

6 October 2020:

**Arrangements to support students in light of COVID 19**

- **the COVID-19 measures you have taken in relation to your own accommodation, and how you have worked with Purpose Built Student Accommodation (PBSAs) and private landlords (NB please refer to arrangements for both term and vacation periods);**

At Wrexham Glyndwr University ( WGU) we have produced our own Guidance document for students called 'Keeping our Accommodation Covid-19 Secure'. This guidance has been produced to outline the measures taken by the University in relation to Wrexham Student Village Halls of Residence/Corbishley Hall and it is updated regularly in order to reflect any changes made by the Welsh Government. The guidance document was included in the Residents Handbook and is published on the website . We have also produced a Community Responsibility Agreement which Students are asked to commit to. It forms part of the Residents induction, plus copies are included in the Residents Handbook and on website.

A few examples of the Covid 19 Secure measures that we have implemented include:-

- Students have been allocated into flats and each flat is classed as a 'household'. Notices are displayed advising residents they are not able to mix 'households'.
- Corbishley Hall (Northop Campus) is shared accommodation so the whole building is 1 household (17 residents).
- Students are made aware of the definition of Households in the online induction and Residents Handbook.
- Hand Sanitisers have been placed in the entrances to each block, office, laundrette and bike store.
- Social Distancing and face covering signage is in place.
- Protect your household notices are displayed on notice boards in the main entrance and the entrance to each flat.
- An increased cleaning regime is in place to ensure high touch points are regularly cleaned and we have access to a Fogging machine to sanitise areas were there have been potential positive cases.
- Our Arrival weekend schedule was extended over 3 weeks to incorporate social distance requirements.
- Clear guidance has been produced regarding how students need to book a test if they have symptoms.

Wrexham Glyndwr University have worked closely with Wrexham County Borough Council and Public Health Wales and are part of a Wrexham Prevention and Surveillance Group. This group meets weekly to enable the effective implementation of the regional Prevention and Response Plan at a county level and to ensure that the Council and our key local partners are in a state of readiness for response in enforcement action, and to clusters, incidents and outbreaks, as needed.

Wrexham Glyndwr University have no formal agreements in place with any PBSA's or Private landlords in the Wrexham area.

- **how you intend to support – or have been supporting – all students (on and off-campus) who have needed to self-isolate, including how you would support large numbers self-isolating at the same time in a dignified manner (i.e. the provision of food and drink that meets dietary requirements, medicine, mental health support and other essentials);**

Within our 'Making our Accommodation Covid Secure document' there is guidance on what students need to do if they need to quarantine or self-isolate.

Students self-isolating will be provided with contact details for online facilities to make arrangements for food, medicine and other necessities. Self-isolating students are advised to stay in a well-ventilated room with a window to the outside that can be opened. The Residential and Campus Life team will arrange for the food delivery to be taken and left outside the flat door.

Clean bed linen will also be provided with a clear bag for the dirty linen which will be collected once per week. Washing detergent is provide for hand washing. The Residential and Campus Life team / International Office provide students with a handbook that will list useful contact details of the various support services available during their stay, including access to 24/7 mental health support line.

We are currently looking at implementing a 'community volunteer' scheme which will assist in ensuring students who are self-isolating are provided with support for shopping, collection of medicines, etc and to make regular calls to the student as part of a 'welfare check' arrangement. (Phone or Microsoft Teams)

WGU works very closely with its Students' Union and together we are continually promoting events and other support services via social media and weekly newsletter.

- **the provision you have in place for identifying and addressing student hardship;**

The Funding and Money Advice Team are part of the student support team and they help to identify and address student hardship. They do this through regular promotion of their services, offering money advice and guidance appointments and by issuing funds to support emergencies and hardship. We also have good relationships with local charities and food banks which again will support students in crisis.

- **your approach to working with students on COVID-19 measures and actions, including self-isolation;**

Wrexham Glyndwr University has implemented a new Active Learning Framework (ALF) for the academic year 20/21 as part of our approach to learning and teaching in a Covid secure way. ALF will support flexible learning that makes best use of spaces on campus together with digitally-enabled learning opportunities, designed to be accessed anytime, anywhere as appropriate.

Teaching for all students in semester one will be a blended mix of online and face-to-face teaching and each programme area has been communicating with their cohorts on how this will work and what can be expected.

The University has also established a Student Advisory Group (SAG) which is made up of students from across all disciplines and all levels on a voluntary basis. The Group was established as part of the Gold command structure implemented back in March 2020. The SAG allows the students to voice their opinions on potential decisions, explore any impacts on their learning experience and to also share feedback with the appropriate Gold Command sub groups (Operational or Academic)

WGU, working with its Students' Union, has also produced a Covid Secure video which has been shared via social media channels and it is also published on our website: <https://www.glyndwr.ac.uk/en/WelcomeWeek/>

Protocols and Campus guidelines have been put in place for students – as well as staff and visitors – to follow on campus and all students are being encouraged to follow public health guidance at all times, whether on campus or not.

A Corporate Communications plan has been established to ensure key messages are rolled out to students in a constant and controlled manner. The University uses a multi-channel approach as part of its communications strategy as well as working collaboratively with the Students' Union and their communications team.

- **how you are working and integrating with the public health and civil contingencies machinery within your local authorities and local resilience fora (to include confirmation of whether you have on-campus testing facilities for students);**

Wrexham Glyndwr University is part of the Wrexham Prevention and Surveillance Group, which includes representatives from the following agencies/institutions:-

Public Protection  
Internal TTP Lead  
Environmental Health  
Trading Standards & Licensing  
Education  
Economy  
Social Care  
Housing  
Public Health (Health Board)  
North Wales Police  
Coleg Cambria  
Glyndwr University

This group meets weekly to enable the effective implementation of the regional Prevention and Response Plan at a county level and to ensure that the Council and key local partners are in a state of readiness for response in enforcement action, and to clusters, incidents and outbreaks, as needed.

The Director of Operations and the Senior Safety, Health and Environment Officer also have fortnightly meetings with a representative from the local TTP team in order to keep abreast of developments and cases.

Wrexham Glyndwr University currently do not have an on campus testing facility as the Wrexham Maelor hospital community testing centre is just a 4 minute walk away. WGU also has limited numbers of students staying in halls of residence (150) and therefore the demand is likely to be considerably less compared to the likes of Swansea and Cardiff.

- **how you have engaged – and are engaging – with the local population, in particular where you have campuses in rural local authorities;**

Wrexham Glyndwr University is very much a community University and therefore engaging and reassuring our local population is very important to us and is a key part of our communications strategy.

Engagement has been primarily through the following activities:-

- Regular press releases and media coverage about the Covid secure measures being implemented within the University

- Attendance at local forums including the Civic leadership groups, Public Service Boards, Regional Emergency planning, etc
- Involvement in supporting the Covid 19 crisis including research activities, Nursing students supporting the front line NHS and Volunteering.

In addition, through our new co created civic mission we are committed to enabling collective action to end social inequality across the region, with partners across all sectors and the communities we serve.

- As part of the Public Service Boards (PSB's) in Wrexham and Flintshire we have facilitated and enabled all partners to join the two PSB's and agree 4 collective priority themes to build Community resilience (part of the regional recovery programme across the region) focused on Poverty and inequality, environment, children and young people and mental health and wellbeing. We are actively working with all partners and supporting with a framework to enable whole systems working and build the community resilience plans including engaging directly with communities, through our new Public Service Lab.
  - We are leading with partners working with 3 communities, those people who live and work in 3 areas in Wrexham and Flintshire including the schools, funded by the Transformation fund to listen and understand peoples narratives and ensure we shape public services to meet the needs of our communities
  - We are progressing our approach with the National ACE's Hub to become the first Trauma Informed and ACE's (TrACE) University and working with partners across all sectors to develop trauma informed communities across the region.
  - In partnership with Betsi Cadwaladr University Health Board we are leading the Community of Practice for Social Prescribing, a key focus for this is engaging all practitioners across the region in the Test Trace Protect strategy. Our next event is focus on the Protect element and how we how we can build protective factors within ourselves and the communities we serve.
- **any recommendations you believe the Committee could helpfully make to the Welsh Government to improve support for universities, staff and students.**

The ability to source Home Testing kits has been very difficult. Apparently only Schools and FE Colleges are able to access Home testing kits via the Government websites. If Universities were able to have a supply of kits readily available to issue to students (particularly residential students), then this would ensure the University could act swiftly in getting students tested and avoid the potential for outbreaks within the community.