# Keep Safe

## A guide to personal safety

Home Office

# Acknowledgements


Department for Transport
Disability Rights Commission
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National Forum of People with Learning Difficulties
National Forum of Wheelchair User Groups
Norfolk Community Safety Partnership
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# How to keep safe at home

Your home should be a safe place. Most callers to your home will be people you know, but you need to be careful when people you don't know call at your door.

## When people you don't know call at your door

- Keep your front and back doors locked.
- Look to see who is at your front door, through the window or spy-hole.



- Put a door chain on before opening the front door. If you don't have one, ask the caller to pass their ID card through the letterbox.

An ID or identity card is a card with the caller's picture, name and the name of the company where the caller works.

- Keep the chain on the door. Check the caller's identity. Check that they are who they say they are.
- The callers might say they have come to check your electricity, water or gas meters. The callers might say they are from the council. Phone the company the caller works for. Find the number of the company in the phone book. Do not use the number on the ID card.

- If you are not sure about the caller, ask them to make an appointment to come back when a friend or family member can be with you.



- Do not sign any forms for services or give money to people you don't know when they turn up on your doorstep.
- Dial 999 and ask for the police if you feel afraid or threatened by people you don't know.

- If you are not sure, keep them out!

# How to keep your home safe

- Keep front and back doors locked at all times. If you open the windows, keep them on the catch. Remember to close and lock them if you go out.

- Put door and window keys somewhere safe. You need to be able to find them quickly if you need to get out.

- Keep money and all important things away from windows. If there is a safe in your home, keep money and all important things in the safe.



- When you go out at night, keep a light or a radio on, and close the curtains. This makes it look like someone is at home.

- Do not keep large amounts of money at home.

- Put your money in a safe place like a bank or post office.

# How to keep safe when out and about

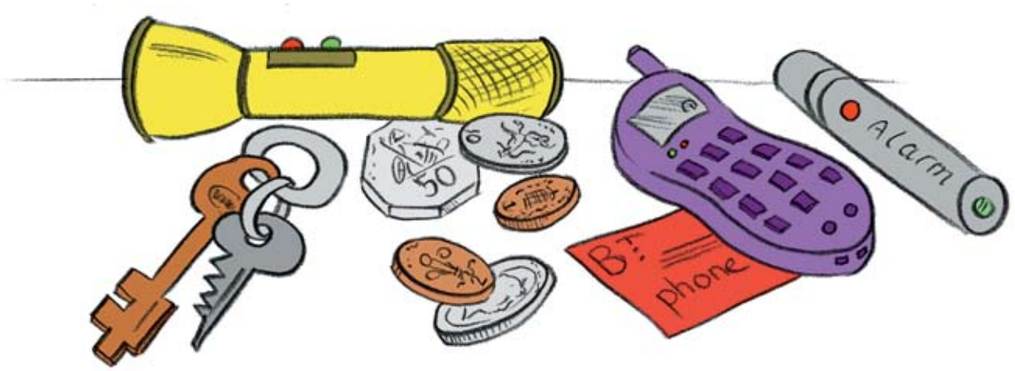
When you go out, it is a good idea to know how to keep yourself safe.

## Before you go out

- Plan where you are going and how to get there.
- Keep your money, mobile phone and keys in a safe place like your bag or pocket, so they do not get lost or stolen.
- If you can, tell someone where you are going and when you will be back.

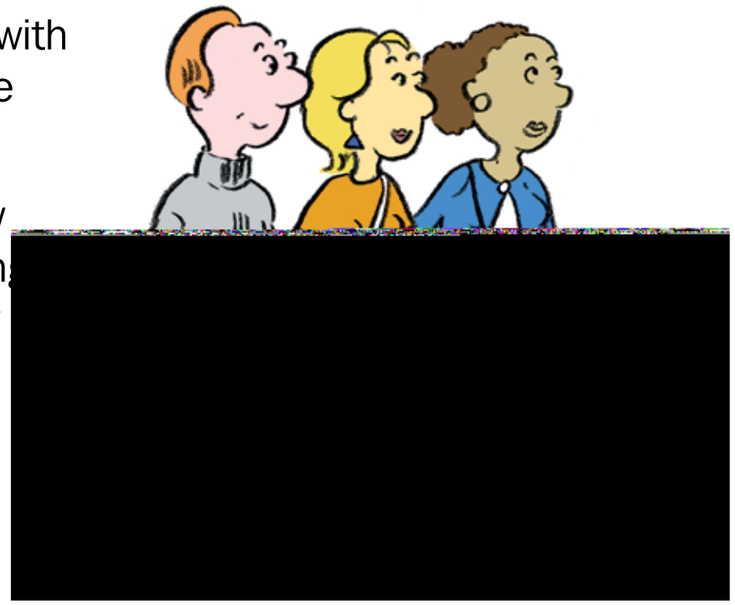
- Take only the money you will need. Keep some in your wallet or purse and some in your pocket.

- Take a mobile phone if you have one, and the phone number of someone you know. Take some money if you want to make a call from a public phone.
- If you have one, take a personal attack alarm with you. Keep it where you can find it easily. Make sure you know how to use it.



## When you are out

- If you can, go out with friends or someone you know.
- Look like you know where you are going and you know how to get there.



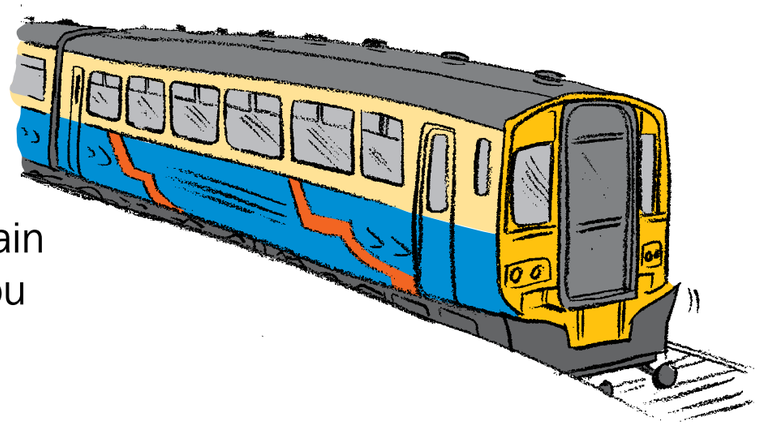
- If you can, keep away from quiet, dark places.



- Wear your bag across your body or under your coat.
- Keep your bag with you at all times.
- Do not carry all your money and important things in one bag.

- Do not get into a car with someone you don’t know.
- If you use a wheelchair, think about where would be the safest place to carry your bag.

# How to keep safe on trains



- Find out the times of the train you want so you do not have to wait too long.
- Make sure you know the time of the last train.

- If you are alone on a platform waiting for the train, stay in a brightly lit area.

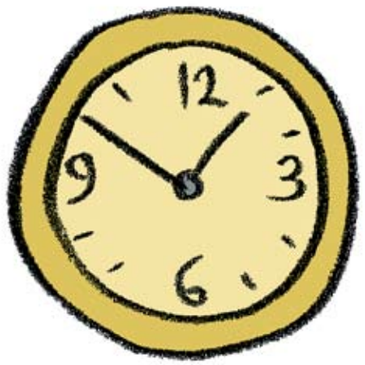
- If you can, find a busy carriage. It is safer to sit in a carriage where there are many people.
- If someone bothers or frightens you, get up and move away.

# How to keep safe in taxis

- Ask someone you trust to tell you the name and number of a good taxi company.
- Do not get into a taxi that just stops for you in the street.

- Ask for the driver's name and the make and colour of car that will come.
- When the taxi arrives, ask for the driver's name and the name of the taxi company.

- Book a taxi by phone or by going to the taxi office.
- Tell the taxi office what time you want the taxi to pick you up.






- If you can, it is better to sit in the back behind the driver.

- Book a taxi to pick you up from the train station if you travel late at night.
- Have your door key ready so you can get into your house quickly.

- Ask the taxi driver to wait outside until you get into your house.

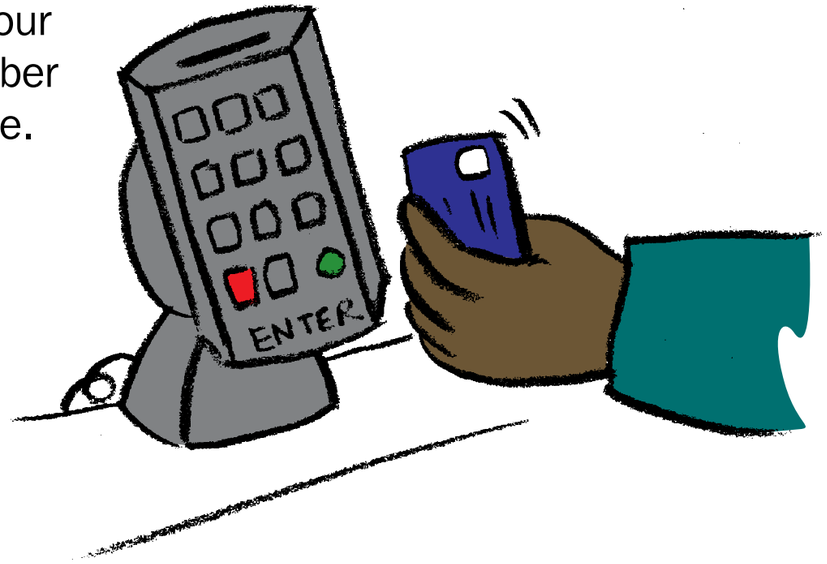
# How to keep safe at the cash machine

- Be careful when using the cash machine. Make sure no one is standing too close to you.

- If you can, use a cash machine during the day. At night, use one in a brightly lit area or one inside the bank.
- If you can, go with friends or someone you trust.
- Only take out enough money for what you need.
- Keep some money in your wallet or purse and some in your pocket.



- Do not show or give your PIN number to anyone.




A PIN number is four numbers together that the bank has given you. You use this number to take money out and to pay for things when you use your card.

- Try to remember your PIN number. Do not write it down.

# How to keep safe on the phone

- Do not give your name and phone number when you answer the phone.
- Do not say you are alone.

- If someone phones and tries to sell you things that you don't want, say 'No' and put the phone down.



- If someone becomes abusive over the phone, say nothing and put the phone down.
- If you keep getting abusive phone calls, tell the police.

# What to do if you are in trouble

- People are safe most of the time, but if you do get into trouble, get away as quickly as you can.

- Use your personal attack alarm.

## If you have a problem with someone

- Do not panic.
- Do not stop and fight.
- Get away as quickly as you can.



- Let people know you are in trouble by screaming and shouting ‘Fire’.
- Go to a shop or a busy public place as quickly as you can.

- Ask for help from a person working in a shop or a police officer.
- If anyone tries to grab your bag, let your bag go. Your safety is more important than your bag.

- If someone does bad things to you like calling you names, hurting you or stealing your things, tell someone you know as soon as you can or tell the police.

- You can ask a friend or someone you know to go with you to the police station.

- Tell the police officer exactly what happened.



# Who can you talk to about your safety?

You can get more information about keeping yourself and your home safe from your local police station.

You can also talk to other people about what to do to keep safe.

For example, you could talk to:

- Your friends
- Your family
- Your carer
- Staff at your day centre
- Staff who visit your home
- Your key worker
- Someone you trust

# Useful telephone numbers

## Write down useful phone numbers to use when you need help.

**Someone you know.** For example, family, friends, carer, key worker or staff at your day centre.

**Your local police station.** Find out the number to call in the phone book under 'Police'. Call 999 if you want the police to come straight away.

**Victim Support** offers free support and information if you are a victim of crime.
**0845 30 30 900**

**Crimestoppers** works to stop crime for you, your family and your community. You can call Crimestoppers and give information about a crime without giving your name.
**0800 555 111**

**Electricity**

**Gas**

**Water**

**Social Services**



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