Student Accommodation Objectives & Targets

1) Every Experience Matters (Quality /Customer Engagement)

- To provide an efficient customer facing service for University Accommodation residents
- To support our students in their search for non-university managed housing solutions, through our private sector and nominations service.

2) Pound Smart (Business/Finance)

- To manage the allocation of places in University Accommodation efficiently, in accordance with our eligible groups guidance, and achieve budgetary surplus to contribute to bed-stock renewal and renovation
- To gather feedback data on our student accommodation services and improve and develop our services according to that

3) Simpler, Faster, Better (Process /Continual Improvement /Driving Efficiencies)

- To achieve 85% and above of applicants happy with their room allocation (mid year survey)
- To achieve 75% of applicants getting one of their top three preferences (mid year survey)
- To remain over 70% of students rating their experience as good or excellent at our three Accommodation Centres (Annual Exit Survey)
- To remain over 70% of students rating their welcome and arrival experience as good or excellent (Mid Year Survey)
- Ensure 25% or above of freshers use Studentpad private lettings database as part of their second year housing search
- To achieve 60% or more attendees rating our Annual Housing Forum as 4 stars or more out of five.

4) Protecting what matters (Environment & H&S /Team)

- Contribute towards Annual Exit survey and mid year survey of University Accommodation Residents
- Liaise with Hall Reps (including via Hall Rep forums) to improve and develop our services
- Contribute towards student focus groups on accommodation matters
- Produce Action Plans for the above alongside ahs Marketing Team

5) Opportunities to Shine (IP /People /Leadership Development)

- To achieve 85% of students rating their feeling of being safe and secure in accommodation as 3 or 4 out of 4 (mid year survey)
- To achieve 98% occupancy across University bed-stock over the course of an academic year
- Ensure to Send no more than 3% of student residents are sent as Debtors to SAMS for credit control team per academic year
- To achieve 98% occupancy across Nominations bed-stock
- Achieve 70% of respondents rating our accommodation as good value for money (mid year survey)

Objectives & Aims

Targets & Goals

16/17 results

- 90.1% rated their Arrival experience as good or excellent
- 90% of students rated their experience as good or excellent at our three Accommodation Centres (16/17 Exit Survey)
- 45% of freshers used Studentpad private lettings database as part of their second year housing search (16/17 exit survey)
- We have successful maintained over 98% occupancy across university managed and nominations bed stock
- 4% of students were forwarded to credit control
- Hall Rep Action plans can be found at U:\accommodation1\Operations\Feedback\Hall Rep Meetings
- 16/17 Summary of Stage 2 and 3 accommodation complaints received
- Exit Survey and mid year survey results and action plans can be found U:\shared\Exit Survey\Student accommodation Exit Survey 2017
- All ongoing and working well
- 87.61% rated as 3 or 4 out of 4 on sliding scale of safe and secure feeling
- 67% of students said they felt part of a community whilst living in our accommodation

17/18 results

- 88.8% happy with their room allocation
- 85.14% rated their arrival experience as good or excellent
- 39% of freshers used Studentpad private lettings database as part of their second year housing search (17/18 exit survey)
- 98.31% occupancy achieved in academic year
- 7.63% of students were forwarded to credit control
- Hall Rep Action Plans can be found at U:\accommodation1\Operations\Feedback\Hall Rep Meetings
- 90.99% rated as 3 or 4 out of 4 on sliding scale of safe and secure feeling
- 60% of students said they felt part of a community whilst living in our accommodation

- To create a workplace where all staff are given the opportunity to learn, develop and utilise their skills and talents
- Implement role specific training plans, issue as part of staff induction
- Encourage and promote attendance at internal and external training and development opportunities
- Promote recognition through star award and contribution pay award schemes
- Use Staff Rep Forum as a means of voicing employee views and opinions
- Use SDPR to carry out effective feedback and identify staff development needs

All of the Team SDPRs are up to date
### 18/19 results

- 88.37% happy with their room allocation
- 80.11% got one of their top three preferences
- 77.57% rated their arrival experience as good or excellent
- 42.9% used Studentpad private lettings database as part of their second year housing search
- 25.42% of students rated the annual housing forum as helpful or very helpful (63% stated they were not aware of this service)
- 51.1% rated our accommodation as good value for money
- 95.52% occupancy achieved in University Accommodation and nominations bed stock
- 42.9% used Studentpad private lettings database as part of their second year housing search
- 25.42% of students rated the annual housing forum as helpful or very helpful (63% stated they were not aware of this service)
- 51.1% rated our accommodation as good value for money
- 95.52% occupancy achieved in University Accommodation and nominations bed stock

### Hall Rep Action Plans

- Hall Rep Action Plans can be found at:
  - \Administration\Groups\AHS\accommodation\Operations\Quality Management\Feedback\Hall Rep Meetings
  - Mid Year and Exit Survey results and actions: \Administration\Groups\AHS\shared\Marketing\Feedback\Student Accommodation

### Review Dates

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<th>Review Dates</th>
<th>Matthew Waldron to review Objective &amp; Target 1 by 20 Mar 2017</th>
<th>Matthew Waldron to review Objective &amp; Target 2 by 20 Mar 2017</th>
<th>Matthew Waldron to review Objective &amp; Target 3 by 20 Mar 2017</th>
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