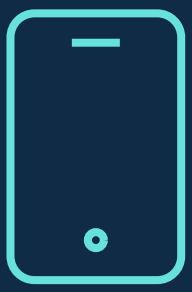
ADVICE FOR PUPILS, PARENTS AND CARERS

PHONE SAFE. PEOPLE FIRST.

Practical steps to reduce theft and get help when you need it.



01 On the way to school

• Keep your phone out of sight in a zipped pocket or bag. Put it away as soon as you finish using it.

• If you need to check a message or route, stop somewhere safe, away from the kerb. Look around before taking your phone out.

• Keep aware of people approaching, including on bikes or mopeds. Avoid distractions that stop you noticing your surroundings.

• Do not leave your phone on a table or hand it to someone you do not know. Follow your school's phone rules.

02 Set it up together

• Use a strong passcode, Face ID or fingerprint unlock, and a short automatic screen lock. Keep passcodes private.

• Turn on Find My and Stolen Device Protection on supported iPhones. On supported Android phones, enable theft protection and device finding.

• Hide lock-screen message previews, install updates and back up important information.

• Keep the IMEI and serial number somewhere separate. Dial ***#06#** to see the IMEI. Save a trusted adult's number somewhere other than the phone.

03 If someone threatens you

• **Your safety comes first.** Do not fight for a phone, chase someone or try to get it back yourself.

• Move to a safe, staffed place, such as a school office or shop, and ask for help. Tell a parent, carer or trusted member of school staff.

• If a tracker shows the phone's location, share it with police. Do not go there yourself.

04 Act quickly after a theft

• Use another device to mark the iPhone as lost at **icloud.com/find**, or use the manufacturer's Android locking service.

• Contact the network provider to block the SIM and handset. Tell your bank if payment apps or accounts may be at risk; secure your email and other accounts.

• **Do not remove a stolen iPhone from Find My.** Ignore messages claiming it has been found that ask for passwords, codes or removal from your account.

Parents and schools: agree a safe journey and a backup way to make contact. Reassure children: "Tell us straight away. We will help you." Reporting to school does not replace a police report.

REPORT IT. GET SUPPORT.

999 - if you are in danger, someone is injured, or the crime is happening or has only just happened. Use another phone or ask someone to call.

101 or met.police.uk - for a non-emergency report. Select "Report" then "Report a crime". Report threats and attempted thefts too, even if nothing was taken.

Help police: give the time, location, what happened, descriptions and direction of travel. Provide the IMEI and any tracking information. Keep messages and the crime reference number. Do not put yourself at risk to collect evidence.

Being targeted is never your fault. A phone can be replaced; you cannot.

Sources: Metropolitan Police - Protect your phone / Be Switched On; Apple Support - stolen iPhone (120837).

Further advice: met.police.uk/phonesnatch | support.apple.com/en-gb/120837 | Prepared 16 October 2026