

ResLife Reside & Thrive Student FAQs

1) What is Reside & Thrive?

Reside & Thrive is a ResLife programme to provide information and support to help students with disabilities, neurodivergent conditions, learning difficulties and other long-term conditions to successfully transition to living independently.

2) Who can access Reside & Thrive?

Any registered student, living in university accommodation, who has declared a long-term condition which impacts their day-to-day life. This could be anything from mental health difficulties, neurological differences and physical disabilities to long-term illness, severe allergies and learning difficulties.

Reside & Thrive support is also available to students living in our accommodation whose day-to-day life is impacted in the short-term by a specific incident or event.

3) I live in managed partnership accommodation; can I access Reside & Thrive?

Yes, if you are a registered student, living at one of the accommodation sites that we advertise through our accommodation webpage we can support you through the Reside & Thrive programme.

4) How will I find out about Reside & Thrive?

If you declared a disability or long-term condition when you applied to university, we will email you in the first few weeks of the year with information about the programme.

5) How do I sign up for Reside & Thrive?

If you declared a disability or long-term condition when you applied to university, we will automatically enrol you onto Level 1 of the programme.

If you did not declare your disability or long-term condition when you applied, or have been diagnosed since you registered, you won't be automatically enrolled but can email us at Reslife@newcastle.ac.uk to be added to our mailing list and sign up for Level 1 support.

6) Who do I contact to get more support through Reside & Thrive?

Contact the ResLife Team by emailing Reslife@newcastle.ac.uk.

Contact your ResLife Support Coordinators directly by emailing Hannah Ward at Hannah.ward@newcastle.ac.uk and Karley Peacock at Karley.peacock@newcastle.ac.uk.

7) Can I opt out of Reside & Thrive?

Yes, if you don't want to be enrolled onto the Reside & Thrive programme, or receive our newsletter complete our online opt-out form linked below.

[ResLife Reside & Thrive Opt Out Form – Fill in form](#)

Remember, you can opt back in at any time by emailing Reslife@newcastle.ac.uk.

8) What's different about each of the levels of support?

Each level of support builds on the previous level so that you always receive our general information as well as any individual support you need.

Level 1 support focuses on information sharing and signposting that is applicable to all students.

Level 2 support focuses on addressing individual questions and concerns.

Level 3 support focuses on developing skills to enable individual students to live independently.

9) What's included in Level 1 of the programme?

- Access to the Reside & Thrive newsletter at key points in the academic year.
- A listening ear and point of contact for questions or concerns raised.
- Advice, guidance and signposting from ResLife Support Co-ordinators.
- Appropriate additional ad hoc support where needed.

10) What's included in Level 2 of the programme?

- Access to our Reside & Thrive newsletter at key points in the academic year.

- A listening ear for any questions or concerns raised.
- Individual correspondence from ResLife Support Co-ordinators.
- Initial and exit meetings with a ResLife Support Co-ordinator to determine the best mechanisms for support.
- Advice, guidance and signposting to relevant resources within and outside of Newcastle University.

11) What's included in Level 3 of the programme?

- Access to our Reside & Thrive newsletter at key points in the academic year.
- A listening ear for any questions or concerns raised.
- Individual correspondence from ResLife Support Co-ordinators.
- Structured, face-to-face, support meetings with a ResLife Support Co-ordinator.
- Support in creating an action plan to develop the skills needed to live independently.
- Advice, guidance and signposting to relevant services within and outside of Newcastle University.

12) Do I have to go through every level of the programme to receive Level 3 support?

No, you can access support at whichever level of the programme works best for you. Talk to one of your ResLife Support Coordinators by emailing Reslife@newcastle.ac.uk to work out what the best form of support for you looks like.

13) How do I access different levels of the programme?

Contact the ResLife Team by emailing Reslife@newcastle.ac.uk.

Contact your ResLife Support Coordinators directly by emailing Hannah Ward at Hannah.ward@newcastle.ac.uk and Karley Peacock at Karley.peacock@newcastle.ac.uk.

14) If I ask to move to Level 2 or Level 3 of the programme, can I return to Level 1 later?

Yes, you can access any level of the programme at any time. Email Hannah Ward at Hannah.ward@newcastle.ac.uk and Karley Peacock at Karley.peacock@newcastle.ac.uk or talk to your ResLife Support Coordinator in your next meeting to work out what the best form of support for you looks like.

15) I don't have a disability or long-term condition but need some support in my accommodation, who do I contact?

If you need general support with any accommodation challenges or concerns, you can contact your accommodation team in any of the following ways:

- 1) Visit the reception for your student village.
- 2) Contact your ResLife team by emailing reslife@newcastle.ac.uk.
- 3) Chat to your ResLife Student Assistants in your village social spaces.

Visit the Accommodation Services webpages for further information.