

CAMPUS SAFETY GUIDE

A guide to staying safe and making the most of your time at university.



WELCOME

University is the time to make new friends, try new experiences and explore your independence. You choose your future path, and this includes making safe choices.

We're passionate about helping you feel safe and connected to your University. In this Campus Safety Guide, you'll find information on campus safety and tips to consider when you're out and about. We're very proud to be a culturally diverse community and we aim to create a welcoming, supportive environment where everyone is included and treated equally.

This guide is full of useful advice and information you can use throughout your time here – including a handy list of contacts at the back.

We hope you enjoy your time at the University of Exeter.

Read our Community Charter here:
[exeter.ac.uk/media/universityofexeter/coronavirus/imagesanddocs/Exeter_Charter.pdf](https://www.exeter.ac.uk/media/universityofexeter/coronavirus/imagesanddocs/Exeter_Charter.pdf)



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ESTATE PATROL

Your Campus Security Team



Working with you, for a safer campus.



An integral part of campus life, our friendly team is available 24 hours a day, 365 days a year.

We are available to talk to you about personal safety and the security of your property.

We monitor and respond to Safezone alerts, to fire, intruder, lift and security alarms, and we monitor over 900 CCTV cameras across campus.

You can contact us to deal with anti-social behaviour and noise complaints, if you find yourself locked out or if you have an emergency maintenance issue outside of office hours.

We are also first aid trained and carry an Automated External Defibrillator (AED) along with a fully stocked first aid kit in each of our patrol vehicles.

We are mental health first aid trained, and are first responders to any incident occurring across our Exeter campuses.

The University of Exeter has extremely low crime levels and is a safe campus but you still need to remain alert and aware of your surroundings. We do what we can to maintain a safe and secure environment for students, staff and visitors by remaining vigilant and acting proactively to minimise risks.

We are committed to working with our students and colleagues to continuously develop our services to create a safe, secure, and welcoming environment. Look out for team members in their red uniforms.



To contact us:

Telephone: 01392 723999

Email: e.patrol@exeter.ac.uk

Or submit an online report form via the Estate Patrol webpages.

Use the
Report Something
button on the
SafeZone app.

TOP TEN TIPS

It's important to balance your new found independence with keeping yourself safe. Whether you're new to Exeter or in your final year, there are ways to keep yourself safe on campus.

- 1 **Learn about your University Security Team – Estate Patrol**
Say "Hello" to the team and find out about the services and advice we can offer, or visit the Estate Patrol webpages.
- 2 **Download the SafeZone app (pages 6 and 7)**
A free app-based system for staff and students.
- 3 **Collect a Passive Alarm and Drink Spiking Test Strip**
Available from University Accommodation Receptions, the Sports Park, The RAM Bar and the Estate Patrol Office.
- 4 **If it has a lock, use it**
If you notice a lock is broken, please report it to your residence reception exeter.ac.uk/accommodation/contact/residencereceptions
- 5 **Keep your phone charged**
You never know when you might need to make an emergency call, either for you or a friend. Make sure your phone is charged and easily accessible before you leave your room. Load emergency numbers and emergency contacts (I.C.E – In Case of Emergency), into your phone. Adding Estate Patrol is a good idea too. See the last page of the guide for a list of useful contacts.
- 6 **Share your plans**
If you're going out, make sure someone else knows where you're going and who you're going with.
- 7 **Set up a group chat before you go out**
Stay in touch with your friends throughout the night, and send a message if you haven't seen them in a while.
- 8 **Know your limits**
Drink alcohol in moderation and pace yourself throughout the evening. Alternate between alcoholic and soft drinks.
- 9 **Get home safely – Use the bus**
At the end of a good night out, the Night Bus is there to help you see yourself safely back to campus (page 14).
- 10 **Avoid walking home alone**
When you're ready to head home, try and make sure you're with friends rather than setting out alone, and use the designated pathways. Check out the Safer Walking Routes maps (page 5).



SAFER WALKING ROUTES

The Safer Walking Routes initiative encourages you to use dedicated footpaths in and around both the St Luke's and Streatham campuses. These dedicated walkways have enhanced lighting, with coverage by university CCTV cameras along many paths.



Keep an eye out for the signs or dots that mark out the dedicated routes on the campus. You can also find the Safer Walking Routes marked on the campus maps in green. exeter.ac.uk/visit/directions



CCTV



The University of Exeter has a campus-wide CCTV Scheme in operation, with over 900 cameras throughout the site. This is monitored 24 hours a day by our team within the Security Control Centre, located in Northcote House, by the main reception.

This scheme helps us to keep students, colleagues and visitors to the campus safe, and with the prevention, deterrence, and detection of crime.

SAFEZONE - WHAT IS IT?

SafeZone allows you to call for help and alerts the Estate Patrol team to your situation and location so that they can co-ordinate to help you quickly and effectively.



SafeZone

SafeZone is our free app based system for staff and students that enhances your personal safety and connects you directly to the University Estate Patrol team. It provides a quick and easy way for users to alert the Estate Patrol team if you ever need urgent help when you're on campus.



SAFEZONE - USING THE APP



First aid
for when you need medical assistance.



Emergency
for when you need urgent assistance.



Help
for when you need non-emergency assistance.



Check in
share your location with Estate Patrol for your personal safety.



Notifications
if there is an incident on campus that requires you to take action.



Reporting
use the app to report something to Estate Patrol, including damage/repairs to lighting and property, suspicious activity and other issues.



Privacy
SafeZone is GDPR compliant and your location stays private unless you request assistance or check-in.

Scan the QR codes for more information and video tutorials.

Intro to Safezone

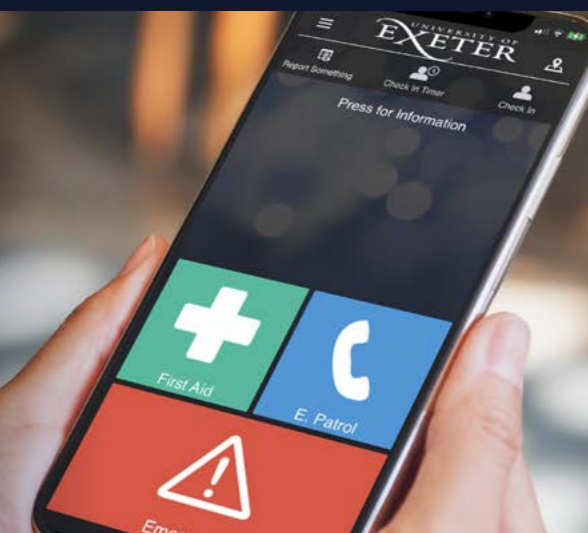


vimeo.com/502347060

Safezone FAQs



safezoneapp.com/faqs



**LOCK IT,
LOCK IT,
LOCK IT...**

From personal belongings and accommodation, to bikes and cars. They could all be a target for opportunists.

BIKE SECURITY



A bike is a fantastic way to get around campus and the city. It's cheap, it's easy and it keeps you fit.

There are some things to remember when keeping yourself and your bike safe:

- Invest in a good quality bicycle lock and use it.
- Leave your bike in designated, well-lit public bike areas and lock it to something immovable.
- Lock it at home too, even if you keep it in a garage or halls of residence bike shed.
- Take a photo of your bike and the frame number.

devon-cornwall.police.uk/advice/on-the-road/your-transport/protecting-your-cycle



ACCOMMODATION

It's good to remember the importance of staying safe and vigilant in and around your student residences. Following the simple advice below will help keep you safe.

Don't let others enter the property.

Be wary of people walking behind you when you're swiping your card or fob to enter the building. If they don't have one, don't let them in and report it to the Estate Patrol team.

Always lock your doors.

Whether it's a good night out, or a good night in, keeping your flat/corridor and bedroom doors locked will help to keep you and your valuables safe.

If you discover a lock is broken in your accommodation, you can ensure it gets fixed by reporting it.

You can report broken or missing locks here:

exeter.ac.uk/campuservices/facilitiesoperations/estatepatrol/reportincidentform



If you see something suspicious, report it!

It's as easy as that. If you see someone or something around your halls of residence that doesn't seem quite right, report it to the Estate Patrol team. We are on duty 24-hours a day (you can find the number in your welcome pack or at the back of this Guide).



HEADING OUT...?

Remember to 'check-in' using your SafeZone app, and use the emergency button if necessary.

Nights out can be a big part of student life. When you go out, there are a few things you should think about so you can make the most of your nights out and stay safe.

Before you leave

- Make sure you've charged your phone.
- If you plan on carrying cash, go to the cash-point during the day and avoid using them at night.
- Put your keys, ID and other valuables somewhere you won't lose them.
- Avoid keeping your wallet in your back pocket.

While you're out

- If you've brought a bag don't leave it unattended when you're out.
- Use licensed taxis and pre-book your journey to town and back home.
- Tell your friends where you're going before you head off to the toilet or the bar.
- Take someone with you when you split from your group of friends.
- Not all venues have internet or network signal, so plan a place to meet back up with your friends at the end of the night if you split up.
- Have a group chat with your mates so you can stay in touch throughout the night.
- If you notice you haven't seen a friend for a while, send them a message in the group chat.
- Head home together and make sure everyone knows how and when each of you are leaving.

Getting home safe

- Make sure you set some money aside for your ride home, either by licenced taxi or bus.

- **The University runs a night bus until 4am some nights in the week – download the Stagecoach app before you go out to check bus times and book tickets without needing cash (see page 14 for more details!).**

- Never accept a lift from a stranger.

Walking home safely

If you're set on walking home there are steps you can take to make sure you arrive safely:

- Don't walk alone.
- Stick to open, well-lit areas and walk with purpose.
- Walk on the oncoming traffic side of the pavement so you're fully aware if a car stops near you.
- Call and chat to a friend while you're walking home alone.
- Carry a passive alarm for emergencies. **These are available from University Accommodation Receptions, the Sports Park, The RAM Bar and the Estate Patrol Office.**

DRINK SAFETY

Here are a few tips when it comes to drinking safely:

- Know your limits and pace out your drinks throughout the night.
- Eat before you drink so your body can better process the alcohol.
- Don't accept a drink from someone you don't know.
- Avoid mixing different types of drinks.
- Supplement alcoholic drinks with water or soft drinks throughout the night, especially if you're feeling drunk.
- Recognise the signs that you or one of your friends is drunk – slurred speech, blurred vision, losing balance.
- If one of your friends has had a bit too much to drink make sure to get them some water and fresh air to help them sober up.

Drink spiking

While it's rare, there is unfortunately a risk of drink spiking when you're out. So always keep your eye on your drink and don't leave it unattended. If you need to go to the toilet, ask your friends to watch your drink.

If you suspect yours or someone else's drink has been spiked, immediately find a safe spot, notify venue staff and get some water. Staff will be able to offer help and potentially locate the person who spiked your drink.

Respecting others

A few drinks will affect your decision-making and perception skills. What you want may not be what someone else wants.

Everyone deserves to have their boundaries respected, and there are some simple rules to live by:

- Always treat everyone you meet with respect.
- Be conscious of how people respond to you on a night out – if someone doesn't want to talk to you or if you're making them feel uncomfortable take the hint and leave them alone.
- It doesn't matter how much you or others have had to drink, never touch someone without their consent.

If you or someone you know has been treated inappropriately, try to diffuse the situation and move the people involved to safety. Avoid situations that have become hostile and always walk away – this de-escalates the situation and keeps you safe.

If you continue to feel unsafe you can always let venue staff know and they can help you as best they can.

WE ARE AN 'ASK FOR ANGELA' BAR

“ HI I'M ANGELA
ARE YOU ON A DATE
THAT ISN'T WORKING OUT?
DO YOU FEEL LIKE
YOU'RE NOT IN A
SAFE SITUATION? ”

? IS YOUR TINDER OR
POF DATE NOT WHO
THEY SAID THEY WERE
ON THEIR PROFILE? ?

DOES IT ALL FEEL
A BIT WEIRD? ”



IF YOU GO TO THE BAR AND 'ASK FOR ANGELA' THE BAR STAFF WILL HELP YOU GET OUT OF THAT SITUATION AND CALL YOU A TAXI OR HELP YOU OUT DISCREETLY, WITHOUT TOO MUCH FUSS. ”

Ask for Angela can be used by women or men, straight, or LGBT+

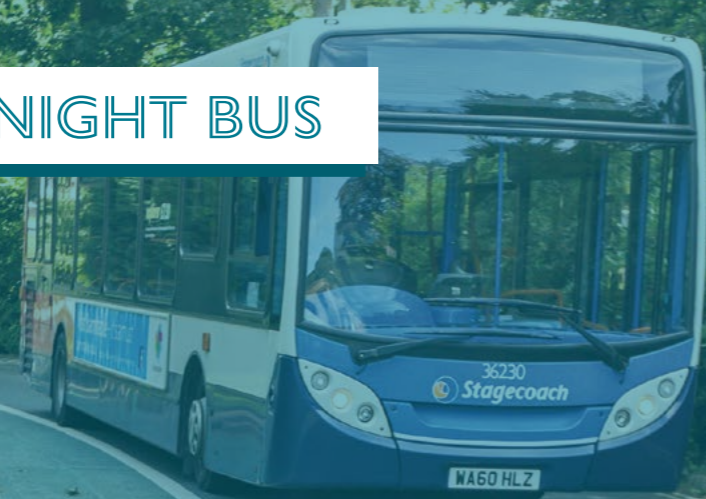


Devon Rape Crisis and Sexual Abuse Service: 01392 204 174

Rape Crisis - National freephone helpline 0808 802 9999
(12-2.30pm and 7-9.30pm - every day of the year)

Contact Police: Non-emergency 101 In an emergency, always call 999

NIGHT BUS



The University is serviced by our local bus provider Stagecoach.

The route between the St Luke's campus, through the High Street and onto the Streatham campus is operated by the UNI service. exeter.ac.uk/sustainability/travel/buscoach.

To save you walking and enable you to get back to your accommodation easier and quicker from a night out in town, this service will extend its normal services on some evenings of the week from 8pm through to 4am.

The Night Bus, which is wheelchair accessible, now stops at some residential areas as well as on the campuses.

You can track the location of the bus in real time by downloading the **Stagecoach** app.



stagecoachbus.com/promos-and-offers/national/stagecoachbusapp

EXETER SPEAKS OUT



The University of Exeter is an inclusive community, where everyone has the right to be treated with respect. Harassment, bullying, intimidation and discrimination go against all we stand for. If you've experienced or witnessed this kind of behaviour, please report it through the Speak Out initiative, where you can also get the support you might need.

exeter.ac.uk/about/speakout



YOUR WELLBEING

Wellbeing Services are open and available to support you during your time at university.

#Togetherall

Wellbeing Services have teamed up with Togetherall to offer you support. Togetherall provides 24/7 peer and professional support (with trained healthcare professionals online at all times), plus a range of wellbeing courses and tools to help people self-manage their wellbeing.

account.v2.togetherall.com/register/student



Residence Life Team

The Residence Life Team is part of the wider welfare department at the University and are here to provide support, guidance and advice to students living in University accommodation.

For general enquiries or to request a virtual appointment with a member of our team please email: residencelife@exeter.ac.uk

Follow us on social media at:
facebook.com/ExeterResLife
instagram.com/exeterreslife

Exeter Students' Guild

Your Students' Guild also provide free and impartial advice on a range of issues. To contact them, please email: advice@exeterguild.com



USEFUL CONTACTS

Estate Patrol (Campus Security)

For all security related issues on Campus.

01392 723999

e.patrol@exeter.ac.uk

[exeter.ac.uk/departments/campuservices/
facilitiesoperations/estatepatrol](https://exeter.ac.uk/departments/campuservices/facilitiesoperations/estatepatrol)

Use the Report Something tool on the SafeZone app.

Exeter Students' Guild Advice Service

Free and impartial advice on a range of issues.

advice@exeterguild.com

Nightline

Completely confidential and anonymous student-run service.

01392 724000

exeternightline@gmail.com

Student Health Centre

Is the Doctor's / GP surgery on Streatham Campus.

01392 676606

exeterstudenthealthcentre.co.uk

Wellbeing Services

To request an urgent appointment.

01392 724381

Chaplaincy Team

Supporting people of all faiths or none.

01392 723649

All Emergencies

(Police / Fire / Medical)

999

Police Non-Emergency

101

Medical Non-Emergency

111

Fire Non-Emergency

(Community Safety Enquiries)

01392 872288