



UNIVERSITY
OF LONDON

Residential Life

2020 - 2022 Plan

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Residential
Life



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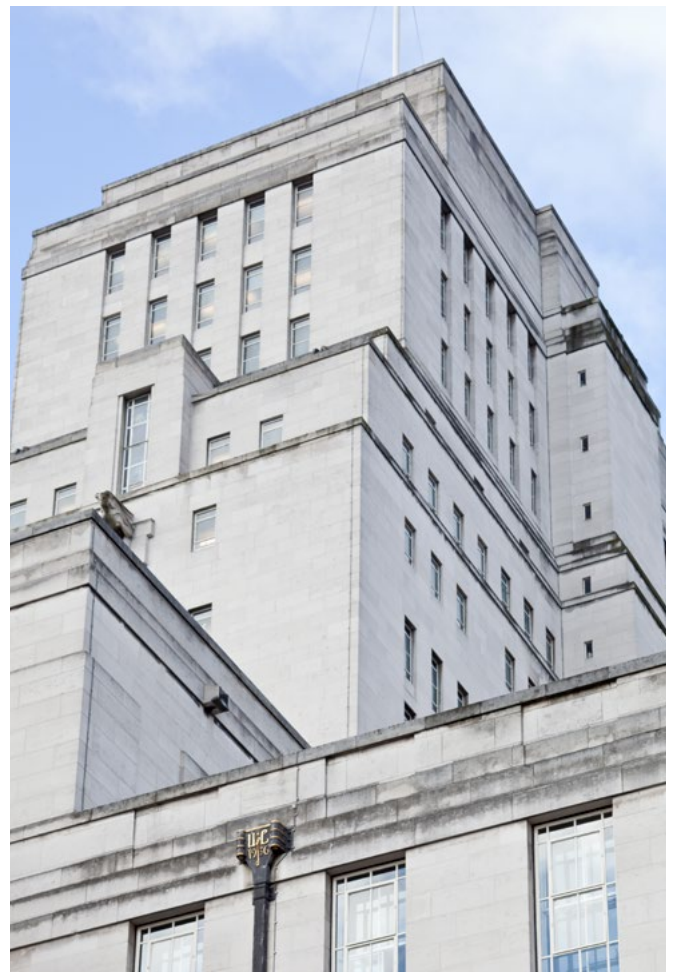
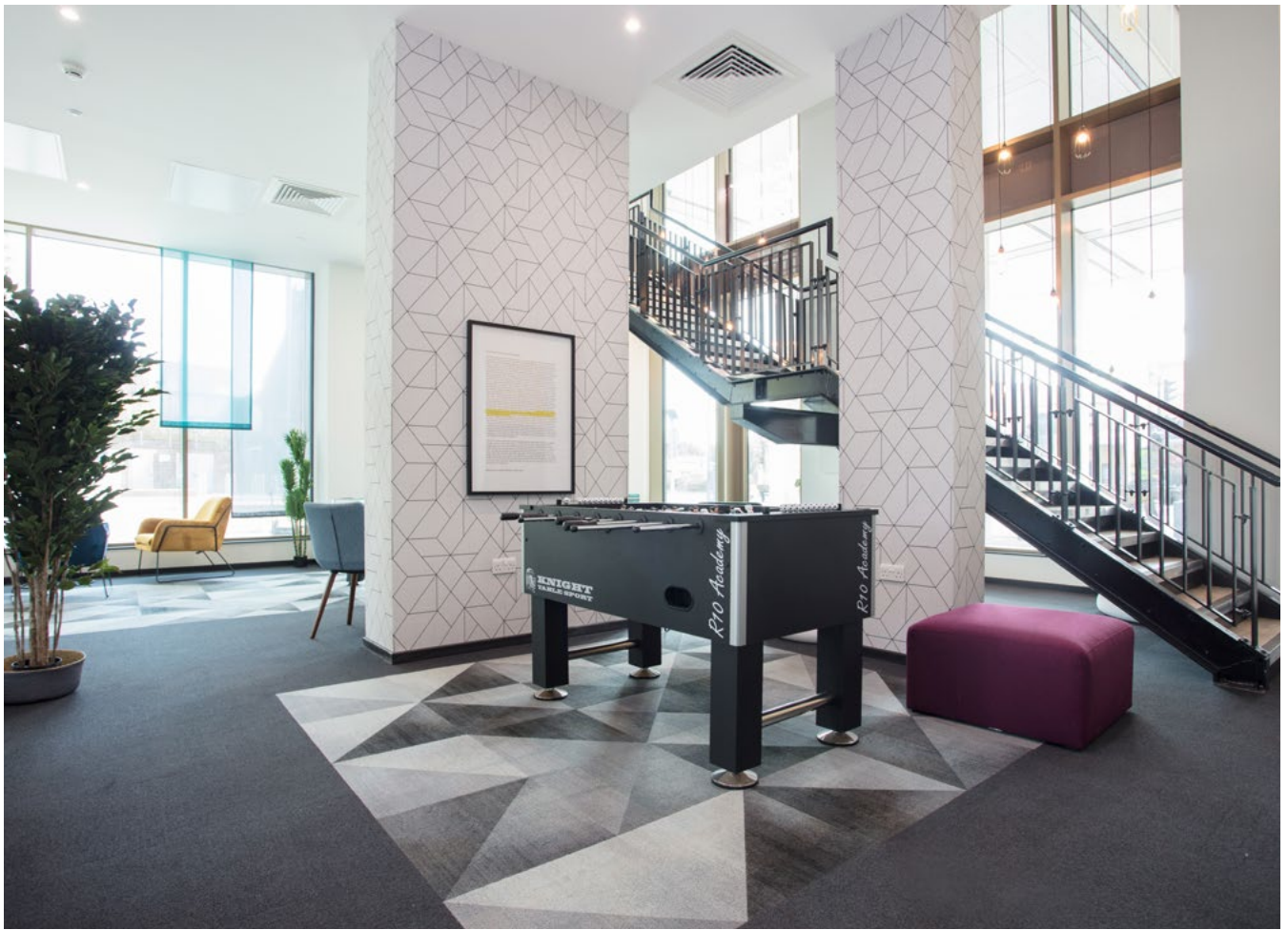
Introduction

The University is delighted to share its **first Residential Life Plan for 2020-2022** for the Intercollegiate Halls of Residence.

The Intercollegiate Halls currently provide accommodation to over 3700 student residents from the University's member institutions, across eight halls of residence in London - offering our student residents a **'home away from home'** during their academic studies.

Alongside the University's **Student Health & Wellbeing** plan and our intention to increase the number of bed spaces that we offer, our Residential Life programme will ensure that we can sustain and develop a positive community for those residing in the Halls. This plan seeks to set out the priorities and intentions of the Residential Life team as it continues to ensure that the Intercollegiate Halls are a happy, healthy, education, supporting and inclusive environment for all.

Ravteg Singh Dhesi
Residential Life Manager
September 2020



Vision

Our vision is for a happy, healthy, educational, supportive and inclusive environment within all of the Intercollegiate Halls of Residence*, to be better able to:



Foster a culture and commitment to community, care, and civility;



Promote physical and mental health, wellbeing and safety of all community members;



Serve as a catalyst for greater student engagement across Universities and within local communities;



Provide an opportunity to learn skills in leadership, accountability and responsibility for all student residents.

*The Intercollegiate Halls of Residence include: College Hall, Connaught Hall, Eleanor Rosa House, Garden Halls, Handel Mansions, International Hall, Lillian Penson Hall, and Nutford House.



Aims

COMMUNITY, INCLUSION & BELONGING

- Develop programmes that promote the importance of our community and which support and nurture a sense of being included and of belonging for all our students in halls;
- Drive activities, programmes, technology, and space that promotes student engagement and community building;
- Provide environments that foster an appreciation of differences including cultural differences, perspectives and ideas, sexual identity, education, disability, ethnicity, gender, age, lifestyles, spirituality and other forms of diversity;
- Identify and provide comprehensive support for student residents who may feel, or who are marginalised in ways that respect their particular needs,
- Implement strategies to recruit and retain a diverse team of staff.

WELLBEING

- Promote the importance of looking after our bodies and minds by creating specific initiatives which support all aspects of a healthy life including eating healthily, exercise, investing in mental wellbeing and managing social and academic commitments;
- Provide support and programmes of development on forging effective relationships, maintaining friendships and community engagement, volunteering and giving back;
- Specifically promote programmes of activities that acknowledges the stigma of mental health illness, and provide student residents and staff with the appropriate support and resources to manage their mental health needs.

EDUCATION, TRAINING & DEVELOPMENT

- Provide student residents with opportunities that challenge and provide them with greater awareness of their responsibilities as members of a local and global community;
- Develop student knowledge and skills of ethical and sustainable decision-making, empathy, individual leadership, and personal accountability;
- Provide academic spaces in the residence halls that support the formal learning process by employing contemporary uses of space, technology, and other amenities;
- Implement a comprehensive development training programme for all staff and volunteer staff, developing skills and perspectives that best serve student residents.

INTERNAL OPERATIONS & DEVELOPING RELATIONS WITH MEMBER INSTITUTIONS

- Consistently and effectively disseminate accurate and timely information to appropriate parties, including staff, student residents and their parents/families, and Member Institutions;
- Cultivate a culture that is evidence-based and outcomes-driven, leveraging data to inform decisions and practice wherever possible;
- Create and develop systems and processes that both support and nurture student residents through crises and critical incidents, and continue to identify and improve internal processes, services, and resources that are better able to meet the unique needs of student residents whilst maintaining an ever stronger partnership with Member Institutions;
- Provide input on capital improvement plans that guide the enhancement of student facilities to foster greater student engagement and community.
- Develop partnerships with academic colleagues at Member Institutions who can assist in the development, administration and promotion of integrated learning opportunities within a living-learning environment.

Objectives

For our student residents

1. Promote healthy competition between and engagement amongst residents of the halls through an annual programme of competitions (the “Intercollegiate Halls Cup”).
2. Develop policies that support student residents in the Intercollegiate Halls who are care-leavers, estranged, and/or refugees and asylum seekers.
3. Develop the Early Arrivals Programme offering student residents in the greatest need the opportunity to arrive at their hall earlier at the start of the academic year.
4. Develop and implement the Make Every Contact Count (MECC) approach amongst staff and volunteers.
5. Establish Student Peer Support groups in each Intercollegiate Hall.
6. Establish a mediation service and practice to deal with disputes and conflicts concerning student residents

For our staff

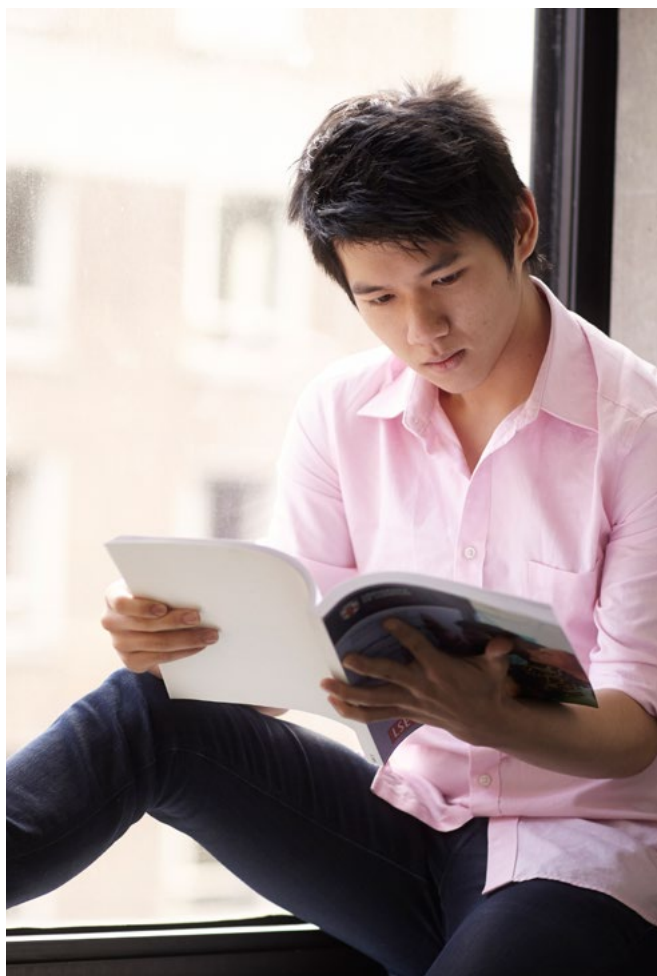
1. Develop a Warden Training Programme (WTP) to ensure that all Wardens and Vice-Warden(s) are trained in Mental Health First Aid (MHFA), Applied Suicide Intervention Skills Training (ASIST), Eating Disorders Awareness, First Aid at Work, Fire Safety and identify ongoing training and professional development needs.
2. Establish a Suicide Prevention and Response Group (SPRG) with the Student Health & Wellbeing Manager to oversee the delivery of suicide prevention, intervention, postvention and response plan
3. Establish a Residences Staff Support Scheme (RSSS) to ensure that staff receive necessary and timely support to maintain their wellbeing, particular in response to critical incidents.
4. Establish the Residential Life in Higher Education Network (RELIHEN) and host networking events for Residential Life staff at the University, across Member Institutions and nationally.
5. Develop a Support to Reside (SR) policy with the Student Health & Wellbeing Manager that better supports student residents who are causing significant concern and/or presenting risk of harm to themselves or others.
6. Ensure that all members of support staff within the Intercollegiate Halls (security, housekeeping, maintenance, and catering) are provided with necessary training to ensure comprehensive and integrated support is provided to residents.



Guiding principles

Our vision is for a **happy, healthy, supportive, and inclusive environment** within all of the Intercollegiate Halls of Residence. We will aim to develop our Residential Life programme around relevant elements of the ACUHO-I Standards and Ethical Principles framework. (<http://bit.ly/2UNEjas>)

Some of our Member Institutions already provide a Residential Life provision within their residential accommodation. Support from and communication with our colleagues across the University of London will be crucial for the success in implementing this plan, and the Residential Life provision in the University will continue to develop partnership and collaboration with the Member Institutions and will not compete with the services that they offer.



Statistics

In the academic year 2019/20:

- There were over 3,800 students across the Intercollegiate Halls of Residence
- 90% of residents agreed their room was in-line with their expectations
- 89% agreed their arrival was smooth and trouble free
- 85% were satisfied with the information they received prior to and on arrival

In the academic year 2018/19:

- 84% of residents were satisfied with their accommodation overall
- 86% would recommend their hall to others
- 92% were satisfied with their bedroom
- 89% were satisfied with safety and security of the building



For further information please visit our
website or contact us at:

Residential Life

Senate House
Malet Street
London
WC1E 7HU

This material can be made available in alternative formats upon request.

Please contact residential.life@london.ac.uk