

UPP's first phase of construction at the University of Exeter

autumn 2010

uppdate

upp
University Partnerships
Programme

Welcome to the Autumn 2010 edition of update

I am pleased to announce that UPP has invested almost a third of a billion pounds into UK universities during the academic year 2009/10. We, like everyone in the Higher Education (HE) sector, are laying the groundwork for the new academic year and we are planning to invest a further £1 billion into universities.

During the last academic year, we worked closely with our university partners to further enhance the student experience. As the leading provider of campus infrastructure, student accommodation and residential management services, we have progressed a number of exciting projects during the course of the year.

URSL, our residential management business, has an excellent track record of providing a full range of services – including hard and soft facilities management, marketing and revenue management – which are bespoke to each university partnership. Building on the success of our 'Get into Construction' courses, we have recently launched the UK's first 'Get into Facilities Management' course with the Prince's Trust. This new course has given unemployed young people the skills they need to find work in facilities management. We plan to provide more courses of this type through URSL as well as delivering additional, innovative, residential management solutions to the HE sector.

Meanwhile, at Nottingham Trent University's Clifton Campus, we have begun the construction of a new student accommodation project. This 727 room scheme is our third scheme with Nottingham Trent University, where we now operate the majority of the student accommodation on-campus. Working in partnership with the university, UPP will also provide the full scope of residential services for the length of the concession.

The first phase of construction at the University of Exeter is now complete, with students already enjoying the benefits of this new accommodation. The next phases of the £133 million student accommodation project, which forms part of the University's £450 million strategic investment programme are also underway.

In addition to this, URSL is managing a £6 million refurbishment at our partnership with the University of Nottingham on the Broadgate Park campus.

In Canterbury, we are progressing a 495 room student accommodation scheme with the University of Kent. We are delighted to be working with the university on this new development, which is our second scheme at Kent. Having worked in partnership with the university since 2007, we have previously delivered a lecture

theatre, a communal pavilion, student accommodation and teaching and conference facilities on-campus.

You can find out more about some of these projects, and our pioneering work with The Prince's Trust, inside this issue.

We are also saying goodbye to our Company Founder, Clive Crawford who is retiring this October. Clive established UPP in the mid nineties and created the partnership platform on which UPP has grown. Driving the sustainability agenda, he has been instrumental in the development and successful implementation of our Eco Residences. His exceptional contribution not only to the business but to the wider HE sector cannot be emphasised enough, and we all wish Clive a long and happy retirement.

Adapting to developments in the HE sector, listening to universities and students and providing bespoke solutions to our partners are core to our way of working. We look forward to continuing to play our part, in the HE sector, through the academic year 2010/11.

Sean O'Shea,
Chief Executive Officer,
UPP



our university partners

University of Exeter

University of Kent

Lancaster University

Leeds Metropolitan University

Loughborough University

University of Nottingham

Nottingham Trent University

Oxford Brookes University

University of Plymouth

University of Reading

University of York

in this issue



Enhancing the student experience



#loveHE



Multi-billion campus revamp at Kent



Partners View - HE Week



First phase of construction complete at Exeter



'Get into Construction' with The Prince's Trust

Enhancing the student experience

Having worked closely with the Higher Education (HE) sector for well over a decade, our team has a strong appreciation of the importance of delivering a high quality student experience as part of university life. When we established URSL, our residential management services business, this was one of our key motivations - to partner with universities in improving the quality of HE residential management services and in turn change the expectations of students. We are expanding our residential management services offering to more universities and we are committed to continuing to play our part in enhancing the student experience.



URSL staff assist students at Carnegie Village, Leeds Metropolitan University



Communal area at UPP's £180 million scheme at Lancaster University

As parents and students see themselves picking up more of the costs of HE, they will expect more, in return, from universities. We recognise that accommodation provision, and the quality of residential management services, are some of the most visible aspects of the student experience. We're at the front line, in terms of delivering services to students and we strive to be at the forefront of moves to further improve and enrich the student experience.

We are expanding our residential management services offering to more universities and we are committed to continuing to play our part in enhancing the student experience.

Yvonne Wells
Managing Director, UPP Residential Services Ltd

Keeping an open dialogue with students, as well as our university partners, helps us to ensure we are delivering the level of service they require. Listening and responding are, in my view, key to increasing student satisfaction. At UPP, we regularly survey the students in the 20,000 rooms we operate in partnership with universities. We also attend focus groups and informal functions and we encourage open and honest feedback.

Students tell us exactly what they think in no uncertain terms. We listen and respond to their comments and ensure that we provide on-campus accommodation and residential management services that fulfill the student

community's needs. The NUS regularly provides feedback to universities on what their students think and we listen carefully to this too.

At URSL, we deliver a full range of services - including hard and soft facilities management, marketing and revenue management – which are bespoke to each respective university partnership. Our front line team members don't just see themselves as service providers; they rightly see themselves as playing a crucial role in 'looking after' the students. This outlook means that our team members treat students as valued customers and play an active role in the university communities where we have established partnerships.

This culture, underpinned by an understanding of the universities' individual strategies and requirements puts us in a strong position to support the HE sector, while further improving the quality of residential management services provided to students, during these challenging times. Our experience has shown us that by listening and responding quickly to students we, alongside our university partners, can continue to play a part in enhancing the student experience.

Yvonne Wells, Managing Director,
UPP Residential Services Ltd



#loveHE

Earlier this year, the Times Higher Education launched #loveHE, a campaign to champion higher education. Originally a Twitter based campaign; the project is intended to demonstrate the role played by the higher education sector in the UK and to show that universities, through their contribution to innovation, research and investment, are much more than merely a stepping stone to a job.

Commenting on the campaign Sean O'Shea, Chief Executive of UPP said: "The Love HE campaign is undoubtedly helping to raise the profile of the sector at a vital time. The entire team at UPP are committed to the sector and in particular to supporting the sector through a period of significant change."

Actor Patrick Stewart who is supporting the campaign said, "The UK should be proud of, and jealously guard its university sector." You can follow the campaign in the Times Higher Education supplement and on Twitter.

#loveHE

Multi-million pound campus revamp at the University of Kent

The University of Kent is progressing with a £23 million student accommodation project on campus. This exciting project will be UPP's second development at Kent and, once the latest transaction is completed, we will have invested over £50 million into the university since 2007.



UPP's scheme at the University of Kent provides 544 rooms

UPP will fund, design, develop and operate the new on-campus 495 room scheme. Planning permission was secured in July and construction is provisionally scheduled to commence following financial close in the third quarter of 2010. Once completed, UPP will have delivered over 1,000 new on-campus rooms for the university.

This scheme, as well as our previous schemes at the university, will follow our award winning Eco Residence model of sustainable development. By using environmentally-friendly products and off-site construction methods, our Eco Residence approach can reduce the carbon footprint of the build by 30%.

We believe that demand for this model is likely to increase given that HEFCE has made it clear that future capital funding for universities will be linked to carbon performance. HEFCE, Universities UK and GuildHE have set out sector-level targets to reduce carbon emissions by 80% by 2050, and by at least 34% by 2020 (against a 1990 baseline) – the UPP Eco Residence model will help universities to meet these goals.



University of Kent's 470-seat lecture theatre, part of academic facilities at Woolf College

We are delighted to be working with UPP again and hope to replicate the success of Woolf College (our first new residential College for 35 years) which opened for postgraduate students in 2008. Our new project – to provide a significant extension to Keynes College – will provide much-needed residential accommodation for undergraduates and conference delegates at the heart of our Canterbury campus.

Professor Keith Mander
Deputy Vice-Chancellor at the University of Kent

We are delighted that the University of Kent has chosen to work in partnership with UPP on this new Eco Residence scheme, as well as previous schemes. The new development will provide students with affordable, high quality, sustainable accommodation. We are pleased to be providing a solution which will enhance the student experience, reduce carbon emissions and provide private sector investment.

Mark Allen, Director, Group Board, UPP



£30 million of private finance invested by UPP into facilities at the University of Kent

Partner's View
Former Director of Communications
at 1994 Group on HE Week 2010

Alistair Jarvis argues that we all need to work together to highlight the crucial role that universities play at the heart of our society.

The UK's universities are making a tremendous impact on our economy and society. Our universities play a major role in developing a skilled, talented and flexibly-minded workforce that enables the UK to compete effectively in the global economy. A recent Universities UK report highlighted the £60 billion economic contribution of Higher Education (HE). Our universities drive positive social change that benefits individuals, the nation and the wider world. University researchers are making great strides towards finding solutions to many global challenges as well as meeting national priorities – combating climate change, improving health and well-being and building global security.



Left to right: Alistair Jarvis, Director of Communications and Marketing at University of Birmingham (former Director of Communications at 1994 Group), Sean O'Shea, Chief Executive at UPP and John O'Leary, Editor of Policy Review Magazine

Universities Week is a new national campaign that is bringing together a wide range of people and organisations (from the university sector and beyond) to highlight the crucial role that universities play at the heart of our society. As a member of the Universities Week steering group I worked with colleagues to engage a range of partners in this new campaign. The Universities Week pilot campaign took place from 14th to 20th June 2010. We brought together over 150 organisations, including over 100 universities to show the many amazing ways in which universities contribute to the public's everyday lives through over 400 events.

The campaign attracted support from well known names such as Richard Lambert, CBI Director-General; actor Stephen Fry, international author Bill Bryson OBE and Deborah Meaden, star of BBC's Dragons' Den and secured significant media coverage.

In my role at the 1994 Group I organised a range of public engagement activities across the week including roundtable debates on building university-business partnerships and improving public information and launched a report highlighting the contribution of universities to the 2012 Olympics.

The 1994 Group has also chosen to work in partnership with UPP to develop a roundtable debate entitled 'How are universities driving environmental progress?' as part of Universities Week. Universities play an important



Carnegie Village, Leeds Metropolitan University

role in driving environmental progress, from research into environmental solutions to green campus developments. The event brought together guests from across business, the environmental sector and HE to consider how universities are making a positive impact on the environment and to discuss what more can be done to drive forward progress. Speakers included Professor Paul Wellings, Chair, 1994 Group and Vice-Chancellor, Lancaster University; Sean O'Shea, Chief Executive, UPP; Professor Nigel Arnell, Director, Walker Institute for Climate System Research, University of Reading and John O'Leary, Editor of Policy Review Magazine. As part of the debate, speakers discussed how we can ensure universities continue to lead environmental progress through their research, role in the community and through the development of green campuses.

The 1994 Group chose to work with UPP on this event as UPP is at the forefront of developing sustainable campus infrastructure in partnership with universities.

Alistair Jarvis
*Director of Communications and Marketing,
University of Birmingham
(former Director of Communications, 1994 Group)*

The 1994 Group chose to work with UPP on this event as UPP is at the forefront of developing sustainable campus infrastructure in partnership with universities. Their projects engage the student community in energy saving behaviour and have made a contribution towards universities' efforts to reduce carbon emissions.

Universities Week is to become an annual week of campaigning activity. We are already planning and looking forward to next year and believe that we can build on the support and success of the inaugural week to generate greater awareness, more partners and an increase in activity in 2011.

Please get involved with Universities Week 2011, visit the Facebook page for the latest updates and tell your friends, family and work colleagues too.

www.facebook.com/ukuniversities

Alistair Jarvis, Director of Communications and Marketing
*University of Birmingham
(former Director of Communications, 1994 Group)*

First phase of construction complete at the University of Exeter

As we reported in the Spring edition of UPPdate, work began at the University of Exeter at the beginning of the year on a project to build and manage more than 2,500 new rooms for students on the Streatham Campus as part of UPP's long term partnership with the university.

The first phase of construction on this £133 million project is now complete, with students already enjoying the benefits of this new accommodation. Having successfully delivered 291 student rooms as part of this first phase, we are progressing with the next phases of the project. Overall, UPP's partnership with the University of Exeter is set to deliver new en suite student rooms at the Birks Hall, Duryard and La Frowda sites. At the Birks Hall site, a mix of town houses, studios and standard rooms are set in attractive landscaped grounds at the edge of the campus.

The scheme makes use of UPP's Eco Residence model, which incorporates innovative sustainability measures such as rainwater harvesting. The development provides cutting edge sustainable accommodation, which is already helping to further enhance the student experience.

Paul Goddard, UPP's Group Construction Director, said: "The construction work at the University of Exeter is progressing well, with the first phase complete and the next phases underway, running on time and on budget. Students from intake are already seeing the benefits of the first phase of this fantastic project, with new rooms which cater for their needs."

Phase two at Birks Hall and phase one at La Frowda campus will be completed for September 2011, delivering another 1,020 rooms. With the final phase of the La Frowda campus development and the additional development on the Duryard site being completed by September 2012, a further 637 rooms will be delivered. UPP will also manage a number of existing rooms making the total number 2,569 upon completion of the project.

The new rooms are a key part of a major investment programme currently being undertaken by the university and the partnership is pivotal to the university's strategic vision. The university is undertaking a £450 million investment programme, which includes £48 million for the Forum Project, which will provide a new library and other learning resources, as well as a £25 million investment in the Business School and £18 million for new facilities for Biosciences.

The deal with UPP, which was the result of a competitive bidding process, has enabled the university to concentrate its funds on academic investment whilst also being able to improve and increase its student accommodation stock.



Jeremy Lindley Director of Finance & Corporate Services at the University of Exeter and Sean O'Shea, Chief Executive at UPP officially open the new accommodation at the University of Exeter



UPP's scheme at the University of Exeter will provide 2,569 rooms upon completion

The construction work at the University of Exeter is progressing well and is running on time and on budget. Students at intake this year have seen the benefit of the first phase of this fantastic project, with new rooms which cater for their needs.

Paul Goddard
UPP's Group Construction Director



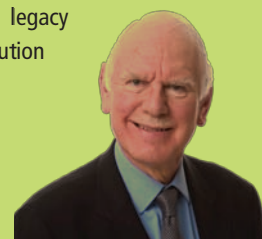
UPP's £133 million scheme at the University of Exeter

Tribute to our Company Founder

Our Company Founder, Clive Crawford is retiring this October. Through his innovative approach and deep understanding of the HE sector, his leadership has been instrumental to our successful partnership approach. Clive established UPP in the mid nineties creating a platform and a central ethos from which UPP has been built on.

Clive has been at the forefront of the sustainability agenda, driving forward a joined up approach between our business, academic research and delivery for our partners. This pioneering approach made our groundbreaking Eco Residence design a reality. The design developed in collaboration with Dr Avi Friedman, Professor of Architecture at McGill University in Montreal, now marks a significant step forward in sustainable development and a legacy of Clive's exceptional contribution to the HE sector.

We all wish Clive a long and happy retirement.



'Get into Construction' with The Prince's Trust

UPP has formed a partnership with youth charity The Prince's Trust to give unemployed young people the chance to gain valuable work experience in a university environment. Working closely with The Prince's Trust and construction partners, UPP has delivered a two-week course to give unemployed young people the skills they need to find work in the construction industry.

At the University of Exeter, where a UPP student accommodation scheme has been under construction, The Prince's Trust 'Get Into Construction' programme gave 15 unemployed 18-25 year olds the opportunity to experience work on a building site. This was the first time that The Trust has been able to run the course in Devon and Cornwall, thanks to the support of UPP, the University of Exeter and our construction partners.



Paul Goddard, Director of Construction at UPP awarding a certificate at The Prince's Trust ceremony

Commenting on the success of the programme, Sarah Hertzog of The Prince's Trust, said: "The course has been fantastic, literally enabling disadvantaged young people to build themselves a better future. This really does demonstrate the power of partnership between the charitable sector and forward-thinking organisations like UPP."

The programme included hands-on taster days with carpenters, electricians and plasterers to provide a taste of different trades. The young people who took part learnt about careers and prospects within the industry. They were also provided with advice on presentation and interview skills, a CITB site safety awareness course and the opportunity to qualify for a Construction



Archie Cannell one of the young people on the 'Get into Construction' course



Young people from UPP's 'Get into Construction' course at the University of Exeter celebrate the completion of the course

Skills Certificate Scheme (CSCS) card. This card is a 'passport' to working on a construction site and is essential for a career in the industry.

The majority of the young people who completed the programme at the University of Exeter have since found employment with our construction partners, the university, contacts made on site or at UPP. Other young people on the programme will receive ongoing support from The Prince's Trust to help them into work, education or training.

When I started The Prince's Trust course, I didn't think it would develop like it has done. I have enjoyed my experience with Frame UK Ltd. So far it has been really good work experience and it has also built up my confidence, it is getting easier as I'm learning all the time.

Archie Cannell

a young person on the 'Get into Construction' course at the University of Exeter

Archie Cannell, who had a place on the Get into Construction programme, said: "When I started The Prince's Trust course, I didn't think it would develop like it has done. I have enjoyed my experience with Frame UK Ltd. So far it has been really good work experience and it has also built up my confidence, it is getting easier as I'm learning all the time."

Highlighting UPP's commitment to the partnership with The Prince's Trust, Sean O'Shea, Chief Executive said: "We strive to enhance the student experience and our partnership with The Prince's Trust demonstrates that we also aim to do all that we can to provide learning experiences through our day-to-day work. At UPP we recognise that universities are educational communities and that we play a part in these communities; that is why providing these vocational programmes, with The Prince's Trust, is so important to us. We are all delighted that the programme in Exeter has gone so well and we plan to progress other programmes soon."

Following the success of the programme in Exeter, UPP has also run a pioneering new course, 'Get into FM', in September. The course gives disadvantaged young people the skills to find work in facilities management and breaks new ground for The Prince's Trust. The first two week course was based at UPP's developments in Nottingham and Loughborough with facilities provided by Nottingham Trent University.

For more information on UPP contact:
Mark Allen
Director
University Partnerships Programme

Photography provided by Stuart Key Photography, University of Exeter, Daniel Thistlethwaite Photography and Martine Hamilton.

Weston House
246 High Holborn, London WC1V 7EX
T +44 (0)20 7280 4400
E mark.allen@upp-ltd.com
www.upp-ltd.com