



SAFETY FIRST

Making sure your visit to the
UK is safe and enjoyable



2019-20

STUDY UK
DISCOVER YOU





'It's important to integrate into the local community. I've made lots of friends locally and it's helped me understand local behaviours.'

'It is nice to know you are interested in our safety.'

'101 is the police non-emergency number but in an emergency it's still 999.'

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We hope that the time you spend visiting the UK will be an enjoyable and rewarding experience, but, here as with anywhere, it pays to be aware of your personal safety. What follows is a simple everyday guide to looking after yourself and staying safe and secure.



WELCOME TO THE UK

For many of you this will be your first time away from home in an unfamiliar country. This guide is designed to help you prepare for your visit here and give you practical advice about visiting, living and perhaps working in the UK.

It highlights some of the safety and security issues you will need to be aware of, offers sensible advice and lists organisations to contact if you need help. Issues regarding your personal safety and security will require a great deal of attention, not just in the early stages of your visit but for the duration of your time in the UK.

By international standards, the UK is a safe country, with low levels of violence and street crime.

The suggestions in this guide can help you adopt sensible strategies to help minimise the possibility of you being exposed to a number of risks.

A lot of the advice we offer may seem to be common sense, but it can make a real difference in keeping you (and your family, if they are here with you), your accommodation and your belongings safe and secure.

We want you to feel happy, comfortable and fully integrated into your new community, and everyone involved – the British Council, and the police – is working together to assist you to settle into life in the UK. International visitors have indicated to us how important their integration into the community has helped them enhance their overall perception of the UK.

They say it has helped them to learn local behaviours and how to be more vigilant about their new surroundings ensuring a better sense of self-awareness.

By taking note of the suggestions offered in this booklet and by reading and re-reading this guide throughout your stay (and insuring your belongings and registering with a doctor when you first arrive), we hope that you will stay safe and happy and free to enjoy your time in the UK.

Helen Clews
British Council

ARRIVING IN THE UK

In the excitement of arriving in a new country it can be easy to get distracted and misplace things, especially when you are getting on and off planes, trains and coaches. Here are some practical reminders to help you when you first arrive in the UK.

- ◆ Take special care of your passport, travel documents and tickets and keep them with you in a safe place. Before you travel, take a photocopy of all the pages of your passport (including the front and back covers), showing your details (name, photograph, passport number and its date and place of issue) and all the pages that have any entry clearances or immigration stamps on them, and pack this separately from your passport.
- ◆ Bring enough cash to cover your immediate needs (about £250). Bring a credit card, if you have one, to pay for things such as rail tickets and hotel bills. If possible, your cash should include some coins so that you can use public telephones and ticket machines, and some small denomination bank notes (£5 and £10).
- ◆ Cash and credit cards should be carried in a safe place, such as an inside pocket, a money belt or a zipped bag. If you lose your credit card, report it to the police and the issuing organisation immediately:
<https://www.gov.uk/contact-police>
- ◆ Label your luggage clearly so that it can be forwarded to you if it gets separated from you during your journey. If you do lose your luggage, report the loss immediately to officials of the airline or shipping line. At airports or seaports, check the lost property office to see whether it has been handed in there.
- ◆ If you need to leave your luggage somewhere while you change money or make telephone calls, use an official left luggage office (available at airports and major rail and coach stations). Then, for a small fee, you will be able to leave your luggage in a safe and supervised area. The attendant will give you a receipt so that you can collect your items later.

- ◆ If you lose your passport or if it is stolen contact the police and apply to your Embassy immediately for a new passport and give them all your details: <https://www.ukcisa.org.uk/Information--Advice/Visas-and-Immigration/Passport-visa-and-BRP-problems>
- ◆ If you are using a taxi, always make sure that you use a licensed one. Before you get in, you can check whether the taxi is licensed by looking at the back of it to ensure an official licence plate is attached. You should never agree to travel in an unlicensed taxi with an unlicensed driver.
- ◆ From airports, you can travel safely in one of the UK's famous 'black cabs'. Never agree to travel with someone who approaches you inside the terminal building, unless you have made a specific arrangement to be met by a 'minicab' company.



MEET THE POLICE

Registering your stay

Some visitors will need to register their stay with the police within seven days of arrival in the UK. For further details regarding waiting times and what you need to take go to <https://www.gov.uk/register-with-the-police>. Check your visa 'vignette' (sticker in your passport). You must register if it has 'Police registration' or 'Register with police in 7 days of entry' on it: <https://www.met.police.uk/your-area/> <https://www.met.police.uk/advice-and-information/registering-as-an-overseas-visitor/>

The police in the UK are friendly and helpful. They have a duty to protect everyone and can always be safely approached. A police officer from Greater Manchester Police answers some questions in an interview available from <https://study-uk.britishcouncil.org/planning/advice-support>

In the unlikely event that you have anything stolen, or are assaulted, followed or threatened, you can contact the police, who will always encourage you to report the incident. You should always report a crime even if you feel there is nothing the police can do. If you have lost money or property you will be given a crime reference number, which you will need in order to make any insurance claim. Do not worry about language difficulties, as the police will find someone, free of charge, who speaks your language.

Your local police station will provide helpful advice about crime prevention and a home security assessment, if required. They will also provide a certificate if you need to make an insurance claim for a theft. Just tell them what you know, not who you are. You can report online via an anonymous form at <https://crimestoppers-uk.org>

Reporting terrorist activity

Call 999 or the police anti-terrorist hotline on +44 (0)800 789 321 to report an immediate terrorist threat.

You can also report a possible terrorist threat online at <https://www.met.police.uk/tua/tell-us-about/ath/possible-terrorist-activity>

How to report a crime

To report a non-emergency minor crime, just call 101 or your local police station – you can find their number in the telephone directory – or, as we mentioned before, you can ask someone you know and trust to make the call for you.

If you witness a crime, or are a victim yourself, it is very important to report it. By reporting a crime you will make sure you get the appropriate support and you will be helping the police to tackle crime and make your local area safer.

In an emergency

In an emergency, where there is a danger to life or a crime is in progress, you can contact the police, fire brigade or ambulance service by dialling 999 from any telephone. This call is free of charge, but should be used only in an emergency.

Crimestoppers

The charity Crimestoppers operates a service which allows people to anonymously pass on information about crimes or criminals. You can call them on +44 (0)800 555 111.

PROTECTING YOUR IDENTITY

Your identity and personal information are valuable. If criminals find out your personal details, they can use them to open bank accounts and obtain credit cards, loans and documents, such as passports, in your name.

The website <https://actionfraud.police.uk> can help you to protect yourself against this happening. It advises you what to do if it does happen and suggests where to get further help.

Action Fraud is the UK's national fraud and cyber crime reporting centre. Call +44 (0)300 123 2040 or use the online reporting tool: https://actionfraud.police.uk/report_fraud

Visitors are also risking being burgled by giving away their whereabouts on social networking sites. These sites and the easy availability of addresses on the internet can be used to create a list of targets.

Millions of us are now checking bank balances and transferring funds on smart phones and tablets every day. Some banking applications (apps) have no extra security for customers who make payments using their phones – meaning a phone is a potential cash point for a clever thief.

Check if your mobile banking provider provides a PIN before you transfer money. If not, this may not be a safe way to check balances or transfer funds.

TAKING OUT INSURANCE

- ◆ It is essential that you take out insurance when you arrive in the UK to cover your belongings against theft or accidental damage.
- ◆ Be smart and insure your mobile phone. It is easy to lose a phone or break the screen when it's dropped, so take time to find an insurance that will pay out for loss, damage and if it's stolen. Check how much you will have to pay in excess, if you have to pay off the remainder of any contract, if there is a no-claim period at the start of the policy, and if the insurer pays for apps and accessories too. Prevent your phone being stolen by being aware of people on mopeds and bikes around you. They could easily snatch it as they go by. Don't check your phone as soon as you get off public transport. Walk into a shop or leave it for a while. Stand with your back against a wall if you are talking on your phone and don't text and walk at the same time as you won't be aware of a thief passing by. Register your phone with immobilise.com and if you have an iPhone with 'Find My iPhone'.
- ◆ It may also be advisable to take out medical insurance.
- ◆ If you are thinking of driving in the UK you must insure a car before you drive it.

For general advice on insurance and a full list of insurance brokers, contact the Association of British Insurers at <https://www.abi.org.uk>

FRAUDS AND SCAMS

Some criminals specifically target international students, telephoning them and pretending to be from a legitimate organisation (such as the UK Home Office, an education agent or even UKCISA). They demand money (calling it a 'fine' for a non-existent immigration problem), and claim that if you do not pay them quickly, there will be damaging consequences (for example, deportation or cancellation of your visa). For further information please see <https://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Frauds-and-scams>
<https://www.gov.uk/report-suspicious-emails-websites-phishing>

TAKING CARE OF YOUR MONEY – GAMBLING

It was once the case that gambling only took place behind closed doors – you had to be brave enough to go into a bookmakers or a casino if you wanted to place a bet. Now, however, it is possible to gamble online from the comfort of your own home – you can even gamble using your mobile phone or tablet. As a visitor to the UK you may be responsible for large sums of money – money that is supposed to cover the cost of your stay in the UK, and it is worth being aware of the dangers that gambling can pose. Some visitors have got carried away with the excitement and adrenaline rush of an early win, and have gone on to lose large sums – or even all their funds – gambling, either online or in casinos.

This can lead to debts and other associated problems, including not being able to complete your stay in the UK.

If you do decide to gamble, always remember to set a spending limit before you begin, and never gamble more money than you can afford to lose. If you think your gambling is out of control there are organisations which can help you:

<https://www.begambleaware.org>

LOOKING AFTER YOUR BELONGINGS

- ◆ When moving into new accommodation, don't leave luggage or belongings outside or in the open trunk/boot of a car or taxi.
- ◆ Using an ultraviolet pen to mark your valuables with your name, phone number, house number and postcode will enable the police to return any items to you if they are stolen and recovered. Go to this website for Immobilise property marking products: <https://www.immobilise.com/shop>
- ◆ Keeping your windows and curtains or blinds closed at night and making sure your laptop, tablet, television, mobile phone and other valuables aren't visible through a window will lessen the risk of your home being targeted. Also, you should never leave cash or credit cards lying around.
- ◆ Making use of inexpensive light timers will give the impression of occupancy.
- ◆ Consider making a list of your possessions (including model and serial numbers) for reference, and ideally keep receipts and keep photographic records of your valuables as these can help progress any insurance claim.
- ◆ If you have a bicycle, make sure you always lock it up when you're not using it, by connecting its frame and wheel to a fixed object with a good-quality 'D' lock (available from <https://www.soldsecure.com>). Mark it with your postcode and house number so the police can return it if it is stolen and recovered.
- ◆ Try not to use a computer case when carrying a laptop. Use a less obvious bag to carry it in and think carefully before you use your laptop in crowded places. Always back up your work and keep it separate from your laptop.
- ◆ Avoid displaying other expensive items, such as watches, jewellery or mobile phones in busy public places.
- ◆ Register your most valued possessions including your mobile phone, bicycles and laptops, free of charge, with Immobilise Phone Crime (<https://www.immobilise.com>). If an item is stolen, report the loss online at <https://www.immobilise.com/help/reportingitemslostorstolen> You will need to have your IMEI number (15-digit serial number) when reporting a stolen mobile phone – this can be found by dialling *#06# on most mobiles or by looking behind the phone battery. You should keep a note of your IMEI number in a safe place in case it is required.

FINDING PRIVATE ACCOMMODATION

It is important for you to have safe and suitable accommodation while you are in the UK. Start making arrangements as soon as you know you are travelling to the UK. This is especially important if you are planning to bring your family with you.

Make sure that you arrange some form of accommodation before you arrive in the UK, even if it is only temporary. If you contact your embassy or high commission before you leave your home country they may be able to give you advice and information.

Here are some tips to help you find safe private accommodation:

- ◆ You should check whether the accommodation you are going to see is in a safe area before you go. Write to or email your local police and ask them if there have been any police visits, disturbances or anti-social behaviour orders issued in the area you are looking at. You can also ask if the property you are viewing has ever been burgled.
- ◆ You can find out about crime statistics in the area in which you are planning to live or visit on <https://crime-statistics.co.uk>. You can use the website if you are planning to visit other areas during your stay, or if you are planning on staying in temporary accommodation such as a hotel in a new area. See also <https://www.zoopla.co.uk> and <https://www.homecheck.com>
- ◆ Explore and compare crime and outcomes of crime in your neighbourhood. These maps show what crimes have been committed each month on every street in England and Wales. Research published by the National Policing Improvement Agency shows that web-based crime maps do not fuel the fear of crime. The maps, which are accessible by typing a postcode into the <https://www.police.uk> website, also provide contact details for neighbourhood policing teams, CCTV footage of local incidents, and in some cases even a Twitter feed from beat officers.



- ◆ If possible, take someone with you when viewing prospective accommodation. If you are alone, leave the address you are going to and your expected time of return with a friend or colleague. Consider how far you will have to walk to and from public transport or your own private transport. View the neighbourhood both by day and by night.
- ◆ Find out exactly who might have access to the accommodation apart from yourself, and check if the windows and doors have good locks and bolts and an alarm system.
- ◆ Be businesslike in your dealings with prospective landlords. You have different rights depending on what kind of tenancy agreement you have. It is worth asking the landlord or landlady about any disputes and what the neighbours are like. The website <https://www.primelocation.com> has buying, selling and rating guides.
- ◆ If you feel uncomfortable with anyone who is showing you accommodation, mention that friends know where you are and are expecting your return at a certain time.
- ◆ You can speak to the crime prevention officer at your local police station. They will come to your accommodation and advise you on how to make it more secure.
- ◆ If you move into a new home you should change the front and back door locks immediately. If you lose your keys, or if they are stolen, replace the locks as a safety precaution.
- ◆ Hardware and DIY shops sell inexpensive key-operated locks to fit most kinds of windows. Remember to lock all outside windows and doors even when you are at home. Consider using or purchasing a safety chain, spy hole or intercom system for your front door.
- ◆ If leaving windows open at night you should fit a window limiter to prevent it being opened further.
- ◆ If you are female and live in a flat with a door-entry system do not put 'Miss', 'Mrs', or 'Ms' in front of your name; just use your family name. If in doubt about a visitor, do not let them in.
- ◆ Check the identity of any unknown caller by calling the company they say they are from. If you are not sure who is at your door don't open it.
- ◆ If you live in a flat or a house with an outside light and/or a burglar alarm, make sure you use them. If the alarm can be set to cover zoned areas, set the alarm downstairs when you go to bed.

SAFETY AT HOME

Approximately 26 per cent of burglars don't have to force entry and access is usually gained through an open door or window. Burglary rates rise approximately 23 per cent during the summer months when homes are left empty during holidays and windows are left open and unlocked. Deterring would-be criminals is one of the most effective forms of crime prevention.

- ◆ Every home should have at least one smoke alarm (preferably two), which should be tested regularly. You can buy inexpensive smoke alarms from hardware shops and other high street retailers.
- ◆ If you have a telephone-answering machine, don't record a message saying: 'I am not available', as this reveals to the caller that you are a single occupant. It is better to say: 'No one is available to take your call.'
- ◆ If you ever receive obscene or threatening telephone calls or messages, tell the police.
- ◆ If you live in a shared house, don't assume there is someone else in who will make it secure when you go out. Discuss security rules and make sure you all agree to leave the house secure at all times.
- ◆ Try to make access around the back of the house difficult for unwanted visitors. Keep bins and ladders out of sight as these can be used to gain access to the property. Try to keep the front of the house clear and visible, so unwanted visitors don't have somewhere to hide.
- ◆ If you are going away, tell someone you trust where you are going and when you will be back.
- ◆ Don't leave spare keys outside or in a garage or shed for burglars to find. Garages and sheds are often targets for burglars looking for tools, so make sure they are locked. Make sure there is no access to tools that could be used to force entry into your home.
- ◆ Leave keys in a safe place where you can find them easily in case you need to leave in a hurry, but don't keep them in sight near doors or windows. Thieves could fish for them through the letterbox. Put in a letter catcher so burglars can't peer through the letterbox or fish for keys.
- ◆ If you are leaving the house empty, ask a friend or neighbour to open and close your curtains or blinds in the mornings and evenings. Using a time-switch for your lights and radios makes it seem that the house is occupied. These can be bought from hardware shops and other high street retailers.
- ◆ If you keep your keys in a pocket rather than a bag you can still get into your house if your bag is stolen. Avoid having your keys and your address in your bag at the same time.
- ◆ Good security will reduce the likelihood of your home being burgled. But, just in case it happens, think about how you would deal with the situation. Many people now have a telephone in their bedroom, but even if you do, take your mobile to bed with you. In the unlikely event that someone breaks in, you can use it to dial 999 even if your normal phone is too far away or has been disconnected by the intruder.
- ◆ If you arrive home and see signs of a break-in – smashed windows or open doors – don't go in. Go to a friend or neighbour's house and call the police. Do not touch anything when you do go back in, as you could destroy valuable evidence.

- ◆ Gadgets can help protect your home and garden from burglars. Advances in technology mean it is now cheaper to buy security cameras with outside lights and burglar alarms that work with apps on your phone. This will enable you to keep an eye on your house when you're away. There are also indoor cameras, smart deadbolt locks, and smart doorbells you can purchase that will link to your smartphone. You can even purchase smart padlocks that can be locked and unlocked from your phone for sheds and porch doors.

Electric and gas fires, heaters and cookers

- ◆ If you live in rented accommodation your landlord must keep the property you live in safe and free from health hazards. They must make sure the gas equipment they supply is safely installed and maintained by a Gas Safe registered engineer. They must also have a registered engineer do an annual gas safety check on each appliance and flue and give you a copy of the gas safety check record before you move in, or within 28 days of the check. They must also make sure the electrical system is safe (sockets and light fittings), and all appliances they supply are safe (cookers and kettles).
- ◆ If you have gas cookers, fires and/or heaters in your accommodation, you should get an audible carbon monoxide alarm which complies with BS EN 50291. These can be bought in hardware shops or DIY stores. Make sure gas appliances are checked every year by an engineer who is registered with the Gas Safe Register (formerly CORGI). More advice can be found at www.hse.gov.uk/gas/gas-safe-register-campaign.htm

- ◆ Whenever you go out, make sure you turn off gas and electrical appliances, such as the cooker, television and iron (but not the refrigerator).

Fire safety in the home

The Fire and Rescue Service is not there to just respond when the worst happens. They are also there to offer support and advice to help prevent fires from happening in the first place. If you would like more advice visit or call your local fire station.

- ◆ If you live in rented accommodation it is also your landlord's responsibility to follow safety regulations by providing a smoke alarm on each storey and a carbon monoxide alarm in rooms with a usable fireplace or wood burner, check you have access to escape routes at all times and make sure the furniture and furnishings they supply are fire safe. They must also provide fire alarms and extinguishers if the property is a large house in multiple occupation (HMO)
- ◆ Plan your easiest escape route. Make sure everyone is familiar with that route and always have a back-up route just in case the first one is blocked.
- ◆ Fit a smoke alarm and test it regularly. Smoke alarms save lives. They alert you to the danger of fire, giving you precious time to escape. They are cheap and easy to find and to fit. You should have at least one on each floor, particularly in the kitchen, and perhaps above electrical appliances.

- ◆ Fires in the home are often caused by household appliances, so it's important to check for any signs that they have become a potential hazard. The use of correct fuses prevents overheating, which can also be caused by overloading adaptors. Keep appliances clean and replace any worn or old cables. Unplugging appliances while you are sleeping at night or when you leave the house can reduce the risk of fire. Make sure all your furniture carries the fire-resistant label.
- ◆ Close all internal doors, especially at night or when you are out.
- ◆ Take extra care around your home. Most fires are preventable. The most common causes of fire in the home include: not cooking safely; smoking and cigarette accidents; appliances setting alight; careless use of candles, portable heaters and electric blankets. Tips on how to avoid these causes of fire in the home are available at www.fireservice.co.uk/safety

In the event of fire:

- ◆ Close all doors to prevent fire spreading. A closed door can stop a fire spreading and give you extra time to get out.
- ◆ If you can, leave the house and call 999 at the first sign of fire. Stay out of the house. Remember to keep calm, act quickly and follow your escape route. If your home is filled with smoke, remember to stay low where the air is clearer. Before you open any doors, check to see if they feel warm. If any door feels warm, do not enter as the fire could be burning behind it. Leave it closed and exit another way.
- ◆ If you cannot get out, move into a room with a window and close the door. Try to take your phone with you and call 999. Use anything in the room to block the smoke from coming under the door. Open the window and shout 'Help, fire!' Fire crews will then be able to rescue you.
- ◆ If your clothes catch on fire, remember – stop, drop and roll. Do not run about – just keep still, lie down and roll to put the flames out.
- ◆ Remember, you can call your local fire station and ask them to visit your home and give you a free Home Safety Assessment. The Fire and Rescue Service is committed to helping people to be more aware of the steps they can take to avoid the risk of fire.

How to report a gas leak

If you smell gas anywhere, either in the house or in the street, call the freephone National Gas Service Emergency Line on +44 (0)800 111 999. If it is in your own house and it is safe to do so, turn off the gas supply and open the windows and doors.

SAFETY ON THE STREETS

Recent research suggests it is generally safe to walk on the streets in the UK, although you should always be aware of your surroundings and use your common sense wherever you are. The suggestions that follow are not intended to alarm but to remind you to always be alert on the streets of the UK as you would in your own country.

Pay attention to your surroundings (especially if you travel to new areas on trips or vacations) and plan your stay before you travel. Hotels can order taxis for you and can advise you about the local areas. It is always advisable to avoid high-risk situations such as walking late at night in an unfamiliar area.

- ◆ Many visitors are surprised the UK does not have street lighting everywhere. When you first move into your accommodation, find suitable and safe routes to petrol stations, shops and public telephones. Try to find and use routes that are well lit and busy.
- ◆ Walk confidently on the pavement, facing oncoming traffic. When crossing the road, remember that vehicles drive on the left in the UK, so they will be coming towards you from the right.
- ◆ If you are travelling late at night, walk in a group or, preferably, use public transport or a taxi. Avoid putting yourself at risk: don't take shortcuts near waterways (canals or rivers), or through alleyways or parks in the dark, for example.
- ◆ Don't carry large amounts of cash with you when you are out.

- ◆ Always keep your bag and coat or jacket with you, and don't leave them on a chair or out of sight.
- ◆ Make sure you carry a mobile phone with you or take enough change or a telephone card so you can make a phone call or call a taxi, should you need one.
- ◆ A new text service that transforms your mobile phone into a personal safety alarm is available from as little as £4.99 a month. Users can also choose a pay-as-you-go option. The system allows users to alert friends or family if they get into trouble. Text alarms can be set in advance – for example, if a person fails to get home at a particular time. Users can also speed dial the number to trigger an alarm if they get into trouble. Once the alarm is triggered, Text You Home obtains the location of the user from network triangulation to pinpoint the mobile. The location is then texted to emergency contacts, such as family or friends, along with any journey details sent by the user beforehand. More details are available at www.textyouhome.com/personal/
- ◆ Be alert and be brief when using a mobile phone. Be discreet and try to conceal it. Don't wander along with your earphones on or follow a smartphone's satellite navigation system as this could indicate to others that you have expensive personal possessions with you, you are not alert or even familiar with your surroundings.



- ◆ It is possible to download a free application called Find My iPhone which enables your mobile phone to be tracked via GPS. Other phones can be set up in a similar way. The police advise owners of smartphones to download applications to help you locate your phone if you have mislaid it. If your phone has been stolen the police are able to track it; this in turn helps them solve more crimes.
- ◆ Facing outwards when using a public telephone allows you to see what is going on around you.
- ◆ If you feel that you are being followed, cross the street (more than once if necessary), and if you are still concerned, move as quickly as possible to a public area, such as a restaurant or bar, and telephone for help. It is not necessarily the best idea to use the first telephone that you see if it is in an isolated spot.
- ◆ You should never accept drinks from strangers or leave your drink unattended in public places as drinks being 'spiked' with drugs or alcohol is on the increase. Read an interview with a door supervisor and tips about how international students and visitors can keep safe in clubs, bars or other venues
<https://study-uk.britishcouncil.org/planning/advice-support>
- ◆ Alcohol can lower your inhibitions which can sometimes cause you to disregard your own safety and put yourself at risk. Drinking too much alcohol can lead to damaging unintended consequences including accidents, assaults or health issues such as an unwanted pregnancy or a sexually transmitted disease.
- ◆ In some areas of the UK police officers have powers to stop a person drinking alcohol in public and can confiscate it. It is advisable NOT to drink alcohol in public places as you risk becoming a target for criminals.
<https://www.drinkaware.co.uk/advice/staying-safe-while-drinking/>
- ◆ Think about buying a personal attack alarm and carrying it in your hand when walking at night.
- ◆ Avoid confrontation – it's better and safer to walk away if you are being provoked or hassled.
- ◆ Be aware of others around you at cash machines and try not to use cash machines at night or in poorly lit areas. If you must use one, go with a friend and leave as soon as you have your money.
- ◆ Always memorise your PIN (personal identification number) to access your money from a cash machine. Never write down your PIN or give it to anyone else.
- ◆ Have your keys ready well before you reach the door of your car or house.
- ◆ Carry your bag close to you with the clasp facing inwards or strap it over your shoulder. If someone grabs your bag, let it go; your safety is more important.

USING TAXIS

There will probably be times when you need to take a taxi during your stay in the UK – for instance, before or after a night out. If you don't feel safe walking, especially late at night, use a taxi. Even if there is a group of friends it makes more sense to use a taxi and share the cost.

However, you do need to be aware of some basic safety guidelines about using them. Here are some helpful tips.

You can use a Hackney taxi more commonly known as a black cab or black taxis – but they might be a different colour in different parts of the UK.

The driver starts a meter when you get into the taxi and, at the end of your journey, you pay the price that's shown on the meter:

- ◆ You can approach them at taxi ranks
- ◆ You can flag them down in the street.

Look for the orange taxi sign above the windscreen, the taxi is only available if this sign is lit up.

- ◆ You don't need to book a black taxi in advance.

But in certain cities you can, with smartphone apps such as **Gett** and **Taxiapp**.

You can also use a private hire taxi also known as a minicab. Private hire taxi drivers are only allowed to pick you up if you've booked in advance with the taxi company via phone, an app, online or at their office.

- ◆ Your journey will be carried out by a licensed driver in a licensed, insured vehicle – a licence plate should be clearly visible on the car.
- ◆ You will be told exactly how much your journey will cost when you make your booking.
- ◆ A record is kept of your journey, your driver and the vehicle.

It's not safe to get in an **unbooked** private hire taxi and it's illegal for the driver to pick you up if you haven't booked in advance. There is no record of the journey and you could be putting yourself at risk.

USING PUBLIC TRANSPORT

Public transport in the UK is reliable, relatively inexpensive and convenient to use. Here are some tips on using it safely:

- ◆ If travelling by bus, try not to wait at bus stops alone. Put out your hand for the bus to stop for you. When you are on the bus, sit downstairs if you are on a double-decker, where the driver and other passengers can see you. Arrange for someone to meet you at the bus stop if you are travelling late and have a long way to walk.
- ◆ If you can, take a taxi rather than walk the streets with a smartphone's satellite navigation system or a road map and/or your luggage.
- ◆ If you travel by train or the Underground (the 'Tube'), try not to sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- ◆ When you are on the train, store your luggage as close to your seat as possible or where you can easily see it. If you use a luggage rack, check your belongings regularly, especially when a train stops at a station.
- ◆ If you are travelling a long way by train, make sure someone knows which train you are travelling on and when you are due to arrive.
- ◆ Check the time of the last train, bus, tube or tram home to avoid being stranded at night. Think about texting a message about your travel arrangements to a friend.
- ◆ Always have cash on you and a back-up plan if you are separated from the people you are travelling with.
- ◆ If you are lost or in need of assistance when travelling by train, find a member of staff or telephone the British Transport Police on freephone +44 (0)800 40 50 40 or you can text the British Transport Police on 61016 to tell them about non-emergency incidents. If you are travelling through a station with WiFi you can also email them at 61016@btp.pnn.police.uk.
- ◆ Do not open the doors until your transport home has completely stopped.
- ◆ Try to avoid walking alone after getting off a train, bus, tube or tram. If you can, walk close to a group of people or arrange for someone to meet you.
- ◆ Never walk across or touch railway lines – it is very dangerous and you could be badly injured or even killed.
- ◆ To remain safe and alert, don't use your headphones, smartphone satellite navigation systems or have long conversations on mobile phones while you are walking, especially late at night.





DRIVING IN THE UK

As an international visitor, you must make sure you fulfil the legal requirements and be aware of the correct procedures before you drive in England, Scotland, Wales or Northern Ireland.

You must have a valid licence that allows you to drive in Great Britain (England, Scotland and Wales). There are different arrangements in Northern Ireland.

If you wish to drive you must find out if you can use your existing licence, which will depend on where it was issued. Information can be found at <https://www.gov.uk/driving-nongb-licence>

For visitors from outside the EEA: during the first year of your stay in the UK you can drive with a valid driving licence from your own country or an International Driving Permit, **but after one year you must take out a provisional UK licence and put 'L' plates on your car. You must then arrange to sit a full UK driving test.** Until you pass your test, a person who holds a full UK driving licence must sit at your side whenever you are driving and you cannot drive on a motorway.

The car must also be covered by insurance, registered and taxed and if it is over three years old, it must have an MOT Certificate. GB licences are issued by the Driver and Vehicle Licensing Agency (DVLA). If you have a driving licence that was issued in your home country, you must find out if you can use it to drive in Great Britain and for how long it is valid.

The Highway Code is a government publication that provides a summary of UK traffic law and has pictures of all the road signs in use in the UK (many of which are also used throughout the European Union). You can buy this at most bookshops, or read it online at <https://www.gov.uk/guidance/the-highway-code>

While driving in the UK there are legal requirements that you must adhere to:

- ◆ If you are caught driving without insurance, road tax or a valid licence you will face prosecution and be fined.
 - ◆ You must drive on the left-hand side of the road and overtake on the right.
 - ◆ If you are riding a motorbike or moped you must wear a crash helmet.
 - ◆ The driver and front seat passengers must wear seat belts; rear seat passengers must wear seat belts where they are fitted.
 - ◆ You must not drive under the influence of alcohol or drugs. You can still be over the drink drive limit the next morning. The legal drink-drive limit in Scotland is lower than elsewhere in the UK. The legal alcohol limit north of the border recently changed from 80mg in every 100ml of blood to 50mg. Driving under the influence of certain drugs, including some common medicines, come into force in 2015. These changes state that it is an offence to drive with certain drugs in your system above a specified level, even if your driving ability is not impaired.
- ◆ You must observe all speed limits (30 miles per hour is usually the maximum speed limit in built-up areas).
 - ◆ If you are caught speeding by a police officer or speed camera you will be fined and have points put on your licence.
 - ◆ You will be barred from driving if you accumulate 12 points within a period of three years.
 - ◆ New drivers will have their licences revoked if they clock up six penalty points in their first two years of driving, rather than the normal 12 points.
 - ◆ You must observe the minimum age limits; the minimum age for driving a car or riding a motorcycle is 17.
 - ◆ It is illegal to read a text or check social media on your phone when you are behind the wheel. You are allowed to use fully hands-free phones while driving but you are forbidden from touching or picking it up, even for a moment. The law now specifically states that it is illegal to hold a mobile phone to follow a map and find out directions. If you need to use your phone you must park your car safely and switch off your engine.

- ◆ Remember, pedestrians have the right of way when on pedestrian crossings, but it is always safer to wait until the traffic has seen you and stopped.
- ◆ Smoking in cars carrying anyone under the age of 18 is illegal.

Here are a few more tips to help you drive safely in the UK:

- ◆ If you are going on a long journey, plan your route using main roads, and telephone ahead to let someone know roughly when to expect you.
- ◆ Before you set off, check your tyres and fuel and oil levels. Tyre weld/automatic latex puncture aerosol is useful in case of a flat tyre in a remote area, as it will mend a punctured tyre for long enough for you to reach a garage.
- ◆ Always keep a blanket, warm clothes, a pair of boots and a good torch in the car, and check the batteries regularly.
- ◆ Handbags or briefcases are safer if placed on the floor or behind seats rather than on the passenger seat.

- ◆ Don't leave valuables on open display in the car – if you have to leave them in the car, lock them in the boot or trunk so they are out of sight. Try to park your vehicle away from secluded areas, in a well-lit place if possible. Lock your car while parked in a petrol station.
- ◆ If you are travelling in a car alone, lock all the doors and keep the windows closed while you are driving.
- ◆ Make sure you are a member of a breakdown organisation. All breakdown organisations give priority to lone females.

CYCLING IN THE UK

The following advice is intended to help international visitors with the transition between cycling in your home country and the UK.

Once you have purchased a bicycle, find out if there are any local cycle shops where they will service your bike and show you how to give it regular safety checks. Fit your bike with a bell and purchase a secure lock.

NOTE: It is vital that you purchase a cycle helmet that meets the British standard. Use lights if possible at all times and wear fluorescent and reflective jackets. Don't listen to music or use your mobile phone while on your bike as it will distract you.

In many cities there will be cycle lanes so ask your institution if they provide cycle maps. Some cycle lanes can be shared with buses or pedestrians and these need to be used with extra care. Look before moving off or stopping and always indicate when turning. Be aware of car doors opening, pedestrians stepping out and emergency vehicles. Buses have limited visibility so cyclists should stay behind a bus and in full view of the mirrors, where the bus driver can see you clearly. Manoeuvres around a bus make a cyclist very vulnerable as a bus driver can only see behind by using mirrors.

All traffic signs and traffic lights should be obeyed and are available to view at <https://www.gov.uk/guidance/the-highway-code>

Complicated junctions require great experience and confidence in road cycling. Practical training or cycling with an experienced friend will help build confidence during the transition period. Alternatively, it may be advisable to consider using Google Maps to find an alternative route or use a local map in conjunction with a cycle map to plan a safer route. This is a useful activity for new visitors to help find your way around your new locality.



LAWS IN THE UK

The laws in the UK may be different from those in your home country. This especially applies to the use of tobacco, alcohol and self-defence sprays.

- ◆ You must not carry illegal drugs or substances with you of any kind (unless prescribed by a doctor), or use or supply any illegal drugs, including cannabis, ecstasy, LSD and amphetamines.
- ◆ It is illegal to carry any sort of weapon including knives, self-defence CS gas sprays, guns and stun guns.
- ◆ You must be 18 or over to buy tobacco and smoking is prohibited in workplaces and substantially enclosed public places.
- ◆ It is an illegal offence for anyone under the age of 18 to purchase alcohol or to have alcohol purchased for them.
- ◆ Only people over 18 can drink in public, except in areas of towns where Designated Public Place Orders (DPPOs) are in place. Even outside these areas, the police can take away alcohol. In the Strathclyde region of Scotland the consumption of alcohol in public places is illegal.

- ◆ Never buy property that you think might be stolen, no matter how tempting a bargain it might seem. You can check the background history of any used electrical items at <https://www.checkmend.com> either by creating a single report or by SMS.

You can find an essential guide to the law in the UK at <https://www.gov.uk/browse/justice>

POWERS OF ARREST

The police help to protect people in the community but are also there to ensure laws are followed. Police officers in the UK have the power to arrest people who are suspected of having committed an offence. Arrests can also be made if you fail to pay a fine, fail to appear in court when asked to do so, or if you refuse to give your name and address to a police officer when asked.

Where offences are considered minor, you will be issued with a summons to appear in a magistrates' court. If you do not respond to this a police officer may arrest you. If you are arrested this link gives you details about your rights <https://www.gov.uk/police-powers-of-arrest-your-rights>

If you are stopped in the street by a police officer, you have the right to ask why you have been stopped. However, remember that the police may search you if they believe you are in possession of a controlled drug, an offensive or sharp object, or stolen goods. If you are stopped in the street this link gives you details about your rights: <https://www.gov.uk/police-powers-to-stop-and-search-your-rights>

If you are arrested you will be officially cautioned. You do not have to say anything to the police. But if you are later charged with a crime and you have not mentioned, when questioned, something that you later rely on in court, then this may be taken into account when deciding if you are guilty or not. Anything you do say can later be used against you.

If you are arrested and taken to a police station, you are under no obligation to say anything until you have spoken to a solicitor. It is your right to see a solicitor when you ask and this service is free of charge. However, if you have been arrested following any alcohol-related offence and the police wish to breathalyse you, this can be done before you speak to a solicitor. Your solicitor may be present when you are questioned.

The police can only keep you at a police station for a certain amount of time, normally 24 hours, unless, depending on the offence, they ask a magistrate for an extension.

If you are arrested and you need legal assistance, there are a number of organisations that can help you:

- ◆ Community Legal Service Direct offers access to free legal information and advice. Find out more at <https://www.gov.uk/legal-aid> or telephone +44 (0)345 345 4345.
- ◆ You can also contact the Citizens Advice Bureau at <https://www.citizensadvice.org.uk> – they provide free, confidential and independent advice in their offices, and at colleges and other institutions across the UK. Advice is available face-to-face and by telephone on issues such as debt problems, legal difficulties, discrimination and housing.

DISCRIMINATION AND HARASSMENT

The population of the UK is increasingly diverse and a great many religions and ethnic groups are represented here. Britain is a tolerant society that believes in respecting the rights of minority groups. This belief is supported by law: the Equality Act works towards the elimination of discrimination and the promotion of equality between people. It lists nine protected areas: age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. If you are subjected to any form of unfair treatment, discrimination or harassment linked to any of these areas report it to your institution. They will have a formal procedure to assist individuals who feel they have been discriminated against.

You can also seek support from the Equality Advisory Support Service who will provide information and advice to anyone who thinks they have suffered discrimination or harassment.

You can contact the Equality Advisory Support Service on +44 (0)808 800 0082 or through their website www.equalityadvisoryservice.com

WELL-BEING

There are many organisations who have staff who are trained to offer advice and support to those who are experiencing personal problems.

You can contact <https://www.samaritans.org> or call 116 123 FREE anytime, from any phone, 24 hours a day, 365 days a year. If you prefer to write down how you are feeling, or if you are worried about being overheard on the phone, you can email Samaritans at jo@samaritans.org, or if you would prefer to text +44 (0)7725 909090 a crisis counsellor will text you back.

You can also contact the Papyrus HOPELineUK. It also gives confidential suicide prevention advice and support to young people and others worried about them: +44 (0)800 068 4141 Text +44 (0)7786 209697

The Sanctuary helps people who are struggling to cope, experiencing depression, anxiety, panic attacks or in crisis. You can call +44 (0)300 003 7029 between 20.00 and 18.00 every night.



HATE CRIME

Hate crime is defined as any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a person's disability, race, religion, sexual orientation or perceived disability, race, religion, sexual orientation or against a person who is transgender or perceived to be transgender.

The police also record hate incidents, which are defined as any non-crime incident which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a person's disability, race, religion, sexual orientation or perceived disability, race, religion, sexual orientation or against a person who is transgender or perceived to be transgender.

Hate crime can take many forms, including:

- ◆ physical attacks
- ◆ damage to property, including offensive graffiti and arson
- ◆ abusive telephone calls, leaflets/posters, letters, emails or postings on social media
- ◆ verbal abuse, including abusive gestures.

Hate crime or hate incidents can occur at home or close to home, in public – such as on the street, in public facilities or public transport – or even while at school, college or university.

Why should you report hate crime?

Hate crimes and incidents hurt; they can be confusing and frightening. Hate incidents can feel like crimes to those who suffer them and can escalate to crimes.

By reporting a hate crime, the police will be able to fully investigate what happened. In relation to hate incidents, the police also encourage reporting, as while the police can only prosecute when the law is broken, they can still work with partners to try and prevent any escalation in seriousness.

By reporting you will also get the service you deserve and the support you need and you may be able to prevent these incidents from happening to someone else. You will also help the police understand the extent of hate crime and incidents in your local area so they can better respond to it.

The police will deal with your report promptly and sensitively, respect your views and treat them professionally and will keep you informed of any progress or outcome.

Hate crime in any form is wrong. That is why it is important that if hate crime happens to you or someone you know, that you report it.

Reporting makes a difference – to you, your friends and your community.

http://report-it.org.uk/your_police_force



USEFUL HELPLINES AND WEBSITES

The following helplines and websites offer impartial information and support by telephone and on the internet. Information and advice in most cases is free and confidential. Remember, these organisations are there to help you, so do not hesitate to contact them if you need assistance.

Association of British Insurers

<https://www.abi.org.uk>

British Insurance Brokers' Association

Information about insurance and insurance providers in the UK.

<https://www.biba.org.uk>

British Transport Police

Provides a policing service on the railways throughout Great Britain, the London Underground, the Docklands Light Railway, the West Midlands Metro tram system and the Croydon Tramlink.

www.btp.police.uk

Citizens Advice

The Citizens Advice service helps people resolve their financial, legal and other problems by providing information and advice.

<https://www.citizensadvice.org.uk>

Community Legal Service Direct

Access to free legal information and advice.

<https://www.gov.uk/legal-aid>

+44 (0)345 345 4345

Crime statistics

The world's first nationwide street-by-street crime maps are now available in England and Wales.

<https://www.police.uk>

Crimestoppers

The charity Crimestoppers runs the +44 (0)800 555 111 number, which allows people to telephone anonymously with information about criminals or crimes.

The information is then passed on to the police.

Just tell them what you know, not who you are.

<https://crimestoppers-uk.org>

+44 (0)800 555 111

Directgov

Lots of useful safety advice and tips regarding crime prevention and self-defence.

<https://www.gov.uk/browse/justice>

Drinkaware.co.uk

For the facts about alcohol.

www.drinkaware.co.uk

Drinkline

Advice on sensible drinking and alcohol misuse.

<https://patient.info/support/drinkline>

Helpline: +44 (0)300 123 1110 (Monday – Friday 09.00–20.00, weekends 11.00–16.00)

Equality and Human Rights Commission

Offers support and advice in cases of racial discrimination or harassment.

<https://www.equalityhumanrights.com>

+44 (0)808 800 0082

Gamble Aware

Promotes responsible gambling only and supports initiatives that help prevent gambling from becoming a problem and minimise gambling-related harm. Gamble Aware is administered by the Responsible Gambling Trust.

<https://www.begambleaware.org>

Get Safe Online

Advice on how to keep yourself safe online.

<https://www.getsafeonline.org>

Highway Code

Advice on traffic law in the UK.

<https://www.gov.uk/guidance/the-highway-code>

Home Office

The Home Office has a website giving practical advice on protecting yourself against identity theft.

https://actionfraud.police.uk/fraud_protection/identity_fraud

Immobilise Crime

To register your mobile phone, bicycle or laptop, and for advice on what to do if they are stolen. Immobilise also sell property marking kits, electronic tags for bikes, luggage tags and tracker key tags and recovery services, security tags and stickers, window stickers, hologram security stickers and laptop insurance.

<https://www.immobilise.com>
<https://www.reportmyloss.com/uk/>

National Domestic Violence Helpline

Call the support line for free on
+44 (0)808 2000 247 (open 24 hours).

www.nationaldomesticviolencehelpline.org.uk

For men experiencing domestic violence.

Call Monday–Friday 09.00–17.00
on freephone +44 (0)808 801 0327
info@mensadviceline.org.uk

The webchat service is available
Tuesdays and Thursdays 10.00–16.00

www.mensadviceline.org.uk

National Drugs Helpline

A 24-hour, seven-days-a-week, free, confidential service offering advice and information to individuals concerned about drugs.

www.urban75.com/Drugs/helpline.html
+44 (0)800 77 66 00

National Lesbian and Gay Switchboard

Switchboard provides a one-stop listening service for LGBT+ people on the phone, by email and through instant messaging. 10.00–22.00 every day.

chris@switchboard.lgbt

<https://switchboard.lgbt/help/>
+44 (0)300 330 0630

NHS

NHS offers confidential health advice and information, 24 hours a day, seven days a week.

<https://www.nhs.uk/>

Papyrus HOPELineUK

Gives confidential suicide prevention advice and support to young people and others worried about them.

+44 (0)800 068 4141

Text +44 (0)7786 209697

pat@papyrus-uk.org

<https://papyrus-uk.org/>

Rape Crisis Federation for Wales and England

Help for women who have suffered rape, sexual abuse, attack or harassment.

<https://rapecrisis.org.uk>

Help for women in Northern Ireland and Scotland.

<https://www.rapecrisscotland.org.uk/help-helpline/>
<https://www.womensaidni.org>

Refuge

For women and children facing domestic abuse.

<https://www.refuge.org.uk>

Free 24-hour National Domestic Violence Helpline.

+44 (0)808 2000 247

Report it

A website giving information about hate crime or incidents and how to report it.

www.report-it.org.uk

Samaritans (24 hours)

The Samaritans provide confidential support to individuals in emotional distress.

www.samaritans.org

116 123

Stonewall

A political lobbying group working for the civil, political, economic, social and cultural rights of lesbian, gay and bisexual people.

www.stonewall.org.uk

+44 (0)800 050 2020

Suzy Lamplugh Trust

A national charity offering advice on how to stay safe.

<https://www.suzylamplugh.org>

+44 (0)808 802 0300

Terrence Higgins Trust

The Terrence Higgins Trust delivers health promotion campaigns, national and local services to people with, or affected by, AIDS.

<https://www.tht.org.uk>

+44 (0)808 802 1221

Text You Home

Text service that transforms your mobile phone into a personal safety alarm.

www.textyouhome.com/personal/

Victim Support

An independent charity that helps people cope with the effects of crime. They provide free and confidential support and information to help individuals deal with their experiences.

<https://www.victimsupport.org.uk>

+44 (0)808 1689 111

Women's Aid

Offers support and a place of safety for abused women and children.

<https://www.womensaid.org.uk>

+44 (0)808 2000 247

ACT

ACTION
COUNTERS
TERRORISM

<https://act.campaign.gov.uk/>

Why Act?

The police and the security and intelligence agencies depend on information from the public. By looking out for suspicious activity and reporting it to the police, in confidence, the public can help keep themselves, their family and their local community safe. They may see or hear something that could be that vital piece of information needed to stop a terrorist attack.

Although terrorism is rare in the UK, recent events clearly demonstrate that an attack could happen at any time or place without warning. The current threat to the UK stands at severe, which means an attack is highly likely.

By working together with the police, staying alert and thinking about your safety and security at home or when you are out and about, you can make it harder for terrorists to plan or carry out an attack.

You should report suspicious activity or behaviour – anything that seems out of place, unusual or just doesn't seem to fit in with everyday life.

These are just some examples of suspicious activity and behaviour which could potentially be terrorist related:

- ◆ Anyone hiring or acquiring large vehicles or similar for no obvious reason.
- ◆ Anyone buying or storing a large amount of chemicals, fertilisers or gas cylinders for no obvious reasons.
- ◆ Anyone taking notes or photos of security arrangements, or inspecting CCTV in an unusual way.
- ◆ Anyone visiting the dark web, ordering unusual items online or carrying out unusual bank transactions.
- ◆ Anyone who has illegal firearms or other weapons or has shown an interest in obtaining them.
- ◆ Anyone holding passports or other documents in different names, for no obvious reasons.
- ◆ Anyone who goes away travelling for long periods of time but is vague about where they're going.

Report potentially crucial information about suspicious activity confidentially to the police free on +44 (0)800 789 321.

If you would prefer to report information online rather than over the phone, you can do so via <https://act.campaign.gov.uk/>

Always remember, if something is occurring now, call 999.



