



Kent awarded gold in the Teaching Excellence Framework

We have been awarded a gold rating, the highest, in the UK Government's Teaching Excellence Framework (TEF).

The TEF Panel judged that Kent delivers consistently outstanding teaching, learning and outcomes for its students, and is of the highest quality found in the UK.

A total of 295 higher education providers took part in the TEF, 59 of which were rated gold.

For more information about the TEF, including the results for other higher education institutions, please visit www.kent.ac.uk/community/news



Welcome Professor Cox



The University has welcomed Professor Karen Cox as our sixth Vice-Chancellor and President. She joins Kent from the University of Nottingham, where she was Deputy Vice-Chancellor.

Professor Cox is responsible for the leadership and management of the University, including students and staff across its seven locations: Canterbury, Medway, Tonbridge, Brussels, Paris, Athens and Rome.

A Professor of Cancer and Palliative Care and a Registered Nurse, Professor Cox is a member of the Board of the Nursing & Midwifery Council.

CAMPUS DEVELOPMENTS

As promised in our May issue, here is an update on our current campus building projects, subject to planning, all of which are in the heart of the campus or on the site of existing buildings.

Following the completion of the widely-acclaimed Sibson building earlier this year, we are planning to construct a new home for the School of Economics. The new building will be near to Sibson on the site of the current Research and Development building due for demolition this autumn with the new build commencing in early 2018.

This autumn will also see the demolition of Woody's student bar in Park Wood. It's to be replaced by a new student social and study facility on the same site, due for completion in mid-2018.

Finally, design work is commencing this year on a new bioscience facility next to the Stacey building on Giles Lane between the pedestrian crossing and sports halls. Construction is programmed to begin in early 2019.

As well as the new builds, we are also continuously refurbishing our teaching, research, learning, accommodation and social spaces so you may find our Estates in-house teams or contractors beavering away at a number of locations across the campus throughout the year.

Framework Masterplan

Step 1 of the development of our Framework Masterplan for the Canterbury campus is now well underway including a very successful workshop on 19 July involving representatives of local residents' associations, parish councils, the city council and amenity groups.

Delegates were invited to consider a Discussion Document containing a proposed vision for the campus and outline points from our emerging strategies for 'Place-making', 'Planning and environment', 'Landscape and biodiversity' and 'Transport and movement'.

Materials from the day, including the Discussion Document and a report of the workshop discussions, are now available online at www.kent.ac.uk/masterplan.

Comments from invited organisations were accepted until 18 August and we are now in the process of putting together the Consultation Statement for this stage to be published by October.

Step 2 of the project will see us produce a number of studies of how different parts of our campus and land might be used over the next 30-50 years. These studies will have taken into account all of the feedback received so far and will be available for full public consultation towards the end of this year.

Moving in

We are here to help students settle into their home for the new academic year. For many students, this is the first experience of living in private off-campus accommodation, which is exciting but also carries extra responsibility.

Our guidelines for students living in the community include moving-in advice, getting on with landlords, neighbours and housemates, key contacts and personal safety advice. Below is a summary of some of this information.

Moving-in advice

- Check the contents – check all items listed on your inventory are present and in good condition. Speak to your landlord immediately if anything is missing or faulty. If you don't have an inventory, request one in writing.
- Read your meters – if your electricity and gas bills are quarterly you'll need to do this as soon as possible, so you're not at risk of being charged for the previous tenants' use.
- Meet your neighbours – say hello or invite them round for tea. Read our good neighbour guide at www.kent.ac.uk/goodneighbours
- Take photos of all the rooms, especially the ones not in good condition. This means you'll have evidence of what the house was like when you moved in.
- Is your house gas safe? Make sure your new house ticks all the boxes on the gas safety checklist at www.hse.gov.uk/gas
- Register with a GP. Find local GPs at www.nhs.uk
- Sort out your council tax at www.canterbury.gov.uk/council-tax/discounts-and-exemptions/students/
- Pay your TV licence at www.tvlicensing.co.uk You now require a licence to watch programmes on BBC iPlayer.
- Find your rubbish collection day at <https://serco.canterbury.gov.uk/bins-recycling/serco/find-your-bin-collection-dates>
- Find out what bins and boxes you should be using, what goes in them and how often they will be collected at www.canterbury.gov.uk/bins-recycling/what-goes-in-my-bins



- Register to vote at www.gov.uk/register-to-vote
- Discover safety services including Street Marshals and the SafeZone app at www.kent.ac.uk/staysafe

Being a responsible neighbour

Make the most of living in the community; get to know your neighbours and be respectful of the impact you may have.

Top tips for getting along:

- Always be considerate of your neighbours, whether they are fellow students or long-term residents.

- Pay particular attention to your rubbish collection days and make sure that you follow the council's guidelines so that rubbish isn't left behind.
- If you're going out late or coming back from a night out, please consider your neighbours and housemates; keep your voices down and try not to slam doors.
- Make sure you observe the parking regulations that are in place, don't block other people's driveways or park in their spaces.

Further information and contacts:
www.kent.ac.uk/student/community

In registering with the University, students agree to be bound by regulations concerning non-academic aspects of student life. Our advice to students is to remind yourselves of these every now and again so you can be sure that you are fulfilling your commitment www.kent.ac.uk/regulations/general.html

Community cohesion

The University is working closely with residents' associations to find innovative ways to support community cohesion. This has led to successful initiatives such as the Street Marshal Scheme, set up and funded by the University of Kent and Canterbury Christ Church University, and fully supported by the Canterbury residents associations.

Operating in residential areas, the Street Marshal Scheme aims to safeguard students and local residents as they move through designated areas of Canterbury at night. It also promotes positive community relationships by encouraging students and local residents to behave responsibly while walking through these areas.

The Street Marshal Scheme operates in clearly defined areas of both north and south Canterbury, covering the St Michael's Road area, Martyrs Field, the area around Club Chemistry and the North Holmes Road area.

The type of contact the Street Marshals have with students and local residents is regularly monitored. Below is a summary of the 2016-17 data.

Contact type	
Talked to	12,308
Advice provided	113
Advised about behaviour	302
Helped or escorted home	34

We are pleased the Street Marshals have not needed to use their devolved powers, and first aid provision was only required on two occasions.

"The scheme has proven to be a worthwhile investment. Not only has it made students feel safer on our streets when returning to their accommodation in the early hours, it has also contributed to the drastic reduction in anti-social behaviour and late night noise in areas that are patrolled. The local community is very appreciative of the presence of the Street Marshals and I am constantly told by residents that they have made a big difference. I am most grateful to the two universities for taking this initiative."

Terry Westgate, resident and local councillor

If you have any concerns while walking through a designated area, please approach the Street Marshals who will be pleased to help both students and local residents.

Find out more about the Street Marshal Scheme at:

www.canterburystreetmarshals.org



Student conduct complaints

Each year we get a small number of complaints about student conduct from both local residents and students. Alison Mansell, Student Conduct and Complaints Manager, explains how the University responds to the complaints received:

The University takes complaints seriously and has an established procedure in place for handling feedback received from members of the local community.

On receiving a University-related complaint from a resident, the Community Liaison Officer will gather the relevant facts and establish the identity of the students, where appropriate.

Where they are found to be University of Kent students and it is the first complaint and considered to be of a minor nature, all students will be issued with a community letter. In the majority of cases, the community letter is effective and there are no further incidents reported.

For subsequent complaints, the case will be referred to the relevant College Master for further investigation.

If the College Master decides that there is a case to answer they will take appropriate action, in line with the Regulations on Student Discipline in Relation to Non-academic Matters. College Masters have a range of sanctions available to them including warnings, fines and referral to a University Disciplinary Panel.

If, following the College Master's initial investigation, the case cannot be substantiated then the complainant may be contacted to provide further evidence. It may be appropriate to submit photographs, noise diaries or evidence collected by, or reports from, Canterbury City Council's Environmental Health Team, who have a legal duty to investigate all noise complaints.

More information can be found at: www.kent.ac.uk/community/canterbury

We're working together with Canterbury Christ Church University (CCCU), Canterbury City Council and Kent Police to provide our local residents with key dates and useful contacts for information and advice.

Dates for your diary

- **9, 16 and 17 September 2017** – Arrivals weekends for new students at CCCU
 - **Tuesday 12 and Wednesday 13 September 2017** – CCCU graduations*
 - **Saturday 16 and Sunday 17 September 2017** – Arrivals weekend for new students at Kent
- Following the success of last year, we will be prescribing staggered arrival times for new students to help reduce disruption in local areas.*
- **Monday 18 to Friday 22 September 2017** – Welcome week for new students at Kent and CCCU
 - **Monday 25 September to Friday 15 December 2017** – Autumn term at Kent / Semester 1 at CCCU
 - **Friday 24 November 2017** – Kent graduations*
 - **Tuesday 2 January to Thursday 29 March 2018** – Formal assessments at CCCU with Semester 2 starting on 22 January
 - **Monday 15 January to Friday 6 April 2018** – Spring term at Kent
 - **Friday 26 January 2018** – CCCU graduations*
 - **Monday 16 April to Friday 20 July 2018** – Semester 2 continues at CCCU, followed by reassessments
 - **Tuesday 8 May to Friday 15 June 2018** – Summer term at Kent
 - **Monday 16 to Friday 20 July 2018** – Kent graduations*

For more key dates visit:

Kent – www.kent.ac.uk/community/dates

CCCU – www.canterbury.ac.uk/termdates

* As families gather to celebrate the incredible achievements of our students, this can increase the number of visitors to the city and amount of traffic in the area. Please allow extra time when travelling through Canterbury during graduations.

Who to contact

If you are experiencing problems with your neighbours, use the contacts below for information and advice.

Noise

For issues relating to loud music, shouting, dogs barking, alarms and DIY or construction, please contact Canterbury City Council:
T: 01227 862 202

E: envhealth@canterbury.gov.uk

www.canterbury.gov.uk/pests-pollution-food-hygiene/noise-and-neighbours

Rubbish

If you experience a problem with rubbish left uncollected please contact Serco, Canterbury City Council's waste contractor:

T: 0800 031 9091

E: help.canterbury@serco.com

<https://serco.canterbury.gov.uk/bins-recycling/serco/report-a-missed-collection>

Parking

If you experience problems with people parking inconsiderately or illegally, please contact Canterbury City Council:

T: 01227 862 429

E: parking.enforcement@canterbury.gov.uk

www.canterbury.gov.uk/parking-travel-roads/report-illegal-parking

Crime or anti-social behaviour

T: 101 to report non-urgent crime

T: 999 to report an emergency

You can find out who your Police Constable or Police Community Support Officer is by going to the Kent Police website www.kent.police.uk and entering your postcode.

Students

Both universities take the concerns of their neighbours very seriously. If residents experience anti-social behaviour, whether they believe them to be students or not, they should contact the appropriate agencies above as they have the power to intervene. However, if you need further support both universities have a community liaison person who can provide further advice.

University of Kent

E: communityliaison@kent.ac.uk

Canterbury Christ Church University

E: community.liaison@canterbury.ac.uk



WE'D LIKE TO HEAR FROM YOU

Community is one way we are strengthening our partnerships with residents and businesses and part of this is about developing a dialogue. If you have any questions or comments about the University or there is something you would like us to feature in a future issue, please email communityinfo@kent.ac.uk, call 01227 824009 or write to us at Community, Corporate Communications, Room 155, The Registry, The University of Kent, Canterbury, Kent CT2 7NZ.



Enjoy a performance

The University of Kent is proud of its excellent range of entertainment, which is available to students, staff and the public. Our Canterbury campus has impressive live performance spaces including a 340-seat theatre at Gulbenkian and our concert hall at the Colyer-Fergusson; a purpose-built hall with adjustable acoustics and retractable seating able to accommodate everything from intimate chamber recitals to large-scale choral and orchestral concerts.

Listed below are just some of the upcoming events you can look forward to, but please visit www.kent.ac.uk/community/experience to find details for all of our events, options to join mailing lists and download brochures.



Gulbenkian and the Department of Music present

Aurora Orchestra: Beethoven's Sixth From Memory, Colyer-Fergusson Concert Hall

Friday 22 September 19.30

Beethoven Symphony No. 6 in F, 'Pastoral'

Nicholas Collon (conductor)

Tom Service (presenter)

"The most bracing breath of air to invigorate the British classical music scene in the past ten years." Richard Morrison, The Times

After an electrifying performance of Brahms' first symphony from memory in Canterbury earlier this year, Aurora Orchestra returns to the Colyer-Fergusson Hall to give Beethoven's 'Pastoral' Symphony the same uniquely direct and communicative treatment. Experience the spine-tingling effect of one of Europe's leading chamber orchestras performing without a scrap of sheet music, with no barrier between players and audience.

For more information and to book, please visit www.thegulbenkian.co.uk



Gavin Esler In Conversation

The Chancellor of the University of Kent, Gavin Esler, invites you to join an evening of conversation with a leading public figure in a relaxed, informal format. Audience members can participate in the conversations by submitting questions in advance via Twitter using #GavinAsks or email events@kent.ac.uk

Gavin Esler In Conversation with...

Tuesday 3 October, 18.30

Humanitarian and author, **Terry Waite CBE**

Monday 23 October, 18.30

Author and commentator, **Owen Jones**

Saturday 28 October, 18.30

Bestselling author, **Francesca Simon**

Friday 3 November, 18.30

Conservative politician, **Michael Gove MP**

Tickets: £5 per person

Post-show dinner: £35 per person

Venue: Gulbenkian Theatre/Colyer-Fergusson Hall

Money raised will go to the Kent Opportunity Fund.

For more information and to book, please visit www.kent.ac.uk/events



Arthur Pita's

The Little Match Girl

Wednesday 6 – Sunday 10 December, Gulbenkian

Following a sell-out season at Sadler's Wells last year, celebrated director & choreographer Arthur Pita returns on tour with his magical dance theatre show, The Little Match Girl. Based on Hans Christian Andersen's classic story, this touching tale of an impoverished young street girl's hopes and dreams is beautifully told through dance, song and original music performed live on stage.

A snowy stage sets the scene for an icy cold Christmas Eve. Pacing the darkening streets with just one final match flame to keep her warm, the little match girl sees a vision of her beloved grandmother, who guides her up into the night sky, to the shining moon. Now, on a clear night, if you look closely, you might see the light of a shooting star, or is it a match burning brightly?

For more information and to book, please visit www.thegulbenkian.co.uk

DID YOU KNOW?

Gulbenkian Cinema shows a wide range of films from new releases to art house classics.

www.thegulbenkian.co.uk

DID YOU KNOW?

The Music Department hosts an eclectic series of free lunchtime concerts during the year, from leading professional ensembles to our own music scholars, with music ranging from Baroque to jazz and world music.

www.kent.ac.uk/music

DID YOU KNOW?

Studio 3 Gallery has an outstanding programme of art exhibitions, from historical to cutting-edge contemporary art.

<https://blogs.kent.ac.uk/studio3gallery/about/>

Helping others

In 2016/17*, students at the University of Kent volunteered more than 90,000 hours, many of which helped local causes. Time was spent supporting sports groups, societies and organisations including Age UK Canterbury, Blythswood Care, Catching Lives, FareShare Kent, Kent Wildlife Trust, The Umbrella Centre, Westgate Gardens and many more.

Volunteering activities include fundraising and awareness raising, spending quality time with vulnerable people, litter picks and regenerating the local area.

Specifically, this year our students have read poetry and delivered arts and crafts sessions, created get well cards for sick children, and transformed public areas such as the Tannery Underpass with a creative mural.

We're proud of the valuable work our students carry out each year, giving up their time to benefit worthy causes and making a contribution to their community. Here's a closer look at some of our volunteers in action.

Helping to save lives

Catherine Graham (below) has worked tirelessly and had a positive impact on the local community since moving to study at



Kent. As President of the Kent Marrow Society, a volunteering society that works in partnership with Anthony Nolan to save the lives of those living with blood cancers, she has organised successful fundraising events and social events to promote awareness of stem cell donation and encourage people to sign the stem-cell register. So far, one of Catherine's recruits has gone on to donate and successfully save a life. Catherine is passionate about engaging with students, staff and members of the public to raise the profile of Kent Marrow Society.

Supporting the homeless

A team of ten Kent alumni and students volunteered at the Catching Lives Day Centre in Canterbury as part of a new initiative, Kent Gives Back. It enables graduates and students to work together for a local community cause and help people and projects that matter to them.

Volunteers ran social activities and helped to clean and organise the facilities to support homeless people in Kent.

"It was great to work with students and fellow alumni and be able to make a very small difference to a fantastic cause by interacting with the service users. I can't wait to get involved again for future projects".

Alumna **Jessica Farnham**, volunteer



Working with wildlife

Eleven volunteers worked with Wildwood Trust transforming the bison enclosure and painting the fences around the park as part of Wildwood's woodland management plan. Our volunteers worked tirelessly throughout the day, planting more than 50 native tree saplings in preparation for the bison's new home.

"It was wonderful to see so many students from different backgrounds, studying a variety of courses, all working together as a team. They worked really hard all day to complete the task. By planting native trees, the students have helped to make our bison enclosure even closer to their natural environment. The bison will be relaxing in the shade of these trees for many years to come. We would welcome back students from the University of Kent anytime!"

Laura Metcalfe, Volunteer Coordinator at Wildwood Trust

If you would like to know more about the University's volunteering work, or if you know of a project that needs volunteers, please email volunteering@kent.ac.uk. To keep up to date with the Kent Gives Back initiative, please join the Facebook group 'Kent Gives Back'.

* Data collected May 2016 to April 2017



RESEARCH OPPORTUNITIES

Volunteering is just one area that brings students and the public together. There are also opportunities for residents to become involved in our research projects, where public engagement is often crucial.

Currently, researchers in the School of Psychology are studying how social

communication skills change as we age and how we may be able to enhance them. This is a significant research project and the team is looking for adults aged between 18 and 80 years old to take part in the study. This will involve a variety of questionnaires and computer tasks. Sessions can take place at any time of day, evenings, weekdays or weekends

and can be carried out at your home or place of work if preferred. As a thank you, you'll receive £30 cash, a small gift and reasonable travel expenses.

Email cogsocoage@kent.ac.uk or visit www.kent.ac.uk/psychology/CogSoCoAGE for more details.