



MERSEYSIDE
POLICE
Putting our Community First

Welcome to Merseyside

Practical advice and essential
information for visitors to Merseyside



WELCOME

ABOUT THIS GUIDE

We hope that this guide will help you. It tells you about services you might need to use while you're here. There are telephone numbers and website addresses if you want to know more.

Enjoy your time in Merseyside!

Merseyside Police welcome you to Merseyside.

We work hard to make Merseyside a safe place to live, and a good place to visit.

Merseyside has five areas:

- Wirral
- Sefton
- Knowsley
- St Helens
- Liverpool

We police all of them.





Police Officers

Our police officers are an important part of the community.

They work hard to stop crimes and help people.

Every police officer is different, but they all want to help people.



Police Community Support Officers (PCSOs)

PCSOs help police officers do their job.

They are not allowed to arrest people.

They are friendly and helpful and can offer advice.

PCSOs have a blue band on their uniform to show that they are different to police officers.



Contacting Merseyside Police



Emergencies

You can call the police any time by telephoning: **999**

The **999** number is for emergencies.

For example, if:

- A crime is happening now
- Somebody is injured
- You or someone else is in danger

The person who answers **999** will speak English. Tell them if you need another language, and they will find an interpreter. They will stay on the phone to you. If the call ends by accident, they will call you back.

If you are deaf or you can't hear very well use our textphone service 18000.

Non-Emergencies

If it is not an emergency, you can telephone: 101

If writing to us is better, you can do it at:

Twitter: @MerPoICC

Facebook: @MerseyPolice

www.merseyside.police.uk

Or you can write us a letter to:

Merseyside Police,
Rose Hill,
Liverpool,
Merseyside L3 3BB

Crimestoppers

If you want to report a crime, but don't want to say who you are, you can contact Crimestoppers. Crimestoppers are not the police, and will not ask for your name.

Telephone: 0800 555 111.

Online: www.crimestoppers-uk.org

CrimeStoppers.

0800 555 111

100% anonymous. Always.

In case of an emergency

If you witness or are involved in an emergency situation, it is essential that you call the appropriate service. In the UK there are 4 main emergency services reachable through dialling 999:



What happens when I call 999?

Call 999 for the Fire Service, Ambulance, Police or Coast Guard. When you telephone 999 you will speak to someone who will ask: 'What service do you require'. You can tell them if it is the fire service, ambulance, police or coast guard you need.

If you can't speak English the person on the telephone will try to understand what language you speak and get a translator. They will stay on the phone to you.

Things the **999** person will ask:

- Where are you (they might ask for the postcode e.g. L3 8RH)?
- What phone number are you using?
- What's happened?
- When somebody is coming to help you, the 999 person will stay on the phone. They might ask you some more questions, like:
- How old is the person in trouble?
- What is the person's gender?
- How did the thing happen?

Making a complaint against Merseyside Police

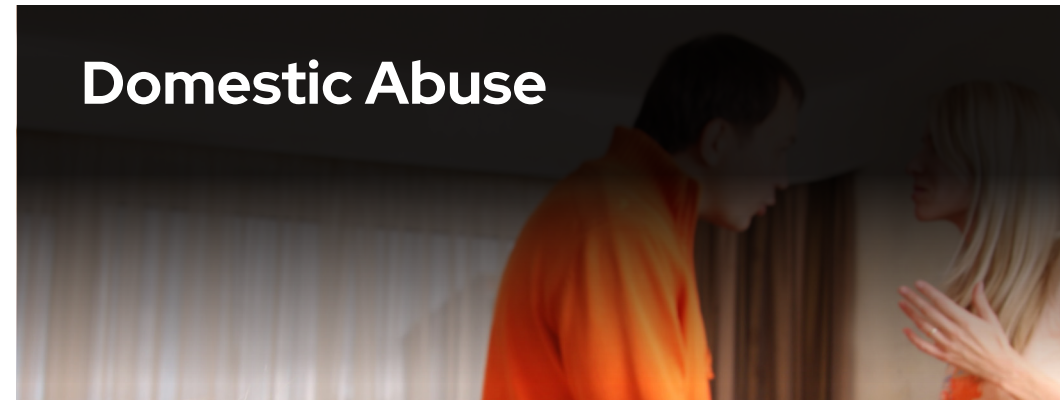
If you are not happy with the service you have been given by Merseyside Police, you are allowed to complain.

You can make a complaint about Merseyside Police by:

Going online at www.merseyside.police.uk/feedback

By email: professionalstandards.department@merseyside.pnn.police.uk

Say what has happened and why you are unhappy.



Domestic Abuse

Crime

It is not likely that you will be a victim of a serious crime in Merseyside. But, if you are a victim of crime and you report it to us we will:

- Investigate it
- Tell you what we are doing about it (for example, if we arrest someone)
- Work with other services to make sure you are taken care of

Witnesses

If you witness a crime happening to someone else and want to tell us, we will:

- Try not to let the criminal know who you are
- Let you know what happens to the criminal
- Get you any help you need to feel better about what you saw

Types of Crime

These are some examples of crimes in the U.K.

- Steal or damage other people's property
- Carry knives (bigger than 3 inches)
- Use or have illegal drugs (including cannabis)
- Have sex with ANYONE who does not consent
- Have sex with somebody who is younger than 16
- Pay someone for sex
- Threaten someone
- Be violent to anyone
- Drop litter

The UK government says domestic abuse is, "any incident of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members, regardless of their gender or sexuality."

This means you are not allowed to:

- Tell the person what they have to do
- Keep their money from them
- Threaten them
- Be violent
- Frighten them (for example by shouting or breaking things)

Forced marriages

A forced marriage is one where people are made to feel like they have to get married when they don't want to.

Forced marriage is against the law in the U.K. If you are being forced to get married when you don't want to, telephone The Forced Marriage Unit of the Foreign and Commonwealth Office: 0207 700 80 151. You do not have to tell them who you are if you do not want to. They can give you advice and help if you want it.

Honour-based abuse

Honour based abuse is when someone is controlling you by:

- Telling you what to do and how to behave
- Not allowing you to dress the way you want to
- Forcing you into marriage
- Saying you would shame and dishonour the family if you are gay, lesbian or transgender

Female genital mutilation (FGM)

FGM is when the female genitals are deliberately cut, injured or changed, without medical reason. FGM is usually done to young girls before puberty starts. It's illegal in the UK. It is classed as child abuse.

For help and advice, you can telephone Savera UK on 0800 1070726 or email them at www.saverauk.co.uk

Your rights



Human trafficking

Human trafficking is when a person is brought to another country, or moved around a country, by people who threaten, frighten, or hurt them, and force them to do things they don't want to do.

Human trafficking is illegal in the UK.

If you are a victim of human trafficking, the government will:

- Give you confidential help and support called the 'National Referral Mechanism'
- Support you if you decide to talk to the police

Your rights if you are a victim of human trafficking

You might feel scared, powerless, and alone. But you do have rights.

You have the right to:

- Have someone to help you with your feelings about what happened
- An interpreter/translator
- Protection from the people who trafficked you
- Legal advice
- Help with medical care
- Temporary safe housing

If you tell the police that you have been a victim of human trafficking, the police will:

- talk to you about what has happened
- offer you protection from the people who hurt you
- start an investigation to find out what happened
- talk to you about what's going on

For help and support, telephone
The Salvation Army Human Trafficking:
0300 3038151

Prejudice and hate



If something bad has happened to you because of who you are, you can report it to us. If someone has been unfriendly, angry or aggressive towards you, it might not be a crime, but we can still help you.

Sometimes if someone does something bad to you because of who you are (your race, religion, sexuality, gender identity or disability) it is a 'hate crime'.

Even if you are not sure if what happened was a crime, Merseyside police would like you to report it to us so that we can help.

If you do not want to report what happened to the police, you can telephone STOP HATE UK: 0800 138 1625 or go to their website: www.stophateuk.org

If you see the STOP HATE logo it shows you where there is a safe place for you to go in and report what happened.



Police officers in the UK have the power to stop and search you if they have 'reasonable grounds' to suspect you might be carrying:

- Illegal drugs
- A weapon
- Stolen property
- Something that could be used to commit a crime (like a screwdriver)

Being stopped does not mean you are being arrested or that you have done something wrong.

What to do if you are stopped and searched

- If you are stopped by the police and searched, you have to stay while you are searched.
- A police officer can ask you to take off some items of clothing (like your coat, jacket, or gloves) but the police officer must be the same sex as you.
- If a police officer asks you to take something off that you are wearing for religious reasons (like a veil or turban) they must take you somewhere private.
- The search has to happen near where you were stopped, unless you are being moved for your privacy.

If you are arrested you will be taken to a police station where you can:

- Get an interpreter
- Get a solicitor

Prevent

'Radicalisation' is when a person is 'groomed' to support terrorism and extreme beliefs.

If you are worried someone is becoming radicalised seek help straight away.

The quicker you contact us, the quicker we can protect the person.

Merseyside Police has specially trained 'Prevent' officers who help to persuade people to stop supporting terrorism and extreme beliefs.

To find out more about how to help someone close to you visit www.actearly.uk or telephone the Anti-Terrorism Hotline on: 0800 789 321



Staying safe at home



It is important to keep your home, vehicle, and possessions safe while you are living here in the UK. Here are some things you should do:

- Lock your windows and doors when you go out or go to bed
- Use your house alarm if you have one
- Make sure you lock your UPVC door properly if you have one – remember to lift the handle, turn the key and then take the key out
- Keep your valuable property out of sight, away from your windows and doors (like car keys, laptops, mobile phones, purse/wallet)
Don't carry lots of money when you go out, or leave it in the house – put it into your bank account and have what you need
- Personal information (like your passport, ID cards and driving license) can be used to steal your identity and used in crimes. Keep them safe at all times
- Lock your shed and/or garage if you have one

- Fit a letterbox restrictor to your front door
- Use a UV pen to mark your valuable items with your postcode and house number. This will help us to return these items to you if they are ever stolen
- Make sure you use strong passwords online to stop fraud and use different passwords for different websites

Being safe when you're out

- Be aware of your surroundings and keep to well-lit areas
- Keep your valuable things out of sight
- Spread your valuables around you (for example, keep your keys in your jacket, your phone in your bag, and your money in your trouser pocket)
- Don't keep your mobile phone in your back pocket
- Don't text when walking alone as you may miss signs of danger

Driving in the UK

To drive a car in the UK you must have the following documents:



A DRIVING LICENCE



VALID INSURANCE



YEARLY MOT CERTIFICATE



ROAD TAX

(only people listed on the policy are authorised to drive the vehicle)

Useful information to help keep you and other drivers on the road safe:

- You must drive on the left-hand side of the road at all times
- The driver and all passengers must wear a seatbelt
- Babies must be placed in a car seat and children aged 12 or under 1.35 metres in height should use a booster seat
- Do not use your mobile phone while driving. You will be fined and/or given points on your license
- Most speed limits are shown by black numbers on a circular white sign with a red border
- Usually residential areas in the UK have a standard speed limit of 30mph, though in some areas (like near schools or housing estates) have a speed limit of 20mph
- You must not drive faster than 70mph on a motorway
- It is against the law to drive under the influence of alcohol or drugs
- If you are involved in an accident you MUST stop and exchange your details with all the other drivers involved. In a case of injury, the police MUST be called
- You MUST stop if signalled to by the police. It is likely the officer will ask to see your driving documents



A bus lane will be marked by a sign and markings on the road. Some bus lanes are only used sometimes (for example, between 0700 – 1000.) If this is the case the times will be shown on the sign. If a bus lane is in-use it can only be used by buses, bicycles and taxis. You may get a fine if you drive in a bus lane.



Mersey Tunnels

Liverpool is connected to the Wirral (another part of Merseyside) by two tunnels – the Kingsway Tunnel and the Queensway Tunnel. You cannot walk or cycle through the tunnel. You must drive or take a bus.

Health



Smoking & drinking

In the UK, smoking in bars, work places, restaurants, and public vehicles (including taxis, trains and buses) is not allowed.

The legal age for drinking alcohol in the UK is 18. There are some public places where it is illegal to drink or have open alcohol. If you do, your alcohol can be taken and you might get a fine.

Emergencies

Ambulances should only be used if there is an immediate emergency. Accident & Emergency (A&E) is the place to go if you or someone else has/is experiencing;

- Unconsciousness
- Severe and persistent chest pain
- Breathing difficulties
- Bleeding that can't be stopped
- Fits and acute confused states

A&E departments are available in major hospitals across Merseyside. Some are for children (under 16) some are for adults (over 16) and some are for both.

Royal Liverpool University Hospital - Adults & Children

Prescot Street
Liverpool
L7 8XP
rlbuht.nhs.uk

Aintree University Hospital - Adults & Children

Longmoor Lane
Liverpool L9 7AL
aintreehospital.nhs.uk

Whiston Hospital - Adults & Children

Warrington Road
Prescot
L35 5DR
www.sthk.nhs.uk

Ormskirk & District General Hospital - Children

Wigan Road
Ormskirk
L39 2AZ
www.southportandormskirk.nhs.uk

Wirral University Teaching Hospital - Adults & Children

Arrowe Park Road
Upton
Wirral
CH49 5PE
www.wuth.nhs.uk

If it's not an emergency

Walk-in centres are run by trained medical staff who can treat minor injuries, infections and illnesses. There is no need to make an appointment and centres are usually open late into the evening, 7 days a week.

Treatment at a walk-in centre is free, but you will need to pay for any medicines you are prescribed.

GPs are run by doctors and nurses who provide treatment for illnesses, infections and mild injuries.

You will need to register with a GP before you can make an appointment.

Visit www.nhs.uk to find out how to register for a GP and a dentist.

Dentists look after tooth and dental pain. You will need to register with your local dentist before you can make an appointment.

Pharmacy/Chemist

Pharmacists are qualified healthcare professionals, and they can offer medical advice and medicines for minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

If the pharmacist thinks what is wrong might be serious, they are trained to get you the help you need.

Pharmacies/chemists can be found in most supermarkets. The high-street store 'Boots' is a chemist, and there are often chemists close to GPs offices.

The City of Liverpool



Liverpool is the capital of Merseyside and is the second largest city in the north-west of England located 56km (35 miles) west of Manchester and 31 km (19) miles north of Chester.

Because it was an important port city, Liverpool has a diverse population with lots of different cultures and religions.

The people of Liverpool are referred to as 'Liverpudlians' or 'Scousers' (in reference to the local dish known as scouse, a form of stew).

Infrastructure:

Liverpool John Lennon Airport has 5.5 million passengers per year and goes to 70+ destinations.

The Port of Liverpool is the largest UK port for North American container trade and has 4m square feet of warehousing.

The Mersey Rail (train) network is the best in the UK, as well as one of the biggest.

Points of interest:

- Liverpool has 4 Universities with more than 70,000 students, 6,000 of these are international.
- The Liverpool 'Knowledge Quarter' has world leading research institutions and contributes £1bn a year to the city's economy and is part of the wider international hub of biomedical activity
- Merseyside has a strong history of support for the LGBTQ+ (Lesbian, Gay, Bisexual, Transgender and Queer) community. In the city centre we have the Pride Quarter, located in and around Stanley Street, Cumberland Street, Temple Lane, Eberle Street and Temple Street. The Pride Quarter can be recognised by the rainbows on the street signs and is considered the beating heart of the LGBTQ+ community in the local area.



Things to do in Merseyside



ALBERT DOCK

A complex of dock buildings and warehouses which have been turned into a multi-use tourist attraction

BEATLES STORY

Museum dedicated to the Beatles at the Albert Dock

CAVERN CLUB

Famous Club where lots of popular bands have played

CHINATOWN

Liverpool is home to the oldest Chinese community in Europe and has the largest Imperial Arch outside of China

EVERTON FC

Goodison Park is EFC's stadium and has a capacity of 40,000

INTERNATIONAL SLAVERY MUSEUM

Museum dedicated to the transatlantic slave trade

KNOWSLEY SAFARI PARK

Safari park with animals from around the world

LIVERPOOL CATHEDRAL

Biggest cathedral in the UK, designed by Giles Gilbert Scott

LIVERPOOL FC

Anfield is LFC's stadium and has a capacity of 54,000

LIVERPOOL METROPOLITAN CATHEDRAL

Roman Catholic Cathedral of unusual circular shape

MATTHEW STREET

Famous street full of bars, clubs and pubs

MERSEYSIDE MARATIME MUSEUM

Museum shows the historical importance of Liverpool as a port

MUSEUM OF LIVERPOOL

Brand new museum telling the story of Liverpool and its history

PIER HEAD

Riverside location encompassing majestic buildings

SPEKE HALL

Enchanting half-timbered Tudor mansion

TATE ART GALLERY

Gallery and museum presenting mainly contemporary and modern art

WALKER ART GALLERY

The national gallery of the North and for 130 years it has housed Liverpool's outstanding art collection

WORLD MUSEUM

Housing a diverse mixture of historical and modern exhibits

SOUTHPORT PIER

The Pier opened in August 1860 and is the oldest iron pier in the country

NEW BRIGHTON

A seaside resort in Wallasey, Merseyside
The Lady Lever Art Gallery The gallery is set in the garden village of Port Sunlight, on the Wirral

DREAM SCULPTURE

Dream is a sculpture located in Sutton, St Helens, Merseyside



Please enjoy all that Merseyside has to offer.

If you need help and support then look out for our police officers and PCSOs for any help you may need.

Community Contacts



Pagoda Centre

Community centre for the Chinese community and beyond, which has a range of services for people of all ages.

Chinese Pagoda Youth & Community Centre
Henry Street
Liverpool
L15BU

Al Rahma Mosque

Support to all members of the Muslim community, organises activities that also appeal to the wider community. Services include:

- Advice and guidance on Islamic matters
- Children's classes
- Day Centre for older Muslims
- Lunch club for Muslim elders
- Community housing project
- Nikah (Marriage) Ceremony
- Prayer facilities
- Sports events
- Study circles
- Women's groups
- Funeral Arrangements & Burial

Al Rahma Mosque
29-31 Hatherley St
Liverpool
L8 2TJ

Pal Centre

The PAL Centre is a unique purpose built multi-cultural centre which caters for the needs of both the Pakistani community and the wider neighbourhood.

Lots of activities takes place at the PAL centre which members and their families are encouraged to take part in. A variety of sports, social and educational interests are available:

- Badminton
- Table tennis
- Five-a-side football
- Tai-chi classes
- Karate
- Ladies Zumba Classes
- Gym
- Cricket

68A Mulgrave St
Liverpool
L8 2TF

Migrant Workers Sefton Community

MWSC's aim is to help migrant workers and their families to integrate into the local community. They offer advocacy and complementary services including:

- Translators / interpreters in 10 languages
- Help-line
- One-to-one appointments
- Drop-In sessions
- Family law

Shakespeare St
Southport
PR8 5AB

Sikh Temple

Guru Nanak Darbar
16 Wellington Ave
Liverpool
L15 0EJ

Citizens Advice

Citizens Advice provides free, confidential and impartial advice over the phone and in person, for free. They can offer advice on:

- Benefits
- Debt and money
- Consumer help
- Housing
- Law and courts
- Immigration
- Health

Asylum Link Merseyside

Asylum Link is a safe space for Asylum Seekers and Refugees, to meet, relax and find out about the community they have been dropped into. They offer a wide

range of services, which includes access to other agencies delivering refugee services on site, the Merseyside Refugee

Support Network MRSN, Merseyside

Network for Change, MNfC, and the Greater Manchester Immigration Aid Unit, GMIAU. You can get everything from a cup of tea and a chat, access to well-being programmes and advocacy.

St Anne's
Overbury Street
Liverpool
L7 3HJ

Anthony Walker Foundation

The Anthony Walker foundation works to tackle racism, hate crime and discrimination by providing educational opportunities, victim support services and by promoting equity and inclusion for all

anthonywalkerfoundation.com
info@anthonywalkerfoundation.com
0151 237 3974

Daisy Inclusive UK

Daisy Inclusive UK is a disability led charity that supports those who are vulnerable, young people with disabilities and their families through strands in the daisy chain which includes sports, music, education, employment, disability hate crime, social readiness and support. They aim to give those that they support a personalised pathway to help them reach their true potential and become active members of their community.



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