

Innovative VET Curricula Development and Career Guidance for Learners with Special Needs

HEALTH AND SAFETY MANUAL

I. On the Project

The project "Innovative VET Curricula Development and Career Guidance for Learners with Special Needs" was delivered as a Learning Mobility of Individuals – 22 VET staff (trainers, career development consultants and administrators of VET programs) from KDVM KAINOTOMIA for 14 working days in partnership with the MBM Training and Development Center, UK. The overall Aim of the project was to deliver a VET mobility for VET teachers administrators, seeking to maximize the inclusion of learners with special needs by adapting the disability career service, designing accommodating VET environment and innovative VET curricula.

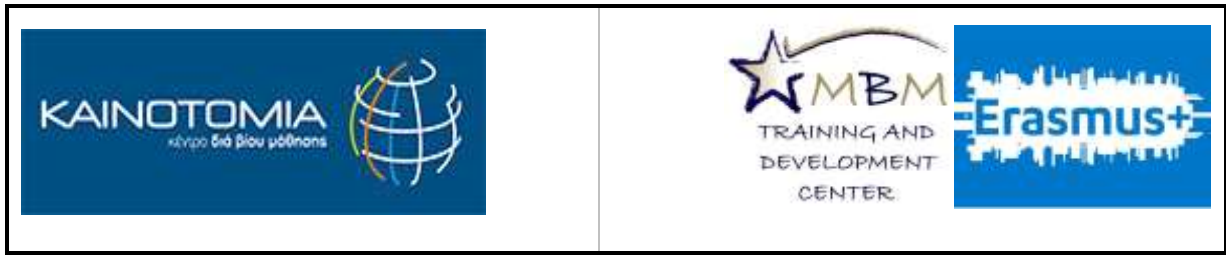
II. On the Manual

The development of this manual seeks to oversee safety related matters and implementation of a the MBM Training and Development Center`s international training projects, involving non-British trainees and trainers. This manual provides guidance regarding the constitution, the responsibilities, the suggested agenda and required information inputs and outputs. The approach used has the advantage to present a structure for management of health and safety which is fully compliant with legislative requirements.

All trainees and trainers, taking part in the project should be able to consult a manual which provides information relating to their place of learning and workplace. The project management team must decide at what level within the organisation they should operate.

Your housing venue and study/workplace may already have a health and safety manual and other equivalent procedures to those described in this document. Please compare this manual and all additional interfering rules in order to achieve health and safety consistency across the workplace.





HEALTH AND SAFETY MANUAL

GENERAL STATEMENT ON HEALTH AND SAFETY MANAGEMENT

WITHIN *THE "INNOVATIVE VET CURRICULA DEVELOPMENT AND CAREER GUIDANCE FOR LEARNERS WITH SPECIAL NEEDS"* K1 ERASMUS + PROJECT, SUPPORTED BY THE EU

MBM Training and Development Centre, the UK fully endorses the Work and Study Health and Safety Policy of the international K1 Mobility Erasmus Plus Project, entitled "Innovative VET Curricula Development and Career Guidance for Learners with Special Needs".


This Health and Safety Manual supplements the central policy to provide and maintain healthy and safe study and working conditions, equipment and systems of work. We shall, so far as is reasonably practicable, ensure that no persons are put at risk from activities carried out under the auspices of the MBM Training and Development Centre.

Allocation of resources, information, instruction, training and supervision shall be provided as necessary to achieve this.

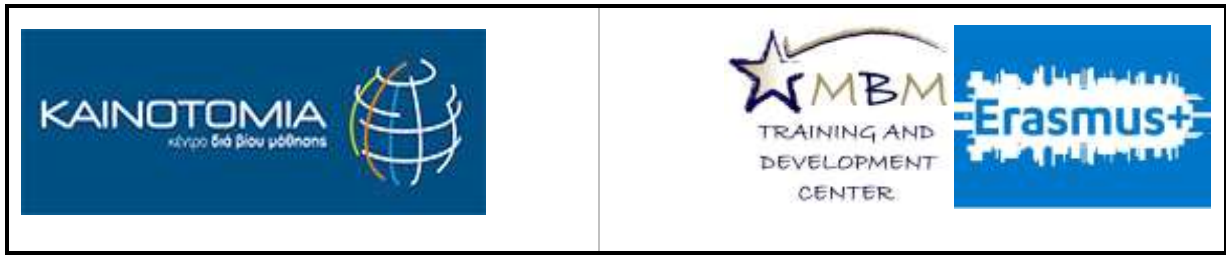
This manual and its associated systems of work shall be kept up to date to take account of changes in local activities and to promote a process of continuous improvement and full compliance with relevant health and safety and related legislation.

Reporting processes shall be developed and maintained to ensure that relevant information is made available to the MBM TDC Health and Safety Committee.

Endorsed by:

Print Name: Bo Maria Daskalova	Signature: 	Date: January 10 th 2016
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1. PURPOSE

Safety is everybody's responsibility. We all have a duty to ensure the health and safety of workers and other persons at the workplace. This requires that risks are eliminated so far as is reasonably practicable. If it is not possible to eliminate the hazard then minimise the risks as far as is reasonably practicable. This manual has been prepared to provide procedural guidance relating to the management of health and safety. It contains information which describes a framework for developing safe working practices and operation of a safe system of work. It also reminds workers of their personal responsibility to follow health and safety guidelines and to maintain an active safety awareness at all times.

2. SCOPE

The contents of this health and safety manual apply to all persons who are authorised to carry out training activities in the area to which it applies under the auspices of the MBM Training and Development Center, the UK. They are required to work in accordance with this manual and any associated system of working.

In particular, this manual applies to the implementation of the International K1 Staff Mobility Innovative VET Curricula Development and Career Guidance for Learners with Special Needs, realized in cooperation with Kainotomia, Greece and hosted by MBM Training and Development Center in Liverpool, the UK.

INTRODUCTION

Successful management of health and safety can only be effectively achieved when the participation of trainers and trainees at all levels is built into all its processes for identifying and controlling risk. Everyone has a responsibility to co-operate with their colleagues to achieve a safe and healthy workplace, and to take reasonable care of themselves and others.

Safety management can be considered as a step-wise process which builds a framework which encompasses all activities carried out in the workplace and which promotes self-checking, review and continual improvement. It addresses the safety management in the workplace, the use of resources and carrying out individual activities.

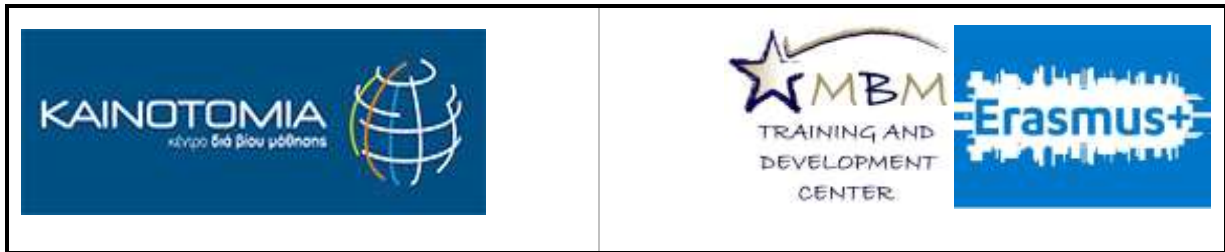
In the management of health and safety there are defined roles of nominated individuals. They assist the senior manager; help to resolve health and safety issues and also report to the local Health and Safety Committee.



3. DEFINITION OF TERMS

- Accident: An accident can be described as any unplanned event or action that results in an undesired consequence e.g. injury, ill-health, damage to the environment, damage to or loss of property, plant and materials.
- Access: Entrance to a building/area or workplace.
- Approved Code of Practice: A standard, a specification, and any other written or illustrated form of practical guidance, instruction or control, issued or approved by the Health and Safety Authority. DIT Codes of Practice are approved by MBM TDC Health and Safety Committee.
- Dangerous Occurrences: The uncontrolled release or escape of any substance or agent, in circumstances liable to cause damage to the health of , or major injury to any person, is a notifiable dangerous occurrence.
- Egress: Means of exiting a building/area or workplace.
- Fires: Classed as the following:
 - ✓ Class A – solid materials of an organic nature (compounds of carbon) such as wood, paper, cloth both natural and synthetic.
 - ✓ Class B – Liquids, petrol, thinners, solvents, lubricating oils, paint etc. and liquid based materials that will liquefy when heated such as cooking fat, waxes polystyrene plastics etc.
 - ✓ Class C – Flammable gases such as propane, butane(LPG), natural gas, acetylene, hydrogen(evolved when lead acid batteries are charged).
 - ✓ Class D – Flammable metals such as magnesium, sodium, aluminium, potassium etc.
 - ✓ Class F – Fires involving cooking oils or fats.
- Fire Precautions: The measures taken and the fire protection features provided in a building (e.g. design, systems, equipment and procedures) to minimise the risk to the occupants from an outbreak of fire.
- Fire Prevention: Precautions designed to avoid an outbreak of fire, reduce the potential for fire to spread and safeguard persons and property in the event of a fire.
- First-Aid: First-Aid is the immediate treatment given in life threatening situations (e.g. heart stoppage or severe bleeding) pending the arrival of medical help; or the treatment for minor injury (e.g. cuts, bruises etc.). First-Aid does not involve the administration of medicines,.





- Hazard: The ability, nature or property of a substance or situation which has the potential to cause harm in terms of human injury, ill health or damage to property or the environment.
- Means of Escape: Structural means whereby a safe route is provided for persons to travel unaided from any point in a building to a place of safety.
- Negligence: The omission to do something, which a reasonable person, guided upon those considerations which ordinarily regulate the conduct of human affairs would do, or something, which a prudent and reasonable man would not do.
- Policy: A statement of an Organisation's strategy for achieving a safe and healthy working environment and the responsibility, organisation and arrangements for pursuing and implementing the strategy.
- Risk: The combination of the likelihood and consequence of the hazard occurring.
- Safety: The condition of being safe; freedom from danger; risk or injury.

4. LEGAL REQUIREMENTS AND IMPLICATIONS

The foundation of the current health and safety system in Great Britain was established by the Health and Safety at Work etc Act 1974. One simple but enduring principle – that those who create risk are best placed to control that risk, whether employers, employees or manufacturers of articles or substances for use at work – has led to Great Britain having one of the best combined health and safety records in the world.

The UK Health and Safety Executive (HSE) enforces the law in many workplaces, ranging from health and safety in nuclear installations and mines, through to factories, farms, hospitals and schools for the protection both of workers and the public. In addition, over 380 local authorities are responsible for enforcement in a wide range of other activities.

The standards of health and safety achieved in Great Britain are delivered by the flexible regulatory system introduced by the HSW Act, and are typified by the Management of Health and Safety at Work Regulations 1999. They also reflect a long tradition of health and safety regulation going back to the 19th century.



TRAVELLING TO UK

VACCINES AND MEDICINES

Travelling to UK does not require vaccination, but you might want to check, according to your condition, the vaccines and medicines list and visit your doctor (ideally, 4-6 weeks) before your trip to get vaccines or medicines you may need.

Safety and security

By international standards, the UK is a safe country, with low levels of violence and street crime.



Liverpool is also quite safe but you'll need to be more careful at night. Choose a train, tube or tram carriage that has plenty of people in it and avoid deserted suburban tube stations at night. There are many night buses you can catch but try not to do this alone. A licensed cab is often the best option.

Try and leave valuables in your hotel room, as pick pockets do operate in some areas, be careful of bags especially when in busy areas.

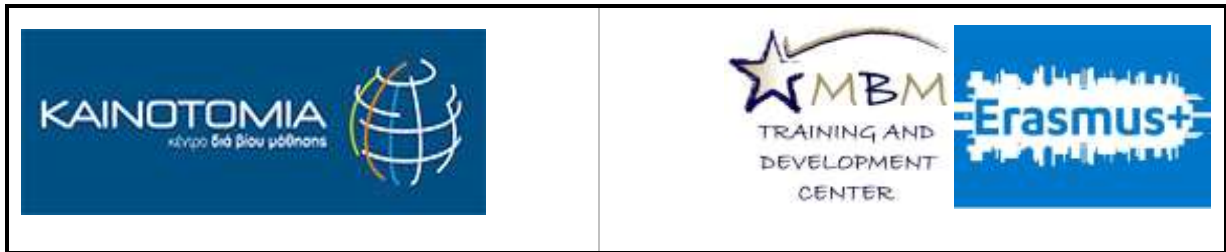
UK travel insurance

Don't leave home without it! Accidents happen – and they can happen in the strangest places at the strangest times. Travel insurance can cover you for all sorts of mishaps during your travel, and even before you leave.

Arriving in the UK

- In the excitement of arriving in a new country it can be easy to get distracted and misplace things, especially when you are getting on and off planes, trains and coaches. Here are some practical reminders to help you when you first arrive in the UK.
- Take special care of your ID, travel documents and tickets and keep them with you in a safe place. Before you travel, take a photocopy of all the pages of your passport (including the front and back covers), showing your details (name, photograph, passport number and its date and place of issue) and all the pages that have any entry clearances or immigration stamps on them, and pack this separately from your passport.
- Cash and credit cards should be carried in a safe place, such as an inside pocket, a money belt or a zipped bag. If you lose your credit cards report it to the police and the issuing organisation immediately. <https://www.gov.uk/contact-police>





- Label your luggage clearly so that it can be forwarded to you if it gets separated from you during your journey. If you do lose your luggage, report the loss immediately to officials of the airline or shipping line. At airports or seaports, check the lost property office to see whether it has been handed in there.
- If you need to leave your luggage somewhere while you change money or make telephone calls, use an official left luggage office (available at airports and major rail and coach stations). Then, for a small fee, you will be able to leave your luggage in a safe and supervised area. The attendant will give you a receipt so that you can collect your items later.

Lost passport

If you lose your passport or if it is stolen contact the police and apply to your Embassy immediately for a new passport and give them all your details. <https://www.gov.uk/report-a-lost-or-stolen-passpor> In most cases you will need to apply for a replacement. The procedures vary depending whether you have an entry clearance sticker inside your passport or you have a biometric residence permit (BRP). <https://www.gov.uk/biometric-residence-permits/replace> and <https://www.visa4uk.fco.gov.uk/home/welcome>

You must also report loss or theft of your BRP by emailing BRPLost@homeoffice.gsi.gov.uk

Taxi

If you are using a taxi, always make sure that you use a licensed one. Before you get in, you can check whether the taxi is licensed by looking at the back of it to ensure an official licence plate is attached. You should never agree to travel in an unlicensed taxi with an unlicensed driver.

Stay Healthy and Safe

Learn actions you can take to stay healthy and safe on your trip. Vaccines cannot protect you from many diseases in the United Kingdom, so your behaviors are important.

Eat and drink safely

Food and water standards in the United Kingdom are similar to those in the other EU countries.

Prevent bug bites

Although the United Kingdom is an industrialized country, bug bites here can still spread diseases. Just as you would in other EU States, try to avoid bug bites while spending time outside or in wooded areas.

What can I do to prevent bug bites?

- Cover exposed skin by wearing long-sleeved shirts, long pants, and hats.



- Use an appropriate insect repellent (see below).
- Consider using permethrin-treated clothing and gear if spending a lot of time outside. Do **not** use permethrin directly on skin.

Stay safe outdoors

- Stay alert to changing weather conditions and adjust your plans if conditions become unsafe.
- Prepare for activities by wearing the right clothes and packing protective items, such as bug spray, sunscreen, and a basic first aid kit.
- Consider learning basic first aid and CPR before travel. Bring a travel health kit with items appropriate for your activities.

Stay safe around water

- Swim only in designated swimming areas. Obey lifeguards and warning flags on beaches.
- Do not dive into shallow water.
- Avoid swallowing water when swimming. Untreated water can carry germs that make you sick.
- Practice safe boating—follow all boating safety laws, do not drink alcohol if you are driving a boat, and always wear a life jacket.

Keep away from animals

Most animals avoid people, but they may attack if they feel threatened, are protecting their young or territory, or if they are injured or ill. Animal bites and scratches can lead to serious diseases such as rabies.

Follow these tips to protect yourself:

- Do not touch or feed *any* animals you do not know.
- Do not allow animals to lick open wounds, and do not get animal saliva in your eyes or mouth.
- Avoid rodents and their urine and feces.
- Traveling pets should be supervised closely and not allowed to come in contact with local animals.
- If you wake in a room with a bat, seek medical care immediately. Bat bites may be hard to see.

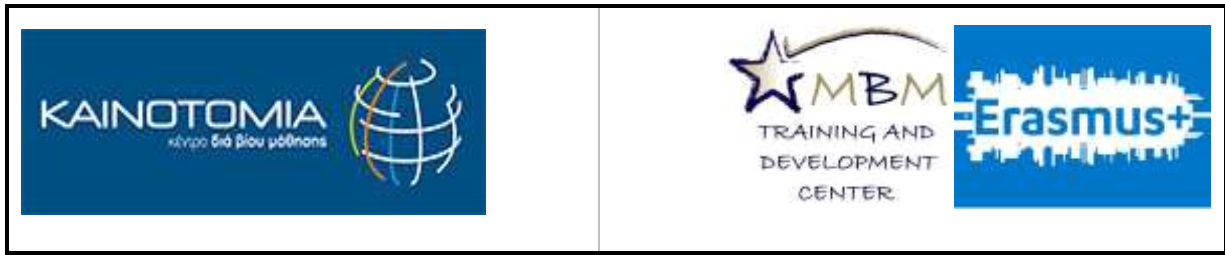
All animals can pose a threat, but be extra careful around dogs, bats, monkeys, sea animals such as jellyfish, and snakes. If you are bitten or scratched by an animal, immediately:

- **Wash** the wound with soap and clean water.
- **Go** to a doctor right away.
- **Tell** your doctor about your injury when you get back

Reduce your exposure to germs

Follow these tips to avoid getting sick or spreading illness to others while traveling:

- Wash your hands often, especially before eating.



- If soap and water aren't available, clean hands with hand sanitizer (containing at least 60% alcohol).
- Don't touch your eyes, nose, or mouth. If you need to touch your face, make sure your hands are clean.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing.
- Try to avoid contact with people who are sick.
- If you are sick, stay home or in your hotel room, unless you need medical care.

Avoid sharing body fluids

Diseases such as HIV infection can be spread through body fluids, such as saliva, blood, vomit, and semen.

Protect yourself:

- Use latex condoms correctly.
- Do not inject drugs.
- Limit alcohol consumption. People take more risks when intoxicated.
- Do not share needles or any devices that can break the skin. That includes needles for tattoos, piercings, and acupuncture.
- If you receive medical or dental care, make sure the equipment is disinfected or sanitized.

Know how to get medical care while traveling

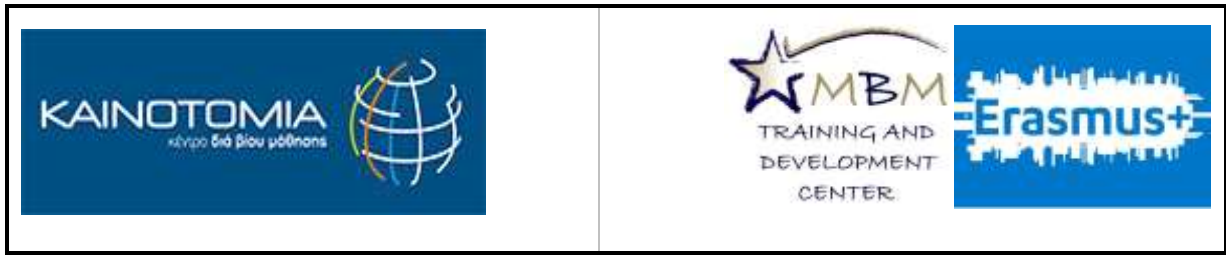
For EU citizens it is very important to bring the European Health Insurance Card. The card guarantees free healthcare emergency services within the EU, including the UK.

The project management team will have competencies to assist you with immediate healthcare support but – in case of a special health condition – you still might want to consider:

- Review your expanded health insurance plan to determine what medical services
- Carry a card that identifies, in the local language, your blood type, chronic conditions or serious allergies, and the generic names of any medicines you take.
- Bring copies of your prescriptions for medicine and for eye glasses and contact lenses.
- Some prescription drugs may be illegal in other countries. Call the United Kingdom's embassy to verify that all of your prescription(s) are legal to bring with you.
- Bring all the medicines (including over-the-counter medicines) you think you might need during your trip, including extra in case of travel delays. Ask your doctor to help you get prescriptions filled early if you need to.

Healthy Travel Packing List

Use the Healthy Travel Packing List for United Kingdom for a list of health-related items to consider packing for your trip. Talk to your doctor about which items are most important for you.



It's best to be prepared to prevent and treat common illnesses and injuries. Some supplies and medicines may be difficult to find at your destination, may have different names, or may have different ingredients than what you normally use.

Pack items for your health and safety.

- You may not be able to purchase and pack all of these items, and some may not be relevant to you and your travel plans. Talk to your doctor about which items are most important for you.
- This list is general and may not include all the items you need. Check for more information if you are a traveller with specific health needs, such as travellers who are pregnant, immune compromised, or traveling for a specific purpose like humanitarian aid work.
- Remember to pack extras of important health supplies in case of travel delays.

RELATED DOCUMENTS TO BRING

- **Health insurance documents**

Health insurance card (your regular plan and/or supplemental travel health insurance plan) and copies of claim forms

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- **Copies of all prescriptions**

Make sure prescriptions include generic names. Bring prescriptions for medicines, eye glasses/contacts, and other medical supplies.

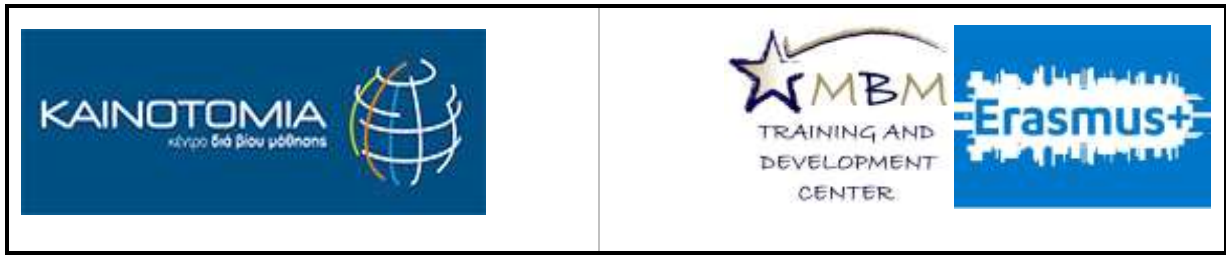
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- **Contact card**

Carry a contact card containing the street addresses, phone numbers, and e-mail addresses of the following:

- Family member or close contact
- Health care provider(s) at home
- Lodging at your destination
- Hospitals or clinics (including emergency services)





HEALTH AND SAFETY POLICY OF THE MBM TDC TRAINING VENUE

No smoking policy

The MBM TDC Training venues are all smoke free.

The ban on smoking applies to staff, trainers and trainees. Under our policy on smoking, the environment is to be free from tobacco advertising, promotion, sponsorship, sale, and both direct and indirect research funding from the tobacco industry.

Electrical safety

Electrical equipment used on MBM TDC Training Venues must be compliant and be visually inspected or electrically tested and tagged according to the electrical classification of the environment. Trainers and trainees are requested to have read and comply with the Electrical Safety Pamphlet which is located at the MBM TDC Web Page: www.mbmtraining.uk.

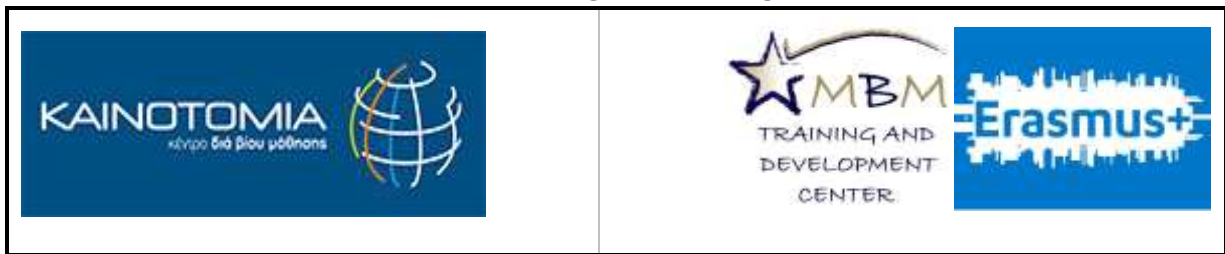
After the workplace has been determined as either electrically non-hostile or hostile, a regular inspection schedule can be developed. It is recommended that regular workplace safety inspections are synchronised with the checking periods which are required for electrical equipment.

Children

If children are brought onto training venue of MBM Training & Development Center, they have to remain under the immediate and close supervision of a parent or guardian at all times. Children are NOT permitted in hazardous areas such as laboratories, workshops, kitchens or any other area where the person in charge considers it to be inappropriate.

Use of computer workstations

All workers must be aware of the hazards of repetitive work such as keyboard use or laboratory work and occupational overuse. Staff must take regular breaks and postural readjustments to avoid muscular strain, and report any symptoms to their supervisor. The MBM TDC Safety, Health and Wellbeing team offers ergonomic assessments for all staff.



EMERGENCIES, INCIDENTS AND INJURIES

IN THE EVENT OF FIRE:

RAISE THE ALARM If safe to do so, ensure the immediate safety of anyone within the vicinity of the fire. Raise the alarm if not already sounding, using a break glass alarm panel or by shouting 'Fire, Fire, Fire' if a panel is not available. The alarm system automatically notifies the Fire and Rescue Services.

FIRE FIGHTING:

If safe to do so and if trained in the use of fire equipment, attempt to extinguish the fire. Do not use fire hose reel, water or foam extinguishers on an electrical fire.

- **FIRE EXTINGUISHERS:**

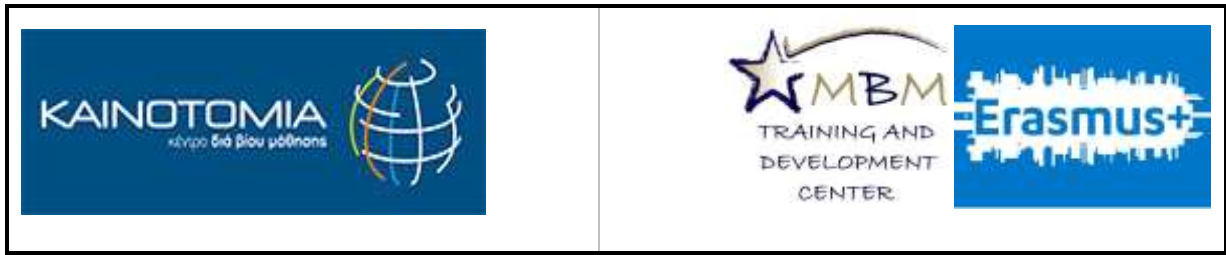
All fire extinguishers are tested to ensure reliability on a regular basis by a contractor sourced by Facilities Management. This equipment is provided to extinguish minor fires only. If there is any risk from the fire the building must be evacuated. Before using a fire extinguisher read the instructions ensuring that it is appropriate to the type of fire.

- **Water Type Extinguisher (colour coded red):** For use on paper, wood, textile and fabric fires only - not to be used on electrical or chemical fires.
- **Carbon Dioxide Extinguisher (colour coded red with a black band):** For use on electrical and flammable liquids fire – Please note that this extinguisher can be safely used on all types of fires, however, when the carbon dioxide dissipates, re-ignition could occur.
- **Dry Powder Extinguisher (colour coded red with a white band):** For use on electrical, flammable gases and flammable liquid fires.

FIRE BLANKETS:

Fire blankets are installed in the workplace for use on fires involving small quantities of flammable liquids. Such fuels are typically found in laboratories or kitchens. The effectiveness of the blanket depends on obtaining a good seal with the rim of the container. Fire blankets also provide a thermal barrier and are suitable for management of clothing fires.





EVACUATION:

- Evacuate the building in accordance with the area evacuation procedure or as directed by the Building Warden. Proceed to the nearest exit, walking quickly and calmly to the assembly area and do not use the lifts. Close but do not lock doors and windows as you exit. Leave lights on.
- Remain in the assembly area in groups until instructed to leave by a Warden or Fire and Rescue Services personnel.
- Do not re-enter the building until informed that it is safe to do so by a Warden or Fire and Rescue Services personnel.

Protecting your identity

Your identity and personal information are valuable. If criminals find out your personal details, they can use them to open bank accounts and obtain credit cards, loans and documents, such as passports, in your name. The website www.identitytheft.org.uk can help you to protect yourself against this happening. It advises you what to do if it does happen and suggests where to get further help.

Action Fraud also provides anti-fraud guidance and is the first point of contact for individuals reporting fraud. Call +44 (0)300 123 2040.

Visitors are also risking being burgled by giving away their whereabouts on social networking sites. These sites and the easy availability of addresses on the internet can be used to create a list of targets. Millions of us are now checking bank balances and transferring funds on smart phones and tablets every day. Some banking applications (apps) have no extra security for customers who make payments using their phones – meaning a phone is a potential cash point for a clever thief. Check if your mobile banking provider provides a pin number before you transfer money. If not, this may not be a safe way to check balances or transfer funds.

How to report a crime

To report a non-emergency minor crime, just call 101 or your local police station – you can find their number in the telephone directory – or, as we mentioned before, you can ask someone you know and trust to make the call for you. If you witness a crime, or are a victim yourself, it is very important to report it. By reporting a crime you will make sure you get the appropriate support and you will be helping the police to tackle crime and make your local



area safer. In an emergency In an emergency, where there is a danger to life or a crime is in progress, you can contact the police, fire brigade or ambulance service by dialling 999 from any telephone. This call is free of charge, but should be used only in an emergency.

Safety on the streets

Recent research suggests it is generally safe to walk on the streets in the UK, although you should always be aware of your surroundings and use your common sense wherever you are. The suggestions that follow are not intended to alarm but to remind you to always be alert on the streets of the UK as you would in your own country.

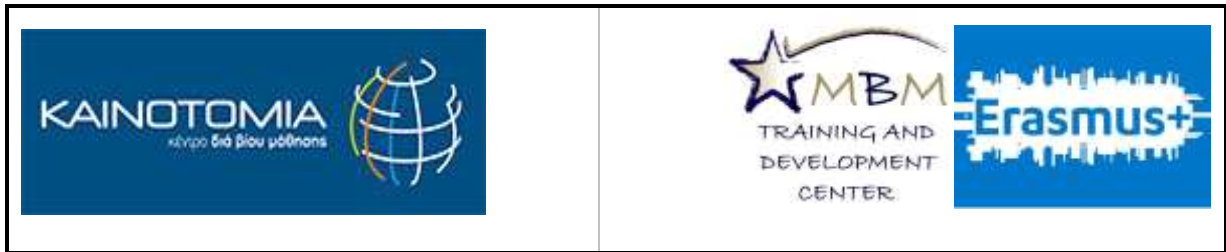
- Pay attention to your surroundings and plan your stay before you travel. Hotels can order taxis for you and can advise you about the local areas. It is always advisable to avoid high-risk situations such as walking late at night in an unfamiliar area.
- Many visitors are surprised the UK does not have street lighting everywhere. When you first move into your accommodation, find suitable and safe routes to petrol stations, shops and public telephones. Try to find and use routes that are well lit and busy.
- Walk confidently on the pavement, facing oncoming traffic. When crossing the road, remember that vehicles drive on the left in the UK, so they will be coming towards you from the right.
- If you are travelling late at night, walk in a group or, preferably, use public transport or a taxi. Avoid putting yourself at risk: don't take shortcuts through dark alleyways, waterways (canals or rivers), or parks, for example.
- Don't carry large amounts of cash with you when you are out.
- Always keep your bag and coat or jacket with you, and don't leave them on a chair or out of sight.
- Make sure you carry a mobile phone with you or take enough change or a telephone card so you can make a phone call or call a taxi, should you need one.
- A new text service that transforms your mobile phone into a personal safety alarm is available from as little as £2 a month. Users can also choose a pay-as-you-go option. The system allows users to alert friends or family if they get into trouble. Text alarms can be set in advance – for example, if a person fails to get home at a particular time. Users can also speed dial the number to trigger an alarm if they get into trouble. Once the alarm is triggered, Text You Home obtains the location of the user from



network triangulation to pinpoint the mobile. The location is then texted to emergency contacts, such as family or friends, along with any journey details sent by the user beforehand. More details are available on www.textyouhome.com

- Be alert and be brief when using a mobile phone. Be discreet and try to conceal it. Don't wander along with your earphones on or follow a smartphone's satellite navigation system as this could indicate to others that you have expensive personal possessions with you, you are not alert or even familiar with your surroundings.
- It is possible to download a free application called FindmyiPhone which enables your mobile phone to be tracked via GPS. Other phones can be set up in a similar way. The police advise owners of smartphones to download applications to help you locate your phone if you have mislaid it. If your phone has been stolen the police are able to track it; this in turn helps them solve more crimes.
- Facing outwards when using a public telephone allows you to see what is going on around you.
- If you feel that you are being followed, cross the street (more than once if necessary), and if you are still concerned, move as quickly as possible to a public area, such as a restaurant or bar, and telephone for help. It is not necessarily the best idea to use the first telephone that you see if it is in an isolated spot.
- You should never accept drinks from strangers or leave your drink unattended in public places as drinks being 'spiked' with drugs or alcohol is on the increase. Read an interview with a door supervisor and tips about how international students and visitors can keep safe in clubs, bars or other venues.
- Alcohol can lower your inhibitions which can sometimes cause you to disregard your own safety and put yourself at risk. Drinking too much alcohol can lead to damaging unintended consequences including accidents, assaults or health issues such as an unwanted pregnancy or a sexually transmitted disease.
- In some areas of the UK police officers have powers to stop a person drinking alcohol in public and can confiscate it. It is advisable NOT to drink alcohol in public places as you risk becoming a target for criminals. www.drinkaware.co.uk/check-the-facts/effects-on-your-safety.
- Avoid confrontation – it's better and safer to walk away if you are being provoked or hassled.





- Be aware of others around you at cash point machines and try not to use cash machines at night or in poorly lit areas. If you must use one, go with a friend and leave as soon as you have your money.
- Always memorise your PIN (personal identification number) to access your money from a cash machine. Never write down your PIN or give it to anyone else.
- Have your keys ready well before you reach the door of your car or house.
- Carry your bag close to you with the clasp facing inwards or strap it over your shoulder. If someone grabs your bag, let it go; your safety is more important.

Community Legal Service Direct

Access to free legal information and advice. www.gov.uk/legal-aid

Phone: +44 (0)845 345 4345

Crime statistics

The world's first nationwide street-by-street crime maps are now available in England and Wales. www.police.uk

Crimestoppers

The charity Crimestoppers runs the 0800 555 111 number, allowing people to telephone anonymously with information about crimes or criminals. The information is then passed on to the police. Just tell them what you know, not who you are. www.crimestoppers-uk.org

Drink Aware

For the facts about alcohol. www.drinkaware.co.uk

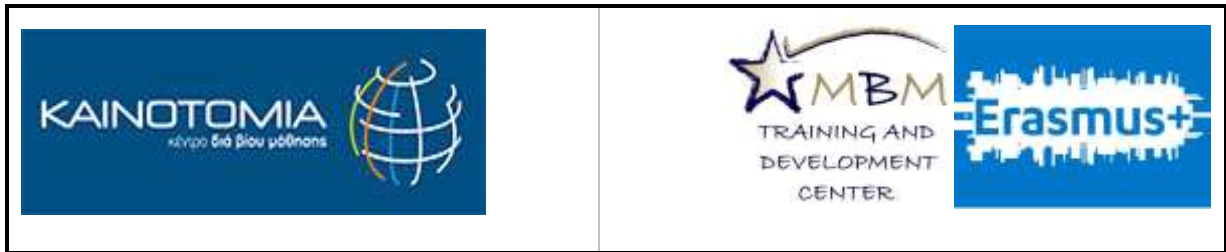
Drinkline

Advice on sensible drinking and alcohol misuse. www.patient.co.uk/support/Drinkline.htm

Equality and Human Rights Commission

Offers support and advice in cases of racial discrimination or harassment. www.equalityhumanrights.com T +44 (0)20 7939 0000 30

Gamble Aware



Promotes responsible gambling only and supports initiatives that help prevent gambling from becoming a problem and minimise gambling-related harm. Gamble Aware is administered by the Responsible Gambling Trust. www.gambleaware.co.uk

Get Safe Online

Advice on how to keep yourself safe online. www.getsafeonline.org

Highway Code

Advice on traffic law in the UK. <https://www.gov.uk/guidance/the-highway-code>

Home Office

The Home Office has a website giving practical advice on protecting yourself against identity theft. www.actionfraud.police.uk

Immobilise Crime

To register your mobile phone, bicycle or laptop, and for advice on what to do if they are stolen. Immobilise also sell property marking kits, electronic tags for bikes, luggage tags and tracker key tags and recovery services, security tags and stickers, window stickers, hologram security stickers and laptop insurance. www.immobilise.com

T +44 (0)8701 123 123

National Drugs Helpline

A free 24-hour confidential service offering advice and information to individuals concerned about drugs. www.urban75.com/Drugs T +44 (0)800 77 6600

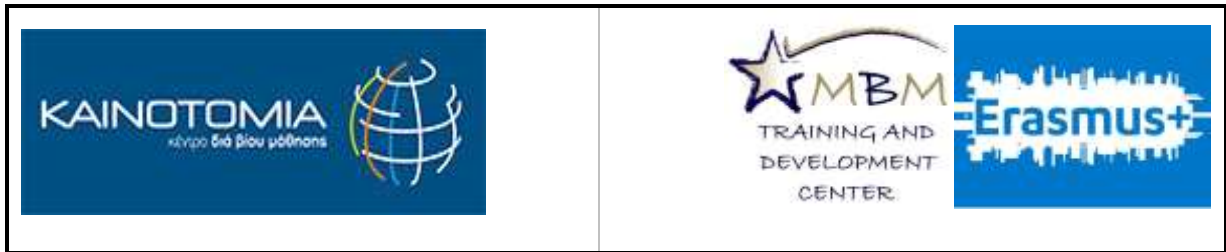
National Lesbian and Gay Switchboard

Information, support and referral service for homosexual men and women.

T +44 (0)20 7837 7324

NHS Choices 111

NHS Choices offers confidential health advice and information, 24 hours a day, seven days a week. <http://www.nhs.uk/NHSEngland/AboutNHSservices/>



Rape Crisis Federation for England and Wales

Help for women who have suffered rape, sexual abuse, attack or harassment.

www.rapecrisis.co.uk

Women's Aid

Offers support and a place of safety to abused women and children. www.womensaid.org.uk

T +44 (0)808 2000 247

CALLS IN CASE OF EMERGENCY

In an emergency, call **999** to contact the police, fire brigade or ambulance. This call is free of charge from any UK phone but should only be used in an emergency.

