

## Porters Lodge Opening Times & Support Over the Winter Break

The Porters Lodge is staffed 24/7 by our Security Team. They're here to help with lots of different situations, so if you need support while the university is closed, they'll be your first stop.

### How to reach them:

 Call Security (24 hrs): 01285 889834

 Visit the Porters Lodge (24 hrs)

## What Security Can Help With

### Emergencies & Urgent Concerns

If something feels unsafe, you see suspicious activity, or there's an incident that needs quick action, Security will respond immediately and work with emergency services if needed.

### Welfare Checks

Worried about another student on campus who isn't responding? Security can check on them to make sure they're okay.

### Lockouts & Access Issues

Lost your keys or can't get into your accommodation? Security can help you get back in safely.

### Fire Alarms

Security attends all fire alarm activations and supports the Fire Service to keep everyone safe.

### First Aid

Security Officers are trained in basic first aid and can assist until professional medical help arrives.

## Other Ways Security Can Help

### Noise, Disturbances & Anti-Social Behaviour

If something is disrupting your peace or the quiet environment over the break, Security can step in and help resolve the issue.

### Urgent Maintenance Problems

Security can report and escalate urgent issues like:

- Heating not working
- Burst pipes or leaks
- Power failures
- Faulty fire alarms or emergency lighting

They'll contact on-call contractors in an emergency.

### Lost Property

If something is found or handed in, Security will log and store it safely until offices reopen.

### Supporting Emergency Services & Contractors

If outside agencies need access to campus, Security will coordinate entry and guide them to the right place.

### Wellbeing and Non-Urgent Support

Even though Student Services will be closed, several forms of help remain available:

- **Samaritans (24/7): 116 123** – for emotional support at any time
- **NHS 111** – for non-urgent medical advice
- **999** – in a life-threatening emergency

If you're feeling low, isolated, or simply not yourself, please don't hesitate to reach out. Security can also help you access appropriate support if you're unsure where to start.

## **General Safety & Wellbeing Tips**

### **Staying Safe Around Campus**

- Use well-lit paths at night and stay aware of your surroundings.
- Let someone know if you're heading out late.
- If something feels off, contact Security — no concern is too small.

#### **Keeping Accommodation Secure**

- Always lock your door, even for short trips.
- Don't prop open external doors — it puts everyone at risk.
- Never share access codes or keys with anyone who doesn't live in your building.

### **Fire Safety**

- Never leave cooking unattended.
- Avoid candles or open flames.
- Report any issues with fire doors, alarms, or emergency lights.

### **Winter Weather Hazards**

- Walk carefully — paths may be icy.
- Tell Security if you spot hazards like ice patches or poor lighting.

### **Looking After Your Belongings**

- Keep valuables out of sight, especially on ground floors.
- Collect parcels from the Porters Lodge promptly to avoid delays.

## **Wellbeing**

- Keep to a routine — even small habits can make a big difference.
- Stay connected — message or video call friends and family.
- If you're struggling emotionally or feel isolated, reach out early — support is available.

## **Travel**

- Check transport schedules — holiday services may run less often.
- Charge your phone before travelling and keep any essential medication with you.
- Let someone know if you'll be away for a few days.