

Additional Support on Arrival

Blueprint for a #HomeAtUniversity

The Big Idea

Starting university is a big moment.

Now imagine arriving ... already worrying about housing, money, and whether everything will fall into place.

For some students, the transition isn't just exciting – it's fragile.

The Big Idea behind Room 5 of the Blueprint is simple:



Students should receive targeted, practical accommodation services early and throughout arrival.

Why This Matters

University “welcome” processes often assume everyone starts from the same place.

But care-experienced and estranged students may:



Already be in housing crisis



Be managing their move alone



Be dealing with delayed student finance



Not know how to access accommodation services



Have very little margin for error

Those first few days and weeks can quickly become overwhelming.

And when the start is unstable, it affects:

Confidence

Sense of belonging

Ability to settle and focus



First impressions don't just matter – they shape outcomes.

What Good Looks Like

When this room is “built”, students feel supported in relation to their housing from day one – not after a problem arises.

Strong approaches include:



Early or flexible move-in options to housing



Clear communication before arrival avoiding assumptions about ‘home’



Practical help with moving and settling in



Early connection to accommodation and wider services



Fast, joined-up problem solving should issues arise



The key shift: From “support is there if you find it” to “we’re with you all the way to and through arrival.”

In Practice: Uwe Bristol

At UWE, arrival support is built as a **whole-university approach**:

- ✓ Pre-arrival summer campus school to build confidence and familiarity
- ✓ Early accommodation dialogue with pre-set adjustments (e.g. no deposit, no rent-guarantor)
- ✓ Flexible, responsive support for real-life challenges (like moving logistics)
- ✓ Consistent joined up working between accommodation, finance, and student support teams
- ✓ Proactive identification and adjustments for delays in student finance affecting rent

Students are introduced to the comprehensive accommodation pathway early, removing the need to independently search for information or help later. Around 270 students are supported through this approach each year.



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What to Watch For

Welcome pathways can miss the mark:

Information overload with fragmented strands of action

Support that relies on students asking first

Services that aren't connected, leading to repeated explanations



A “good welcome” isn’t just friendly – it’s practical, proactive, and joined-up.

What This Means For SU Officers

You play a key role in shaping the student experience from day one.

Ask your institution:

? Can students access accommodation as early as they need it?

? What services exist specifically for those arriving without a safety net?

? How are potential housing barriers avoided in the first few weeks?

? Are services working together — or in silos?

And importantly:

 Share student experiences of difficult arrivals

 Spot where “welcome” doesn’t match real need

 Advocate for arrival services that are built around lived experience



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Key Takeaway

This isn't just about welcome events. It's about:

Safety and stability

Confidence

Practical input that sets students up to succeed from the very start



A #HomeAtUniversity should feel like a home – from before, through, and after arrival.



Next: Room 6

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