

2nd Annual Meeting UUK/Guild HE Code of Practice



*We're committed to
better student living!*

Welcome

Lesley Perry

UUK Director of External
Communications

Simon Llewellyn

Deputy Director Department of
Communities and Local
Government

Simon Britton
Chair of the Governance Board

The UUK Code of Practice 2nd
Annual Report

Key Activities since March 08

- Major changes in administration arrangements
- A strengthening of procedures on audit and on handling of complaints
- Development of the website
- Development of more effective monitoring mechanisms
- Closer involvement of, and participation by, the National Union of Students (NUS)
- The first annual conference on the Code
- A widened membership of the Governance Board and the SAG and clarification of their terms of reference.

Key Facts and Figures

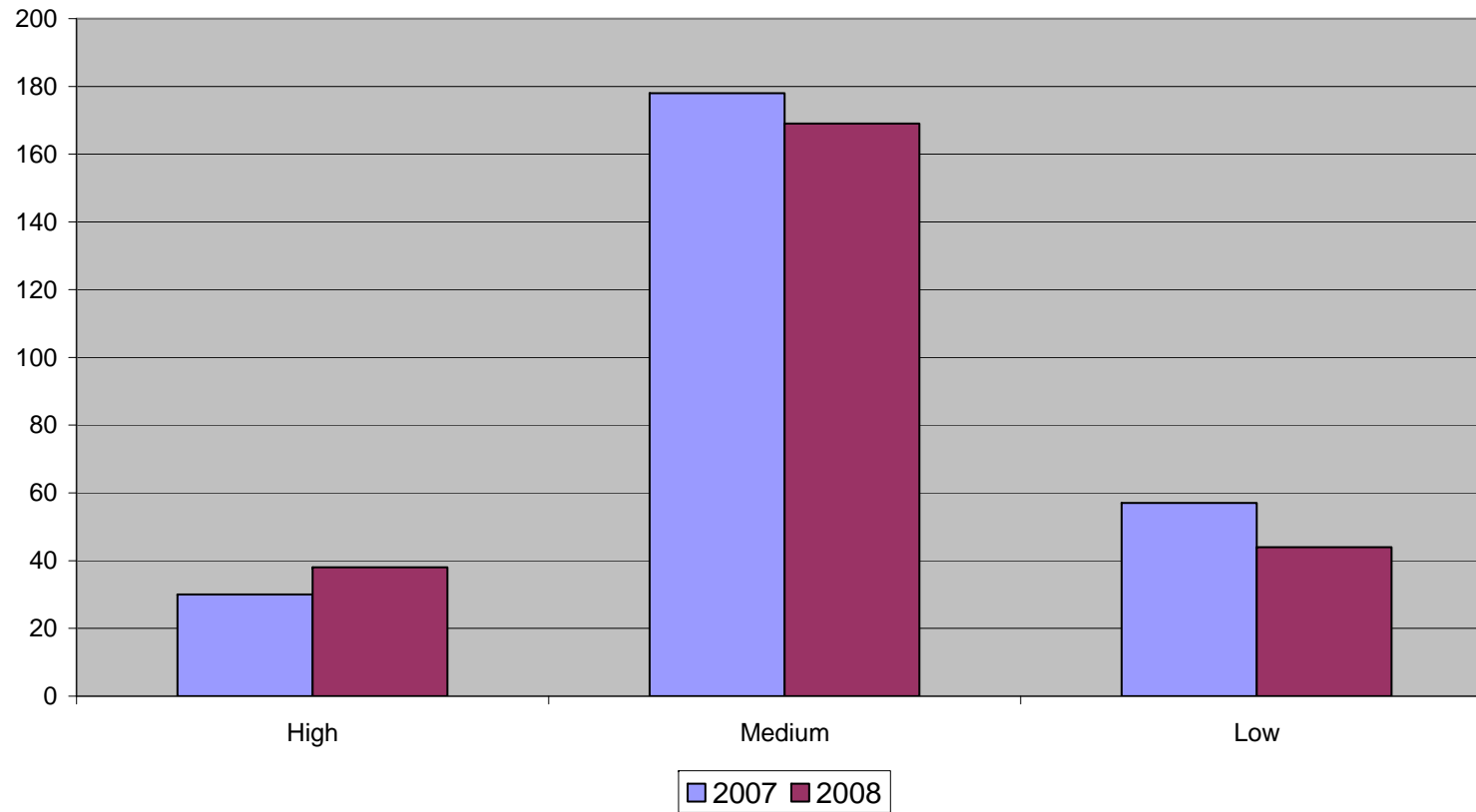
- Registrations
 - 196 institutions
 - 5534 buildings
 - 244,013 rooms
- Changes made to records since March 08
 - 1570 amended building records
 - 771 building records deleted

Key Facts and Figures

- 79% of members achieved all the milestones for audits and reports by July 08
- 7% still waiting for the audit report to be approved
- 14% not yet undertaken an audit

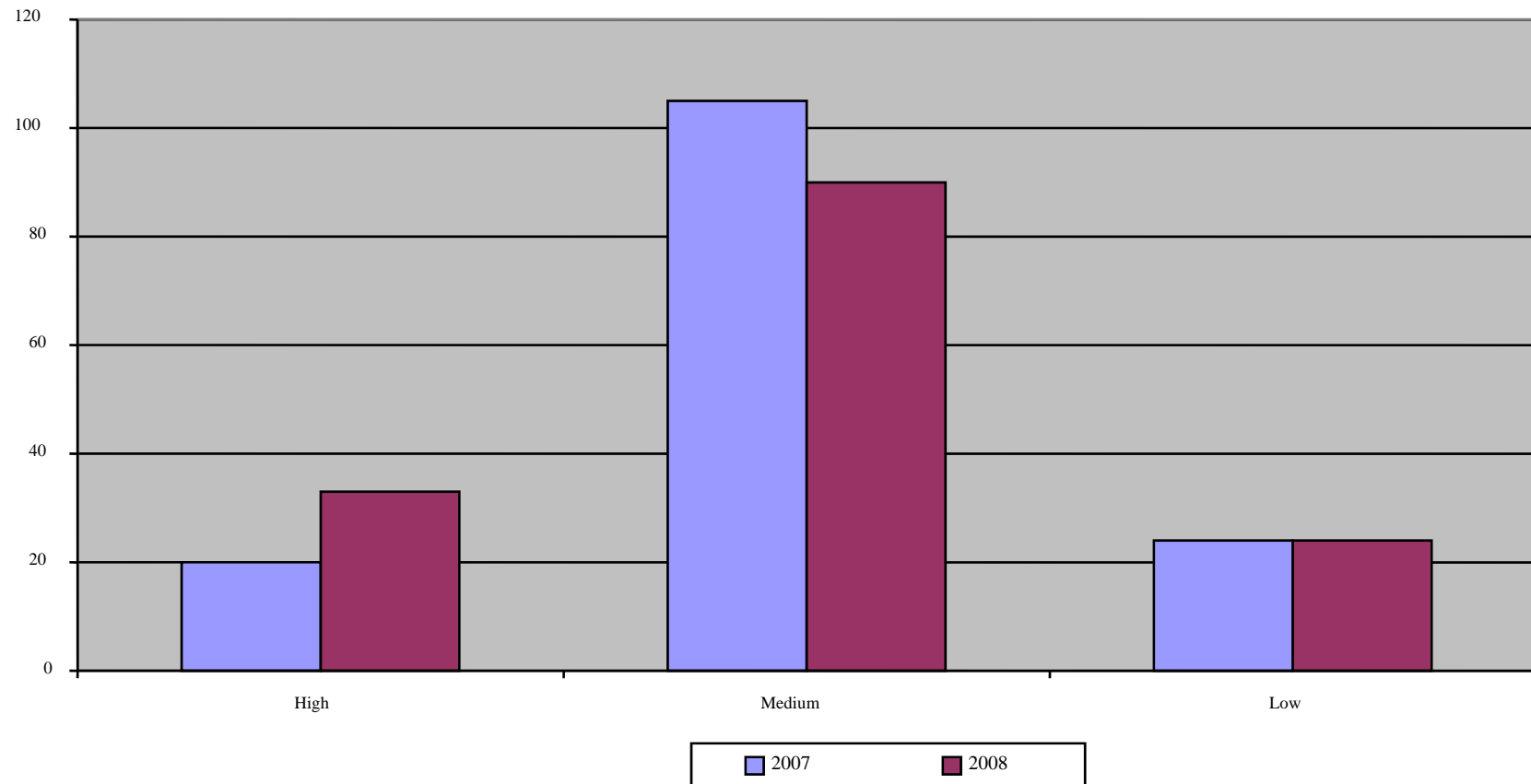
Level of Risk 07 to 08

Summary by Risk 2007 - 2008



Key Areas for Improvement

Summary for Mandatory Code Elements



Most Common Areas for Improvement

- PAT testing
- Electrical testing of Buildings
- Fire Drill Practise

***Section 2 areas for improvement were identified as follows
(references are to paragraphs of the Code):***

	No. of establishments
• fire, outbreak of disease or major breakdown (2.2)	24
• fire evacuation practices (2.7)	16
• use of CCTV (2.29)	16
• instructions for the safe operation of all gas and electrically operated equipment (2.12)	15
• inspection and testing of all building electrical installations (2.16)	13
• inspection and maintenance of portable appliances (2.18)	13

Future Developments

- Definition of mandatory/non-mandatory code areas
- Definition of 'Significant Complaints'
- Review of controlled and managed tests
- Consideration of a rating system
- Equality Challenge Unit work collaboration
- Clarification of specific issues such as window security
- Redefinition of the Audit checklist with input from CHEIA
- Promotional Campaign for the website and logo for the new academic year
- MORI Poll and i-Graduate questionnaire participation
- Annual Meeting autumn event,
- Presentations at ASRA & CUBO Conferences
- Presentation at Shared Services conference, Loughborough 2008
- LACORS discussions with DCLG and ANUK

Red Brick Media Group

National Student Housing Survey

Workshops Groups

1. University Halls - Do we offer something different from the private sector? **Lead by William Wilson CUBO**
2. Codes of Practice - Are you making your students aware? **Lead by Bryan Carroll ASRA**
3. Sustainability in halls - Does it matter? If so, how are you going about it? **Lead by Darren Baker ASRA**
4. Studentification - How do you ensure good neighbourly relations? **Lead by Sarah Wayman NUS**
5. Estates Departments - How do you get them to care about halls of residence? **Lead by Andrew Nightingale AUDE**

Workshop Feedback

Lee Mansell
Residential Support Co-ordinator
Russell Swannack
Student Union President
Sheffield Hallam University

Managing Student Complaints
and engagement with the
Community

Paddy Jackman

Marketing and Publicity of the
Code

Marketing Opportunities

Plan March 2008

- On-Line Profile
- In Accommodation Leaflets
- Information in Halls – Posters / Residence handbooks
- References to the code in accommodation agreements
- Materials in Accommodation Offices

Outcome Nov 2008

- www.UUKCode.info
- Use of Logo
- Downloadable posters
- Vinyl logo distributed
- On line, in brochures at open day presentations
- Brochures, on-line.



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Why is this code important?

The code is important to students living in this student accommodation as it sets a standard for Universities to meet as well as a system by which you can complain if this accommodation does not meet these standards.

By being accredited to the code it will ensure that this University is committed to raising standards and employing good management practice, which then in turn ensures not only good physical standards where you live but a broad spectrum of good quality services (such as refuse collection or recycling to support and care when you need it).

The NUS has been involved in developing this code and accreditation more widely to ensure students enjoy high housing standards during their studies, but that also these expectations are carried into the private rented sector more broadly.

How do I use the code?

- **By knowing it exists**

Go to www.uukcode.info and find out more about the standards you should expect this accommodation to meet.

- **By knowing the complaints procedure should you need it**

If you are not happy with the way this accommodation is being run, and your issue has not been resolved by the local managers you can use your university's internal complaints procedure (ask about this at the accommodation office) and lodge a complaint under the **UUK/Guild HE Code of Standards**. Ask your students' union to support your claim.

Alternatively, many universities post copies of their complaint procedure on the university's website.



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