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**STAY
CITY
SAFE**



**Your guide to staying
safe in London**

Welcome to City St George's, University of London.

Being in the heart of London is such an exciting place to be and we hope you have a wonderful time studying with us.

At City St George's we take your personal safety very seriously, with our Campus Security team working 24/7.

Our aim is to create an environment where everyone feels safe to thrive in their studies and enjoy London to the fullest.

This guide will give you our top tips, do's and don'ts and best safety practices you can use throughout your time here and beyond.

Stay City Safe is all about encouraging you to look out for signs that affect your safety and recognise potential risks. We are here to help you understand what to do if something goes wrong, how to report an incident and where to go for support.

Stay safe in the city

London is an amazing place for students. Just like any other city it is so important to be mindful of your safety. Most of the crime that happens in the area is opportunistic, like stolen phones and wallets, which can often be avoided.

Here are our top 5 tips when you are on campus or out exploring:

1

Always be aware of your surroundings

Be brief when using a mobile phone, especially when you are walking in the street. Avoid wearing headphones that might distract you from what is going on.

2

Be alert to theft

Never leave your belongings unattended and keep your valuables close to you and out of sight when not in use.

3

Keep your phone charged

Be sure to carry an extra power source. Your phone is very valuable in safety situations.

4

Take care when getting around at night

Stick to well-lit routes and avoid short-cuts through dark alleys. Make sure you know your options to get home safely.

5

If you feel threatened

If you are on campus, you can contact Campus Security. Find their contact details at the end of this booklet. You can also look out for businesses taking part in Ask for ANGELA or the Safe Haven scheme.



Scan for more information.



Stay protected against theft

✓ Do keep your valuables close to you and stored safely.

✗ Do not leave your valuables unattended.



Top tip:

Register valuables free on [Immobilise.com](https://www.immobilise.com), this can help Police return it to you if it is stolen.

Make sure you know the steps to keep you and your belongings safe. Pickpocketing is common in London, and there is a rising trend of criminals on bikes or mopeds snatching mobile phones, especially in busy areas.



Phone security

- Keep your phone out of sight in a bag or front pocket. Avoid using your phone while walking. If you do, make it brief and keep away from the roadside.
- Look up and walk on the side of the road that's facing oncoming traffic. Watch out for bikes or mopeds.
- Avoid distractions. Some thieves can distract you by using a newspaper or bag to cover your belongings.

Bike security

- Park your bike in well-lit, busy areas with CCTV. Use two different locks, including a D-lock, to secure the frame and both wheels to a stand.
- Register and security-mark your bike to deter thieves.
- Use City St George's bike sheds by University Building. You can register to use these on the Student Hub.



ATM security

- Only use ATMs in daylight or with company for safety.
- Cover your PIN, check for suspicious devices, and stay alert to people who may watch or try distract you. Leave if you feel unsafe.
- Put your card away immediately after use.



Scan for more information.

Stay safe on nights out

Nights out could be a big part of your student life. It is so important you know the best safety tips to ensure you have a good time.



Top tip: Stick with your group, and if you need to step away, ask a friend to go with you.



Before you go out

- Always plan your way home in advance by checking train or bus times, or pre-booking a minicab. Ensure your phone is fully charged and stay with friends you trust.
- Withdraw cash you need during daylight hours. Keep valuables like your phone and wallet secure in a bag.



Watch your drink

- Be mindful of your alcohol intake, pace your drinks, and stay hydrated. Avoid mixing drinks and eat beforehand.
- Keep your drink in sight, never leave your drink unattended, and never accept drinks from strangers.



Respect and consent

- When you are out you should treat everyone with respect.
- Make sure you read social cues - if someone looks uncomfortable, it is best to leave them alone. Never pressure others to drink alcohol or touch someone inappropriately without consent.



Getting home safely

- Stick with your group and plan to leave together. Choose well-lit, busy routes and avoid dark, isolated shortcuts.
- Only use London's black cabs or pre-booked minicabs. Confirm the vehicle and ask the driver to confirm your name before you get in.



Scan for more information.

Spiking

Spiking is a serious crime and a form of assault. Spiking can lead to serious physical and emotional consequences and it is never the victim's fault.



What is spiking?

Spiking is adding alcohol or drugs into someone's drink or body without their knowledge or consent. It can lead to theft or sexual assault and is punishable by up to 10 years in prison. Drink spiking is the most common form.

What are the possible signs of spiking?

It can be hard to tell if your drink has been spiked. If you notice any changes in your drink, you should stop drinking it. Look out for:

- Changes in taste (especially bitterness or saltiness) or colour
- Excessive bubbles or cloudiness in drinks that should be flat
- Unusual mixing patterns like sinking ice
- Symptoms like confusion, dizziness, nausea, sleepiness, or disorientation.

Things to be mindful of when you are out

- Never leave drinks unattended - even if you are stepping away for a moment.
- Never accept drinks from strangers - always get your own drinks and watch them being poured.
- Do not ignore your friends - if a friend seems more intoxicated than they should be, it is better to be safe and seek help.

What to do if you or a friend have been spiked

- Let security know right away. Stay with your friend and make sure they do not leave with strangers.
- If symptoms worsen, call an ambulance on 999. If you need medical advice quickly but it is not life threatening you can call 111. You can report Spiking by calling the Police non-urgent number on 101 or online.

There is no excuse for spiking.

It's #NeverOk



If you have been affected by spiking, the University are here to support you.



Top tip:
Cancel deliveries if you are going away to avoid a pile-up that signals an empty house.

Safety at home

Whether you are living on or off-campus here are some top tips to keep you and your belongings safe at home or in your accommodation.



Lock up and hide valuables

- Always lock your doors and windows when you are not at home. 1 in 3 burglaries occur when doors have been left open.
- Think of your room like a shop window. It is a good idea to keep expensive items like laptops hidden from view.



Be aware of tailgating and check visitors

- Do not hold the door open for people you do not know. They could be trying to sneak into your building. This is known as tailgating.
- Before opening the door, check through a peephole or window to see who it is. Only open the door if it is someone you are expecting.



Key safety and shared house security

- Do not give your keys to other people or hide your keys outside for others to find.
- Do not assume housemates will secure the house when you are out, agree on security rules together.

If you see signs of a break-in, do not enter. Call the police on 999 if it is still taking place or 101 if the incident has already happened and you do not need emergency help.



Scan for more information.

Safety online

There is a lot going on online. Not everything is as it seems. Make sure you know what to watch out for to avoid falling for scams.



Top tip: Always verify unexpected requests for your personal information with the company or person directly.

Students need to watch out for scams. Cyber criminals can target students to steal money or personal information. If something seems too good to be true, it probably is.



Top tips for staying safe online

- Be cautious of job offers that promise quick cash or ask you to handle money transfers.
- Watch out for unsolicited HMRC messages claiming you are owed a tax refund or must pay immediately.
- International students should be wary of scam calls claiming to be authorities and demanding money to cancel a fake arrest warrant. Do not pay—real authorities do not operate this way.



Tips to avoid phishing

Cyber criminals often send emails that appear to be from trustworthy sources to steal sensitive information.

- Always confirm the sender's email address is legitimate
- Ignore emails with poor grammar or unexpected requests
- Do not click on suspicious links or download attachments.



What are signs of online bullying and harassment?

Online bullying and harassment can involve harmful behaviour like spreading lies, sharing private photos without consent, sending threatening messages or cyberstalking. If you experience any of these, it's never OK and you are not alone. You can report the behaviour to the University so we can support you.



Know the signs and learn how you can stay safe online.

Safe relationships

Seeing red flags in your relationship?

If you feel worried or unsure please reach out to Student Support Services. You do not have to deal with it alone.



Everyone deserves to feel safe and supported in their relationships. Everyone should know what is and what is not okay.

What is consent?

Sexual consent means agreeing to take part in sexual activity. By law, everyone must have full freedom and capacity to give consent. This means without any pressure and the person needs to be able to understand the choice. Consent cannot be given if someone is too intoxicated or unconscious. You always need consent, every time, before every encounter.

What is domestic abuse?

Domestic abuse includes controlling, threatening, or violent behaviour in close relationships or among family members.

The type of abuse could be physical, emotional, psychological, sexual, and financial. It is a serious crime and never the victim's fault.

What is stalking?

Stalking involves obsessive, repeated, and unwanted behaviour that causes anxiety and fear of potential violence. Stalking is a criminal offense and is never the victim's fault.

What is sexual misconduct?

Sexual misconduct is a broad term that encompasses any unwelcome sexual behaviour committed without consent or by force, manipulation, or intimidation. This includes sexual assault, harassment, exploitation, and intimidation.

There is no excuse for abuse.

It's #NeverOk



If you or someone you know is at risk, you can access support and resources here.



Bullying, harassment and hate crimes

Unsure where to turn if you are experiencing unacceptable or harmful behaviour?

If you feel worried or unsure please reach out to one of your Student Support teams. We are here for you.

What is bullying?

Bullying is harmful behaviour that intends to intimidate, hurt, or insult someone. It can be physical, verbal, non-verbal or online.

Signs include:

- Spreading harmful rumours about you
- Insulting you with words or behaviour
- Ridiculing or demeaning you publicly
- Excluding or victimising you

What is harassment?

Harassment is unwelcome behaviour that makes someone feel uncomfortable, unsafe, or belittled due to protected characteristics like age, gender, belief, disability or race.

Signs include:

- Unwanted physical contact
- Making offensive jokes about your identity
- Persistently asking to hang out after saying no.

What are hate crimes?

Hate crimes are criminal acts committed against someone based on their disability, race or ethnicity, religion or belief, and sexuality or transgender identity.

Hate crimes can manifest as physical attacks, verbal abuse, or actions that intend to incite hatred against a particular person or group based on their personal identity.

We are here for you.

It's #NeverOk



If you or someone you know is at risk, you can access support and resources here.



Bystander Intervention and Consent training

Tune in, take action and feel confident when faced with unacceptable behaviour.

At City St George's, we are committed to creating an environment where everyone feels safe to thrive in their studies and work. Essential to this is supporting everyone to feel confident and informed in understanding consent, and to have the tools to navigate situations if you witness or experience harassment or abuse.

Two essential training modules are available for you to learn about these topics and help you feel prepared if you find yourself, or someone you know, in these situations.

We know that these are often difficult topics to talk about. If you need support, City St George's teams are here to help you. Find all the contact details and information on the following pages.

We are here for you.

It's #NeverOk

Bystander Intervention and Consent for Students modules

Access your training



Support Services at City St George's

There are a range of specialised support teams at City St George's who you can reach out to for practical, emotional and wellbeing support.

Campus Security

Our security teams are on duty 24/7 to ensure student safety.

Clerkenwell and Moorgate campuses:

- In an emergency please call the 24-hour line: **020 7040 3333**
- You can also contact the team for safety advice or enquiries at any time: **020 7040 8047**
- You can find the Campus Security office on the first floor of University Building, and behind reception at Bunhill Row (Moorgate campus).

Tooting campus:

- In an emergency, please call the 24-hour line: **020 7040 0909**
- You can also contact the team for safety advice or enquiries at anytime: **020 7040 2841**
- You can find the Campus Security office next to Hunter Wing reception.



Report + Support

You can confidentially report any concerns or incidents on our online reporting platform so we can best support you. Use this tool to report any concerns, incidents, or disclosures about your safety and well-being, whether they involve yourself or someone else.



Find out more

<https://reportandsupport.city.ac.uk>



Students' Union Advice Service

Your SU Advice Service can provide a safe space to talk and receive support for issues like bullying, harassment, or sexual misconduct. They can signpost you to support. You can complete the case form on the SU website.



Find out more

www.csgsu.co.uk/advice-and-support



Dignity and Respect Advisers

Speak with trained staff volunteers for advice and support on bullying and harassment by completing the adviser request form. Search 'Respect advisers' on the Student Hub for more information.



Find all support services here.

Support at Clerkenwell and Moorgate campuses

Support@City

If you are unsure where to turn you can submit any queries via the short form on our website. Our Student Adviser team will then connect you with the relevant support services.



Find out more

<https://support.city.ac.uk/create-case>

Student Support Hub (Drysdale Building)

Talk to our friendly Student Advisers for in-person support during term time, Monday to Friday, 8.30am to 5pm.

Student Health and Wellbeing

Register with our team on the Student Hub to access support across four key services:

- Student Mental Health Service
- Student Counselling Service
- Student Disability and Neurodiversity Service
- Student Health and Wellbeing Engagement Service.



Support at Tooting campus

Student Support Hub (Hunter Wing)

Visit the Student Support Hub to access in-person support, Monday to Friday, 10am to 4pm.



Email enquiries

studentsupporthub@sgul.ac.uk

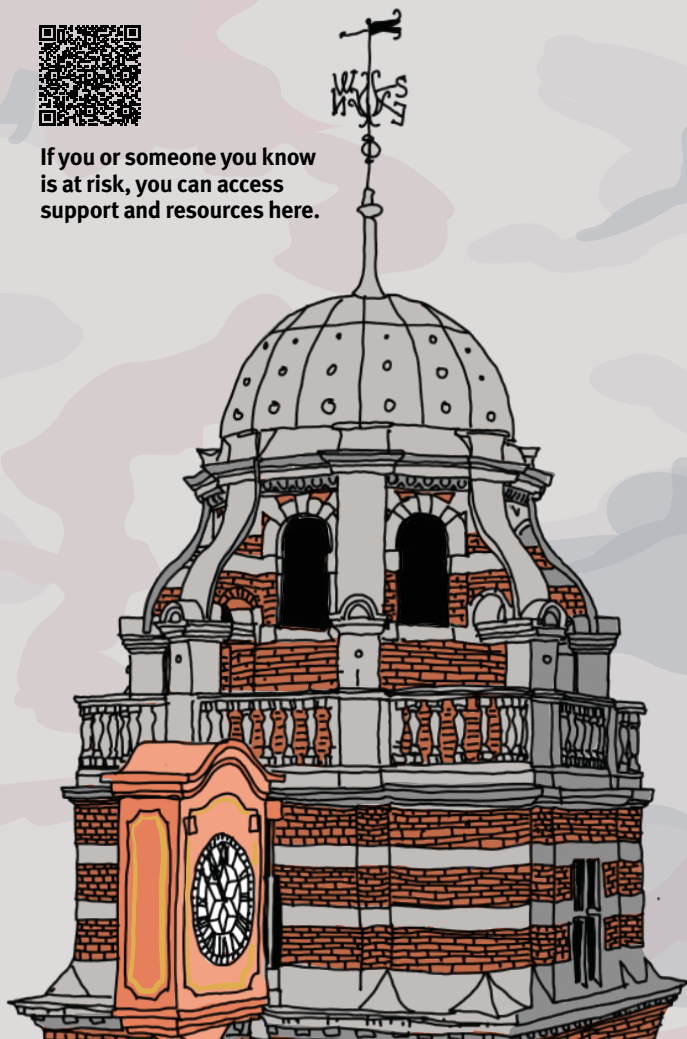
Student Health and Wellbeing

Get in touch with our Counselling or Welfare teams at the Tooting campus to talk to someone or access support throughout your student journey.





If you or someone you know is at risk, you can access support and resources here.



Support in the local area

Reporting a crime

If you feel like there is an immediate danger or threat to life, call the emergency services on 999. You can report a crime to the Police by calling 101 (non-emergency), online through the Metropolitan Police website or by visiting a local Police station. You can also reach out to Crimestoppers, a 24/7 independent charity service that allows you to report crimes anonymously.

Safe Haven Scheme

Look for Safe Haven signs in shop windows. Safe Havens are a way for you to seek help from local businesses if you are feeling unsafe, unwell, or simply need directions. This scheme was created by Islington Council.



Ask for Angela

Look out for “Ask for Angela” posters in bars and clubs who are part of the scheme. If you

feel unsafe, you can discreetly ask for ‘Angela.’ The staff will help you order a taxi, find your friends, get security involved or contact the police if needed.

ASK FOR ANGELA

Street safe

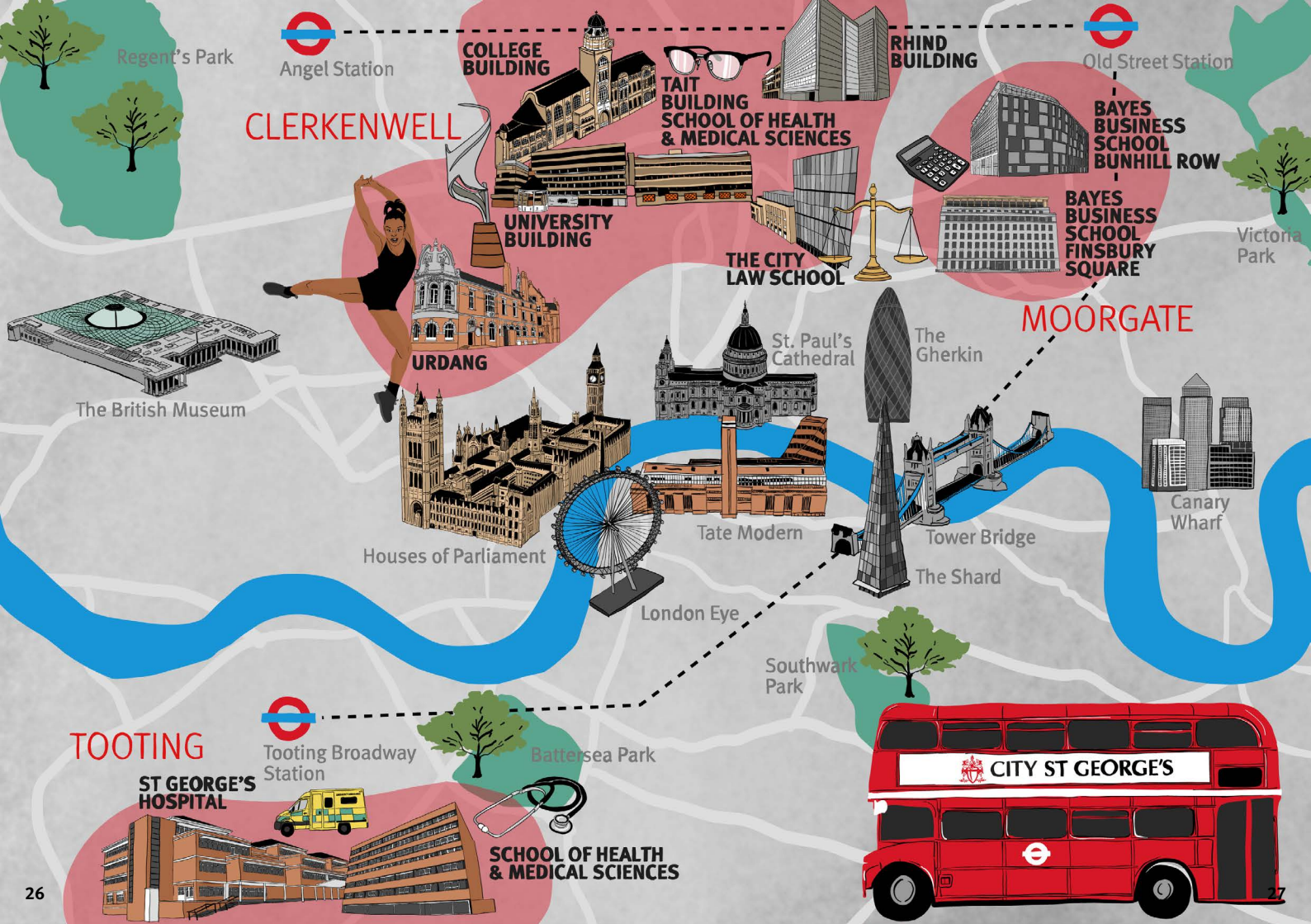
Street Safe is an online tool for reporting locations in the city where you have felt unsafe. The police use these reports to increase patrols and improve safety. Search ‘Street safe’ on the Metropolitan Police website.

Strut safe

If you are walking home alone, call Strut Safe on 0333 335 0026. Friendly volunteers will stay on the line with you and help you feel safe until you are home.

Open on Fridays and Saturdays from 7pm–3am and Sundays from 7pm–1am.





Regent's Park

Angel Station

CLERKENWELL

COLLEGE BUILDING

TAIT BUILDING
SCHOOL OF HEALTH
& MEDICAL SCIENCES

RHIND BUILDING

Old Street Station

BAYES BUSINESS SCHOOL
BUNHILL ROW

BAYES BUSINESS SCHOOL
FINSBURY SQUARE

UNIVERSITY BUILDING

THE CITY LAW SCHOOL

MOORGATE

The British Museum

URDANG

St. Paul's Cathedral

The Gherkin

Canary Wharf

Houses of Parliament

Tate Modern

Tower Bridge

The Shard

London Eye

Southwark Park

TOOTING

Tooting Broadway Station

Battersea Park

ST GEORGE'S HOSPITAL

SCHOOL OF HEALTH & MEDICAL SCIENCES



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City St George's, University of London is an independent member institution of the University of London. Established by Royal Charter in 1836, the University of London consists of 17 independent member institutions with outstanding global reputations and several prestigious central academic bodies and activities.