



**UNITE
STUDENTS**

YOUR STUDENT'S SAFETY

At Unite Students, we always put the safety of your young person first, taking every step to provide a Home for Success. We also work closely with our university partners, local authorities, and the police to ensure all our residents are safe. You may be feeling anxious now your young person has left home. Here's some tips and advice that we provide to students about settling into their new home. Throughout the year we provide regular reminders of how to keep safe through our on-site teams, information provision and also through our Resident Ambassadors.

Making healthy relationships

Making new friends and relationships is a big part of university life. At Unite Students, we aim to create an environment that makes this as easy as possible so students can be their authentic self.

It's easy for young people to follow what their flatmates or people they meet on their course are doing. However, we encourage students that they don't need to say yes to everything and if they feel comfortable, then say no. Sexual consent is vital.

We take any report of sexual assault, violence or harassment seriously. If a student is a victim of sexual assault we provide support and signpost them to the relevant advice which is available confidentially. Guidance is available from the NHS: (www.nhs.uk/live-well/sexual-health/help-after-rape-and-sexual-assault/)

We are committed to creating a safe home for all students and bullying, harassment, assault and discrimination are never acceptable. Domestic violence can happen to anyone, regardless of gender or sexuality. It can include emotional, psychological, physical, financial and sexual abuse in relationships.

If you are concerned about your young person being a victim of domestic violence, call our emergency call centre on 0300 303 1611 or call 999. Find out more on getting help: (<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>)

Emergency numbers and contacts

The Ambulance, Fire Service, and Police can be contacted by dialling 999 in an emergency or 101 in a non-emergency situation.

Other important contact details

British Transport Police (<https://www.btp.police.uk/>)

Citizens Advice Bureau (CAB) (<https://www.citizensadvice.org.uk/>)

NHS Direct (<https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111/>)

or 111 – for non-urgent medical help

Staying safe in our properties



- All our buildings have secure entrances which can only be accessed with the student's fob or key card and each bedroom door has its own lock.
- Our dedicated property team is available for students 24 hours a day. We also have CCTV at every property and our emergency contact centre is open 24 hours a day, 365 days a year on **0300 303 1611**. Please ring. We'll always follow up on any concerns raised.
- Back in 2004, we became one of four founding members of a new set of standards for student accommodation: the National Code for Assured Accommodation. We've been signed up to the code ever since, which means we meet strict standards for health and safety, fire safety, security, maintenance and repairs, facilities, and more.

We recommend that students keep their flat and room doors locked when they go out. Even if they are only leaving the room for a short while, it is always best to lock the door behind them.

Every booking made with us includes dedicated insurance. This means personal items inside the room are automatically insured against fire, flood, theft, and accidental damage. While university accommodation and campuses are generally regarded as very safe, insurance provides peace of mind. However, insurance could be invalidated if the room is left unlocked.

Guests to our properties are welcome but students are responsible for the behaviour of their guests. It's important that students and their guests are respectful of others and should make sure they don't disturb others.

You can view our **Home Charter** (www.uniteststudents.com/home-charter) to find out more about what we expect from our students, and what students can expect from us.

- Students are asked to be mindful of who they are letting into the building and always make sure that person is a resident. If they are not a resident, they should be asked to wait outside until the person they're visiting meets them. If a student doesn't feel comfortable asking them to do this, or if someone does follow behind them that causes them concern, they should report it to the reception team or call our emergency contact centre on **0300 303 1611**.
- If a student notices anything, at any time, which worries them, we're here. The reception team are on hand. We're also available on 0300 303 1611 24/7, 365 days a year.

Students are reminded to be aware of scammers. Unite Students, banks, phone companies and even their embassy will not contact them or you as parents or guarantors asking you to share your bank details by text, over the phone or by email.

If they receive any communication asking for their bank details or personal information and they are unsure if they are genuine, they are asked to contact reception who will help.

Wellbeing support

Our teams are here to listen. There's always somebody students can speak to on site or on the phone if they need signposting towards wellbeing support, or even just have a cup of tea and a chat. If they are looking for immediate signposting to support, they can access this within the **MyUnite** app by clicking 'Support for you', or visiting our website – www.uniteststudents.com.

Mental health is important, and there's always support available if a student needs it. **Student Minds** (<https://www.studentminds.org.uk/>) are the UK's student mental health charity and have lots of resources available. There's urgent help if they need it, general support and even support for you if you're worried about them on the Student Minds website.



Support for you

We know that it can be hard in those first few weeks after your young person has left for university. It's understandable to feel a sense of loss, and while it might be overwhelming, rest assured it's normal to feel this way. We've teamed up with Dr Dominique Thompson - a GP, young people's mental health expert, TEDx speaker, author and educator - to offer help and support for anyone who's struggling to cope with the change. Read our guide to empty nesting - www.unitegroup.com/wp-content/uploads/2021/10/11631962-Unite-Empty-Nest-Advice-Guide.pdf

Staying safe in the city and beyond

We want everyone to feel safe and secure when living with us, whether they're exploring their new city or travelling further. Here are some tips we provide to make sure students stay safe when away from their accommodation:

- Registering with a GP is one of the first steps we encourage students to take when they arrive. They can often do this on their university campus.
- When out and about, students are advised to be careful with personal belongings and how to keep them safe. They shouldn't leave bags unattended, expensive items like phones and wallets should be secure and they are asked to be mindful of pickpockets or people trying to snatch mobile phones.

- Nights out can be a big part of student life. Drink spiking is rare, however, there is unfortunately a risk of it when students are out. While the police, local authorities and the bars and nightclubs are working hard to make sure students are safe on a night out, we also do what we can to give students advice on what they can do to.
- Help themselves. This includes keeping an eye on their drinks, not accepting drinks from people they don't know and not leaving their drink unattended.

If our students are arriving in the UK from abroad and need to commute using a taxi, it's important to make sure they're using an official taxi or a trusted private hire app - and never get into a car if there's any doubts about the driver. Here's some of the useful transport links to note:

Train

National Rail (www.nationalrail.co.uk)

London Underground

TFL (www.tfl.gov.uk)

Bus

Traveline (www.traveline.info)

Private hire

Uber (www.uber.com)

Bolt (www.bolt.eu)