

Student Impact Report

Academic Year
2024/2025

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Introduction

Greg Bacon Chief Executive, Acis Group

At Acis Students, we're proud to offer accommodation that gives students a strong foundation for their time at university.

Our approach is shaped by the charitable values that run through the wider Acis Group - fairness, inclusion and a genuine belief in supporting people to achieve their best.

With a focus on wellbeing, students benefit from our wider services to ensure their university experience is positive and supportive – no matter their background.

We know that university life brings new opportunities, as well as new pressures, and the place a student calls home can play a quiet but powerful role in helping them navigate that journey.

When the day-to-day environment is well managed and thoughtfully designed, it becomes easier for students to settle in, stay motivated and make the most of their experience.

Our impact report demonstrates how well managed accommodation can influence outcomes beyond simply providing a room.

We know that living in professionally run Purpose-Built Student Accommodation (PBSA) can contribute to stronger academic performance, with students in secure settings more likely to achieve higher grades.

The sense of reassurance that comes from consistent standards, reliable support and well-planned spaces has a tangible impact on wellbeing.

We also know the opposite is true. When housing falls short, it can affect confidence, concentration and overall student engagement. National research indicates that a significant proportion of students experience housing-related challenges, and these issues can quickly spill over into other areas of life.

Creating places where students feel they belong, where their safety is prioritised and where their needs are understood, remains at the heart of what we do.

This report demonstrates the difference that well-managed accommodation can make - and reinforces why providing students with a stable base is an investment in their future.



Greg

Our impact by numbers

Student Feedback and impact

March 2025
overall satisfaction



within AY 24/25

March 2025
Net Promoter Score



within AY 24/25



-12
March 2023

Students
report
feeling safe



Students feel
treated fairly
and with respect



Occupancy rates,
supporting retention
and continuity



Accommodation impact

- Occupancy in Sheffield improved between the 2023/24 and 2024/25 academic years, driven by strong growth at The Trigon and full occupancy at One Brittain Street.
- Occupancy performance across the Nottingham portfolio (including Raleigh Park) saw growth from 2023/24 to 2024/25, with standard ensuite rooms increasing from 90% to 94%
- 24/7 on-site support and security available
- Inclusive accommodation, including support for neurodiverse students who make up 38% of the student population.
- Up to 26% higher grades for students in secure PBSA housing
- High demand with strong booking conversion rates
- 2024/25 saw the introduction of our study space allowing us to use our communal spaces differently and improve our service offer
- Increased student retention and course completion
- Partnership working with Sheffield Student Union expanded reach, attracting students beyond our own accommodation

Who are Acis Students?

Acis Students is the student accommodation service from Acis Group, providing a safe and secure base for students as they create their futures through higher education in Sheffield and Nottingham.

With a focus on wellbeing, students benefit from our wider services to ensure their university experience is positive and supportive – no matter their background.

Our 1,654 units offer value for money for students who may not otherwise be able to access higher education.

These are places where students can feel secure, connected and able to thrive during their studies.

Accommodation is designed to make student life simpler and more comfortable, with well-maintained

rooms and shared spaces close to universities and local amenities.

Our aim is to create inclusive communities where students can feel at home and focus on what matters most, without unexpected costs.

All accommodation is fully inclusive, with bills covered, reliable internet and 24/7 security and support. On-site teams are always available to provide practical help, reassurance or simply a friendly presence.

Accommodation is more than just a place to stay - it is about belonging to a community, supporting wellbeing and building independence and confidence during university life.

Since 2013, the service has grown by listening to students and adapting to what matters most.

Accommodation is accredited by ANUK National Code, with teams trained in Mental Health First Aid, alongside on-site maintenance and housekeeping to ensure homes remain safe and well cared for.



Who are Acis Group?

Acis Students is part of Acis Group, a dynamic charity dedicated to helping communities thrive and people flourish.

We achieve this by providing quality, affordable homes and student accommodation, education and skills training, employability and wellness support and a range of other services designed to help people reach their destination.

Here's a quick and easy breakdown of our people-first group.



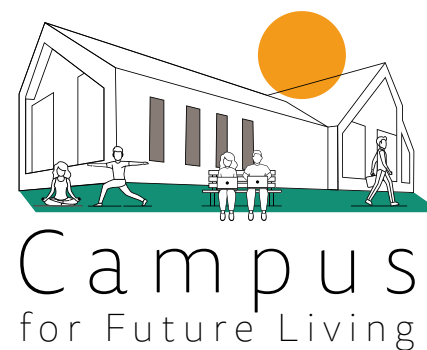
Acis Group is a charity supporting communities through housing, education, wellbeing and skills. We operate across Lincolnshire, the East Midlands and into Yorkshire and the Humber.



Ofsted-rated **Clip** supports people of all ages with a wide range of full and part-time learning courses and helps to break down barriers through wellbeing projects and groups. It offers inclusive courses, confidence-building activities and wellbeing support across centres in Market Rasen, Gainsborough and Mablethorpe.



Riverside provides training, employment support and wellbeing services that help people of all ages get into or progress in work.



Campus for Future Living brings residents, organisations and partners together in a shared space to connect, learn and grow. It supports healthier, more active lives and provides space for public, private and voluntary organisations to work collaboratively for the community in Mablethorpe and nationally.



Skills Centre Plus offers alternative provision for 16–24-year-olds with an Education Health Care Plan (EHCP), delivering one-to-one programmes that build independence, confidence and vocational skills.

Life in Sheffield

In Sheffield, The Trigon is home to 383 bed spaces supporting students attending Sheffield Hallam University and the University of Sheffield.

The Trigon supports both study and social life, offering shared spaces to connect, dedicated study areas, and practical features such as bike storage, alongside a range of community initiatives.

Its location is perfect – in the heart of Sheffield’s vibrant city centre with access to everything shops, restaurants, bars, parks, gyms, cinema and libraries.

Our friendly on-site team works closely with university wellbeing teams and students to ensure that additional support is accessible 24/7.

Our engagement events at Trigon have been exciting and impactful, with up to 350 turning up.



Life in Nottingham

Our student apartments in Nottingham offer 1,271 bed spaces available to students from the University of Nottingham and Nottingham Trent University.

Nominations continue to drive bookings.

These offer a vibrant community alongside safe, supportive living, providing the stability students need to succeed while feeling part of something bigger.

Strong partnerships with university residential teams help ensure that students can access the right support, activities and guidance throughout their time there.

Raleigh Park is located in the heart of the University of Nottingham’s community, a short walk from Jubilee Campus but with fantastic transport

links to the rest of the city. Our engagement days have seen up to 250 people attending with an overall rating of 4.76 / 5 for the events.

What makes us unique is our friendly on-site team – always on hand to help and support with everything students may need, especially helping to build a sense of community, running activities and

Our team works closely with university wellbeing teams and students to ensure that additional support is accessible when needed 24/7.



From support to measurable impact

Between 2023 and 2025, clear improvements have been seen in student experience, wellbeing and stability. More students are choosing this accommodation which has led to fewer facing housing-related challenges that disrupt their studies.

The 2024/25 academic year represented a period of significant progress in student experience, following a renewed focus on service, standards and student support aligned to 'The Acis Way'.



This shift has strengthened consistency across sites, improved responsiveness to student needs and enhanced the overall living experience. As a result, measurable improvements have been seen in both customer satisfaction and Net Promoter Score, reflecting the positive impact of these changes.

We know that student life is not without its challenges - from managing finances to adjusting to a new environment.

Creating homes where students feel safe, welcomed and respected is central to supporting that transition.

We offer far more than just accommodation, we help provide the foundation for academic, personal and social success.

This is why we stand out from the crowd.

Where students live matters and that environment should support them every step of the way.

By providing stable, affordable and supportive accommodation, the conditions are created for students to remain engaged in their studies and progress into positive long-term outcomes.

Success is measured by what matters most to students - feeling safe, supported and confident at home. A stable place to live makes it easier to stay focused on studies, continue education and move forward into future opportunities.

By listening and responding to student needs, common barriers are reduced - creating safer move-ins, less stress and support that is always accessible.

This approach is making a real difference. More students are staying on their courses, completing their studies and moving into employment - building stronger futures for themselves and their communities.

Why Acis Student Accommodation Matters

Accommodation is a foundation for student success. Safe, affordable and supportive housing underpins wellbeing, academic engagement and retention.

Without stability at home, pressures can build - affecting mental health, study and continuation. Acis Students exists to remove those barriers, enabling students to fully participate in university life.

Flexibility also matters. Options include quieter living spaces, support for neurodiverse students, varied tenancy lengths and on-site teams available when needed. Alongside 24/7 support and wellbeing activities, this creates environments where students can feel comfortable being themselves.

A pilot flat in Sheffield (2023–2024) was developed using student feedback, which informed an updated specification rolled out across 2024–2026.

At The Trigon, 56 ensuite rooms were upgraded (c.£200k), while Raleigh Park saw a full block refurbishment (c.£150k). In 2025–2026, the approach shifted to smaller upgrades across 210+ flats, including flooring, worktops, and showers.

The relocation of reception to Faraday Road improved visibility and student experience, while freeing space at Byron Place for a new, well-used study area.

Social spaces are also evolving, with plans to convert the Manor Villages area into a dedicated wellbeing zone to better support student needs.

All of this contributes to something bigger: when housing is stable, supportive and affordable, it becomes easier to stay focused, maintain wellbeing and succeed at university - and to take the next steps beyond it.



Looking Ahead

The focus remains on continuing to improve the student experience - ensuring students feel supported, connected and able to succeed.

Student life is evolving, with increasing financial pressures, changing needs and greater awareness of wellbeing. In response, priorities include:



- Supporting neurodiverse students through more inclusive environments, clearer communication and trained teams
- Reducing loneliness and building community through events and opportunities to connect
- Strengthening the student voice, creating opportunities for students to shape their experience and gain valuable skills
- Maintaining affordability, ensuring accommodation remains accessible in a challenging cost-of-living environment
- Providing consistent support, particularly during key transitions such as moving in or times of change
- Everything is shaped by what students share and what evidence shows makes the greatest difference.
- By focusing on inclusion and community, Acis Students can be more than just a place to live - it can be somewhere students truly feel at home.
- Our accommodation is about creating the conditions for students to feel safe, supported and able to succeed.
- The 2024/25 academic year marked a step change in student experience, driven by 'The Acis Way', investment in accommodation and the acquisition of enhanced facilities.
- New study spaces and support hubs improved how students live and access support, contributing to higher satisfaction, stronger engagement and consistently high occupancy.

Testimonials

Jan's Story – A Quiet Force for Wellbeing

The transition into student life can be both exciting and overwhelming.

During Move-In Weekend, Jan became a calm and reassuring presence for new students navigating this important moment, whilst being a student himself.

Jan moved in during summer 2024 and has continued being a tenant since, he is now in his second year of studying Bsc Hon Construction Project Management.

Volunteering his time, Jan approached each interaction with warmth and empathy. He recognised that many students were arriving with nerves as well as excitement, and he took the time to engage them in genuine conversation.

Through his approachable manner and attentive listening, he helped students feel at ease, turning what could have been an anxious experience into one that felt welcoming and manageable.

Jan also offered practical support, sharing helpful information about accommodation, social spaces, and ways to get involved. His encouragement helped students begin forming connections early on, reducing feelings of isolation and building confidence.

Importantly, Jan showed a strong sense of responsibility. When he identified students who may need additional support, he ensured this was communicated to staff, demonstrating his commitment to their ongoing wellbeing.

Since moving into our accommodation in summer 2024, Jan has been a valued member of our student community. As a 38-year-old second-year student studying for a BSc (Hons) in Construction Project Management, he

has consistently demonstrated maturity, reliability and a strong willingness to support others. Because he arrived ahead of the main arrival weekend, he volunteered his time to assist both new students and staff with the set-up to ensure everything was ready on time, and he repeated this support again

during the following year's arrivals. In addition, drawing on his own personal circumstances, he has shown a thoughtful awareness of neurodiversity and has appropriately flagged potential concerns to staff, enabling us to check in and provide support to students where needed. As he is now approaching the end of his studies, he will not be returning to live with us for next academic year.

His support extends beyond Move-In Weekend. During Open Days, Jan continues to reassure and guide prospective students, answering questions honestly and modelling a positive, supportive student experience.

Jan's impact lives in the small but meaningful moments — the conversations that calm nerves, the guidance that builds confidence, and the kindness that helps students feel they belong.

Testimonials for The Trigon, Sheffield

4.24 / 5 from 171 verified student reviews on StudentCrowd.com

“Excellent accommodation place. Good value for money. Good staff service. Close proximity to choice places. student friendly environment. Neat environment. Fast commute to Hallam university, the bus station and the train station.”

Testimonials for Raleigh Park, Nottingham

3.81 / 5 from 282 verified student reviews

“An accommodation that is good for your money, a fantastic location for jubilee campus...”