



Security and Personal Safety



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YORK
ST JOHN
UNIVERSITY

Security on campus

York St John University prides itself on having a safe and secure campus where students and staff can enjoy living, learning and working in a community environment.

Our security service is provided by Gough and Kelly, a dedicated 24-hour security team that are present on main campus 365 days a year. We also have a comprehensive CCTV network on all our sites which are continuously monitored.

The team can be contacted to respond to, but not limited to:

- Suspicious activity of any sort
- Thefts of both university and personal property
- Incidents that require first aid
- Out of hours maintenance problems
- Noise issues in student accommodation
- Welfare concerns about students

The Security Lodge is located in the Maclagan Block opposite Holgate.

To contact the Security Team:

- Call 01904 876444
or call/text 07885201182

Security will attend any callouts as soon as possible, and report back to the relevant team.

- **Emergencies:**

Please visit the Security Lodge or call 01904 876444

- **Non-emergencies:**

Email security@yorks.ac.uk or call 01904 876444

Personal safety

Whether you are new to York, or are familiar with the city, it is important to stay safe. While you are having fun exploring the city, make sure you consider the following tips:

- Take your mobile phone out with you at all times and keep it charged. Carry a portable charger just in case.
- Don't carry large amounts of cash with you.
- Stay alert - be aware of your surroundings when out and about.
- Hide cash and valuable items - keep them in a zipped up pocket or a secure bag.
- Carry a personal alarm.

In an emergency dial 999 from any phone and ask for the Police; call 101 if it is not an emergency but you require Police assistance.



Accommodation security

All of our accommodation is located in the centre of York, 1.4 miles or less from campus. We take the safety of York St John University students very seriously so all of our accommodation has access to a 24/7 security team based on main campus. It is also your responsibility to keep your property locked and make sure that your keys are kept in a safe and secure place. Consider the following:

- Keep windows, doors and all gates locked, even if you are home.
- Keep valuables out of sight of windows, especially in ground floor rooms.
- Get to know your neighbours so that you can look out for each other.
- If you have a burglar alarm, remember to set it.
- Take your valuables home during vacation periods.
- Mark your property with an ultraviolet pen so that it is identifiable.
- Throughout the academic year, our Welfare team work alongside local Police Community Support Officers (PCSOs) to give students the opportunity to get their property marked. Keep an eye on posters across campus and social media for the next date.
- Keep your keys safe, do not lend your keys to other people
- Do not allow others to follow you into your accommodation unless you know them

Your belongings are automatically ensured with Howdens.

For more information, visit:

www.howdeninsurance.co.uk

Reporting Sexual Violence

Our Sexual Violence Liaison Officers (SVLOs) are highly qualified specialist members of staff who offer support to students who have experienced any form of sexual violence or misconduct.

Our SVLOs can work with you, 1 to 1, to talk you through the options that are available to you and the support you may want to receive.

Support may be available from within the University or from external partner organisations. The SVLO will support you through whatever choices are right for you.

Support is available for students who have been impacted by sexual violence at any time in their lives. This can include experiences of:

- sexual violence
- harassment
- abuse
- misconduct, or
- inappropriate behaviour

regardless of whether it has been officially reported.

For further information on how a SVLOs can support you, and how to book an appointment, please see the Sexual Violence Officers article on the Student Hub.

<https://studenthub.yorksj.ac.uk/helppages/article/KA-01295/en-us>

Reports can be made directly with an SVLO or by submitting a Report and Support form.

Online safety

We all use the Internet every day and make purchases online. However, it is important to keep yourself and your data safe to prevent online fraud:

- Avoid using public Wi-Fi hotspots when making online payments or accessing emails. Use a secure internet connection instead.
- Be careful when online shopping or banking. Always make sure the website you are using is genuine and secure.
- When making a payment, look for the padlock symbol next to the “https” link, this confirms your data is encrypted when set.
- Using a secure payment site, such as PayPal, will give you greater protection. Keep your receipts and check your bank statement to make sure all payments are correct.
- Be aware of how you share your data online and how your data is used by companies.
- Watch out for suspicious emails that will try to deceive you by disguising as a legitimate organisation. Never click on a link from a suspicious email.
- A phishing email usually has a different email address to the company it is claiming to be and does not address you by name. If in doubt, call the company by using their legitimate phone number that can be found online and ask if the email is genuine.

Report an accommodation issue

If you have a problem with your York St John University accommodation, you can report it via the Student Hub.. Problems may include:

- Communal living concerns, such as cleaning
- Antisocial behaviour, such as bullying or noise
- Illegal activity, such as drug use

Reports can be made anonymously using our online form. However, if submitted reports do not provide clear accommodation site or student information such as names or student ID numbers, we will struggle to take concrete action.

Access the online form here:

<https://app.geckoform.com/public/#/modern/21FO00ihpxbay9005lzcizu3hr>

Vehicle safety

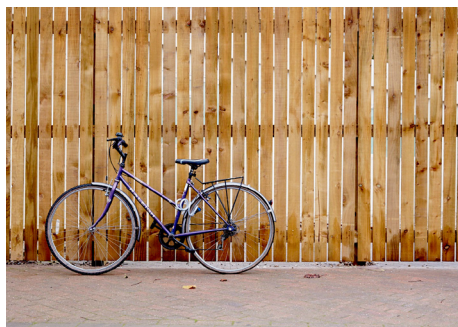
Parking on campus and around university accommodation is extremely limited and we advise that you do not bring your car to university. Our campus is in the heart of the city and all of our accommodation is close to the university. York has an excellent public transport system you can use if you need to. If you feel that bringing your vehicle with you is your only option, please bear the following in mind:

- Park your vehicle in a well-lit area overlooked by houses and ideally a CCTV camera.
- Use a mechanical immobiliser, such as a steering lock to protect your vehicle.
- Remove all valuables including laptops, sat navs and documents containing personal information.
- Cars parked on university sites will require a permit. Find out more about this process here: www.yorks.ac.uk/campus-and-facilities/estates/car-parking/

Bicycle security

An alternative mode of transportation is cycling. We promote a safe campus, but bikes can be often targeted by thieves because they are left poorly secured or not secured at all. Take the correct measures to increase the chance of your bike being returned to you if it is stolen:

- Use a D-lock and make sure the frame and a wheel is secured.
- Lock your bike in a busy, well-lit place, in view of people or CCTV cameras.
- Take easily removable bike parts like lights, seats and wheels with you to prevent them from being stolen.
- Photograph your bike and record its details at www.bikeregister.com
- Visit a police property marking session ran by our Welfare team and local Police Community Support Officers (PCSOs).



Safety tips for nights out

Although York has been voted one of the safest cities in the North of England, it is still important to stay safe and remain vigilant when out and about. Whether you are out during the day or during the night, look after yourself and others around you.

- When going out, let your friends or housemates know where you are going and when you are likely to return.
- Don't carry large amounts of cash or highly valuable possessions on your person.
- Avoid walking alone. Go out as a group or call a taxi.
- Avoid taking short-cuts and keep to busy, well-lit streets.
- If you feel that you are being followed, keep to busy, well-lit areas; go into a busy space such as a bar or restaurant and call a taxi to drive you home safely.
- Don't accept lifts or share taxis with people you don't know.
- If you do not have money for a taxi, you are able to call Streamline Taxis and have the option to pay the next day. To do this, all you need to do is give them your student card, and collect it from the taxi office the next day after settling payment. Call Streamline Taxis here: 01904 656565
- If threatened when walking home, attract attention by screaming, shouting or using a personal alarm.
- If someone attempts to rob you, let them have your possessions without a struggle. Your belongings can be replaced and are not as important as your safety.
- If you lose your bank card, or it is stolen, contact your bank as soon as possible so your card can be blocked. This will stop someone else from using it.

River safety

Rivers can be dangerous so it is important to stay safe when near York's rivers on a night out. Here are some tips to stay safe when on a night out:

- Avoid walking near the river – especially when it is dark.
- Know your alcohol limits. Watch what you are drinking and avoid being near the river whilst drunk.
- Look after your friends and stay in groups.
- Never go into the river. The currents of the River Ouse and River Foss are strong. If you drop something into the water, let it go.

Alcohol safety

Whilst studying in York, please drink safely and sensibly. Although it can be a fun way to socialise with friends, know your limits and prioritise the safety of others around you and yourself.

- Avoid binge drinking.
- Plan your night. Know where you are going and arrange safe transport home for the end of the night.
- Inform your housemates where you are going.
- Keep key contacts in your phone in case of an emergency.
- Be aware of your surroundings and keep your possessions, such as your phone and money, hidden.

Report + Support

We believe that sexual violence, partner violence, and hate crime, including harassment such as racism and sexual harassment, are never ok.

All students can report something via the Report and Support submission portal either anonymously or with contact details. Reports can be about an individual or a group of people.

All reports are triaged by our dedicated Welfare team, who will in turn issue relevant responses to help support students.

Find out more here:
<https://reportandsupport.yorks.ac.uk>

Drugs

We advise you to stay away from drugs. You can never be sure of the strength and purity of any illegal drug. Here are the best ways to stay safe:

- The best way to stay safe is to avoid drugs completely.
- If you do take drugs, drink non-alcoholic drinks and remain calm.
- Do not mix more than one substance, including alcohol, as this can be dangerous.
- If you take drugs, tell your friends what you have taken in case of any difficulties.
- Make sure you look after your friends and that they look after you.

If you are dealing with alcohol or drug issues, access support from our Welfare team via the link below:

www.yorks.ac.uk/wellbeing-and-welfare

Useful numbers

Campus Security - 01904 876444

University Switchboard - 01904 624624

Street Angels York - Tel: 07533933063 - Email: streetangelsyork@gmail.com

Street Rangers - Tel: 07809 900794

York Nightline - Tel: 01904 323735 - Email: listening@york.nightline.ac.uk

Streamline Taxis - Tel: 01904 656565

In an emergency, contact 999.

In a non-emergency, contact 101 for police and 111 for NHS.

Further information:

North Yorkshire Police Student Safety - www.northyorkshire.police.uk



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