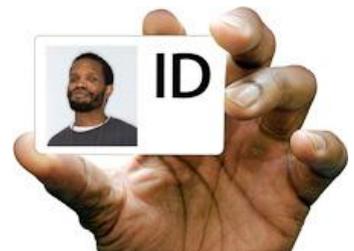




Keeping Safe Pack



This pack has been produced by Wiltshire People 1st

Tips on Keeping Safe

Factsheet 1 - Home Security

Feeling safe at home is important, so here are some tips to help you keep safe.



Keep doors locked at all times. Keep windows closed or open on the latch.



Put keys to doors and windows somewhere safe, but near to the door and somewhere you can easily remember if you need them in a hurry.



It's best to have a chain on your front door to allow you to open the door a little. If not, you should have a peephole or a window you can look through to see who is at the door.



You should have smoke alarms in your home to alert you if there is a fire. You should also have a carbon monoxide alarm to check that there is no dangerous gas in the air which can make you sick.



If you live in your own home, it's good to have a first aid kit at home for smaller emergencies where you don't need to see a doctor.



If you go out at night, leave a light on inside and close the curtains.



Keep all money and valuables away from windows where people can see them.



Keep a list of emergency contact numbers by the phone in your home, or in your mobile.



If you go on holiday, arrange for someone you trust to check on your home and pick up your post. Remember to cancel your newspapers if you are going on holiday.

Tips on Keeping Safe

Factsheet 2 - Callers at the Door

Feeling safe at home is important, so here are some tips to help you keep safe.



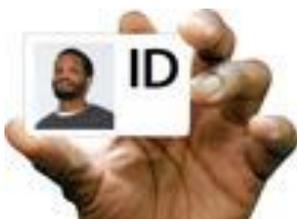
Most callers will be people you know, but sometimes someone you don't know may come to the door.



You should have a chain on your front door, or a peephole in the door, so that you can check who is there.



If you don't know them, you should ask who they are and why they are there. You do not have to answer the door if you don't want to.



If they are from a company, they should have an ID card they can show you.



Phone the company the caller works for; don't phone the number on the back of the ID card.



Look up the company name in the phone book and phone the number listed. If you have a support worker or friend with you, they can help.



If you are not sure, ask them to make an appointment for them to come back when a friend or family member can be with you.



Do not sign any forms or give money to people you don't know.



101

Call the Police on **101** if you are worried about your safety and tell them what is happening.



999

If it's an emergency or you are in danger, call the Police on 999. **If you are not sure don't answer the door!**

Tips on Keeping Safe

Factsheet 3 - Callers on the Phone



Feeling safe at home is important, so here are some tips to help you keep safe.



When you answer the phone, do not give out your name or number.



Do not tell the caller that you are alone.



Do not give out any personal information to the caller if you do not know who they are or are unsure. **If in doubt, don't!**



If you are receiving calls with nobody on the line, try to find out who is calling you by dialling 1471 to get their number. Don't ring them back unless you know who they are and trust them.



If you receive abusive phone calls (someone who shouts at you or is rude), contact the Police on the non-emergency number. **The number is 101.**



If someone is trying to sell you something you don't want, say 'no thank you' and put the phone down.



If you are receiving lots of calls from people trying to sell you things you can register with the Telephone Preference Service. This should stop these calls. Ask someone you know to help you.



If you are worried because you are receiving calls you don't like, you should talk to your carer, a support worker, a family member or friend.



You can also become ex-directory (not be listed in the phone book). You can ask someone you know to help you with this.

Tips on Keeping Safe

Factsheet 4 - Mailing Lists

Feeling safe at home is important for everyone, so here are some tips to help you keep safe.



Try not to give out your address to anyone unless you have to.



Call the Customer Service departments of the companies that send you junk mail and ask them to stop.



If you often order things from companies, ask them not to give out your address to anyone.



You do not have to be in the phone book, you can ask them to take your name off the directory. If you are in the phone book, do not list your address, only your phone number.



The Mail Preference Service can help you stop junk mail. You can write to them at:



Mailing Preference Service
MPS Freepost LON20771
London
W1E 0ZT

You can also contact the Direct Marketing Association to ask them to stop sending unaddressed mail to you (this is mail which addressed to 'The Occupier' or 'The Householder', or not addressed at all). They can be called on 020 7291 3300.



You may need to ask someone to help you with this.

Tips on Keeping Safe

Factsheet 5 - What to Think About Before You Leave Home

Feeling safe when you are out and about is important, so here are some tips to help you keep safe.



Plan where you are going to go, and how to get there



If you need to take public transport, plan what you need to do in advance



If you can, tell someone you trust where you are going, and when you will be back



Take only the money that you need with you, and put it somewhere safe



Take your mobile phone with you, and put it somewhere safe. Make sure it has an ICE number stored in it (a number you would like someone to call In Case of Emergency)



If you have a personal alarm, take it with you



Make sure you close up your house before you leave (lock all the windows and doors)

Tips on Keeping Safe

Factsheet 6 - What To Think About When You Are Out

Feeling safe when you are out and about is important, so here are some tips to help you keep safe.



If you can, go out with friends or someone you know



Look confident about where you are going



Keep away from dark, quiet places



Keep your bag with you at all times, and wear it across your body or under your coat



If you use a wheelchair, think about the safest way to carry your bag. Hanging your bag on the back of the chair can make it easy for people to take valuable things out.



Do not get into a car with someone you don't know



When using a cash machine, make sure no-one is standing too close to you and no-one can see you enter your PIN number



Do not show or give your PIN number to anyone

Tips on Keeping Safe

Factsheet 7 - Using Public Transport

Feeling safe when you are out and about is important, so here are some tips to help you keep safe.



If you can, travel with friends or someone you know



Find out the details of the bus or train you are using in advance, so you don't have to wait too long



Make sure you know the time of the last bus or train home



If you are using the bus, try to sit near the driver



Tell the driver if someone is bothering you



On the way back, get off the bus at the stop nearest to your home



If you are using the train, try to sit in a busy carriage rather than a quiet one. If someone is bothering you, get up and move away



If you need to travel at night, wait somewhere which is brightly lit and has people around



If you are using a taxi, book it in advance and ask for the name of the driver and the make and colour of the car that will come



Have your door key ready when the taxi drops you off, and ask the driver to wait until you are inside your house

Tips on Keeping Safe

Factsheet 8 - What to do if you have a problem when you are Out and About

Feeling safe when you are out and about is important, so here are some tips to help you keep safe.



You can get more information about keeping safe from your local Police station



You could also talk to friends, carers, support workers, family, staff at your day centres, someone you trust



If someone is bothering you, do not panic. Move on as quickly as you can



Use your personal attack alarm if you have one



If you are worried about something when you are out and about, use the ICE number in your mobile phone



If you need help quickly, speak to a Police officer or go into a shop and ask for help at the counter



If you see this symbol in a shop window it is a Safe Place where you know someone will be there to help you



Useful Contacts:

Police:



Emergency
999

Non-emergency
101

Wiltshire Police
Vulnerable
Adults' Unit



01225 794760

Social Care
Helpdesk –
Wiltshire
Council



0300 4560 111

Emergency
Social Care
(Out of Hours) –
Wiltshire
Council



0845 607 0888

Age UK
Wiltshire



01380 735500

Citizens Advice
Wiltshire



0844 375 2775



Need More Information?

If you would like more copies of this pack, or if you require it in alternative formats, please contact Wiltshire People 1st:



Wiltshire People 1st
Independent Living Centre
St. George's Road
Semington
Wiltshire
BA14 6JQ



Telephone:
01380 871900



Email:
admin@wiltshirepeople1st.org.uk