

Dear Parent/Guardian,

Information update for parents and guardians of those residing in Taverner's Halls

This letter is to reassure you of the safeguarding measures that have been taken by UCP to ensure that those who are currently residing in Taverner's Halls are safe during this time of unrest.

The UCP Student Support team have been in regular contact with every UCP student in halls to update them on guidance from the Government and the University since its closure on the 19 March. Advice was issued for students to return home where it was appropriate and safe for them to do so. We are also providing timely updates to students through a variety of communications and useful links are embedded on our website <https://www.ucp.ac.uk/news/>.

On Friday 27 March, Michelle Donelan MP - Minister of State for Universities, issued guidance to students who remain in student residence across the UK to stay where they are and not attempt to travel. They were advised to stay indoors whilst the current restrictions are in force and were issued the following advice about staying at home: <https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others>

In addition to this, students living in halls of residence were provided information about what to do should they, or any of their flat mates, fall ill whilst they are in student residence: <https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-isolation-for-residential-educational-settings/coronavirus-covid-19-guidance-on-isolation-for-residential-educational-settings>

We would like to reassure you that the students who remain in halls of residence are high priority for UCP staff. To date, we have provided two grocery deliveries to ensure that sufficient provision is in place for them and we will continue to provide this service where we can. Students also know to contact support@ucp.ac.uk in the case of an emergency and if provision starts to run low. The UCP Student Support team are in regular contact with them and are providing pastoral support. Their tutors continue to provide academic guidance and are an additional contact for students.

UCP are also in regular contact with the site management company, ARC. A deep clean has taken place of the communal areas and information posters have been displayed throughout the site. The halls provider has emailed every student to make them aware that they too are available should they need any help or assistance.

We understand that this must be an incredibly stressful time and that you might have some questions for us. Please be aware that if you would like to speak with us directly about a specific student in the halls of residence, we will need consent to discuss individual circumstances from the student in question. We can be contacted at support@ucp.ac.uk.

Kind regards,

Student Support Team

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