



University
of Worcester

STUDENT SECURITY HANDBOOK

Advice on staying safe at the University of Worcester

Welcome to the University of Worcester

The University runs an Open Campus which means that people are free to come and go around the grounds and public buildings. As well as students and University staff, the campuses are regularly visited by building contractors, professional colleagues, visitors to events and interviews etc and members of the public and local organisations making use of our facilities. St John's Campus also has a public bus route running through it.

So that we can all enjoy this Open Campus lifestyle, we have produced this booklet to offer advice and information to keep you and your belongings safe. We hope you find the handbook useful but if you require any further information please refer to the contact details on the back.

“Worcester is a safe destination with very low levels of crime. But we are not complacent and are always working to make improvements together with the police. As a campus university, our sites provide a welcoming and secure environment for all students. Academic and leisure facilities are all within easy walking distance and most of our halls of residence are right on campus. There are a number of CCTV cameras on site and security staff are on duty 24 hours a day.”

- Vice Chancellor, Professor David Green

“We are privileged to police such a safe, diverse and cohesive city of Worcester. It is thanks to our local policing team and the on-site staff working closely together that the University has been recognised as a safe place to study. The introduction of accredited wardens alongside a number of ‘stay safe’ initiatives have contributed to keeping crime and disorder low. Recognising the University’s importance to the city, West Mercia Police remains committed to engaging with young people and supporting a vibrant, growing university.”

- Superintendent Stephanie Brighton, policing commander for South Worcestershire

PERSONAL SAFETY

Taking care of yourself doesn't mean not having a good time. Worcester city is a relatively safe place to live in but if you are moving into a new area which is unfamiliar to you it's a good idea to take some simple measures to ensure that you and your friends feel safe and secure in your new home and environment.

- Carry a personal alarm – these are available from Student Services via Firstpoint or from one of the Personal Safety Events held during the year.
- Avoid walking back alone and stay away from unlit areas – we have suggested a route overleaf.
- If possible take a taxi cab.

WHO'S EYEING UP YOUR DRINK?

- Only accept drinks from people you know and trust.
- Never leave your drink unattended.
- Make a conscious decision to always leave with the people you arrived with.
- Keep enough money aside to get a taxi home.
- Know your limits and try to keep to the government's sensible drinking guidelines.
- Agree with your friends to look out for each other and encourage each other to stop drinking. This is the best way for all of you to stay safe on a night out.

NO MEANS NO

If someone is flirting with you or you are kissing or cuddling with them, this is not a green light to say that you want or are consenting.

DID YOU KNOW?

- The person you are with must consent each time to each act,
- They can change their mind at any time.
- They don't have to verbally tell you to stop.
- Being in a relationship doesn't mean your partner will always consent.
- Anyone who has had too much to drink or drugs cannot give valid consent.

Personal Safety

During your time at the University you will need to move between St John's Campus and the City Centre, either for study, lectures, accommodation or simply enjoying your free time. On the reverse of this page is a walking/cycling route which we suggest as a pleasant route which should take about 20 minutes on foot.

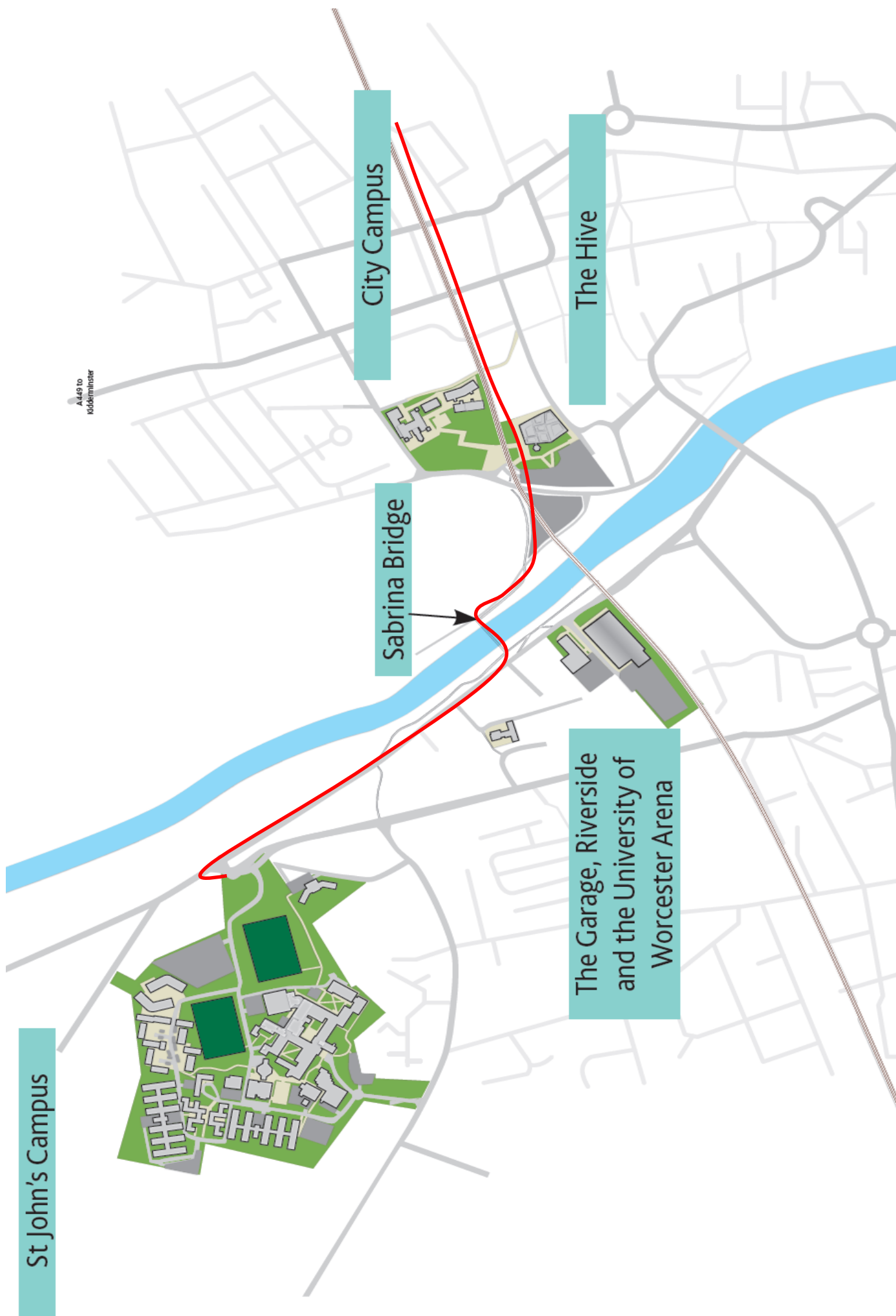
Route to City Campus from St John's Campus

1. Exit Severn Gate
2. Turn left then right on to Hylton Road
3. Follow Hylton Road down the hill to Sabrina Bridge
4. Cross Sabrina Bridge and turn right on Grand Stand Road
5. Follow footpath which runs alongside the perimeter of the race course to the zebra crossing next to the viaduct
6. Cross the road and cut through the car park keeping The Hive building on your left
7. Exit the car park onto the Butts Road and follow the footpath keeping The Hive building on your left
8. Follow the footpath along The Butts and at the traffic lights turn right into Angel Place

Note: When returning to St John's Campus follow the same route in reverse.

STREET LIGHTING ON CAMPUS AND HOW TO REPORT FAULTS

We do our best to provide adequate street lighting around the campuses, however sometimes light fittings fail. You can help the University to keep the street lighting working by reporting any lights you notice not working when they should. Each of the external lights has a yellow number tag which identifies the location. You can log the light on the Facilities help desk (from the student pages of the website). Include the lamp identity number in the description along with a brief indication of the location of the lamp. If you wish, you can take and attach a photograph of the lamp. To attach a photo, click "next" at the bottom of the description page and on the next page in the Documents section there are blue arrows next to "Upload Documents". Clicking the arrow gives a pop-up window with an option to browse for the file. You can also use this photo attachment option when reporting any other maintenance issues.



CallMy App

In order to deliver duty of care to staff and students working on assignments around the world, the University of Worcester are now deploying the Callmy Alert service.

Keeping track of its travelling community and providing information of potential threats has been difficult to deliver on a global basis.

Callmy Alert now provides a simple app based solution that enables the University to locate its travellers globally, view their proximity to locations where they could be in harms way and to proactively send notifications of situations that may affect their personal security.

Unlike other solutions of this nature, which use airline booking data to illustrate location, Callmy Alert provides active traveller tracking using GPS positioning available from the users mobile phone. This is also optimised to preserve battery life.

As Callmy Alert service includes a mass notification capability, information can be delivered to users that warn of potential threats in their location - this can also be geo fenced when required. Traveller can also respond to messages, or check in periodically to let the university know they are safe.

The University has also complimented the service with the Callmy Alert personal SOS capability, which is an integrated component of the app. If an individual is in a threatening situation, they can activate an SOS Alert to notify the university.

The University use the Callmy Alert service to identify the user, track their movements and access the audio on the end users device to listen to what is happening at the scene. This information is archived on the service and can be shared with other agencies, where appropriate, to help support a local response.

Callmy Alert will also be used at the University's main campus as a means of communication during emergency situations and to provide a means of communication for student welfare related issues.



SmartWater

SmartWater is a traceable liquid and proprietary forensic asset marking system that is applied to personal, commercial, and industrial items of value to deter theft and to identify culprits for prosecution.

The non-hazardous liquid leaves a long lasting and unique identifier that is invisible to the naked eye except under an ultraviolet black light.

SmartWater is an effective deterrent because of the way it directly links thieves with a particular crime scene, and in some cases multiple crimes.



It works by heightening the criminal's fear of arrest and conviction.

Consider getting a kit for your flat/house – share the cost with your flatmates.

Visit the SmartWater website for more details: www.smartwater.com

Internet Safety

Avoid viruses

First of all, keep your computer healthy. Your computer's built-in 'firewall' will keep some of them out, so make sure it's turned on. Install anti-virus software which - if you keep it up to date - will usually block most other threats.

Use strong passwords

Never pick obvious passwords like your user name, real name, date of birth, names of family members or simple sequences like 'abcdef' or '123456'. Remember to use different passwords for different websites and to change your passwords regularly.

Be smart and come up with strong passwords - ones that are a combination of letters (upper and lower case), numbers and symbols. But don't make them so complicated that you can't remember them!

Don't reveal too much

Be cautious about revealing personal and private details or your email address when you're online. This is especially important when you're using social networking sites. Make sure you're happy with your privacy settings.

Check for secure sites

Sometimes you may need to enter personal details on a website. So get used to checking that the site is secure (a web address beginning with https:// (the s stands for 'secure')).

If you want to download a product, a picture or a file, make sure it's from a website that you trust - for example, a reputable company site, a site that you have used safely in the past, or a site that a trustworthy friend or family member has recommended to you.



Speed Limits on Campus

Please note we uphold a speed limit on campus of 10 miles per hour. This is monitored regularly by University of Worcester Security and the PCSOs. **DON'T GET CAUGHT!**

Vehicle Security

Remember, it only takes a thief a few seconds to get into a vehicle.

By following these simple steps you could significantly reduce the likelihood of being a victim of vehicle crime:

- **Fit an alarm and always use it**
- **Remove all valuables — never leave anything on display**
- **Never leave the keys in the ignition when leaving your car, e.g. when paying for petrol or getting a ticket to park; or even for just a few seconds or to heat the car up in winter**
- **Lock all windows, doors and the sunroof whenever you leave the vehicle, even for just a few minutes**
- **When at home at night make sure car keys are not in view from outside the property**
- **All modern cars are now fitted with electronic immobilisers but if your car doesn't have one, consider having an immobiliser professionally fitted**
- **Fit a locking petrol cap and wheel nuts**
- **Buy a steering lock and use it every time you leave the car**
- **Have your car registration number etched on every window**
- **Security mark all valuables in the car, such as radios and Sat Nav systems, using an ultraviolet pen and keep a record of all property marked**
- **Consider fitting a vehicle tracking device**
- **If you are bumped or rear-ended in a suspicious way, do not leave your car. Lock the doors and windows and drive to the nearest police station.**

Parking

For all car parking information and regulations please visit:

<https://www.worcester.ac.uk/your-home/student-car-parking-information.html>



TAXI CABS

When using taxi cabs:

DO:

- Pre-book whenever possible
- If unable to pre-book only get into a cab at an official Taxi Rank or at a taxi company office. Taxi ranks are located in Foregate Street - outside the train station; Foregate Street - outside Odeon Cinema; St Nicholas Street - outside O'Neils Bar; The Cross - opposite Lloyds Bank; Angel Place at the entrance to the bus station; Angel Place - adjacent to Tramps Nightclub.
- When travelling alone text the license number to a friend
- Keep your mobile phone switched on and close to hand
- Keep an eye on the route being taken

DON'T GET INTO A TAXI IF:

- The driver has bypassed the front of the taxi rank queue to pick you up
- There is no taxi meter
- There is no taxi license on display
- The car is in poor condition
- Someone you don't know has suggested sharing
- The driver doesn't appear to know the location of your destination

Other Tips:

- Don't put your bag into the boot of the car
- Try to group up with people you know – saves money and is safer
- The Students' Union and University Reception staff can recommend taxi companies for pre-booking

Complaints Procedure:

If you have any reason to complain about the service received from a taxi driver you can email: wrsenquiries@worcsregservices.gov.uk or telephone 01905 822799.

BICYCLES

There are some simple steps you can take to significantly reduce the risk of your bike being stolen:

- Get a good bike lock (D-locks, thick cable locks or combination locks are the most secure) - look for Sold Secure Ltd approved locks, or ask the bike shop for a recommendation.
- Ideally, use two different locks—a thief will need more tools to steal it.
- Take removable fittings with you.
- Always secure both the frame and wheels to an immovable object, such as a bike rack or tree.
- Consider having your bike security marked. Bike marking events through out the year led by PCSO's
- Photograph your bike, take down and record frame number, any identifying marks and any security marking details you have used
- Lock up your bike every time you leave it, even for a few minutes, don't lose it!
- Think about where you leave it; lock it in a busy, well-lit place, in view of other people or CCTV cameras.
- Insure your bike, either on contents insurance or separately.

Further information is available from the Police Community Support Officers on Campus and from the University website, including details of the Bike Loan Scheme. Just type "Bikes" into the search box.





St John's Campus: Facilities for cyclists

Where can I store my bike on campus?

- There are 423 locations throughout the St John's Campus where you can secure your bike. The vast majority are Sheffield-type hoops and many are located under cover.














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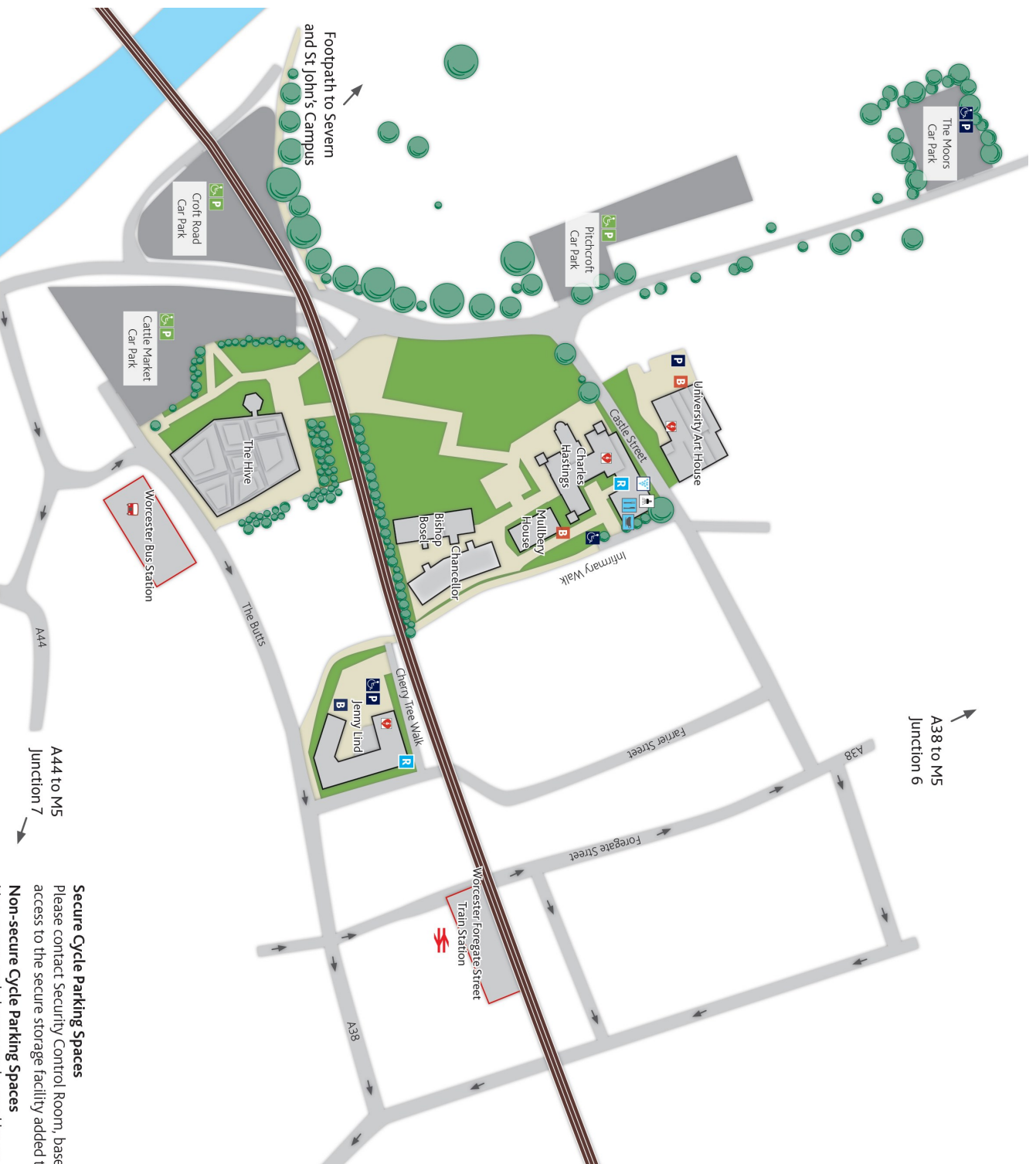
City Campus

WR1 3AS

01905 542444

www.worcester.ac.uk

-  Main reception
-  Car park
-  Disabled parking
-  Council car park
-  Coffee shop
-  Dining room
-  Drinking water fountain
-  Train station
-  Bus station
-  Showers
-  Defibrillator
-  Secure cycle parking spaces
-  Non-secure cycle parking spaces



Secure Cycle Parking Spaces

Please contact Security Control Room, based at St John's Reception in order to have access to the secure storage facility added to your student card.

Non-secure Cycle Parking Spaces

Non-secure cycle hoops can be used by anyone. Please follow the security guidance provided. Showers and lockers can be accessed as required.

TIPS ON CYCLING SAFELY

The following tips will help you stay safe on the road:

Be visible to other road users

- Make sure you're visible to other road users and pedestrians.
- Wear bright or fluorescent clothing in daylight or poor light and reflective clothing at night.
- Always use lights after dark, in the rain, or if the weather is overcast.

Don't cycle too close to the kerb

- Give yourself space on the left, and don't feel you have to cycle close to the kerb if a car behind you gets impatient.
- By moving further into the road you'll avoid most drain covers and roadside debris. You'll also help drivers think more carefully about when it's safe to pass you.
- When overtaking parked cars, watch out for car doors opening suddenly and allow room to pass safely.

Protect yourself with a helmet

- Always wear a helmet – this reduces the risk of head injury if you're in an accident. To be effective, the helmet must be level on the head, with the pads inside touching all the way around and the strap comfortably snug.

Make eye contact with drivers

- Always be aware of who is around you. Make eye contact with drivers and let them know you've seen them. This will tell you if the driver has seen you or not, which is especially helpful before you make a manoeuvre.

Make your intentions clear to other road users

- **Show drivers what you plan to do in plenty of time and when it's safe to do so.**
- **Always look and signal before you start, stop or turn. Looking over your shoulder while indicating with one hand can be tricky, so practise this first when you're not on the road.**

Avoid cycling with headphones

- **While cycling, avoid using devices that could potentially distract you and reduce your awareness of other road users, such as headphones and phones.**

Cycling etiquette

- **Don't weave in and out of traffic or change direction suddenly without signalling.**
- **Use cycle routes, advanced stop lines, cycle boxes and toucan crossings (dual cycle and pedestrian crossings) unless it's unsafe to do so at the time. It's not compulsory to use these, and whether you do so will depend on your experience and skills, but they can make your journey safer.**
- **Give pedestrians priority at all times. Some may be partially sighted or deaf and may not be aware of your presence.**
- **Use your bell to inform other road users of your presence. Fit a bell or horn if your bicycle is not fitted with one.**

Fire Prevention

There are several easy ways in which you can help create a safe living environment for yourself and other residents:

- Do not smoke. University of Worcester has a no smoking policy in all buildings.
- Report fire hazards such as worn electrical cables, loose wiring, damaged plugs and wall sockets immediately. Ensure all electrical appliances are all tested, Including those brought in from home.
- Do not allow the build up of rubbish or other combustible material in your accommodation, corridors or stair enclosures as this is fuel for fire and may also create obstructions to escape routes. This includes hanging washing in communal areas and hallways.
- Turn off electrical equipment when not in use. Unplug it from the wall socket if possible.

Means of Escape

Means of escape is the term used to describe your exit route and the associated fire safety measures i.e. fire doors, emergency lighting, fire call points, fire extinguishers, fire action notices and exit route signs.

The width of corridors and doors are designed to allow a pre-determined number of occupants to escape safely in an emergency. Any obstruction in these areas reduces the passage of people and may lead to casualties.

Fire doors are designed to hold back smoke and flames to allow people to escape safely. Once the fire is contained behind a closed door everyone should be able to reach a place of safety. You should therefore ensure that these doors are not propped open.

Fire doors should have a circular blue sign on them and some a self-closing mechanism that allows the door to return to a fully closed position after each use.

Ensuring fire doors are closed at night is very important. There are fewer people around and fire can grow and spread undetected at night more easily than during the day. Statistics show there are more serious fires at night than during daylight hours.

Fire Routine

Events can move rapidly when a fire occurs so you must know your fire routine before a fire breaks out i.e. what to do if the fire alarm sounds and what to do if you discover a fire.

If you discover a fire you should:

- Sound the alarm by breaking the nearest glass fire call point. This will set off the building fire alarm.
- Only fight the fire to procure a means of escape.

If you hear the fire alarm you should:

- Leave the building calmly and quickly as possible.
- Follow your nearest exit route to the agreed assembly point and stay there until authorised to return by a member of the University Staff.

Going Through Smoke

If you are caught in a smoke filled atmosphere, try not to panic. Smoke builds from the ceiling down in layers. The hottest and potentially most toxic area is at ceiling level. There will be fresh air at floor level. Get on your hands and knees and crawl towards the door. You will probably be able to see at floor level. Find the wall (and follow the skirting board until you feel a gap or recess - this is the door) reach up and open the door and get out.

Planning Your Route

Be aware of the usual and alternative exits from your residence and places of study.

Please be sensible and follow the fire routine.

If you have an impairment that prevents or restricts you evacuating the building in an emergency you must complete a Personal Emergency Egress Plan (PEEP) Declaration Form available here: <http://www.worc.ac.uk/personnel/661.htm>



ACCREDITATION:

The Community Safety Accreditation Scheme (CSAS) is a voluntary scheme under which chief constables can choose to accredit employed people already working in roles which contribute to maintaining and improving community safety with limited but targeted powers.

The scheme creates a framework for public and private bodies to work in partnership with the police, providing additional uniformed presence in communities and capitalising on the skills and information captured by those already engaged with the community.



All schemes are managed, monitored and assessed at a local level by the responsible police force. Key benefits of the scheme include:

- increasing uniformed presence on the streets (CSAS accredited persons wear the uniform of their employing organisation, with an identification badge endorsed by the local police force)
- reductions in local issues such as street drinking, begging and dog fouling
- saving valuable police time in community safety to deal with low-level crime and disorder
- promoting greater business involvement with the police, and allowing the police to influence the training of businesses, e.g. security companies
- promoting partnership working and the two-way exchange of information and intelligence between agencies

The accreditation allows the University's security team and designate University of Worcester staff to work more closely with the community and the police on and off campus.

The University of Worcester is one of only a handful of universities in the country to achieve the accreditation.

Under the scheme they have the following designated powers:

1. Confiscation of alcohol from young persons

2. Power to issue fixed penalty notices for:

- Cycling on the footway
- Depositing litter
- Dog fouling
- Fly posting and graffiti

3. Power to issue fixed penalty notice for:

- Breach of fireworks curfew
- Knowingly give false alarm of fire

4. Power to require name and address for:

- Fixed penalty notice
- Anti-social behaviour

CONTACT INFORMATION

Security matters: Main Switchboard 01905 855000

Maintenance Issues: Most issues during the day can be logged on the Facilities Helpdesk on the Student Pages of the University website. However during evenings and weekends any urgent issues, for example electricity or water services, should be reported by telephone to the Main Switchboard 01905 855000.

Student Support & Wellbeing: www.worcester.ac.uk/student-services/studentsupportwellbeing **Email:** studentlife@worc.ac.uk

POLICE COMMUNITY SUPPORT OFFICERS (PCSO)

PCSO Tash Harris and PCSO Jamie Denning are seconded to the University and work alongside many departments across the University in a support and advisory capacity.

Tash has been a PCSO for some 15 years before which she was an established youth worker in Worcester. Jamie has been a PCSO for almost 7 years, previous to which he was a Security and Loss Prevention Specialist in retail.

Tash and Jamie bring to us a wealth of experience where student safety and welfare is their prime consideration. They also work within the neighbourhood around student accommodation to encourage 'community cohesion', actively seeking every opportunity to work alongside University departments and on occasions other agencies, to address any concerns raised.

Their remit expands to all University locations and student accommodation across Worcester City.

They have an office at St John's Campus

For non-emergencies our PCSO's are contactable via email:

pcso@worc.ac.uk

Tel: 01905 542629





01905 855000

WHAT TO DO IF YOU ARE WORRIED

If you have any concerns about your personal safety you can access free and confidential advice and support within the University:

Student Services : studentlife@worc.ac.uk

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Campus Security: available 24/7: Main Switchboard: 01905 855000

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University PCSO'S: pcso@worc.ac.uk

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Main Reception St John's: 01905 855000

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Main Reception City Campus: 01905 542444

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Counselling: counselling@worc.ac.uk

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OTHER ORGANISATIONS

West Mercia Police Non-emergency number: 101

The Worcester Samaritans: 01905 21121

Worcestershire Rape and Sexual Abuse Support: 01905 724514

Hopeline UK: 0800 068 4141