, with different needs and expectations

As part of the University community, we jointly commit to:

- 1 Treat staff and fellow students with **respect, dignity and courtesy** considering them as individuals, with different needs and expectations.
- 2 Prioritise the safety and wellbeing of all members of the University community.
- 3 Promote an inclusive culture with a zero-tolerance approach to harassment, bullying or victimisation by challenging these forms of behaviour, or reporting situations in which they occur.
- 4 Take personal responsibility and accountability for our behaviour, actions and decision making and actively take steps to understand their impact.
- 5 Value and engage with each other by celebrating our differences in order to create high quality work, research and education.
- 6 Observe and ensure understanding of the responsibilities regarding high standards of research ethics and academic integrity.



Living & Learning: Our Community

When you come to live in University accommodation, you become part of a dynamic and diverse community. We hope you will love your time here, by making the most of the opportunity to build healthy relationships, to develop core life skills which complement what you learn in the classroom, and to get involved in an exciting programme of events and activities. Remember: we all thrive when treated with respect. It is everyone's responsibility to ensure this is a welcoming and safe community, so please be aware of how your actions can affect others.

Be considerate and courteous towards others

- Between 11pm and 7am (and 24 hours per day during exam periods), it's **Quiet Time**.
- Consider those living around you: budding DJs, please wear headphones; footballers, please head to the local park.
- Get to know your neighbours at activities and events throughout the year; visit www.residence-life.co.uk to see what's on.

Act Responsibly & be honest

- If you break or damage something, whether deliberately or accidentally, you'll have to pay for it.
- If nobody owns up to causing the damage in an area you have access to, you'll have to pay a share of the cost.
- Make sure you lock bedroom and flat doors: don't make yourself an easy target.
- Look behind you when entering University accommodation blocks; don't let strangers in.
- If you're having a party, respect your flatmates and others who may not be joining in. Remember that you are legally responsible for your guests' behaviour.

Abide by the law

- Make sure you read and follow the Fire Safety guidance on the noticeboards.
- Fire detectors in corridors, bedrooms and kitchens may all be different. Some react to heat, others to smoke. Always keep fire doors closed to prevent unnecessary fire alarm activations.
- Lighting open fires isn't allowed within University grounds. If you want to have a BBQ check out the specific guidelines, or have one in your local park.

Behave in a respectful manner towards others

- Respect your neighbours. Keep quiet when walking around the Residences; nobody likes being kept up, especially local residents.
- Remember to keep the kitchen and living space clean and tidy.
- Keep on top of the washing up; mould causes arguments. Fact!
- Remember it's your collective responsibility to empty the bins before they overflow; nobody likes bin juice and flies!
- Think of the environment: use the recycling facilities and food waste bins provided.

You can avoid disciplinary action by taking note of these tips and reading the University's Code of Conduct www.sheffield.ac.uk/sss/student-code-of-conduct

Get in touch with the Residence Life team for more information ResidenceLife.co.uk

University of Sheffield

Community Living Agreement

University of Leeds

Happy Flat Poster



TOP TIPS for a

HAPPY FLAT

1 GET TO KNOW EACH OTHER...

HAPPY BIRTHDAY!
When do we celebrate?

FAVOURITE MEALS
Pizza? Curry? Noodles?

THE LEEDS BUCKET LIST
Complete it together as a flat

2 SET SOME AGREEMENTS...

KITCHEN AGREEMENTS

- We're all happy to use each other's kitchen equipment? YES NO ASK FIRST
- If you borrow someone's kitchen equipment, clean and return it within hours
- We'll do food shopping together separately
- Flat meals together every week month term

OTHER AGREEMENTS Add some of your own!

3 GET INVOLVED

Residence Life events

We have an exclusive events calendar just for students living in halls! You can find out more on the calendars in the kitchens, or for the latest events in halls check out our website accommodation.leeds.ac.uk/residence-life

Join your Residence Life Social Committee!

The Residence Life Social Committee (RLSC) provides you with the opportunity to run events for other students and to make the most of your time in halls. You'll meet regularly and work within a budget to plan exciting social events, fundraisers and campaigns. It's a great way to meet people, get involved in the community and develop your professional skills.

To find out more and apply visit accommodation.leeds.ac.uk/residence-life

TOP TIP
Address problems early. Sometimes people are not aware of the impact of their actions. Avoid speaking in the heat of the moment and have a chat when you're all relaxed.

Living in halls is an amazing way to make friends, but it does require some compromise as everyone is different. If you do have a disagreement, talk it over – there's not a lot of problems that a friendly chat and a cup of tea can't solve!

If you're still having issues, get in touch with your Residence Life Warden or Residence Life Assistants and they'll help work with you to solve it.

accommodation.leeds.ac.uk/residence-contacts

Residence Life

UNIVERSITY OF LEEDS

Recommendations

- 4 Accommodation Providers should confirm a commitment to tackling racism, both in their internal policies and in their student behaviour agreement or charter

Student Behaviour Agreement Example

“As a student I will...”

- Contribute to a welcoming environment where individual differences are shared and explored
- Treat my peers, employees, and the wider community with respect, take responsibility for my own actions and to honour everyone as an individual and important member of the community
- Not behave or communicate in ways that are likely to offend others
- Engage with my Residence Life Assistant/Warden in order to discuss and implement a community living/flatmate agreement and which will contribute to a more harmonious living environment
- Participate in events and activities which provide me with the opportunity to interact with a diverse group of students and staff members across residences and the university campus thus allowing me the opportunity to learn from others who are different from me

More than a poster!

4

Accommodation Providers should confirm a commitment to tackling racism, both in their internal policies and in their student behaviour agreement or charter

For inclusion in:

- ✓ Pre arrival communications
- ✓ Student & Staff Induction programmes – online and in person
- ✓ University website ensuring it is accessible and easy to download
- ✓ Included in welcome packs
- ✓ Welcome discussions with site teams including Residence Life Wardens and RAs
- ✓ University/accommodation app (if available)
- ✓ Displays in communal areas of buildings
- ✓ Social media promotion
- ✓ Second semester communications and act as a reminder to current, now more established students
- ✓ Conversations regarding conduct and if necessary during disciplinary proceedings

How can we support Black students' mental health?

Andy Owusu (He/Him), OfS Mental Health Project Officer for Black students,
London South Bank University
and Nicola Frampton (She/Her), Insight Manager, Student Minds

EST 1892
LSBU

**student
minds**

**LIVING BLACK
AT UNIVERSITY**
Creating meaningful change

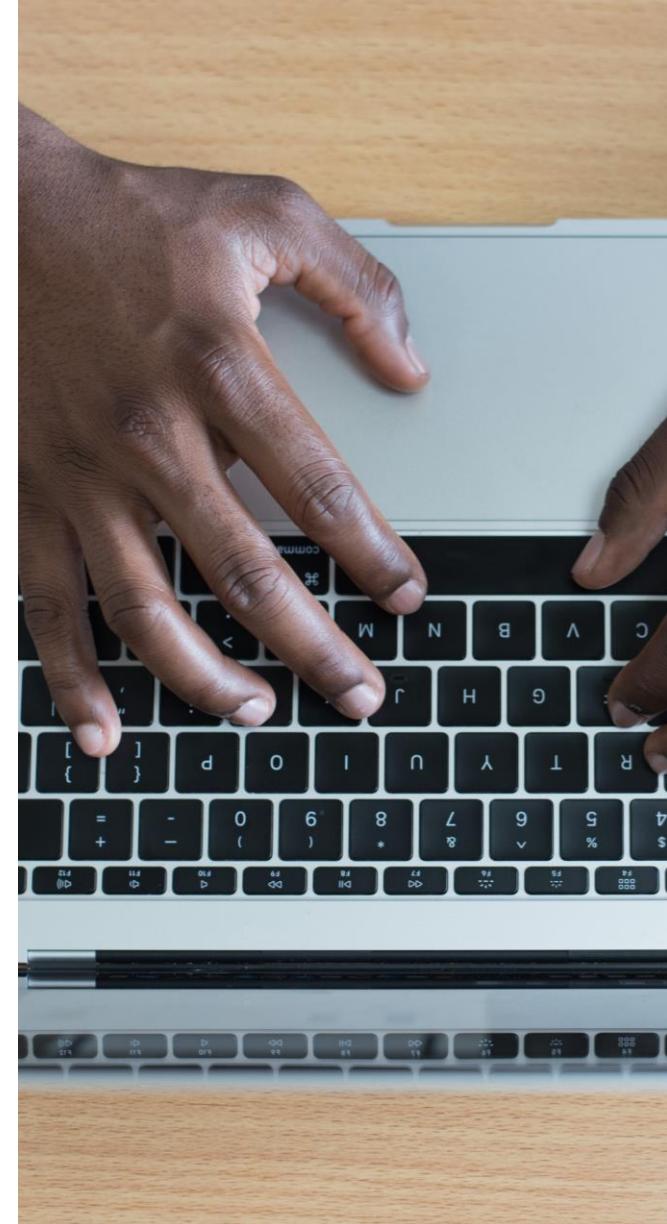
Brought to you by

**UNITE
STUDENTS**



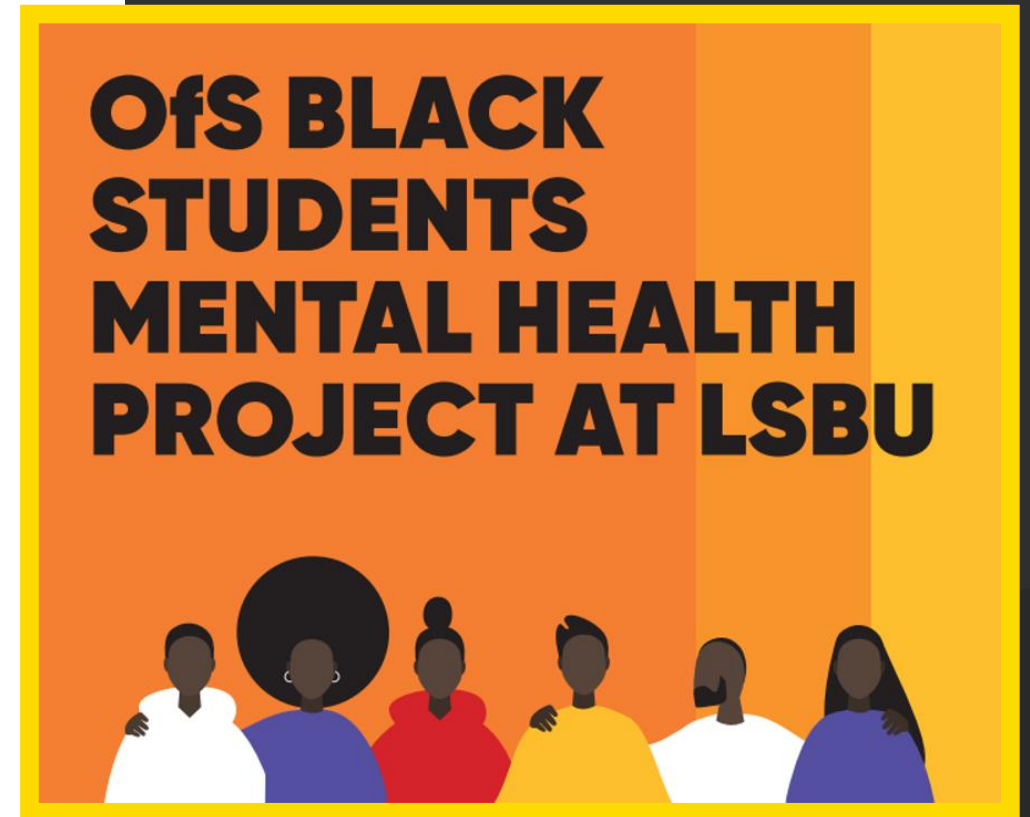
Background

- Some research (including our own) shows that Black students are less likely to report mental distress than White students (Student Minds 2021, 2022; Cibyl 2022).
- Other research has found that Black students report higher levels of loneliness. The biggest factor contributing to sense of belonging for Black students is a diverse student population (HEPI, 2022).
- Stoll *et al* (2022) identified a number of themes when exploring the factors impacting Black students' mental health. These included academic pressure; the learning environment; Black gendered experiences; isolation and alienation; culture shock; racism; support.
- Issues identified in other research around mental health in Black young people include: stigma; access to culturally appropriate services; feeling misunderstood or ignored; lack of mental health awareness or literacy; representation within services and communities.
- Black-led support and the co-creation of services and initiatives is vital in creating meaningful change. As is training; cultural transformation; the creation of genuinely safe and supportive environments.



Learning: What our students are telling us.

- Increase representation and culturally relevant resources.
- Establish a physical presence of Black Mental Health support across campus.
- Need for a community that nurtures positive mental health practices.
- Lecturers having a more proactive role.
- Wellbeing team interacting with students in person, establishing a greater MHWB & DDS service.
- Greater push in communication to raise awareness of MH difficulties and support services.
- Tailored support for black students dealing with black specific issues.
- More intersectional resources for Black LGBTQ+ students and DDS students.



Actions

- Facilitating a change in our institutional approach to wellbeing and welcome week
- Living Black at University commission; Providing wellbeing expertise to the nationally commission designed to improve the black student experience in halls and accommodation nationally.
- Resource Creation – (Blogs, Day in the life series, Journey to DDs, Podcast and YouTube series)
- Black River: Co-creation of clinically approved source material address the challenges black students may face facilitated by psychotherapist Stephen Rudder.
- LSBU Service Description task
- HE forums : GovNet conference, LBU, Southwark Network, Lambeth College student voice
- Partnership with Good Thinking and University (YouPlus+ app for LSBU)
- UK Black Pride – LGBTQ+ integration to welcome week (Afternoon Tea)
- A Peer mentoring programme that develops a Network of support for students by students. A Community building Programme linked to Co-created Resources led by our SU.

Staff training & development from Victoria Tolmie-Loverseed (She/Her)

unipol[®]

Assistant Chief Executive - Standards, Unipol

**LIVING BLACK
AT UNIVERSITY**
Creating meaningful change

Brought to you by

**UNITE
STUDENTS**



Investing in staff training

Business rationale

1. Increasing diversity of student population
2. Young people favour organisations that champion and support minoritized populations
3. Cultural – Staff retention and recruitment improved by positive culture of inclusion and support
4. ESG / Political – Advantage for PBSA that offers value-led service





Staff training

Depends on role and level of student interaction

All staff

- Diversity, equity, belonging and inclusion plus
- Discrimination;
- Discuss what racism is and what it means in the HE accommodation sector.

Front-facing staff

Race Equality Allyship and Inclusive Practice for Accommodation Staff

- provide an opportunity to discuss and understand race allyship, microaggressions and student-on-student daily racist incidents;
- include how to have conversations about race and challenge racist incidents in the best way and;
- discuss capacity building to work with students and embed positive learning.

Delivery

- create a safe environment for staff to share their lived experiences in their roles
- Adequate time and in person (suggest one day)



The ANUK/Unipol National Codes

Current provision

- A *free* online training course is available for any staff working on the sector
H&S, management, complaints etc
- Introduction to HE and working with students
Webinar that covers HE context, student characteristics and expectations, complaints

Future development

- A new module is being created that will give an introduction to DEIB and race allyship
- Compiling a list of organisations that can deliver meaningful training in this area

Using complaints to drive change

Jo Nuckley (She/Her)

Head of Outreach and Insight,
The Office of the Independent Adjudicator



office of the
independent
adjudicator

**LIVING BLACK
AT UNIVERSITY**
Creating meaningful change

Brought to you by

**UNITE
STUDENTS**



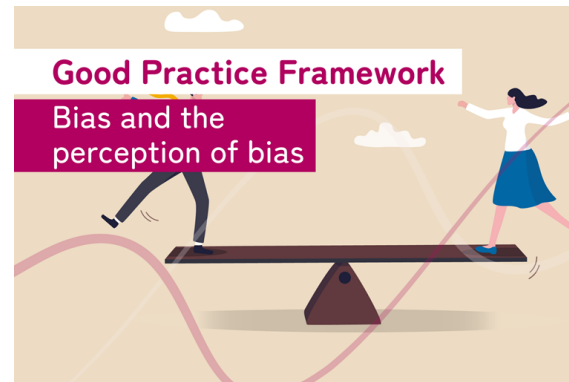
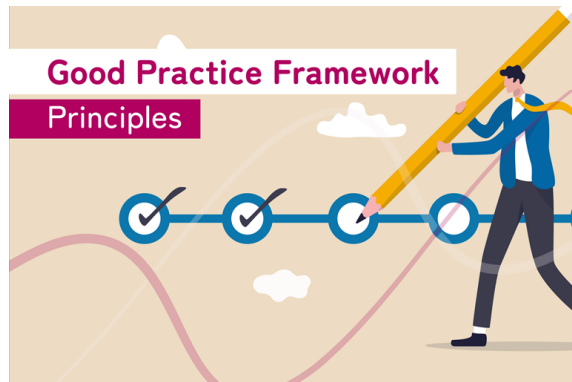
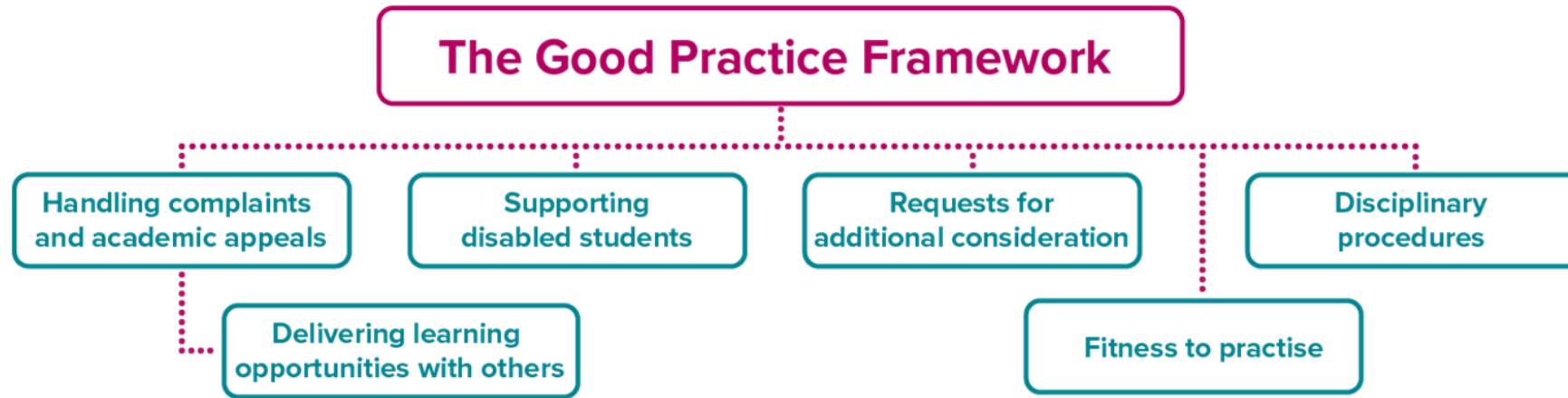
Value complaints

Complaints are free feedback!
What does success look like?

Dive in to your data

- Who complains and who is silent?
- What have you upheld? What have you rejected? Why?
- What issues keep returning?
- Did students understand the process?
- Which issues went all the way through the process?
- Which issues did you only hear from via other routes?





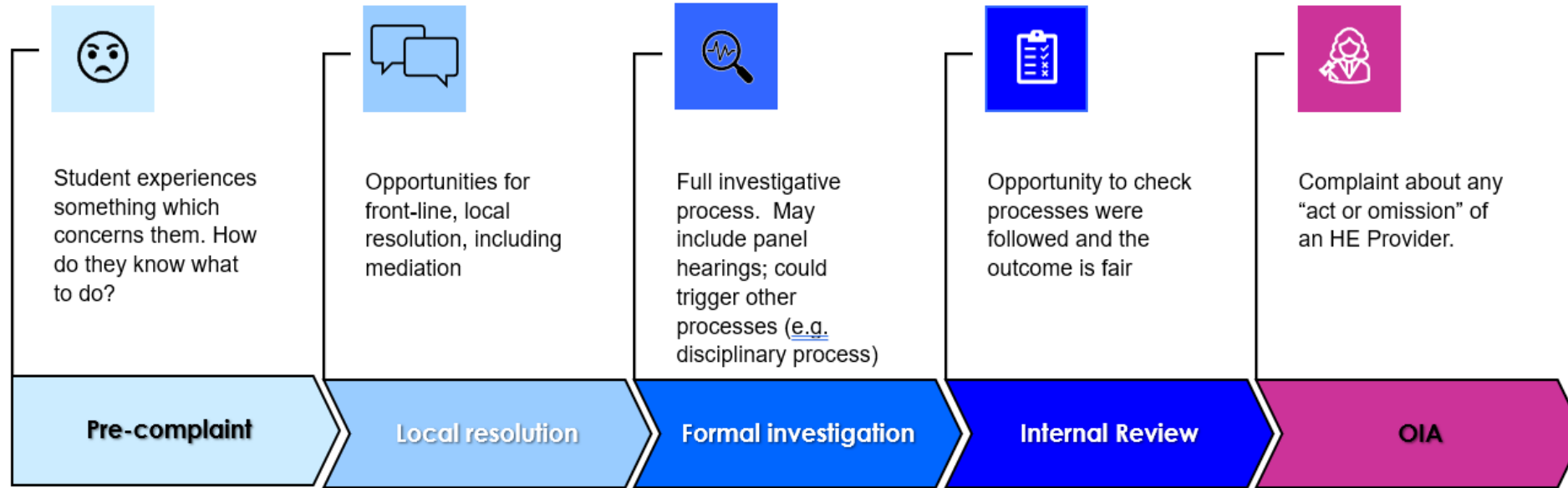
Good Processes are:

- Accessible and clear
- Fair, independent and confidential
- Inclusive
- Flexible, proportionate and timely

And they

- Improve the student experience

Simplify and Humanise



How do students know what they should raise with their accommodation provider, and what they should raise with their HE provider?

Staff training:

- ✓ process and remit
- ✓ Listening, recognising issues, supporting appropriately
- × counselling



Stay solution focused

- It is not always possible, or necessary to establish 'who is right'
- Accepting responsibility for finding a solution is not the same thing as accepting liability
- Effort and effect are not the same
- Intention and effect are not the same
- Staff need to be empowered to act
- Apologies are powerful
- Early resolution takes resource



Collaborative ways of working: Partnership approaches to belonging, support and safety

Iain Garfield (He/Him), Director of Estates and Facilities, Newcastle University,
Aleena Ikram, Welfare and Equality Officer, Students Union and
Kerry Watson (She/Her), Regional Student Support Officer, Unite Students

Newcastle University & Unite Students in partnership

- This pilot project was set up in response to the findings and recommendations of the [Living Black at University](#) research launched on 3rd February 2022. We are aware that the non-academic experience plays a pivotal role in attainment and even more important part in creating an environment of belonging.
- Its purpose is to respond to the findings and recommendations in conjunction with the Race Equality Charter.
- The scope is to improve the accommodation experience for students, particularly those who have or will experience racial discrimination; whilst the research focusses on the experiences of Black students, implementing the recommendations will benefit other groups of students and be useful to accommodation teams across the UK.



X

UNITE
STUDENTS

Project Group Members



Iain Garfield
Director of Estates and Facilities

Sharon O'Donnell
Head of Customer Services & ResLife

Dr Malasree Home
Race Equality and Accreditation Advisor

Briana Gordhan / Aleena Ikram
Welfare and Equality Officer, Students Union

**UNITE
STUDENTS**

David Marr
Head of Operations, Scotland & North East

Sam Kingsley
Senior Belonging, Equity & Engagement Manager

Kerry Watson
Regional Student Support Manager

The research and project pilot with Newcastle University and Unite Students focuses on the key premise that the whole student experience must be considered when addressing the issues impacting black students.

- In this session we will explore best practise approaches to creating community, a sense of belonging, safety in reporting and support.
- During the pilot, holistic and joined up approaches between Newcastle University and Unite Students have allowed better understanding of how to work together now and in the future.

Key considerations

- Policy
- Communication
- Community
- Residences Life services /
Unite Students Resident Ambassadors



Research and Recommendations

- Universities and accommodation providers should collaborate to eliminate racism.
- Accommodation providers should confirm a commitment to tackling racism, both in their internal policies and in their student behavioural agreement or charter.
- Universities and accommodation providers should work together to create intentionally diverse and inclusive student accommodation.
- Universities and accommodation providers should collaborate to ensure mental health and wellbeing support is available, accessible and appropriate for Black students.
- Ensure there are clear and accessible policies and procedures.
- Accommodation providers should work to build a relationship of trust with Black students.





Research and Recommendations cont.

Building Trust R10. To create a more inclusive environment that supports Black Students experience of living whilst studying at Newcastle University we will address the findings of the research so that Black students can feel safe and comfortable and are set up for success:

Building Trust R10. To create a more inclusive environment that supports Black Students experience of living whilst studying at Newcastle University we will address the findings of the research so that Black students can feel safe and comfortable and are set up for success:

- F7, R4,8: Improve communication of all student facing policies and procedures that govern diversity, equity, inclusion and belonging ensuring that Black students are included and informed
- F3,4,8, R3,6: Share and develop EDI training programs, for both ResLife/ Unite employees and students, to encourage the skills of conscious inclusion and greater cultural awareness.

Newcastle University Policies

Student Charter

The Student Charter was developed jointly by Newcastle University and the Students' Union. The Charter includes an appendix on: Student Behavioural Code of Conduct with examples of misconduct which could result in taking action under the University Disciplinary procedure.

Student Disciplinary Procedure

On the Student Progress Service/Disciplinary landing page there's a heading for Discrimination where anyone found to behave in this way will be subject to the Student Disciplinary Procedure & [Investigation Protocol for Discrimination and Hate related misconduct](#).

Dignity & Respect Policy

This policy promotes an environment where harassment and bullying are known to be not acceptable and provides the support and guidance if reporting such behaviours.

Unite Students Procedures

Student Support

Support to Stay Framework
Safe Guarding
Incident Management

Accessibility

Reasonable Adjustments committee
Assistance Animal policy

Content

Home Charter
Conduct Management
Complaints
Tenancy Agreement

Support to Stay

In autumn 2022, we began the initial rollout of a new student support framework to improve our existing support offer and provide more consistency at national level.

- Support to Stay is a tiered approach for students, both in a proactive ways and for those whose health or wellbeing is a cause for concern.
- By supporting timely, appropriate interventions based on level of concern, it aims to keep students studying at university where possible – or, if not, to support their withdrawal in a safe and supportive way.
- Initially based on university ‘fitness to study’ frameworks, it’s designed to complement university’s support model.

We are currently reviewing the framework using case studies and data to ensure that it really works for students before we formally launch on a national scale later in the Spring term.



Support to Stay

Proactive Community

- Inclusive and supportive environment
 - Peer led community
 - Educational curriculum embedded in student events, such as drug and alcohol awareness, Look after your mate, exam stress,
 - Signposting & digital engagement
 - Clear processes for reporting, accessibility and financial wellbeing.
- The cornerstones of supporting all of students to stay. Many won't need anything more, but getting this right helps them to succeed.

1 Initial or Emerging concerns

- An incident occurs
- There is concern raised by 3rd party or observed.
- The student asks for assistance

Examples:

- Homesickness
- Flat disputes
- Antisocial Behaviour linked with wellbeing concerns / problem drinking/ drug taking
- Low mood/ poor mental health
- Isolation
- Medical assistance required e.g. ambulance called.

2 Continuing or Higher Risk concern

- A serious incident occurs
- An escalating concern for a student's wellbeing &/ or behaviour which may impact their ability to study/ reside without proactive support.

Examples:

- Sustained poor mental health/ mental illness
- Self Harming behaviours
- Discrimination and Racism
- Harassment and Bullying
- Suicide ideation
- Problematic Drinking/ Drug taking
- Risk taking behaviours
- Long term/ chronic illness or disability where support / adjustment is required

3 Critical, Immediate Or Extreme concern

- Risk to self or others
- Serious incident with a significant impact on the student
- Progression from Levels 1 and 2 with no improvement
- Concerns about the student's ability to reside safely with uS

Examples

- Safeguarding Concern
- Domestic Violence
- Suicide behaviours
- Significant impact to other students and team

Level of Concern and Risk




Co-created Home Charter


- Our Home Charter is informed by conduct, wellbeing and inclusion polices, allowing space for Resident Ambassadors to support an agreed approach to community in the property.
- Accessible, informed and co-created commitments to the student experience.

HOME CHARTER

UNITE STUDENTS

OUR COMMITMENTS TO YOU




-  Put your safety first and take every step we can to provide you a safe and secure home.
-  We will help you access relevant support and guidance whenever you need it
-  Make our buildings more sustainable, buy 100% renewable electricity, and report publicly on our activity in this area.



YOUR COMMITMENTS TO EACH OTHER

Follow Unite Students guidance on conduct and health and safety

Insert text here



Our next step was to review our approach to communications and visibility...

Accommodation Services at Newcastle University:

- Monday announcements on Canvas that reaches all new students
- Friday email to all students in the university-owned and managed partnership accommodation
- Pre-arrival and Welcome communications to new students
- Daily or weekly village updates, while being mindful not to overload
- Targeted comms to promote engagement, raise awareness
- Social media posts

National and Local Unite Students Comms:

A blend of digital, interactive, and in person approaches

- Social media - content reflects the student journey and connects with the student voice through student content creators.
- the Unite students app - we use this for emergency push notifications as well as for other key information.
- In-property teams to promote engagement, community and wellbeing and update notice boards.

Winter Wellbeing campaign

Winter Wellbeing campaign as part of our proactive support programme.

Through email, posters, QR codes on parcel stickers and push notifications in our app, we have:

- Directed students to our staff and external support resources such as Student Minds if they're having a tough time
- Highlighted Winter Wellbeing social events in our buildings, including yoga classes, movie nights and 'cuppa and chat' drop-in sessions
- Promoted our partnership with financial wellbeing and education platform Blackbullion, which students living with us can access for free – lessons on budgeting have proven particularly popular so far



Support for You



Mental Health



General Wellbeing



Navigate University Life



Finances



Worried About Someone



Find Support at your University



This is Us a student-led community



Personal safety

Shared Student Experience

from Newcastle University & Unite Students

The Commission agreed that tailored, local guides and advice for Black students would support their acclimatisation at university, and took this on as an action to be trialled by Newcastle University and Unite Students. The information in the template, which spanned local services and businesses with Black heritage, was carefully curated by Jessica Eve and Andrew Nartey, who worked at Unite Students over the summer of 2022 as part of the [10,000 Black Interns Programme](#). Unite Students and the university then distributed the web version of the template to students, while it was also promoted in Unite Students properties with posters with QR codes linking to the webpage.

UNITE STUDENTS

Newcastle University

WELCOME TO YOUR HOME

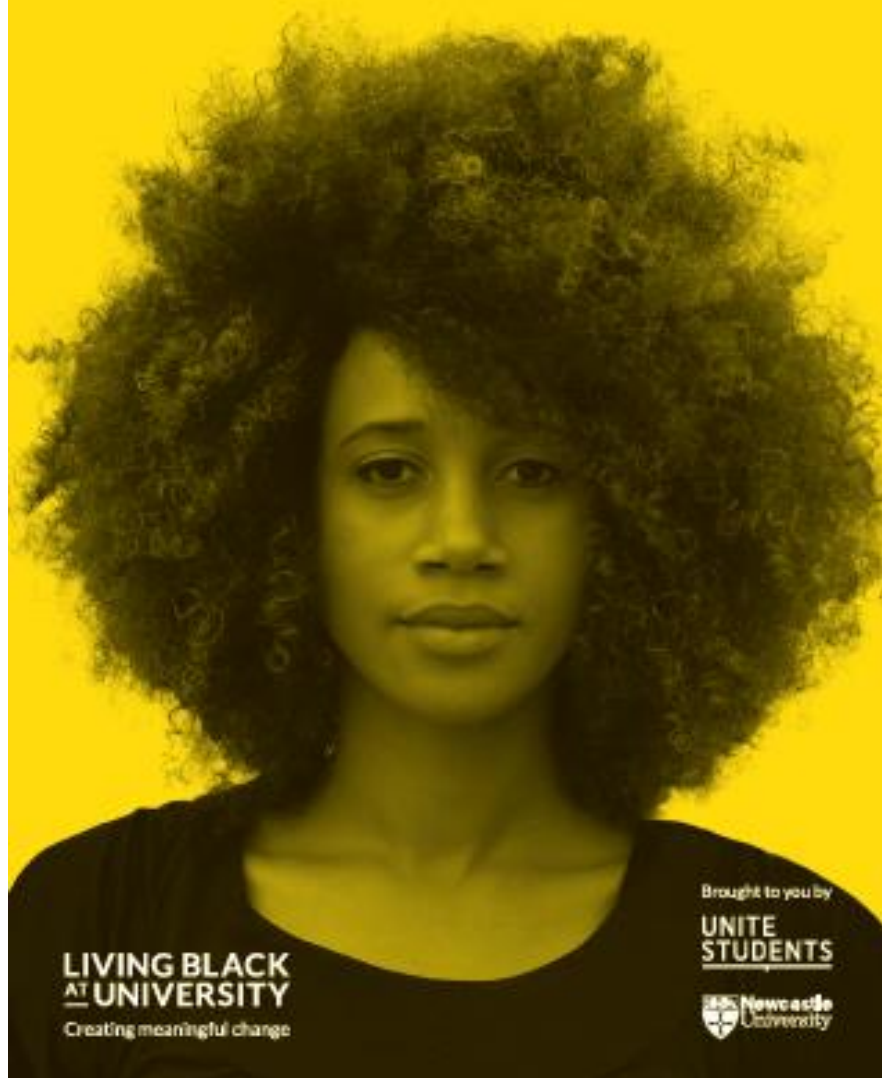
Where to find services in Newcastle if you are Black.
Looking for tasty Afro-Caribbean food and other services?

Scan the QR code to access your favourite meals and more!

Groceries Haircare Takeaways Barbershops Entertainment & societies

CULTURAL SERVICES TOOLKIT

A guide to supporting acclimatisation and belonging



INTRODUCTION

To respond to the recommendations made by the Living Black at University report, published February 2022, Unite Students and Newcastle University began to collaborate on how to implement the recommendations along the university's Race Equality Charter submission.

In the research Black students reported a lower sense of belonging than their White counterparts with a range of reasons stated including poor mental health due to experiences of racism, difficulty acclimatising, and isolation. One of the objectives of our collaboration was to understand how we might better help students to acclimatise and find their tribe by improving communications and developing a list of services that would support them with finding what they need in a new city more easily.

Designed by students for students.

Unite Students' commitment to supporting the student lifecycle doesn't end post-graduation - it extends right through to early careers, a key component of diversifying our talent pipeline and this summer we hosted nine interns from the 10,000 Black Interns programme. Two of those interns, Jessica Eve and Andrew Nartey, took the lead on this project to ensure that Black student voices remained front and centre of the finished resource.



Scan here for an example of Black services



THE IMPORTANCE OF BELONGING FOR BLACK STUDENTS

The Living Black at University report opened a new front on which to fight a grave inequality: the Black awarding gap. There is currently an almost 20 percentage point gap between the proportion of Black students and White students who are awarded a first-class degree. According to figures from the Office for Students, this gap is at an all-time high and has widened over recent years, despite efforts to reduce it.

In the recent follow up to their Closing the Gap report, Universities UK called for more work to be done on creating racially diverse and inclusive campuses, saying:

“If students don't feel a sense of belonging at their universities, their experiences at university and the grades they're awarded for their degrees can suffer.”

Taking steps to create a sense of belonging in accommodation for Black students is not just a nice-to-have; it is an essential step towards addressing the life-changing inequality represented by the Black awarding gap.





ResLife and Unite Students Resident Ambassadors

- ✓ Give others confidence
- ✓ Non judgmental
- ✓ Good listener
- ✓ Supportive
- ✓ Respectful and Inclusive
- ✓ Trustworthy
- ✓ Reliable
- ✓ Strong communication skills
- ✓ Positive

ResLife Team

Sharon O'Donnell - Head of Customer Services and ResLife
Being recruited - Student Experience Manager
Ali Clemett - Student Support Manager

ResLife Coordinators

Peter Hunter - *Castle Leazes Student Village*
Stephen Olver - *Kensington/Park Student Village*
Pam Bonner - *Park View Student Village*

Dan Jamieson - ResLife Sustainability and IT Officer

ResLife Student Assistants

32 RSAs from Sept 2019 – including 1 Senior RSA
35 RSAs from Sept 2020 – including 3 Senior RSAs
32 RSAs from Sept 2021 – including 3 Senior RSAs
33 RSAs from Sept 2022 – including 3 Senior RSAs





ResLife at Newcastle

ResLife was introduced to Newcastle University in September 2019.

ResLife aims are:

- ✓ To support all students within University-owned and managed partnership accommodation
- ✓ Ensure students have the highest quality residential experience as they make the transition into Higher Education
- ✓ Educational curriculum to develop independent living
- ✓ Develop social skills and social confidence in creating new friendships
- ✓ Develop a safe and fully inclusive community within the three student villages
- ✓ Facilitate the social, academic and personal integration of new students into the university accommodation

ResLife Team

Sharon O'Donnell - Head of Customer Services and ResLife
Being recruited - Student Experience Manager
Ali Clemett - Student Support Manager

ResLife Coordinators

Peter Hunter - *Castle Leazes Student Village*
Stephen Olver - *Kensington/Park Student Village*
Pam Bonner - *Park View Student Village*

Dan Jamieson - ResLife Sustainability and IT Officer

ResLife Student Assistants

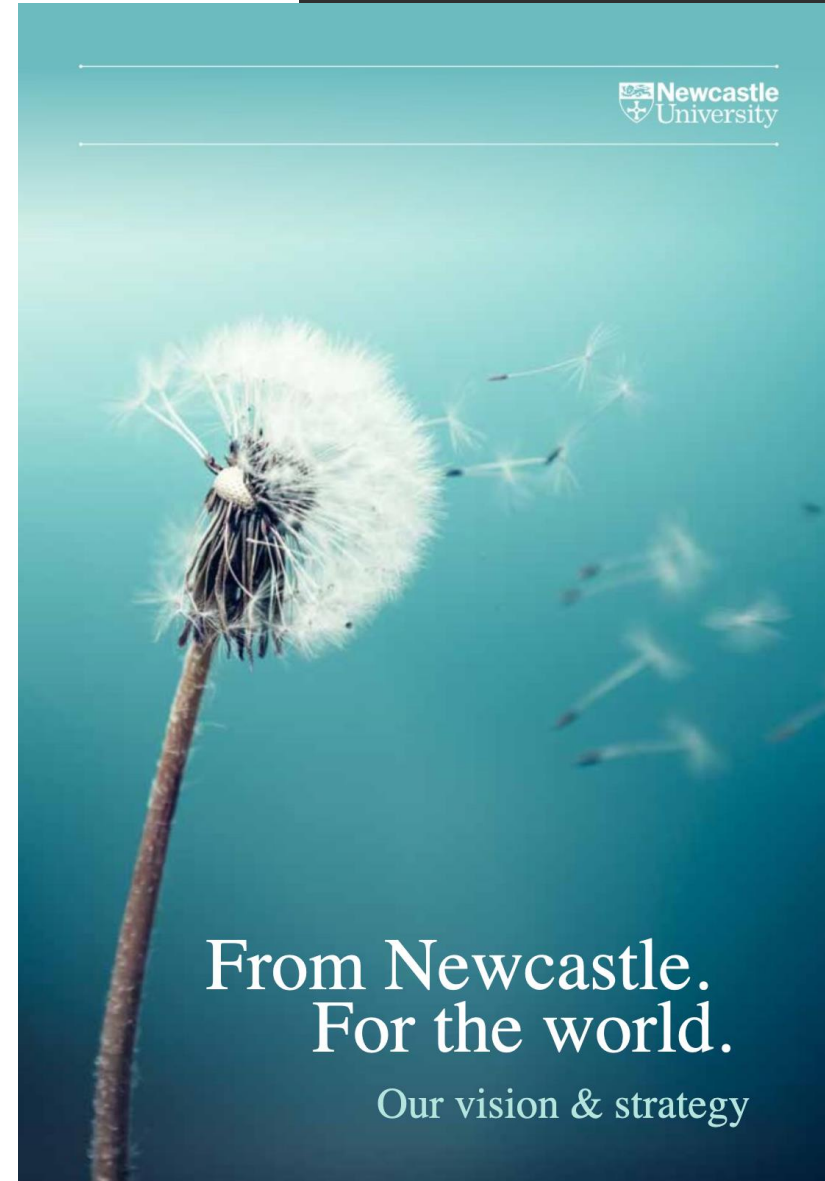
32 RSAs from Sept 2019 – including 1 Senior RSA
35 RSAs from Sept 2020 – including 3 Senior RSAs
32 RSAs from Sept 2021 – including 3 Senior RSAs
33 RSAs from Sept 2022 – including 3 Senior RSAs



ResLife Educational Curriculum

The ResLife Educational Curriculum is guided by the:

- ✓ [NU Vision and Strategy](#) and ensures the values and strategies are upheld
- ✓ The additional guidance of the [Newcastle University Student Experience Resilience Framework](#)
- ✓ The Newcastle University Educational Framework were also at the core of the curriculum development
- ✓ Finally the requirements and expectations of the [Universities UK Management Self-Assessment Checklist](#) are also taken on board.



ResLife Educational Curriculum

The aims of the educational framework are to:

- ✓ Prepare students from post accommodation application and their arrival into the student accommodation
- ✓ Encourage student awareness of health and safety in regards to communal living (UUK)
- ✓ Offer an understanding of safe practices within their student accommodation
- ✓ Develop personal life skills so students thrive in their new independent living
- ✓ Contribute to the development of personal and transferrable skills in conjunction with their academic studies
- ✓ Work in collaboration with other stakeholders across the university to include specific relevant content
- ✓ Promote positive lifestyle choices, wellbeing, mindfulness and mental health
- ✓ Offer a tailored events programme to encourage a sense of belonging, develop social and personal skills, as well as allowing for connectivity with other students in the accommodation and on their academic programme
- ✓ Encourage access to a range of university services where needed

ResLife Interaction Data

From education webinars, social events, and peer to peer support from our RSAs.

19/20 Academic Year Total

25,562

20/21 Academic Year Total

169,748

21/22 Academic year Total

109,157



Public



RESIDENT AMBASSADORS

- A friendly and supportive national network of students with shared experiences and a common interest (i.e. a community themselves).
- An opportunity that students want to be a part of a holistic approach, working in *partnership* with the students (and respective HEIs/schemes) to create an inclusive community
- Encouragement of, and opportunity for, students to comfortably reach out to a peer
- Eyes and ears in the student community (student voice and consultation, informal feedback, raising of concerns, addressing matters at ground level)

Staff Training

What we already do

- All student-facing team members are trained on using our AVA incident reporting system. Training sessions are co-delivered by our Health & Safety and Student Support regional teams, with training sessions delivered for both night and day shifts.
- Self Led learning on Welfare Checks
- All city teams have a virtual monthly drop-in session with Regional Student Support Managers for case review guidance
- Commitment to continued Mental Health First Aid courses run nationally and delivered by RSSM's

What's new

New training is being launched from February 2023. This will be delivered as bespoke e-learning, and will initially include three modules for all student-facing Team Leads and above:

- Supporting students with disabilities (February 2023)
- Handling disclosures (March 2023)
- Safeguarding (March 2023)

The final module, Identifying and Supporting Students with Mental Health Difficulties, will launch by April 2023. With bespoke video training on how to deliver a welfare check, this will be compulsory for all student-facing staff.



Shared working and relationship

- ✓ Sharing communications
- ✓ Sharing best practice
- ✓ Sharing Training
- ✓ Working closely to support students in accommodation, through sharing of key contacts, escalation of concerns and collaborative risk management.
- ✓ Regular meetings between Unite students and Student Support Manager, so that high risk or complex student wellbeing/ conduct concerns can be managed effectively.
- ✓ Ensuring that Unite Students team have awareness for support at the university and how students can report a concern to the university
- ✓ Signposting and awareness of events that the University throughout the academic year, which is complemented by the events run at all Unite Student properties.



Next Steps

- Moving forward the pilot will develop into continued partnership working, with a commitment to regular meetings, review of policy and shared campaigns.
- Building on the steps towards truly joined up, sharing of best practises and ways to ensure that the recommendations in the Living Black at University research are implemented across the institution and for Unite Students across all cities for improved acclimatisation, sense of belonging, mental health and wellbeing among Black students and other student groups.
- Work from the pilot will be scaled at a national level for Unite Students, utilising the cultural services tool kit, as well through Unite Students RA programme which is under re-development through the student support team.
- Future areas of collaborative work for Newcastle and Unite Students may involve the University Mental Health Charter Live workstream, training and shared approaches to driving student engagement.



Thank you
for joining us today

For further info please contact: lburesearch@unitestudents.com

Join the conversation on LinkedIn and Twitter
[#LivingBlackAtUniversity](#) [#LBUConference](#)



@unitestudents

