**Statement of Service**

**Community @CampusLife**

**Vision**

Providing services to help build cohesion between student and non-student residents living in the region.

**Mission**

Our mission is to assist students to make the very best of their time at Swansea University and to ensure that the University benefits the community with its presence, whilst mitigating the negative attributes that a large student population can impose.

**Our Values**

CampusLife operate to a defined set of Core Values and it is an expectation that our staff are able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles.

Our Values are:

We are Professional

We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality

We Work Together

We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.

We Care

We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.

**The Team**

**What we offer**

* Co-ordination with the partnership to provide a proactive response to incidents involving any student(s) living off campus that are brought to the attention of the Community Team.
* Promotion of the civic responsibilities of ‘good neighbours’.
* Develop projects, policies, and initiatives that further support the integration of students as active citizens.
* Promote on campus events, activities and facilities relevant to permanent city residents.
* Engage our ‘living off campus student community’ in CampusLife and wider University initiatives that enhance their student experience.
* Regularly inform permanent city residents and other key stakeholders about community developments and initiatives.
* Closely monitor community issues with relevant partners and develop initiatives that address those issues.
* Educate students about the responsibilities of living and socialising in the community and seek to discourage antisocial behaviour.
* Develop a range of initiatives to increase student awareness of refuse/recycling issues off campus.
* Develop a series of practical solutions that will enable students to protect themselves against crime.
* Demonstrate the outcomes and impact of the volunteering work undertaken by students and staff.

**What you can expect**

* Informed, impartial, non-judgemental and confidential advice.
* A CampusLife Reception open Mondays – Fridays between 9.00 - 5.00pm during student term time and vacation periods.
* Helpful and welcoming staff who update their knowledge and skills through professional development, attendance at relevant training events and by membership/accreditation of relevant professional bodies.
* Information, advice and guidance provided through:
	+ - 1. Appointments available with our Community Liaison Officer, on campus or in your home.
			2. A dedicated Community @CampusLife email address: **Community.CampusLife@Swansea.ac.uk****.** We endeavour to respond to all email enquiries within three working days.
			3. An immediate, polite and professional response when you phone us: **01792 606 699**.If we are not available by telephone during our advertised hours we endeavour to return your call within three working days if you leave a message.
			4. A response to postal enquiries within three working days.
			5. Social media accounts on Facebook, Twitter and Instagram to interact with our service and engage with the latest news, event information, and signposts to CampusLife and external resources (we do not provide specific advice and guidance through our social media channels):
* Facebook: <https://www.facebook.com/CampusLifeSU/>
* Twitter: <https://twitter.com/campuslifesu>
* Instagram: <https://www.instagram.com/campuslifesu/>
* Where the staff member may be absent, an out of office message (bilingual wherever possible) will detail when they will return to the office and who to contact in their absence.
* Advise you during extremely busy times when we may not be able to meet all service standards.

**What we expect from you**

* It is our aim to foster independence, self-awareness and personal responsibility. In this context we expect students to take active responsibility and appropriate actions to manage the issues and concerns on which they seek our assistance.
* That you treat our staff with respect in line with University regulations and codes of conduct.
* That you explain what your query is about and provide us with as much information as possible.
* That you are responsible in providing all necessary documentation in a timely fashion to enable us to respond to your enquiry.
* That you respond to any written, telephone or email request for information in a timely fashion.
* That you make us aware of any changes to your circumstances, including changes to your address and email contact details.
* That you attend appointments on time or inform us if you are going to be unavoidably late.
* That you engage with and act upon advice received.

**We cannot assist you with**

* Requests for information, advice and guidance outside of our advertised service hours. Community @CampusLife is a daytime service, and does not provide a direct out of hour’s service for students to contact. Out of hours concerns (emergencies only) should be directed to South Wales Police.
* The immediate management of serious incidents and emergencies. This is a responsibility of statutory services such as the Police and the NHS. CampusLife does not provide an immediate emergency response function, although staff are normally involved in responding to the aftermath of welfare or discipline related incidents involving students, providing advice and assistance to those affected.
* As student are adults, we are not able to regulate certain aspects of their lives. Whilst we are able to advise, remind and reprimand our students we are not able to issue Noise Abatement Orders, Injunctions to Prevent Nuisance and Annoyance, Parking Tickets/Fines or fines for dropping litter or failing to put rubbish out in a timely manner. These issues must be dealt with by the appropriate authorities.
* We are not able to deal with or intervene in matters that relate to students from Colleges/Universities other than those registered at Swansea University and University of Wales Trinity St. David (Swansea Campus).

**Feedback**

**We value feedback from students, colleagues and other stakeholders.** Good, bad or simply questioning, we value your opinions. Please help us to continuously improve our service by offering your comments and suggestions via email and responding to our requests for feedback via regular surveys and focus groups sessions.

The service is completely anonymous. We do not share the information you provide with any third parties and we protect it in accordance with the Data Protection Act.

Mandy Williams

Manager – Faith, Community and Equalities @CampusLife

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**Contact Us**

Community @CampusLife / Cymuned @BywydCampws

CampusLife / BywydCampws

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