

UNIVERSITY AND COLLEGE CONTACTS

The University of Edinburgh 0131 650 1000
Student Counselling Service 0131 650 4170
University Health Centre 0131 650 2777

Edinburgh Napier University 0131 444 2266
Student Counselling Service 0131 455 2929
Student Association 0131 229 8791

Heriot-Watt University 0131 449 5111
Student Welfare Services 0131 451 3386
Student Association Advice 0131 451 5333

Queen Margaret University 0131 474 0000
Student Advice Centre 0131 474 0000

Edinburgh College of Art 0131 221 6000
Student Service 0131 221 6023
Students' Union 0131 229 1442

Jewel & Esk College 0131 334 7100
Student Association 0131 657 7278
Student Service 0131 344 7163

Stevenson College Edinburgh 0131 535 4600
Student Advice Centre 0131 535 4700

Edinburgh's Telford College 0131 559 4000
Student Support Service 0131 559 4098
Students' Union 0131 559 4725

National Union of Students 0131 556 6598

PROPERTY AND HOUSING

- Fire Safety Advice 0800 169 0320
- Neighbour disagreement? Call Edinburgh Community Mediation Service 0131 557 2101
- Antisocial Behaviour Helpline 0131 529 7050
- Letwise 0131 529 7454

REMOTE REPORTING

If you have experienced or witnessed a crime or incident motivated by the offender's hatred of someone because of their perceived age, disability, faith, gender, race or sexual orientation, you can report it either to the Police or by contacting a non-Police Remote Reporting centre.

A full list of Remote Reporting centres can be obtained by calling 0131 311 3909 or by visiting www.saferedinburgh.org.uk

HELPLINES AND SUPPORT

- The Drug Rape Trust 0170 231 7695
- Edinburgh and Lothians Racial Equality Council 0131 556 0441
- Edinburgh Rape Crisis Centre 0131 556 9437
- Edinburgh Women's Aid 0131 226 6606
- Equal Opportunities Commission Helpline 0845 601 5901
- Sexual Survival Support in Edinburgh 0131 220 4722
- Shakti Women's Aid 0131 475 2399
Help for black and minority ethnic women getting away from domestic abuse or violence.
- Victim Support 0131 668 255 (Edinburgh) 0845 60 39 213 (Scottish Helpline) 0845 30 30 900 (National Helpline) www.victimsupportsco.org.uk
- Women's Aid National Helpline 0808 200 0247
Support and practical advice for women in a violent and/or abusive relationship.

If you can't get through, don't give up. Use your student counselling service too – they are there to help. The Student Nightline is open 8pm to 8am on 0131 557 4444.

INTERNATIONAL STUDENTS

- Immigration Advisory Service: www.iasuk.org
- The Pakistan Society
Advice and information to all ethnic minority communities 0131 662 9446
- Roundabout Centre (for women under 30) 0131 556 1168

MONEY, DEBT AND CONSUMER ADVICE

- The Advice Shop 0131 225 1255 advice@edinburgh.gov.uk
- Consumer Direct 08454 04 05 06 www.consumerdirect.gov.uk
- Consumer Credit Counselling Service 0800 138 1111
- Money Advice Scotland 0141 572 0237 www.moneyadvice.org.uk
- National Debt Helpline 0808 808 4000
- Gamblers Anonymous 0370 050 8881
- Scottish Debtline 0800 138 3328

LOST/STOLEN BANK OR CREDIT CARDS

- Alliance & Leicester 0500 313 233
- Barclaycard 0160 423 0230
- Clydesdale 0845 606 0622
- Halifax/BOS 08453 00 03 44
- HSBC 0845 600 7 010
- Lloyds TSB 0800 096 9779
- Nationwide 0845 730 2010
- NatWest 0870 600 0459
- Royal Bank of Scotland 0870 513 3550

GETTING AROUND

- Edinburgh Airport 0870 040 0007
- First Bus 08708 72 72 71
- Lothian Buses 0131 555 6363
- National Rail Enquiries 0845 748 4950
- Traveline 0871 200 22 33



USEFUL NUMBERS

In an emergency only, dial 999 and ask for Police, Fire, Ambulance or Coastguard.

To contact the emergency services for general enquiries please use the following numbers:

- Lothian and Borders Police 0131 311 3131
- Lothian and Borders Fire Service 0131 228 2401
- Fire Safety Advice 0800 169 0320
- Crimestoppers 0800 555 111

OTHER USEFUL NUMBERS

- Casualty, Royal Infirmary 0131 536 1000
- NHS 24 – 08454 24 24 24
- Electricity (Emergency) 0845 2727 99
- Gas (Emergency) 0800 111 999
- Scottish Water (Emergency) 0845 7420 420
- The City of Edinburgh Council 0131 200 2000

USEFUL WEB SITES

- www.adviceguide.org.uk (Citizens Advice Bureau)
- www.crimestoppers-uk.org
- www.ednightline.com
- www.thesite.org (Youth site – drugs, health, relationships)

safecity



www.saferedinburgh.org.uk



WELCOME TO EDINBURGH



Edinburgh is a great place to study, visit or live. With so much going on, you need to keep your wits about you. So, **Play Safe and Be Safe.**

The Edinburgh Student Safety Forum, a sub group of The Edinburgh Community Safety Partnership (ESCP), has developed this part of the Safer City guide to offer information on good safety practices and provide useful contacts.



BE SAFE ... OUT AND ABOUT

Violent crimes often feature in the news but in reality you are unlikely to be a victim of such a crime. It is wise though to take some basic steps to keep yourself safe when you are out and about in the city.

Be alert. Walk with purpose and confidence and avoid dark or unlit deserted areas. Carry your bag close to you and if someone grabs it, let it go. If you hang on to it, you could get hurt. Keep your house/flat keys in your pocket.

Always make sure you know your way back to your accommodation safely – it's easy to get lost in an unfamiliar place. Look out for your friends when you go out and make sure you do not get separated.

Drug assisted sexual assault is rare, but it is important to know about the potential danger. Men and women are equally vulnerable, most likely in busy bars and clubs. Be aware and if you believe that you or one of your friends has been given a drug, get medical assistance and contact the police immediately.

Roofie (drug rape and sexual abuse helpline) 0800 783 2980 Web: www.roofie.com

If you are out with your friends enjoying Edinburgh's nightlife, keep your wits about you and be responsible. Don't drink so much alcohol that you are incapable of looking after yourself.

Use cash point machines in daylight or in well lit areas. Only carry cards that are really necessary. If something does happen to you, report it to the Police and campus authorities. You could stop it happening to someone else.



NEIGHBOURS, NOISE AND RUBBISH

If you are experiencing antisocial noise between 5.15pm and 4am, call 0131 311 3131.

Don't leave your rubbish (or bikes) where they block escape routes. Find out when the bins are collected in your street. Put all rubbish in the wheelie bins (if provided) or in black bags. Put black bags out before 7am on the morning they are collected. Don't put them out the night before as you may be fined.

If you have bits of furniture or large pieces of kit you want rid of, the Council has a special uplift service that will take them from you. Call 0131 529 3030 to arrange. You can also take them to the nearest tip – call the same number to find the nearest one.

If you find rubbish that has been dumped on the street or in open spaces you can get it removed by contacting the City of Edinburgh Council's Rapid Response Unit on Freephone 0808 100 3366.

STAY SAFE ... IN YOUR FLAT OR ROOM



Make sure your flat or house is correctly fitted with a working smoke detector and test it regularly.

In halls of residence, do not tamper with the fire alarm system. Evacuate the building if it sounds. Familiarise yourself with your escape routes from the building.

Cigarettes, matches, lighters and other smokers' materials are the biggest cause of fire deaths and injuries ... take care!

Avoid using candles – or use in a safe container. Candles are a fire risk and they shouldn't be left burning unattended.

In the event of a fire get out and call the Fire Service. Dial 999.

Check that your house or flat has carbon monoxide detectors and check that they conform to British Safety Standard 78601996. If not, you can get them at any major DIY store.

Identity theft is now a big issue. Destroy all old bank/credit card/utility bills as they can be used to steal your identity. Do not allow someone else to use your bank account details.

Make sure your house/flat/room is secure. Use window locks. Close curtains after dark. If you think you hear a prowler, dial 999. For security advice phone 0131 311 3131 and ask for your local Police station.

The average cost to replace everything stolen after a burglary is over £1,000. Get contents insurance sorted before you arrive at uni or college and shop around for the best price.

FIT FOR CYCLING

Always wear a helmet when cycling. It won't stop an accident happening, but it may reduce the risk of serious injury to you. As soon as it begins to get dark use front and rear lights. Without lights you become invisible! If possible, wear a jacket with reflector strips.

Never leave your bike unlocked. Secure it using two quality locking mechanisms such as a chain and padlock with a D-lock. Always lock it to something solid, such as a lamp post, railings, or ideally cycle racks. If your bike has quick release wheels remember to lock up both of them. Remove valuable components (lights, saddle, etc).

DRINK AND DRUGS

Alcohol and drugs can effect everyone differently. The effects depend on the amount taken, the user's mood and their surroundings. Some people can suffer a bad reaction. It is important to know what to do if you, or a friend, become ill after drinking too much or taking drugs.

If you are worried that you or your friends are getting into difficulty with drink or drugs, contact the numbers below for advice. Remember the safest option for you is to watch your alcohol intake and not to use drugs.

For information, contact the following agencies:

- Alcoholics Anonymous 0845 769 7555
- Crew 2000 0131 220 3404
- Drinkline 0800 917 8282
- Edinburgh and Lothian Council on Alcohol 0131 337 8188 offers counselling and support for people aged 18 or over.
- Know The Score 0800 5875 879
- National Drugs 24 hr Helpline (FRANK) 0800 7766 00



HEALTH AND SEX

- Asthma Helpline 0800 121 62 44
- Depression Alliance Scotland 0845 123 23 20 www.lookokfeelcrap.org or www.dascot.org
- Eating Disorders Association Youth Helpline 0845 634 7650 (up to/including 18 years). Adult Helpline 0845 634 1414
- Health in Mind 0131 225 8508
- HIV AIDS Waverley Care Trust 0131 558 1425
- Gay Men's Health 0131 558 9444
- Men in Mind 0131 225 8508 Support and advice for ethnic minority men
- Minority Ethnic Health Inclusion Project Health information and advice 0131 537 7565
- National Meningitis Trust 0800 028 18 28 www.meningitis-trust.org
- Sexual Health Helpline 0800 567 123
- Smokeline 0800 848484

REMEMBER

Don't be afraid to say NO. Practice safe sex. A c:card scheme operates in Edinburgh. The c:card service is confidential, offers free condoms and gives information on sexual health. To find your nearest c:card point go to www.ccard.org.uk

DISABILITY

- Grapevine 0131 475 2370
 - Lothian Centre for Integrated Living 0131 475 2350
- Please contact your student association if you require further support or advice.

RELATIONSHIPS



- British Pregnancy Advisory Service (BPAS) 08457 30 40 30 www.bpas.org
- Caledonia Youth Advisory Service 0131 229 1402. Free, confidential sex advice and contraceptives for under 25s. www.caledoniayouth.org
- Cruse Bereavement Care 0845 600 2227 Bereavement advice.
- Domestic Abuse Helpline 0800 027 1234
- Family Planning and Well Woman Service 0131 332 7941
- GUM (Genito-Urinary Medicine) 0131 536 2103. Confidential sexual health clinic for all ages.
- LGBT Youth 0131 555 3940 Support services for lesbian, gay, bisexual and transgender young people.
- One Parent Families Scotland 0808 801 0323
- Samaritans 08457 90 90 90 www.samaritans.org
- Saheliya 0131 556 9302 Provides a range of services which supports the well-being of black women.

