



Support

Safe and secure



**ROYAL
HOLLOWAY
UNIVERSITY**
OF LONDON

Welcome

Surrey is one of the safest counties in England with a crime level below the national average. However, nobody should be complacent and there are a number of sensible precautions that can be taken.

This practical guide offers advice to assist in your personal safety and to minimise any possible risk. In addition to following these tips, please make every effort to attend any security briefings that are offered. We endeavour to have the safest possible environment in which to live, work and study.



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Join our Royal Holloway Campus Watch Facebook group

Personal safety

Top tips

Always try to:

- avoid walking alone during the hours of darkness.
- plan your journey and keep others informed of the time you will arrive home or if you are delayed.
- identify the safest route, using well lit main roads, even if this adds distance.
- avoid taking shortcuts along dark alleys, parks or wasteland and through the cemetery.
- be alert – avoid listening to music as this could prevent your noticing something untoward.
- walk on the pavement facing the traffic in order to see any approaching vehicle.
- carry a personal alarm, available free from Support & Advisory Services Team.
- use transport provided by the College or Students' Union especially at night.
- keep items of value such as mobile phones, laptops or jewellery concealed.
- avoid carrying large amounts of cash or important documents such as passports.
- avoid fighting back if someone tries to take something from you using force.

And finally, make sure that you have College Security's number stored in your mobile phone: **01784 443063**





Out and about

Jogging

If you go jogging, try to vary your route and to use a well-lit path. Avoid listening to music through earphones, as you are less aware of those around you and of traffic.

Being followed

- If you think you're being followed, cross over the road. If you are followed cross back again.
- If you are still concerned go to the nearest public place or house with lights on and call the police on 999.

If you are threatened

- Set off your personal alarm if you have one.
- Make as much noise as you can by shouting or screaming.
- Try to get away as quickly as possible, and find a place of safety.
- Call the police or College Security.

Returning home

- Have your keys ready to let yourself in quickly.
- If you are dropped home by car, ask the driver to wait until you are inside before pulling away.
- When arriving home to an empty house, ring the doorbell; an intruder will prefer to leave quickly.
- If there are signs of an intrusion, don't enter. Go somewhere safe and call the police.



Sexual assault and rape

Assaults and rapes, both male and female, are very serious crimes, whether committed by a stranger or someone you know. Many victims are unable to report the crime or seek help immediately after it takes place.

- Seek medical help at the earliest opportunity – hospitals and GPs must treat patients confidentially and only report the assault to the police if requested to.
- Keep any clothing you were wearing and avoid showering or washing until you have been examined by a doctor.
- Talk to someone. See useful contacts on page 14.

Drink spiking

- Drink spiking is fortunately a rare occurrence but you should always be alert to the possibility of this happening and never leave your drink unattended.
- Don't accept drinks from strangers.
- Make sure you see your drink poured or opened in front of you.
- Remember that any drinks can be spiked –not just alcohol.
- If you suspect your drink has been spiked, tell someone. Don't ever leave a venue on your own or with a stranger.
- Seek medical attention immediately.

Personal safety alarms and Alcotops are available from Support & Advisory Services.

Getting around

Using public transport

- Try to avoid waiting at isolated bus stops.
- On a bus or coach, sit as close as possible to the driver.
- Do not sit in an empty compartment on the train or tube.
- Don't leave your belongings unattended.

Taking a taxi

- Make sure you have the number of a reliable taxi company stored in your phone.
- If you are alone, always sit behind the driver.
- Before getting in, check it is the taxi you have booked.
- Never get into an unlicensed vehicle. Check the vehicle's signage or plate and the driver's badge. If in doubt, don't get in.
- If you feel uneasy, ask to be let out in a well-lit area where there are plenty of people.

Driving alone

- Have your keys ready when approaching your vehicle. Check the rear seats and floor before getting in.
- Try to park in well-lit populated areas, or in areas covered by CCTV cameras if possible.
- Don't leave valuables on the seat beside you – place them in the glove compartment or on the floor.
- Never pick up hitch-hikers.
- Never leave the keys in the ignition, even for a few minutes.
- Don't stop if you believe you are being followed by another vehicle. Drive to a public place and raise the alarm. If followed onto your own property, don't get out of the vehicle. Ensure the doors are locked and sound your horn to attract attention.

Looking after your belongings



Home and campus security

- Keep your keys in a safe place, and never label with your name/address/room number. Never hide keys outside.
- If you lose your keys, change the locks immediately.
- Ensure that all windows and doors are secured before leaving the property.
- Ask your landlord to install an outside light above the front door. Use time switches and outside security lights.
- Install and use a door chain and viewer. Don't open the door until you're sure who's there.
- Check the identity card of callers.
- Close the curtains after dark. Consider leaving a light or radio on when you are out to give the impression that the room is occupied.
- Never reveal access door codes or computer passwords.
- Avoid keeping pin numbers and bank cards in the same place.
- Record the serial number, make and model of all your electrical and other items. Personalise valuable items so that they are easily recognisable, or take photographs of them. Mark with UV pens for proof of ownership.
- Register property with Immobilise and take valuables home with you during holidays – thieves are aware that the majority of students are no longer resident in the area.
- If you are part of a Neighbourhood Watch Scheme, ensure your Co-ordinator is aware when you are going away.
- If your mobile phone is stolen, contact your service provider to block your SIM card.

Car crime

- Lock the doors, windows, boot and sunroof every time you leave the car – however briefly.
- Don't ever leave the key in the ignition.
- Always set the immobiliser alarm if you have one.
- Don't leave possessions on display, and don't keep driving documents or personal correspondence in your car.
- Fit a lockable fuel cap and wheel nuts, especially if you have expensive alloy wheels.
- If you suffer a broken window, have it replaced with specially strengthened glass which makes it much more difficult for a thief to break in.
- After parking, push the aerial down to stop it being vandalised.
- Have the vehicle registration number etched onto all glass surfaces including the windows and headlamps.
- Remove car stereos where possible. Visibly mark with the vehicle registration number and note the serial number.



Bike theft

- Use the secure cycle storage provided by College or one of the dedicated areas with cycle locking points.
- Use a Sold Secure approved lock.
- Lock the frame of your bike to the locking point, and the wheel if possible.
- Take unlocked quick-release wheels with you.
- Record your bike's make, model, serial number and any other unique identifying features and register with Immobilise.
- It is strongly recommended that you take out insurance cover as your property is not covered by university insurance.



Motorcycle theft

- Try to park in busy, well-lit areas.
- Always engage the steering lock, even if you're just leaving your bike for a few minutes.
- Don't leave your helmet or other possessions on your motorcycle or in the pannier.
- If possible, secure your motorcycle to something solid, to ensure it can't be carried away.
- Keep the lock off the ground – it makes it more difficult to break.
- Consider installing a ground anchor at home.
- Permanently marking your motorcycle will discourage theft and help your chances of getting it back if stolen.
- Use a Sold Secure approved lock.



Reporting an incident



If you're the victim of a crime, it's important that you contact the police and College Security as soon as possible. Always ask the police for your crime number to support any insurance claim.

Some useful points to note when describing people:

- Gender
- Ethnic origin
- Approximate age, height and build
- Hair colour, length, style, etc.
- Clothing
- Other distinguishing features, such as scars or tattoos

Some useful points to note when describing a vehicle:

- Make, model and colour
- Registration, if possible
- Description of driver, number of occupants
- Direction of travel

Please see page 14 for useful contact numbers.



Useful contacts



Emergency contact numbers

If you have to call the emergency services, please also inform College Security.

College Security	01784 443063
Police (emergency)	999
Surrey Police (non emergency)	101
Health Centre (office hours)	01784 443131
Out of hours health care	01753 865773
Students' Union	01784 276700
Support & Advisory Services	01784 443394

Other useful services

BT Bureau	0800 661441
Advice on dealing with malicious or nuisance telephone calls	
Crimestoppers	0800 555111
Call Crimestoppers if you have information about any crime.	
NHS Advice	111
For health advice and information	
Victim Support	0845 3030900
Helping people cope with crime	
Rape And Sexual Abuse Support Centre	0800 0288 022
Immobilise - www.immobilise.com	
Surrey Against Domestic Abuse	01483 776822





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