Keeping yourself safe
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Here you can find out about:

- Being safe from strangers at home
- Being safe when you are out and about
- What to do if you are verbally abused
- Making a phone call
Keeping yourself safe

Being safe from strangers at home

Your home should be a place where you feel safe. Be careful if a stranger comes to the door.

A stranger is someone you don’t know.

If a stranger knocks at your door and you are not expecting them, you can look out of the window to see who it is or keep the chain on the door when you open it.

DON’T LET STRANGERS IN THE HOUSE.

Ask them to show you their identity card. This will tell you who they are and where they are from.

These cards should have a photo of the person and a telephone number. You can phone this number to check the person is who they say they are.

If they are not, tell someone. You can tell someone who supports you, the police or your local Neighbourhood Watch if you have one.
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Being safe when you are out and about
Usually you are safe in the street, but here are some things you can do to keep yourself safe:

Plan where you are going and how to get there.

Take enough money with you. You may need some extra money for things that happen that you can’t plan for, like money for a taxi if your bus or train does not turn up.

Take a phone card or mobile phone with you. If you have a personal alarm take this with you.

Put your money, keys and phone in a safe place, so they do not get lost or stolen.

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Tell someone where you are going and what time you will be back.

Take a torch with you at night.

Go out with a friend if you can, it is safer to travel with friends.

Do not be afraid, be alert!

Look confident as if you know where you are going. Keep your eyes and ears open. If you listen to a personal stereo, you will not know what is going on around you.
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Ideas to help you keep safe when using transport:

Do not accept lifts in cars from strangers.

On the bus
It is safer to travel in the daylight.
Try to sit near other people.

If you do not feel safe near someone move away, maybe sit near to the driver.

Tell him if you do not feel safe.

Do not get off the bus before your stop as you will have further to walk home.
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On the train

Try to find a busy compartment.
You are safer in a crowd.

If you are standing alone on a platform waiting for a train, try and stand in a brightly lit area.

If you are out late at night book a taxi.
When it comes sit behind the driver in the back seat. When you get home have your keys ready and ask the driver to wait outside until you are inside the house.
When you visit the Post Office to collect your benefits, try to go at different times of day.

It is harder for someone to steal your money if they don’t know when you have money on you.

It’s a good idea to go to the Post Office with a friend.

When you go out only take the money you will need.

Try not to keep all your money in one place, keep some in a wallet and some in a pocket.

This way if you lose your wallet you won’t lose all of your money.
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Things you can do if you are followed or threatened:

**Phone someone**
Find the nearest phone box or go to a place like a shop or house where someone can help you.

Use your mobile phone, if you have one.

**Get away quickly**
If you are threatened by someone do not stop to fight for your things. It’s best not to get hurt. Try saying “NO” first or shout or scream for help, make as much noise as possible. Use your personal alarm, if you have one. Get away quickly.

**Tell someone**
Try to stay calm, go somewhere safe and tell someone what has happened.
If someone shouts at you, swears at you, calls you names or bothers you in the street, there are different things to do.

You can choose to:

**Ignore it and walk away.**

Look in the other direction, turn and go the other way. Cross the road.

**Shout for help.**

Say “NO”.

Use your personal alarm.
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Tell someone

If you don’t need help straight away you might choose to tell a friend, someone in your family, someone you trust or like to talk to.

You can tell someone like your social worker, key worker, or someone who works for Victim Support.

If the same person is always shouting at you, calling you names, upsetting you or hurting you it is harassment. People who harass you can be made to stop.

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You should tell someone as soon as possible. You can tell the police or a solicitor.

You can fill in the Bullying and Harassment Reporting Form. You can ask someone to help you.

Get help quickly
If the worst happens and you need help quickly. There is always someone to help including shopkeepers, police and people walking by.

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Making a phone call

It’s a good idea to know how to use a public phone. Using the phone can help you to get support if you need it. It’s a good way to keep yourself safe.

To use a payphone you need to use coins or a phone card. Pick up the phone, and put some money or your phone card in the slot. Then dial the number you want.

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You can buy yourself a mobile phone to use.

If you need to call 999 you do not need to pay.
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When can you call 999?

If you need help very quickly.
In an emergency.

For example:

If there is a road crash or accident.
If you or someone else is in danger.
If there are burglars in the house.
If there is a fire.
If someone is seriously ill.

When not to call 999

Do not call 999 if you do not need help very quickly.
For example:

If you just need advice or need to talk to an officer who is already helping you with something. You can call or visit your local police station.

Go to Find Out More
You do not have to pay for this call.

Do you need the police, fire or an ambulance?

What happens when you call 999?
An operator will answer the phone. The operator will ask you if you need the police, fire or an ambulance.
If you are not sure who you need, the operator will put you through to the police.

The operator can tell the police the telephone number you are calling from, unless you are calling from a mobile phone.

The police operator will ask you:

Your name and where you live.

Where you are calling from. They will help you if you do not know where you are.

What is the telephone number you are calling from.

What has happened.

They will send someone to help you.

Use your Keeping Safe Card