

## THEFT

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- Never leave personal possessions unattended. Take them with you or lock away out of sight.
- Always keep money in a safe place and do not withdraw more cash than necessary.
- Be careful with keys. Keep them in a secure place. Never label keys with your name and address or room number.
- Secure all vulnerable windows in your absence. An open window is an invitation to a thief who will take advantage.
- Never assume that a stranger is authorised to be in the building. Check with someone in authority. 'Can I help you?' will often deter the dishonest.
- Don't disclose confidential information to a stranger.
- Avoid keeping pin numbers and bank cards in the same place. Never write the pin number on the card.
- Never carry your cheque book and credit cards together.
- Keep your mobile phone in a safe place.
- Don't leave valuables, cash, or bank cards in coat pockets deposited in a cloak-room.
- Should your mobile phone be stolen, contact your service provider immediately. It is recommended that you also make a note of your IMEI number.

## POLICE SERVICES

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If you are a victim of crime, contact the local police and the nearest Embassy or Consulate for assistance.

The nearest police station to CTLS is:

Charing Cross Police Station  
Agar Street  
London  
WC2N 4JP

The **non-emergency** number for police in the UK is **101**.  
In case of **emergency**, dial **999** or **112**.

## INCIDENT REPORTING

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### Description of people:

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- Male/female/skin colour
- Age and height (approximate)
- Hair: colour, length, style, etc
- Build: tall, thin, stocky, etc
- Clothing
- Other distinguishing features: scar, tattoo, etc.

### Description of vehicle:

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- Make
- Registration
- Colour
- Description of driver
- Number of occupants
- Type: Saloon, Estate, Van, Lorry, including any displayed names
- Direction of travel

## IF YOU HAVE BEEN ATTACKED

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Assaults and rapes, both male and female, are very serious crimes, whether committed by a stranger or someone you know. Call the police straight away. Help them catch your attacker by:

- Trying to remember exactly what the attacker looked like.
- If a car was involved try to note the registration number, model, colour.
- Take the names and addresses of any witnesses.
- Although your immediate reaction will be to wash, try not to if you can possibly help it. It will destroy vital medical evidence that will help prove the case against the person responsible.

Should your case come to trial, by law your anonymity will be guaranteed if you are female, or under 18 years of age. The law forbids newspapers to publish anything that might identify you. Also as a general rule, you should not be asked about your previous sexual history in court.



## Safety Information

### USEFUL CONTACT INFORMATION

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Emergency	<b>999</b> or <b>112</b>
CTLS	<b>020 3077 5900</b> Mon-Fri 9am-6pm
Rape Crisis England and Wales	<b>0808 802 9999</b> Everyday 12 noon- 2.30pm and between 7-9.30pm <a href="http://rapecrisis.org.uk">rapecrisis.org.uk</a>
Victim Support Line	<b>0808 168 9111</b> Everyday 24/7 <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>
Meningitis Helpline	<b>0808 801 0388</b> <a href="http://www.meningitisnow.org">www.meningitisnow.org</a>
FRANK Drugs Advice & Information Service	<b>0300 123 6600</b> <a href="http://www.talktofrank.com">www.talktofrank.com</a>
Drinkline	<b>0300 123 1110</b> Mon-Fri 9am-8pm Weekends 11am-4pm
NHS	Call <b>111</b> for non-urgent medical advice <a href="http://www.nhs.uk">www.nhs.uk</a>
Advice and support for victims of sexual assault and rape: King's College Hospital 'The Haven'	<b>020 3299 6900</b> <a href="http://www.thehavens.org.uk">www.thehavens.org.uk</a>

## PERSONAL SAFETY

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### Out and About – Reduce the Risk

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- Try to avoid being out and about on your own – particularly after dark.
- Radiate confidence not vulnerability.
- Walk facing the traffic to avoid ‘kerb crawlers’.
- Avoid taking shortcuts along dark alleys, parks or wasteland. Keep to the middle of the pavement away from car doors and hedges. Use only well lit, busy roads.
- Do not hitch-hike or accept lifts from strangers.
- If you are out late on your own, arrange to be taken home safely or call a taxi.
- Do not carry large amounts of cash or important documents such as your passport unless you need them. Passports are difficult to replace.

### Date Rape

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Rape Crisis England & Wales is the national umbrella body for a network of autonomous member Rape Crisis organisations across England and Wales and was set up to support their specialist work.

Call **0808 802 9999** between 12 noon-2.30pm and between 7-9.30pm any day of the year for confidential support. Always be aware of the danger that, wherever you are, someone may try to spike your drink:

- Never leave a drink unattended.
- Do not accept drinks from strangers.

If you do feel odd and know you are not drunk, it’s possible you have been spiked. You have less than 20 minutes to get yourself to a place of safety.

If you are with a friend tell them what you fear, ask them to call a taxi and accompany you home. If you suspect the person with you, speak to the bar manager, ask them to phone a friend, family member or the police so that you can be taken home safely.

### If you think you are being followed

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- Cross over the road, if you are followed, cross back again.
- If you are still concerned, go to the nearest public place, a shop, a pub or house with lights on and call the police on **999** or **112**.
- If someone tries to grab your possessions, do not resist. Try to get a good look at them, then call the police, giving your location, the description and the direction the assailant went off in.

### If you go jogging

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- Vary your route but try to ensure you use a well-lit route.

### ATM/Cashpoint Safety

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- Using cashpoints inside banks is safer or get cashback from supermarkets.
- Check for suspicious devices: If in doubt don’t use it.
- Do not use a cashpoint if anyone is hanging around.
- Be aware of people standing too close while you use the cashpoint.
- Do not allow anyone to distract you, this might be a trick to steal your card and/or cash.
- Do not carry large amounts of cash, withdraw only what you need.
- Cover the keypad with your hand as you enter your pin.

### Travelling alone on public transport

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- Try to avoid waiting at isolated bus stops.
- On a bus or coach, sit as close as possible to the driver.
- Do not sit in an empty compartment on a train or tube.
- Do not leave your handbag loose on your lap or on the seat next to you.

### In the home

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- If you hear an intruder enter your home at night and you haven’t got a telephone, turn on the light and make a loud noise. Do not try and confront the intruder.
- Keep valuable property out of sight.
- Draw your curtains after dark.
- If the caller claims to be an official, ask for proof of identity. Take your time examining any document or identity card and satisfy yourself that it is completely genuine. If you are in any doubt, ask the person to either wait or call back later so you can ring the company he or she claims to be representing for verification.
- Never hide keys outside the house.
- If a stranger asks to use your phone in an emergency, offer to make the call yourself while he/she waits outside.

### Cycle Thefts

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The theft of cycles is a major concern. Mark it, lock it or lose it!

- Use a Sold Secure approved lock.
- Lock the frame of your bike to the locking point and whenever possible include the wheel(s), particularly if they are quick release, or take them with you.
- Never leave your bike unattended overnight unless in secure storage.
- Record make, model and serial number and any other unique identifying features.
- It is strongly recommended that you take out insurance cover.

### Should you become a victim

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- It is important that you contact the police immediately giving them as much information as possible.
- It is equally important that any incident is reported to CTLS staff.
- Always ask the police for your crime reference number to support any insurance claim.