

*University Centre*   
**BISHOP BURTON**



**HIGHER EDUCATION  
LIVING IN GUIDE  
2023 / 24**

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Please note that we reserve the right to make modifications to the information in this booklet as necessary. You will be notified of any changes on the noticeboard within your accommodation.

## Welcome

On behalf of the college, I would like to offer you a very warm welcome into accommodation. Your accommodation is a very important part of your degree experience and we aim to provide a comfortable, safe environment and promote a spirit of community in which people can learn, work and live freely without fear of discrimination, prejudice or harassment.

This booklet has been produced to provide you with a guide to living in halls of residence. Please read it carefully as it contains information needed whilst you are a resident on campus.

Whilst living on campus you become part of a community where respect for yourself, others and your surroundings is central to all we do.

If you wish to discuss the contents of this guide, please do not hesitate to contact myself or any member of the warden team.

I hope you have an enjoyable stay in halls and wish you every success with your studies.

*Bill Meredith*

Bill Meredith  
Chief Executive and Principal

## Useful Contacts

**Academic Staff:** Your Programme Leader would be the person to assist you with any concerns or discussions regarding your studies and will have a direct phone line, which can take messages, as well as an email address.

**Support Staff:** Will assist you in any other concerns whilst living on campus. Listed below are some useful contact numbers and email addresses.

<b>Accommodation</b>	Any accommodation queries	accommodation@bishopburton.ac.uk
<b>Chaplain</b> Richard Parkinson	Faith and beliefs guidance and support, LGBTQA+, equality and diversity	01964 504104 richard.parkinson@bishopburton.ac.uk
<b>Duty Warden</b>	Out of hours queries / assistance (5pm - 8.15am on weekdays and all weekend)	3266 from your hall phone 01964 553000 (option 6) 07702 553935 (mobile)
<b>Estates Department</b>	Maintenance repairs and requests	01964 553025 estates@bishopburton.ac.uk
<b>Finance Office</b>	Accommodation and tuition invoice payments  Food card top ups	01964 553005/553014 finance@bishopburton.ac.uk  01964 553109
<b>Head Warden</b> Sandra Lazenby	Pastoral care, discipline and accommodation issues	01964 553016 sandra.lazenby@bishopburton.ac.uk
<b>Health and Wellbeing Officer</b> Loz Woodhouse	General health advice and support, counselling service access and GP / dental appointments	01964 553064 needtotalk@bishopburton.ac.uk
<b>Hospitality</b>	Dietary requirements	01964 504158
<b>IT Help Desk</b>	To report any IT issues	helpdesk@bishopburton.ac.uk
<b>Life Coaches Leader</b>  Life Coach Leader Simon Horner		simon.horner@bishopburton.ac.uk
<b>Safeguarding</b>  Lead - Ann Paling  Deputy Designated Lead - Ellie Stephen	Any safeguarding concerns	01964 553006 ann.paling@bishopburton.ac.uk  01964 553077 ellie.stephen@bishopburton.ac.uk
<b>Student Finance Officers</b> Joanne Kennedy Eleanor Wright	Budgeting advice, hardship grants, financial issues	01964 553114 / 01964 553053 bursaries@bishopburton.ac.uk
<b>Student Services Team</b>	General advice and guidance for students  Vehicle registration and access	01964 553113 enquiries@bishopburton.ac.uk

## External Contacts

<b>Alcoholics Anonymous</b>	0800 9177 650	www.alcoholics-anonymous.org.uk
<b>Beat Eating Disorders</b>	0808 801 0677	www.beateatingdisorders.org.uk
<b>Childline</b>	0800 1111	www.childline.org.uk
<b>Frank Substance Misuse</b>	0300 1236600	www.talktofrank.com
<b>Helping someone with mental health problems</b>		www.nhs.uk www.mind.org.uk
<b>LGBT Support</b>	0345 3303030	www.LGBT.foundation
<b>Mental Health Foundation</b>		www.mentalhealth.org.uk
<b>Mind Mental Health Charity</b>	0300 1233 3393	www.mind.org.uk info@mind.org.uk
<b>NHS Self Help Guides</b>		web.ntw.nhs.uk/selfhelp
<b>No More Panic</b>		www.nomorepanic.co.uk
<b>Rape and Crisis Support</b>	0808 802 9999	www.rapecrisis.org.uk
<b>Samaritans</b>	116 123	www.samaritans.org
<b>Sane Helpline</b>	0300 304 7000	www.sane.org.uk
<b>Self Harming Support (Samaritans)</b>	Text 'SHOUT' to 116 123	www.giveusashout.org www.samaritans.org
<b>Sexual Health Clinic (Conifer House)</b>	01482 247111 or text CONIFER to 61825	conifersexhealth.co.uk
<b>Students Against Depression</b>		www.studentsagainstd Depression.org



## Activities

Freshers' Week will get you started! We will have a variety of activities planned throughout the year – please keep your eyes peeled on the accommodation noticeboards for information on these events. We also send out emails to all our residential students with information, so please read your emails!

## Bed Linen

All residents are required to provide their own bed linen, duvet, pillows etc however the college does provide mattress protectors for each bed.

## Bishop's Bar

Bishop's Bar is located in the Meadows, serving alcoholic, soft drinks and a variety of hot and cold snacks. Look out for posters advertising various evening activities including quiz nights, bingo etc.

## Boot Policy

In order to limit damage and dirt within all buildings and to help preserve the excellent condition of our facilities on campus, the college operates a strict policy with regards to the wearing of outdoor boots in its buildings. All students are required to remove outdoor footwear before entering any building. Boot racks are provided for storage various locations and students are instructed to carry with them an additional pair of indoor shoes for use in buildings. Boots may be carried into buildings, but must be in a bag. Disciplinary action will be taken against students who ignore this policy.

## Catering

The Meadows, Bishop's Table and Ostlers are able to provide a service from early on a morning to late in the evening.

There is plenty to tantalise your taste buds, from full English breakfasts, freshly prepared salads, traditional roast dinners to hot and spicy curries and Mexican fajitas. In the afternoons there is a selection of delicious muffins and cakes to go with an Americano coffee or a fruit smoothie. Throughout the year, meal deals and promotions are available as well as themed days and evenings all served by our friendly hospitality team. There is always a selection of healthy options available to satisfy your hunger.

We also have Digbys which is a exclusive higher education catering outlet serving sandwiches, paninies, cakes etc.

We are always open to new ideas and suggestions you can contact the hospitality team on ext. 4158.

## Cleaning

Cleaning equipment is provided in each hall for your room and kitchen area. Corridors are cleaned by our staff. If you leave a heap of pizza boxes it makes things tricky, so clear up as you go please. Kitchen parties are fine, but please make sure you clean up the mess the next morning. This does include emptying the bins.

## Council Tax

Students are exempt from Council Tax provided they live in a property that is occupied exclusively by students. College halls are exempt from this tax.

## Damage

We understand that sometimes things get broken or damaged, but please tell us. We do operate a system whereby a communal charge for damages is imposed on the whole accommodation block if someone does not take responsibility for the damage. If it was an accident that's fine, but we don't know this unless you tell us.

## Discipline

If people don't behave in an acceptable way there is a consequence, though this is a rare occurrence. The process is described within the College Charter. Living within a communal situation can take some getting used to and Higher Education students usually manage themselves effectively with little intervention from staff.

### Ill Health Review

Sometimes it may be necessary for the college to request a student spends some time at home to review their current Risk Assessment due to ill health - this is not considered part of the disciplinary process. There is no appeal against this suspension but specific support both during and after the suspension will be based on individual need. Before students can return a meeting will be arranged with the student, parent/guardian if under 18 and relevant members of staff to update their risk assessment with a view for them to return in residence.

## Feedback

You will need to feedback to us every term – it helps us to agree what is and isn't working. You will receive an email requesting to you take part in a survey regarding your residential experiences so far. Please complete this; it will take a matter of minutes and your views are really important to us. Obviously you can speak to us face to face or by phone too. If you don't tell us we don't know and we can't help you!

## Fire Alarms

If you hear a fire alarm sounds then please evacuate the building. We discuss what we need you to do at induction. If you have a hearing impairment make sure you get a vibrating pillow arranged for you.

Please help us to keep the number of false alarm activations down by showering with your bathroom door shut - we are directly connected to Humberside Fire and Rescue and they will automatically be called out. Too many false alarms will result in a complaint being made by them - they could be dealing with a serious incident and not here dealing with a false alarm.

Please note that that alarms are tested every Wednesday afternoon and will sound for approximately five seconds. Any longer than this, please start to evacuate.

## Gym

A fully-equipped gym is available on site in our Sports Centre. As a residential student you have free gym membership and classes - so there is no reason not to be fit and active!

## Health

Please make sure we know about any health needs. We don't look after medication but we can assist in lots of ways. Speak to our Health and Wellbeing Team at enrolment or ask a Warden to set up a meeting with her.

## Holidays - Clearing Rooms

We need to deep clean your room, check for damages and get the block sorted while you're away. So the whole room (including walls) needs to be cleared for Christmas and Easter please. You do move back into the same room on your return.

Please note the information below:

- **Christmas Break**  
The accommodation closes on **Friday 15 December 2023**. You will need to vacate your room by 7pm on this date. Accommodation re-opens on Monday 8 January 2024 after 2pm for you to move back into your room.
- **Easter Break**  
The accommodation closes on **Friday 22 March 2024**. You will need to vacate your room by 7pm on this date. Accommodation re-opens on Sunday 7 April 2024 after 2pm to move back into your room.

**Accommodation closes for ALL Higher Education students on Friday 31 May 2024 at 7pm.**

## ID Cards / Lanyards

All students MUST wear their ID card and lanyard during weekdays from 8am until 5pm. It is advisable to carry your ID card at all times, as you will be asked for proof of ID by staff outside of these hours.

Please remember that your ID card is also your food card and car park barrier access so please do not lose it! If you do, replacement lanyards are £5 and replacement ID cards are £10. These can be purchased from Student Services.

## Illnesses

We advise all students to register with our local GP surgery at Manor Road in Beverley. To gain access to appointments you must register, please see below:

<https://www.beverleyhealthcentre.nhs.uk> and click the link <https://gp-registration.nhs.uk/B81042>. Please ensure you supply information for all the boxes on the forms.

All students are responsible for booking their own appointments and organising their own transport to and from the surgery. If you have any problems the Health and Wellbeing Team will be available and happy to help.

If you have an accident or an illness needing emergency support then please ask the warden to call an ambulance. The campus is huge and there can be more than one emergency vehicle accessing it at once. If you call an ambulance without letting us know it makes it difficult for us to direct the ambulance appropriately and quickly.

If you have any chronic conditions please make sure we have an agreed risk assessment written up with you so we know what to do if you are not well. Please note if you have something contagious, we may request you return home until you feel well again.

Please also remember to look out for your friends and to report any concerns you have for any other students living in your accommodation.

## Insurance

We do not insure your items so you will need to do so separately.

## Issues and Complaints

If you wish to make a complaint please speak to any member of college staff or call into Student Services. Please do let us know if it is not resolved and then we can clarify what the options are from then on.

## Keys

Don't give your key to anyone else, try not to lose your key and try really hard to remember to lock your room. We will charge £100 if we need to get a lock changed. If you have temporarily misplaced your room key we can loan you a key for seven days. There is charge of £15 for this, which will be deducted from your room deposit.

Please do not leave your room without taking your key – our procedures state that any staff who finds a student room open is required to lock it. So, if you go out for the day and the electrician comes to repair something in your room, for instance, when he has finished he will lock the door.

## Laundry

Laundry facilities (washers and dryers) are available in your halls of residence. Payment is made via card of an app on your phone. Instructions are displayed in the laundry rooms.

In the event that a machine is faulty, please report it to the Estates department as soon as possible.

## Local Area

The nearest towns are Beverley, which is a small but pretty market town, or Hull. If you can't drive, the X46 bus service runs from the village near the Altisidora pub approximately every hour.

## Money

Make sure you follow up with any money issues and seek any help you may require, it is best to 'address then ignore'. Advice can be given by the Bursary Team on managing your money effectively, cooking on a budget and provide guidance around loans and bursaries that may be available to you.

Please note we are a cashless campus.

## Parking and Driving

Residential students are very welcome to bring their vehicle, moped or motorbike onto campus, where we offer free parking. Just make sure you display your parking pass! The gym car park is out of bounds for student cars.

To gain access to the campus, please use the main entrance and use your student ID card at the barrier. You will need to fill in a form at enrolment to get this sorted. (Don't forget to have your card with you otherwise you won't be able to gain access into the car park.)

The gates to the college are locked nightly at midnight. The speed limit on campus is 10mph and disciplinary action will be taken against any student found to be driving dangerously or over the speed limit. In extreme cases, the police will be notified and most certainly if the driver is found to be intoxicated through alcohol.

Vehicle bans will apply if students do not adhere to the rules.

## PAT Testing

All electrical items brought onto campus by residential students are required to be PAT tested. This will be carried out by trained personnel. This is charged at £2.50 per item and the cost deducted from your room deposit refund at the end of the academic year. Any items which fail the PAT test will be removed from rooms. Items which have passed the PAT test will display a sticker – please do not remove this sticker whilst in residence as this will cause staff to have items retested at a further cost to yourself.

## Personal Contact Details

Residential students are required to notify the Student Services department of any changes to their personal details, e.g. mobile phone number, address, next-of-kin details). This will enable college records to be kept up to date and details may be used in an emergency.

## Pets

Sorry, no pets allowed even if they are very cute, small and won't be any trouble...

## Post and Postal Address

Incoming student mail is distributed from the Post Room in the main building. Collection requires student identification with your ID card only. The Post Room will not accept any deliveries that require proof of age from the courier/royal mail - these items will be refused and returned immediately. Outgoing mail can be posted from the Post Room. The full postal address is:

Your Full Name, Your Hall of Residence, Bishop Burton College, York Road, Bishop Burton, Beverley, HU17 8QG

## Self Catering (if applicable)

If you are living here on a self-catering basis, please note that your kitchen equipment is for the sole use of self-catered students and must be kept clean. Those students on half-board contracts are not permitted to use the self-catering facilities at any time due to health and safety reasons.

The self catering kitchens are on 'swipe access' and must not be tampered with - you are making your kitchen accessible to other students and a charge will be incurred and shared amongst your corridor to have the system re-set by a contractor.

## Security / Safety

We have barriers across the site to ensure there are pedestrianised areas and have 24-hour security on site.

We lock the site at midnight, so if you want to get in after then you can walk in but all vehicles will need to be parked elsewhere. If we have a social event the lock up time changes – please speak to the warden team for more information on this

The students have stated that they feel this is the best way to keep things safe.

Your hall front door should be locked at all times.

## Settling In

Have a go at joining in - you will find someone to talk to and they could end up being one of your best friends. Freshers' Week has something for everyone and we have such good feedback on it from people feeling just like you might be.

## Smoking

Please note that you are only permitted to smoke in the allocated smoking areas around campus - this includes vapes and e-cigarettes. You will find yourself in trouble if you do not abide by this.

## Student Association

You will hear all about the Student Association during Induction. It's a great opportunity to learn a lot about making things happen and you get the chance to be involved with shaping the college.

## Student Support

Our students' health and wellbeing is extremely important to us. The Higher Education (HE) Life Coaching Team are based in the University Centre and offer students optional one to one Life Coaching sessions with the aim of empowering students to focus on an area of their life that they wish to develop such as, positive identity, goal setting, motivation, resilience. HE students can be referred on for careers, guidance and counselling all of which are offered at Bishop Burton. The Life Coaches also deliver bespoke group sessions on the themes on Motivation, Study/Life Balance, Confidence Building and Stress Management for example.

In addition, Higher Education students can also request assistance from the Health and Wellbeing Team who are based in Student Services. These staff will be present at your Residential Welcome Event and can provide further information when you will be introduced to them.

## Study Facilities

The University Centre has 24 hour access which enables you to study at all times whilst living on campus.

## TV Licence

You'll need one if you have a TV - the college's licence does not cover individual sets. For further information on how to buy a TV Licence please visit [www.gov.uk/tv-licence](http://www.gov.uk/tv-licence)

## Visitors

You're welcome to have visitors on-site. There is a charge of £10 per night for overnight guests (maximum two nights in a row). Visitors must be signed in with the Duty Warden, if not they will be asked to leave. Please find the Duty Warden and let them know who is staying. If there is a fire we will only be looking for one person per room unless we know otherwise

Be careful of who you bring in. If they cause damage you will get the bill for it.

Sometimes people invite themselves, this is why you must ensure the front door to your accommodation is kept secure at all times.

You probably are not keen on finding a complete stranger asleep in the the kitchen and nor is the cleaner!

## What to Bring

You are very welcome to bring items which makes you feel at home. Posters, TV, stereo, laptop, photos, books are all acceptable. The list which follows may assist you suggesting items you wish to bring:

- Bedding – no bedding is provided, with the exception of a new mattress protector. Please bring a bottom sheet, duvet and cover, pillows and pillowcases with you
- Towels
- Toiletries
- Medication
- Clothes hangers (and clothes!)
- Glasses / plates / cutlery if you plan to prepare snacks in your kitchen
- Laundry detergent and change for laundry machines
- TV license – do not risk a fine of up to £1000. For information, go to [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)
- Mobile phone charger
- Food and snacks to prepare in your kitchen
- Fridge – many students prefer to have their own fridge / cooler in their room. If you do bring one, please ensure it is no larger than a table top size. Undercounter / standard sized fridges are not accepted and will be removed
- Personal possession insurance.

Please do not bring:

- Standard / large size refrigerator (unless for medication purposes and agreed in advance)
- Toaster / other cooking equipment
- Kettle
- Microwave
- Candles / joss sticks
- Furniture, e.g. inflatable chairs

This list is not exhaustive – please check with the Warden team if you are in doubt about bringing particular items.

## Wi-Fi

Free WiFi is available on campus. If you experience any issues, please let us know.

## Have a Question?

If there are any other questions you may have before you arrive at college please email [enquiries@bishopburton.ac.uk](mailto:enquiries@bishopburton.ac.uk) and we will be happy to help!

Please  
recycle  
me.

[www.bishopburton.ac.uk](http://www.bishopburton.ac.uk)  
[enquiries@bishopburton.ac.uk](mailto:enquiries@bishopburton.ac.uk)

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