

SU SECURITY

>> STUDENT INSIGHT REPORT

Royal Holloway Students' Union
Student Insight Report: SU Security

Contents

Foreword	2
Executive Summary	3
Section A: The Context	5
Section B: Methodology	7
Section C: Findings	10
Recommendations	31
Appendices	34
Works Cited	43

Foreword

When campaigning to be President in March 2022, I promised I would lead a complete review of SU security and I am absolutely delighted to have worked with students and colleagues across the Union to deliver this aim through a Student Insight Report. Student safety is such an important topic across the Royal Holloway student body, as well as the HE and SU sector, so I knew that it needed to feature on my manifesto. Improving student safety and providing the best possible experience for students is one of Royal Holloway Students' Unions key priorities and I think this report shows how seriously we take this issue and that we are committed to listening to, and acting on, student feedback.

When campaigning a year ago, I picked out some key issues which I wanted to address, including improving the team's cultural competency and implementing refresher training on spiking. It's positive to be able to deliver on these pledges and see what I anecdotally heard from students reflected in the research-backed recommendations of this report.

Our late-night venues contribute greatly to our [strategic aim](#) of 'Make your campus fun', and we want to ensure all students feel safe and welcome at the Union Venue Nightclub, Medicine and The Packhorse. Negative or positive experiences on a night out can have a significant impact on student wellbeing and a student's ability to see the Students' Union as a safe and fun place. I am excited to see what this set of recommendations could do to improve student satisfaction with our security team and late-night venues and build a reputation as an organisation that prioritises student safety.

This report highlights the mixed experience with the security team over the last two academic years and several areas for improvement on an operational and practical level, as well as our communications and security procedures. Actioning these recommendations will involve several teams across the organisation as well as the University, and I look forward to seeing what we can do to collaboratively tackle the issues raised. From a Sabbatical Officer team perspective, I think much can be done to raise awareness of several issues highlighted in the report through proactive campaigns on sexual harassment and the safety of women and other marginalised groups, for example, the LGBTQ+ community.

I would like to extend my thanks to all the students who spent their valuable time sharing their feedback and authentic experiences because without their contributions this report would not exist. I think it is truly outstanding that this report captures quantitative and qualitative feedback from 1,249 students over two academic years. I also have to say a huge thank you to the creator of this report, Dr Elise Thornton. Thank you, Elise, for your boundless energy, efficiency, and attention to detail and for being the cornerstone of one of my biggest projects as a Sabbatical Officer.

I wish all the best to Hannah Hockin, our President-elect, who will be continuing this manifesto point, as well as the next Sabbatical Officer team. I hope you find this report as insightful and thought-provoking as I did - I am excited to see how we can use its findings to make student life better at Royal Holloway.



Maia Jarvis, RHSU President 2022-23

Executive Summary

This Student Insight Report examines current students' feelings around safety when attending an event at one of our Students' Union venues, as well as their experiences and perception of the current SU security team for the 2022-23 academic year. The work we have done over the last few months on this hugely important element of the student experience has been a collaborative effort across different permanent staff teams within the Students' Union. We believe the proposed list of recommendations we have compiled will have a positive impact on current and prospective students' feelings of safety when attending events in our venues as well as with our security team.

The Students' Union has compiled a list of recommendations framed around issues of key importance on the successful and continued delivery of improved safety and security processes within the Students' Union which will have a positive impact on current and prospective students' experiences when attending one of our events. Below is a summarised list of recommendations, which can be found in full at the end of the document.

1. Students' Union and University Security Processes
1.1 The Students' Union should, for a designated period, search 100 per cent of customers attending an event at the Union Venue Nightclub and Medicine with a set review date to see whether this should become standard procedure
1.2 The Students' Union should work more regularly with Surrey Police where there is a police presence with sniffer dogs at certain Students' Union events at the Union Venue Nightclub and Medicine throughout the year.
1.3 The University should consider increasing campus security numbers to improve visibility at night which will help students feel safer when returning home following an event.
1.4 The Students' Union should consider increasing roster numbers so there is a permanent member placed outside Medicine and the Union Venue Nightclub during events.
1.5 Students' Union should work closely with the University's campus security team to help disperse non-attendees collecting outside Medicine and the Union Venue Nightclub.
1.6 The Students' Union should review its current policy around dealing with incidents of sexual harassment and assault and publish the findings to the website.
1.7 The Students' Union should implement annual refresher training on spiking for all Venue Managers and, if possible, Duty Managers.
1.8 The Students' Union should explore giving the current security teams further Equality, Diversity and Inclusion training.
2. Students' Union Complaints Process
2.1 The Students' Union should lobby the University to resume work that has already begun on creating a customisable Students' Union complaints form.
2.2 The Students' Union should review the complaint form which has already been created on the Students' Union's Google Workplace and see whether it is up to date and best practice as a temporary form.
2.3 The Students' Union should build a complaints page and add it to the Students' Union website under the 'Complaints tab' currently on the website with a visible link to the temporary complaints form.
2.4 The Students' Union should replace the temporary complaints form with the permanent Microsoft Teams Form once it has been completed by the University's IT Services.
3. Marketing and Communications
3.1 The Students' Union should communicate to students on the website and through our social media channels that the temporary 100 per cent search policy has been implemented because of student feedback, and it will have an impact on queue times.

3.2 The Students' Union should publish a blog post or report to the website which details any changes to our bag and person checks following our review and the impact it will have on queuing for an event at one of our late-night venues.

3.3 The Students' Union should publish a blog post or report to the website which details any changes to our sexual harassment and assault processes following our review.

3.4 The Students' Union should create a permanent page on the Students' Union website which lists all our current processes around security and safety at our venues.

3.5 Students' Union should investigate and obtain better signage options to help streamline queue management at all our venues.

3.6 The Students' Union should implement regular comms at the start of each term on our social media accounts and within our all-student email about ways students can be safe in our venues when attending an event.

3.7 The Students' Union should consider updating the physical posters and graphics on digital screens around our venues so that they include updated and more visually engaging material on our security and safety measures.

3.8 The Students' Union should consider increasing awareness on sexual harassment in late-night venues and the impacts it has on students, especially women.

3. Software

3.1 The Students' Union should consider investing in additional technology like the Where You At (WAY) app to aid the security team and the Good Night Out Crew. Further information on this app can be found at <https://www.wya.world/>

Section A: The Context

Student safety and wellbeing has been an ongoing topic of discussion within the higher education sector over the last few years, especially in the aftermath of the coronavirus pandemic when most students returned to a more traditional form of in-person education and re-adjusted to university life beyond their digital screens. Student safety is an issue we have always taken extremely seriously at the Students' Union, and a few of our previous Student Voice Reports like *Student Housing* (2021) and *The BAME Student Experience* (2020) touched on this issue in relation to those specific experiences at Royal Holloway. Both reports produced recommendations around improving student safety within those areas of the student experience, although there was a general recommendation in *Student Housing* which suggested the University and the Students' Union consider reviewing the issue of student safety at Royal Holloway together. Consequently, the University and the Students' Union have been undertaking more regular checks into this issue on campus and in our venues over the last two years, and a lot has happened with improved security and reporting measures like RH BeHeard, the University's RH100 panel on campus safety and the ways it could be improved and, finally, the Students' Union's implementation of a new contract with a different security team in our venues this academic year. This report, however, is only going to look specifically at the issue of student safety within our three venues—the Union Venue Nightclub, Medicine and The Packhorse. It will additionally discuss the implementation of a new security team for the 2022-23 academic year following recurring negative feedback about the previous team, as well as further improvements which can be made to improve student safety inside our venues.

This section explains some background information about the ways we have previously addressed the issue of student safety inside our venues during Students' Union events. Each year the Students' Union regularly communicates to students via blog post on our website, email or through our social media channels about the processes we have put in place to mitigate risks when attending an event at one of our venues. This information includes our current policies, any collaboration with Surrey Police at specific events and, finally, which anti-spiking products are freely available in our venues and ones which can be purchased in the SU Shop. Our website has detailed information about each venue and signposts where students can find our *Venues Code of Conduct Policy and Procedure* document. Our CCTV policy is readily available for students to read on our website, and regular checks of CCTV footage occurs throughout the year following a student complaint about a reported incident at one of our venues. During the pandemic we followed industry guidance to ensure we were providing students with the best practice to keep them safe when attending one of our events in our venues, and we regularly communicated any changes to procedures as they happened in real time regarding updated social distancing measures. In addition to our regular communication around venues and safety, we have added measures in place during events where attendees can access first aid and wellbeing support as well where they can pick up drug and spiking test strips without judgement.

It has always been our aim to be as transparent as possible with students about the ways we try to create a safe environment with a competent security team when we run events. We are aware, however, that there is always room for improvement, especially if student feedback highlights that there is more work to be done in this area. During the 2021-22 academic year the Students' Union ran 418 events across all three venues and, because it was the first uninterrupted year of study since the coronavirus pandemic, it was the first real opportunity to begin the process of undertaking a full review into the issue of student safety and the previous security team in our venues during events. SU President, Maia Jarvis, has been one of the driving forces into this review, and the work presented in this report spans her two terms as a Sabbatical Officer. One of her key manifesto points when running for SU President in the 2022 elections focused on improving security processes in our venues so that they created a more inclusive and safe spaces for students. During this period, the contract between the previous

security team and the Students' Union was entering a renegotiation period where we could continue to use their services or proceed with a tender process where other businesses are invited to bid for a security contract in the Students' Union. We decided to utilise our all-student survey, 2022 Rate Your Union, in May to gain insight into what students thought about safety and the security team in our venues last year so we could make the best decision for students during this renegotiation period. The results from the Rate Your Union survey indicated that we should proceed with a tender process for a new contract due to recurring negative feedback about the former security team and their handling and processes.

The Rate Your Union survey kickstarted our security review, and over the last two academic years we have engaged with students in a variety of ways—through our website, social media, feedback slips, surveys and an in-person workshop—to gain a better, and more nuanced, understanding about students' experiences when attending events in our venues and their feelings about the previous and current security teams. The next section of this report will outline the methodology for collecting student feedback, and the final section will examine in more detail the ways the Students' Union can build upon the strengths of our current security processes in our venues to improve students' safety when attending events in our venues.

Section B: Methodology

Our largest platform for student engagement during this project was through two all-student surveys. The Students' Union runs an annual all-student survey called Rate Your Union every May. We decided this was the best platform to begin our initial review into student safety on campus and within our venues following recurring student feedback that there were issues which needed to be addressed. Rate Your Union ran for two weeks from 13 May to 29 May 2022, and there were 1030 participants. It was decided that completed surveys were only included in the analysis which reduced the total number to 850 student responses.

The survey was incentivised, and every participant received a hot drink voucher at our venue Tommy's Kitchen. Six cash prizes were also included with one £500 prize and five £50 prizes. All winners were picked anonymously through student numbers. We asked students to provide us with their student number in section A of the survey, but this was only used to check enrolled status for the survey prize draws and to collect demographic information about respondents' nationality, domicile, student type, year of study and department. The tables below outline the demographic data pulled from student numbers for our 2022 Rate Your Union.

Overall % of respondents by nationality (850 respondents)		
UK	EU	International
69.76	14.00	16.24

Table 1: Overall % of respondents by nationality, 2022 Rate Your Union

Overall % of respondents by student type (850 respondents)			
Undergraduate	PGT	PGR	Unknown
83.04	10.01	4.00	2.94

Table 2: Overall % of respondents by student type, 2022 Rate Your Union

All cash prizes were selected through a random generator and awarded to students throughout the period it was open. The security section of the survey was composed of nine questions, which can be found in Appendix A at the end of this document. While we did ask students some general questions about how safe they feel on campus and commuting, this report will only examine in detail the questions pertaining to safety within Students' Union venues and the previous security team. The results from Rate Your Union revealed that more work into this area of the student experience needed to be done, and the feedback we received was extremely useful in helping us decide the best direction to take our renegotiation period and instigate a tender process for a new security team contract.

In January 2023 we ran a second survey which was solely focused on Students' Union events, and the new security team that was implemented for the 2022-23 academic year. The SU Security survey ran from 20 January to 6 February 2023, and it was incentivised with three cash prizes of one £100 prize and two £50 prizes. A copy of the survey can be found in full at the end of the document in Appendix B. We asked students to provide us with their student numbers, but this was again only used to check enrolled status for the survey prize draw. We also included a few demographic questions in the survey which asked students about their nationality, age, year group and ethnicity. There was an error when creating the survey where 'Black or Black British' and 'Arabic' were not included as answer options. Some students who identify with those ethnicities indicated in the 'Other' response. Answers we received in the 'Other' response were: Black Other, Hispanic/Latino/Latina/Latin-American (3), Mexican, Greek, Hong Kong, Nepali, South American, Ukrainian and, finally, South American and European.

We realised when the survey closed that there was a missed opportunity in not including a question which asked students about their gender. We decided, however, that it was not ethical to use provided student numbers to collect data around the issue of safety and gender

even though it would be anonymised before analysis began. We are aware there was a possibility that the information listed on our data server might not match the gender students identified with, and we felt like the information would not be completely accurate. The tables below outline the demographic data pulled from student numbers.

Overall % of respondents by nationality (376 responses)		
Home	EU	International
73.67	10.64	15.69

Table 3: Overall % of respondents by nationality, SU Security Survey 2023

Overall % of respondents by age (376 responses)			
18-20	21-29	30-39	40-49
73.14	25.27	1.33	0.27

Table 4: Overall % of respondents by age, SU Security Survey 2023¹

Overall % of respondents by year of study (376 responses)						
Foundation	UG Year 1	UG Year 2	UG Year 3	UG Year 4	PGT	PGR
3.99	40.16	24.47	21.54	1.06	5.59	3.19

Table 5: Overall % of respondents by year of study, SU Security Survey 2023

Overall % of survey respondents by ethnicity (376 responses)			
White	63.83	Asian or Asian British	5.32
White and Black Caribbean	0.80	Caribbean	0.27
White and Black African	0.80	African	1.60
White and Asian	3.19	Black or Black British	-
Any other Mixed or Multiple background	3.72	Arabic	-
Chinese	2.66	Middle Eastern	1.60
Bangladeshi	0.80	Northern Africa	0.27
Pakistani	1.33	Other	3.19
Indian	6.91	Prefer not to say	3.19

Table 6: Overall % of respondents by ethnicity, SU Security Survey 2023

In total we had 615 respondents who participated in the SU Security survey, but initial analysis after the survey closed revealed that more than 200 respondents only filled out the demographic section to be included in the cash prize draw. Two cash prizes were announced while the survey was open, and the final £100 prize was announced when it closed. All cash prizes were selected through a random generator and awarded to students who had completed the survey. Participants who only completed the demographic section of the survey were subsequently removed before analysis began, and the total number of respondents dropped to 376. It must be noted that all student numbers were deleted from survey results for both surveys before we began analysis. All the information provided by students remains anonymous in this final report with no answer being traced back to an individual student.

In addition to surveys, many Royal Holloway students drew attention to recurring issues about safety inside our venues during our annual Speak Week, which ran from 16 January to 22 January 2022. Speak Week is an opportunity for all students to provide feedback on the changes they want to see at the University and the Students' Union. Any topic is up for discussion, and students were asked to answer the following question, 'What one change would you like to see at Royal Holloway?' Students were able to answer this question through a link on our website, online comment boxes through the Students' Union Instagram account

¹ We included additional age ranges of '17 and under', '50-59', '60 or older' and 'Prefer not to say' in the survey, but all these answers were left blank.

and physical feedback slips were submitted in boxes placed at the Students' Union Helpdesk and the University library. The top issues brought up during Speak Week were subsequently discussed in further detail during the Student Voice Conference core week, which ran from 20 February to 24 February. In total we received 22 comments which addressed safety and security issues in our venues. The final workshop during Student Voice Conference was centred around Students' Union services, including security. One student attended this workshop, which brought our total engagement for this project to a maximum of 1,249 students over two academic years.

This year the Students' Union is trying to communicate our research in new ways with students while projects are running before the final report is published. We understand that the final report can sometimes be inaccessible to students, and we wanted to experiment with better ways to present data in a more student-friendly way. We have started sharing shorter blog posts which present the data from surveys with visual infographics, and we hope these shorter snippets of data appeal to students and keep them informed of what's going on with our research. We shared the result of our SU Security Survey on our social media accounts and in a blog post in April 2023. For readability we rounded the figures to their approximate percentage, however, the tables in this report will share more exact figures in line with our previous reports. A copy of the shared infographics can be found in Appendix C at the end of this report.

The process of identifying solutions and composing recommendations to improve student safety in our venues began upon completion of the survey analysis in March 2023. Our findings will be discussed in the next section of this report.

Section C: Findings

C1. Overview

This section of the report will examine all facets of student safety in our venues when attending an event. It will also discuss students' experiences with the previous and current Students' Union security team during the 2021-22 and 2022-23 academic year. It will explain multiple elements of our current security processes like bag and person checks, anti-spiking measures in place at our venues, communications with students, welfare support on event nights and our complaints procedures. It will also examine the ways we can improve these processes with an aim to increase feelings of safety for current and prospective Royal Holloway students.

C2. Safety in Students' Union Venues: An Overview

The Students' Union has three venues which host events throughout the academic year—The Union Venue Nightclub, Medicine and the Packhorse. The Union Venue Nightclub is a 1440 capacity nightclub which runs weekly club nights every Wednesday and Friday night, and hosts society events and performances throughout the academic year. The venue encompasses the entire downstairs of the Students' Union building, including Tommy's Lounge and it opens to the Union Plaza outside our main entrance. Medicine is our second largest venue, and it is used to host regular events throughout the academic year on Monday, Wednesday and Friday nights. Medicine has both an indoor bar and a spacious beer garden at the back. Both The Union Venue Nightclub and Medicine are based on the Egham campus, and only Royal Holloway students and their guests can attend events at these venues. Our third venue is a pub located off-campus on Egham Hill, The Packhorse, and it is open to both Royal Holloway students as well as the public.

81.88 per cent of respondents in our 2022 Rate Your Union survey stated they used at least one of these venues during the academic year while studying. In a follow-up question we asked students how safe they felt at each venue using a matrix scale of very safe, safe, neither safe nor unsafe, unsafe, and very unsafe. A small proportion of respondents for each venue answered they did not use this venue, and those answers have been removed from the table below. The figures in the table have been adjusted to show only the per cent of respondents, out of 100, which discussed how safe students felt in each venue they used during the 2021-22 academic year.

How safe do you feel in the Students' Union venues?					
% of respondents					
Venue and respondent count	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Union Venue Nightclub (643)	13.38	40.59	23.95	18.04	4.04
Medicine (651)	17.67	47.46	23.04	9.22	2.61
The Packhorse (659)	35.36	51.90	11.08	1.37	0.30

Table 7: Overall feelings of safety in each Students' Union venue, Rate Your Union, 2022

We asked students the same question in our SU Security Survey in Term One of the 2022-23 academic year. We also asked students how safe they felt with the new security team implemented this academic year. A small proportion of respondents for each venue answered they did not use this venue for both questions, and those answers have been removed from the table below. The figures in the table have been adjusted to show only the per cent of respondents, out of 100, which discussed how safe students felt in each venue they used during this academic year, as well as with the new security team.

How safe do you feel in the Students' Union venues?					
% of respondents					
Venue and respondent count	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Union Venue Nightclub (343)	14.29	44.61	23.03	11.66	6.41
Medicine (330)	17.27	51.21	17.27	11.21	3.03
The Packhorse (325)	32	50.77	12.92	3.69	0.62

Table 8: Overall feelings of safety in each Students' Union venue, SU Security survey, 2023

How safe does the security team make you feel in the following venues?					
% of respondents					
Venue and respondent count	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Union Venue Nightclub (344)	13.66	35.17	26.16	11.92	13.08
Medicine (331)	15.10	35.35	28.10	11.78	9.67
The Packhorse (322)	22.98	42.55	28.88	3.11	2.48

Table 9: Overall feelings of safety with SU Security in each venue, SU Security survey, 2023

Students answered in both surveys that they felt safest in The Packhorse, less safe in Medicine and least safe in the Union Venue Nightclub. The free-text comments in both surveys indicated this is a consequence of The Packhorse's status as a pub which has a more relaxed atmosphere compared to the two nightclubs and it is less crowded. Students additionally commented that they felt this difference meant they could monitor their drinks better at The Packhorse to avoid being spiked, which is one of the main concerns students have about using our venues. Where students have highlighted issues of feeling unsafe in The Packhorse, it is usually the result of the pub's location off-campus and open to the public. There were instances in both surveys where students highlighted having negative experiences with non-student patrons and feeling unsafe on the walk to their residence with little or no streetlights in the surrounding area.

The free text responses in both surveys highlighted recurring issues like spiking, inconsistent bag and person checks, the security staff's attitude, overcrowding and experiences of sexual assault and harassment as the main reasons students felt less safe in Medicine and the Union Venue Nightclub. Where students highlighted feeling safe it was usually a result of the visible presence of the security team, their quick actions when handling reported incidents, the two venues' location on campus, and the restricted access on patrons being only Royal Holloway students and their guests. We noted in our analysis that there were a large proportion of students who answered neutrally for both questions around safety in our venues and with the current security team, and this is the group most likely to shift their perspective on safety depending on how we address what should be changed. The Students' Union has a real opportunity to convert this cohort of students, which will also likely have an impact on students who currently feel unsafe to an extent in our venues and with the security team. Students' positive and negative experiences inside our three venues and with the security team will be discussed in further detail later in the section alongside our plans to improve students' concerns around safety when attending one of our events.

C3. Demographic Safety Data

In contrast to our 2022 Rate Your Union survey, our SU Security Survey included extra demographic questions to help us better understand the nuances around safety in our venues, and whether there were any obvious indicators that certain groups felt less safe than others. As mentioned in Section B, we regret not asking students about their gender, and we do

believe this was a missed opportunity to gain insight into this area of the student experience when attending a Students' Union event. There were recurring comments in our survey which discussed students' experiences with dealing with predatory behaviour, sexual harassment and assault, of which the majority were women. Recurring free text comments in both surveys also highlighted there are students who have never experienced any of the above issues from both genders, and they felt safe in our venues. There were, however, many respondents who did explain the reason they feel safe is because they are men and they understand that women's experiences in our venues can be different to their own. While we do not have concrete numerical data around gender and safety when attending an event in one of our venues, we do believe there is a discrepancy between these experiences that cannot be overlooked. We have included some comments from both surveys which discuss this issue in more detail and offer some perspective on what women's experiences in our venues has been like over the last two years.

I'm not going to be attending main venue anymore so I don't know if this is implemented or not but safe spaces, especially for women although I know some male victims too. The thing is you're dealing with a group of people that are largely drunk and are that much more vulnerable to bad people. –Rate Your Union, 2022

Every time I've been to Medicine, I have seen far too many sexual [harassment] towards women, especially some drunk ones that can't think straight and would agree to anything. Two of my friend[s] have been victims of that inappropriate behaviour already. –Rate Your Union, 2022

I feel safe as opposed to very safe due to the experiences my peers have had at these venues. Over the last four years of studying here and using these venues, there has been an increase in false accusation from security, targeting the wrong people, and overall not enough sympathy and support for women when they feel unsafe or uncomfortable in general or after incidents. –SU Security survey, 2023

I've heard many stories of girls getting spiked and no one has been there to do anything or prevent this from happening. –SU Security survey, 2023

Be more aware of the dark corners and hidden places where guys usually make girls feel uncomfortable and become quite pushy. –SU Security survey, 2023

Later in this section we will address the issues around spiking and sexual harassment and assault in more detail, and the ways we can improve support for all victims.

We did collect demographic data around year group, age and ethnicity in our SU Security survey, and we noticed there was a trend that second- and third-year undergraduate students felt less safe than the other year groups when attending events in one of our venues, especially the Union Venue Nightclub and Medicine. The tables below show the figures for each year group and their feelings of safety in our venues.

How safe do you feel in the Students' Union venues? Union Venue Nightclub					
Year Group	% of respondents (343 responses)				
	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Foundation	23.08	46.15	23.08	7.69	-
UG Year 1	16.91	48.59	21.83	9.15	3.52
UG Year 2	13.79	37.94	18.39	17.24	12.64
UG Year 3	4.05	47.30	27.03	13.51	8.11
UG Year 4	-	66.67	33.33	-	-
PGT	29.41	41.18	29.41	-	-
PGR	28.56	14.29	42.86	14.29	-

Table 10: Year Group feelings of safety in the Union Venue Nightclub, SU Security survey, 2023

How safe do you feel in the Students' Union venues? Medicine					
Year Group	% of respondents (330 responses)				
	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Foundation	42.85	14.29	28.57	14.29	-
UG Year 1	15.56	54.81	20	6.67	2.96
UG Year 2	15.66	45.78	14.46	21.69	2.41
UG Year 3	14.08	54.93	15.49	9.86	5.63
UG Year 4	-	66.67	33.33	-	-
PGT	37.50	62.50	-	-	-
PGR	12.50	50	25	12.50	-

Table 11: Year Group feelings of safety in Medicine, SU Security survey, 2023

How safe do you feel in the Students' Union venues? The Packhorse					
Year Group	% of respondents (325 responses)				
	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Foundation	45.45	36.36	18.18	-	-
UG Year 1	29.55	54.54	12.88	2.27	0.76
UG Year 2	34.17	50.64	11.39	3.80	-
UG Year 3	29.33	48	14.67	6.67	1.33
UG Year 4	25	75	-	-	-
PGT	57.14	35.71	7.15	-	-
PGR	20	50	20	10	-

Table 12: Year Group feelings of safety in The Packhorse, SU Security survey, 2023

This was also the case when looking at year groups and their feelings of safety with the current SU Security team. The tables below show the data around year group feeling of safety with the SU Security team working in each of our venues.

How safe does the security team make you feel in Union Venue Nightclub?					
Year Group	% of respondents (344 responses)				
	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Foundation	23.08	30.77	23.08	7.69	15.38
UG Year 1	16.90	42.96	27.46	5.63	7.05
UG Year 2	9.19	25.29	21.84	20.69	22.99
UG Year 3	8.11	31.08	27.03	16.22	17.56
UG Year 4	-	25	75	-	-
PGT	29.41	41.18	23.53	5.88	-
PGR	14.28	42.86	28.57	14.28	-

Table 13: Year Group feelings of safety with security in the Union Venue Nightclub, SU Security survey, 2023

How safe does the security team make you feel in Medicine?					
Year Group	% of respondents (331 responses)				
	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Foundation	21.43	35.71	21.43	14.29	7.14
UG Year 1	17.65	40.44	28.68	5.88	7.35
UG Year 2	13.42	25.61	23.17	17.07	20.73
UG Year 3	8.45	30.99	35.21	19.72	5.63
UG Year 4	-	25	75	-	-
PGT	31.25	56.25	12.50	-	-
PGR	12.50	50	25	12.50	-

Table 14: Year Group feelings of safety with SU Security in Medicine, SU Security survey, 2023

How safe does the security team make you feel in The Packhorse					
Year Group	% of respondents (322 responses)				
	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Foundation	27.27	45.45	18.18	-	9.09
UG Year 1	22.73	46.21	25	4.55	1.51
UG Year 2	24.36	35.90	32.05	2.56	5.13
UG Year 3	20.27	40.54	36.49	1.35	1.35
UG Year 4	25	-	75	-	-
PGT	35.71	57.15	7.14	-	-
PGR	11.11	55.56	22.22	11.11	-

Table 15: Year Group feelings of safety with SU Security in The Packhorse, SU Security survey, 2023

When examining the free text comments around safety in our venues, second- and third-year undergraduates repeated many of the same comments as other year groups around spiking, aggressive security and inadequate bag and person checks. When we asked students more specifically about their experiences with security, both year groups felt the least safe, however, many of their free text responses highlighted neutral or positive behaviour and actions by the current security team. This was raised to permanent members of Students' Union staff who work in trading and venues for further clarity, and they highlighted that complaints have been lower this year compared to previous years, and there is a possibility that older undergraduate year groups who regularly use our venues might feel less safe in our venues because of incidents that may have occurred in previous years or with the former security team. This would be something to note if we continue to regularly review student safety in our venues and see whether this pattern continues with our current security team.

Ethnicity and feelings of safety brought another discrepancy to our attention. As mentioned in Section B, there was an error during the survey build which excluded 'Black or Black British' and 'Arabic' as answer options, but one student filled out 'Black Other' in the 'Other' option. We decided to compare ethnicity data and feelings around safety for respondents in demographics with five per cent of respondents or more. The groups we examined were:

- Asian or Asian British, 5.32 per cent of respondents
- Indian, 6.91 per cent of respondents
- White, 63.83 per cent of respondents

The tables below reveal students' feelings of safety based on their ethnicity when attending an event inside one of our three venues, and with the current SU security team in each of those venues.

How safe do you feel in the Students' Union venues? Union Venue Nightclub					
Ethnicity	% of respondents (260 responses)				
	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Asian or Asian British	15.79	47.37	31.58	5.26	-
Indian	19.05	52.38	14.29	4.76	9.52
White	12.73	45.45	23.18	13.18	5.46

Table 16: Ethnicity and feelings of safety in the Union Venue Nightclub, SU Security survey, 2023

How safe do you feel in the Students' Union venues? Medicine					
Ethnicity	% of respondents (251 responses)				
	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Asian or Asian British	11.11	72.22	16.67	-	-
Indian	33.33	42.86	4.76	19.05	-
White	16.51	50.47	18.87	10.85	3.30

Table 17: Ethnicity and feelings of safety in Medicine, SU Security survey, 2023

How safe do you feel in the Students' Union venues? The Packhorse					
Ethnicity	% of respondents (253 responses)				
	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Asian or Asian British	29.41	52.94	17.65	-	-
Indian	47.62	38.10	4.76	9.52	-
White	33.49	50.70	13.95	1.40	0.46

Table 18: Ethnicity and feelings of safety in The Packhorse, SU Security survey, 2023

How safe does the security team make you feel in the Union Venue Night Club					
Ethnicity	% of respondents (259 responses)				
	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Asian or Asian British	15.79	47.37	15.79	-	21.05
Indian	35	40	5	10	10
White	10.91	35.45	30	11.82	11.82

Table 19: Ethnicity and feelings of safety with SU Security in the Union Venue Nightclub, SU Security survey, 2023

How safe does the security team make you feel in Medicine					
Ethnicity	% of respondents (251 responses)				
	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Asian or Asian British	16.67	44.44	16.67	5.55	16.67
Indian	33.33	38.09	14.29	14.29	-
White	13.21	35.85	32.07	9.91	8.96

Table 20: Ethnicity and feelings of safety with SU Security in Medicine, SU Security survey, 2023

How safe does the security team make you feel in The Packhorse					
Ethnicity	% of respondents (250 responses)				
	Very safe	Safe	Neither safe nor unsafe	Unsafe	Very unsafe
Asian or Asian British	23.53	47.06	17.65	5.88	5.88
Indian	38.10	38.10	23.80	-	-
White	21.70	42.92	31.60	2.36	1.42

Table 21: Ethnicity and feelings of safety with SU Security in The Packhorse, SU Security survey, 2023

When comparing the data, different demographics had varying feelings of safety around each of the venues and with the security team in that venue. Indian students, for example, answered they felt least safe in The Packhorse, although they were the only demographic to not have any respondents answer they felt unsafe or very unsafe with the security team in that venue. This highlights that the problem around Indian students' feelings of safety inside The Packhorse might be a consequence of the other patrons who use the venue, especially non-students, rather than the security team itself. In terms of the security team, Indian students answered they felt least safe with the security team inside Medicine. White students answered they felt least safe when attending an event in the Union Venue Nightclub as well as with the security team who works inside that venue. Overall, White students had the highest proportion of neutral responses about feeling safe with the SU Security team across all three venues. Asian or Asian British students also felt least safe when attending the Union Venue Nightclub, however, the percentage of students who felt unsafe in the Union Venue Nightclub is doubled when compared to White students. Asian or Asian British students answered they felt least safe with the security team in Medicine, and they also had the highest proportion of respondents who felt least safe with The Packhorse security team. The percentage of Asian or Asian British students who answered they felt very unsafe was at nearly 6 per cent in comparison to the 1.5 per cent of White Students who answered they felt very unsafe with The Packhorse security team.

When looking through the free text comments for both surveys, there were recurring answers which discussed students' experiences of being racially targeted by the security team. These incidents were addressed in comments across multiple demographics, including White, Asian or Asian British and Indian. Below we have shared some responses.

Plenty of times I've gone with my friends, and only the POCs have been searched and patted down. –Rate Your Union, 2022

Apparently some members of security are racist/ don't act well. There needs to be action taken by the university for that immediately. –Rate Your Union, 2022

Their [SU Security] attitude towards minorities and non native English speakers is v different and racist. –SU Security survey, 2023

Very little is done when a student is harassing another student. Regardless of what may be said by security, I've seen a number of students be let off with harassing others. It took me and a group of friends 2 times to remove someone for homophobia. If they are doing this just with homophobia odds on them doing this with Sexual, racist, misogynistic harassment is high. Last year I also had an issue with staff members not searching, I assumed this was due to me looking and being gay. As other more "masculine" guys would be searched. So just would let me pass as I "looked safe" and they "trusted me". Which is fine as I would never do anything to harm another student or bring something illegal in to the SU or meds. But imagine how many other people probably went unsearched. –SU Security survey, 2023

While we did not ask students about their gender identity or sexual preference, there were recurring comments in both surveys which highlighted incidents where students maintained they experienced anti-LGBTQ+ discrimination by the former and current security teams. Below we have shared some student responses which discuss this issue in more detail.

Stop sexual assault, stop racist and transphobic security, stop overcrowding. –Rate Your Union, 2022.

Overall, ensure women, the LGBTQ+ community and people of colour that they are safe in your venues, and that their concerns will always be taken seriously and handled with care and compassion. This message should be fundamental to the running of the Student Union and students should be assured of this often. –Rate Your Union, 2022

My transgender friend got removed from the female toilet. One of the SU staff made my autistic friend feel embarrassed and uncomfortable when she opened up about her anxiety related to her disability. –SU Security survey, 2023

If you complain to the security you are often treated as the problem. They can be really dismissive towards your problems especially if you have been drinking and they just assume you are drunk and it doesn't matter. This is so unhelpful because almost everyone has been drinking especially at the SU venue and yet there are still important problems on the night you will need help with! Especially when instances of bullying/harassment occur (I have experienced homophobic instances at the Union venue almost every time I have been there) they won't help at all. You are treated more as a problem than someone who needs help and no one really bothers to ask them for help as a result. Security just end up being seen as the enemy, even when you don't break the rules. –SU Security survey, 2023

My friend, last week at the SU, was hatecrimed and cornered by a man who called him homophobic slurs and would not leave him alone. Security was called over, and it was the MALE security guards who did not take my friend seriously and refused to help him. This made him feel absolutely awful - he thought that he had done something wrong and it was clear that the security were not taking his identity as a queer person seriously at all. He told me he felt invisible. It was only when a female guard got involved that anything was resolved, but it could have been sorted a lot quicker. –SU Security survey, 2023

In both surveys we asked students for suggestions on improvements the Students' Union and the former and current security teams could do to make students feel safer when attending an event in one of our venues. There were recurring comments in both surveys that the security team should undergo further training on Equality, Diversity and Inclusion in order to create a safer and more inclusive space in our venues.

Give the security team sensitivity training on how to approach issues and recognise the people who are banned at the entrance they get a ban and still manage to get inside the SU, or at meds they just come in as a guest. –Rate Your Union, 2022.

Provide diversity training and investigate claims of assault in more detail. –Rate Your Union, 2022.

Employ security who have been trained to interact with people from a variety of backgrounds (medical conditions/ neurodiversity, poc, etc). Oftentimes many students are subject to prejudice and bias because of these things, and this should not be the case at all! –Rate Your Union, 2022

Training security guards about how to tackle homophobia and how to believe victims of homophobia when they come forward. –SU Security survey, 2023

Training in diversity and inclusion - I have heard so many complaints of racism and profiling about the security at the SU venue and medicine and nothing is ever done about this. Also should awareness training and information about how queer/trans people can be harassed and targeted in a nightclub environment. –SU Security survey, 2023

We want students to know we take suggestions seriously and, as a result of these answers, the Students' Union should explore giving the current security teams further Equality, Diversity and Inclusion training. There are multiple companies offering this service like the egalitarian which offers training at Reading Students' Union on anti-spiking, anti-sexual violence, safeguarding and vulnerability and ways the Students' Union can be a more effective ally.

C4: Venue Security Processes: An Overview

When we asked students to describe the current security team's handling and processes for the 2022-23 academic year in our SU Security survey, the top words listed were 'efficient' and 'safe'. The remainder of the report will examine our current security process and look at the ways we can further improve them so that students feel safe when attending events in our venue and with our security team. Student perceptions of how the venue and security team handle certain processes did vary within the free text responses in both the 2022 Rate Your Union and the SU Security surveys. There are a few issues students appear to be split on, for example, whether bag and person checks are thorough enough, whether security act accordingly to incidents that occur at a venue or whether security are approachable when an incident happens. It's important to acknowledge that not everyone will have the same experience at our venues and with the security team, and we want to make clear that all perceptions of safety when using our venues and interacting with the security team are valid. Where there are recurring issues which students have highlighted as reasons why they feel unsafe in our venues, however, we need to address those issues and make changes that will have a positive impact and increase students' feelings of safety.

C5. Bag and Person Checks

In our 2022 Rate Your Union survey we asked students, 'What else can the Students' Union do to make you feel safer in our venues?' A large proportion of students stated they wanted stricter and more regular security checks before entering one of our venues, especially Medicine and the Union Venue Nightclub. Bag and person checks was one of the most discussed, and conflicting, issues nearly one year later in our SU Security survey. Students commented on this process in free text responses to multiple questions in the survey. For example, we asked students 'What are the security team doing well?', and bag and person checks was the most mentioned answer. It was also the most common answer for our subsequent question, 'Name one thing the security team could improve on'. We went back through the free text responses for the questions around safety in our venues and with our current security team to see what kind of feedback we received on this process in the free text responses. Requests for stricter bag and person checks outnumbered comments that stated they were fine. Below are some examples of student comments from both surveys which argue for stricter bag and person checks before entering one of our venues.

*Add more security patrolling, and check everyone includes both men and women.
–Rate Your Union, 2022*

*[M]ore security, and check the girls, because they never check the girls only the boys.
—Rate Your Union, 2022*

Actually adhere to patting everyone down, the amount of times security don't check bags or don't do pat downs is awful. —Rate Your Union, 2022

Union Venue nightclub -the search is not through at all, last time I went there me and my friend did not get searched at all, we could have brought anything with us in the club, and I have seen this repeated with other students, which means that anyone could get spiked/hurt/injured as the precautions aren't taken rigorously. —SU Security survey, 2023

The su venue is never going to be completely safe, the security checks have become more relaxed this year compared to last but they are still in place. -meds i think is the one place that could definitely do with more checks as more of my friends have been spiked in meds than su. —SU Security survey, 2023

Searches are not undertaken of customers. Bags are not searched thoroughly. Security seem disinterested in genuine security issues and are more focused on checking ID than on making sure prohibited items are not brought in/the safety of students. —SU Security survey, 2023

Possibly doing deeper searches. Especially on guests as you never know what people are bringing into the nightclub. —SU Security survey, 2023

Bag search and searching of people need to be improved, they often don't check female presenting guests, and then seem to randomly check male presenting people and don't do that great a job of it. —SU Security survey, 2023

They need to check everyone before they enter venues as people are getting away with bringing in harmful substances that are detrimental to students. —SU Security survey, 2023

As a result of student feedback in this area, the Students' Union should, for a designated period, search 100 per cent of customers attending an event at the Union Venue Nightclub and Medicine with a set review date to see whether this should become standard procedure. Bag and body checks would occur during this period. During this review period, the Students' Union should communicate to students on the website and through our social media channels that that the temporary 100 per cent searches policy has been implemented because of student feedback, and it will have an impact on queue times. The Students' Union should publish a blog post to our website which details any changes to our bag and person checks following our review to keep students informed of the new guidelines. The Students' Union should consider working more regularly with Surrey Police so that there is a police presence with sniffer dogs at certain Students' Union events at the Union Venue Nightclub and Medicine throughout the year. We recognise that Black and Global Majority Students may be adversely and disproportionately negatively affected by police presence on campus. Further consultation with students from these groups will be undertaken if deemed necessary while exploring this recommendation in further detail.

C6. Security Team's Presence, Visibility and Attitude

The security team's visibility was another process that received mixed reviews in both surveys. However, the number of comments which stated they felt the security presence had a visible

presence outnumbers those that stated it could be improved. Students maintained the Union Venue Nightclub and Medicine had a visible security presence inside the venues while The Packhorse has a less visible security presence. There were mixed responses as to whether The Packhorse needs more security. Below we have shared students' responses about the security team's presence in our SU Security survey.

There's a big security presence in the Union Venue and The Packhorse to check who goes in and out and what's happening inside. When I've seen people who are over their limit, they are escorted out. Also, there is the Wellbeing tent next to the exit, as well as drink covers if you're worried about anything happening. –SU Security survey, 2023

There is always a strong and heavy presence of security in both Medicine and the student union and usually they are very aware of what is going on. However, there is rarely any security in the Packhorse although this isn't very expected as it is just a pub. –SU Security survey, 2023

When I've been to the Union Venue on nights out, there is a very significant security presence inside and outside of the venue. It feels very safe as even in the hall, security are there if anything happens. When I've gone to the Packhorse, there were only two security guards standing outside the entrance checking IDs. Whilst I did feel safe, I would say it has more to do with the venue being used for more casual meet-ups so security isn't needed there in the same quantity. –SU Security survey, 2023

I feel safe in the Union Venue Nightclub because there are staff and security ensuring that everything is OK. –SU Security survey, 2023

Where students would like to see more security is outside venues like Medicine and the Union Venue Nightclub where non-attending guests often collect outside and intimidate Royal Holloway students and their guests. Students also maintained this happens outside The Packhorse, although there is difficulty with it being a public space. Students additionally mentioned they would like more security on campus at night as they walk home alone after club nights and from The Packhorse.

There has been times where groups of older men, who are not students, hang around outside medicine and the SU asking to go in with students as guests or simply lurking in cars trying to speak to students that are leaving the club. I think this behaviour is slightly odd and can make students feel unsafe at times as I doubt older men hanging out on a uni campus have any form of good intentions. –SU Security survey, 2023

Medicine can feel safe sometimes and unsafe other times; this is mainly due to instances where older men (who do not go to this uni) stand in line and try to get students to let them in. –SU Security survey, 2023

I think outside the packhorse can be a bit intimidating with people hanging around the pub. –SU Security survey, 2023

Never had an issue with venue security but campus itself could benefit from more visible security presence at night. –SU Security survey, 2023

Venues are well staffed but leaving the venues feels uncomfortable as there is little security patrolling campus after events. –SU Security survey, 2023

The Packhorse only feels unsafe due to the walk at night - not a very well lit walk. –SU Security survey, 2023

There are a few recommendations for both the University and Students' Union around increasing security numbers which would improve students' feelings of safety when leaving our venues and walking around campus at night. Firstly, the University should consider increasing campus security numbers to improve visibility at night which will help students feel safer when returning home. Increased campus security would also act as a deterrent to non-Royal Holloway students from collecting outside our venues during events. In regard to the collection of non-guests gathering outside the venues on campus, the Students' Union should consider increasing roster numbers so there is a permanent member placed outside Medicine and the Union Venue Nightclub during events to help disperse non-attendees collecting outside those spaces. Finally, the Students' Union should work closely with the University's campus security team to help disperse non-attendees collecting outside Medicine and the Union Venue Nightclub when events are taking place.

An issue that needs to be discussed in relation to the security team's presence inside our venues is students' perceptions of the security team's attitude. Most comments in both surveys which addressed the security team's attitude often highlighted that members of the former and current security teams were overly aggressive and abused their power during events. When we asked students what they would like the current security to improve on, the top answer which referenced the security team's attitude was that students wanted a more friendly and less aggressive security team. This also aligns with the result that the top two words out of three students associated with the current security team's attitude and presence were 'unfriendly' and 'aggressive'. Below we have shared some responses from the SU Security survey which discuss students' experiences with this behaviour during the 2022-23 academic year.

They shouldn't be aggressive all the time. There was an instance where security barged through me and my friends at the dance floor in medicine. We thought she might have been in a rush to sort out a fight but all she did was go stand by the door. We thought it was unnecessary for her to push all of us out of the way in an aggressive manner just for her to stand by the door. Security should also improve on not being so rude. There are times when security are rude and snappy and it really feels like they act that way because they have the power. My friend asked a simple question while we were in the line at the union venue and the security man got angry and was rude even though we were just trying to explain a situation. They seem rude because they know they have the power to just kick people out. Of course its not all security but there are some individuals that behave like this.

They act more like a power trip figure heads that throw their weight around rather than actually help people

The security are unnecessarily aggressive whenever I have asked a simple question this makes me rather anxious to ever attend any of the venues as I would not feel safe to approach anyone of them if I needed help.

Don't get me wrong, some of the security are lovely. But there are several members who have been incredibly cruel and aggressive to myself and friends who have been

in vulnerable states. For example, I lost my house keys and realised I had left them on the table inside the SU at the end of the evening. Despite being sober, the security member proceeded to shout at me for 'messing him around' when all I wanted to do was get my keys and go home.

Mostly I think they do a good job in ensuring students are safe but I do feel as though some members of staff are rude and thus unapproachable.

This is not to say that this is a universal feeling among students, and many comments in the SU Security survey discussed the ways the current security team was approachable and how they dealt with incidents accordingly and in a professional manner. Additionally, as seen in some of the comments above, it appears only a handful of individuals rather than the entire team sometimes act in an unprofessional and rude manner. Finally, the third top keyword students used to describe the current security team's attitude and presence was 'friendly'. When we asked students to describe, 'What are the security team doing well?', the second highest answer which referenced their attitude and presence was that the current security team was approachable and friendly. There were also recurring comments in the survey that the current security team's attitude and actions were an improvement in comparison to the previous year. Below we have shared some student responses which discussed their positive experiences with the security team in the SU Security survey which described their attitude as approachable.

The security team are a lot less aggressive than last years security team...they try and talk with individuals and if needed get them out of the venue as calmly and politely as possible.

There are functioning well and they are more professional with the students this year than in previous years.

Being very approachable and helpful whenever any issues arise.

They are usually friendly and help you when you need.

A lot of them tend to be kind, and simply observe the environment in the venue without displaying malicious behavior out of boredom. With some of them even being extremely helpful when it comes to first aid.

While students' interactions with the current security were mixed in the free text answers for the SU Security survey, it is important to note the number of comments which maintained the security team were overly aggressive far outnumbered the responses describing them as approachable. Again, it's important to acknowledge all students' perception of the former and current security teams are authentic. This a difficult issue because the security team needs to have a visible and strong presence to maintain control of high-risk situations in our venues to ensure student safety, and there is the possibility that a security team which is too friendly could lack this necessary level of control needed to diffuse situations and keep students safe. However, that there is no room for inappropriate or discriminatory behaviour as discussed earlier in this section, and any actions and behaviour by the current security team who engage with students in this way should be raised to the Students' Union for further review.

C7. Sexual Harassment and Assault

Another security process that needs to be discussed in further detail is how the current security team handles incidents of sexual assault and harassment. The current process around reporting sexual harassment and assault is listed on the venues section of our website. If students have experienced harassment or assault, they should report the incident to a member of staff or security at the event so they can take immediate action. We also recommend students have the option to book an appointment at the Students' Union Advice Centre. Finally, students can, and should, report any concerns, complaints, or misconduct through BeHeard, the University's reporting platform. If students want to file an official complaint with the Students' Union, they can write to the venues team at venues@su.rhul.ac.uk.

In terms of students' experiences of sexual harassment and assault, the comment section in both surveys highlighted that these incidents were more likely to occur in the Union Venue Nightclub and Medicine rather than The Packhorse, although there were still instances in the survey where students discussed experiencing sexual assault and harassment in the pub. Below, we have shared student comments discussing their experience with sexual assault and harassment over the last two academic years.

I informed the tent about a sexual assault and the next times I went the assaulter was still there and came up to me. –Rate Your Union, 2022

I've been assaulted many times in the SU and didn't receive support. –Rate Your Union, 2022

Better bag checks and better security who take sexual assault and harassment seriously!! –Rate Your Union, 2022

Security within the SU and Medicine venues are terrible, especially with regards to sexual assault/harassment and spiking. –Rate Your Union, 2022

In the students' union (particularly the sports events nights) group of boys can become aggressive or predatory- I know it isn't the job of the SU to observe every single person in there, however, there was definitely some inappropriate touching and egging on by certain sports teams which went unnoticed. –SU Security survey, 2023

There has been multiple occasions in the SU in which myself or my friends have been touched inappropriately, the most recent one being more serious & security at the time acted accordingly and provided reassurance on the night that we would receive an email with more details on the report. It has been a month and no email. Moreover, I have seen the culprit at events since and it makes us all feel uncomfortable, for it's as if he 'got away with it', there's been no consequences. –SU Security survey,

Especially at the SU venue, there have been multiple cases of sexual harassment and assault. Some people in the SU have the audacity to grab others and touch their private parts without consent which is beyond disgusting. In addition to that SU in general does not take sexual assault seriously, not only allowing those people to be part of the university but also allowing assaulters to be committee members in sports. My friends and myself have been groped multiple times on the Union Venue nightclub. –SU Security survey, 2023

I've always found the SU to be way more predatory, Meds and the Packhorse have more adequate security for their size and generally attract fewer people with less than great intentions. –SU Security survey 2023

At places on campus especially packhorse people that don't attend this uni are able to come in to these spaces. And there have been several occasions where these people have caused trouble for not only me but for my friends as well. There has even been a case of one of my friends getting sexually assaulted by a person that did not attend this uni. –SU Security survey, 2023

The comments above reveal some students have experienced being blamed or kicked out of the event when reporting an incident of sexual assault or harassment to the security or staff team, and this has negatively impacted how safe they feel inside our venues. There were also repeated comments throughout both surveys that perpetrators of sexual assault and harassment did not receive any sort of consequence for their actions. Both surveys highlighted that students want a quicker and more compassionate response by the security team to reports of sexual assault and harassment. This is a security process that needs to be investigated further, especially in terms of how the Students' Union deals with the perpetrators of sexual assault and harassment. The Students' Union should review its current policy around dealing with incidents of sexual harassment and assault and, following this review, the Students' Union should publish the findings to the website and signpost any changes to the existing policy to keep students better informed of our process. The Students' Union should also consider increasing awareness of sexual harassment in late-night venues and the impacts it has on students, especially women. Information on this issue could be shared with students through our website and social media accounts, an SU on Tour activity or by running a campaign during the next academic year.

One final thought about the way we could improve and raise students' awareness around our current security processes and reviews is that the Students Union should consider creating a permanent page on the Students' Union website which lists all our current processes around security and safety at our venues. This should include our bag and person check policies, anti-spiking measures, our involvement with PubWatch, our guest policy, and our CCTV policy and it should include a link to the complaints form, which will be discussed later in the report. There is currently a 'Keeping You Safe' page on the Venues section of the website which was used during the coronavirus pandemic. The Students' Union could update this expired page with the above information to create an online Security Hub. Currently, most of this information exists as separate documents on our website, but it is very difficult to navigate and find this information. If it were collated onto one permanent site within the venues section of the website our security and safety information would be more accessible to students.

C5: Anti-spiking measures

When reviewing the free text responses in the section above there are obvious correlations between students feeling as though bag checks are not strict enough with their concerns about prohibited substances being brought into our venues. There were also recurring comments about women not being checked at the door regularly, even though they are just as capable of bringing in prohibited items as men. It's no surprise that students have linked these two issues together because spiking is a huge concern for Royal Holloway students, especially as there has been a huge increase in both drink and needle spiking incidents across the UK in the last few years. Last year, the police recorded 2,065 needle spiking incidents between 1 September 2021 and 31 July 2022.² Of course, students are not the only demographic impacted by this rise in spiking, however, many university campuses like Royal Holloway have

² Universities UK, *Spiking: what universities can do*, (August 2022) <<https://www.universitiesuk.ac.uk/sites/default/files/field/downloads/2022-08/spiking-what-universities-can-do-practice-note.pdf>> [accessed 6 March 2023], p. 4.

evening venues and run huge events like Summer Ball and Freshers' Festival. Many of the recorded incidents during that time period in the UK happened on a university campus and during similar events.³ As a result, Universities UK published a report in August 2022 which explained the current epidemic of drink and needle spiking for higher education institutions and offered guidance on how to address the problem for the 2022-23 cohort and support students who have been victims of drink and needle spiking.

The Students' Union was aware of the rise in drink and needle spiking incidents during the 2021-22 academic year, and we offered free Spikekeys, plastic bottle stoppers, and StopTopps, single-use foil lids for drinks, to guests who use our venues. We additionally began selling NightCaps, reusable scrunchie drink covers, in the SU Shop in January 2022. We have also continued to run our Spiked? campaign for the last few academic years to raise awareness and inform students about the ways the Students' Union is tackling the issue with a range of anti-spiking measures in our venues. In addition to Spikekeys, StopTopps and NightCaps, the Students' Union offers free spiking test kits for students on event nights, which can be used without judgment. We also offer event welfare tents and the Good Night Crew for students to use when attending events in the Union Venue Nightclub and Medicine. The Good Night Out Crew can be used by students for a mental-health related issue, physical injury and, finally, as guides to direct students to lost property and correct queues. All staff in the Good Night Out Crew are Mental Health First Aid trained, can recognise specific triggers and have the knowledge to signpost students to the relevant support services within the University and the Students' Union for further help or to raise complaints.

In our 2022 Rate Your Union survey we wanted to know whether students were taking advantage of the anti-spiking measures we provide in our venues and are for sale in the shop. We also asked them about their satisfaction with these measures. The tables below reveal students' answers to both questions.

Have you ever used any of the following (safety measures)? (850 respondents)	
Measure	% of respondents
Spikekeys (plastic bottle stoppers)	36.82
StopTopps (single-use foil lids)	26.59
NightCap (scrunchie drink covers)	9.88
Spiking test kits	3.06
Good Night Out Crew	1.88
Event welfare tents	6.71
None of the above	56.59

Table 22: Students using anti-spiking measures, Rate Your Union, 2022

How would you rate your experience using these (safety measures)? (850 respondents)					
% of respondents					
Safety measure	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Spikekeys (plastic bottle stoppers)	46.50	43.63	6.05	3.18	0.64
StopTopps (single-use foil lids)	48.67	37.61	7.96	4.87	0.88
NightCap (scrunchie drink covers)	44.71	44.71	7.06	2.35	1.18

³ Universities UK, *Spiking: what universities can do*, p. 4.

Spiking test kits	34.62	42.31	11.54	11.54	0.00
Good Night Out crew	25.00	43.75	25.00	0.00	6.25
Event welfare tents	28.07	42.11	15.79	10.53	3.51

Table 23: Student satisfaction with anti-spiking measures, Rate Your Union, 2022

Most of the comments in the free-text responses for Rate Your Union stated that students were satisfied with the anti-spiking measures when they used them, although many students commented that StopTopps often ran out during an event. Students also felt they should not have to ask the bar staff for Spikeys or StopTopps, and that all drinks should automatically come with one of these items. Further comments around improvement addressed students' need for increased communication between the Students' Union and students around our anti-spiking measures. There were also recurring comments that students felt staff did not know how to properly deal with spiking victims because students were often accused by staff and security that they were drunk rather than a victim of being spiked. In our 2023 SU Security survey we did not repeat either of these questions, however, when students brought up the issue of spiking, many of their concerns were the same one year later. Below we have shared a sample of their responses from both surveys which highlight students' experiences around how the previous and current security and staff teams have handled spiking in our venues.

Keep more stock of the foils that prevent spiking. –Rate Your Union, 2022

I want the security to be more proactive about spiking - I know many girls who have just been seen as "too drunk" and have been told to "just go home" when they have actually been spiked. –Rate Your Union, 2022

Sexual assault isn't very common. However the staff need to treat victims better. I know a lot of spiking victims that have been fined for being too drunk when they were spiked and it's not their fault. –Rate Your Union, 2022

Ensure anti spiking measures are available at all su events and that all attendees are aware of them and to continue with the welfare tent. –Rate Your Union, 2022

Train staff to help identify spiking victims and how to help them if something does happen. –Rate Your Union, 2022

Staff should take complaints seriously and more info should be spread on anti spiking lids and other methods. –Rate Your Union, 2022

Well I've been spiked at meds and the SU. Security do try but it's hard with the amount of people and the crowds are so easy to hide in for spikers. Also people get too drunk. –SU Security survey, 2023

I went to the student union on [F]riday, I got spiked with a hallucinogenic. I was in hospital all night in to the day, it was probably the scariest thing i've ever experienced. As well as this, I also got sexually harassed within the student union the same night, which to be fair to the security, they kicked him out asap. They should do more bag checks and pat downs for people who don't have bags. It's actually ridiculous. I will not be able to enjoy the student union again. I feel like their could have been a lot more done to prevent this. –SU Security survey, 2023

The security in the SU and Medicine are vigilante and many of the drinks have anti-spiking measures. –SU Security survey, 2023.

As a result of student feedback in this area, there are a few recommendations the Students' Union can undertake to raise awareness about drink and needle spiking and improve the anti-spiking measures we have in place to help students feel safer. Firstly, the Students' Union should implement regular comms at the start of each term on our social media accounts and within our all-student email about ways they can be safe in our venues when attending an event. These comms should highlight anti-spiking measures currently in place at our venues and for purchase in the Students' Union shop, the Good Night Out Crew's purpose and location at events. 31.65 per cent of survey respondents in our SU Security survey answered they were aware of our Good Night Out Crew who are stationed at the pink gazebo during events in Medicine and the Union Venue Nightclub. 19.49 per cent of respondents answered they had used this service. Further promotion of the Good Night Out Crew would help more students become aware of their presence and would likely have a positive impact on students' feelings of safety during events at Medicine and the Union Venue Nightclub, especially as many of the comments about students' experiences with the Good Night Out Crew were positive in the SU security survey.

The introduction of the well-being tents has been incredible. The staff in there are amazing and supportive. The younger security members are also doing a fantastic job as they are level headed and understanding. –SU Security survey, 2023

The SU venue feels quite safe due to precautions such as security on all doors and a wellness tent if anyone is unwell. –SU Security survey, 2023

I think the pink tent idea was very good, as it gives people a safe place to talk about their issues and things that have happened on a night out –SU Security survey, 2023

The Students' Union should also consider updating the physical posters and graphics on digital screens around our venues so that they include updated and more visually engaging material on our security and safety measures like the Spiked? campaign. Finally, the Students' Union should additionally implement annual refresher training on spiking for all Venue Managers and, if possible, to Duty Managers. This will help staff better understand what to look out for if students have been spiked, and it will help students feel safer knowing they can go to these staff members for help.

C6. Overcrowding and Queue Management

In both surveys students highlighted that overcrowding and poor queue management were two issues which negatively impacted their experiences and feelings of safety when attending events in our venues and with our security team, especially in the Union Venue Nightclub and Medicine. Below we have shared some student comments to further highlight this issue around student safety.

Measures to reduce crowds clustering too close together as it's scary if you're short. I went to a concert where they'd occasionally stop the music and tell us all to shuffle backwards and away from people and that seemed to work well. Stop people from chucking bottles into the crowd. –Rate Your Union, 2022

The student union is larger and more crowded which is why its harder to feel as safe and most spiking stories I've heard are from there compared to the Packhorse which is far more chilled. –Rate Your Union, 2022

I do not go to the SU venue as it is often anxiety inducingly crowded, risk of being roofied, assaulted or otherwise shoved. –Rate Your Union, 2022

Make people aware of the wellness tents (I wasn't aware they existed) as they come in or have signs at the bars mentioning them. Is this a me issue but I feel that maybe

the queuing system could be better? I'm short so I sometimes get crushed trying to get in. –Rate Your Union, 2022

I was involved in a kind of trample from queues in both medicine and the su venue, security didn't really do anything and it was a really scary experience. at medicine someone fell down and cut her legs open. –SU Security survey, 2023

Union venue can get very crowded in peak time and find it hard to get out sometimes which feels a little unsafe but all other aspects feel safe. –SU Security survey, 2023

Su can get very hectic. Mosh pits lead to people getting trampled on and pushed around. –SU Security survey, 2023

Packhorse always feels safest to me but the SU and Medicine always feel overpacked, like too many people have been let in. –SU Security survey, 2023

Packhorse security are helpful in times of need, as well as union venue however medicine could be improved as there is many times they turn a blind eye to queue jumping etc. –SU Security survey, 2023

Student comments highlight that overcrowding can lead to physical injury, is anxiety inducing at times and, finally, leaves students vulnerable to spiking incidents and sexual assault and harassment. As a result of student feedback in this area there are some changes the Students' Union can make to hopefully reduce crowds and better streamline the queue system at Medicine and the Union Venue Nightclub. The Students' Union should investigate and obtain better signage options to help streamline queue management at all our venues, especially the Union Venue Nightclub where there are multiple queue streams. This signage should be clearly visible and placed in locations around the venue to help prompt attendees into the correct queue and have their IDs and bags ready for searches. The Students' Union should consider investing in additional technology like the Where You At (WAY) app to aid the security team and the Good Night Out Crew. This app allows groups of friends to stay in touch with each other inside venues even when there is no signal so they can locate friends in dark and crowded spaces without connection. Investing in an app like Where You At will help students feel safer when attending an event inside one of our venues.⁴

C7. Complaints

Over the last few years, the Students' Union have been undertaking a piece of work reviewing our complaints process. Last year the Senior Management Team updated Byelaw K in June 2022, which is a section in our Constitution that outlines our current Complaints Procedure. Students can access this document on the Students' Union website. A full copy of this document can be found in Appendix D of this report. To be completely transparent, the current structure of our complaint's procedure is not very clear in terms of who to contact when students want to raise a complaint with the Students' Union. It has been noted in the past that the Sabbatical Officers spend a great deal of their time dealing with student complaints, and it was decided this year that complaints pertaining to incidents which occurred in our venues would be undertaken by the permanent staff team responsible for running our events and venues at venues@su.rhul.ac.uk. All other complaints would be directed to our Chief Executive Officer. Unfortunately, this has not been updated in the document currently on our website which details our complaints process, and it is perhaps one reason why students do not feel like the Students' Union effectively deals with complaints as seen in the earlier discussion around students' reporting sexual harassment and assault incidents.

⁴ Further information on the Where You At App can be found here: <https://www.wya.world/>

When we asked students to name one thing the security team could improve on there were recurring comments about improving our responsiveness and complaint handling, which was further supported by the comments in other sections of the survey which argued the Students' Union does not take complaints seriously. Below we have shared some responses made by students asking for a more streamlined complaints process.

Act on complaints. –SU Security survey, 2023

Act on complaints seriously. –SU Security survey, 2023

Be more quick to pick up phone calls. –SU Security survey, 2023

Acting on cases they way they say they would do. –SU Security survey, 2023

A complaints procedure!!!! There is no way to do this that I have ever been aware of. Yes, you can email the Venues team, but nothing will come from this and it does feel like you just shout into a void rather than anyone listening. There should be perhaps a way to directly complain about the security team and get their practices reviewed. (i do understand the difficulties with this - angry people, spam, targeting, etc. so maybe it could be anonymous, but the current system doesn't work). –SU Security survey, 2023

The final student suggestion discusses a piece of work the Students' Union has been undertaking for some time but has been unable to complete. As mentioned, the Senior Management Team recently updated our complaints procedure which, once a complaint has been submitted by a student, is the process we follow until it has been resolved. Despite this, the Students' Union has also been trying to build our own version of an online complaints form in a similar vein to the University's RH BeHeard Microsoft Teams Form. Work developing this form with the correct logic paths has already been completed, however, we are currently waiting for the University's IT team to begin developing this process into a permanent, online form.

While we wait for this work to begin, there are some actions the Students' Union can undertake to improve our current complaints process so that it is more streamlined and easier to access for students who wish to make a complaint. The Students' Union currently has a temporary complaint form which has been created on the Students' Union Google Workplace. The Students' Union should review the complaint form and see whether it is up to date and best practice as a temporary form until the Microsoft Teams Form has been created by the University's IT team. Once reviewed, this Google complaints form should sit the 'Complaints' tab which currently hosts the Byelaw K document on the website and is easily accessible to students. Once this form has been added to the website, there should be clear instructions for students about filing a complaint. During this period, the Students' Union should lobby the University to resume work that has already begun on creating a customisable Students' Union complaints form by the University's IT services in a similar vein to RH BeHeard. The Students' Union should build a complaints page while this work is being done, and add it to the Students' Union website with a link to the temporary complaints form and Byelaw K. Finally, the Students' Union should replace the temporary complaint's form with the new Microsoft Teams Form once it has been completed by the University's IT services. We want students to feel like their voices matter, because they do, and we hope the creation of a more streamlined complaints form will provide students with a better opportunity to communicate what changes

they would like to see the Students' Union that would have a positive impact on their safety when attending events in our venues.

C: Conclusion and Next Steps

Our SU Security survey revealed that, while we have taken some positive steps in the last year to improve security within our venues, there is still work to be done in this area of the Royal Holloway student experience. It is our hope that the recommendations listed in full in the next section will further improve student safety when attending an event inside one of our three venues.

Recommendations

1. Students' Union and University Security Processes

- 1.1 The Students' Union should, for a designated period, search 100 per cent of customers attending an event at the Union Venue Nightclub and Medicine with a set review date to see whether this should become standard procedure. Bag and body checks would occur during this period. Recently the Union Venue Nightclub followed this procedure and, while it did slow down the overall entry process, the security team confiscated several banned items trying to be brought in.
- 1.2 The Students' Union should work more regularly with Surrey Police where there is a police presence with sniffer dogs at certain Students' Union events at the Union Venue Nightclub and Medicine throughout the year. We recognise that Black and Global Majority students may be adversely and disproportionately negatively affected by police presence on campus. Further consultation with students from these groups will be undertaken if deemed necessary while exploring this recommendation in further detail.
- 1.3 The University should consider increasing campus security numbers to improve visibility at night which will help students feel safer when returning home following an event. Increased campus security would also act as a deterrent to non-Royal Holloway students from collecting outside our venues during events. This recommendation is in line with some of the suggestions noted around increasing the number of security bases on campus in the RH100 report in December.
- 1.4 The Students' Union should consider increasing roster numbers so there is a permanent member placed outside Medicine and the Union Venue Nightclub during events to help disperse non-attendees collecting outside those spaces.
- 1.5 The Students' Union should work closely with the University's campus security team to help disperse non-attendees collecting outside Medicine and the Union Venue Nightclub when events are taking place.
- 1.6 The Students' Union should review its current policy around dealing with incidents of sexual harassment and assault. Following this review, the Students' Union should publish the findings to the website and signpost any changes to the existing policy.
- 1.7 The Students' Union should implement annual refresher training on spiking for all Venue Managers and, if possible, Duty Managers.
- 1.8 The Students' Union should explore giving the current security teams further Equality, Diversity and Inclusion training. There are multiple companies offering this service like the egalitarian which offers training at Reading Students' Union on anti-spiking, anti-sexual violence, safeguarding and vulnerability and ways the Students' Union can be a more effective ally. Further information can be found at the following link: <https://www.theegalitarian.co.uk/safe-place-project>.

2. Students' Union Complaints Process

- 2.1 The Students' Union should lobby the University to resume work that has already begun on creating a customisable Students' Union complaints form by the University's IT Services in a similar vein to RH BeHeard.

- 2.2 The Students' Union should review the complaint form which has already been created on the Students' Union Google Workplace and see whether it is up to date and best practice to run as a temporary form until the customisable Microsoft Teams Form has been created by the University's IT team.
- 2.3 The Students' Union should build a complaints page and add it to the Students' Union website under the 'Complaints tab' currently on the website with a visible link to the temporary complaints form. Both the temporary complaints form and Byelaw K should be included in this section on the website. Once this form has been uploaded, there should be clear instructions for students about filing a complaint.
- 2.4 The Students' Union should replace the temporary complaints form with the permanent Microsoft Teams Form once it has been completed by the University's IT Services.

3. Marketing and Communications

- 3.1 The Students' Union should communicate to students on the website and through our social media channels that the temporary 100 per cent search policy has been implemented because of student feedback, and it will have an impact on queue times.
- 3.2 The Students' Union should publish a blog post or report to the website which details any changes to our bag and person checks following review of our temporary 100 per cent search process.
- 3.3 The Students' Union should publish a blog post or report to the website which details any changes to our policy around dealing with incidents of sexual harassment and assault following our review.
- 3.4 The Students' Union should create a permanent page on the Students' Union website which lists all our current processes around security and safety at our venues. This should include our bag and person check policies, anti-spiking measures, our involvement with PubWatch, our guest policy, our CCTV policy and it should include a link to the complaints form. Currently, most of this information exists as separate documents on our website, but it is very difficult to navigate and find this information. If it were collated onto one permanent site within the venues section of the website our security and safety information would be more accessible to students. There is currently a 'Keeping You Safe' page on the Venues section of the website which was used during the coronavirus pandemic. The Students' Union could update this expired page with the above information to create a Security Hub.
- 3.5 The Students' Union should investigate and obtain better signage options to help streamline queue management at all our venues, especially the Union Venue Nightclub where there are multiple queue streams. This signage should be clearly visible and placed in locations around the venue to help prompt attendees into the correct queue and have their IDs and bags ready for searches.
- 3.6 The Students' Union should implement regular comms at the start of each term on our social media accounts and within our all-student email about ways they can be safe in our venues when attending an event. These comms should highlight anti-spiking measures currently in place at our venues and for purchase in the Students' Union shop, the Good Night Out Crew's purpose and location and, finally, it should link to our security processes page mentioned in recommendation 3.4 which would inform students about measures currently in place to keep them safe.

3.7 The Students' Union should consider updating the physical posters and graphics on digital screens around our venues so that they include updated and more visually engaging material on our security and safety measures like the Spiked? campaign.

3.8 The Students' Union should consider increasing awareness on sexual harassment in late-night venues and the impacts it has on students, especially women. Information on this issue could be shared with students through our website and social media accounts, an SU on Tour activity or by running a campaign during the next academic year.

4. Software

4.1 The Students' Union should consider investing in additional technology like the Where You At (WYA) app to aid the security team and the Good Night Out Crew. This app allows groups of friends to stay in touch with each other inside venues even when there is no signal so they can locate friends in dark and crowded spaces without connection. Investing in an app like Where You At will help students feel safer when attending an event inside one of our venues. Further information on this company can be found at <https://www.wya.world/>.

Appendix A: Rate Your Union Section B, May 2022

The table below details the nine open-and closed-questions in the order that they appeared in the security section of the May 2022 Royal Holloway Students' Union Rate Your Union survey. In the first section of the survey, we asked students to provide us with demographic information for their student number and nationality. Rate Your Union ran from 13 May to 29 May 2022, and there were 1030 total responses, although only 850 students completed both sections of the survey. The survey was incentivised, and every participant received a hot drink voucher at our venue, Tommy's Kitchen. Six cash prizes were also included with one £500 prize and five £50 prizes. All winners were picked anonymously through provided student numbers.

The table below explains the survey layout and includes notes which signpost required questions and logic skips.

Student Safety: Campus & Travel	
<p>1. Where do you primarily live while studying at Royal Holloway?</p> <ul style="list-style-type: none"> ▪ On campus halls of residence ▪ Off campus halls of residence (e.g. Kingswood, George Eliot, The Pad, Hox Park) ▪ Local area (within 3 miles) ▪ Other (please specify). 	<p>Multiple choice Required question</p>
<p>2. How do you travel/from campus at night?</p> <ul style="list-style-type: none"> ▪ Privately owned vehicle (car, motorcycle, etc.) ▪ Taxi (Uber, local private hire etc.) ▪ Bus ▪ Walk ▪ E-scooter ▪ Bicycle ▪ Other (please specify) ▪ I don't travel to/from campus at night. ▪ 	<p>Checkboxes Required question</p>
<p>3. How safe do you feel?</p> <ul style="list-style-type: none"> ▪ Traveling to/from campus at night ▪ On campus 	<p>Matrix scale for each option</p> <ul style="list-style-type: none"> ▪ Very safe ▪ Safe ▪ Neither safe nor unsafe ▪ Unsafe ▪ Very unsafe <p>Required question</p>
Student Safety: Our Venues	
<p>4. Do you attend any of the Students' Union Venues (Union Venue Nightclub, Medicine, The Packhorse)?</p> <ul style="list-style-type: none"> ▪ Yes ▪ No 	<p>Multiple choice Required question Logic skip Yes: Question 5 No: Question 6</p>

<p>5. How safe do you feel in the Students' Union venues?</p> <ul style="list-style-type: none"> ▪ Union Venue Nightclub ▪ Medicine ▪ The Packhorse <p>Please can you explain your answers in a little more detail?</p>	<p>Matrix scale for each option</p> <ul style="list-style-type: none"> ▪ Very safe ▪ Safe ▪ Neither safe nor unsafe ▪ Unsafe ▪ Very unsafe <p>Comment box Required question</p>
<p>6. Have you ever used any of the following?</p> <ul style="list-style-type: none"> ▪ Spikeys (plastic bottle stoppers) ▪ StopTopps (single-use foil lids) ▪ NightCap (scrunchie drink covers) ▪ Spiking test kits ▪ Good Night Out Crew ▪ Event welfare tents ▪ None of these above 	<p>Checkboxes Required question Log skip: None of the above: question 8 All other answers: question 7</p>
<p>7. How was your experience using these?</p> <ul style="list-style-type: none"> ▪ Spikeys (plastic bottle stoppers) ▪ StopTopps (single-use foil lids) ▪ NightCap (scrunchie drink covers) ▪ Spiking test kits ▪ Good Night Out Crew ▪ Event welfare tents ▪ None of these above <p>Please can you explain your answers in a little more detail?</p>	<p>Matrix scale for each option</p> <ul style="list-style-type: none"> ▪ Very safe ▪ Safe ▪ Neither safe nor unsafe ▪ Unsafe ▪ Very unsafe <p>Comment box Required question</p>
<p>8. Before today, were you aware of the following?</p> <ul style="list-style-type: none"> ▪ Spikeys (plastic bottle stoppers) ▪ StopTopps (single-use foil lids) ▪ NightCap (scrunchie drink covers) ▪ Spiking test kits ▪ Good Night Out Crew ▪ Event welfare tents ▪ None of the above 	<p>Checkboxes Required question</p>
<p>9. What else can the Students' Union do to make you feel safer in our venues?</p>	<p>Free-text response Required question</p>

Appendix B: SU Security Survey, January 2023

The table below details the 15 open- and closed-questions as they appeared in the SU Security survey which ran from 20 January to 6 February 2023. The survey was incentivised with three cash prizes of £100 and two £50 prizes. In total we had 615 respondents who participated in the survey, but analysis revealed that just under half of these respondents only filled out the demographic section of the survey to be included in the cash prize draw. This was discovered when the survey closed, however, all three cash prize winners were awarded randomly to students who had completed the survey. Respondents who only answered the demographic portion of the survey were removed before analysis, leaving the total number of survey respondents to 376.

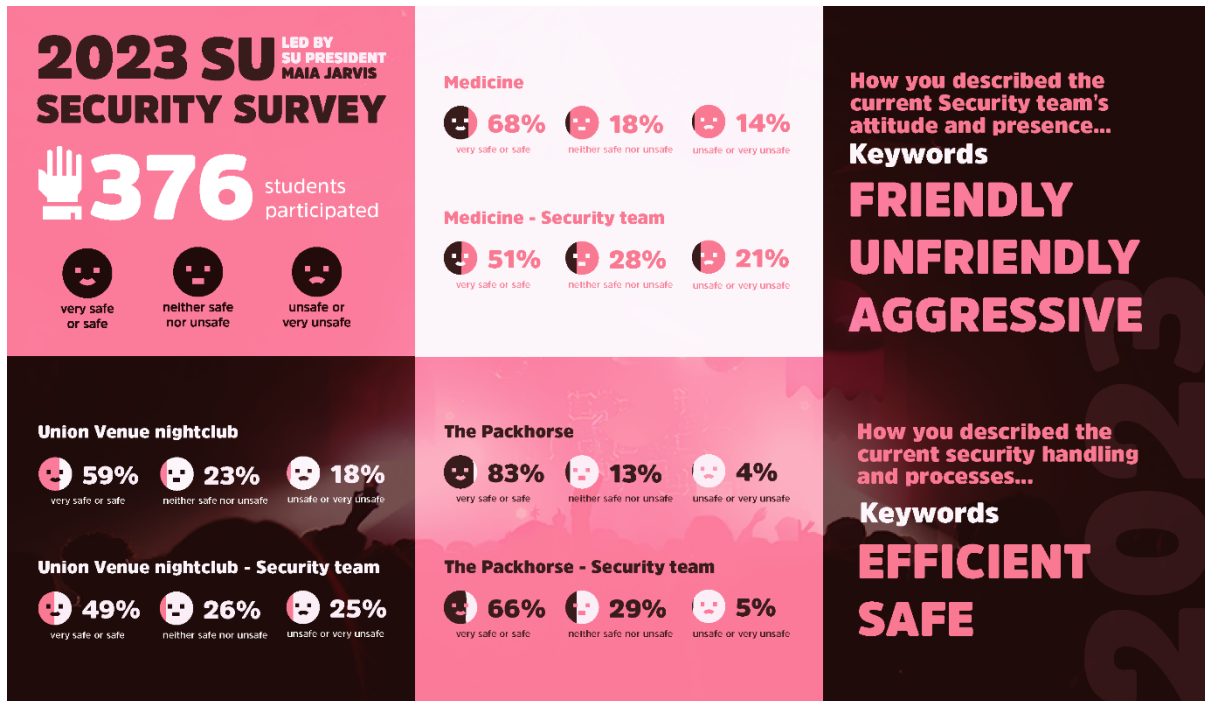
The table below explains the survey layout and includes notes which signpost required questions and logic skips.

Demographic Information	
1. What is your student number?	Free-text response Required question
2. What is your nationality? <ul style="list-style-type: none"> ▪ Home ▪ EU ▪ International 	Multiple choice Required question
3. How old are you? <ul style="list-style-type: none"> ▪ 17 or under ▪ 18-20 ▪ 21-29 ▪ 30-39 ▪ 40-49 ▪ 50-59 ▪ 60 or older ▪ Prefer not to say 	Multiple choice Required question
4. What is your year of study? <ul style="list-style-type: none"> ▪ Foundation ▪ Undergraduate Year 1 ▪ Undergraduate Year 2 ▪ Undergraduate Year 3 ▪ Undergraduate Year 4 ▪ Postgraduate Taught ▪ Postgraduate Research 	Multiple choice Required question
5. What is your ethnicity? <ul style="list-style-type: none"> ▪ White ▪ White and Black Caribbean ▪ White and Black African ▪ White and Asian ▪ Any other Mixed or Multiple Background ▪ Chinese ▪ Bangladeshi ▪ Pakistani ▪ Indian ▪ Asian or Asian British ▪ Caribbean ▪ African ▪ Middle Eastern ▪ Norther African ▪ Prefer not to Say ▪ Other (please specify) 	Dropdown Required question Other option with a comment box

SU Security	
<p>6. How safe do you feel in the Students' Union Venues?</p> <ul style="list-style-type: none"> ▪ Union Venue Nightclub ▪ Medicine ▪ The Packhorse <p>Can you please explain your answer in a little more detail as to why you feel safe?</p>	<p>Matrix scale for each option</p> <ul style="list-style-type: none"> ▪ Very safe ▪ Safe ▪ Neither safe nor unsafe ▪ Unsafe ▪ Very unsafe ▪ I do not use these venues <p>Required question Comment box</p>
<p>7. How safe does the security team make you feel in the following venues?</p> <ul style="list-style-type: none"> ▪ Union Venue Nightclub ▪ Medicine ▪ The Packhorse <p>Can you please describe in a little more detail as to why you feel safe/unsafe with the current security team?</p>	<p>Matrix scale for each option</p> <ul style="list-style-type: none"> ▪ Very safe ▪ Safe ▪ Neither safe nor unsafe ▪ Unsafe ▪ Very unsafe ▪ I do not use these venues <p>Required question Comment box</p>
<p>8. What is the security team doing well?</p>	<p>Comment box Required question</p>
<p>9. Name one thing the security team could improve on</p>	<p>Comment box Required question</p>
<p>10. Share three words which describe the current security team.</p> <ul style="list-style-type: none"> ▪ Word One ▪ Word Two ▪ Word Three 	<p>Multiple textboxes Required question</p>
<p>11. Share three words which describe an excellent security team to you.</p> <ul style="list-style-type: none"> ▪ Word One ▪ Word Two ▪ Word Three 	<p>Multiple textboxes Required question</p>
<p>12. If you attend nights out at the Union Venue Nightclub or Medicine, are you aware of our 'Good Night Out Crew' who are stationed at the pink gazebo and are there to support you?</p> <ul style="list-style-type: none"> ▪ Yes ▪ No ▪ I do not attend these venues 	<p>Multiple choice Required question Logic skip Yes: Question 13 No and I do not attend these venues: Question 14</p>
Good Night Out Crew	
<p>13. Have you ever used the 'Good Night Out Crew' service during one of our events?</p> <ul style="list-style-type: none"> ▪ Yes ▪ No <p>If you answered yes, could you describe your experience of this service in a little more detail?</p>	<p>Multiple choice Required question Comment box</p>
SU Security	
<p>14. Please feel free to share any further suggestions about how the security team could ensure you feel safe in our venues.</p>	<p>Comment box</p>

Appendix C: SU Security Survey Infographics

The below infographics were included in a blog post by SU President Maia Jarvis, which was shared in our all-student Email on 7 April 2023. We additionally shared the results on our SU Instagram account. For readability we rounded the figures to their approximate percentage, however, the tables which present the data in this report include more exact figures in line with our previous reports.



Appendix D: Byelaw K: Statutory Complaints Procedure

Byelaw K is a section in our Constitution which outlines our current Complaints Procedure. It was reviewed last year and was recently updated in June 2022. Students can access this document on the Students' Union website.

1. Purpose

This Byelaw has been established to provide further details of the procedure for how members may complain if they are dissatisfied by their dealings with the Union, or if they feel they have been unfairly disadvantaged by reason of having exercised their right not to be a member of the Union, in accordance with the Education Act 1994. This procedure codifies the Statutory Complaints Procedure detailed in Article 20 of the Constitution.

The Board may determine that other complaints procedures are appropriate for specific circumstances, such as in relation to the provision of services, or in connection with elections. The Chief Executive will ensure that any complaints procedures in force are widely published and available.

2. Principles of the Complaints Procedure

The Complaints Procedure sets the expectation that all complaints are:

- i. Taken seriously and proceed in a timely fashion.
- ii. Treated in a confidential manner.
- iii. Consistent with principles of natural justice.
- iv. Raised no later than three months after which the matter causing complaint occurred.
- v. Made by an aggrieved party; the Union will not usually accept complaints made anonymously or on behalf of others.

Complaints raised more than three months after the matter which is cause for complaint will be accepted only in exceptional circumstances, at the discretion of the Senior Management Team.

This Complaints Procedure is appropriate for use by all students who are dissatisfied with their dealings with the Union. The Complaints Procedure sets out how:

- i. Students will submit complaints.
- ii. Complaints will be investigated.
- iii. Complaint outcomes are determined.
- iv. Appeals may be submitted.
- v. Appeals will be heard.

The Complaints Procedure is not appropriate for complaints regarding:

- i. Political decisions taken by elected representatives, which should be raised through the political accountability framework provided by Student Executives and referenda.
- ii. Disciplinary action, which is set out in Byelaw L.

Should it be determined that another procedure, such as the Members' Disciplinary Procedure, is more appropriate to address the complaint at any stage, the complainant will be advised of this at the earliest opportunity.

3. Submitting a Complaint

All complaints should be made via the online Complaints Form available on the Students' Union website. Where this is not possible, complaints may be submitted in writing to the President.

Complainants will receive confirmation of the receipt of their complaint following submission, and will be informed of any updates, actions, or outcomes of the subsequent investigation in writing.

4. Informal Resolution Stage

In the first instance, an informal resolution will be sought for complaints, unless it would be inappropriate for the complaint to be raised informally, due to the nature or severity of the incident involved. In this instance, the complaint would be escalated to the formal complaint stage immediately.

If the complaint is progressed as informal, it will begin with a discussion between you and a member of the Union team aimed at resolving the concerns raised. An informal complaint can be resolved by an informal discussion, mediation or by any other way that is deemed appropriate with the aim of working with all parties concerned to identify a mutually agreeable outcome.

If, after the conclusion of the informal intervention, the complainant is unhappy with the outcome, they may request in writing to the member of staff managing the informal process that the complaint be escalated to the formal complaint stage.

5. Formal Complaint Stage

On receipt of a formal complaint, one Full-time Officer will be appointed as a Deciding Officer by the President. This individual will receive the complaint and sanction a formal investigation. If the Deciding Officer sanctions an investigation, the Senior Management Team will appoint a member of staff as the Investigation Lead with the responsibility of investigating the complaint and producing an Investigation Report to be sent to the Deciding Officer. In complex cases, the Senior Management Team may refer the case to an external partner who will then be appointed as the Investigation Lead.

On receipt of the Investigation Report, the Deciding Officer will rule on the outcome of the investigation as detailed in Section 7. In any event, the Officer will write to the complainant to confirm receipt of the formal complaint and any action taken.

Any complaint about a Full-time Officer will be referred to another Full-time Officer with no conflict of interest.

Complaints made about staff will be referred to the Chief Executive, for processing in line with appropriate employment practices. If a complaint is made about the Chief Executive, the Full-time Officer appointed to investigate will be supported by an External Trustee (usually the Vice Chair of the Board).

6. Investigation of a Formal Complaint

The designated Deciding Officer will, after finding probable cause for investigation, work with the appointed Investigation Lead to ensure the investigation proceeds efficiently and in line with the timeframes outlined below. The Investigation Report will concisely summarise the facts of the complaint and, if the complaint is upheld, a recommendation as to an effective remedy.

In any event, the Deciding Officer will write to the complainant with a summary of the Investigation Report within 90 calendar days of receipt of the Formal Complaint. This timescale may in exceptional circumstances need to be extended, where this is the case, the complainant will be informed and kept up to date with the progress of the investigation.

The Investigation Lead will, generally, ask the complainant whether they would like a face-to-face meeting during the investigation process. The Investigation Lead may also require members, staff, and trustees to support the collection of evidence in the investigation process.

The Investigation Lead will be guided by precedent during their investigation and will securely store their Investigation Report for an appropriate time period.

7. Complaint Outcomes

At the conclusion of the investigation, the Deciding Officer will review the Investigation Report and conclude if the complaint is:

- i. Upheld: whereby the Union will seek to adopt an appropriate solution or remedy, and issue an apology where appropriate. It may not always be appropriate for the complainant to be informed of all the details of any decision, for example in matters related to staffing, in order to comply with our duties of confidentiality as an employer. Where this is the case, the rationale will be made clear in the outcome provided to the complainant.
- ii. Partially upheld: whereby the Union will seek to adopt a mutually agreeable solution or remedy. As before, it may not always be appropriate for the complainant to be informed of all the details of any decision.
- iii. Not upheld: whereby the Union determines that there is no case to answer, and will provide a clear rationale for the decision.

The Deciding Officer may conclude that an appropriate complaint outcome is the commencement of disciplinary procedures. A complainant should have no expectation that they will be involved in disciplinary processes, as this may include confidential practices.

8. Appeals

The complainant has a right to appeal on three grounds, and must have evidence that the Deciding Officer:

- i. Allowed the Investigation Lead to conduct the investigation in a way that was procedurally irregular.
- ii. Was not able to consider evidence that has now become available.
- iii. Has not identified an effective remedy to an upheld complaint.

The complainant may not appeal because they disagree with a complaint not being upheld, unless they also have one or more of the grounds for appeal.

Requests for appeal should be made in writing to the Deciding Officer within seven calendar days of receiving the outcome of the formal complaint. The request will be passed to the Chief Executive, who will determine whether grounds for appeal exist.

The Chief Executive will, after finding grounds for appeal, make arrangements for a panel of the Board to consider the appeal. The panel will include three trustees, none of whom will have had previous knowledge of the complaint.

The panel will consider a case presented by the individual(s) who ran the investigation, and disputed by the complainant. The appeal may not require a hearing, and the panel may determine that it will conduct the process at a distance.

9. External review

Complainants have the right to request that the College review the complaints process. The College will not reinvestigate the complaint but will report on the confidence that can be placed in the complaints procedure being fair and appropriate.

Works Cited

Universities UK, Spiking: what universities can do, (August 2022)
<<https://www.universitiesuk.ac.uk/sites/default/files/field/downloads/2022-08/spiking-what-universities-can-do-practice-note.pdf>> [accessed 6 March 2023]