



Awards 2024

Outstanding Support for Students

Institution Name	University of Manchester with the University of Manchester Students' Union
Submission title or project name	Supporting Students with the Cost of Living Crisis 2022/23
Nominee / key personnel	Robert Beale, Activities and Culture Officer, University of Manchester Students' Union; Anna Lomas, Cost of Living working group Chair, University of Manchester
URL	https://www.manchester.ac.uk/costofliving https://manchesterstudentsunion/costofliving
Submission	In response to the emerging Cost of Living crisis and its impact on our students, the University of Manchester and our Students' Union joined forces to develop an exemplary package of support during 2022/23. Notably, one-off payments (totalling over £9m) were made available to all students in November 2022 and February 2023. In total, over £10m of support reached our students through a wide range of interventions across the academic year. This outstanding student support response received national media coverage, was showcased in a number of pivotal reports and subsequently has directly influenced political discourse in Westminster addressing systemic issues with student finances, effecting significant policy shifts. The legacy of our response during the academic year 2022/23 endures through this work and continues to positively impact conversations around financial support for students across the whole country.



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Institution Name	Buckinghamshire New University
Submission title or project name	Student Hub recruitment drive, investment and growth
Nominee / key personnel	Nick Braisby, Vice-Chancellor; Margaret Rioga, Director of Student Success Buckinghamshire New University Student Hub team: Jill Austen; Jade Laver; Dan Gerrish; Andy Davies; Imam Haseeb Jahangir; Annice Thomas; Samantha Mitchell; Lucy Austen; Simon Allen; Sarah Jamieson; Emily Crawshaw; Bisma Petafi
URL	
Submission	Buckinghamshire New University (BNU) is committed to supporting students with transition into, through and out of higher education into graduate-level employment that empowers each student to make a significant contribution to society. The "Student Hub recruitment drive, investment and growth" has supported this as evidenced by the recruitment of a second Safeguarding officer, an International Advisor and a Multi-Faith Chaplain in 2023. The Hub has moved to the all-new atrium space on the ground floor of the BNU Wycombe campus, making it more accessible for students. The Report & Support project that commenced in May 2023 went live in September 2023, enabling students and staff to easily refer concerns to the Safeguarding team. BNU networks with local community projects such as Bucks Mind, Helping Hand and Safe Haven to hold events.



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Institution Name	London South Bank University
Submission title or project name	The Black Students Mental Health Project Good Thinking (good-thinking.uk)
Nominee / key personnel	Alan Taylor, Head of Sports and Recreation, Health and Wellbeing Team
URL	https://www.good-thinking.uk/students/LSBU-black-students-mental-health
Submission	London South Bank University undertook an 18-month collaborative project with our black students in relation to reshaping and redefining our Mental Health and Well-being services and resources recognising the needs of our black students. The project involved the production of a wealth of resources and we undertook a number of initiatives, including developing a peer-mentoring scheme. The backdrop to the project was that black students were under-represented in self-referral to Mental Health and Well-being support services and over-represented in crisis pathways. We spent time identifying why this might be and to develop our services on the back of these findings. The project was instructive in helping us to develop our cultural awareness in the delivery of mental health support and to understand barriers that black students have in accessing our services. We developed an understanding of the connotations for black students and, in particular, black male students around accessing support.



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Institution Name	University of Roehampton
Submission title or project name	The 4P approach to supporting student well-being and success: Predictive, Preventative, Proactive and Personalised
Nominee / key personnel	
URL	
Submission	The University of Roehampton's 4P approach to student support and success is delivering transformational change by enhancing student experience and improving outcomes across the student journey. Through the creation of integrated data dashboards, we identify early risk indicators such as self-reported low confidence in study skills pre-arrival or a decrease in attendance during their studies which triggers our proactive early interventions. In 2022/23, our unique approach to support made it possible for 75% of the 10,000+ students considered at risk of poor outcomes to progress successfully. Our 4P approach is modelled on: • Predictive: utilising data to predict students in need of early intervention • Preventative: developing opportunities to support students to navigate the challenges across their academic journey • Proactive: supporting students before they arrive to aid transition or before their issues are exacerbated through early indicators of risk using data analytics • Personalised: adapt support based on unique needs of individuals



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Institution Name	New Model Institute for Technology and Engineering
Submission title or project name	BOOST
Nominee / key personnel	Student Services Team: Mary Kenyon-James, Director of Student Lifecycle; Jess Hall, Student Lifecycle Manager; Natalie Hanson, Student Support Advisor
URL	
Submission	The New Model Institute for Technology and Engineering is revolutionising engineering education by focusing on real-world problem-solving and reducing barriers for aspiring engineers. The BOOST initiative, introduced in 2023, addresses the cost of living to support student well-being and finances allowing them to fully focus on their studies. Key components include: • Free daily BOOST Breakfast: drinks, cereals, toast, fruit and a "grab and go" option • Free monthly Friday Breakfast Club: Pre-ordered hot items and social time • Free monthly Sunday Lunch: Traditional roasts from local partners • 12 Weeks of Free Shopping: Access to community larders • Free Sanitary Products: Available across campuses • Travel Support: £1 daily towards commuting costs • Free Cleaning Bundles: with quarterly restocks for shared houses • For 2024/25, additions include free laundry pods and guest meals at local businesses Students appreciate BOOST for financial relief, improved nutrition and reduced stress, with 100% supporting its continuation in a recent survey.



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Outstanding Support for Students

Institution Name	Queen Mary University of London
Submission title or project name	Trauma-informed care and support services for student survivors of sexual violence and abuse
Nominee / key personnel	Sexual Assault and Harassment Advisers: Ana Flores Reis, Kavita Jaidev
URL	https://www.qmul.ac.uk/welfare/sexual-harassment-advice/
Submission	Queen Mary University of London's (QMUL) Sexual Assault and Harassment Advice (SAHA) Service, established in May 2022, fills a crucial support gap for students who experience sexual violence and/or abuse. Before its inception, students lacked specialist support and often faced lengthy waiting lists for help. SAHAs offer trauma-informed practical and emotional support. Over 21 months, the service supported 154 students from diverse backgrounds. Satisfaction rates are high, with many students reporting improved mental health, coping strategies and a sense of safety, as well as feeling empowered to continue in education. The SAHA service also delivers awareness-raising campaigning and delivers training to staff on responding to disclosures. The service is part of QMUL's broader efforts, including the PHASE group, to address sexual harassment and misconduct. The SAHA's partnerships with external services ensure students receive comprehensive, holistic support. Overall, the SAHA service significantly enhances the university's response to sexual violence fostering a safer, more inclusive environment.