

# Summer Residentials 2024

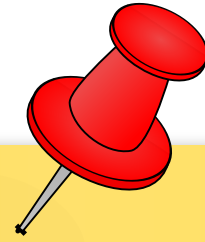
## Staff Handbook





# WELCOME!

Here is your all-important guide to navigating the Summer Residentials 2024! This handbook contains all the essential information you need to make the upcoming weeks unforgettable for the attendees. Please read the information carefully and don't be afraid to ask questions!



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# Introduction & Programme Overview

Residential - or summer schools - are an opportunity for prospective students to find out more about the university experience and essentially live like a student for a small period of time. Our residential at Durham University offer attendees the chance to take part academic taster sessions as well as a variety of sporting activities and social events.

## Supported Progression

Supported Progression is a programme starting in Year 12 for students from the North East, North West and Yorkshire. SP offers a range of support and opportunities prior to university and aims to support students who are typically underrepresented in Higher Education, and particularly at Durham. We hope that SP will help the attendees build the knowledge, confidence, and resilience to join us at Durham.



## Sutton Trust

The Sutton Trust is an educational charity in the UK which aims to improve social mobility and address educational disadvantage. Durham is one of the Sutton Trust's partner institutions and as such, offers students the unique opportunity to experience university life by attending a summer residential before they even apply. This programme is available for Year 12 students from UK state-maintained schools.

## Space to Explore Potential (STEP)

STEP offers a dedicated space for young Black-heritage students to explore not only their own potential, but all that Durham has to offer as a potential university destination. We welcome applications from Year 12 Black-heritage students who attend UK State Schools. STEP consists of a summer residential, along with online information and guidance through Year 12 and 13.



# Staffing - SP



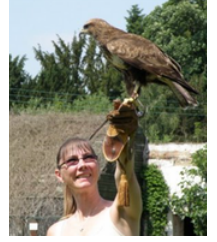
Megan



Becca



Jess



Karen



Hope



Sophie



Ashley



Kath



Abbie



Grace



Molly



Rachel



Ryan



Rebecca



Tia



Kimberly



# Staffing - ST



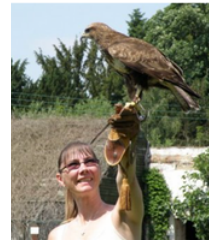
Megan



Becca



Lucy



Karen



Abbie (Intern)



Grace (Intern)



Jen B



Ashley



Lou



Molly



Rachel



Kath



Ryan



Rebecca



Tia



Kimberly

# Staffing - STEP



Megan



Becca



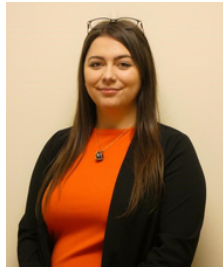
Jen



Frankie



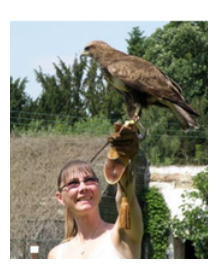
Rachel



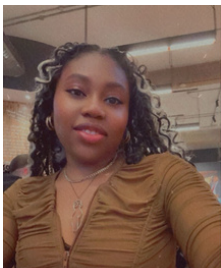
Lou



Molly



Karen



Angelina  
(Intern)



Ferdinand  
(Intern)



Tia



Kath



Ryan



Rebecca

# Staff Roles & Responsibilities



## Megan WA&P Manager

Responsibilities and  
Main Duties:

**Overall responsibility and  
accountable for:**

- The safety and wellbeing of staff and students
- Ensuring events meet the strategic demands of the team

**Main duties throughout will be:**

- Providing leadership to staff and ambassadors
- Final decision-maker as necessary
- Liaison where appropriate with Senior Management
- DSO in the first instance, ensuring compliance with University safeguarding policies and protocols.
- Maintain oversight of all happenings on event - ensuring knowledge and awareness of all incidents (IRFs) and the wellbeing of students, including signing off on all IRFs and monitoring follow up actions as appropriate.
- Ensure briefings are sufficient and fit for purpose
- Ensure effective handovers between staff teams
- Responsible for staff rotas
- Deal with escalations and student welfare as appropriate.



# Staff Roles & Responsibilities

## Becca

### WA&P Assistant Manager

#### Responsibilities and Main Duties:

Operational responsibility for the summer schools - this essentially means 'making sure everything happens.' Some shared responsibility with Megan for front of house leadership of staff/ambassador team but likely to be more 'attendee facing' than the manager role.



#### Main duties throughout will be:

- Providing effective and visible leadership, including by leading briefings, handovers and issuing group instructions. May include speaking to whole group on regular basis (making announcements, presentations etc).
- Contributing to tone setting and style of event.
- On event supervision and direction of student ambassadors.
- Primary decision maker, particularly around elements concerning timetable and event logistics.
- Resolve any level of student issues (e.g welfare, behaviour). May take decisions to remove students from event.
- Speak to parents/guardians where necessary.
- Deal with issues with Event Durham, South or other colleges, academic departments or other service providers.



# Staff Roles & Responsibilities

## Staff Welfare/ Cover Manager

**Sophie (SP), Ashley (SP/ST),  
Jen B (ST, STEP)**



Third party welfare provision on STEP being discussed.

This is a key staff function in providing first-line welfare support to the cohort of student ambassadors, which is dedicated and slightly separate from the operational running of the event.

### **Main responsibilities & duties throughout will be:**

- Primary responsibility for responding to DSA welfare matters, playing a facilitating role on ensuring DSA are well supported throughout. This may be as simple as providing reassurance for lower-level concerns, facilitating cover for short breaks etc.
- This includes potentially responding to higher level concerns should they arise. This role will take the initiative to escalate these concerns and proactively ensure that appropriate support is identified and also that DSA are signposted/referred as appropriate in the circumstances.
- Provide support to the wider staff team where possible and as directed by Megan & Becca, i.e when not otherwise engaged in DSA welfare matters. This could take many forms and will likely be fairly reactive depending on tasks or happenings of day.
- Provide manager/DSO cover for Megan when on break.

# Staff Roles & Responsibilities

## Assistant Managers & Graduate Ambassadors



### Main responsibilities & duties throughout will be:

- May speak and act as front of house from time to time, thereby providing tone setting, leadership and consistency in approach.
- Can deal with most levels of student issues (including welfare, behavioural).
- May lead specific timetable elements or provide practical support to the staff team, as directed by Megan and Becca.
- Expected to take the initiative where Megan/Becca are unavailable to ensure the smooth running of the event. This requires all staff to be fully apprised of 'the plan' as we go through and to be alert to situations as they unfold. Staff may be required to step in without much notice, but this should not be a cause for concern - the expectation is simply to keep things ticking along and keep the timetable moving,
- Can manage and deal with minor concern IRFs. Any major concern IRFs to be handed to acting Manager at the time.

# Staff Roles & Responsibilities

## INTERNS



Abbie  
(SP/ST)



Grace  
(SP/ST)



Angelina  
(STEP)



Ferdinand  
(STEP)

### Main responsibilities & duties throughout will be:

- Co-ordinate and oversee the running and logistics of the 'Race Across Durham' scavenger hunt.
- Co-ordinate and oversee the delivery of mentor olympics, this includes keeping a leaderboard/tally of points along with the delivery and logistics of the activities for the mentor olympics evening.
- Interns will be able to assist in the delivery of other social activities outside of the ones that they have planned.
- Attendee facing during social activities.
- Assist with tasks that 'seniors' would typically do such as seating plans and other day-to-day running.
- Not expected to deal with IRFS or attendee welfare - tasks of that nature will be passed to WA&P staff.

# Staff Roles & Responsibilities

## Senior Management

**Rik (first instance) & Karen W**



### **Main responsibilities & duties throughout will be:**

- Deal with escalations where these cannot reasonably be dealt with by the staff team, whether by reason of severity or practicality.
- Act as a sounding board for staff team and provide an additional layer of accountability for more significant issues.
- Provide further support as required and directed by Megan and Becca.
- Must be informed of any safeguarding incidents or disclosures.
- Should be consulted prior to any decision to remove a student ambassador from the event, though the decision is the Event Manager's to make.
- Will act as DSO in instances when Megan is not available.
- Can be handed major concern IRFs to manage if available and can make decisions on next steps.



# SAFEGUARDING

## DSO: Designated Safeguarding Officer

Primarily, the DSO will be Megan who will be on site at all times in case of emergency. If Megan is on a break then an alternative DSO will be appointed from the Grade 7/8 members of staff. You will know who is DSO on each day/time.



## Safeguarding Concerns

If in doubt about ANYTHING then please chat to the nominated DSO who will know the best next steps to take. If you have had DSO training you may be aware of the best course of action but please still flag to the designated DSO on shift.

## Emergencies & Disclosures

In the case of emergencies or serious disclosures, remember to never promise confidentiality. Additionally, once escalated, the most important thing is taking time to record and write everything down as soon as possible - this is so we have everything logged whilst it's still fresh in your memory!



# Best Practice Top Tips

**Remember ratios!** In stressful situations, it can be easy to forget about these. Members of **staff, including ambassadors, should always avoid being 1-2-1 with an attendee** – always try to have someone else with you or around. If a student wants to talk privately, suggest going to a quiet corner of a room where there are other people, or a space where other staff/DSA can see you. This doesn't necessarily apply to walking in corridors or blocks when you are just passing students - it is applicable for prolonged periods of time.

**IMPORTANT!**

**Students' rooms are out of bounds** for anyone other than the student sleeping in that room. **Staff cannot go in**, even if it's to get rid of a spider or a moth. You could suggest leaving the window open and coming back later, or if absolutely necessary, they can ask another attendee to help them and you plus another member of staff can supervise from the corridor.

Unfortunately, **attendees cannot go offsite**, even if they ask to go to the shops/ into town etc. The only way we would facilitate this is if a student needs to go to buy medical supplies such as paracetamol, or if they have a pre-arranged agreement with core staff.

**Remember this**

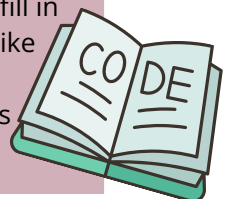
Try to avoid physical contact with students, just to mitigate any safeguarding issues. If the situation absolutely requires it, keep it somewhere highly visible. However, as a rule, **staff and ambassadors should avoid any unnecessary physical contact with attendees** (e.g. hugs).

**"If in doubt, IRF it out!"** There can be a worry about over IRFing, but it's better to raise it and it be nothing than ignore it and it be something. Indicate on the IRF if it is something minor (e.g. student didn't want to eat dinner/was a bit disengaged), but don't feel shy to raise it. This helps staff to notice patterns of behaviour and potentially flag something with a student if needed.

**Do not forget**

**If attendees want to change subject/activity, don't promise them that they can.** It is difficult to move students around and it may not be possible. Firstly, ask them why they wish to change. If it is for accessibility reasons, raise this with other members of staff as soon as you can. However, if it is to be with friends, encourage them to make new friends in the group. You could also try hyping up the activity or introducing them to the lead ambassador to help put them at ease. If it persists, talk to other members of staff and decide a course of action.

**If an attendee is behaving inappropriately**, for example by being rude to other attendees, **calmly challenge their behaviour**. Without embarrassing them, pull them to one side (being mindful of ratios), mention that their behaviour is inappropriate and why and ask them to stop. If they persist, address it again, reminding them of the code of conduct they signed (then fill in an IRF and escalate as necessary). It's important to remember that students may behave like this around their friends/family at home and not see a problem with it, which can make challenging them difficult. However, it is important to remain calm and speak to attendees like the young adults they are, without patronising or embarrassing them.



**Be mindful of how you are using your phone.** Phones are an important tool for communication between staff and ambassadors during residential, e.g. Teams and WhatsApp, but avoid using them for non-essential tasks when you are meant to be engaging with students.



# Incident Report Forms (IRFs)



## INCIDENT REPORT FORMS

These will be used by you throughout the week to report anything that might have happened in academic sessions, in the city, at mealtimes, etc. An ambassador may hand you an IRF. The new IRF template will have tick boxes for major or minor concern and then categories for type of report (e.g. behaviour, dietary, illness etc) We will have different trays for the different categories to be dealt with.

If you are handed an IRF directly, this means it will be flagged as a 'Major Concern' - it becomes your priority to read and deal with this however fit. This may be going to speak to the DSO or finding a core staff member to escalate it to. Any IRFs in the trays can be dealt with during office time and will include actions such as following up with the student. Chat with a core staff member (Megan/Becca/Rik) if you're unsure on how to deal with any IRF that comes in!

## Radio Etiquette



PLEASE do not sit on your radio, it makes an awful sound, and everyone can hear it.



No student names over radio! Confidentiality is key!



You may use other channels to have a more private conversation about something, just don't abuse it!



We will use Whatsapp to communicate as an additional to the radio - but radios always come in very handy!

# Emergency Procedures

Fire, Police, Ambulance,  
emergency: **999**

University Emergency  
(24 hours): **0191 334 3333**

University Security Office  
(24 hours): **0191 334 2222**

Staff numbers: **to be  
circulated at start of each  
residential**

## Fire Alarms

Every University building incorporates fire safety measures and every College has a fire alarm system, including smoke and heat detectors, and red break glass call points. It is important to familiarise yourself with the location of the nearest fire exits on arrival to any University building as you may not be able to leave by the usual route in the event of a fire. If a fire drill is expected, you will be made aware of this.

## Automated External Defibrillators

The nearest defibrillator to South College is at **Mount Oswald Hub**, The Approach, Durham, DH1 3FP.

Access 24/7 Contact: **0191 3342222**

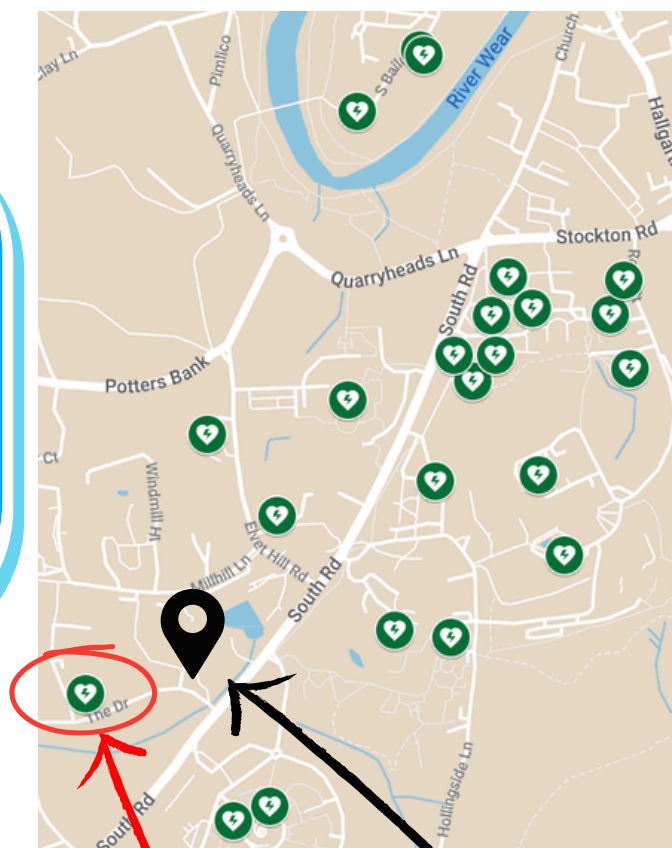


A full list of defibrillators across the University can be viewed at: <https://shorturl.at/kBExs>

## First Aid

A trained First Aider will be on hand at all times. Staff and ambassadors will be made aware of who the First Aiders are.

First Aid can also be accessed 24/7 by contacting the University Security Office on 0191 334 2222.



**Mount  
Oswald  
Hub AED**

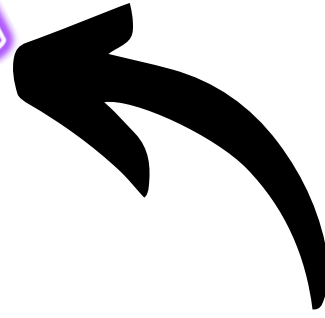
**South  
College**





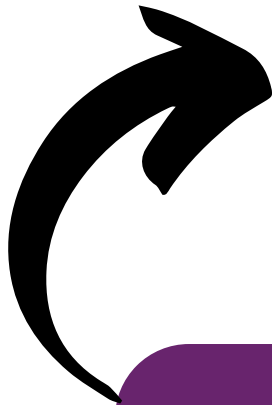
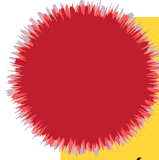
## Purple wash:

We wash DSA items at intervals throughout the week, referred to as a purple wash. If you are working multiple days feel free to put your uniform in to be washed with these!

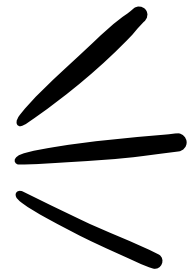
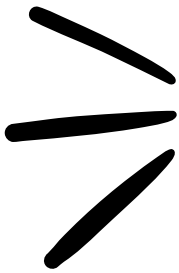


## Warm fuzzies:

Throughout the day, you can write little (anonymous) notes to other DSA or staff who you think have been particularly amazing and put them on the warm fuzzies board. This can be if they've helped you with something that day, or simply just for a little pick-me-up.



# The 'Lingo' (Key Words)



## Angels:

At the beginning of the week, ambassadors will be given an angel who they secretly look out for throughout the week. This could be anything from giving them their coffee in the morning, to leaving a snack at the warm fuzzy box - it's just a way to get everyone to look out for each other!



## Block party:

[Not as fun as it sounds]... DSA will be rota'd to be sat at the doors to the accommodation blocks from around 9pm, simply to check attendees into bed. Curfew is 11pm, but lots of students will choose to go to bed earlier than this. Checking them in is a way of us knowing that everyone is accounted for, even if they've gone to their room early.



# Timetable

## SUNDAY



If you are working the majority of a week then we encourage you to come along to the Sunday briefing day - this isn't mandatory but will be very useful so that you're in the loop of what to fully expect. If you're only working 1/2 shifts throughout the week then you don't need to attend on the Sunday.

Time	Activity	Location
9:30 - 10:30	Staff and Mentor Breakfast	Oswald Hub
10:30 - 12:30	Ambassador Training Session 1	South College JCR
12:30 - 13:30	Staff and Mentor Lunch	Oswald Hub
13:30 - 15:30	Staff Training Session 2	South College JCR
15:30 - 17:30	College Set Up 1-1 Ambassador Meetings	South College JCR
17:30 - 18:30	Staff and Mentor Dinner	Oswald Hub

# MONDAY



Time	Activity	Location
8:00 - 9:00	Staff and Mentor Breakfast	Oswald Hub
9:00 - 12:00	Briefing College and Hub Set Up	South College & Oswald Hub
12:00 - 14:00	Arrivals and Lunch	South College & Oswald Hub
14:00 - 14:20	Welcome Talk	Oswald Hub
14:20 - 15:00	Mentor Time + Transfer to Academics	Various Locations
15:00 - 17:00	Academic Session	
17:00 - 17:30	Transfer to Hub	
17:30 - 19:00	Dinner	Oswald Hub
19:00 - 19:30	Transfer + Sports/Socs set up	
19:30 - 21:30	Sports/Socs Night	Various Locations
21:30 - 22:00	Transfer to South College	
22:15 - 22:45	Mentor Time	South College
22:45 - 23:00	Wind down	South College

# TUESDAY



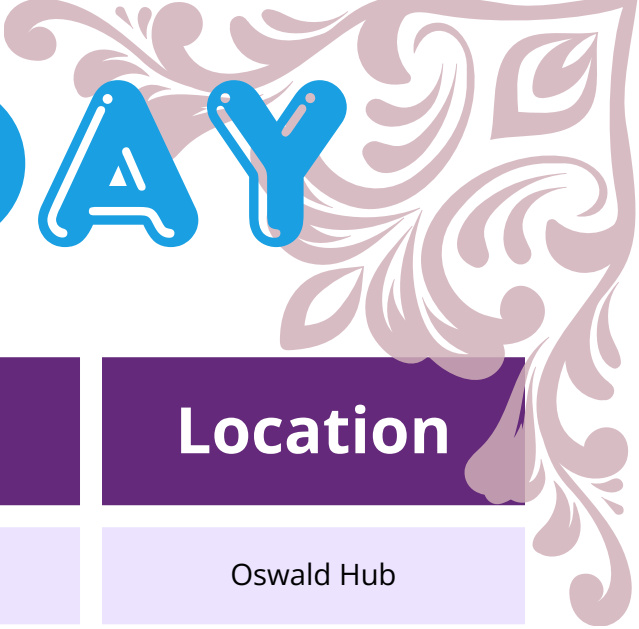
Time	Activity	Location
8:00 - 8:30	Briefing	Oswald Hub
8:00 - 9:00	Breakfast	Oswald Hub
9:00 - 10:00	Mentor Time + Move to Academics	
10:00 - 12:00	Academic Session	Various Locations
12:00 - 13:00	Lunch	Business School, Maths or TLC
13:00 - 14:00	Academic Session	
14:00 - 15:00	Refreshments	TLC Top Floor
15:00 - 17:30	Durham Gone Wild! Scavenger Hunt	Colleges + City
17:30 - 19:00	Bailey Dinner	Hatfield College
19:30 - 20:00	Transfer to South College	
20:00 - 22:30	Toned Down Tuesday	South College
22:30 - 23:00	Mentor Time	South College



# WEDNESDAY

Time	Activity	Location
8:00 - 8:30	Briefing	Oswald Hub
8:00 - 9:00	Breakfast	Oswald Hub
9:00 - 10:00	Mentor Time + Move to Academics	
10:00 - 12:00	Academic Session	Various Locations
12:00 - 13:00	Lunch	Business School, Maths or TLC
13:00 - 15:00	Academic Session	
15:00 - 16:00	Transfer to College	
16:00 - 17:00	Information, Advice & Guidance Session	Oswald Hub
17:15 - 18:45	Dinner	Oswald Hub
19:00 - 21:00	Mentor Olympics	South College
21:00 - 21:30	Return to South College	
21:30 - 22:30	Open Mic Night / Karaoke	South College
22:30 - 23:00	Mentor Time	South College

# THURSDAY



Time	Activity	Location
8:00 - 8:30	Briefing	Oswald Hub
8:00 - 9:00	Breakfast	Oswald Hub
9:00 - 10:00	Mentor Time + Move to Academics	
10:00 - 12:00	Academic Session	Various Locations
12:00 - 13:00	Lunch	Maths or TLC
13:00 - 15:00	Academic Session	Various Locations
15:00 - 16:00	Transfer to College	
16:15 - 17:15	Information, Advice or Guidance Session	Oswald Hub
17:30 - 18:30	Students get ready for formal	
18:30 - 19:00	Drinks Reception	Oswald Hub
19:00 - 21:00	Formal Dinner	Oswald Hub
21:00 - 22:30	Post Formal Activities (Silent Disco + Photo Booth, etc.)	Oswald Hub
22:30 - 23:00	Mentor Time	South College



# FRIDAY



Time	Activity	Location
8:00 - 8:30	Briefing	Oswald Hub
8:00 - 9:00	Breakfast and Check-Out	Oswald Hub
9:00 - 10:00	Mentor Time + Move to Academics	
10:00 - 12:00	Academic Session	Various Locations
12:00 - 12:45	Move to South College	
12:45 - 13:00	Farewell Talk	Oswald Hub
13:00 - 14:00	Lunch	Oswald Hub
14:00 - 14:30	Departures Organisation	South College
14:30 - 16:30	Departures	South College
16:30 - 18:30	Packdown	South College

# Menu - SP/ST

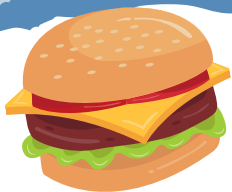
## MONDAY

### ARRIVALS

Lunch: Crispy chicken and  
potato waffle

Crispy quorn and potato waffle

Dinner: Aberdeen angus beef  
burger with monterey jack  
Vegan burger  
Skin on fries

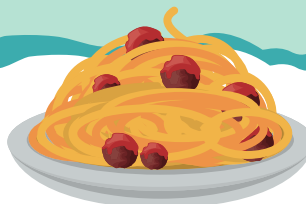


## TUESDAY

Breakfast: Continental &  
cooked breakfast available

Lunch: Packed Lunch  
(ham/cheese/tuna/egg  
sandwich, crisps, fruit)

Dinner: Italian pork meatballs  
Vegan meatballs,  
pomodoro sauce  
wholewheat penne pasta



## WEDNESDAY

Breakfast: Continental &  
cooked breakfast available

Lunch: Packed Lunch  
(ham/cheese/tuna/egg  
sandwich, crisps, fruit)

Dinner: Pepperoni pizza  
Vegan margherita pizza  
potato wedges  
mac & cheese

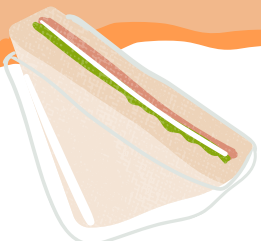


## THURSDAY

Breakfast: Continental &  
cooked breakfast available

Lunch: Packed Lunch  
(ham/cheese/tuna/egg  
sandwich, crisps, fruit)

Dinner: 3 course formal dinner  
(See next page for  
formal menu!)



## FRIDAY

Breakfast: Continental &  
cooked breakfast available

Lunch:  
Breaded fish and chips  
Vegan Cumberland  
sausage with gravy

### DEPARTURES



Please note: All hot meals  
include a selection of  
vegetables and sides along  
with a dessert.

Additionally, we will have plain  
chips, rice and pasta available  
at every servery meal and  
every packed lunch will have  
the option of plain bread and  
butter.



# Menu cont. - Formal Dinner SP/ST

## *Formal Dinner*

### MENU\*

**Thursday 1st August 2024**

#### Starter

Roast tomato, red pepper and basil soup  
(with crumbled feta)  
*Adapted for vegan diets.*

#### Main

Seared chicken breast (with potato and spring  
onion croquette, sweetcorn puree, charred baby  
leeks and gravy)

Pumpkin ravioli (with roasted butternut squash,  
tomato, asparagus, shaved parmesan)

[Vegatarian]

*Adapted for vegan diets*

#### Dessert

White chocolate and raspberry truffle (with  
torched meringue & raspberry sorbet)

Vegan brownie (with poached fruit and sorbet)

\*All dietary  
requirements will  
be catered for.

## Activity Information

### What is the Mentor Olympics?

Each day of the residential, mentor groups will have chance to earn points to crown an overall Olympic Champion. This can be from small tasks/challenges to larger scale evening activities. On Wednesday, there will be the actual Mentor Olympics, where mentor groups will take part in a series of head to head games to win points.

### How can students earn points?

Small tasks, e.g.

First mentor group / table to have all students down for breakfast = 10 pts

Duels:

You can challenge another team to a duel. The winning team will receive 10 extra pts, and the losing team will lose 10 pts.

Large scale activities:

The Olympic Games or City Scavenger hunt are great opportunities to earn those all important points!



# MENTOR OLYMPICS

### The Olympic Games!

The Olympic Games is the perfect time to change the scores on the doors and get your team to first place. As combined groups, you will have to tactically complete a wide range of activities, from a dobble tournament to track racing!

Points are available for the winning team in each group as well as the overall high score on each activity!

### Gold, Silver and Bronze.....

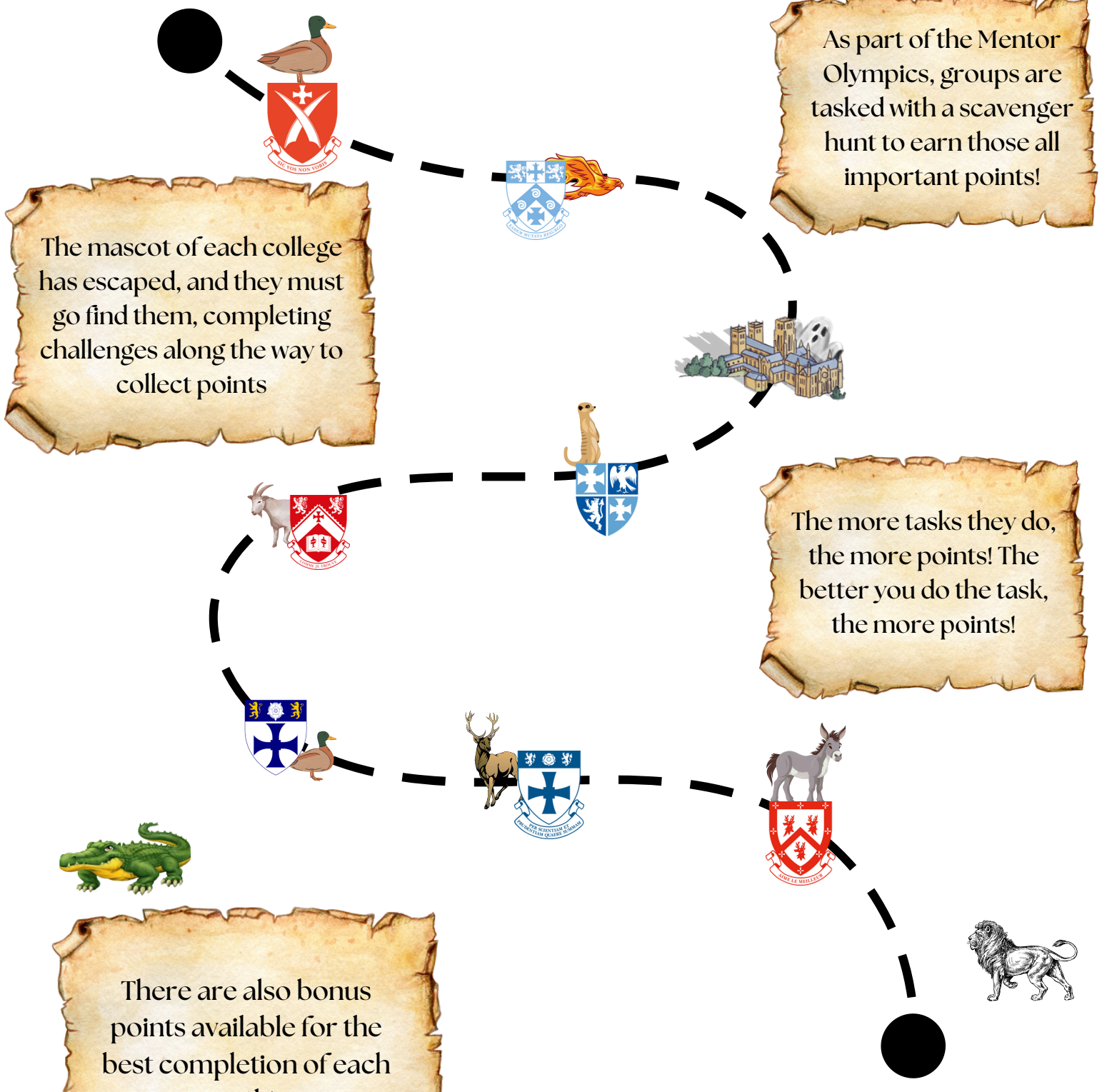
Each time you win points, it must be verified by the Olympic team!

The leaderboard will be monitored throughout the week with plenty of opportunities for your team to take the top spot!

The Mentor Olympics Championship points will be totaled up, and announced at the formal on Thursday night!



# Durham Gone Wild!



The mascot of each college has escaped, and they must go find them, completing challenges along the way to collect points

As part of the Mentor Olympics, groups are tasked with a scavenger hunt to earn those all important points!

The more tasks they do, the more points! The better you do the task, the more points!

There are also bonus points available for the best completion of each task!

MAY THE BEST GROUP WIN!

# Welfare

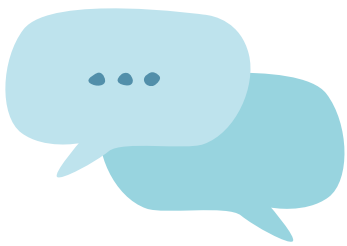
## Student Welfare

Looking after our attendees is one of the most important tasks throughout the week. A lot of the students may be anxious or worried about different aspects and will be encouraged to chat to their mentors or staff. It is not uncommon to have students feeling unwell or to have students who want to leave the programme - if this happens speak to one of the core team or the nominated DSO for the next steps. Ambassadors will be completing IRFs for anything they spot, so it's our job to keep on top of these as they come in and know when things need to be escalated or if they can be dealt with by you.



## Ambassador Welfare

We are trialling a system where we always have a designated member of staff who is a welfare point of contact for ambassadors to speak to. This can be anything ranging from needing an extra break, to feeling annoyed or simply needing some extra sugar/snacks. We will speak to you directly if this is your role at any point. Our ambassadors are working long, intense hours and so we need to be there for them at all times.



## Your Own Welfare

It is so important that you take care of yourself too as you will often be working busy shifts that can be extremely tiring! Make sure to stay hydrated and rest when you can. Lean on fellow staff and speak up if you need a break away or are feeling overwhelmed too. We have to help look after each other throughout this busy time.

