



Myerscough  
College

INSPIRING EXCELLENCE

# RESIDENTIAL SERVICES

2021-22

LIVING IN HALLS  
OF RESIDENCE



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# WELCOME TO MYERSCOUGH

We want you to enjoy your time at Myerscough living in halls of residence and hope that you find it as rewarding and beneficial as possible. Leaving home can be a daunting experience and in this handbook we aim to provide you with all the information you need to help you prepare for moving in and what you can expect whilst you are here. It also provides some important rules and regulations which you are required to adhere to. Please take the time to read through it. We know there is a lot of information but it is all relevant to help you get the most out of living at College.

## COLLEGE VISION AND VALUES

### Our vision is to:

- Be the leading college in the land based, science, engineering and sports sectors
- Be the natural choice for students, staff and employers
- Provide a highly skilled, creative and technical workforce
- Deliver excellent outcomes through inspirational and inclusive learning and services
- Build sustainability into all we do

We invite all staff, students and partners to work with us in shaping and realising the future of Myerscough College as we transform students' lives and our community through first class education, training and support.

This handbook should be read in conjunction with the Catering and Residential License and forms part of your learning agreement with the College.

## OUR MYERSCOUGH VALUES DIRECTLY SUPPORT OUR STRATEGIC GOALS:

### Learning

Our delivery will be high quality and innovative with students at the heart of decision making.

### People

We will enable staff and students to fulfil their potential whilst promoting resilience, leadership, accountability and teamwork.

### Sustainability

We will provide a happy, healthy, safe, supportive and sustainable environment in which to live, work and study.

### FREDIE

We will advance FREDIE: Fairness, respect, equality, diversity, inclusion, engagement in all we do.

Whilst you are resident at Myerscough you are expected to uphold these values.

## THE RESIDENTIAL TEAM

Overall management for the residential and catering services at the College is the responsibility of the Assistant Principal General and Commercial Services working with the Residential Operations, Residential Support and Catering teams.

### RESIDENTIAL OPERATIONS AND MAINTENANCE

#### Residential Operations Deputy Manager - Alison Shaw

The Residential Operations team are responsible for all queries in relation to your application for accommodation, allocation of rooms, issuing of keys and fobs, cleanliness of the accommodation in liaison with the contract cleaning company, maintenance and upkeep of the accommodation. Whilst you are at College, if you have any issues with your room or wish to change room, please speak to one of the team.

They can be found near the halls of residence upstairs above the College Minimarket and Pickles.

☎ 01995 642332 / 01995 642324

✉ Enquiries: [reshelp@myerscough.ac.uk](mailto:reshelp@myerscough.ac.uk) Repairs: [resrepairs@myerscough.ac.uk](mailto:resrepairs@myerscough.ac.uk)

### CATERING SERVICES

#### Catering Operations Manager - Janet Barton

#### Catering Operations Deputy Manager - Shaun St John-Foti

The Catering Services team are responsible for the provision of food and refreshments in a number of catering outlets across the College offering a wide choice from snacks to a full meal service. Your accommodation fee (except for self-catering rooms) includes a meal allowance to cover 3 meals a day for either 5 or 7 days depending on the accommodation package you have chosen. If you have any special dietary requirements, are allergic to any food types or have any comments/suggestions regarding the catering service, please do not hesitate to speak to a member of the Catering team.

☎ 01995 642135 ✉ [jbarton@myerscough.ac.uk](mailto:jbarton@myerscough.ac.uk) or [sstjohnfoti@myerscough.ac.uk](mailto:ssstjohnfoti@myerscough.ac.uk)

### FINANCE

The Finance team will be happy to help and advise you on all enquires relating to finance.

☎ 01995 642138

✉ Payments, balance enquires and refunds of room deposits: [salesledger@myerscough.ac.uk](mailto:salesledger@myerscough.ac.uk)  
Bursaries: [bursary@myerscough.ac.uk](mailto:bursary@myerscough.ac.uk)

# SUPPORT AND WELFARE

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## RESIDENTIAL SUPPORT AND WELFARE

### *Residential Support Manager – Robert Kay*

The Residential Support team are here primarily to support and look out for your welfare, wellbeing and safety. They are on duty 24/7 to ensure you enjoy and receive an enriching experience, as well as overseeing health and safety and behaviour in the residential halls. Each of the halls of residence for under 18 year olds has its own designated Residential Support Officer. The Residential Support team are first aid trained and highly experienced in working with young people. Please don't be afraid to approach any of them if you have a problem or concern, e.g. if you are worried that someone is being bullied or if there is too much noise in your hall. If they are unable to help you with a specific problem, they will be able to advise you about who to see or where to go. The Residential Support Team can be contacted on the numbers below 24 hours a day, should you hear a message when you ring them, please follow the instructions.

Their office is located near the halls of residence upstairs above the College Minimarket.

☎ 01995 642375 / 07889 754287    📞 07889 754287

✉ [residentialsupport@myerscough.ac.uk](mailto:residentialsupport@myerscough.ac.uk)

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## HELP, SUPPORT AND ADVICE

Student life is a lot more than studying and exams! As well as discovering new friends and new experiences, it's a transition period that takes you into a new phase of your life. So, if you find you need any information, advice and guidance along the way, just come and talk to the friendly team in The Core! The Core is open term time Monday to Thursday 8.30am to 5.00pm, Friday 8.30am-4.30pm, and is your one stop shop for all student enquires. There is a range of support facilities specifically designed to help you on your journey including access to welfare and health care professionals, counsellors, chaplaincy (for all faiths and none), careers, and financial matters. If you have a question and you're not sure who to ask then please don't be afraid to visit The Core. There is also a list of a number of support organisations and contact details at the end of this booklet.

***If you find things are overwhelming, please talk to someone...***

The Residential Support team, The Core and Residential Operations staff are here to help in any way that they can. Do ask for help and advice.

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## HEALTH AND MEDICAL SERVICES

It is recommended that you register with the local doctors' practice, Garstang Medical Practice, whilst living at College. The College has strong links with the local practice, based close by and offers transport to any appointments needed for residential students. Garstang Medical Practice will be able to help, treat and support you on health-related matters.

Registration for the surgery can be completed online at [www.garstangmedicalpractice.nhs.uk](http://www.garstangmedicalpractice.nhs.uk)

# SUPPORT AND WELFARE

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## ILLNESS

If you are not well whilst you are at College, you should speak to one of the Residential Support Officers or contact The Core for advice and guidance. It is recommended that all students obtain their own emergency medical supplies. If you have registered with the local doctors' practice, Garstang Medical Practice, staff will be able to refer you to them if required.

All absence should be reported via email to [studentabsence@myerscough.ac.uk](mailto:studentabsence@myerscough.ac.uk) or call the absence line on 01995 642222. The absence line will notify your tutors and the Residential Support team.

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## FIRST AID

All the Residential Support team are first aid trained and can assist you with minor injuries. In addition, there are also a number of fully trained first aiders whose places of work are throughout the campus with first aid boxes in key areas. There are five defibrillators held on the Preston campus and they are situated in Reception, Residency, Sports Centre, Equine and the Plant Centre. If you require first aid outside of academic time, you should contact one of the Residential Support team.

Parents/guardians will be contacted in this instance and those living in the north-west will be expected to meet their son/daughter/ward at hospital.

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## SECURITY

The Residential Support team are here to ensure your safety at all times. In addition, the college also employs a 24/7 security team. If you are concerned about your safety or security, please contact them on 07889 754287.

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## WHAT TO BRING WITH YOU

- ✓ Bedding/towels – a bottom sheet, duvet and cover, pillows, pillowcases and towels. Students failing to use a bottom sheet or who remove the mattress cover provided will be charged. Bedding packs can be purchased from the Minimarket.
- ✓ Students may bring their own mattress toppers but these will be checked by the Residential Operations staff for suitability and safety.
- ✓ Toiletries, hairdryer and toilet roll (in en-suite rooms).
- ✓ Laundry products if you are going to do your own washing.
- ✓ Crockery, cutlery, cooking utensils, tea towels and cleaning products/equipment
- ✓ Kettles, toasters and George Foreman style griddles can be used in common rooms; they must not be left unattended whilst in use and must be switched off and the work surfaces cleaned after use – they must not be used in bedrooms.
- ✓ Clothing suitable for your course
- ✓ Trainers to wear in and around your accommodation and for sporting activities.
- ✓ Winter footwear as some parts of campus can get muddy when wet
- ✓ Mini fridge measuring less than 14 inches wide x 16 inches high.
- ✓ UK electrical adaptor for any non-UK appliances.
- ✓ UK sim card for international/Irish students.

## TELEVISIONS AND ONLINE VIEWING

You must have your own TV licence if you plan to use a TV, laptop or other device to:

- Watch or record programmes as they're being shown on TV or live on an online TV service.
- Download or watch BBC programmes on iPlayer – live, catch up or on demand.

## WHAT NOT TO BRING WITH YOU

- × Offensive weapons – Any firearms, ammunition, knives, replica guns, water pistols, bb guns, catapults or anything else which is or may constitute to be an offensive weapon. Disciplinary action will be taken if any of these are found. Knives required as part of a course must be stored in a locker.
- × Cooking and heating appliances – Student owned cooking stoves, heating rings, deep fat fryers/chip pans, acti-frys, microwaves, electrical heaters (radiators/fan heaters) and other heating/cooking appliances.
- × Fridges/freezers – These are not allowed with the exception of mini fridges
- × Amplifiers and large speakers – any musical equipment deemed to be disturbing anyone due to its volume will be confiscated by staff and stored safely until it can be taken home. Headphones or a small speaker is the best idea for the halls of residence.
- × Darts and dart boards
- × Pets/animals
- × Candles, scented room burners, wax melts, joss/incense sticks
- × Barbeques – Only officially organised barbeques can be held on campus.
- × Chainsaws and petrol/fuel cans – Under no circumstances may students be allowed to keep/store chainsaws and/or petrol/fuel containers (even empty) within halls.
- × Car parts and battery chargers
- × Fireworks/explosives
- × Water bombs, pistols etc – Water fights are not allowed
- × Paddling pools.
- × Weight training equipment and sunbeds – Small, handheld dumbbells are acceptable but exercise benches, home gym equipment or sunbeds are not allowed. There is a gym on campus.
- × Furniture/mattresses – For fire safety reasons, students are not permitted to bring their own furniture and mattresses into halls.

## USEFUL THINGS TO KNOW BEFORE YOU ARRIVE

### ROOM DEPOSIT

When you apply for accommodation, you will be required to pay a room deposit of £200. This room deposit covers: losses, damages, key, key fobs or lock replacement where needed. On departure from accommodation, any remaining room deposit will be refunded to you providing there are no missing items or damage to your room or hall, which has not been attributed to a specific individual. Rooms will be checked on departure by both housekeeping and Residential Operations staff.

Your room deposit will normally be refunded within one month of the end of your Catering and Residential Licence usually by bank transfer to the UK bank account details provided when you applied for accommodation. If you still have any outstanding debts at the end of your licence, the deposit will be used towards paying these off.

### INSURANCE

The College strongly advises that you take out an insurance policy to cover personal injury and theft of/damage to your property contained in your room and on your person. These areas are not covered by the College. The College cannot be held responsible for loss or damage to personal property or motor vehicles which are left at owner's risk.



## WHEN YOU ARRIVE...

### KEYS AND FOBBS

Your keys and room are your responsibility, you must not loan your keys to others or allow others to use your room without your present. You must lock your door and close your window when you are out. Staff are instructed to lock any room they find open.

If your key is lost or stolen, your lock will be changed and you will be charged accordingly. Lost/stolen keys must report to Residential Staff straight away.

### ROOM INVENTORY

You must complete a room inventory form when you move in, recording any damage or faults. If you do not complete and return this you may be charged for any damage found at a later date. Please report any issues that require immediate action, such as water leaks, directly to Residential staff.

### MOVING ROOMS

We want you to enjoy your time living in at Myerscough. If for any reason you are not happy with the room you are in, prefer facilities elsewhere or wish to move to be with a friend in another room/block, you can request to change rooms during the academic year via the Residential Operations team however, a change of room may not always be possible and there may be an additional cost.

### HOLIDAY PERIODS

You are allowed to use your rooms during every half term/reading break but you must vacate your room during the Christmas, Easter (further education students only) and Summer holidays (term dates can be found in the Catering and Residential Licence). All rooms must be cleared of belongings for the Easter (further education students only) and Summer holidays. Belongings can be left in your room over the Christmas holiday period but these are left at your own risk.

You must hand in your room key to the Residential Operations office before you leave for each holiday period by the time and date specified on the end of term arrangements letter left in your room prior to the end of each term. These should be placed in the envelope provided for you. You may be liable for replacement locks and/or replacement fob(s) if you fail to hand keys

in at the end of each term as the lock may have to be changed. We ask that you please also empty the contents of your fridges and freezers during these times. In exceptional cases, property may be stored for international students during the Easter holiday period but the College is not responsible for any items left on the premises. We strongly recommend that valuable personal property is removed.

### END OF YEAR

The licence you signed when you agreed to take on the room will stipulate the date on which your licence expires and you must vacate the property on or before that date. Towards the end of the licence, you will receive a letter giving end of licence arrangements. This will advise you in detail of the procedures to follow when vacating your residence. Before you leave you should make sure that all debts to the College have been settled.

You will need to have moved out, locked your room and returned the keys to the Residential Operations office by 6.00pm on the last day of your licence (this time will vary for shorter courses/block release students). When returning your key, entry fob and brass fob at the end of your licence, you must place these in the envelope provided for you and complete a room deposit refund form.

If you fail to return your key and fobs by the end of the licenced period, you may be liable for replacement locks and/or replacement fob(s). If you fail to vacate your room at the end of your accommodation licence the College may take legal action against you.

The accommodation including your room, bathroom (where applicable) and any communal areas must be left tidy and free of rubbish prior to your departure. Make sure that all inventory items are present, and that any furniture has been returned to its original location. There should be no deterioration of the property (including communal areas) beyond fair wear and tear. You will be liable for any damages in respect of any deterioration caused by neglect or malicious damage.

After you have moved out of your room and handed in your keys, the room and communal areas will be checked. If any damages or losses are found, deductions will be made before your room deposit is refunded.

## WITHDRAWALS AND LEAVING YOUR ACCOMMODATION EARLY

Students who choose to withdraw from residency before the end of an academic year will still be required to pay an accommodation charge for a period (as set out below), following the date Myerscough agrees that the student may leave their Hall of residence and their room key is returned.

Withdrawals agreed and completed on or before 1st November 2021 will be charged an 'accommodation only' charge for an additional 4-week period.

Withdrawals agreed and completed between 1st November 2021 and 2nd January 2022 will be charged an accommodation charge for an additional 6-week period.

For withdrawals agreed and completed after 3rd January 2022 there will be no refund and payment is due for the full academic year.

In exceptional circumstances these charges may be waived or reduced by the Deputy Principal Finance and Resources. These sometimes relate to medical issues and, in which case, a written formal letter from a medical practitioner for a medical condition which was not known at the start of the residential contract will be required.

Similarly, charges may be waived or reduced if Myerscough can re-let the room to another student. Any student who is asked to leave, or required by Myerscough to vacate their accommodation following non-compliance with the Positive Behaviour Policy and Procedure and/or the Student Charter, will be liable for the remainder of that academic year's accommodation charge. Any decisions following breaches of the Policy and Procedures will be as part of an investigation with the student (and families, as appropriate for under 18s.)

A decision given by a member of the College's Senior Leadership Team under this section may be the subject of an appeal. Such an appeal must be lodged in writing to within seven days of being notified of that decision as detailed in the Positive Behaviour Policy and Procedure.



## HOUSE KEEPING, MAINTENANCE AND REPAIRS

### CLEANING

A cleaning service is provided in the accommodation by our contract cleaning company. They work in the halls Monday to Friday between 9am and 1pm. They are responsible for daily cleaning of all entrances, stairwells, corridors, common rooms and communal bathrooms. In catered accommodation they will also clean in your room daily and in self-catering they will enter your room weekly to clean your bathroom. The cleaners are required to lock any bedroom doors that they find unlocked, so please remember to take your key.

It is your responsibility to keep your room and communal areas clean and tidy. If a cleaner feels that your room or common room is untidy, they will raise this with the Residential Support team, who will follow up on the issue. If the area is not brought back to an acceptable standard within a given time frame, you may face disciplinary action in accordance with the Positive Behaviour Policy and Procedure.

If you have any issues with the cleaning in your halls, please e-mail [reshelp@myerscough.ac.uk](mailto:reshelp@myerscough.ac.uk) with your hall, room number and details of the issue.

### MAINTENANCE AND REPAIRS

If any items in your room or the communal areas are broken, damaged or faulty, these should be reported to the Residential Operations team:

- By e-mail to [resrepairs@myerscough.ac.uk](mailto:resrepairs@myerscough.ac.uk)
- By telephone on 01995 642139
- In person (9am-4.30pm Mon-Fri) to Residential Operations (above shop)

When e-mailing, you should make sure that you include your name and room/hall details as well as details of the issue.

Repairs are carried out on a priority basis. If you require an update on process with a repair, please e-mail [resrepairs@myerscough.ac.uk](mailto:resrepairs@myerscough.ac.uk)

Emergencies outside of office hours should be reported to Residential Support.

You are not allowed to make your own repairs or adjustments such as painting walls, hanging pictures/mirrors/hooks, etc. Furthermore, you should never tamper with safety features such as window restrictors or smoke detectors which are in place to protect you. These are a disciplinary offence.

### DAMAGES AND VANDALISM

We want you to look after your accommodation and be proud of where you live. Any damage caused to your accommodation - accidental or deliberate - which exceeds reasonable wear and tear, will be investigated. If, after investigation, it is found that you or any of your visitors are responsible for any of the damage, you will be liable to pay for the costs of replacement or repairs, including labour. Where the person(s) responsible cannot be identified, the costs of replacement or repair will be divided equally between all occupants of the room, hall or flat.

The cost of these repairs will be deducted from your room deposit. Where this cost is over £85, an invoice will be raised for the full cost including labour.

Excessive damage by a student may result in the student being excluded from residential accommodation at the College.

Please note, costs will be charged on a new for old basis. Any damage to fixtures and fittings must be reported to the Residential Operations office.

### ACCESS TO ROOMS

Whilst every effort is made to respect your privacy as a resident, the College reserves the right for authorised members of staff, contractors and visitors to access rooms under the following circumstances:

- To clean and check the condition of College property.
- Maintenance issues.
- For health and safety reasons.
- If staff have a cause for concern for you or other occupant or that there may be a breach of regulations.
- If there are unauthorised visitors in your room.
- To search your room where there are suspicions of drug/substance abuse including paraphernalia, weapons or stolen property. In this case, the occupant(s) have the right to be present.

To protect your dignity and both yours and their safety, please do not walk around halls in a state of undress and close shower cubicle doors when showering.

## IMPORTANT RULES

### UNDER 18S

The College has a duty of care for all residential students particularly those under the age of 18. In order to provide extra protection for this age group, additional regulations are in place to safeguard students in accordance with the National Minimum Standards for Further Education Colleges. All under 18s must comply with these regulations and parents/guardians are asked to support the College in the carrying out of these rules.

**Alcohol** It is illegal for an under 18 year old to purchase, consume or be in possession of alcohol. If you are in possession of, or under the influence of, alcohol anywhere on campus or if you return to campus under the influence of alcohol, you will be subject to disciplinary action in accordance with the Positive Behaviour Policy and Procedure. Any alcohol which is found in under 18 accommodation will be disposed of and your parents/guardian informed. It is advisable that no student under the age of 18 is present anywhere alcohol is being consumed with the exception of the Stumble Inn which is supervised at all times.

**Breathalysing** The College owns a breathalyser which may be used if it is suspected that a student under the age of 18 is under the influence of alcohol. Refusal or failure to provide a specimen of breath will be seen as an admittance of guilt.

**Curfew** There is a curfew in place for under 18 year old residential students. Students are required to be in their own hall of residence by 11.00pm each evening and their own room by 11.15pm. The Residential Support team will run a report at 11.00pm each night to check that all students who have not been signed out are present and safe within their halls. We assume that you are on site unless you have signed out. If a student is found to be missing, every effort will be made to locate them. In the event a student is not found, the following steps will be taken:

1. Parents/guardian will be called, regardless of the time of day or night and advised that their son/daughter/ward is missing.
2. If parent/guardian is not available or if the parent is non cooperative, the police may be rung to report the student missing. If a parent is uncooperative or intentionally misleading they may jeopardise their son/daughter/ward's place in accommodation.

CCTV is installed in halls of residence and may be used to assist in investigations.

Parents/guardians/visitors are not permitted to enter any hall of residence. Should access be required, please contact a Residential Support Officer on **07889 754287** for assistance.

### SIGNING OUT & PARENT PORTAL

Students, aged under 18, who are going home overnight are required to be signed out by their parent/guardian via the Parent Portal (<https://parent.myerscough.ac.uk>) indicating when the student is going home and when they will be returning.

Parents/guardians will need to register to access this system prior to their son/daughter/ward moving into accommodation. Should there be an occasion when a student wishes to stay overnight at an alternative address then written permission is required from the Residential Support Manager at least 24 hours in advance of them being off campus.

If a student needs to leave campus in the early hours or return later than 11.00pm due to work commitments (e.g. milking) again written permission is required from the Residential Support Manager at least 24 hours in advance of them being off campus. Parents/guardians will also be required to record, via the Parent Portal, that their son/daughter/ward has returned home safely when they are going home overnight.

It is your parent/guardian's responsibility to sign you out and/or authorise you being off campus plus record that you have arrived home via the Parent Portal.

**No student under the age of 18 may be off campus after 11.00pm.**

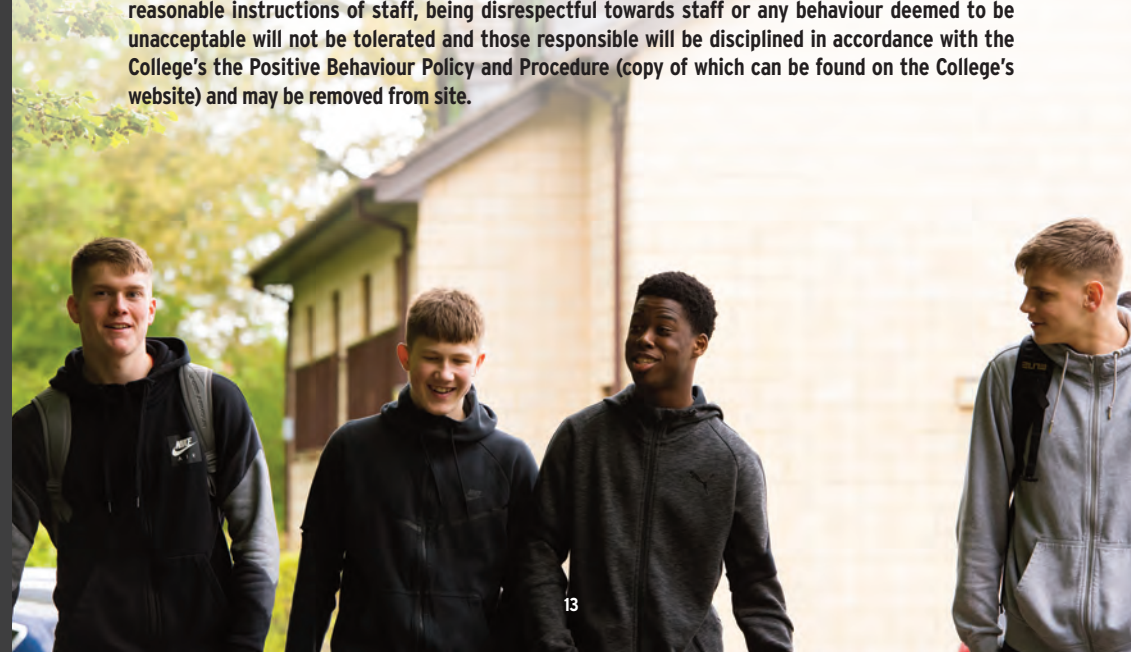
## NOTE TO PARENTS/GUARDIANS/CARERS

Myerscough College undertakes to meet its duty of care to its residential students. However, in practice there is a limit to the degree of supervision that can realistically be exercised due to the number of residents on campus and this must be borne in mind.

- It is essential that, as part of the accommodation reservation process, you provide us with contact details (mobile phone/24 hour number) so we can get in touch with you should an emergency arise.
- It is your responsibility to sign your son/daughter/ward out if they are going to a registered home address using the parent portal or seek written permission if your son/daughter/ward wishes to stay overnight at an alternative address or is required to be off campus for work commitments.

## STUDENT CONDUCT, RESPECT AND BEHAVIOUR

It is the collective responsibility of everyone at College - students and staff - to create a safe, fair and enjoyable environment in which to live, work and study. You should treat others how you wish to be treated. Any incidents of anti-social behaviour such as intimidation, bullying, aggression, violence, causing a disturbance to others, threatening the safety or enjoyment of others, dangerous driving, vandalism, spitting, littering, smoking/vaping outside of designated areas, failing to comply with the reasonable instructions of staff, being disrespectful towards staff or any behaviour deemed to be unacceptable will not be tolerated and those responsible will be disciplined in accordance with the College's the Positive Behaviour Policy and Procedure (copy of which can be found on the College's website) and may be removed from site.





# SAFEGUARDING AND PREVENT

## FOR THOSE IN RESIDENCY

**MYERSCOUGH COLLEGE IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF ALL STUDENTS INCLUDING YOUNG PEOPLE AND THOSE WITH ADDITIONAL NEEDS. WE ALSO RECOGNISE THAT WE HAVE A DUTY TO HELP STUDENTS TO UNDERSTAND THEIR RESPONSIBILITIES THROUGH GUIDANCE AND SUPPORT. AS A STUDENT AND RESIDENT AT MYERSCOUGH, IT IS IMPORTANT THAT YOU UNDERSTAND YOUR RESPONSIBILITIES AND WHAT SAFEGUARDING MEANS TO YOU.**

### WHAT IS SAFEGUARDING?

Everyone must take reasonable measures to ensure that the risks of harm to any individual are minimised. Any student can become vulnerable at any time and as such, safeguarding arrangements cover all students.

### WHAT IS PREVENT?

Prevent is a government strategy about safeguarding people and communities from the threat of all types of extremism and radicalisation, including terrorism. It is also about the promotion of British Values.

If you have any concerns regarding yourself or any other student, it is your responsibility to report these to the Designated Learner Safeguarding and Prevent Team (see Useful Telephone Numbers section for contact details).



### PERSONAL SAFETY

For your safety, the College employs security and a Residential Support team on duty throughout the day and overnight. The College also has CCTV in key areas, door access control and links with the local police.

Crime on campus is relatively low, but it's important that you keep residences secure.

### CCTV

CCTV cameras are operational throughout the College, images may be monitored and recorded for the purposes of safety, crime prevention, detection and prosecution of offenders. These must not be tampered with.

### LANYARDS

You are required to wear your lanyard at all times. You will need these to gain access to the College catering facilities, to the College bar and to prove your age when purchasing alcohol if you are over 18. Report lost lanyards to Main Reception.

All College staff wear a RED lanyard and will be happy to help with your enquiry. Anyone without a lanyard should be challenged, if you feel safe to do so or alternatively report them to a member of staff.

### VISITORS TO THE HALLS

For safeguarding reasons, there are rules in place on who can visit residential students:

- Under 18 year old female students cannot enter any under 18 male hall of residence
- Under 18 year old male students cannot enter any under 18 female hall of residence
- Over 18 year old students cannot enter any hall of residence for under 18 year old students
- Under 18 year old students cannot enter any hall of residence for over 18 year old students
- Non residential students are not allowed in any under 18 hall of residence
- Parents/guardians/visitors are not permitted to enter any hall of residence. Should access be required, please contact a Residential Support Officer on 07889 754287 for assistance.

Residential students must take full responsibility for any other residential students they invite into their hall.

### PLEASE NOTE

Residential students are not allowed in any other hall than their own between 8.00am and 12.00pm whilst household staff carry out daily cleaning. Unauthorised visitors will be asked to leave.

### OVERNIGHT GUESTS

For fire safety reasons, no overnight visitors are allowed in any of the halls of residence. Any non-residents attending social events on campus must leave by midnight.

### NOISE IN HALLS

You are allowed to bring a licensed TV\* providing they do not cause a disturbance to other residents. When you use audio equipment, it should not be audible outside your room. Other students may be studying or they may not enjoy the same type of music that you do. Please do not feel that you have to put up with unreasonable levels of noise. Report it to one of the Residential Support team when it is happening.

Try to be considerate of others, especially at night. Shouting, talking loudly, door slamming and general selfish behaviour late at night can disturb those wanting to sleep. Persistent offenders will be recommended by the Residential Support Manager to be relocated or possibly even removed from accommodation.

\*It is against the law to watch live TV in your room without a TV licence. It is your responsibility to obtain this.

# FIRE SAFETY



When you move into your accommodation, you must familiarise yourself with your surroundings, escape routes, location of firefighting equipment, alarm systems and evacuation procedures. You must carefully read the fire regulation notices which are displayed in all bedrooms and buildings across campus. The College takes a very serious view of any actions that could jeopardise the safety of staff and students alike and appropriate action will be taken in line with the College's disciplinary procedures.

Under current health and safety legislation, you have a personal responsibility to conduct yourself in a way that does not endanger you or others around you. You must never interfere with health and safety or fire safety equipment. CCTV cameras are in operation throughout the College campus and must not be tampered with.

Fire extinguishers are provided for your assistance and if tampered with they will not be available when required. Abuse or tampering with firefighting and fire prevention equipment is a Criminal Act and will lead to severe disciplinary action and/or prosecution; it will also compromise your safety. You will be charged for the cost of any repairs or replacement,

The spread of smoke during a fire kills more people than the actual fire itself. Fire doors have a vital role to play in allowing people to escape (alive) from a building but they cannot do their work if they are wedged open. The College's Health and Safety Policy and Fire Regulations prohibit the practice of wedging open fire doors. Anyone found doing so will be disciplined accordingly.

## PERSONAL EMERGENCY EVACUATION PLANS (PEEPS)

If you would have difficulty evacuating a building safely in the event of the activation of a fire alarm, please let a Residential Support Officer know. A Personal Emergency Evacuation Plan (PEEP) will be put in place to identify the assistance you may require when an incident occurs.

## EMERGENCY EVACUATION

When the fire alarm sounds in your building you must leave immediately, following the fire exit signs. You must leave even if you think you know what has caused the alarm. Do not stop to collect personal belongings go to the nearest designated FIRE EVACUATION POINT, and await further instruction. Do not re-enter the building until you are told to do so.

### If you Discover a Fire

- Activate the fire alarm immediately by breaking the glass cover on the red call point located at the exit and other parts of the building.
- Leave the building, contact a Residential Support Officer and inform them of the nature of the fire making your way to the assembly point as specified on the fire regulation notices.
- College staff will inform the fire service and manage the incident.

## FIRE DRILLS

The fire alarms are tested on a weekly basis. The Residential Support team will also organise fire drills throughout the year.

In the event of a fire drill being unsatisfactorily carried out, a repeat fire drill may be necessary to ensure that all residents are familiar with the evacuation procedure. Anyone failing to leave the building or evacuate in a timely manner may be disciplined.

All halls are fitted with smoke detectors in bedrooms and corridors. Smoke detectors are very sensitive and may be easily activated by aerosols such as deodorants and hair sprays, steam from showers or hot taps, smoking cigarettes/e-cigarettes, and the use of hair dryers or straighteners. If a detector is activated, the fire alarm will sound and you will have to evacuate the building. Smoke detectors should not be covered up - this is a disciplinary offence.

## ELECTRICAL EQUIPMENT SAFETY

All electrical equipment brought into Myerscough halls of residence must meet the current electrical safety regulations. You must use a UK electrical plug adaptor for any non-UK electrical appliances.

During the first few weeks of the academic year, all student-owned portable electrical equipment will be tested (PAT testing) by a registered electrical contractor to ensure that all appliances comply with electrical regulations. Residential Operations should be advised of any additional electrical equipment brought into accommodation after the testing dates.

Where an item is found to be unsafe or if an appliance requires significant power and/or causes overloading to ring main circuits it may be confiscated. You will be advised of the action taken and the item will be stored until it can be removed from site.

If you are unsure about equipment safety or power requirements, you should contact the Residential Operations who will be pleased to advise.

## REMEMBER

- Never wedge any doors open
- Keep any cookers and grill pans clean (burning fat creates smoke)
- Never leave cooking food unattended
- Never leave any cooking appliance switched on when not in use
- Make sure the extractor fan is on when cooking
- Always use the correct plugs and do not overload sockets
- Keep the shower door shut whilst taking a shower and afterwards in order to prevent steam entering your room or the corridor
- Smoking, including e-cigarettes, is not permitted in any building on campus
- Do not use your hairdryer or hair straighteners underneath a smoke detector or leave them on the bed or carpet or on top of clothing/towels whilst hot or cooling down

## DO'S

- ✓ DO WEAR YOUR LANYARD AND ID CARD AT ALL TIMES
- ✓ DO REPORT LOST OR STOLEN KEYS IMMEDIATELY TO THE RESIDENTIAL OPERATIONS OFFICE (DURING OFFICE HOURS) OR ONE OF THE RESIDENTIAL SUPPORT TEAM AT ANY OTHER TIME
- ✓ DO REPORT ANY ANTISOCIAL BEHAVIOUR, VIOLENCE, BULLYING OR OTHER INAPPROPRIATE BEHAVIOUR IMMEDIATELY TO A MEMBER OF COLLEGE STAFF
- ✓ DO RESPECT THE ENVIRONMENT AND DISPOSE OF RUBBISH RESPONSIBLY

## DON'TS

- ✗ DON'T ALLOW PEOPLE ACCESS TO YOUR ROOM, VEHICLE OR LOCKER AT ANY TIME WHEN YOU ARE NOT PRESENT
- ✗ DON'T GIVE OUT YOUR KEYS OR FOB TO ANYONE AT ANY TIME
- ✗ DON'T LEAVE PEOPLE IN YOUR ROOM OR BLOCK WITHOUT YOUR SUPERVISION
- ✗ DON'T LEAVE DOORS OR WINDOWS OPEN OR UNLOCKED WHEN YOU ARE NOT PRESENT
- ✗ DON'T TAMPER WITH ANY FIRE OR SAFETY EQUIPMENT OR SET OFF THE FIRE ALARM MALICIOUSLY. IT IS A CRIMINAL OFFENCE TO INTERFERE WITH FIRE AND SAFETY EQUIPMENT

Whittendale



## SMOKING

Smoking, of any form (including the use of electronic cigarettes), is not permitted in any area of the College, except for the designated smoking shelters. Cigarettes must be extinguished responsibly and disposed of in the metal bins provided. Any student found smoking in breach of these regulations will face disciplinary action in accordance with the Positive Behaviour Policy and Procedure.

## BALL GAMES

Ball games are not permitted in or near to any halls of residence or campus buildings. There are plenty of appropriate areas on campus in which to play. Light fittings and windows etc are very expensive to replace and any damage caused as a result of playing ball games will be charged to those responsible.

## GOLF CLUBS

Golf clubs can be dangerous items if used inappropriately and can cause damage to carpets and walls. All clubs must be kept in the golf lockers provided. See your course tutor on how to have access to a locker. Golf clubs found in halls will be confiscated.

## ALCOHOL - OVER 18S

Alcohol may only be consumed in designated areas on campus - the licenced bar, Stumble Inn and inside over 18 accommodation. You are not permitted to consume alcohol anywhere else on campus. All under 18 accommodation areas are alcohol-free zones, regardless of age. Any student failing to comply with this may be subject to disciplinary action and their alcohol confiscated and disposed of. The brewing and drinking of home-brewed alcohol is not permitted at College. No person under the age of 18 may be supplied with, consume or be under the influence of alcohol whilst at College.

## DRUGS

The possession, supply, production and use of drugs and mind altering substances are covered under the 'Misuse of Drugs Act 1971', the 'Misuse of Drugs Regulations 2001' and the 'Psychoactive Substances Act 2016' are against the law. Accordingly, the College operates a zero tolerance policy in relation to the supply, possession and use of drugs including any drugs paraphernalia and will deal seriously with students who commit such offences and who may thereby bring the College into disrepute. Students will be subject to disciplinary action in line with the Positive Behaviour Policy and Procedure and may be excluded from College.

Where there are suspicions of drug/substance abuse or if any student is found using or possessing any drug, solvent, volatile substance or other chemical including Nitrous Oxide which is intended to be used for mind altering purposes or any drug related equipment or materials including paraphernalia, (eg foil, grinders, papers, roaches, baggies, wigets etc) on College premises, staff at the College may search persons, room or vehicles at any time in this respect in accordance with the College's Learner Searches procedure and may call the police. Where residential accommodation /vehicles are searched, the occupant(s) will have the right to be present if practicable and a written record will be made of the search.

Under the College's duty of care towards its students we will endeavour to provide health education and information about the dangers of illicit drug use and refer those who need help to the appropriate support agencies via The Core.

# SAFETY

- Always keep your bedroom, flat and building doors locked. Housekeeping/Residential Support Officers will lock any door they find left open if the area is unoccupied.
- Do not lose your room key or lend it to any other person.
- Never leave valuable items on display.
- Keep the amount of cash and valuables you have in your room/on you to a minimum.
- Close your window when you go out.
- Be alert to any unauthorised visitors. If you are suspicious of anyone, please contact a Residential Support Officer as soon as possible.
- Keep pedal cycles locked and secure when not in use in the designated areas.
- Please report any faults with locks or security measures you may find.
- It is a criminal offence to interfere with safety and fire equipment

If you are unfortunate enough to become a victim of crime, you should report the details to a Residential Support Officer as soon as possible. If you wish to report the matter to the police, the College will co-operate fully with the inquiry.



# CATERING

We provide a catering service through 5 outlets across campus with vending services available for out of hours. All catering outlets are available to cash/card paying customers at any time during opening times.

## RICHMOND'S

Mainly caters for residential students but is also open to other students to enjoy breakfast (cooked/continental), lunch (brunch on a weekend) and dinner service which are available 7 days a week.

### Open Monday - Friday

Breakfast **8.00am - 11.00am**  
*(8.00am - 9.30am for residential)*

Lunch **11.30am - 2.00pm**  
Dinner **4.00pm - 6.30pm**

### Open Saturday - Sunday

Bruch **9.30am - 1.00pm**  
Dinner **4.00pm - 5.15pm**

## ARENA CAFÉ

Situated in the International Arena and is available to residential students and cash/card paying customers for breakfast, soup, sandwiches, snack lunch and hot and cold drinks.

### Open Monday - Friday

Breakfast **9.00am - 11.00am**  
*(9.00am - 9.30am for residential)*

Lunch **11.30am - 2.00pm**  
Beverages **2.00pm - 2.30pm**

## HE CAFÉ

Situated in the HE Building and is available to paying customers only, offering soup, sandwiches, pies/pasties, snacks, salads and hot and cold drinks.

**Open Monday - Friday**  
**9.00am - 3.00pm**

## GARDEN HOUSE TEAROOM

Situated in Plantworld and is available to paying customers only, offering soup, sandwiches, panini's, jacket potatoes, cakes, ice cream and hot and cold drinks.

**Open Monday - Sunday**  
**10.00am - 4.00pm**

## PICKLES

Situated in the residential admin building and is available to paying customers providing a take away service including pizza, burgers, snacks and hot and cold drinks.

**Open Monday - Thursday**  
**7.30pm - 10.00pm**

## MEAL PLANS

All students living in halls of residence (except those self catering students) will be on a 5 or 7 day meal plan depending on the option chosen:

### 5 day meal contract (15 meals)

Monday breakfast - Friday dinner meal inclusive

### 7 day meal contract (21 meals)

Monday breakfast - Sunday dinner meal inclusive

You will be registered on the till system and issued with a unique pin number that will be required at each meal service. Once you have been issued with your Student Lanyard and ID Card you will need to wear this at all times when accessing any catering outlets on campus. If you do not have your Student Lanyard & ID we will be unable to serve your meals.

Please see the noticeboards in the catering outlets for meal allocation details. Packed Lunches are available to order, please order via a member of the Catering Team allowing 24hrs notice. Prior arrangements may be made for meals outside these times only with the Catering Operations Manager or Deputy Catering Operations Manager.

### MINIMARKET

The campus shop is located by the Lecture Theatre. They sell a wide range of chilled and frozen foods, groceries, toiletries, non-prescription medicines, stationery, stamps, greeting cards, drinks and confectionery.

Normal opening hours are:

Monday-Thursday	8.00am-9.00pm
Friday	8.00am-7.00pm
Saturday-Sunday	10.30am-6.00pm

Students will be required to show proof of age at all times when making purchases of alcohol.

### SPORTS CENTRE

A range of enrichment activities and gym sessions are planned in the Sports Centre.

If you have any special dietary requirements, please speak to the Catering Operations Manager or Deputy Catering Operations Manager who will endeavour to accommodate your needs. Allergen information is readily available in each catering outlet, please ask a member of the Catering Team.

It is our intention within the catering department to offer you a well balanced diet and value for money, if you have any comments at any stage, please feel free to let us know either in person, or through the HE and FE Course Representative meetings or via surveys and feedback forms throughout the academic year.

Courtesy must be extended to Catering Staff at all times, non-compliance with the Myerscough Code in the catering areas will be dealt with in the appropriate manner.

All catering outlets are self-clearing therefore all students must place their trays and rubbish in the racks provided.

**Sleepwear, muddy boots, hats, dirty overalls and other outer work clothes must not be worn in the catering outlets.**

### GOLF COURSE

Discounted membership of the Myerscough Golf Course is available to residential students. Please contact the Sports Centre staff for more information.

### LIBRARY

The library has been newly refurbished this summer. It has a stock of around 45,000 books and journals along with a comprehensive range of electronic media. A number of local and national newspapers are also available. Library staff are always available to provide advice and guidance. Open seven days a week during term time, and weekdays during holidays, the library has a number of silent study rooms and 100 study places arranged to provide a comfortable and relaxed atmosphere. Printing, photocopying and refreshment facilities are also available.

### LAUNDRY

There are two laundries available on campus - one next to Duddon hall of residence and one located behind Pendlewater. To use the washing machines and tumble dryers in the laundry, you need to purchase a re-useable card from the Minimarket. Once you have purchased a card you then need to create an account online and top-up your card. There are detailed instructions on how to do this on your card and there are full instructions on how to use the washers/dryers online ([www.circuit.co.uk](http://www.circuit.co.uk)) and in the laundries. These laundries are run by an external company. Any issues with any of the laundry equipment should be reported to the numbers displayed in the laundries and in the Useful Telephone Numbers section within this handbook.

### MAIL AND MONEY

The Reception team will email you when letters or parcels are received for you. These can be collected from the Main Reception between the following times:

Monday to Thursday	8:30am-5.45pm
Friday	8.30am-4.45pm

You will be required to show your ID and we ask that you collect your mail at the earliest available opportunity.

Please also help us by asking that any mail sent to you is clearly addressed.

There is also an ATM Cash Machine on site located to the right of Reception, on the outside of the Fitzherbert-Brockholes building.

### INTERNET

Wi-Fi is available across campus; students accessing and using the student computer network should do so in a responsible manner; at all times observing the College requirements within the legal framework in accordance with the Student Acceptable Use of IT Resources Policy and Procedure. Access to gambling, pornography and sites deemed to support terrorism are blocked and suspicious activity will be investigated.

The College IT drop in centre, located above the library, is open Monday-Friday during office hours and until 8.00pm on Monday, Tuesday and Thursday should you require any advice or guidance on using computer equipment or games consoles on site.

Game consoles, smart speakers and other devices may need MAC codes taken to IT to authorise the devices on the network.

### CAR PARKING

The College provides limited car parking spaces for residential students in designated student car park. To access the parking areas, please email [reshelp@myerscough.ac.uk](mailto:reshelp@myerscough.ac.uk) to obtain a registration form, you will need to return this along with a copy of your insurance certificate and driving licence.

All students are asked to drive with due care and attention and observe the 10 mph on campus. Vehicles must be parked in designated car parks and not on footpaths, grassed areas or anywhere that would cause an obstruction. Any student persistently breaking the rules or driving dangerously on campus will result in disciplinary action and they may be banned from bringing vehicles on to campus.

Please note all vehicles are kept on campus at the owner's risk.

Vehicle maintenance must not be carried out on any of the car parks.

### BICYCLES

Bicycles may be brought onto campus provided they are used responsibly and not ridden on footpaths and grassed areas. We recommend that you have your bike insured and that it is kept locked in a bike shelter at all times when not in use.

Bicycles are not permitted inside the halls of residences.

### CYCLE HIRE SCHEME

The College operates a cycle hire scheme for students enrolled on College courses. You may hire a cycle on a short or long term basis and safety equipment (helmet, hi-viz jacket and lights) are provided. There is a small charge for this. For further information speak to the Myerscough Student Liaison Officer.

### RESIDENTIAL LEARNER VOICE - UNDER 18S

The Residential Learner Voice is a group of students who represent the residential under 18 cohort and meets twice a term with senior residential and catering staff to give their views on the residential experience. The College values the feedback and opinion and endeavours to address points raised. If you want to get involved, please speak to one of the Residential Support Officers.

The College also seeks the views of residential students through surveys on residential life and catering regularly throughout the year. There are also opportunities to put forward any suggestions at the higher and further education course representative meetings or direct to staff within the residential team.

# ENVIRONMENT SUSTAINABILITY LITTER

The College is committed to sustainability and to minimising the impact of its activities on the environment through the energy efficiency, discouragement of litter, graffiti, noise and light pollution, and the minimisation of wastes by reduced consumption and the development of effective wastes management and recycling procedures, ("Reduce, Re-use, Recycle").

You can help the College to reduce electricity and gas consumption and limit carbon emissions by:

- Turning off lights, televisions, computers, stereos etc when you leave the accommodation or your lecture/classrooms
- Not leaving electrical equipment on standby
- Only boiling the amount of water you need
- Turning your radiator down or having a shorter shower
- Reporting leaking/dripping taps as soon as possible

In addition, please respect the environment by disposing of litter in the appropriate waste bins provided.

You can volunteer to take part in projects on and off campus with the MSU including bike hire scheme, litter picks, National Union of Students Green Impact scheme, becoming the MSU's environmental representative.

## RECYCLING

We actively encourage students to recycle as much as possible. Recycling facilities are provided in the kitchen areas of all halls of residence. There are 2 blue bags for the temporary storage of recyclable waste materials. It is your responsibility to recycle and empty the recycling bags regularly or when full. The household staff will not do this for you.

One of the blue bags is labelled 'PLASTIC BOTTLES AND METAL CANS'. This should be emptied in the appropriate slots of the RECYCLING CENTRE that is nearest to your hall.

The other blue bag is labelled 'GLASS' and this bag should be emptied at the GLASS RECYCLING POINT which is located by the self catering halls of residence or by the Stumble Inn.

Metal cans, plastic bottles, glass jars etc MUST BE RINSED before placing in the blue bag. Once the bags have been emptied, they should be returned to the kitchen areas for further use. If there is no blue bag or the blue bag you have needs to be replaced, these are available from Residential Operations.

WE WANT TO MAKE SURE THAT ALL OUR STUDENTS GET THE MOST OUT OF THEIR TIME AT COLLEGE. WE OFFER NUMEROUS EXCITING ENRICHMENT ACTIVITIES THAT ALLOW STUDENTS TO TAKE UP NEW INTERESTS AND MEET NEW PEOPLE. WE ALSO HAVE THE 'YOUR SPORT' ENRICHMENT PROGRAMME WHICH OFFERS FREE, FUN AND FRIENDLY SPORTS TO ALL STUDENTS.



There are many clubs, groups and societies available at College - organised by staff and students alike which can help to further enhance your Myerscough College experience. Recent enrichment activities include:

- Archery
- Badminton
- Table Tennis
- Football
- Dance
- Self Defence
- Craft Activities
- Fishing
- Rugby
- Music
- Netball
- Hockey
- Outdoor Activities
- Paintballing
- Ten pin bowling
- Cinema trips
- Fairtrade
- Disc Golf
- Chaplaincy
- Shopping Trips
- Well-being activities
- Rock Climbing
- Swimming
- Trampolining

If you have any other 'enrichment' ideas during your time at College just let us know as we are always looking for new activities for our students to enjoy.

In addition, the MSU (Myerscough Student Union) in conjunction with the Myerscough Student Liaison Officer organises regular social activities, parties, theme nights and events such as battle of the bands, hypnotists, comedians, pool competitions and pub quizzes. These take place each week in the Stumble Inn, the main social centre at the Preston campus and provide fantastic opportunities for you to try something new and make friends with other like-minded students. The MSU is always looking for good ideas, and for people to help out... especially during RAG (Raise and Give) week! In fact, if you fancy getting involved with any of the social and sports activities at the College, just put yourself forward for election to one of the student committees that arranges the events.

The Stumble Inn has a separate annex that is equipped with pool tables, a number of arcade video games, juke box and TV facilities. The Student Common Room provides an additional area for relaxation.

We've also got some fantastic sports facilities including a fully equipped state-of-the-art gymnasium with a wide range of cardiovascular and resistance machines and free weights, separate dedicated strength and conditioning suite, golf studios with golf simulators which include golf courses from around the world, an outdoor practice range and a purpose built indoor chipping green, 9-hole golf course and driving range, grass football and rugby pitches, a multi-use 3G pitch, a new High Performance Sports Centre and a separate four-court indoor sports hall with facilities for basketball, five-a-side football, volleyball, tennis, cricket practice and badminton.



Look out for posters advertising activities and like the MSU Facebook page to get updates on what is going on.

f @myerscoughstudentunion

## USEFUL TELEPHONE NUMBERS

### COLLEGE

Myerscough Centre	01995 642222
Residential Support	07889 754287
Security	07764 883446
Residential Operations	01995 642332 / 642324
Residential Repairs/Maintenance	01995 642139
Myerscough Student Liaison Officer/ Myerscough Students' Union (MSU)	01995 642111
The Core	01995 642348
Designated Learner Safeguarding and Prevent Team ...or 24/7 Support Line	01995 642348
Finance Office	07889 754287
Student Finance Advice	01995 642138
Student Absence	01995 642398
	01995 642222

### BANKS

Barclays	0345 734 5345
HSBC	0345 604 0626
Lloyds	0345 300 0000
Natwest	0345 788 8444
Royal Bank of Scotland	0345 724 2424
TSB	0345 975 8758
TSB Preston Branch	01772 449998

### HEALTH

Dentist (NHS) - Garstang	01995 602464
Dentist (NHS) - Great Eccleston	01995 670546
Doctor - Garstang Medical Practice	01995 607399
NHS Direct	111
Optician - Clare & Howard, Garstang	01995 602014
Optician - Gibson & Thomson, Garstang	01995 605621
Optician - Montgomery & Burrows, Garstang	01995 605354
Royal Preston Hospital	01772 716565

## USEFUL TELEPHONE NUMBERS

### LAUNDRY

If you need help topping up you card or want to report a fault with a machine/request a refund please call Circuit Laundry on 01422 820040.

### LIBRARIES

UClan Library	01772 895000
Garstang Library	0300 123 6703

### POLICE

Non-Emergency	Dial 101
Emergency	Dial 999

### POST OFFICE

Bilsborrow	01995 640223
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### TRANSPORT

Millers Taxis (special rates for Myerscough College students)	01772 884000
National Rail Enquiries	0345 748 4950
National Traveline	0871 200 2233
Preston Bus	01772 253671



# HELPLINES

**British Pregnancy Advisory Service - [www.bpas.org](http://www.bpas.org) or 03457 30 40 30**

*Provides advice, guidance and services in the prevention and termination of pregnancies.*

**Citizens Advice Bureau - [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or 03444 111 444**

*Provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.*

**ChildLine - [www.childline.org.uk](http://www.childline.org.uk) or call them on 0800 111**

*ChildLine counsellors are available 24/7 for young people to phone or chat online with, confidentially about any worries that they may be experiencing.*

**Cruse Bereavement Care - [www.cruse.org.uk](http://www.cruse.org.uk) or 0808 808 1677**

**Preston, Central and East Lancs: 01772 433645**

*Cruse Bereavement Care is the leading national charity for bereaved people in England, Wales and Northern Ireland. They offer support, advice and information to children, young people and adults when someone dies and work to enhance society's care of bereaved people.*

**Drugline - [www.drugline Lancs.co.uk](http://www.drugline Lancs.co.uk) or 01772 253840**

*Drugline offer a range of substance misuse projects for adults, young people and their families across Lancashire.*

**Gamblers Anonymous - [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk) or 0330 094 0322**

*Gamblers Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to do the same.*

**Lesbian, Gay, Bisexual and Trans Foundation - [www.lgbt.foundation](http://www.lgbt.foundation) or 0345 3 30 30 30**

*LGBT Foundation, formerly known as The Lesbian & Gay Foundation (The LGF), is a national charity delivering a wide range of services to lesbian, gay and bisexual and trans (LGBT) communities.*

**Meningitis Helpline - [www.meningitisnow.org](http://www.meningitisnow.org) or 0808 80 10 388**

*Provide range of free support services on meningitis or meningococcal septicaemia.*

**Mind - [www.mind.org.uk](http://www.mind.org.uk) or 0300 123 3393**

*Mind is a mental health charity. They ensure anyone with a mental health problem has somewhere to turn to for advice and support.*

**National Centre for Eating Disorders - [www.eating-disorders.org.uk](http://www.eating-disorders.org.uk) or 0845 838 2040**

*Provide effective help and treatment for sufferers with eating related disorders.*

**Samaritans - [www.samaritans.org](http://www.samaritans.org) or 116 123**

*Samaritans is a confidential emotional support service. If something's troubling you, then get in touch. They are there 24 hours a day, 365 days a year.*

**Smokefree National Helpline - [www.nhs.uk/smokefree](http://www.nhs.uk/smokefree) or 0300 123 1044**

*Support to help you or someone you know stop smoking.*

**Talk to Frank - [www.talktofrank.com](http://www.talktofrank.com) They offer online live chat 2.00pm- 6.00pm**

**email, text - 82111 or telephone 0300 123 6600**

*Confidential information and advice for anyone concerned about their own or someone else's drug or solvent misuse.*

**Thinkuknow - [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)**

*Thinkuknow is a CEOP website that has lots of advice to help young people keep safe online and what to do if something has happened online that has worried or upset them. There is also a parent and carer section that offers advice and information.*

**We are With you - [www.wearewithyou.org.uk](http://www.wearewithyou.org.uk)**

*We are With you support adults, children, young adults and older people to make positive behavioural changes. Whether that's with alcohol, drugs, or mental health and wellbeing, they are there to help people to improve their lives in ways they never thought possible.*

**YoungMinds - [www.youngminds.org.uk](http://www.youngminds.org.uk)**

*YoungMinds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people.*







Myerscough  
College

INSPIRING EXCELLENCE

Bilsborrow, Preston, Lancashire, PR3 0RY  
Tel: 01995 642222 • [www.myerscough.ac.uk](http://www.myerscough.ac.uk)  
f MyerscoughColl @MyerscoughColl

**DISCLAIMER** Myerscough College intends that all students and staff enjoy equality of opportunity and shall not be disadvantaged by any condition or requirement which cannot be shown to be justified. This Living in Halls of Residence handbook was compiled in August 2021 and every care has been taken to ensure that the information contained therein is accurate at the time of printing. The College reserves the right to make changes at any time, before or after a student's admission to residential accommodation. As much notice will be given of any such changes but the College cannot accept liability arising out of or in connection with them.