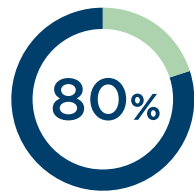


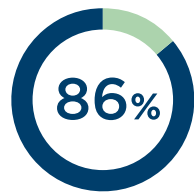


# A Safe Return to Residence

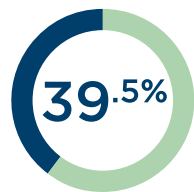
## Student Outlook



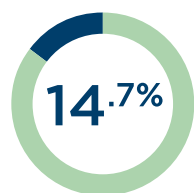
Living outside of their parental/guardian home during their studies  
(HEPI/UPP 2019)



Applicants continuing as planned despite COVID-19  
(UCAS 2020)



Record percentage of 18-year olds applying to university  
(UCAS 2020)



Year-on-year increase in applicants from outside the EU  
(UCAS 2020)

At UPP, partnership is at the heart of everything we do. With more than two decades of operational expertise, we are here to ensure your students have safe, secure and affordable accommodation.



## Supporting you through the COVID-19 outbreak

We are committed to one sector. All of us at UPP understand the huge impact that the pandemic has had on university operations and student confidence. We are working with all our partners to minimise this and innovate to deliver a great student experience.

### Prioritising safety and wellbeing

We are developing bespoke plans with each partner to address the physical environment, keep students informed and foster thriving communities.

### Keeping accommodation open

All of our accommodation remains available to students and our teams have maintained safe and secure accommodation for nearly 9,000 students who remained on campus at the peak of the outbreak.

### Supporting students remaining on campus

We are supporting the self-isolation of students, ensuring access to Mental Health First Aid-trained teams and investing in technology - moving student experience activities online. We have also ensured that all belongings remain insured and can be shipped back to students on request.

### Helping young people and communities

In addition to the direct role of the Civic University Network in supporting local communities, the UPP Foundation has brought together a range of charities to address the educational and employment challenges for young people during the outbreak.

## Preparing to welcome students

We will deliver 'COVID-19 Secure' accommodation for the start of the academic year 2020/21 by preparing our buildings and teams, managing access to buildings, implementing physical distancing plans and enhancing cleaning levels.

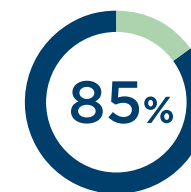
## Getting ready for intake

We provide a home to 35,000 students and the welcome we give this year, will be more important than ever. Engaging with our partners, we will ensure that they are equipped with the information and support they need to ensure that all students are reassured and informed of guidance well in advance of their arrival.

We have developed detailed plans for a safe intake. This includes bookable arrival, contactless check-in, key collection slots, luggage collection slots, one-way systems, sanitisers, wipes, gloves and masks.



Students still in UPP residences during lockdown



Frontline employees trained in Mental Health and Suicide Awareness



Trained Mental Health First Aiders

## Our Commitment to Our Partners:

At UPP, partnership is at the heart of everything we do. We work in one sector and are committed to your success. Our commitment to you:

PARTNERSHIP	<ul style="list-style-type: none"> <li>To communicate alongside the University, to ensure residents feel confident in their new home</li> </ul>
INNOVATION	<ul style="list-style-type: none"> <li>Use technology to help build a community of strong, thriving households and connecting people virtually</li> <li>Use technology to deliver student experience campaigns through our tailored Residence Life programme</li> </ul>
COMMUNITY	<ul style="list-style-type: none"> <li>Use our teams to build a thriving student community and provide wellbeing initiatives for your students, creating a home-from-home where residents feel safe, secure and supported</li> </ul>
RESPONSIBILITY	<ul style="list-style-type: none"> <li>To provide safe and affordable COVID-19 Secure residential accommodation for the new term, allowing the University to focus on arrangements on-campus</li> <li>To be ready to support you should a further lockdown occur</li> </ul>

Whilst COVID-19 has and will continue to shape the way in which people live, work and study, UPP is here to support you to achieve your long-term goals and ambitions.

## The Welcome Model for 2020

Great student experience is about more than facilities and services. It's about welcoming students from day one, supporting them as they settle in and helping them make the most of university life.

Our 'home at halls' welcome programme for the academic year 2020/21 is centred on six pillars - with planned activity across the three acclimatisation stages of international quarantine, physical distancing within flats and becoming a household:



### How will we stay in touch?

- 'home at halls' App
  - Activities and events
  - Reporting symptoms or self-isolation
  - Instant access to help and information
  - Bookable intake and outtake slots to maintain physical distancing
  - Contactless check-in visitors
- Weekly 'What's on' emails and updates
- 'home at halls' website and student-led blog
- 'home at halls' Instagram pages and collaboration with partner channels
- Printed materials for all flats and shared spaces



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