

A background photograph of a busy street scene in Southampton. A large green tree is on the left, and a multi-story building with a "PRIGAR" sign is on the right. People are walking on the sidewalk, and a person in a blue uniform is in the foreground. The sky is blue with some clouds.

Student Safe Southampton

'STUDENT SAFE SOUTHAMPTON'

International Students

Although the safety messages contained within the 'Student Safe Southampton' initiative apply to all students, the primary aim of this project is to focus on international students studying in, or visiting the city of Southampton. Quite simply, it aims to help keep international students safe whilst they are here in the city, but the safety messages are equally relevant to any international newcomers to the city.

The 'Student Safe Southampton' initiative consists of 3 parts:

1. This booklet, aimed at organisers, those with responsibility for international students, and staff working at one of the 'Safe Havens'.
2. A small, fold out, concertina style map-book of Southampton containing basic safety advice together with details and location of 'Safe Havens'.
3. A video for use by the Police Higher Education Liaison Officer to reinforce safety messages. This can be used during 'freshers' week for the HE and FE Institutions, during the summer months for the visiting summer school students, and on-going for language schools.

Some of the good practice contained within this document has been gathered from a number of sources, but Southampton Police particularly wish to thank Sussex Police, Avon & Somerset Constabulary, Cambridgeshire Police and the Home Office for their co-operation.

BACKGROUND:

The UK has a very strong record in recruiting international students and we continue to expand our provision here in Southampton.

It can be argued that international students who are educated in the UK promote Britain around the world, helping our trade and diplomacy and also providing an important economic benefit.

In 1999, the Prime Minister set a target of attracting an extra 50,000 Higher Education (HE) students to the UK from outside Europe by 2005. Institutions are currently well on track to meet this, having already recruited an additional 31,000 by 2001-2002.

We are fortunate in Southampton in having an internationally renowned research based University and the largest Higher Education Institute in the country.

If the 30,000+ Higher Education students alone in Southampton spend (excluding rent) an average of £50 per week over a 30 week annual period, they contribute approx. £45million+ to the local economy. Higher Education and the local business community clearly have a lot more to offer each other, but students need to feel safe whilst living and studying in Southampton.



Sadly in every community nationwide there are those who choose to commit crime and select as their victims the more vulnerable groups within the community. Southampton Police recognise that international students visiting the city can be vulnerable. 'Student Safe Southampton' aims to address this by promoting and continually reinforcing student safety messages.

Historically, Southampton has worked closely with the schools and Higher Education Institutions to promote student safety. For a number of years, Southampton Police have had dedicated Schools Liaison Officers visiting their schools. Within the HE environment, the relatively new post of Police HE Liaison Officer covers both the University of Southampton and Southampton Institute of Higher Education. Part of his varied role involves giving safety talks to all new 'Freshers' arriving here, at the same time showing an excellent safety video, 'Easy Target', jointly produced by Hampshire Constabulary, the University and the Institute. Initiatives like UV property marking, free personal attack alarms, cycle coding, a Police web-site, safety booklets, posters, etc, are used to continually try and help to keep students safe, 'Student Safe Southampton' aims to continue this successful approach. Southampton Police have lead the way in pioneering the role of the Police Higher Education Liaison Officer. Such has been the success, that other Police Forces around the UK have followed suit with approximately 30 similar posts now across the UK to date, and many other Police Officers involved with HE Institutions. An Association has been formed amongst these Police Officers (Police Association of Higher Education Liaison Officers) to help share good practice in policing an HE Institution. Southampton Police have had a Police HE Liaison Officer for nearly 5 years now. The post is a unique one within Hampshire Constabulary, who were quick to recognise that the growth in student numbers within the city demanded such a dedicated role. The Police HE Liaison Officer remains the main point of contact between the Police and the two HE Institutions here in Southampton.

'Student Safe Southampton' is an excellent example of partnership working and good practice. With the support of the Police in Southampton and the other partnership agencies listed, we are confident that every student who lives in, works in, studies in, or visits the city and its surrounding area will continue to benefit from the cultural diversity that international students bring with them. It will also increase the number of students who return home safely with good memories of a rewarding stay here in Southampton.

There is also an increasing number of international 'newcomers' to the city who may not be students. The safety messages within the 'Student Safe Southampton' are equally relevant to them.

OVERVIEW OF THE INITIATIVE:

Southampton is recognised as a safe city in comparison to many other cities around the UK, but there is always the chance that visiting students could become involved in incidents of crime that might lead to violence, injury, or loss of or damage to property.

This booklet aims to provide information and guidance on how to avoid such situations and also what to do in the event that such a situation should occur. This will be supplemented by a small, concertina style, map book for the students themselves detailing 'Safe Havens' in the city centre and other neighbouring areas together with general safety advice. All this will then be reinforced by a video and presentation from the Police Higher Education Liaison Officer at the start of the students' stay.

Southampton Police continue to explore initiatives to ensure visiting international students are protected during their stay. 'Student Safe Southampton' aims to build upon these existing initiatives and forge new ones. It will involve a more co-ordinated approach that relies on the co-operation and involvement of these new partners. By working in partnership with other agencies, we can help to solve problems and co-operate to ensure that Southampton continues to be a safe place to stay.

The primary aim of this initiative is to keep Southampton students safe by working with these other agencies to:

1. Reduce incidents of crime and disorder against students, particularly international students.
2. Increase trust and confidence in policing amongst students, particularly amongst international students, thereby encouraging them to report incidents against them.

The Crime and Disorder Act, 1998 requires the Police and Local Authorities to work with the community to establish local partnerships to reduce crime and disorder. 'Student Safe Southampton' is a very good example of a way such partnerships can be put into practice and used as a vehicle to achieve local targets in crime reduction.

PARTNERSHIP MEMBERS:

Student Safe Southampton is a co-ordinated partnership between the following bodies:

Hampshire Constabulary
The University of Southampton
Southampton Institute of Higher Education
Southampton City Council
Tauntons College
Southampton City College
Lewis School of English
Greylands School of English
Southampton City Centre Manager

Macdonalds	}	City Centre Safe Havens
Boots		
Burger King		
Kentucky Fried Chicken		
Just Add Water		
Waterstones		
Quiksilver		
Pizza Hut		
Legends		
WestQuay Business Centre		

Lordshill Precinct	}	Other Safe Haven Areas
Portswood Road		
Burgess Road		
Bitterne		
Shirley High Street		

Solent Blue Line	}	Bus companies covering Southampton
First Bus		
Wilts and Dorset		

Local Taxi Companies

IMPLEMENTATION:

I. The University of Southampton and Southampton Institute of Higher Education.

Prior to the commencement of the new academic year, there is clearly a lot of preparation work to be done to ensure visiting students have a safe and pleasant stay whilst studying here.

Consideration should be given to the safety measures and procedures that exist prior to the students' arrival. The aim of 'Student Safe Southampton' is to have procedures in place so that both institutions know what is expected and can implement the scheme. It is therefore important that the key players (staff eg. international student officers etc.) fully understand their role and are aware of the safety guidelines and good practice contained within this document. The information will be disseminated through 'training' sessions.

The following notes are offered as a checklist for consideration together with consultation with the Police Higher Education Liaison Officer (HELO).

Pre-arrival:

Information packs should be sent to international students in advance of their arrival or, alternatively, provided on arrival.

Please remember that the object of the map is to help and reassure students and parents not cause them anxiety even before they arrive!



On arrival:

Following arrival, the international students should receive a talk from the HELO outlining the scheme and explaining the concept of such terms as 'Safe Havens' etc. Eg. Both Institutions currently receive such a talk during their International student induction week.

The 'Student Safe Southampton' concertina maps should be distributed.

The 'Student Safe Southampton' video will be shown at this time to reinforce these messages.

Feedback should be sought by the staff to ensure that the information provided is:

- Up to date
- Relevant
- Understandable
- Meeting the needs of the students

A follow up meeting between the HELO and staff to determine the above should be held.

A regular drop-in surgery for international students will be held by the HELO. It is envisaged that this will be held at the University and Institute on a rotational basis, to which other students can visit as required. The times and dates of these will be discussed at the 'training' session.

NB. It is presumed here that international students studying at both the University and the Institute are reasonably able to both speak and comprehend English.

2. Summer School Students/Language School Students

In advance of arrival, consideration should be given to the safety messages and procedures that exist prior to the students' arrival. The Police Higher Education Liaison Officer should be consulted by the appropriate bodies within campus services or similar at this time.

The aim of 'Southampton Student Safe' here is to have procedures in place so that summer school student supervisors and Language Schools know what is expected and can implement the scheme. It is therefore important that the key players (supervisors/language school staff etc.) fully understand their role and are aware of the safety guidelines and good practice within this project.

The following notes are offered as a checklist for consideration. Consultation with the Police Higher Education Liaison Office (HELO) should always take place.

Pre-arrival:

Information packs should be sent to international students in advance of their arrival or, if impracticable, on arrival.

Host Families:

Consider what information should be provided to host families. The role and responsibility of the host family should be set out during the student's stay.

Details of what to do in the event of a problem together with relevant contact numbers should be included.

The Avon and Somerset Constabulary 'ChildSafe' scheme is highly recommended (see page 14).

On arrival:

Following arrival, the international students should receive a presentation from the HELO at a welcome meeting outlining this scheme and reinforcing some of the messages contained within the initiative.

The concept of 'Safe Havens' will be explained at this time.

The 'Student Safe Southampton' video will also be shown. It is recognised that some of the students cannot speak or understand English. Ideally, an interpreter should therefore be present, usually one of the students' supervisors.

The 'Student Safe Southampton' concertina maps should be given out.

The information provided to students should continually be reviewed to ensure that it is:

- Up to date
- Relevant
- Understandable
- Meeting the needs of the students (a departure questionnaire **APPENDIX A** should be given to the students to get their feedback here)

HOST FAMILIES:

The Police are fully committed to ensuring the safety of international students. The subject of host families is a difficult area to target crime prevention and while the national debate continues about introducing new legislation concerning the vetting and registration of host families, the Police here in Southampton will offer advice to those organisations tasked with vetting families and ensuring the safety of students. Southampton Police consider that good Practice for 'homestays' should consist of the following:

Vetting Procedures of Host Families – Good Practice

The excellent 'Child-Safe' pack, produced by Avon and Somerset Constabulary, covers the subject of 'homestays' and 'host Families' in detail (a 'homestay' is a form of accommodation in which the travelling young person stays with a family in their home throughout the duration of their trip). It states that "The most important area you need to get right is the selection and vetting of your host families...your procedures for vetting potential host families from your organisation should be thorough". At present the Childrens Act, 1989 has no provision to insist that persons applying to become 'host families' for visiting foreign students, undergo police checks. However, the following guidelines should be followed where possible before host families are accepted as suitable by the relevant organisation:

Organisers making home visits and meeting the host family:

- A personal visit should always be made to the premises in order that an examination of the accommodation and amenities offered can be made. This is best done with two people if possible. Who would assume responsibility for this within the Institution may be discussed during the 'training' session.
- The host family should be spoken to in order to ascertain background information thus ensuring they are fully aware of the rules and conditions of the contact. They should also be made aware of any requirements that the student parents have, such as curfews or dietary needs to ensure that they are able to fulfil this commitment.
- The person(s) undertaking the visit should feel comfortable with the home surroundings and circumstances and should ask themselves whether they themselves would put their own child or a young relative into that household given the same circumstances.
- They should complete a proforma containing the relevant details, and request the most suitable member of the host family to sign them as correct. The 'Childsafe' pack contains details of this.

- The completed proforma should include names and dates of birth of the hosts and their family and any other person residing in the premises. These details should be checked for accuracy by way of checking identification documents such as driving licences, passports, etc.
- All payments to the host families should be made by Direct Debit or cheque to a reputable Bank or Building Society account.
- The completed proformas should be retained in a safe place for future reference.

Reference checks on members of the hosting family:

References should be requested and checked for all adults within the hosting family.

Criminal record declaration forms for hosting families:

All adults within the 'homestay' should sign individual declarations stating that there is no reason why they should not host a young person and that they have no previous convictions for offences against children. Organisers should ask hosts to sign the declaration because in some cases if they are found to have told an untruth, they may be committing a criminal offence.

Criminal Record Bureau (CRB) Checks:

All adult members of the hosting family should be urged to obtain a first level, 'Basic', CRB check themselves prior to hosting. Whilst there is no power to insist on this requirement, Southampton Police believe this is an example of good practice which shall become a standard requirement of the homestay industry.

Disclosure

The CRB has now been introduced to take criminal record disclosure away from the police. Those in receipt of records will be bound by codes of practice. The CRB has been set up by The Police Act 1997 to enable a wider range of organisations and individuals to access criminal records. There will now be three levels of checks, each aimed at different levels of disclosure justification.

The first level BASIC will be one which any individual person can apply for, on submission of a form and for a standard fee. This will list convictions except those exempted by The Rehabilitation of Offenders Act as having become 'spent'. The disclosure (i.e. the printout from CRB) will then be sent directly to the person concerned. The BASIC level of check is still awaiting approval from the Home Secretary at this time.

The second level which carries a charge of £24.00 (STANDARD) and third level which carries a charge of £29.00 (ENHANCED) require a registration fee of £300.00. The CRB has recognised that smaller bodies will not wish to go through the detailed process of the CRB. Therefore umbrella bodies will be registered where registration will be on behalf of a number of smaller bodies attached to the umbrella organisation. The one-off payment will then allow volunteers to be checked free of charge.

The CRB operates to prevent unsuitable people working with children. For more information on the CRB or to establish how or if you are entitled to make such checks, contact the CRB Information Line on :

Tel: 0870 9090811 or website www.crb.gov.uk



INTERNATIONAL STUDENTS AS VICTIMS - REPORTING A CRIME

The care and welfare of the victim is paramount. Particular problems such as language difficulties may be encountered.

Whilst the number of crimes involving visiting international students is small, they can attract a lot of media interest and this can engender adverse publicity, especially in the students' home country. It is therefore important that all partners concerned work together to ensure that any such incidents are identified and investigated with measures in place to prevent any re-occurrence.

The Police Higher Education Liaison Officer will differentiate the reporting of emergency and non-emergency situations as part of the 'Student Safe Southampton' presentation. For organisers or those responsible in some way for international students, the following advice is given in order to remind their students:

Emergencies:

Should an international student need the Police, Fire or Ambulance Service in an emergency, the telephone number to call is 999. This is a free number from any phone including telephone kiosks.

International students requiring police in Southampton- non emergency.

Should an international student require the police, other than an emergency, whilst within Hampshire or the Isle of Wight, **the phone number for the Police is 0845 0454545.** Callers should say that they are calling from Southampton and will then be transferred to the correct person.

If the student has experienced a problem whilst out in the city, they may use one of the 'Safe Havens' in order to seek immediate help. They may also call the Police direct on the above number from any Telephone kiosk or their mobile phone. The small Student Safe Southampton maps can be used to pin-point the exact location of the student.

Online or telephone reporting of minor crimes:

Hampshire Constabulary currently have a new online initiative at www.online.police.uk where persons may, under certain circumstances, report a minor crime online. They may also still do this by telephoning 0845 0454545 and asking for the Force Enquiry Centre.

This new site is only to be used for minor crimes, specifically

- Theft
- Criminal Damage/Vandalism
- Theft from motor vehicles
- Damage to motor vehicles

But NOT when the crime is serious, ie:

- The crime is happening now
- The offender is still there or nearby
- You know or suspect who committed the crime
- Someone saw the crime being committed
- Evidence has been left at the scene

Attendance at a Police Station:

Please remember that a victim of crime can still attend any Police Station and report the incident in person. The above initiative is there to save members of the public having to attend a Police Station in order to report minor crimes. It is provided as another option and may be useful to some international students should they be unfortunate enough to experience a minor crime.

NATIONAL CHILD-SAFE SCHEME (AVON AND SOMERSET CONSTABULARY)

Protecting young people who are travelling abroad, this scheme offers essential guidelines to help protect young people travelling abroad. This series of guideline booklets feature best practice principles for protecting young people on visits from overseas. The booklets have been compiled by Police Officers from Avon & Somerset Constabulary following almost 2 years of research into cases of child abuse within this sector. The work is supported by a UK government grant and their own Police Force and has been validated by a leading subject specialist, who attended the Child Safe European Conference held in Bath (UK) during 1999.

For more information about these publications, please visit the Child Safe website on www.childsafe.co.uk or you can order the booklet series, individual booklets and the young person fact sheet by contacting Child Safe on:

Tel: +44 (0) 117 945 5320 or Fax: +44 (0) 117 945 4327

the full-time Child-safe co-ordinator,

'Chilidsafe',
c/o P.C. Sue Collins,
Chilidsafe co-ordinator,
Avon And Somerset Constabulary,
PO Box 37,
Valley Road,
Portishead,
Bristol
BS20 8QJ

Tel: 01275 816463
Fax: 01275 816655
www.child-safe.org.uk
sue.collins@avonandsomerset.police.uk

Or

Detective Superintendent Gould,
Avon & Somerset Police Headquarters,
P O Box 37,
Valley Road,
Portishead,
BRISTOL
BS20 8QJ

Information for organisers/staff responsible for international students. It is recommended that this is copied and given out to the students:

CRIME PREVENTION – KEEPING YOUR PROPERTY SAFE

Southampton is a relatively safe city but, like any other city, it does experience some burglaries and student accommodation is often a target.

This is probably because, when a student house is burgled, the offender may have the opportunity to steal several CD players, televisions, cameras etc. They are therefore good targets for these criminals.

Some students are also notoriously lax with their own security, leaving doors and windows unlocked before going out. They are therefore also easy targets.

Please be aware that there are certain nights when student accommodation is more vulnerable. For example, some areas of the city are very quiet and many houses remain empty when end of term social events/ summer balls etc, are taking place. A reasonably informed criminal will be aware of this. It has also been known for students to be burgled when they are in another part of the house or corridor (shared student accommodation).

To ensure that your stay in Southampton is as enjoyable as possible, please remember the following:

- Lock your doors and windows, even if you are only leaving your room for a minute
- Do not advertise your property by leaving items on windowsills
- Use timer switches (available at DIY stores) so that a lamp or radio will come on in your room to give the impression that you are in, even when you are out
- Close your curtains/pull your blinds in the evening
- Try to record the serial numbers of your electrical equipment and use an ultra violet (UV) marker pen to mark your property with your post code or preferably your student identification number prefixed by, for example, US for University of Southampton or SI for Southampton Institute
- Do not carry large sums of cash around with you
- Remain vigilant to any strangers or suspicious activity around your accommodation and make notes where relevant of such activity and inform the Police as soon as possible

PERSONAL SAFETY GUIDE FOR INTERNATIONAL STUDENTS

Settling In:

Obviously, when you first arrive in a different country, it can be confusing.

You will have to rely heavily on the University, Institute, College, Language School or host family. A contact list for each of these is at the end of this booklet.

Do not be frightened to ask. They are there to help you.

Read all the literature you have been given and keep your student safety map with you at all times. Find out the location of the venues you have to visit and the details of how to get there. Try not to travel alone. This is always a good rule to follow – wherever possible travel with others, but only if you know who they are and know that you can trust them. Do not walk out alone after dark.

Staying Safe

By taking a few simple precautions you can help yourself stay safe whilst in Southampton.

SAFETY IN NUMBERS – go around with friends, especially in high risk or dark areas, and avoid wearing easily identifiable clothing or belongings. The Police do NOT recommend the bright fluorescent backpack/rucksack that seems to be very common amongst visiting international student parties. They single the students out as visitors and draw more attention to them. Also remember that your behaviour can sometimes draw attention to yourself. Loud shouting and noise may attract attention, so please be on your best behaviour when moving around the city. When gathering in groups do NOT block pavements preventing others from passing!

STICK TO - well-lit busy routes, avoid the parks in the evening.

STAY ALERT – be aware of what is going on around you. If you are listening to a personal stereo, you won't hear what's going on.

CONSIDER – carrying a personal attack alarm.

Staying safe on the move:

By remembering a few general points when travelling on public transport, you can help yourself to feel safe and stay safe.

- Plan your route. Check on bus and train times before you leave. RAIL enquiries and local Bus Company numbers can be found in the telephone directory or Yellow Pages. Always stay in well-lit areas on platforms, near to a

help point or a telephone if there is one.

- Remember – Queue for buses and services – it is polite and prevents the pavement from being obstructed.
- On trains or the tube – try to sit in a carriage that is near the driver or guard. Try to sit near other passengers. If you feel uncomfortable with anybody in your carriage – move to a different compartment.
- Make sure you know where the alarm or emergency cord is. Use it if necessary.
- Tell a member of the transport staff if you see anything suspicious.

By Taxi:

- Have the number of a reputable taxi company with you for whenever you may need one.
- Always sit in the back and only share a taxi with people you know – it is safer and cheaper.
- If you chat with the driver, do not disclose your personal details.
- Ensure you have your fare ready before arriving at your destination.

By Bus:

- Avoid isolated bus stops.
- Check the bus timetables before travelling.
- Always sit on the lower deck.
- Remember the driver can help if you need assistance – press the bell in an emergency.

Avoiding Conflict Situations:

Although Southampton is a relatively safe city, it is wise to know a few things about taking care of yourself and how to avoid getting into dangerous situations.

NEVER ASSUME – it won't happen to me. Trust your fears or intuition. Act positively.

YOUR AIM – should be to move away. Meeting aggression with aggression leads to confrontation and you could get hurt.

DON'T GET DRAWN – into arguments, Don't get involved – walk away from the situation.

DRUNKEN PEOPLE – will NOT listen to reason. Walk away from them.

IF YOU ARE ATTACKED – your safety is paramount. Shout and scream, and run away if you can. The Law allows you to use reasonable force to defend yourself. If someone comes at you with a weapon you can use anything that comes to hand to defend yourself with. However, you are not allowed to carry a weapon in a public place even for self-defence.

If you think you are being threatened, go to a shop or a 'Safe Haven' and do not be afraid to ask for help. Ask somebody to call the Police.

TALK ABOUT IT – If you have been involved in an attack or have been threatened or bullied, don't keep it to yourself, tell a friend or someone you trust. The University, Institute, College, Language School or host family will all be able to offer help and guidance with these matters. There are various bodies like counselling services and victim support where students can go to get help.

THE 'SAFE HAVEN' SCHEME:

If a visiting international student requires assistance they can go to any of the specific bodies operating the 'Safe Haven' Scheme. Here an agreement has been made with the management that the staff will assist if an international student is experiencing a problem, harassment or distress. This may sometimes result in the Police being called. Please remember, however, that there is nothing to stop a student visiting any premise in Southampton to ask for assistance should they need it.

Contact details of the partners involved in the 'Safe Haven' scheme are as follows:

CITY CENTRE SAFE HAVENS

Boots,
19, Above Bar,
Southampton
SO14 7DX
023 8033 3983

Burger King,
98, Above Bar,
Southampton
SO14 7DT
023 8022 1541

Burger King,
West Bargate,
High Street,
Southampton
SO14 2FT
023 8063 2165

Boots,
19, Above Bar,
Southampton
SO14 7DX
023 8033 3983

Burger King,
98, Above Bar,
Southampton
SO14 7DT
023 8022 1541

Burger King,
West Bargate,
High Street,
Southampton
SO14 2FT
023 8063 2165

KFC,
Food Terrace,
West Quay Shopping Centre,
8-10 Portland Terrace,
Southampton
SO14 7EG
023 8033 2004

KFC,
127a, Above Bar Street,
Southampton
SO14 7FH
023 8063 0280

Just Add Water,
125, Above Bar Street,
Southampton
SO14 7FH
023 8063 3130

Legends,
The Marlands Centre,
Civic Centre Road,
Southampton
023 8033 6556

MacDonalds,
12, Above Bar,
Southampton
SO14 7DQ
023 8063 8576

Pizza Hut,
21, Hanover Buildings,
Southampton
SO14 1JU
023 8022 4909

Quiksilver,
Bargate Centre,
East Bargate,
Southampton
SO14 7YD
023 8023 7748

Southampton Central,
Police Station,
Civic Centre,
Havelock Road,
Southampton
0845 0454545
ext 723124

Waterstones,
63, Above Bar Street,
Southampton
SO14 7FE
023 8063 3130

Jo Tallack,
West Quay Information Point,
Customer Support Manager,
West Quay Business Centre,
8-10, Portland Terrace,
Southampton
SO14 7EG
023 8038 6405

SOUTHAMPTON AREA SAFE HAVENS

Shirley

Sainsburys,
Lordshill Precinct,
Lordshill,
Southampton
023 8073 7133

Sainsburys,
1 Park Street,
(just off Shirley High St.),
Shirley,
Southampton
023 8077 2273

Shirley Police Station,
Shirley High Street,
Shirley,
Southampton
0845 0454545
ext 725124

Portswood

MacDonalds,
Black Cat, Burgess Road,
Swaythling,
Southampton
023 8058 4733

Burger King,
238 Burgess Road,
Southampton
023 8058 4019

Portswood Police Station,
St Denys Road,
Portswood,
Southampton
0845 0454545
ext 721124

Bitterne

Sainsburys,
414 Bitterne Road,
Bitterne,
Southampton
023 8044 9656

Bitterne Police Station,
Bursledon Road,
Bitterne,
Southampton
0845 0454545
ext 724124

SAFE HAVEN TRAINING:

Why you?

The 'Student Safe Southampton' scheme's broad objective is to reduce the victimisation of international students during their stay in Southampton. Your organisation is, for a number of reasons, in an ideal position to support the programme and also to generate more business and also a positive image for yourselves.

The first reason is your location. 'Safe Havens' are strategically placed venues. You might have noticed an increasing number of international students especially during the summer months flooding into Southampton. Since your organisation is also a high traffic area for such students, they will easily be able to find you. Some students may be more likely to approach your organisation rather than the Police if they are having a problem or have been victims of crime. This may be because of the negative image that they have of the Police in their home country, or because they feel more comfortable speaking to a civilian.

The second reason is the profile of the staff working here. Some of you may speak another language in addition to English and this may help you to understand and communicate with international students better than in other organisations. You are also familiar with the service industry environment, and are likely to have good people skills. You are probably very approachable and kind, just the type of people 'Student Safe Southampton' needs.

Finally, the high profile that your company enjoys in Southampton and perhaps nationally or even internationally is an attraction. This organisation is already, or will soon be, well-known by most of the students coming here to study. This aids in recognition and will likely lead to a mutually beneficial relationship.

What is expected?

Upon arrival, each student will be made aware of the locations of all 'Safe Havens' scattered around the city. They will be told these places exist to provide assistance when necessary. This assistance could range from anything from giving directions to calling the Police or an ambulance in the event of an emergency. If a student or group of students come in for general information, please be as helpful as possible. If the situation is more serious, eg. they have been harassed, assaulted, or robbed etc., it will be necessary to inform your duty manager and provide a safe place for the student to wait in the meantime. If your manager is unavailable for some reason, you will have to handle the situation as best as you can, as outlined below.

What do you do?

Provided that your manager is unavailable, you will need to assess any situation yourselves. Ideally, all incidents, regardless of how minor, should be reported to the Police. If the victim has been assaulted, or robbed and you feel that the offender may still be in the general vicinity, you must dial 999 immediately. An ambulance may also be needed if the victim has suffered physical abuse. In the mean time, first aid may be necessary. If the incident is less serious you may report it on the general Police line: 0845 045 4545. This might include verbal abuse, stolen cycles, or general harassment. In even less serious cases, it may only be necessary to ring for a taxi, and provide the victim with a safe place to wait. Always remember to complete an incident report form and forward it to the Police HE Liaison Officer at Portswood Police Station (contact details on Appendix B), or give it to the Police when they arrive on site. When dealing with a distressed student, always keep your own personal safety in mind. Do not put yourselves at risk. It may also sometimes be better for a female member of staff to speak with a female victim.

What tools will you be given?

Your managers will be provided with a list of useful numbers, which should be clearly displayed. These include a list of contact numbers for the Institutions, a list of emergency numbers and taxi numbers. You will also be given report forms on which to detail any incidents. Lastly, you will be provided with a 'Student Safe Southampton' poster that should be visibly posted in your business entrance way.

Any questions?

If you have any concerns, please initially contact your direct manager. Alternatively, contact the Police Higher Education Liaison Officer on 0777 0668641 (0800-1600hrs). Should there be any Police queries outside these ours, please contact Southampton Police on 0845 0454545.

APPENDIX A:

Proforma - Departure Questionnaire

- 1) Were there any areas within the city where you had a problem?

- 2) If so, did you go to any of the places on the list you were given, in order to get help at the time? **(Safe Havens)**

- 3) Did you have any contact with the Police during your stay? If so, were they helpful?

- 4) Is there anything that could have been done to make your stay safer?

- 5) Did you read the safety advice on the small 'Student Safe Southampton' maps? If so, did you find it useful? If not, why not?

- 6) What did you think of the 'Student Safe Southampton' Video?

APPENDIX B

CONTACT LIST:

Police Higher Education Liaison Officer,
P.C.1616 Steve Mullins,
Portswood Police Station,
St. Denys Road,
Portswood,
Southampton.
07770 668641 (0800-1600hrs)
sm24@soton.ac.uk

Southampton Central Police Station,
Civic Centre,
Havelock Road,
Southampton.
SO14 7LG
08450454545 ext. 723124

Portswood Police Station,
St. Denys Road,
Portswood,
Southampton.
SO17 2GN
08450454545 ext. 721124

Shirley Police Station,
Shirley High Street,
Southampton.
SO15 3JG
08450454545 ext. 725124

Bitterne Police Station,
Bursledon Road,
Southampton.
SO19 7NN
08450454545 ext. 724124

Hampshire Constabulary,
Headquarters,
West Hill Road,
Winchester
SO22 5DB

08450454545
postmaster@hampshire.pnn.police.uk
Fax: 01962 871204
www.hampshire.police.uk

Tauntons College:

Jill Haslegrave,
International Student Administrator,
Tauntons College,
Hill Lane,
Southampton
Haslegi@tauntons.ac.uk

University of Southampton:

Student Advice and Information Centre,
1st floor, Students Union,
Building 40, University Road,
University of Southampton,
Highfield,
Southampton.
023 8059 5241/5238/5212
Fax:023 8059 5235
saic@soton.ac.uk
www.soton.ac.uk/~susu

Jo Doyle, Head of the International
Office

Jo is responsible for developing the
University's international strategy and
for managing the work of the
International Office in line with that
strategy. Contact her at
ednfairs@soton.ac.uk

Jo Nesbitt, Deputy Head of the International Office
Jo has responsibility for areas including North and South America, Africa, India and Cyprus. Contact her at ednfairs@soton.ac.uk

Sian Impey, International Officer
Sian has responsibility for areas including China, Taiwan, Japan, South Korea and Thailand. Contact her at ednfairs@soton.ac.uk

Sirin Myles, International Officer
Sirin has responsibility for areas including Hong Kong, Singapore, Malaysia, Mexico, Turkey and Egypt. Contact her at ednfairs@soton.ac.uk

Catherine Jones, International Officer
Catherine works on a number of different projects relating to international students. Contact her at ednfairs@soton.ac.uk

Carlene Geddes, Assistant to the International Officers
Carlene manages the organisation of our overseas visits and exhibitions. She can also assist if you are interested in visiting the University. Contact her at ednfairs@soton.ac.uk

Clare Best, International Student Adviser
Clare is responsible for providing international students with welfare advice, information and support while they are studying at the University. She offers assistance upon a wide range of issues including immigration queries, financial problems and advice on the local area. Contact her at saic@soton.ac.uk

Southampton Institute of Higher Education:

Lisa Currie,
International Support Officer,
Student Support,
Learning and Information Services,
Southampton Institute of Higher Education,
East Park Terrace,
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International Marketing Manager,
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nabil.nour@solent.ac.uk

Peggy Lardot,
International Marketing Officer,
External Relations,
023 8031 9422
Mobile: 07740 722435
peggy.lardot@solent.ac.uk

Kevin McCarthy,
Admin Officer,
External Relations,
Service International office,
023 8031 9129
Mobile: 07740 722435
kevin.mccarthy@solent.ac.uk

Southampton City College:

Gail Williams,
Student Support Manager,
Southampton City College,
St. Marys Street,
Southampton
023 8057 7317
Gail.Williams@southampton-city.ac.uk

Ez Kennedy,
Information and Guidance Team Leader,
Southampton City College,
St. Marys Street,
Southampton
023 8057 7337
Ez.Kennedy@southampton-city.ac.uk

The Lewis School of English:

Alistair Walker, Director,
Lewis School of English,
33 Palmerston Road,
Southampton
SO14 1LL
Tel: 023 8022 8203
Fax: 023 8023 1395
email: alistair@lewis-school.co.uk
www.lewis-school.co.uk

Jung A Bournier, Welfare Officer,
Lewis School of English,
33 Palmerston Road,
Southampton
SO14 1LL
Tel: 023 8022 8203
Fax: 023 8023 1395
www.lewis-school.co.uk

The Greylands School of English:

Marin Knell, Director,
The Greylands School of English,
315 Portswood Road,
Southampton
SO17 2DL
Tel: 023 8031 5180
Fax: 023 8058 6684
Email: info @greylands.co.uk
www.greylands.co.uk

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designed and produced by The Print Centre, University of Southampton. (ref. 24502/2003)