



Safety advice for older people

Fire safety

There are over 700 fires in homes in Nottinghamshire every year. Having a smoke alarm fitted could save your life.

If you have any concerns about fire safety or need help fitting smoke alarms, please contact Nottinghamshire Fire and Rescue Service.

If your smoke alarm sounds:

- activate your lifeline if you have one
- leave your home as quickly as possible
- keep low to the floor away from the smoke
- once out of your house, call 999 (knock on a neighbour's door).

If you cannot get out of your home:

- phone 999
- activate your lifeline if you have one
- go to a room away from the fire and close the door
- open the window and shout for help.

Handy tips

- Have a smoke alarm fitted and ensure it's tested every week.
- Make sure ovens, hobs, heaters etc are switched off after use.
- Keep clothing away from heaters.
- Ensure cigarette ends are put out.
- Never smoke in bed.
- Make sure everything is switched off before going to bed.
- Always keep keys to doors in the same place.
- Walk around and check your home before going to bed and close all doors.
- Keep escape routes clear of obstacles.

Contact

Phone: 0115 967 0880

Email: communityfs@notts-fire.gov.uk

Website: www.notts-fire.gov.uk

Safe and sound

House burglaries can leave a lasting impact on victims and the possibility of a repeat burglary is sometimes the greatest fear, especially among vulnerable people.

Every year, specially trained carpenters who work for the police, visit around one thousand homes in the county.

Their job is to fit security door and window locks to the homes of elderly burglary victims. At the same time, people are given tips on how

to prevent crime. It is a simple gesture that helps vulnerable people feel safer at a worrying time.

Some handy tips

- Make sure all your windows and doors are locked properly if you are going out.
- Do not leave windows open unless you are in the room.
- Never tell anyone you are on your own.
- Keep outer doors locked at all times and remove the key.
- Always use a door viewer/chain (if fitted) when answering the door to check the identity of any caller.
- Keep any spare keys to the property in a safe place.
- Cancel any deliveries if you are going on holiday or into hospital.

- If you have any queries about crime prevention, please contact Nottinghamshire Police

Contact

Phone: 101

Website:

www.nottinghamshire.police.uk/crimereduction/

Doorstep crime

We advise that you don't answer your door to uninvited callers, who may be selling goods or offering to carry out repairs on your property.

Advice for dealing with uninvited callers:

- If it's someone important, they will have your contact details and will send you a letter.
- If you feel the need to speak to the caller, speak through an opened window. It's easier to shut a window than a door when you have finished the conversation and the trader won't leave.
- If you are expecting a caller:
 - Use a door viewer or window to see who the caller is
 - Put your chain or bar on before you open the door
 - Check the identity of the caller - any genuine person won't mind you taking their ID card and ringing the phone number from a bill/phone book. Don't call the number on the card as this may be part of the scam. If they refuse to give you their card, be very suspicious.

For consumer advice, or to refer something to Trading Standards, contact the Citizens Advice consumer service on 03454 04 05 06. This provides free, confidential and impartial advice on consumer issues.

You can also visit www.adviceguide.org.uk or Textphone users can dial 18001 followed by Citizens Advice Consumer Service number 03454 04 05 06. If you feel threatened or in any danger, always dial 999 and request police assistance.

Nominated Neighbour scheme

The Nominated Neighbour scheme helps to protect vulnerable people from unscrupulous doorstep callers and rogue traders.

If you live in Nottinghamshire you can sign up to the scheme. We will arrange for a trusted neighbour to speak to any doorstep callers on their behalf.

This means that you don't need to answer the door. You can pass the caller a card and your neighbour will deal with the caller instead.

Nominated Neighbours don't have to be at home – they can deal with the doorstep caller over the phone.

The Nominated Neighbour will check the reason for the visit and confirm the caller's identity. If appropriate the Nominated Neighbour will go with the caller during their visit. Once the caller has finished their visit, the Nominated Neighbour will escort them off the premises.

If you, or someone you know, may benefit from the scheme contact the Citizens Advice Consumer Service on 03454 04 05 06.

Approved trader scheme

We work in partnership with Checkatrade to provide an approved trader scheme to help consumers choose a trader they can trust and rely upon. All traders have undergone rigorous checks by Trading Standards and Checkatrade. The details of approved traders can be found at www.checkatrade.com or by calling 0333 0146 190.

Alternatively, ask family and friends if they can recommend anyone. It is advisable to obtain three written quotes before employing a tradesperson.

Nottinghamshire Neighbourhood Watch (NottsWatch®)

Nottinghamshire Neighbourhood Watch aims to prevent and reduce crime and anti-social

behaviour and to develop stronger, supportive and safer communities.

Find out about neighbourhood watch schemes in your area or find out how to set up a new scheme:

<https://www.nottswatch.co.uk/districts-and-areas>

Handy Persons Adaptations Service (HPAS)

If you are over 60 or disabled and need small practical jobs or minor adaptations making to your home, Nottinghamshire County Council's HPAS scheme can help.

For a fee of £15, we can arrange small jobs, such as putting up shelves or fitting door locks, or minor adaptations, such as fitting a grab rail or half step. These will be carried out by one of the approved traders on our Checkatrade scheme. You will need to supply the materials needed, but can get up to £250 worth of adaptations made in one job.

For more information phone Nottinghamshire County Council on 0300 500 80 80.

County Council contact information

Phone: 0300 500 80 80

Email: enquiries@nottscc.gov.uk

Website: www.nottinghamshire.gov.uk

Minicom: 01623 869598

Use these contact details if you need the information in a different language or format.

Emergency contacts

Emergency Duty Team: 0300 456 4546

Monday to Thursday: 5pm to 8.30am

Operates 24 hours at weekends, from 4.30pm on Fridays to 8.30am on Mondays.

Operates 24 hours during all public holidays.

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<https://www.nottinghamshire.gov.uk/global-content/privacy>