

CommUNity

The University of Worcester in your community

Autumn 2018 issue

Welcome to the CommUNITY

The University works with our local community, both students and other residents, to help ensure you live in a safe, quiet environment that is harmonious for all who live here. Through this booklet, we hope to provide you with valuable information that will help make living in close proximity to the University's St John's Campus an enriching and rewarding experience, whilst supporting our students to be considerate, respectful neighbours.



University
of Worcester

Student Services



Students at the University completed **18,676** hours volunteering in the 2017/18 academic year, of which, 12,886 hours (69%) were from volunteering work that had been completed in the community and surrounding area

The University supports almost **7000** jobs either directly or indirectly and contributes £160 million to the Worcestershire economy



67% of University of Worcester graduates in employment are working in the West Midlands. Of these, **49%** remained in Worcestershire

Students raised **£15,223** for the SU nominated charities; Alzheimer's Society, Smile for Joel, Mind, Guide Dogs UK and Lily Mae Foundation



We've been training inspirational teachers for over **70** years

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On your bike \ The onsite bike shop provided by the local charity Spokes gives students, staff and the local community the opportunity to purchase pre-loved, refurbished bikes or to have their bikes repaired by their qualified bike specialists. They are generally open on campus every Wednesday 12-2pm, or 12-1pm during the University vacation periods.

The University PCSOs and Safer Worcester Partnership run a number of cycle marking events at The Hive where you can get your bike marked with a traceable liquid. For more information on the dates when this event takes place, please contact the PCSOs (contact details are provided later in this booklet).

Unitots Nursery \ Unitots Nursery is situated on the St John's campus and is an Ofsted registered nursery for babies aged 3 months up to school age children. It is available for community users, staff and students and is open 8am to 6pm Monday to Friday, 50 weeks of the year (excluding Bank Holidays, University closed days and staff training days).

Achieving an 'Outstanding' Ofsted report on the last two inspections, it is set within a safe, stimulating, secure environment with access to a large outdoor play area including a forest school. Children are supported by a highly motivated and experienced staff team, providing high quality care and education. For more information, visit: www.worc.ac.uk/your-home/support-childcare

Accessing the campus \ The following facilities are available at the St John's campus:

- /// Fully equipped fitness suite
- /// 3G Astro Turf and sand-filled hockey Astro Turf (both floodlit)
- /// Sports centre with a six-court sports hall, dance studio and gymnasium
- /// A range of venues for conferences, seminars, presentations, meetings and celebrations.

For more information on our sports facilities and details of hire fees, please visit the website: www.worc.ac.uk/discover/conferencing-sports-facilities or www.worc.ac.uk/discover/conferencing



Grow your own \ The University has an allotment on the St John's campus where the community can get involved in planting, maintaining, learning about plants and rewarding themselves with the produce they help create. If you are interested in cultivating the allotment please email either Tim Bird on t.bird@worc.ac.uk or Naomi Goldman on n.goldman@worc.ac.uk.



Rubbish and Recycling \ The majority of the houses in St John's are provided with a bin collection service; a green one for recyclable waste and a black bin for rubbish that will go to landfill, which are collected on alternate weeks. To find out more: www.worcester.gov.uk/household-waste

Your collection day may change when there is a bank holiday. Please check the following webpage for up-to-date information: www.worcester.gov.uk/bank-holiday-collections

For the exact day that your bins/refuse bags will be collected, please check the Worcester City Council webpages: <https://selfserve.worcester.gov.uk/wccroundlookup/>

Don't forget that rubbish should only be placed outside of the property on the day of collection and bins should be taken in as quickly as possible after they've been emptied.

- Green bin recycling
- Black bin landfill

September 2017						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October 2017						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



A community consists of a number of people living in the same location in close proximity to each other. To help overcome any differences in lifestyles and to create a more cohesive and inclusive community, our tips may help.

**Good Neighbour tips **

/// **Communication:** introducing yourself to your neighbours and committing to keeping those lines of communication open throughout the year, will enable you to have conversations if any disagreements arise.

/// **Consideration:** excessive noise and anti-social behaviour can be extremely detrimental to community cohesion and cause great stress and upset. Consider the impact your behaviour and the behaviour of guests has on those living around you.

/// **Appearance:** make sure household waste is placed in the

correct bins and that bins are emptied regularly. Ensure that your parking is not causing an obstruction to drop down curbs, pavements or driveways.

/// **Safety:** report any suspicious behaviour to the local Policing team via the University PCSOs or by calling 101. Always lock your front and back doors and make sure windows are secured when leaving the property.

**Fire safety ** Stay safe by:

/// Checking fire alarms at least once a month.

/// Don't leave cooking unattended.

/// Avoid cooking under the influence of alcohol.

/// Plan your escape route to ensure that you, your friends or your family can get out quickly and safely should the fire alarm sound.

Do not tackle the fire yourself. **Get out, stay out and call the Fire Brigade by dialling 999.**

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Working in partnership \ The University works in partnership with a number of different agencies to enhance safety, educate students and respond to concerns from students and other residents about their quality of life in the community.

Community Accredited Security Officers \ The University has a team of Security Officers who are able to attend off-campus properties in response to any concerns raised about noise, anti-social behaviour, safety or wellbeing relating to University students. They are available 24 hours a day, 7 days a week.

University Police Community Support Officers \ The PCSOs have extensive experience in liaising between members of the local community to encourage cohesion and to address any concerns that residents may have about students

living in private accommodation or student behaviour in general.

Representing both West Mercia Police and the University of Worcester, they would be happy to discuss any matters with you.

Worcester Regulatory Services \ WRS are committed to working with the University and the PCSOs to formally resolve on-going serious noise issues. WRS will investigate to determine whether a statutory noise nuisance exists and if so, will serve a noise abatement notice. Noise nuisance incidents actionable by WRS include (but are not limited to) noise arising from loud music, televisions or computer gaming, DIY and barking dogs.

More information can be found on WRS website: www.worcsregservices.gov.uk



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Supporting students in accommodation \ The Students' Union can support students by offering information and advice to students in all types of accommodation - whether there are issues with letting agents, landlords, neighbours or even housemates.

For any issues during your tenancy contact the SU for advice studentsunion@worc.ac.uk 01905 543210.

Volunteering \ Students of the University of Worcester have contributed nearly 18,676 volunteering hours in the academic year 2017/18, volunteering in local community organisations, University projects, with the Students' Union, national charities and overseas organisations.

Volunteering is an excellent way to develop new and existing skills, do something that you love and to give something back to the local



community. These skills look great on a CV and have contributed to the excellent graduate employment rate that the students have achieved at the University of Worcester.

Students can use the Students' Union to find local volunteering opportunities, be part of the SU Crew or even start their own volunteering project. If you are a student interested in volunteering or want to find out more about logging your volunteering hours you can email SUVolunteering@worc.ac.uk.

Alternatively if you run a community group or charity that would benefit from volunteers you can email SUVolunteering@worc.ac.uk.

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Contact details \ To report a disturbance as it is occurring:

University PCSOs and Security staff
Response available 24/7
Telephone: 01905 855495

Non-emergency Police:
Telephone: 101

To report issues with rubbish and waste and ongoing noise issues:

Worcester Regulatory Services

Website: www.worcsregservices.gov.uk and www.worcester.gov.uk/accumulation-of-rubbish-nuisance

Email: wrsenquiries@worcsregservices.gov.uk
Telephone: 01905 822799

To contact a representative at the University:

Student Support and Wellbeing Service
Email: studentlife@worc.ac.uk
Telephone: 01905 855104

University Police Community Support Officers
Email: pcso@worc.ac.uk
Telephone: 01905 542629



Privacy notice \ When you contact the University, we may ask you for your name, contact number and address. We are requesting this information from you in order to manage incidents involving students and to respond appropriately. We may also use the information for reporting and auditing purposes. For the same purpose we may share this information internally between colleagues in Student Services, Accommodation, Security and University Police Community Support Officers and in some instances, externally with the Police.

The full privacy notice can be found on www.worcester.ac.uk/studentssupport/students-in-the-community