

Community

Autumn
2021

Introduction from Registrar and Secretary

As we prepare for Freshers' Week and a new academic year, we wanted to use this newsletter to share some feedback with local residents about the types of projects, campaigns and partnerships we have invested in. We understand that COVID-19 has led to many feeling isolated and a greater sense of 'disconnect' between students and their wider community.

A large part of our message to returning students will be 'get to know your neighbours' – and to communicate safely and considerately. With many more local residents working from home too, we are keen that students can strike the right balance with their neighbours.

We also understand that Freshers' Week will be a busy time socially for students – particularly for those who haven't actually met their housemates before as many contracts were secured remotely due to COVID-19.

Although we cannot guarantee that there will be no noise disturbances during the first few weeks of term, we are committed to responding swiftly to concerns and resolving problems as promptly as we can.

Through the work of Estate Patrol, Welcome Team Volunteers and our Student Community Wardens, we will be working in tandem with the Police and City Council throughout. Our community response remains one of the fullest of any UK university and, to the best of our knowledge, we are the only UK University that deploys campus security to explore noise queries off-campus.

Please see a summary list of key projects and campaigns:

- 160 Student Welcome Team volunteers will provide support to students arriving on campus and socialising in the city.
- The Student Community Warden Team has been expanded to three teams this year, for daytime contact with students in the community.
- The Police, City Council, University and Students' Guild are jointly coordinating an approach to managing students socialising in the city during Freshers' Week.
- 'Know your Boundaries' street signage and social media messaging will emphasise messages around safe and responsible socialising.
- Emails to new and returning students will set out the University's expectations around socialising safely and responsibly.
- Campaign messaging will focus on the importance of early introductions and 'saying hello' to neighbours.
- Additional Estate Patrol teams will work directly with Environmental Health and jointly deploy teams to explore excessive noise from premises.
- We have invested in a staying-safe campaign with partner agencies, involving the distribution of personal alarms and drink spiking test-kits on campus and in city venues.



Introduction to new Guild Sabbatical Officers



Hello from the Students' Guild! I wanted to take the time to introduce myself and the 2021-22 Officer Team – I'm Lily Margaroli, Guild President. Along with Bella (VP Education), Izzy (VP Opportunities) and Marion (VP Liberation),

we'll be representing Exeter students this year, and look forward to working with the local community on a range of campaigns and projects, including ensuring the safety of our community here in Exeter.

As we head towards the start of the autumn term, we're excited to welcome both new and returning students to Exeter. We're looking forward to running events on campus and in the city once again, whilst also continuing to offer a wide-range of digital activities for students who aren't in Exeter or can't attend physically.

Freshers' Fair also returns to campus this year (St. Luke's 16 September, Streatham 17-18 September), giving students the chance to find out about the opportunities available to them during the year and throughout their time here. Our amazing Welcome Team volunteers will be back again helping students get settled into the community, helping them find their way around campus and the city.

We're also looking forward to seeing what amazing work our volunteers and fundraisers achieve this year after a phenomenal £6,700 fundraised last year! **Exeter Student Volunteers (ESV)** will be continuing their brilliant work within the local Exeter community, and we look forward to seeing more student-led projects like Hill Barton Little Free Library, which helped families and young people in Exeter who had been affected by the pandemic by delivering food parcels.

I'm really keen to grow the relationship between the Students' Guild and the local community, so please **get in touch** (info@exeterguild.com) if you'd like to find out more about our work or have ideas for projects! I'm also going to be attending meetings throughout the year, so look forward to hopefully meeting you then.

Approach to the start of term

■ Measures in place on campus to ensure the safety of colleagues and students which include:

- Supporting good hand hygiene with plenty of sanitiser points
- Cleaning stations in teaching spaces and meeting rooms
- Continued enhancing cleaning of shared spaces
- Provision of face coverings and encouraging the use of these in shared indoor spaces
- Support for colleagues and students with symptoms and those who need to self-isolate
- Providing full support package for amber list students in self-isolation

■ Testing regime:

- Comprehensive LFD testing provision combining both on-site testing and provision of home test kits to embed good testing behaviours
- Linking with national infrastructure for general PCR testing, ensuring rapid reporting and follow-up as part of national and regional processes

■ **Vaccination pop-ups – the NHS are providing pop-up vaccination clinics on our campuses.** The next scheduled dates for the Streatham Campus are on arrivals weekend (10 and 11 September) with further dates to follow in September and October.

■ **Safe Community Charter** – this outlines the University's commitment to maintaining COVID-19 safe environments and also outlines what we expect from our students in terms of their behaviour and showing understanding, respect and empathy to our communities. You can read the Exeter charter in full online [here](#).





Student Community Wardens

The Student Community Warden scheme was established thirteen years ago, to provide an opportunity for students to give ‘peer to peer’ advice and guidance to other students living in the community.

In response to feedback from long-term residents and student residents, we will now have a larger team of fifteen wardens this year. This new team will divide into three smaller teams of five working across the city. The East Team and West Team will now be joined by a new Central Team. This team will focus mainly on the central streets of the St James Ward with a special emphasis on encouraging students to better plan waste storage/disposal – whilst also encouraging them to get to know their neighbours.

COVID-19 has presented some significant challenges for community engagement. Prior to the pandemic, a large part of our engagement

message was to encourage neighbours to interact and to get to know each other. Our clear message to students was that getting to know neighbours was the best way to understand the diversity of the communities they lived in. One of the impacts of positive, early introductions has been fewer ‘interventions’ from the university, City Council or Police.

The Student Community Wardens are already working with a number of Resident Associations to help deliver welcome letters and promote some informal welcome events being planned in specific streets.

The Warden team look forward to meeting local people and assisting more students.

If you would like to contact the Community Liaison team, raise a query or suggest a possible community project, please contact: communitywardens@ex.ac.uk

Last year’s team were keen to share some of their feedback below:

“

Hi, I’m Frank! I joined the Student Community Warden team in September 2020. We worked under extraordinary circumstances, to say the least. From strict COVID-19 regulations to the uncertainty around in-person work to even having to cancel certain projects for safety reasons, it has been a challenging year for the wardens, as it has been for Exeter as a whole. However, despite the pandemic, the warden team has been actively working with the local and student communities throughout the year. Recently, we have embarked on some large projects, such as our glass collection service, gardening with the residents of Powderham and Queens Crescent, and producing student safety awareness guides.

“

Hello! My name is Jenna and I was one of the Community Wardens last year. I’m a final year International Relations student and being part of the warden team has been a great way to use my knowledge of student life to help others in the community.

My main piece of advice to students living in the community would be to expand your network. Whether that be introducing yourself to neighbours, volunteering, or being part of community events, there are so many ways to get involved. Exeter as a city has so much to offer and there are lots of community events that you can take part in. Next year, the wardens hope to continue encouraging students to get involved and say hello to neighbours.

“

Hi, my name is Amy, I hope that in the coming year the Exeter community will be able to come together again properly – last year I was lucky enough to be involved in some great projects involving student houses and their neighbours, and it was lovely to see a sense of community developing in areas where the two groups had not previously mixed.




Estate Patrol

Working with you, for a safer campus

Our Campus Security Team, Estate Patrol, are an integral part of campus life and they are available 24 hours a day, 365 days a year.

They remit includes talking to students about personal safety and the security of their property. They monitor and respond to SafeZone alerts, to fire, intruder, lift and security alarms, and they monitor over 900 CCTV cameras across campus. They can also be contacted to deal with anti-social behaviour and noise complaints.

The team are all first aid trained and carry an Automated External Defibrillator (AED) along with a fully stocked first aid kit in each of their patrol vehicles, and are first responders to any incident occurring across our Exeter campuses.

Estate Patrol are committed to working with our students, colleagues and wider community to continuously develop their services to create a safe, secure, and welcoming environment. You'll notice they have new red uniforms too!

Term dates

Freshers' Week:
Monday 13 September – Sunday 19 September

Autumn Term:
Monday 20 September – Friday 10 December

Spring Term:
Monday 10 January – Friday 1 April

Summer Term:
Monday 2 May – Friday 17 June

Resident Liaison Group

Autumn Term:
Wednesday 29 September 1730-1830
Wednesday 17 November 1730-1830

Spring Term:
Wednesday 2 March 1730-1830

Summer Term:
Wednesday 25 May 1730-1830

Key links and contacts

University of Exeter COVID-19 mini-site:
exeter.ac.uk/coronavirus

Environmental Health at ECC
exeter.gov.uk/clean-safe-city

DfE guidance – Higher Education COVID-19 operational guidance:
gov.uk/government/publications/higher-education-reopening-buildings-and-campuses/higher-education-covid-19-operational-guidance

If you have any questions please contact us via coronavirusenquiries@exeter.ac.uk

Estate Patrol

01392 723999
e.patrol@exeter.ac.uk

The University's Estate Patrol can assist with noise disturbances from student premises (if direct contact is not possible). Please note that Estate Patrol cannot investigate disturbances in parks and other public spaces. These concerns need to be passed to the Police for investigation.

Please note the University, Police and City Council are regularly sharing information and coordinating their responses based on the information they are receiving.