

# STUDENT SAFE SPOT

## Guidance for staff providing assistance to members of the public

- Whilst at work you may be requested to provide assistance to a member of the public who may be aware that your business is part of the **STUDENT SAFE SPOT** initiative.
- The following advice, based on a `traffic light` system should help you to assess the level of action required in each case and provide such help effectively.
- **Confidentiality** will be important to the person seeking your assistance.
- Remember to always respect the wishes of the person seeking your help as far as practicable, as they may not want other bodies such as the police to get involved.

### Low response

- The person requiring help may just want a **safe refuge** where they can shelter from the person or situation causing them concern.
- Having assessed the situation you may only need to **provide reassurance**.
- Offer support to enable the person to feel **safe and secure**.



### Medium response

- The situation may require you to **start further action** on behalf of the person in need of assistance.
- **Establish what they want** which could include telephoning a relative or friend on their behalf or calling a taxi.
- If your business has a City Centre Beat radio you may wish to **alert the Council CCTV control room** of any incident that has occurred.
  - Remember patrolling Neighbourhood Police Officers or Police Community Support Officers in the area may hear your message and decide to attend your premises to lend their support.
  - It may be appropriate to **contact the University or College Security control rooms**.



### Urgent response

- It may be immediately clear to you that a situation requires an **urgent response** e.g.
  - a person may come into your premises, who is badly injured or being threatened by another person who is close by.
  - a crime has occurred and the victim tells you the offender is still in the area.
- You may need to **telephone the appropriate emergency service** (Police, Fire or Ambulance).
- Remember, if you definitely need the Police always **ring the appropriate telephone number**; using your City Centre Beat Radio does not guarantee a Police Officer will attend.



## Contact Details

<b>Police - Emergency</b>	999	
<b>Police - Non Emergency</b>	101	
<b>City Centre Beat</b>	01274 722443	<a href="mailto:citycentrebeat@btconnect.com">citycentrebeat@btconnect.com</a> <a href="http://www.citycentrebeat.co.uk">www.citycentrebeat.co.uk</a>
<b>Bradford College Security Service</b>	01274 433090	
<b>Students' Union</b>	01274 433007	<a href="mailto:s.union@bradfordcollege.ac.uk">s.union@bradfordcollege.ac.uk</a>
<b>University of Bradford Security Service</b>	01274 236999	
<b>Students' Union</b>	01274 233300	<a href="mailto:ubu@bradford.ac.uk">ubu@bradford.ac.uk</a>