**Emergency Contacts – Durham University**

**What to do in an emergency**

**Phone 999 for the police, an ambulance or the Fire & Rescue Service**

Your call should be answered within ten seconds. A trained staff member will ask you to describe what has happened and where you are, so that you can receive help quickly. Please keep calm, and be prepared to give a brief, clear and precise explanation of the problem. As well as obtaining immediate help, your information could be used to prevent other crimes and help keep other people safe.

**Contact the University's Security Hub**

Once you have phoned the emergency services, you should alert the University's Security Hub to the incident. You can reach them on **0191 334 2222** or via the [**SafeZone App**](https://durhamuniversity.sharepoint.com/teams/ResilienceHub/SitePages/SafeZone.aspx). Calls to this number and alerts via the SafeZone App are answered 24 hours a day, 7 days a week by a trained Security Operator.

University Security have access to a list of emergency contact telephone numbers of university staff who can offer support and guidance. Security will also ensure that any emergency services attending the incident can get access to where they need to be on site quickly.

**What to do in a serious situation that is not an emergency**

If you want to report a non-emergency situation, such as theft or damage, you should either call 101 to speak to the local police or go to your nearest police station to report the situation (in Durham City, the local police station is on New Elvet).

Again, information you provide can also help prevent other crimes and keep other people safe.

Finally, as above, you should also contact the University Security hub on **0191 334 2222** or via the [**SafeZone App**](https://durhamuniversity.sharepoint.com/teams/ResilienceHub/SitePages/SafeZone.aspx) to make them aware of the issue.

If you need to contact your college about a student support matter, or other serious situation, you can use the below phone numbers 24 hours a day: