



Crime Prevention and Personal Safety

**Providing a safe and
secure environment for all**

Contents

Who are we and what are we here for?	1
What can we support with?	2
ID card and Tailgating	3
Theft	4
Travelling Safely	6
Safety at Home	8
Bogus police	9
Fraud/Scams	10
Online Harassment	11
Harassment and Hate Crimes	12
Sexual Misconduct	13
Domestic Abuse	14
Terrorism	15
SafeZone	16
Contact	17

Who are we and what are we here for?

UCL's Crime Prevention and Personal Safety Team are here to share important safety and security messages with students, from online safety and keeping your property secure to addressing personal safety issues.

What can we support with?

2

We can support students reporting any crime or personal safety concerns. Common reports include:

- Theft
- Scams
- Fraud
- Harassment
- Stalking
- Domestic abuse
- Sexual misconduct
- Hate crimes
- Personal safety concerns

...but if you're unsure if what you are concerned about is a crime just get in touch and we can support you.

Our approach

Students are encouraged to raise any concerns about their safety and security. No issue is too small if it is worrying you.

Any concerns will be addressed in a **non-judgmental, confidential and supportive way** using a trauma-informed approach. After listening to you, the team will be able to tell you whether an offence has been committed (if appropriate) and what options are available to you, whilst advising to keep you safe. With your consent, they can signpost you to specialist support agencies for additional help.

Your ID Card

3



Your ID card allows you access to secure parts of UCL. It is also a way that we look after everyone's safety.

So to ensure we keep each other safe, please follow these simple rules...

Keep it on you at all times

Don't lend it to anyone

Report if it's missing

Don't post images of it online

If you lose your card or it goes missing, please go to the office at Andrew Huxley, on the Bloomsbury campus



Tailgating

Letting unauthorised people access secure parts is a risk to our community.

It is kind to want to help others get into buildings, but we cannot be sure they are a part of our community unless we see their ID Card and they may be there to commit crime. It is important we only allow members of the UCL community into our secure spaces, so we ask:

If you sense someone is going to follow you through, stand back and let them go first

Look out for anyone following you through card access only areas

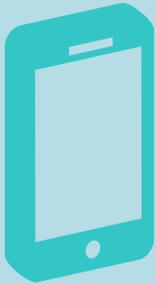
If you do not want to confront someone, please notify Security straight away

Theft

4

Though London is a mostly safe place to live, unfortunately thefts can happen. But there are some small things you can integrate into your day-to-day life that can help keep your items safe.

The most common thefts are:



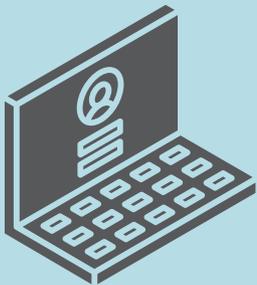
Phones



Bikes



Money



Laptops

If you just experienced a theft even if attempted you can contact the police on 999 or report online.

If you want to speak to us after an incident to get more tailored advice please e-mail us at crimeprevention-personalsafety@ucl.ac.uk

5



Common types of theft:

With a **distraction theft**, someone will create a distraction to take your items that are out in view.

To keep your valuable items safe simply put them away when you are not using them.



With **moped/bike on pavement theft** we advise you to stay aware of your surroundings. If you see a moped put your phone away.

Avoid using your phone in public, but if you do have to, face away from the road. Keep it locked to stop anyone from accessing your data.



To keep your laptop and bags safe keep them on you at all times. Don't leave your items as table savers. Don't leave your items unattended on campus anywhere even for a short amount of time.

To keep your valuables safe from **pickpockets** keep your valuables close, zipped up in your bag is best.

Don't leave your bag under your seat or on the back of chairs. Try not to carry large amounts of cash.



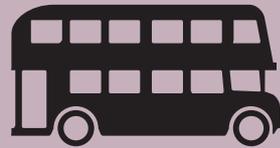
Travelling Safely

Traveling in London can be daunting but having the access to public transport is a great opportunity to explore and make the most of the city. To ensure you have a safe journey make sure you plan your trip before you set off.



Find a carriage occupied by others. Don't sit alone in an empty carriage.

If feeling concerned please approach TFL staff.



At night if you can sit on the lower deck of the bus near the driver.

Track bus times as to not have to wait at bus stations for long periods.



Look at rules of the road before cycling in London. Wear high visibility clothing so you seen.

Make sure you use the cycle lanes



Only use licensed taxis, Ubers or Bolt. Beware of unlicensed cabs.

On some taxi apps you can share your journey with friends



Report criminal damage and antisocial behaviour to TFL. For any crimes report to the police



Register your bike to make it easier to recover if stolen



Walksafe+ is a safety app that is available to download for free it features location sharing with trusted contacts to help you get home safely.

Safety at Home

8

Home is our safe space and where we should be able to be without concern. There are some simple things we can do to keep our belongings safe when we are home.



Bogus Police

9

If you are concerned that you have come across bogus police, please report the incident to the police as soon as you're able to.

If you have been stopped by Police and they ask for money, property or pin codes please call 999 straight away and check the officers details with them to make sure they are real officers on duty at that time. Make sure you pass as much detail as possible.

Please Be Aware
Bogus Police Officers operate in this area

Groups of criminals are posing as police officers in this area in order to trick people and steal their money, credit cards, and valuables. These individuals wear ordinary clothes and use fake Police IDs to search people and take what they can. If you are stopped by a police officer, ALWAYS ask to see their Police ID - a genuine Police ID cannot be copied and looks like this:

The ID card will always have:

- ✓ photograph of the officer
- ✓ a name
- ✓ identity number
- ✓ Metropolitan Police Service hologram.

Remember:

- » A genuine police officer will **ALWAYS** explain why you have been stopped and give you a form after the search is complete.
- » A genuine police officer will **ALWAYS** be able to show you a valid ID and tell you which police station they are from.
- » A genuine police officer will **NEVER** ask you for PIN numbers or money.

If you are in any doubt of the officer's identity, call 101 and explain the situation, stating the officer's name and warrant number. The operator will understand you are verifying identity. A real police officer will understand what you are doing.

In an emergency, always call 999

METROPOLITAN POLICE TOTAL POLICING

Fraud and Scams

10

Unfortunately, Scams are on the rise and are becoming more and more common. But to keep yourself safe you can follow some simple steps.

If anyone is asking or pressuring you for money get in touch with us and we can work through it with you.



If you are concerned about being hacked, change your password and contact ISD.

Don't open email attachments if you are unsure where it is from.

Don't give out personal information or bank details

Don't transfer money to anyone you don't know

Don't be a money mule – if it is easy money and seems too good to be true, it is.



For more information on scams as well as up-dates, please see the UCL site

Online Harassment

11

Online harassment is when someone uses platforms online to abuse, threaten, humiliate and cause harm to someone.



If you have been victim of online harassment, you can use our toolkit to see how you can get support from UCL.

Harassment and Hate Crimes

12

Hate crimes are characterised 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 or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity

Harassment is unwanted conduct related to a relevant protected characteristic that has the purpose or effect of violating a person’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. The unwanted conduct can be physical, verbal or non-verbal.

If you believe you have been a victim of harassment, sexual misconduct or hate crime please get in touch with us through [Report + Support](#), or fill out our referral form and we can provide advice and support to keep you safe.



You can report hate crimes to the charity Stop Hate and to the student union for specialist advice and support.

Sexual Misconduct

13

Rape Crisis England and Wales defines Sexual violence as any kind of sexual activity or act (including online) that was unwanted or involves one or more of the following:

- Pressure
- Manipulation
- Bullying
- Intimidation
- Threats
- Deception
- Force

In other words, any kind of sexual activity or act that took place without consent.



If you are concerned about something that has happened, be it recent or historic, you’re welcome to come to chat with us in a completely confidential space. We can discuss what options for reporting and/or support are available.

You are in control of the process and we will only act with your consent.



Understanding consent is an important part of ensuring we can keep ourselves and each other safe, so we encourage everyone to take our **Let’s Talk About Consent Training**.

Domestic Abuse

Domestic abuse is defined as an incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence. In the majority of cases by a partner or ex-partner, but also by a family member or carer.

If you are worried about yourself or someone you know please reach out to us so we can discuss what is going on.



Here at UCL, we live in a community with each other which means we have the power to keep each other safe. We believe in equipping you with the ability to do this safely and with confidence through the Active BystanderTraining. Please use the QR to register for the training.



If you're looking for support outside of UCL regarding harassment, domestic abuse or sexual violence, but you are not sure where to start, please look here for a list of organisations available

Terrorism

Terrorist attacks are rare and you are extremely unlikely to witness one, but here is some information so you can keep yourself and others safe in the event of an attack.

We recommend making a plan and then just go about your day to day activities. At home, work or uni think about spaces you could use in an emergency.

IN THE RARE EVENT OF a firearms or weapons attack

RUN - to a place of safety. This is a better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE - Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can.

TELL - the police by calling 999 when it is safe to do so.

www.npcc.police.uk/staysafe



If you're concerned about anyone's suspicious behaviour you can get in touch with us or report it to the police

SafeZone

16



The SafeZone app can be used to contact security in an emergency, if you need any urgent help, first aid assistance or wellbeing support.

SafeZone can be used on campus or off campus 24 hours a day, 7 days a week. If you raise an alert off campus we will inform emergency services on your behalf and share your location.

- Provide emergency assistance at the touch of a button, your location on campus will be shared and Security will come to help you.
- Allow us to share your location with the appropriate emergency services.
- Raise a non-emergency alert by pressing the Security or First Aid buttons.
- Get Wellbeing Assistance details of the 24-hour student support helpline number, SSW contacts and your SRA details if you need them.
- Use check-In function for lone working.
- Use a timed Check-In, when that timer goes Security will call you to make sure you are ok.
- During Timed Check-In, there is an incapacity alert, so if you drop your phone or fall, Security will be alerted and help will be dispatched immediately.
- Tip Reporting – if you come across something you feel Security need to know about. You can share a picture, a location and a summary and we will take a look and resolve the issue. In can be reported anonymously.

How to contact us

17

For a referral please fill out the form:



Download SafeZone:



Call the UCL security team on:
UCL Landline: 222
Phone: 0207 7679 2222

Call the UCL East security team on:
UCL Landline: 68555
Phone: 0208 0168 555



Find further information and updates on our service on our UCL site and socials:

@UCLSecurtiy

