

# Safety advice for older people



This easy read document provides safety advice for older people. It includes sections on:

[Fire Safety](#)

[Crime](#)

[Unwanted callers](#)

[Neighbourhood Watch](#)

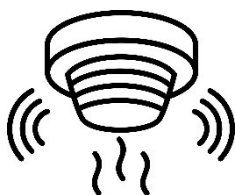
[Handy Persons Adaptation Scheme](#)

[Customer Service Centre](#)

## Fire Safety



There are more than 700 fires in homes in Nottinghamshire every year.



A smoke alarm can save your life.



If you are worried about fire safety or need help fitting smoke alarms please [contact Nottinghamshire Fire and Rescue Service](#).

### **If your smoke alarm sounds**



Activate your lifeline device if you have one.



Leave your home as quickly as possible.  
Keep low to the floor away from the smoke.



Phone 999 after you are out of your house.



Knock on a neighbour's door to ask to use their phone.

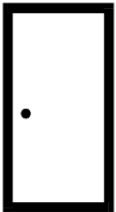
## **If you cannot get out of your house**



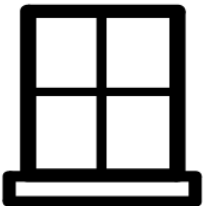
Phone 999



Activate your lifeline device if you have one.



Go into a room away from the fire and close the door.

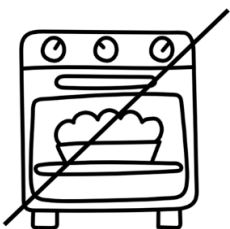


Open the window and shout for help.

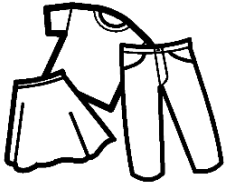
## **Handy tips for fire safety**



Have a smoke alarm fitted and make sure it is tested every week.



Make sure ovens, hobs and heaters are switched off after you have finished using them.



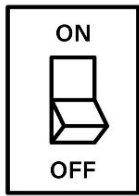
Keep clothing away from heaters.



Make sure you have put your cigarette ends out properly.



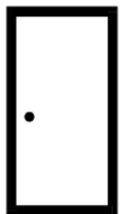
Never smoke in bed.



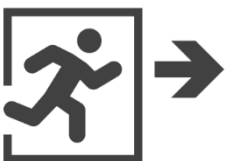
Make sure everything is switched off before you go to bed.



Always keep door keys in the same place.



Walk around and check your home before you go to bed and close all the doors.



Keep all escape routes clear of items and obstacles.

## Contact Nottinghamshire Fire and Rescue Service



In an emergency, dial 999



Non-emergency calls, for example, to get fire safety advice or help with smoke alarms, phone: 0115 967 0880



Email [communityfs@notts-fire.gov.uk](mailto:communityfs@notts-fire.gov.uk)



Visit their [website](#)

## Crime

### Keeping safe and sound



House burglaries can have a long-term impact on victims. People can be very scared about being burgled again.



Specially trained carpenters who work for the police visit about 1,000 homes in the county every year.

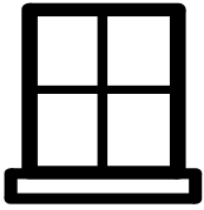


These carpenters fit security door and window locks to the homes of elderly burglary victims and give people tips on how to help stop crime from happening to them.

### Handy crime prevention tips



Make sure all your doors and windows are locked properly if you are going out.



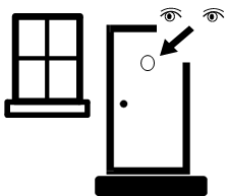
Do not leave windows open unless you are in the room.



Never tell anyone you are on your own.



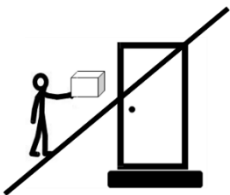
Keep outer doors locked and take the key out of the lock.



If you have them, use door viewers and chains when you answer the door to check who the caller is.



Keep any spare keys to your house in a safe and secure place.



Cancel any deliveries if you are going on holiday or into hospital.

## Contact Nottinghamshire Police



If you have any questions about how to prevent crime, you can contact Nottinghamshire Police.



In an emergency, dial 999



For non-emergency calls, dial 101.



There is more [crime prevention advice on their website](#).

## Doorstep Crime



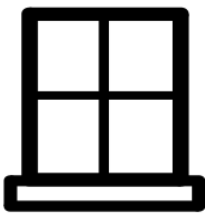
Don't answer your door to people you haven't invited, such as people who are offering to do work on your home or trying to sell you things.



## Dealing with unwanted callers



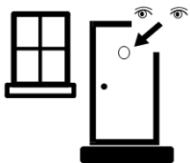
If it is someone important, they will have your contact details and send you a letter.



If you have to speak to the caller, talk to them through an open window instead of a door because it is easier to shut a window than a door if the person won't leave.



If you are expecting a caller:



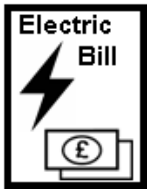
- Use a door viewer or window to see who the caller is.



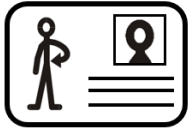
- Put the chain or bar on your door before you open it.



- Check the identity of the caller – If it is a genuine person they won't mind you checking their ID card.



- If you need to check an ID card is genuine, use a phone number from a bill or the internet.



- Do not use the telephone number on the ID card because the card might be made up as part of a scam.



- If someone refuses to let you see their ID card you should be very suspicious.



If you need advice you can contact Trading Standards through the Citizens Advice consumer service. You can do this by:



Phone: 0808 223 1133



Textphone users can call:  
18001 0808 223 1133.



Website: [Citizens Advice Guide](#)



If you feel threatened or in danger  
phone 999 and ask for the police

## **The Nominated Neighbour Scheme**



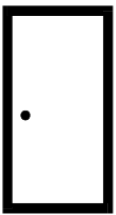
The Nominated Neighbour Scheme helps to  
protect you from doorstep callers and rogue  
traders.



You can sign up to the scheme if you live in  
Nottinghamshire.



We will arrange for a neighbour to speak to  
doorstep callers for you.



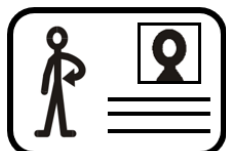
This means that you don't have to talk to  
answer the door.



You can give the caller a card and your  
neighbour can deal with the call instead.



Your Nominated Neighbour does not have to be at home – they can talk to the caller over the phone.



The Nominated Neighbour will check the reason for the visit and check the person is who they say they are.



If it is okay, the neighbour will be with the caller when they visit and make sure the caller has left your house at the end of the visit.



If you think this scheme would help you, you can contact Citizens Advice on 0808 223 1133.

## **Approved Trader Scheme**



We work with Checkatrade to help you choose a trader you can trust.



The traders have been checked by  
Checkatrade and Trading Standards.



You can find details of these traders on the  
[Checkatrade website](#) or by  
phone: 0333 0146 190



You can also ask family and friends if they  
can recommend anyone.



We recommend that you get three written  
quotes before employing a tradesperson.

## **NottsWatch – Nottinghamshire Neighbourhood Watch**



Nottinghamshire Neighbourhood Watch aims  
to prevent and reduce crime and anti-social  
behaviour and to develop stronger and safer  
communities.



You can find out about Neighbourhood Watch in your area or setting up a new Neighbourhood Watch by [visiting the NottsWatch website](#).

## Handy Persons Adaptation Service (HPAS)



If you are over 60 or disabled and need small jobs doing, or small changes to your home, HPAS can help.



For £15 we can arrange small jobs like putting up shelves or fixing door locks, or small changes to your home such as fitting a grab rail or a half step.



The jobs will be done by the approved traders on the Checkatrade scheme.



You have to supply the materials for the job but you can get up to £250 worth of adaptations in one job.



You can contact Nottinghamshire County Council for more information.

## Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them, including:



**Web:** [Use our online contact form](#)



**Telephone:** 0300 500 80 80



**Relay UK**

**Text Relay:** 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



## Sign Video

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.

## Emergency Contact Details



We have an Emergency Duty Team available when our main offices are closed overnight, at weekends and public holidays.

You contact them by:

Phone: 0300 456 4546



We have a separate [easy read document about our emergency duty team](#).

## Links in this document

**Nottinghamshire Fire and Rescue Service**

[notts-fire.gov.uk](http://notts-fire.gov.uk)



## **Nottinghamshire Police – crime prevention advice**

[nottinghamshire.police.uk/cp/crime-prevention](https://nottinghamshire.police.uk/cp/crime-prevention)

## **Citizens Advice Guide**

[citizensadvice.org.uk](https://citizensadvice.org.uk)

## **Checkatrade website**

[checkatrade.com](https://checkatrade.com)

## **NottsWatch – Nottinghamshire Neighbourhood Watch**

[ourwatch.org.uk/Nottinghamshire](https://ourwatch.org.uk/Nottinghamshire)

## **Nottinghamshire County Council – contact us form**

[nottinghamshire.gov.uk/contactform](https://nottinghamshire.gov.uk/contactform)

## **Relay UK app**

[www.relayuk.bt.com/how-to-use-relay-uk/download-app.html](https://www.relayuk.bt.com/how-to-use-relay-uk/download-app.html)

## **SignVideo app**

[signvideo.co.uk/download](https://signvideo.co.uk/download)

## **Nottinghamshire County Council – Emergency duty team (easy read)**

[nottinghamshire.gov.uk/global-content/easy-read-library/emergency-duty-team-easy-read](https://nottinghamshire.gov.uk/global-content/easy-read-library/emergency-duty-team-easy-read)

---

For plain English web page version of this information, go to:

[Safety advice for older people \(Nottinghamshire County Council\)](https://nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/safety-advice-older-people)

[nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/safety-advice-older-people](https://nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/safety-advice-older-people)

This easy read was first published 2 October 2025

This information was last updated 2 October 2025