



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■

Staying safe



Personal safety and crime
prevention advice for life
at LSE and in London

Message from Ruhana Ali

SU education and welfare officer 2007-08

A warm welcome to London and LSE. London is an exciting, cosmopolitan and wonderfully vibrant place in which to live and study. But sometimes living in such a large city, especially if it's your first time away from home, can be daunting. The Students' Union and the School would like to ensure that your time here is safe and enjoyable. This handy guide aims to give you practical advice for keeping yourself and your possessions safe. Take time to read it and take on board the advice offered so that you can get the best out of your stay in London. If you want to talk about any issues, or have any welfare concerns, my door is always open.

Contact

Tel: 020 7955 6709, email: su.edwelfare@lse.ac.uk,
E299, East Building



Be aware, be safe, be happy

The LSE campus comprises 20 or so buildings around Houghton Street, with 11 halls of residences around London. Our campus and halls are within London communities; in some cases, in the centre of London's tourist areas. At LSE you are in the heart of one of the most diverse and lively cities in the world.

It's not just the place, it's the people that make LSE and London special. You'll meet people from a variety of countries, cultures and backgrounds, with ideas and values that may well differ from your own. It's about keeping an open mind and having respect for others but trusting your own instincts as well.

This guide offers advice on keeping yourself safe and secure at LSE, in London and in halls. We hope it helps you in any emergency situation but also provides some reassurance and where to ask for help in a variety of general situations.

Fear of crime can blight people's lives and must always be balanced against true or real risk. Around 90 per cent of crime is committed by opportunist thieves. Alcohol and drugs play their part too in crime and safety issues. But at LSE real risk is low. Please be reassured that serious crime is not, and has never been, a problem at LSE.

But we are never complacent about security. We ask you to play your part in keeping the School a welcoming environment, while respecting security arrangements that are in place. Enjoy your time with us.

- Keep an In Case of Emergency (ICE) contact person on your mobile phone
- Keep your emergency contact on LSE For You up to date
- Always check the LSE website at www.lse.ac.uk if there is any London/UK security incident

Paul Thornbury, Head of Security



Useful internal telephone extension numbers

LSE main switchboard (8.30am to 5.30pm, Monday to Friday)	020 7405 7686
--	----------------------

Main reception, Old Building	2000/7111
------------------------------	------------------

24 hour control room	6200/4044
----------------------	------------------

Lost property office	7988
----------------------	-------------

Students' Union reception	7158
---------------------------	-------------

Students' Union Advice Centre	7145
-------------------------------	-------------

LSE Medical Centre	7016
--------------------	-------------

Library info desk	7229
-------------------	-------------

EMERGENCY AT LSE? ON ANY INTERNAL PHONE	DIAL 666
--	-----------------

At LSE

Reception is at the entrance to the Old Building, Houghton Street. The security area within Reception is staffed 24 hours, every day of the year by a security team – even during School closure periods.

- If you want help or see anyone behaving suspiciously, telephone Reception using one of the internal phones located at various places around the campus – dial 2000
- To contact security staff in an emergency dial 666 from any internal telephone or 020 7955 6555

Please look after your property – every time it rains, ten umbrellas are deposited at Reception!

Property lost and found can be a problem. Over 5,000 items are lost and found every year.

- There is a Property Office in Room AO50 which is open Monday, Wednesday and Friday from 10am to 12 noon and 2pm to 4pm during term time – outside these hours speak to Reception staff

Tel: 020 7955 7988 **Email:** lost-property@lse.ac.uk

Laptop computers are the HOTTEST items to take.

- Do not leave a laptop unattended – even for a moment – it will go! That includes cafeterias and bars. Watch your laptop, mark and lock it and ensure it's security

Always check the LSE website if there is any London/UK security incident



Bicycles are a great way to travel around London but be safety and security conscious. Always lock your bike, even if leaving it just for a few minutes. Visit it regularly.

- Hardened steel D-shaped locks are recommended, as are ones that cannot be cut off quickly – invest in the best lock you can, or two! See www.lcc.org.uk or www.soldsecure.com
- Take advantage of free bike security marking by the police, and mechanical checks during LSE Bike Weeks. LCC recommends that you register your bike on Immobilise. This is the property register for the UK used by the Met Police to reunite stolen goods with their legitimate owners. Registration is free at www.immobilise.com
- Wear a protective helmet and clothing and follow the Highway Code

80,000 bikes were stolen in London last year, but 95 per cent of those recovered were not returned because owners could not be identified

(www.mayor.london.gov.uk)

Lockers are widely used inside the School.

- Do not put valuable items into lockers, particularly wallets, purses and laptops
- Please do not use the lockers in or near the changing facilities as permanent storage lockers – anything left there overnight will be removed by security staff
- When you have found your locker, secure it with a strong lock of at least six millimetres thickness. These are available in the SU Shop. Invest in a good lock



Crime on our campus is low. Assaults are almost unknown. But remember that you are in a big city – act sensibly and keep away from problem areas.

- Our campus is very open, especially during the working day. In common with all other large cities, 'walk in' type theft is a feature of the environment
- 'Walk in' thieves thrive in a relaxed environment. Don't let them get away with it – talk to each other and watch out for each other in a sensible way
- Keep your bags with you and keys to drawers hidden away

One in three students are a victim of crime during their time at a UK university

(Home Office, NUS, 2006)

Charing Cross Police Station, open 24 hours, is in Agar Street, just off the Strand (100 metres east of Charing Cross main line station on the opposite side of the road). Ring them on 020 7240 1212 – then ask for Charing Cross Police and the department that you want – perhaps General Enquiries.

The most common crimes reported are thefts of cycles, handbags, laptops, mobile phones and briefcases from restaurants, pubs, clubs and public places.

**IN AN EMERGENCY,
DIAL 999 FOR FIRE,
POLICE OR AMBULANCE**



Fire safety is crucial

The School has sophisticated fire safety systems installed in its buildings. Be aware of fire exits, evacuation procedures and never misuse fire safety equipment.

- If you see fire or smoke, sound the alarm immediately by pressing a fire call point
 - Leave by the nearest exit. Do not use lifts, only stairs
 - Only try to tackle a fire if you can do so without endangering yourself or others
 - Doors and windows should be closed, if possible, to stop any fire from spreading
 - Go immediately to the fire assembly point
 - Students or staff with disabilities should go to the nearest fire refuge point, then use the telephone there to call security, who will come to assist them
 - If you're working out of normal office hours, make extra sure you are aware of fire exits and procedures, and let security staff know where you are in case of an emergency
- DO NOT re-enter the building until told that you may do so by an LSE fire warden. The location of the fire assembly point for each building is displayed near each fire call point, near each entrance/exit.

Help prevent fires in halls and on campus

- Never overload electrical sockets, or tamper with plug fuses
- Take care with portable heating devices
- Use chip pans, candles and kettles with care. Toasters can easily set off smoke alarms. Don't leave your food cooking unattended
- Always stub out cigarettes safely and responsibly

See London Fire Brigade information at www.london-fire.gov.uk

**IF FIRE BREAKS OUT –
GET OUT, STAY OUT
AND CALL 999**



Smoking is not allowed in the UK in any public places. Since 1 July 2007, under the provisions of the Health Act 2006, it is illegal to smoke in enclosed or substantially enclosed public places. Any person doing so is liable to a fine up to £200.

LSE has a smoking policy – see www.lse.ac.uk/healthandsafety/smoking

- Smoking is prohibited inside all buildings on the Houghton Street campus, all LSE halls of residence, including residents' rooms, and any other building or facility managed by the School
- This prohibition extends to building entrances, including doorways, steps and ramps and external fire escape stairways and escape routes

At today's UK prices, a 20-a-day smoker will spend more than £37,000 over the next 20 years

(www.gosmokefree.co.uk, 2007)

- Ash bins will continue to be provided just outside the entrance to buildings so that smokers can dispose of their cigarette materials before they enter the building, **not** for people to smoke at the entrances of buildings
- On campus smoking is permitted on open roof terraces only where permanent seating is provided (Old Building, St Clements and Clare Market buildings). Smokers using these roof terraces must not smoke within one metre of open windows or doors, and consideration must be given to other users of the roof terraces

Information and support on giving up smoking can be found at www.gosmokefree.co.uk or the NHS Smoking Helpline: 0800 169 0 169.



The LSE Medical Centre is situated in St Philips Building South in Sheffield Street. It is open Monday to Friday, 9am to 5pm. The Medical Centre is an active General Practice that is complemented by dental clinics and other clinics offering contraception, gynaecology, vaccination and First Aid help. The staff who work in the Medical Centre are professional, friendly, helpful and confidential. There is a clinic for urgent problems open daily from 11-11.30am and 3-3.30pm. Contact the Medical Centre on **020 7955 7016**.

Student well being

Universities are great places to be but they may be far away from home. Even the brightest and best of us can suffer homesickness, self-doubt and perhaps depression at times. There are also pressures that can create stress such as exams, studying, financial matters, accommodation, or relationships. Look out for each other. If you have problems or think that another may be in trouble, don't ignore it – get help – voice your fears.

Talk to:

- personal tutors
- the Medical Centre
- the adviser to students with disabilities on 020 7955 6034
- the Dean's Office on 020 7955 7849
- the adviser to women students, or the adviser to male students
- the Chaplaincy on 020 7955 7965

Talk to London Nightline, a confidential service, on 020 7631 0101.



LSE Student Counselling Service

This free and confidential service aims to enable students to cope more effectively with any personal or study difficulties that may be affecting them while at LSE. It is based in U600, sixth floor of Tower One.

- There are six professionally qualified and experienced counsellors in the service, who offer about 80 sessions of counselling each week. Each session lasts for 50 minutes
- Appointments are bookable Monday to Friday, 10am-4pm
- All counselling sessions need to be booked through reception on 020 7852 3627
- Guides on stress management and mp3 downloads on relaxation are also available along with other resources and particular group sessions

Email to student.counselling@lse.ac.uk
Call on 020 7852 3627

See www.lse.ac.uk/collections/studentCounsellingService

The Students' Union Advice and Counselling Centre

The SU Advice Centre is run by the Students' Union. It is based in E297, second floor of the East Building, Houghton Street.

- It offers free, professional, confidential and impartial advice on a range of general issues relating to student life alongside more specific problems
- The Advice Centre also offers a counselling service. Counsellor Sheila Gill is an experienced and nationally accredited counsellor on hand to assist with a range of problems, including adjustment to London and LSE, depression, relationship problems, anxiety and stress
- Freebies – the Advice Centre can provide you with free items designed for your safety, such as condoms or personal attack alarms, as well as further information on staying safe in London



- If you have been affected or would like to talk about any of the issues raised in this booklet, you are encouraged to use the service or to see the SU education and welfare officer
Email to su.advice-centre@lse.ac.uk. Call on 020 7955 7145.

The LSE Chaplaincy is interdenominational and easy contact can be made through the Chaplaincy with a wide variety of faiths.

The Chaplaincy is in G9, 20 Kingsway, opposite the Peacock Theatre. When the office is closed, call 020 7955 7965. There is also a Muslim Prayer Room in the basement of King's Chambers.

Finally, carry your student ID. Whenever you are on campus and particularly if you want access to buildings outside normal hours, have your LSE student campus card with you and produce it if requested.

ICE – In Case of Emergency

Add an 'ICE' entry on your mobile. Put in the number of your next of kin or a close friend. Keep this up to date.

Get connected – 08088 084994

A national helpline for under 25s,
www.getconnected.org.uk

Sane line – 0845 767 8000

Out of hours mental health help, 12 noon to 2am,
www.sane.org.uk

Care line – 020 8514 1177

Confidential counselling, Monday to Friday,
10am to 4pm, and 7pm to 10pm

Samaritans – 08457 90 90 90

Confidential support to anyone passing through a crisis. Walk-in support 9am-9pm, every day, at 46 Marshall Street, Soho.



Safety in halls

LSE halls of residences are communities in their own right, but are also part of LSE and part of wider London.

They are staffed 24 hours and 7 days a week, with wardens and sub-wardens on hand to offer student welfare advice and preside over hall rules and regulations. The School also expects responsible behaviour from residents when it comes to safety and security.

Halls aim to balance an open atmosphere with a secure environment but need residents to assist and be vigilant in this.

- Use your swipe cards to enter a hall
- NEVER allow someone to tailgate (follow) you in, if they are not part of your group
- Always carry your LSE student ID card to present to any security staff, if requested
- Lock your room and close windows when you leave – even if for a short time. Opportunist thieves might strike, even above ground level
- Don't leave valuables in an unlocked room
- If you see someone acting suspiciously, call a member of staff immediately
- Qualified first aiders can normally be contacted through reception
- Take care when travelling back to halls late at night. See if other students can accompany you, take the SU night bus, or use a reputable taxi company

Check the individual halls website for rules and regulations, and contact your warden or sub-wardens if you need assistance.



General safety advice

Cash machines (ATMs)

- Try to go to the cashpoint in daylight if possible. Be aware of people standing too close to you and always conceal your PIN. Don't check your money in full view
- Cash point thieves do operate in London – often in pairs. One distracts you, while the other steals your money or your card. Be vigilant. If it happens around LSE, let campus security staff know immediately by ringing 666 on any internal phone or going directly to the Old Building Reception

Out and about

- You will be safest in bright, well lit and busy areas. Try to look and act confident – look like you know where you are going and walk tall
- Spread your valuables around your body. For example, keep your phone in your bag, your house keys in your trouser pocket and your money in your jacket. Don't carry your chequebook and card together. Carry bags with clasps facing inwards
- If someone tries to take something from you, it may just be better to let them take it rather than to get into a confrontation and risk injury
- You can use reasonable force in self-defence. You are allowed to protect yourself with something you are carrying anyway (for example, keys or a can of deodorant), but you may not carry a weapon
- If you decide to defend yourself, be aware that your attacker might be stronger than you, or may take what you are using in self-defence and use it against you. It is often better just to shout loudly and run away

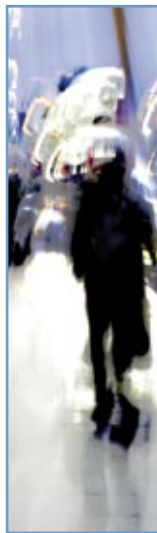


- Shout 'fire', 'police' or 'who are you?' rather than 'help' – it can get more results
- When out walking or jogging, you should not listen to a personal stereo through headphones, so you can stay more alert to your surroundings
- If you think you are being followed, check by crossing the street – more than once if necessary – to see if they follow. If you are still worried, go to the nearest place where there are other people – a pub or anywhere with lights on – and call the police. Don't call from a phone box where the attacker could trap you inside

- If a car slows down or stops beside you and you feel threatened, shout to gain other people's attention. If you have a personal attack alarm, set it off. Get away as quickly as you can. If you can, make a mental note of the number plate and description of the car and write down details as soon as possible afterwards

Harassment can come in many forms – online, by letter, by telephone or in person.

- Harassment can stem from gender, race, religious or sexual orientation issues. It can be very distressing so please act to stop it
- The School has policies in place to deter and prevent harassment. See www.lse.ac.uk under School regulations and codes of practice
- Report any more serious concerns to LSE security staff, or, through them, the police



Theft and burglary

- Don't give people the opportunity to steal from you. Make sure you keep a close eye on your property – especially mobile phones, money, and laptop computers – when you are at home or out and about
- Mark your personal property with your postcode, or your parents' postcode, using an ultraviolet pen
- For mobile phones, note your IMEI number and your phone number and keep them in a safe place away from your phone. On most phones, the IMEI number (15 digit serial number) will be displayed when you key in *#06#, if not, look behind the phone battery
- Register your phone with your network operator. If your phone is stolen, call your network or 08701 123 123 to immobilise it
- Make a note of all relevant security numbers for your phone, video, laptop and any other valuables that might be targeted if you were to be burgled. Do you know the number to call to cancel your cards if they were stolen? Keep the emergency number for your credit card company, bank, and your mobile phone company where you can find it quickly
- Take photos of your most valuable possessions
- If you have a phone, bike or laptop stolen or lost, the police will check with Immobilise at www.immobilise.com to identify it if they find it in the possession of a criminal or in the street. This is a free service and takes a few minutes on line to register your phones details

For more crime prevention advice see the Metropolitan Police website at www.met.police.uk/crimeprevention



Drink and drugs

Department of Health guidelines say that men can drink between three to four units of alcohol per day without serious risk to health, while for women this amount is reduced to between two to three units per day. But alcohol affects different people different ways.

- Always drink responsibly, and look out for your friends as well
- Never leave drinks unattended in pubs or clubs or they could be spiked. Cover the top of a bottle with your thumb if you're walking around
- If you suspect your drink has been spiked, tell a friend or a member of staff immediately

A PINT OF STRONG LAGER
= 3 UNITS

A PINT OF ORDINARY STRENGTH
LAGER = 2 UNITS

A PINT OF BITTER = 2 UNITS

A PINT OF ORDINARY STRENGTH
CIDER = 2 UNITS

A 175ML GLASS OF RED OR
WHITE WINE = 2 UNITS (APPROX)

AN ALCOPOP
= 1.5 UNITS (APPROX)

A CAN OF BEER OR LAGER
= 1.5 UNITS

A PUB MEASURE OF SPIRITS
= 1 UNIT

Alcohol Concern – www.alcoholconcern.org.uk

Alcoholics Anonymous – www.alcoholics-anonymous.org.uk

Drug addiction is when you become dependant on a drug, and it forms a central part of your life.

- The first and most difficult step for people who misuse drugs is to recognise that they have a problem, and then to admit that they need help to deal with it
- Possession or supply of Class A, B or C drugs can result in imprisonment or a fine or both

The National Drugs Helpline – free and confidential, open 24 hours a day, seven days a week, on 0800 77 66 00.

Met Police Drugs Action and Advice –
www.met.police.uk/drugs



Sexual assault and rape

Despite popular beliefs, rape by a stranger is very uncommon. Around 97 per cent of callers to the Rape Crisis Federation Wales and England knew their assailant.

- Women are not the only victims of sexual assaults. Men can also be sexually assaulted, or experience violent relationships in their lives
- Sexual assault and rape are more likely to happen in less busy areas
- If you are attacked, you must decide whether to defend yourself, which may put you at risk of further injury. In some cases it may not be possible to defend yourself
- Either way, you did not ask to be raped or assaulted. It is not your fault. You did not deserve it
- If you have been raped, you may or may not want to report it to the police, or to see a nurse or counsellor. The police are specially trained to work with those who have been sexually assaulted
- If you want to report the crime straightaway, whether you get medical help or go straight to the police, try not to wash or change your clothes

If you want to report the crime at a later date, this is okay too.

Rape Crisis on 08451 221 331 or www.rapecrisis.org.uk

Victim Support on 0845 303 0900 or
www.victimsupport.org.uk

Sexual Health Line (free) on 0800 567 123



Taxis/cabs

- Cabs in London are either private hire or taxis
- By law, only taxis can display an illuminated taxi sign. They are insured, mechanically sound, and drivers are vetted by the police. They also have a meter showing the cost of the journey
- Private hire cabs should be pre-booked. Use a reputable company. Avoid cabs that tout for business at bus stops or outside venues
- For licensed cab numbers direct to your mobile, text HOME to 60835
- If you are at all uneasy about the cab or the driver, don't get in
- If you get in, always sit behind the driver. If still uneasy, ask to be let out where there are lots of people in a well-lit area
- There is a free phone in the lobby between the Three Tuns and the Quad where you can ring a taxi
- On Friday nights from 11pm the LSE SU runs an hourly night bus from the Peacock Theatre to the halls

Information in this leaflet has been gathered from various websites and organisations, mainly:

- Crime Reduction, a national centre set up by the Home Office at www.crimereduction.gov.uk
- The Suzy Lamplugh Trust, a leading authority on personal safety at www.suzylamplugh.org
- National Union of Students at www.nusonline.co.uk

Views expressed in this leaflet are not necessarily those of LSE or the LSE Students' Union. Although every effort has been made to ensure the accuracy and reliability of material published in this leaflet, LSE accepts no responsibility for the veracity of claims or accuracy of information, nor accepts liability for any incident resulting from advice offered in this leaflet.



National agencies

CRIMESTOPPERS – 0800 555 111

You won't be asked for your name or phone number and you may get a cash reward if a crime is solved.

BT Bureau – 0800 661 441

advice on dealing with malicious or nuisance telephone calls.

Meningitis Helpline – 0808 800 3344 (24 hours)

Trained staff offering advice on Meningitis.

National Drugs Helpline – 0800 77 66 00

www.ndh.org.uk

Alcoholics Anonymous National Helpline – 0845 769 7555

London Alcoholics Anonymous – 020 7833 0022

Samaritans – 08457 90 90 90

Walk in 7 days a week, 9am to 9pm, at Marshall Street, Soho, London, or telephone: **Central London Branch – 020 7734 2800**

NHS Direct – 0845 4647

For medical enquiries.

Depression Alliance – 0845 123 2320

For the symptoms of depression and types of treatment.

BEAT (Beat Eating Disorders) – 0845 634 1414

Transport for London – 020 7222 1234

www.tfl.gov.uk



Emergencies, help and assistance

EMERGENCY AT LSE? **DIAL 666**
ON ANY INTERNAL PHONE

EMERGENCIES IN PUBLIC PLACES **DIAL 999**
FIRE – POLICE – AMBULANCE

LSE Numbers

LSE Control/Reception **2000**
(or from outside) **020 7955 7111**

Residence numbers

Anson Road **020 7107 5835**
Bankside House **020 7107 5750**
Butlers Wharf **020 7107 5795**
Carr-Saunders Hall **020 7107 5888**
Grosvenor House **020 7107 5950**
High Holborn **020 7107 5737**
Lilian Knowles House **020 7492 4960**
Northumberland House **020 7107 5600**
Passfield Hall **020 7107 5925**
Rosebery Hall **020 7107 5850**
Sidney Webb House **020 7403 1945**

Note: Emergencies from Halls **dial 9 then 999**

Intercollegiate residences

Canterbury Hall **020 7121 7600**
Commonwealth Hall **020 7121 7000**
Connaught Hall **020 7756 8200**
Hughes-Parry Hall **020 7121 7500**
International Hall **020 7822 3000**
John Adams Hall **0870 357 0014**
Lillian Penson Hall **020 7087 3040**
Nutford House **020 7569 0110**

Useful contact numbers

Charing Cross Police Station **020 7240 1212**
LSE Medical Centre **020 7955 7016**
LSESU Advice and Counselling Centre **020 7955 7145**

