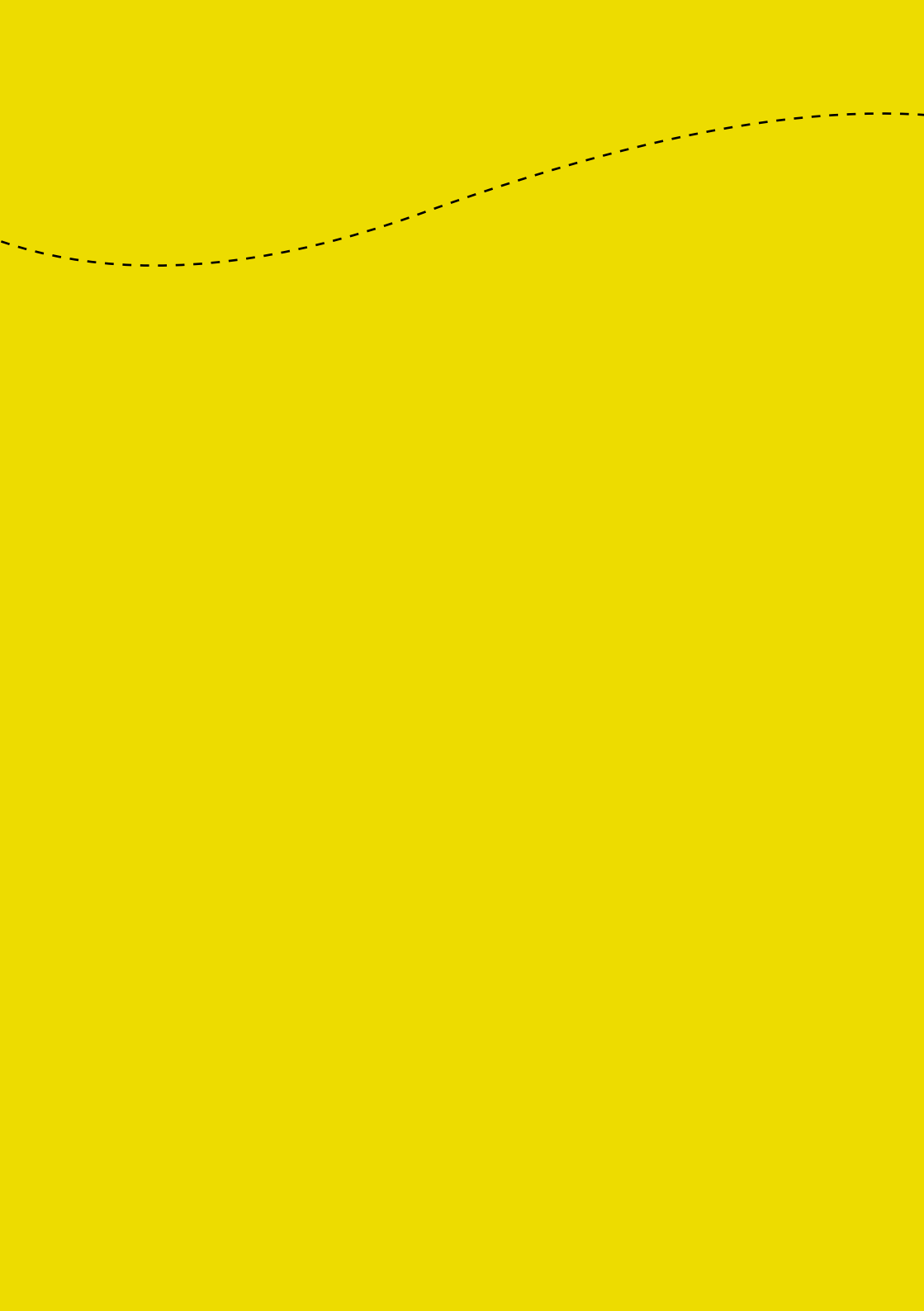




# **Student Survival Guide.**

**University of  
Northampton**







# Contents.

6



**University  
Security.**

12



**Personal  
safety.**

20



**Money  
Security.**

26



**Housing and  
accommodation.**

34



**Helplines.**

The background is a solid yellow color. There are four white rectangular blocks of varying sizes and orientations. Two are at the top, one is in the middle, and one is at the bottom. They are arranged in a vertical column on the right side of the page.

# **Stay safe.**



**Wherever  
you are.**



## **Security and Community Safety Team**


### **What do we do and how can we help you?**

The Security and Community Safety Team has a primary focus on safeguarding everyone within our campus community. We work closely with the UON Police Team and Residential Life to ensure the best possible service for students, staff and visitors. Your experience at the University of Northampton is important to us and we will always endeavour to provide the best possible service to keep you safe.

**We work 24 hours a day, 365 days a year**  
**Some of the services we offer.**

- **First responders for all security related incidents.**
- **Trained in fire emergencies.**
- **Investigations and evacuations.**
- **Trained in water rescue.**
- **First Aiders/ Mental Health First Aiders.**
- **Chaperone service/ personal safety advice.**
- **Building access requests.**





## **Are you concerned about walking alone somewhere on campus?**

We can provide a chaperone service, to accompany you around the University campus, for example walking across the bridge from Becket's Park to Waterside Campus. Just contact us and we'll be happy to get you there safely.

**We're available 24/7 via the Waterside Campus  
Visitor's Centre reception.**



**01604 892269**



**CampusSecurity@northampton.ac.uk**



**Via the free SafeZone app**

### **Follow us here:**



**@UoN\_CampusSecurity**



**@uon\_securitycommunitysafety**

## Q UON Police Team

A dedicated team of experienced police officers, based on-campus, to help keep all students and staff members safe. The team are here to enforce the law and disrupt any potential criminal activity, as well as to offer advice around any crime and safety issues, or to assist with protecting vulnerable people.



### How can I contact the UON Police Team

The team can be found out and about at all of the University locations. Or you can get in touch with them via the front desk at the Visitor's Centre on Waterside Campus - feel free to pop in. They can also be contacted through the Security and Community Safety Team, who will often know the location of the officers at any given time:



**01604 892269**



**CampusSecurity@northampton.ac.uk**

Do you prefer to report a non-emergency crime or incident from the comfort of your room? This can be done via **northants.police.uk** or you can call **101**.

You can also raise any issues or concerns to one of the officers directly when you see them out and about or situated within University buildings.







## How can I give information to the police team?

You only need to tell us what you know, not who you are. We have a secure letterbox in the Visitor's Centre building for you to anonymously tell us about any concerns you may have.

You can also report anonymously via Crimestoppers at **[crimestoppers-uk.org](https://www.crimestoppers-uk.org)**



## What is the emergency number for the Police?

**In an emergency, always dial 999.**

This number is a 24-hour service, and you should only use it in situations where there is: danger to life, use, or immediate threat of use, of violence.

**Follow us here:**

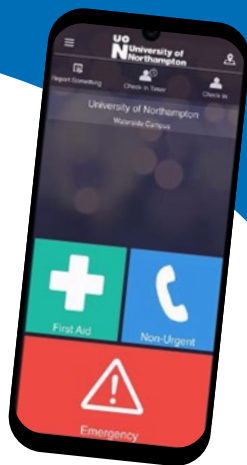


@UONPolice





The SafeZone app is simple-to-use, and it's free! At the touch of a button, it will let you request first-aid, security or safety assistance via your mobile phone or PC.



SafeZone has three main buttons that can be used to request assistance from the Security and Community Safety Officers at all University sites and the along the safe route up into town.

## Emergency Alert

Tap the **red button** to raise an emergency alert.

If you, or another person nearby find themselves in a situation where personal safety is threatened or someone is hurt or injured, raise an emergency alert (tap again to cancel).

## When should I use the emergency button?

- If you feel threatened, or if someone has threatened you
- If you have been assaulted or are the victim of a robbery
- If you are hurt or injured (or use first aid if it's a minor injury)
- If you see somebody else being threatened, assaulted or a victim of crime in progress.

## First Aid Alert



Tap **First Aid** if you or another person needs medical assistance. All response team members are qualified first-aiders (tap again to cancel).

### When should I use First Aid alert?

If you or someone near you is hurt or injured.

If you're not sure whether you need an ambulance, use the First Aid alert to seek advice from a qualified responder.

## Help Call



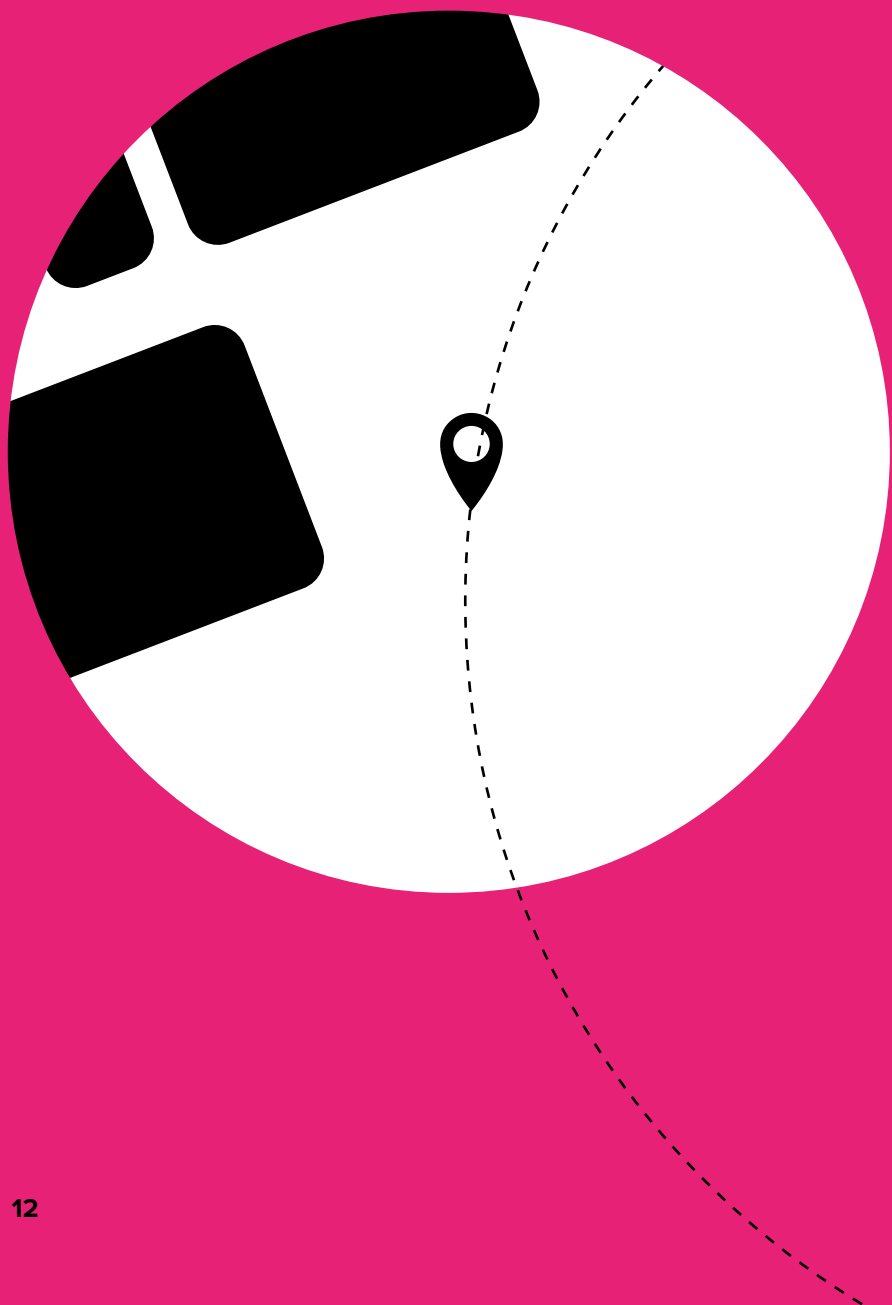
Tap **Help** to connect to your local response team or the Security and Community Safety Team. To cancel the call, tap again while the timer is winding down.

### When should I use Help Call?

- If you are concerned about something but it's not an emergency.
- If you want to report suspicious activity.
- Any other scenario where you would want to contact security.

**To download the app, scan the QR code or visit your app store.**







# Personal safety.





## Drugs

### Staying safe

Our advice will always be to avoid trying or using any type of drug, while you are at University. Whatever your attitude towards drugs, it's important that you are aware of the facts so that you can recognise the risks. The risks can concern personal safety and wellbeing, as well as the legal consequences involved.

The best way to stay safe is to avoid drugs completely.

#### Things to consider.

- Everyone's tolerance is different.
- You can never really be sure of the strength, content, or purity of any illegal drug.
- Mixing more than one substance (including alcohol) can be unpredictable and dangerous
- Don't assume everyone can make it home - look out for your friends and keep each other safe.
- If you have taken drugs, be sure to tell friends in case of any difficulties or problems.



## Can I use legal highs or cannabis gummies?

The production, distribution, sale and supply of previously called 'legal highs' (such as spice) is now an offence that is punishable by up to seven years in prison, after the Psychoactive Substances Act was brought into effect. The changes in the law mean it's now an offence to freely give these psychoactive substances to anyone, even to friends.

So called 'legal' or 'herbal highs' are designed to mimic class A, B or C drugs such as cocaine or cannabis, but may not have been tested for human consumption.

New drugs are constantly being developed and long-term effects on the body and brain are unknown.

## I need support with drugs use how can I get help?

### FRANK

 [talktofrank.com](https://talktofrank.com)  0300 1236600

### NHS

 [nhs.uk/live-well/healthy-body/drug-addiction-getting-help](https://nhs.uk/live-well/healthy-body/drug-addiction-getting-help)

 Call NHS - 111

## Who can I report drug dealing or drug use to?

Report to the University Police team in the Visitors' Centre at Waterside Campus, or online via [northants.police.uk](https://northants.police.uk)



### How can I report crime or information anonymously?

This can be done through the charity Crime Stoppers, visit [crimestoppers-uk.org](https://crimestoppers-uk.org)

## How can I keep myself safe on a night out?

### Before heading out:

- Make sure you know who's coming out and how you're getting home.
- Pre-drinking alcohol will effect your perceptions and inhibitions throughout the night. Consider how much you drink, including any pre-drinks and how this may effect you and your safety.
- Choose a meeting point where you'll wait for friends if you get separated.
- Download a taxi app onto your phone and only get in the taxi you have booked.
- Charge your phone - a flat battery is no use to anyone (you can buy a portable power bank to give your phone a boost while you're out).
- Have the number of your friends who you are going out with on your phone.
- Use the Safer Route home if you live on Waterside Campus or at St John's Halls of Residence.
- Download a find my friend app and put all your friends on it.



## While I am out?

- Buy your own drinks and always keep them with you.
- Use a bottle topper if drinking from a bottle.
- Tell a friend, bar staff or door staff if you feel unwell.
- Look out for each other - never leave your friends alone and always try to come home with everyone you went out with, or make sure you know where they have gone to.
- Stay in well-lit areas where there are plenty of people.
- Plan a route home.
- Stick to places you know.
- Games encouraging alcohol consumption can increase peer pressure to drink more. Be aware of your intoxication level and that of your friends.



**If you feel unsafe  
or need urgent help,  
call 999 immediately.**

If you can't find your friend and you have concerns for their welfare, tell the venue staff or call the **Police on 999**.



## What is a street pastor? How can they help me?

Street pastors are trained volunteers from local churches who care about their community. They patrol in small groups of men and women, usually from 10pm to 4am on a Friday and Saturday night. They are there to care for, listen to and help people who are out on the streets.

 Visit **streetpastors.org** for more information.



## What is the SNO van?

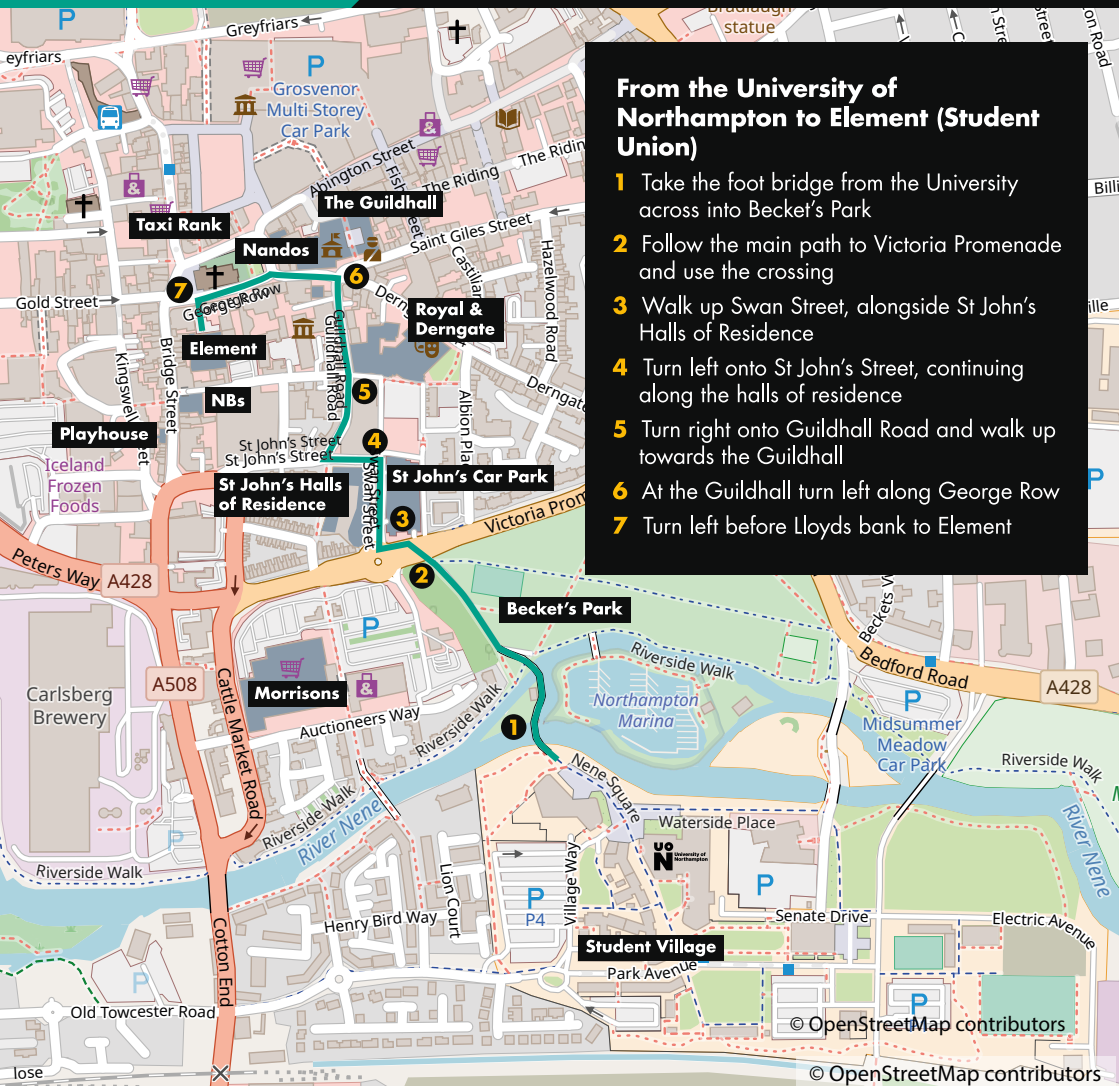
The SNO van is a haven in the middle of the town's nighttime economy, a place to find help and to keep safe.

The van is a sanctuary for anyone who's separated from their friends, feels vulnerable, needs basic first aid, needs to charge their phone to ensure they can get home, or needs any kind of support so that they stay safe.

## Where can I find the SNO van?

A highly visible spot in Northampton town centre every Friday and Saturday night,  
**between 9pm and 5am.**

# SAFER ROUTE



## From the University of Northampton to Element (Student Union)




- 1 Take the foot bridge from the University across into Becket's Park
- 2 Follow the main path to Victoria Promenade and use the crossing
- 3 Walk up Swan Street, alongside St John's Halls of Residence
- 4 Turn left onto St John's Street, continuing along the halls of residence
- 5 Turn right onto Guildhall Road and walk up towards the Guildhall
- 6 At the Guildhall turn left along George Row
- 7 Turn left before Lloyds bank to Element





# Money security.

## Please be wary of scams where people will try and steal your personal information or bank account details

-  **Do not** transfer money to someone else's bank, see section on money muling.
-  **Do not** give out any personal information or bank details via email, phone call or text. The person may seem like they know a lot of information about you but do not give them any more. Do not reply and come and speak to the UON Police Team or the Security and Community Safety Team.
-  **Do not** transfer money to anyone saying they are from an International Police Force, Embassy or bank. Always speak to the Security and Community Safety Team, the UON Police Team or to Action Fraud first.

The UON Police Team offers an International Students Police Registration Service at Waterside Campus - please ask at the Visitor's Centre or visit **[northants.police.uk](https://northants.police.uk)**

The UON International Student Services team can be contacted on:

 **[iss@northampton.ac.uk](mailto:iss@northampton.ac.uk)**  
 **Telephone: 01604 893113**

## What is a money mule?

**A money mule is a person who transfers illegal money between different countries.**

They are recruited, sometimes unwittingly, by criminals to transfer illegally obtained money between different bank accounts. Money mules receive the funds into their account, they are then asked to withdraw it and wire the money to a different account, often overseas, keeping some of the money for themselves. This money is likely to have come from illegal activity such as drugs, gangs, weapons or terrorism.

Even if you're unaware that the money you're transferring was illegally obtained, you have played a role in fraud and money laundering and can still be prosecuted. Criminals will often use fake job adverts or create social media posts about opportunities to make money quickly, to recruit potential money mules.

## **Behaviours that put you at risk of becoming a money mule:**

- Responding to job adverts or social media posts that promise large amounts of money for very little work.
- Failing to research a potential employer, particularly one based overseas, before handing over your personal or financial details to them.
- Allowing an employer, or someone you don't know and trust, to use your bank account to transfer money.





## How to protect yourself

- No legitimate company will ever ask you to use your own bank account to transfer their money into for you to then send to another account. Don't accept any job offers that ask you to do this.
- Be especially wary of job offers from people or companies overseas, as it will be harder for you to find out if they are genuine.
- Never give your financial details to someone you don't know and trust.
- Never share your bank account or debit/credit card details with anyone unless you know and trust them
- Never email your credit or debit card details to anyone, including the University.
- Be wary of offers of easy money - if it sounds too good to be true, it probably is.
- Be vigilant for adverts and emails containing bad spelling and grammar.
- Don't allow someone that you don't know or trust to transfer money through your bank account.

If someone contacts you and it seems unusual or unexpected, contact the University or the University Police Team for help. If the person who contacted you is genuine, they won't mind you checking before you respond to them.

If you are a victim of fraud, or think you may have been, contact Action Fraud



**03001 232040**



**actionfraud.police.uk**





# **Housing and accommodation.**







## **University accommodation**

**If you are living on a University site and need any help or advice, you will find the Residential Life team in the following locations:**



**Waterside Campus Student Village reception,**



07740 716593 / 07712 691674

**Scholars Green Student Village reception,**



07740 716592

**St John's Halls main reception,**



07925 893597

**The Residential Life team are available**

Monday to Friday, 9am – 5pm

as well as overnight Monday to Sunday, 5pm – 6am.



[residentiallife@northampton.ac.uk](mailto:residentiallife@northampton.ac.uk)

## **Private housing**

**Check out the University information about private sector housing at:**



**[www.northampton.ac.uk/student-life/accommodation/private-sector-housing/](http://www.northampton.ac.uk/student-life/accommodation/private-sector-housing/)**

Here you will find information and links to accommodation advice with things to look out for; to landlord networks and promoted properties; also information about safety in the private sector.

If you have any specific questions that are not answered here you can ask the team direct on



**[privatesector@northampton.ac.uk](mailto:privatesector@northampton.ac.uk)**



## Things to check and consider when viewing a private rental house:

### The exterior:

- ✓ The roof looks sound and there are no missing tiles
- ✓ The gutters and pipes aren't broken or leaking
- ✓ The window frames aren't rotten
- ✓ There are no broken or cracked windows.

### The interior:

- ✓ No signs of damp –  
e.g. dark patches, peeling wallpaper or flaking paint
- ✓ Minimal signs of condensation, such as mould on the walls
- ✓ No signs of pests, like slug trails or mouse droppings.

### Gas and electricity:

- ✓ The plugs don't get hot when switched on and there are plenty of sockets
- ✓ The wiring doesn't look old and there are no frayed cables
- ✓ The oven and hob work.

## Plumbing:

- ✓ There is hot water
- ✓ The taps all work properly
- ✓ The bath and basins aren't cracked, and the toilet flushes properly.

## Safety and security:

- ✓ The external doors are solid with five-bar mortice locks
- ✓ The internal doors all have locks
- ✓ The windows all have locks
- ✓ Does it have a burglar alarm? Use your bargaining powers to get one – it's in the landlord's interest, as well as your own.
- ✓ Does it have a smoke detector fitted and in working order?

If you have concerns about a student house you are living in, seek advice from the council Private Sector Housing on

 **0300 330 7002**

 **pshs@northampton.gov.uk**

 **Citizens' Advice at [cencab.org.uk](https://cencab.org.uk)**

## Contents insurance


**Students often own plenty of items that are attractive to thieves – take a look around you. In a flash a thief could have picked up a laptop and a mobile phone: that’s £800+.**

Contents insurance policies provide the cover you need, taking into account your lifestyle and the fact that your house is empty in the holidays, and will allow you to quickly replace what’s stolen.

Many colleges and universities provide free contents insurance as part of their service – just make sure that you get top-up cover for especially valuable items such as laptops. Ask your parents if their contents insurance covers your property – sometimes it’s cheaper to add it on to their policy, but always check!





The background of the page is a solid red color. In the top left corner, there are several overlapping red rectangles of different sizes. A dashed black line curves from the top left, arching over the text area and extending towards the top right. To the left of the text, there is a solid black rectangle. To the right of the text, there is a white rectangle with a black border, tilted slightly. At the bottom center, there is a white rectangle with a black border, also tilted slightly.

Get insurance sorted before you arrive at uni or college if you can – many thefts take place within a few weeks of a new term and in the run-up to Christmas as burglars start their Christmas shopping. Even if you haven't got it yet, it's never too late for insurance to be worth the cost!

Shop around for the best price. Think about insuring your most expensive or irreplaceable items like your laptop or bike individually.

Try to take most of your valuables home during the breaks. Insurance is a must for any student, but remember – it's less hassle to stay safe than to claim on your insurance!



# Helplines.



## Helplines.

**If you need support with an issue,  
there are lots of local support  
networks and helplines to assist you.**

### **Voice for Victims & Witnesses**

A free, confidential support service for anyone affected by crime in Northamptonshire:



**0300 303 1965**



**info@voicenorthants.org**

### **GALOP**

National LGBT & domestic abuse helpline.



**0800 999 5428**

### **Men's Advice Line**

A confidential helpline for any man experiencing domestic violence and abuse from a partner or ex-partner.



**0808 8010327**



**info@mensadvice.org**

### **Sunflower Centre**

A free service which provides advice and support including:

- crisis intervention, risk assessment and individual safety planning
- advice and support on civil and criminal court proceedings
- signposting to other services such as crime prevention, immigration advice, legal advice, groupwork and counsellors.

### **FRANK**



**0300 1236600**



**talktofrank.com**

## Forced Marriage Unit

A public helpline and website to provide advice and support to victims of forced marriage.

 **020 7008 0151**  **fmu@fco.gov.uk**

## National Stalking Helpline

Provides guidance and information to anybody who is currently, or has previously been, affected by harassment or stalking.

 **0808 802 0300**

## DOSTIYO (Asian Women and Girls Association)

A charity serving the Asian community.

 **01604 745340**



## Student Support

The University is committed to preventing sexual violence and harassment. Information and support from the University can be accessed here:



**[www.northampton.ac.uk/never-ok](http://www.northampton.ac.uk/never-ok)**



## Sexual Violence Liaison Officers (SVLO)

SVLO's are specially trained and can provide sensitive, professional support to students who have experienced sexual offences, regardless of whether or not they have reported what has happened to them.

They can be contacted during office hours (9am-5pm)  
Monday-Friday by email:



**[SVLO@northampton.ac.uk](mailto:SVLO@northampton.ac.uk)**

## Serenity (sarc)

Here to support following sexual offences. They provide a safe and confidential environment, where you can get the information and support to make decisions about what you want to do next.

The service is available free, 24 hours a day, seven days a week.



**01604 745005**



**[serenity@nhft.nhs.uk](mailto:serenity@nhft.nhs.uk)**

## Northamptonshire Rape Crisis Centre

Counselling and support for people who have been raped.



**01604 250721**

## Sexual health clinics

Provide contraception, screening/management and treatment for sexually transmitted infections, genital skin conditions and genital pain, as well as HIV management and care. These services are for everyone, whatever your gender, sexuality, age, race, or faith.



**Northampton General Hospital: 01604 637203**



## Free support services



These services offer confidential support from trained volunteers. You can talk about anything that's troubling you, no matter how difficult it appears to be.

### Local mental health support

Northampton Hospitals Foundation Trust and the mental health charity, Mind, have a 24/7 mental health support number for the people of Northamptonshire.



**0800 448 0828**



**nhft.nhs.uk**

### National support networks

#### Samaritans



**116 123** to talk to Samaritans



**jo@samaritans.org** for a reply within 24 hours.

#### Samaritans



Text **SHOUT** to **85258**



Text **YM** if you are aged under 19

#### Childline



**0800 1111** if you're under 19.

The number will not appear on your phone bill.



University of  
Northampton

