

Shuttleworth College Residential Provision

Statement of Practices and Principles

We aim to:

- Provide a safe, secure and welcoming environment for all students and staff that live at or visit Shuttleworth College, abiding by the principles set out in the College's safeguarding policy.
- Provide a high level of student support for all learners and ensure residential students have access to a member of the Student Services and/or warden team 24 hours a day during term time.
- Provide student support services which are accessible, sensitive and effective in dealing with all student enquiries and concerns, and maintain student confidentiality within the limits set out in the safeguarding procedures.
- Ensure that the accommodation is of a high standard and complies with health and safety requirements.
- Ensure that all necessary health and safety checks are undertaken and that any actions identified are completed in a timely manner.
- Ensure that all repairs and maintenance are completed promptly, upon request to the Estates team.
- Promote safe, healthy and responsible lifestyle choices among the student residents of Shuttleworth College in compliance with all current legislation and best practice guidance.
- Facilitate, through Student Services and the student wardens, a varied and comprehensive programme of sporting and social events.
- Organise and deliver a full range of student enrichment and pastoral support activities, including specific events designed to promote active and responsible citizenship, personal safety and healthy lifestyles, in line with the College's commitment to a 24-hour curriculum.
- Implement systems for recording and tracking significant student incidents, including behavioural issues, substance misuse and accidents, and ensure that such incidents are dealt with fairly and rapidly in accordance with established College policies.
- Develop and maintain systems to ensure the residential provision meets the National Minimum Care Standards.
- Ensure that residential accommodation and any related financial support are allocated in a fair, transparent and efficient manner.
- Promote effective communications with the wider College student body, residential staff, Student Services and all other key staff, including the campus management team, Estates, Catering, Additional Support, Personal Achievement Tutors and teaching staff, on all issues relating to student welfare and pastoral support.
- Set up and maintain accurate records for activities undertaken, advice and guidance given and accommodation allocated to students.
- Identify and manage a team of Wardens, and ensure that they receive regular and appropriate CPD.
- Organise and implement a programme of regular Warden team meetings, and keep minutes.
- Organise and manage the Warden duty rota.
- Take account of the student voice through regular surveys and residents' meetings, and use the feedback to improve activities and services for residential students, as set out in the Student Involvement Strategy.

- Maintain effective communications with parents as appropriate.
- Monitor and improve service quality through the production and implementation of operational plans and self-assessment reports, to support the planning and organisation of residential student accommodation and services.
- Deliver services according to principles of fairness and equality of opportunity, and celebrate and promote diversity through all aspects of the team's work, in line with the College's equality schemes and strategies.
- Meet students' spiritual and cultural needs.

Rosie Layton

Student Service Manager (Residential & Shuttleworth)

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