



**BUCKS
STUDENTS'
UNION**

Making life better
for students at bucks

GUIDE FOR STUDENTS IN THE COMMUNITY

bucksstudentsunion.org





The
BIG
DEAL

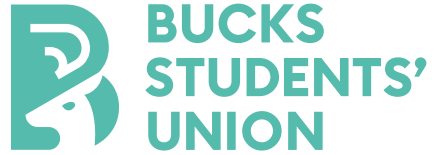
**Find out what free activities
you can get involved in thanks
to The Big Deal**

bucksstudentsunion.org/whatson

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Welcome



Bucks Students' Union represents and supports over 9,000 students who study at Buckinghamshire New University. We are committed to ensuring our members' student experience is the best that it possibly can be, and that includes reaching out to where they live.

We have produced this Community Guide to promote the importance of living safely and sensibly in the community. We hope that this guide will lead to an increase in the contribution of students within our local community.

We really are proud of the positive contribution we make to the community and truly believe that our members play an important part in this, supporting economic growth, providing a workforce, and having an active role in the local area. We are committed to working with community partners to improve the reputation of our members in their communities.

If you have any feedback, we would love to hear from you – we always love hearing from our local community about what we do, what we could improve on, and how we can work together to create a harmonious living community for our members. Email **union@bnu.ac.uk**.

Happy reading!



Amy Pile
Students' Union
President

- @buckssupres
- Bucks SU Pres
- BucksSUPres



Wren Sell
Vice President
Achievement and
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We are your Elected Officers at Bucks Students' Union. All four of us have studied at the University and understand the importance of safety and security. The well-being of our students and staff, as well as our neighbours, is very important to us.

Our campuses are situated in great places, and are home to a diverse mix of people who contribute to their town's identity. Don't be afraid to say hello to your neighbours and remember to have respect for your local community and surroundings.

Bucks Students' Union also offers a wide range of opportunities to work closely with the community, so you can give something back but also gain transferable skills and meet new people. So please do get involved!

Member Benefits

As a student at Buckinghamshire New University you are automatically a member of Bucks Students' Union. As a member, you have a say on how your Union is run. Each year, a Sabbatical Team is elected to dynamically lead the Union, tenaciously represent your views to the University and inspire you to make the most out of your time at Bucks.

Thanks to The Big Deal, all activities, events and services are completely **free**. These include:

- **Recreational Activities**
- **Events and Entertainment**
- **Recreational and Competitive Sports**
- **Societies**
- **Volunteering Opportunities**
- **Students' Union Advice Centre**
- **The Bucks Student Newspaper**
- **Additional Skills Training**
- **Representation**
- **Raise and Give for charity**
- **Flexible part-time work.**



SSHH

SILENT
STUDENTS
HAPPY
HOMES



bucksstudentsunion.org/sshh

Bucks Students' Union provides a **free** night bus on a Wednesday for students to get home safely and quietly.

The SSHH bus runs from 10pm to 3:30am picking up at Brook Street, Windsor House, Suffield road, Hughenden road and Kitchener road and dropping to the Students' Union.

After midnight the bus starts to take students home and drops off in at the locations above. Just jump in the bus and tell the driver where you are heading to and thanks to the Big Deal you can get home safely and **free**.

Drop off and pick up points

- **Brook Street**
- **Suffield Road**
- **Kitchener Road**
- **Hughenden Halls**
- **Hughenden Road**
- **Windsor Halls**

Moving In? Moving Out?

Not living in halls this year? Make sure you know everything you need to before renting privately.



Have you got an inventory?

Your landlord/agent should have given you an inventory. Make sure you check everything is correct when you move in, and if anything is missing or broken, inform them immediately and make a note of it in the inventory. Sign it and ask the landlord/agent to sign it by sending them a copy by recorded delivery (so you have proof that it has been sent to them).

Protect your deposit!

Under the law in England and Wales, if you've what's called an 'assured shorthold tenancy' (the most common type) that started on or after 6 April 2007, your landlord **MUST** put your deposit into one of these schemes within 30 days of getting it. (If you're not a lodger or renting from a council, you've probably got an assured shorthold tenancy, but you can double-check with Shelter's tenancy checker: england.shelter.org.uk/housing_advice/downloads_and_tools/tenancy_rights_checker). Ask your landlord for these details, they are legally required to let you know within 30 days of paying your deposit. Contact the Students' Union Advice Centre for advice.

Read your meter

Take any meter readings on the day you collect the keys (and do the same when you leave). Contact your gas and electricity providers to give them the meter readings and ask them to put everyone's names on the bill, so you are jointly responsible. This also ensures you are not paying for gas and electric used by previous tenants!

Council Tax - buckinghamshire.gov.uk/council-tax

Households where everyone is a full-time student do not have to pay Council Tax. All students in the house will have to provide proof that they are full-time students - to do this please contact The Student Hub. You will get a Council Tax bill if there is an adult in

your household who is not a full-time student, but your household might still qualify for a discount. Please seek advice if this is the case, as it can be complicated. (Note, you do not need to worry about this if you are living in halls of residence).

Take photos

If you haven't got an inventory when you move in, make sure you take photos of the condition of every room; you might need them later as evidence when you want to get your deposit back.



Think Before You Drink

Ask yourself these questions:

1. When intoxicated, have you ever done something you are sorry for later?
2. Have you ever woken up and not remembered parts of your night?
3. Do you only drink to get drunk?
4. Is drinking affecting how others see you?
5. Have you ever missed morning lectures because you were hungover?
6. Have you performed badly on an assignment or an exam because you had been drinking the night before?

If the majority of your answers were “**yes**”, then stop and think for a moment. You could be causing yourself a lot of damage...

Alcohol consumption amongst students is higher than the average person and drinking too much can affect your life and studies. In young adults, binge drinking is associated with a range of risky behaviours, including a higher risk of contracting sexually transmitted infections and pregnancy.

The short-term risks of alcohol include: anxiety, impotence and can even lead to fatal poisoning. A glass of wine has the same amount of calories as a packet of crisps and a pint of beer has the same amount of calories as a large sausage roll!

For more information you can speak to One Recovery Bucks. Call: **0300 7729 672** or email: **orb@mpft.nhs.uk**.

Protect and prepare yourself:

- Don't drink on an empty stomach.
- Don't take a drink that you haven't seen poured.
- Keep active when you drink - you're more likely to drink less and pace yourself.
- Keep an eye on your belongings.
- Monitor your drink and make sure you don't leave it unattended.



First Aid

Some tips that could save lives:

- If you come across someone who is heavily bleeding, put pressure on the wound. This can be with an item of clothing, a towel or even your hands. Call 999 and keep pressure on the wound until an ambulance arrives. If there is an object in the wound, don't remove it, put pressure around the object.
- If they begin to feel faint, lie them down and if possible, raise their feet higher than their heart while keeping pressure on the wound.
- If you have come into contact with a liquid or substance that starts to cause irritation or a tingling sensation, follow the steps Remove, Remove, Remove
 - Remove yourself from the area. Fresh air is important and find a fresh water source.
 - Remove any clothing affected by the substance. Try to avoid pulling clothes off over your head. Do not smoke, eat or drink.
 - Remove the substance from your skin.
- If you believe someone has drunk too much alcohol, give them water if they can drink it and keep them sitting up and awake if possible.
- If they have passed out, lie them on their side in the recovery position and make sure they are breathing properly. Keep them warm and stay with them.



ARE YOU GOOD IN BED?

Sexual health is all about enjoying the sexual activity you want without having to worry about causing yourself or anyone else any harm.

It's also about using contraception and avoiding sexually transmitted infections (STIs).

Making positive choices about contraception and sexual health are important for both your physical health and your sexual well-being.

There are loads of places to go for information in High Wycombe and Uxbridge.

In Uxbridge, the Sexual Health Clinic is based at:

Oakland Medical Centre
32 Parkway
Uxbridge
UB10 9JX

Tel: 02084 532 751

To book an appointment, email:
inwh-tr.hillingdoncontraception@nhs.net

In High Wycombe, the Clinic is based at:

SHAW Clinic
Wycombe Hospital
Queen Alexandra Road
High Wycombe
HP11 2TT

Tel: 03003 032 880

To book an appointment, visit:
sexualhealthbucks.nhs.uk/service-centre/shaw or use the contact number above.



The Medical Stuff

Doctor/General Practitioner (GP)

One of the first things you need to do when you move into a new area is register with a GP. Your GP will be able to offer a wide range of advice and healthcare services. This usually includes contraception, screening, medical examinations and vaccinations. GPs can also refer you to a specialist or other health professionals if necessary.

To find your nearest GP, dentist or local pharmacy, go to [nhs.uk/service-search/find-a-gp](https://www.nhs.uk/service-search/find-a-gp)

Pharmacies/chemists

Sometimes you don't need to go to the GP. A visit to your local pharmacist may be all you need, if you have a cold for example. Most pharmacies will have a trained pharmacist available to give advice. Many pharmacies offer a range of services such as blood pressure monitoring and diabetes testing.

Accident and Emergency

There is no A&E department in High Wycombe, but there is a Minor Injuries and Illnesses Unit. If you think you've broken a bone, or need stitches you should go here. You will be seen by a senior nurse who will decide whether you need treatment, self care or re-direction to other services such as your GP or A&E. The nearest A&E unit is at Stoke Mandeville Hospital.

If you are based in Uxbridge, your nearest A&E department is at Hillingdon Hospital.

Smoke Free

Smoking is not only bad for your health but bad for your bank balance. Smoking just five a day will cost you £800-£1000 a year. The good news is that there's loads of help available to help you quit smoking for good. Go to [nhs.uk/livewell/smoking](https://www.nhs.uk/livewell/smoking) to find your local stop smoking centre.

To give yourself an even better chance of quitting, you can pick up a free 'Quit Kit' from Smokefree - the NHS's stop smoking service at [smokefree.nhs.uk](https://www.smokefree.nhs.uk).



Domestic Abuse

Don't be silent...

Domestic abuse isn't just physical.

Domestic abuse is a crime in which an abuser seeks power and control over their victim. It's not normally a one-off incident, but a pattern of abusive and controlling behaviour.

Domestic abuse may be physical, such as slapping, punching or kicking, but it is often emotional and mental abuse which takes its toll. Constant criticism, ridicule or comments are directed at the victim to make them feel humiliated, worthless and isolated. Victims should not have to put up with any form of abuse.

2.1 million
adults
experienced
domestic
abuse last year
(66% women &
31% men).

National domestic violence helpline

0808 2000 247

www.nationaldomesticviolencehelpline.org.uk

Say No to Drugs

With the proper help and support, many drug users are able to overcome their drug use before any serious harm has been done to them, or their family and friends. Other drug users have to hit rock bottom before they can see the harm and damage they are doing and start addressing their drug use.

If you do use drugs, make sure you do so as safely as possible and that you are in control of your drug use - not the other way round! If your drug use does start causing problems, get some advice and help - there's plenty available. Make sure you look for help before it starts to affect your relationships, your studies and your health.

For more advice on drugs (and alcohol):

High Wycombe: One Recovery Bucks 0300 7729 672

talktofrank.com



Bucks Students' Union and Bucks New University hold a zero drugs policy across all campuses and venues.

Consent

Sex without consent is rape.

Together we can stop rape by ensuring everyone knows when they have sexual consent – and when they do not.

The person seeking or initiating sex is responsible for getting consent.

Ask yourself if the other person is capable of giving consent.

If they are on drugs or too drunk, asleep or unconscious they cannot choose.

Some people living with a mental health problem, a learning disability or a head injury may not have the capacity to consent.

You can confirm if you have consent by checking the other person's body language and by asking them.

Check with them each time you start a new type of sexual activity.

Check with them on each occasion you start any sexual conduct.

Ask them if they are okay.

If they seem unhappy, or you are not sure they are consenting, stop.

Silence, or the absence of a “no”, does not guarantee somebody is consenting.

consentiseverything.com

Our Advice Centre is always here to help, or if you need urgent assistance, you can contact

Rape Crisis

rapecrisis.org.uk/centre

01494 462 222 (HW)

CON - SENT [VERB]

To make a mutual, voluntary, informed decision between clear-minded, of age participants before ANY and EVERY sexual act.

Students' Union Advice Centre

Bucks Students' Union Advice Centre is here to help, whatever the problem. We provide a free, confidential and independent advice and representation service on any student issues. If we are not the right people to help you we will try to refer you to someone who can. We welcome enquiries from any Buckinghamshire New University student and are able to offer information and advice on subjects such as:

Accommodation issues – landlord disputes including contracts, disrepair and deposits, problems while living in University accommodation and difficulties with housemates.

Course issues – University regulations, academic misconduct, academic appeals, mitigating circumstances, student disciplinary, fitness to practise and complaints if you have an issue with your course or with any other aspect of the University.

EU and International student issues

– culture shock, National Health Service, employment regulations and money matters.

Legal matters – consumer, employment and finding a solicitor if you need one.

Money – Student Finance, NHS Bursaries, debts, welfare benefits, budgeting, banks and hardship funds.

Personal life – Health, family, relationships, homesickness.

We are here to help so do not hesitate to contact us.

Welfare Campaigns.

Every year, we run a series of welfare and awareness campaigns aimed at raising awareness of common issues that affect students at Bucks. Look out for the campaigns that will be promoted across the campuses.

GOT A PROBLEM OR QUESTION?

**CONTACT
US**

**WITH A
SIMPLE QUESTION**

**WITH A COMPLEX
PROBLEM**

**WE ANSWER
STRAIGHT AWAY**

**WE BOOK YOU AN
IN-PERSON, ONLINE,
OR TELEPHONE
APPOINTMENT**

**WE GIVE YOU CONFIDENTIAL,
INFORMATION, ADVICE AND
GUIDANCE AND HELP TO
SOLVE WHATEVER PROBLEM
YOU MIGHT HAVE.**

Opening hours:

High Wycombe:

Monday to Thursday 9am–5pm, Friday 9am–4.30pm

Uxbridge:

Monday to Thursday 9am–5pm, Friday 9am–4.30pm

Internet Safety

The internet offers an ideal place for criminals to commit crime anonymously from anywhere in the world. However 80% of individual's vulnerability to cybercrime can be reduced by following simple cyber security measures.

Top tips for safer internet use:

- Check the website address is genuine by looking for misspellings or extra characters or different fonts.
- Roll your mouse over a link to reveal its true destination displayed in the bottom left-hand corner of your browser.
- If there is no "padlock" or there is no **https://** at the start of the website address to indicate that it is a secure site, don't enter any personal information.
- Always use a secure password, made up of Three Random Words, see here for more advice **cyberaware.gov.uk/passwords**. Also don't reuse passwords on multiple sites or share them.
- Use 2FA, Two Factor Authentication with all your accounts, for example Facebook, Gmail, who will show you how to apply this easy and no cost safeguard.
- Back up all of your personal and valuable information from your device to a separate and unconnected source.
- Do not carry out any money transaction or private business over a free / insecure Wi-Fi network. Use either a trusted network, the 4g network or a VPN (Virtual Private Network)
- Make sure you check the recipient of any outward payment is genuine before sending a payment. Try and use a credit card.
- Make sure all your devices have auto updates set to apply any updates without delay. Firewalls on PCs / Laptops should be on to help block connections to unknown sites and to keep out known virus. Browsers also need to be kept updated.
- Use and keep updated an anti-virus programme. Also use a password / PIN on all internet enabled devices to prevent access if stolen.
- Be careful using social media – make sure your privacy settings for each platform are as tight as possible to prevent information, location and other personal information are not openly available.
- If in doubt, #Take5 - visit: **takefive-stopfraud.org.uk**

For more information about how to stay safe online visit:

cyberaware.gov.uk/passwords

thamesvalley.police.uk

getsafeonline.org

Report Fraud and Internet Crime via Action Fraud
actionfraud.police.uk/



Financial Safety

Don't bend the rules for the Money Mules

Fraudsters may ask you to receive money into your bank account and transfer it into another account, keeping some of the cash for yourself. If you let this happen, you're a money mule. You're involved in money laundering, which is a crime.

You can be approached online or in person. They might post what looks like a genuine job ad, then ask for your bank details. Once you become a money mule, it can be hard to stop. You could be physically attacked or threatened with violence if you don't continue to let your account be used by criminals.

Don't be fooled by offers of quick cash. If it sounds too good to be true then it probably is.

When you're caught

- Your bank account will be closed.
- You will find it hard to access further student loans.
- It will be difficult to get a phone contract.
- You will have problems applying for credit.
- You could go to prison for up to 14 years.

Protect yourself

- Don't give your bank account details to anyone unless you know and trust them.
- Be cautious of unsolicited offers of easy money. If it sounds too good to be true, it probably is.
- Research any company that makes you a job offer and make sure their contact details are genuine.
 - Be wary of job offers from overseas. It will be harder for you to find out if they are legitimate.
 - Be wary of job ads that are written in poor English, with grammatical errors and spelling mistakes.

It helps to remember that if it's too good to be true then it probably is...



Rubbish. Reduce, Reuse, Recycle.

Things you should know...

Collection day!

Your wheelie bin will be collected on a different day depending on where you live. If you're in Uxbridge, you can find out what day your bin is collected by visiting: hillingdon.gov.uk/collectionday, or if you're in High Wycombe go to: buckinghamshire.gov.uk/waste-and-recycling.

- **Electricals like TVs and fridges must be disposed of carefully** - If you have electrical, large or hazardous items you need to take them to a recycling centre.
- **Keep tidy** - environment officers can issue fixed penalty fines of £100 to anyone dropping litter.
- **It is illegal to put up posters and flyers around the town centre** - this is classed as fly posting and you may receive a fine.
- **Fly-tipping is the illegal dumping of waste** - make sure you dispose of all rubbish in the correct way.

BLACK BIN

general household waste

GREEN BIN

leaves, grass and flowers (now incurs a yearly £50 charge for collection)*

BLUE BIN

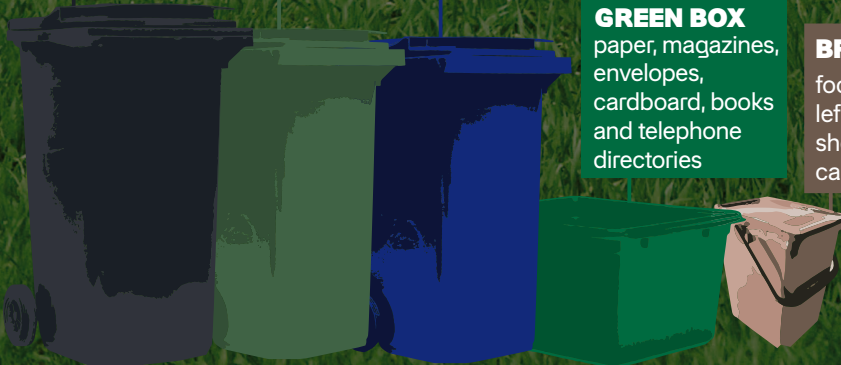
plastic food and drink containers, cans, aluminium foil, aerosols, white, green and brown colour glass bottles/jars

GREEN BOX

paper, magazines, envelopes, cardboard, books and telephone directories

BROWN BIN

food waste, leftovers, egg shells, animal carcasses



*These bins apply to High Wycombe. For Uxbridge, please visit: hillingdon.gov.uk/recycling

Students living in communal properties should visit buckinghamshire.gov.uk/waste-and-recycling for further info.

Volunteering

Turn your spare time into something great...

Do a good deed!

"Volunteering has been a fantastic experience during my time here at BNU. I have gained so many valuable skills from joining volunteering opportunities. My confidence has grown, my decision making and communication skills have developed greatly just by volunteering. I have made many friends and have met so many people just from being involved, and I hope many of these friendships will be long lasting. Bucks Students' Union offers a wide range of opportunities to get involved, from Beach cleans, litter picks and busking, to packing monthly meals bags and putting posters up. There are the big and little ways to get involved. Find your calling and get involved."

Bethany Jackson, Volunteer of the Year 2023–24



Give something back to your new community

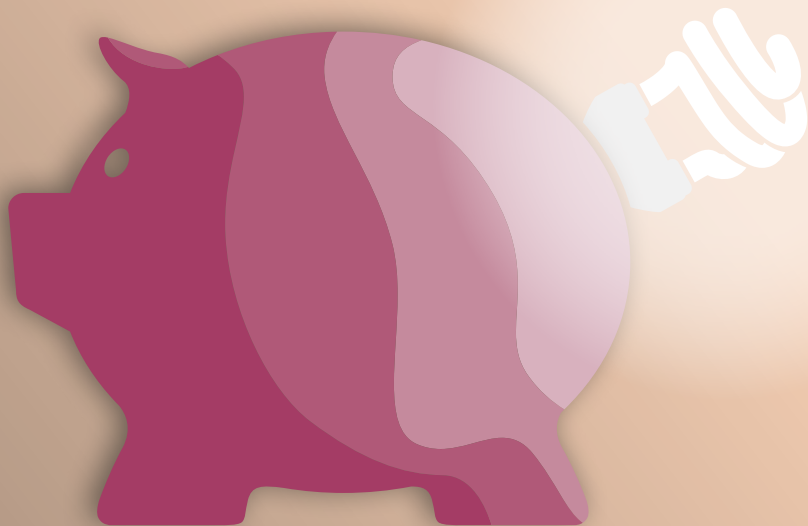
Volunteering not only provides opportunities for students to gain extra skills and develop themselves as individuals but is also a great way to do a good deed and help your local community.

Get involved with local organisations such as Wycombe Homeless Connections or One Can Trust, or spend time volunteering with charities and help make your community better for you and your neighbours.

We put on a range of projects for students to get involved with, from mentoring roles, running your own events and finding you placements related to your course. There's something to suit everyone! It is also a great way to meet new people and build bonds with your new community.

For more information, please contact:
**volunteering@
bnu.ac.uk.**

Money and Energy Saving Tips



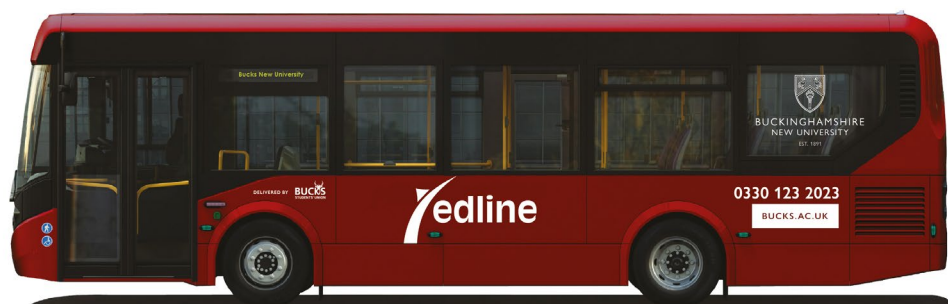
It's common knowledge that most students are broke or at least short of money.

1. Switch from washing your clothes at 40 degrees to 30 degrees and you could save up to £52 a year.
2. Feeling cold? Putting on a jumper adds 3 degrees of warmth to your body. You could also knock off £80-£90 per year from your heating bill by turning down your heating by 1°C.
3. Putting a lid on your saucepan reduces the amount of energy required to cook your food by up to 90% and it cooks your food quicker.
4. Turn off lights when you leave a room. It does save money to turn lights off even for a short period of time compared to leaving them on constantly.
5. Don't leave electrical equipment on standby. Turning off your electrical items when not in use could save you £30 per year.

HIGH WYCOMBE/ UXBRIDGE INTER-CAMPUS LINK BUS

There is a free, door-to-door bus service for students and staff between the High Wycombe and Uxbridge Campus. You can check our website for the most up-to-date schedule and timetable:

bucksstudentsunion.org/campuslink



PLEASE NOTE: THERE IS NO BUS SERVICE ON WEEKENDS AND BANK HOLIDAYS. FOR ANY QUERIES OR FOR MORE INFO CALL: 01494 601 600 (OPEN 9AM–5PM WEEKDAYS)

Whilst endeavouring to offer the highest standard of service to students and staff, please note this service is limited by vehicle capacity.

If you organise an event involving large numbers (ten people or more) of students or staff, travelling between campuses on a specific date and time, please inform the Students' Union by calling **01494 601 600** or emailing union@bnu.ac.uk.

High Wycombe

High Wycombe is a place with a range of attractions and activities for you to explore, but also somewhere you can really feel at home.

The town itself is bustling with shops, bars, restaurants and a thriving theatre. The town has one shopping centre, many specialist retailers and a market three times a week.

Bucks has plenty of beautiful areas including the Chilterns countryside as well as the river Thames in Marlow.

High Wycombe based students are also moments away from two attractive open spaces - the Rye and Hughenden Park.



Uxbridge

Our campus in the vibrant town of Uxbridge is home to all of our undergraduate nursing, operating department practitioner and health-related courses.

With two large shopping centres - The Chimes and The Pavillion - Uxbridge is among the top ten shopping destinations in London. However, it's sometimes easy to forget that Uxbridge's town centre has a surprisingly generous choice of shops, bars and restaurants.

Situated right next to the big name stores is the historic Windsor Street and the Market House, which boast

a number of independent shops to explore. There are also some hidden gems dotted around the area, such as Colne Valley Park and the Grand Union Canal, where you can walk or cycle down the tow- path all the way to Camden Lock, or even hire a canal boat for the day!

Uxbridge has convenient road and rail links with all of its NHS trusts as well as the rest of London. The Uxbridge Campus is only about five minutes' walk from Uxbridge underground station, and it usually takes less than 45 minutes' journey to reach London's main attractions.

bucksstudentsunion.org/uxbridge



Bucks Students' Union

Advice Centre

Volunteering

bucksstudentsunion.org

bucksstudentsunion.org/advice

bucksstudentsunion.org/volunteering

Buckinghamshire New University

University switchboard

Accommodation Service

The Student Centre

Careers and Employability Service

Counselling Service

Disability Service

bucks.ac.uk

Buckinghamshire Council

Main switchboard

Waste and Recycling

buckinghamshire.gov.uk

buckinghamshire.gov.uk/waste-and-recycling

Hillingdon Borough Council

Main switchboard

Waste and Recycling

hillingdon.gov.uk

hillingdon.gov.uk/recycling

Crime, accident and incident

Non-emergency Police

Emergency: Police, Fire or Ambulance

Bucks Safety Team

buckinghamshire.gov.uk/community-and-safety

Health and Well-being

Sexual health information

Drugs and alcohol advice

Healthy Minds

Bucks MIND

sexualhealthbucks.nhs.uk

talktofrank.com

oxfordhealth.nhs.uk/healthyminds

bucksmind.org.uk

Support service

Victim support

Rape Crisis

Report Hate Crime

Asian Women's Helpline

Asian Women's Outreach Worker

victimsupport.org.uk

rapecrisis.org.uk/centres

report-it.org.uk/your-police-force

wycombewomensaid.org.uk/contact-us



phone

01494 601 600
01494 603 016
01494 601 600



email

union@bnu.ac.uk
suadvice@bnu.ac.uk
volunteering@bnu.ac.uk



X

@buckssu

@bucksnewuni

01494 522 141
01494 603 063
01494 603 020
01494 603 163
01494 605 018
01494 605 049

accommodation@bnu.ac.uk
studentcentre@bnu.ac.uk
careers@bnu.ac.uk
counselling@bnu.ac.uk
disability.service@bnu.ac.uk

0300 131 6000

@BucksCouncil

01895 250 111
01895 556 000

@hillingdon

101
999
01494 421 117

@WDC_communities

0300 7729 672 (One Recovery Bucks)
01865 901 600 / 07798 667 169 (text)
01494 463 364

talktofrank.com/contact
healthy.minds@oxfordhealth.nhs.uk

0845 389 9528
0808 802 9999 / 01494 462 222 (HW)
0300 1234 148
01494 446 366
07890 456 907

Bucks Students' Union

HW Campus - North Wing, Queen Alexandra Road, High Wycombe, Bucks
HP11 2JZ

Tel: **01494 601 600**

UXB Campus - First Floor, 106 Oxford Road, Uxbridge, Middlesex UB8 1NA

Tel: **01494 605 180**

Email: [**union@bnu.ac.uk**](mailto:union@bnu.ac.uk) Website: [**bucksstudentsunion.org**](http://bucksstudentsunion.org)

Bucks Students' Union is a registered charity – no. 1144820