

Stay Safe

**A guide for Cleethorpes residents
for Winter 2020**



Produced by Capacity Buildings.

Funded through the North East Lincolnshire
Community Safety Partnership
Crime Reduction Fund.

This year Christmas and Winter are going to be rather different to normal. Whilst we'll all be trying to enjoy ourselves over Christmas, it's just as important that we all remain safe, well and look after ourselves, our family, friends and community.

This simple guide brings together a lot of information, advice, tips and ideas on how you can stay safe this Winter. There's advice on Covid-19 of course, but also plenty on home fire safety; tips for keeping the burglars at bay; and lots of advice on avoiding scams which unfortunately are on an increase this year.

There's more in the guide too about looking after your wellbeing, as well as news about the changes to flood warnings in the area.

This is a local guide which we're aiming at residents of Cleethorpes, so we hope you find the information here relevant and useful. We're grateful to the Crime Reduction Fund for covering the costs of this guide and please do share the advice you find here with others.

Have a safe and enjoyable Christmas 2020.

The team at Capacity Buildings

In this guide

Covid-19 advice for the Winter. How to stay safe and keep others safe over Winter and Christmas.

Winter Wellbeing. How to live healthily over the winter.

Don't be a scam victim this Winter. Scams are on the increase so we have advice on recognising scams, avoiding them or reporting them.

How to use traders safely in your home. Need work done on your home? How to find and hire someone safely.

Flood Warnings. The local flood sirens switch off soon. Learn about the new warning system.

Beat the burglars. Some tips and advice for protecting your property.

Your local Neighbourhood Policing Team. And how to talk to the Police.

Home Safety tips. Having a safe Christmas.

And useful contact numbers.

Covid-19 this Winter

As winter approaches, we'll be spending more time indoors. This will increase the risk of coronavirus spreading.

Coronavirus can live for more than 24 hours indoors.

You could pick up or pass on the virus by touching a contaminated surface.

Washing your hands with soap and water, or using hand sanitiser, regularly throughout the day will reduce the risk of catching or passing it on.

Coronavirus can be found in tiny droplets coming out of your nose and mouth.

Wearing a face covering over your nose and mouth reduces the spread of droplets carrying the virus. This means if you have it, you're less likely to pass it on to others.

Larger droplets can land on other people or on surfaces they touch. Spreading the virus through droplets is most likely to happen when you are less than 2m apart.

Smaller droplets called aerosols can stay in the air for some time, especially if there is no ventilation.

So when you are with people not from your household, you must keep at least 2m apart.

The risk of spreading the virus through smaller droplets is much less outdoors, where there is more ventilation.

Wash your hands, cover your face, make space. These are the three most effective ways we can all control the spread of the virus.

Remember if you have any coronavirus symptoms; high temperature, a new continuous cough, or a loss or change in your sense of taste or smell, get a free test by calling 119 or visiting NHS.uk.

Together, we will control the virus and stop the spread.

Words taken from Government information film, December 2020.



Covid-19 Winter Advice

This Winter and Christmas are going to be different to normal. Coronavirus (Covid-19) means that there are restrictions on normal activities and many reasons for us all to make sure we are staying safe – not just for ourselves, but for our family, friends and community too.

Please have a look through our advice here and make sure you are staying safe this Winter.

Keep yourself informed

It is important to **keep up to date with the very latest advice and guidance**. As we have seen this year, information and rules change regularly, as do developments such as the successful creation of the first Covid-19 vaccine.

As this is written, North East Lincolnshire is in Tier 3 of the national restrictions, but between 23rd and 27th December there will be a special set of Christmas bubble rules which will make things more flexible. As winter continues into 2021 our rules and restrictions will continue to change.

So, make sure you are follow the news, checking websites and making sure you keep up with the latest, correct advice.

If you can get online then visit www.gov.uk/coronavirus regularly as this is the very latest, daily updated news and guidance from the Government.

Locally, the Council is publishing updates, information and advice that is relevant to our area. www.nelincs.gov.uk/covid-19-guidance-and-support/

Flu Jabs and Medicines

It's important to have a **flu jab** every year. Even if you had one last year, it might not protect you from this year's flu. Flu is more than just a bad cold and can increase your risk of more serious illnesses such as pneumonia. Make an appointment with your GP or see if your local pharmacy offers the flu jab.

The **pneumo (or pneumococcal) jab** is a one-off jab that helps protect against pneumonia, meningitis and septicaemia. You're eligible for a free jab if you're 65 or over.

Flu jabs and pneumo jabs do not protect against coronavirus

Remember that GP services and Pharmacists are still available to you but the services may be different. Make sure you've checked.

So, make sure you've stocked up on your **winter medicines** and have are staying up to date on

any **prescriptions**. If you've not checked already see if your pharmacy can deliver to you.

Vitamin D is recommended if you're staying indoors a lot. Lack of sunshine in winter can mean you don't get enough vitamin D, which can make you feel tired. The main source of vitamin D is sunlight but you can also get it from your diet. But it is recommended to take vitamin D supplements over the winter. Speak to your GP if in doubt.

Face Coverings

Check your face coverings (masks). There are plenty of places you must wear one, but you might choose to wear one elsewhere too. Make sure you have them with you when you go out. Make sure they are replaced or washed frequently. Make sure you're following guidance.

Search online for "gov.uk face coverings" for best advice.

Christmas Bubbles.

Between 23rd and 27th December you are allowed to form Christmas Bubbles. But make sure you know what this means. As well as the rules themselves you'll need to decide how to keep your risks low over the Christmas period. So read the rules online and plan your Christmas carefully.

www.gov.uk/government/publications/making-a-christmas-bubble-with-friends-and-family/making-a-christmas-bubble-with-friends-and-family

You, and the people in your Christmas bubble, should do what they can to reduce their exposure to coronavirus in the two weeks leading up to 23 December. This might mean



HM Government



How to use a face covering safely



Wash your hands before and after using the face covering



The covering should closely cover your nose and mouth



Remove by the ears - avoid touching the front



Wash the covering regularly with other laundry

avoiding busier places and limiting who you see – no matter what tier you're in.

Also, limit who you spend time with after 27 December to help reduce the risk of the virus spreading.

Keep washing your hands regularly.

If you're spending time indoors, keep the space as well ventilated as possible by opening doors and windows – of course, until people start getting too cold!

You can still decide to keep your distance more than you normally would if that would make you feel more comfortable.

Test and Trace - Download the NHS COVID-19 App today, to help protect those you love.

119 is the number to call to book a test if you need one.

The vaccine

It's good news of course that the first vaccine has begun approved for use. But it will take a while for it to cover the population and in the meantime we need to remain careful and vigilant about protecting ourselves.

There is plenty of information out there to explain about the vaccine and what is happening with it. If you want to learn more then please make sure you visit a

trusted source of information. The NHS or Age UK are a really good starting point for honest, trustworthy information.

Make sure you get reliable information about Covid-19, treatments and the vaccine

For something as important as vaccination it is important to get your information from reputable sources including the NHS, academic experts, scientific publications, pharmaceutical companies, The World Health Organisation and the organisation that approve the vaccines, the Medicines and Healthcare products Regulatory Agency (MHRA).

But there is lots of misinformation out there. So how do you know what you can believe? Ask yourself:

Do I know where this information has come from?

If the person you're talking to, the social media post you're reading, or the YouTube video you're watching doesn't say where they've found the information they're sharing, it's worth being sceptical.

It is also clear that there is some false information around which has been deliberately created to

worry or upset people. If you see something unnerving, run through the rest of this checklist to see if it is likely to be true.

Is it from a trusted source?

Is the information from a trusted news source that you are familiar with? There are lots of people claiming to be experts speaking about vaccines, but it may be hard to tell whether they are as knowledgeable as they say they are.

Who else is saying the same thing?

If you've found information that looks like it could be legitimate, but you aren't sure, see if you can find it from other reputable and trusted sources. It is unlikely that only one source has a true story about coronavirus.

Is this new or old information?

This is a quick-changing area and researchers are improving knowledge about the coronavirus and the vaccines all the time. What may have been thought to be true a month ago may have been improved upon, disproven, or understood better by now.



Useful sources of Covid-19 information

If you can get online (or get someone to help you), then there are some important websites to visit. On each of these sites the Covid-19 or Coronavirus information pages are easily reached from the homepage or through a search.

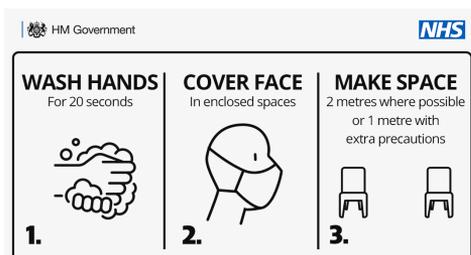
www.Gov.uk

www.NHS.uk

www.nelincs.gov.uk

www.ageuk.org.uk

www.independentage.org



Winter Wellbeing

Winter; dark nights; icy weather; Covid-19. These all make the next few months more difficult.

Make sure you're looking after yourself this Winter by following some basic steps.

Stay warm.

Eat well.

Keep your food and medicine supplies stocked up.

Exercise as much as you can.

Keep in contact with people.

Some people may be experiencing serious worries about jobs, family and friends, for the first time. For others, the pandemic has made existing mental health issues worse.

For many of us, these feelings will pass. But if you are concerned then there are places to find advice that could help you. It's worth remembering that everyone feels low, angry or anxious at times, but it's good to talk about your feelings.

If you're worried about Coronavirus then here are some tips to help you:

1. Stay connected with people

Maintaining healthy relationships with people we trust is important for our mental wellbeing.

If you can, meet up with friends and family in person, but always make sure you follow current restrictions in your area on where and with how many people you are able to meet, and observe the latest government guidance on social distancing when you do.

If you cannot meet up in person, stay in touch by phone, video calls or social media.

We all need to feel connected still, so keep in touch – whether it's with people you normally saw often or reconnecting with old friends.

2. Talk about your worries

It's normal to feel worried, scared or helpless about the current situation. Remember: it's OK to share your concerns with others you trust – and doing so may help them too.

If you cannot speak to someone you know or if doing so has not helped, there are plenty of helplines you can try instead.

3. Support and help others

Helping someone else can benefit you as well as them, so try to be a little more understanding of other people's concerns, worries or behaviours at this time.

Try to think of things you can do to help those around you. Is there a friend or family member nearby you could meet outdoors? If you cannot meet up, you could phone or message them.

Are there any community groups you could join to support others locally?

If you do go out to offer support or help to others, always follow social distancing guidelines when you are outside your home.

4. Feel prepared

As the outbreak continues, it can help to work through what changes to government guidelines mean for you so you feel more prepared and less concerned.

It can help to think through a typical week: how will you continue to be affected and what will you need to do to solve any problems?

If you have not already, you might want to talk with your employer. Find out about government support for businesses and self-employed people and understand your sick pay and benefits rights.

5. Look after your body

Our physical health has a big impact on how we feel. At times like these, it can be easy to fall into unhealthy patterns of behaviour that end up making you feel worse.

Try to eat healthy, well-balanced meals, drink enough water and exercise regularly. Avoid smoking or drugs, and try not to drink too much alcohol.

Going for a walk, run or bike ride can really help lift your mood and clear your mind – just remember to follow social distancing guidelines. Or you could try an easy 10 -minute home workout.

6. Stick to the facts

Find a credible source you can trust – such as GOV.UK or the NHS website – and fact-check information you get from newsfeeds, social media or other people.

Think about how possibly inaccurate information could affect others too. Try not to share information without fact-checking against credible sources.

You might also want to consider limiting the time you spend watching, reading or listening to coverage of the outbreak, including on social media, and think about turning off breaking-news alerts on your phone.

You could set yourself a specific time to read updates or limit yourself to a couple of checks a day.

7. Stay on top of difficult feelings

Concern about the coronavirus outbreak is normal. However, some people may experience intense anxiety that can affect their daily life.

Try to focus on the things you can control, such as your behaviour, who you speak to, and where and how often you get information.

It's fine to acknowledge that some things are outside of your control, but if constant thoughts about coronavirus are making you feel anxious or overwhelmed, try some ideas to help manage your anxiety or listening to an audio guide.

8. Do things you enjoy

Feeling worried, anxious or low might stop us doing things we usually enjoy. Focusing on your favourite hobby, relaxing or connecting with others can help with anxious thoughts and feelings.

If some of the things you enjoy doing involve meeting up with others, are there ways you can now do these that follow social distancing guidelines?

If you cannot do the things you normally enjoy, perhaps because you are staying home, think about how you could adapt them, or try something new.

There are lots of free tutorials and courses online, or try online pub quizzes and music concerts.

9. Focus on the present

Focusing on the present, rather than worrying about the future, can help with difficult emotions and improve our wellbeing.

Relaxation techniques can also help some people deal with feelings of anxiety, or you could try our mindful breathing video.

10. Look after your sleep

Good-quality sleep makes a big difference to how we feel mentally and physically, so it's important to get enough.

Try to maintain regular sleeping patterns and keep up good sleep hygiene practices – like avoiding screens before bed, cutting back on caffeine and creating a restful environment. See our sleep page for more advice.

Advice taken from the NHS Every Mind Matters website
www.nhs.uk/oneyou/every-mind-matters/

Don't be a Scam Victim this Winter

A **Scam** is a fraud where someone tries to trick you out of your money or tries to get hold of your personal information that will allow them to get to your money later. Every scam is a crime. Every scam has a victim. The more you know about scams, how to avoid them and how to report them, then the better protected you will be.

If we were protecting our homes and property against burglary we'd think like a burglar, look at where we were vulnerable and then put protection in place (locks, bolts, CCTV etc) in order to reduce the chances of us falling victim to theft.

Scams are the same. Think about the ways you could be scammed, then take simple steps to avoid them and reduce the chances of becoming a victim.

Now is a big time for scams

Unfortunately, Christmas is a time when scammers get busy anyway. More people are shopping and posting packages, and this gives a fresh chance for the scammers to con you. Last year criminals took an average of £775 from each scam victim over the Christmas shopping period.

This year of course even more people are shopping online than before – many for the very first time. We're using home delivery and posting packages more than ever before, so the criminals are getting ready for a busy time too.

And of course, we have Covid-19. Many scams these days are using our confusion, fear and worries to use Covid as a way of scamming us.

Scams to look out for:

Emails or texts telling you that your package has been delayed or has a problem. These might come from the Post Office or DPD or Hermes. They encourage you to click to track or pay to resolve your problem.

Messages that tell you about an emergency payment you can get because of Covid-19, but you need to sign up immediately. Or other warning emails offering support because of Covid such as treatments or vitamins.

Great offers of cheap products via social media with limited time offers. Offers to purchase items you might be selling, but could you please first pay the courier. Phone calls offering Amazon Prime that needs to renew now.

All of these are probably scams.

Other common scams include: People offering to do shopping

for those self-isolating.
Selling medical supplies online
Emails offering fake medical support
High return investments
Various ‘healthcare opportunities’
Appeals to support bogus charities or those who are ill
Fake text messages from HMRC about free school meals

It’s worth remembering for example that the Government, your Council, Banks, HMRC and all, large, reputable businesses will never approach you directly and ask for personal information, bank details or to act immediately.

So a simple way to immediately reduce your risk of falling for a scam is to:

Take 5



Take five minutes to really think it through. Don’t click, react or respond straight away. Can you

ask someone to help you check?
Can you find another way to investigate?

So if you get a text looking like it comes from DPD telling you your parcel has been delayed – think. Did you send something via DPD? If so, you should be able to go to the DPD website or phone them and check your package or your own tracking number. Don’t follow the link in the message. If you think someone might have sent you something then think – how did DPD get your email address or phone number? Either way, go to the DPD website and type the tracking number in.

So check things out away from the email/letter/message/text. If a bank contacts you; or the council; or a shop – head to their own website (or get someone to help you), or phone them direct. If something is real then you’ve double checked. If something is a

IT PAYS TO STOP AND THINK

- 1 Never disclose security details
- 2 Don’t assume an email, text or phone call is genuine
- 3 Don’t be rushed
- 4 Listen to your instincts
- 5 Stay in control



scam, then at least you've not clicked or fallen for it.

Remember: Take 5

Stop

Taking a moment to stop and think before parting with your money or information could keep you safe.

Challenge

Could it be fake? It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.

Protect

Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud.



Types of Scam

Just like you'd think about ways a burglar might try and break into your home, we can also think about the ways scammers might get your attention. Each 'way in' has plenty of common scams to watch for.

Your letterbox: letters and mail that are more than simply junk. Prizes you have been told you've won. Offers that are too good to be true. Legal looking letters that tell you're due something, but that you need to send some money first.

The telephone: callers with offers or telling you have a problem that you need to solve now. They say your computer is broken, or the package has been delayed. Or you're due some insurance payback.

Your mobile phone: callers again or text messages (such as the DPD fraud)

Your computer/laptop/tablet: emails scams can be known as 'phishing' where the scammer tries to get information from you that will lead them to your money. Often the emails are great offers; time-limited; or include threats.

Websites: not all websites are what they seem. Websites can be fake too.

Social Media: whether it's on your computer or phone or tablet, social media can be busy and difficult to spot the scams from real messages. And dangerous links can be embedded in videos and messages.

Investment scams: sometimes known as 'boiler room scams' can approach you through any 'way in'.

Romance scams: you're never too old for romance, but are they who they appear to be? Ultimately they might just be after your money.

Your front door: cold callers knocking at your door offering services or goods without an appointment.

Identity theft: where criminals are getting your personal information together to commit fraud

All of these routes can be used by scammers.

How to avoid becoming a victim

It would be impossible for you to know about every type of scam to watch out for. So instead, follow some simple rules to try and make sure you're being careful:

1. Always remember. If something appears to be too good to be true—it probably is.
2. Never respond to any emails, text messages, letters or social media that look suspicious, or that have bad spelling or grammar.
3. Remember: A genuine bank will never contact you out of the blue asking for your PIN, full password or to move money to another account. If you receive a message like this, ignore it!
4. If someone you have never met before asks you for money, that should be a red flag. Do not give them any money!
5. Always question uninvited

approaches, in case it's a scam. This applies whether the contact is on the doorstep, over the phone, by post or online. Instead, contact the company directly yourself using a known email or phone number.

6. If you are even a tiny bit suspicious, check with someone else before responding to the communication – a trusted relative, friend or neighbour.
 7. Never automatically click on a link in an unexpected text or email.
 8. Make sure you use strong passwords on all your online accounts, and change them often.
 9. Always have anti-virus software and a firewall installed on your computer, and update all software as soon as new versions become available.
- Trust your instincts. If you feel at all wary or suspicious, you're probably right!

What else can you look for?

Ask yourself all these questions. If you answer Yes to any of them then there is a risk you are being scammed.

Q: Have you been contacted out of the blue?

Cold calls or unexpected emails or messages should raise suspicion, especially if you're asked to give personal or payment details.

It's very unusual for legitimate organisations to contact you and ask for sensitive information if you're not expecting them to.

If you're not 100% convinced about the identity of the caller, hang up and contact the company directly.

Q: Have you been asked to share personal details?

Never share your personal details with anyone if you can't confirm they are who they say they are.

Phone scammers will often try and get valuable personal data from you, and they can use this to steal your money, or even to use your identity to use fraudulently.

Q: Are the contact details vague?

Scam websites often vague contact details can be a PO box, premium rate number (starting '09') or a mobile number. If anything goes wrong it's important you can contact those involved. This will be difficult if you don't have accurate contact information.

Premium rate numbers are also a favoured trick for squeezing every penny they can out of you.

Q: Are you being asked to keep it secret?

It's important you can discuss any agreements with your friends, family or advisors.

Asking you to keep quiet is a way to keep you away from the advice and support you need in making a decision.

Q: Is the offer too good to be true?

Scams will often promise high returns for very little financial commitment. They may even say that a deal is too good to miss.

Use your common sense, if a deal is too good to be true, it inevitably is.

Q: Are you being pressured to make a decision?

Fraudsters often try to hurry your decision making. Don't let anyone make you feel under pressure - it's OK to take a break and think things through if you're not sure.

Sales staff should always give you time and space to make an informed decision, anyone who tries to rush you should not be trusted.

Q: Are there spelling and grammar mistakes?

Emails or messages littered with spelling and grammar mistakes are a scam giveaway. Legitimate organisations will rarely, if ever, make spelling or grammatical mistakes in their emails to you because they've been put together by professionals and checked before they're sent.



Don't be ashamed

Many people worry that it is their fault that they are being/have been scammed. Some people don't like to admit that they are falling for a scam. People don't like to ask for help because it makes them look bad.

Don't be one of these people. The scammer is the one at fault – not you. We all have to try our best to take steps to protect ourselves, but scammers take their 'work' very seriously and can be very clever and we can all be tricked at the best of times.

It is far better to ask yourself questions, then speak with others, and finally to ask for help or report your concerns.

We're all working together to stamp out scams.

Protecting yourself when online or using a computer

You may have seen the Cyber Aware adverts on TV this December. There are six tips offered to help you use the

internet, email, or do online shopping more safely.

- Use a strong and separate password for your email. Your email is the centre of your online identity so take extra care.
- Create strong passwords using three random words. These are harder for computers to spot patterns in.
- Save your passwords in your browser. That way you can use stronger passwords.
- Turn on two-factor authentication (2FA). So that you have to have a code or authentication to log in and prove it's really you.
- Update your devices. Those updates are usually for security purposes.
- Back up your data. Be prepared just in case things go wrong.

There is plenty more advice about these online at www.ncsc.gov.uk/cyberaware but if these tips are still too technical for you then please make sure you ask someone to help you. Speak with family or friends who are more used to technology, or contact any support groups you may be in contact with – they may be able to help.



Reporting. What to do if you're the victim of a scam

Please report all Fraud and Cybercrime to Action Fraud by calling 0300 123 2040 or online at www.actionfraud.police.uk

If you receive a phishing email then you can now report it by emailing report@phishing.gov.uk

Crimestoppers can be contacted anonymously via 0800 555 111 or www.crimestoppers-uk.org

Search for Citizens Advice online where they have comprehensive information about reporting scams and fraud.

If you have fraudulent post then you can report it to Royal Mail. Write to Freepost Scam Mail or call 0800 011 3466 or email scam.mail@royalmail.com

If a crime is in progress or about to be committed, or the suspect is known or can be easily identified, or the crime involves a vulnerable person then please contact the Police.

Or if you have a banking issue please contact your own bank direct (using their public contact details)

Getting work done on your home. Beware of doorstep traders

Beware of cold callers to your door. If you're not expecting someone then take extra steps in dealing with them to make sure you're not being targeted by doorstep scammers.

You don't have to open the door to anyone you don't know. Age UK suggest four steps:

Stop - are you expecting anyone?

Lock - are your other doors locked just in case you are distracted with the caller?

Chain - can you put a chain on or check through a window first?

Check - ask for identify and then check their credentials carefully.

Remember that a genuine or credible visitor will be prepared to be kept waiting or for details to be checked. Ask for them to make an appointment for another time if you want to - and then get someone to be there with you.

Rogue traders will call at your door telling you they have spotted work that you need doing, or offering great discounts or offers of work. Never buy from a doorstep seller and never commit

to any work with a doorstep trader until you've taken advice and steps to make sure you are doing work reputably. Remember you can report anything you think is suspicious to your local Policing team.

If you do need work done make sure you follow a series of sensible steps to keep yourself, your property and your money well protected.

Getting work done

You may be building an extension or garage or fitting a kitchen or bathroom. Or you may be getting windows, carpets or curtains fitted. Or it may be as simple as connecting an aerial, cleaning out some gutters or mowing your lawn. Make sure the person or business you use to do this work is honest, genuine, capable and competent first.

Here are some steps to think about:

1. Check if you need permissions or approvals.

Will planning permission be needed? Do you need other permissions to do the work on your home?

2. Find a competent builder or trader.

Check that they have the right certifications or credentials for their work. Electricians or gas engineers need to be registered for example. Ask someone you trust for recommendations or look for a trader in an appropriate trade directory. Check their address, website for information and make sure you speak to or meet a contractor before agreeing to hire them. Ask for references of other work they have done. Follow up on the references if you have any doubts.

There are many national lists that traders can register with to show that they are reputable. The local scheme is *Buy with Confidence* (visit www.nelincs.gov.uk and search "buy with confidence")

Big Local North Cleethorpes have begun to assemble a **Local Home Services Directory** that will cover services and trades available to Cleethorpes residents. For 2021 this should be a useful place for you to check and you'll find it on the Big Local website once ready

www.biglocalnorthcleethorpes.org.uk

3. Get quotes before you make any decisions.

Get it in writing. Make sure quotes cover everything that will need doing. And ideally get more than one quote in advance so you can compare. Don't agree to quotes and work until you're ready to make a final decision.

4. Check that insurance is in place.

Ask about insurance by the contractor. There should be public liability insurance in place as a minimum. You might need to check your own home insurance too for larger work. You need to ensure you'll be covered by the right insurance should something go wrong.

5. Get it in writing

Make sure you've got a proper written contract in place if the nature of the work warrants it. Agree everything that needs to be done including how and when payments are made. Ideally don't pay up front more than is necessary and avoid paying in cash.

6. Be prepared to deal with problems

Even before you start, think about how to manage things if they go wrong. Do you have all the

contact details for the contractor for a start? If things start going wrong get the contractor back on track if you can. In the worst case scenario you'll need to seek advice.

Beat the Burglars this Christmas

Dark nights. Christmas presents. Possibly empty homes? These are the times that burglars are ready to strike.

But Police statistics show that **homes with simple security measures in place are five times less likely to be burgled.** Just a few steps can make a big difference and give you peace of mind.

So here are just a few tips to help you prepare your home and property to keep it safer this Winter.

If you want more advice then www.ourwatch.org.uk (the national Neighbourhood Watch Network) has plenty of 'toolkits' and information to protect yourself against burglary. And our local Neighbourhood Watch Network website (www.nelwatch.org.uk) has regular updates too. If you have worries or concerns then use the Police contact information elsewhere in this guide and get in touch with your local Neighbourhood Policing Team.

Burglars are put off by:

- lights
- strong locks
- double glazing or glass that's difficult to break
- Neighbourhood Watch (visit www.nelwatch.org.uk)
- good working alarms

Most burglars are not master criminals — they're opportunists. In nearly a third of all burglaries the residents had left windows or a door open when they went out. You can make life difficult for burglars.

Outside

It's not unusual for burglars to use items found in a garden shed to break into your home. Many people underestimate the value of the items they store in their shed, garage or garden. Unfortunately, criminals are fully aware of the value of the goods that some people do store in vulnerable places. The following advice can help to keep your property secure and reduce the chance of you becoming a victim of crime.

Inside

The evidence suggests that once thieves have broken into your home and got away with it, they may be back again in a short space of time unless you do something to prevent it from recurring. If positive action is taken, you will substantially reduce the chance of a repeat visit.

Going Out

- Lock doors & windows.
- Don't leave keys in door or window locks.
- Close curtains when out and leave a light or radio on (use timer switches)

Going On Holiday

- Cancel milk and newspapers.
- Cut lawn before you go.
- Don't put your home address on luggage labels on your outward journey.
- Ask someone to look after your house, collect post and draw/open curtains

Ensure you don't make it easier for someone to break into your home:

- Restrict access to your garden with gates and fences that are difficult to climb over or get through.
- Keep bushes and trees low, burglars hate being on view. You can also use prickly plants to prevent access.
- Use movement activated flood-lights and garden lighting to unnerve burglars.
- Secure outbuildings, especially sheds and garages with a BS approved lock.
- Position your shed as near to your home as possible, so that it is clearly visible from your home.
- Lock cycles — even when in garages.
- Record cycle frame numbers

and get them security marked.

- Put tools and ladders away, burglars may use them to gain entry.
- Lock lawn mowers to something bulky.
- Get a house alarm (BS: EN50131 standard) with bell boxes to front and rear. Consider extending the system to cover your garage and shed.
- Burglars don't like gravel; it's noisy to walk on.
- Paint your house number and postcode on your garden equipment e.g. lawnmower, trimmer and tools.
- Never leave spare keys hidden in your garden, garage or shed for children or family members; this could invalidate your home insurance

Immobilise

Finally, you should register your property using the Immobilise service if you can
www.immobilise.com

Are you winter ready?

Have you prepared for power cuts?

Get together torches, batteries and candles long before you need them. Remember **105** is the free number to check about power issues or report them. (You would need to call from a mobile phone of course as your power and internet would be off!)

Planning to travel during the winter?

Make sure you are prepared for winter driving. Get your car ready well in advance of setting off. Assuming your car is mechanically ready don't forget to also:

- check the screen wash
- check your anti-freeze
- check the battery
- check your wiper blades
- check the lights - bulbs and wipe them off when you deice
- keep ice scrapers to hand
- check your tyre pressures
- keep sunglasses in the car - glare from the sun is hazardous
- keep blanket, boots or walking shoes, gloves, hats and other warm clothing in the car
- a torch can be helpful too
- ensure you have extra fuel for your journey
- allow time before the journey to prepare your car. It's actually illegal to drive without having adequately cleared your windscreen.



Think Home Safety this Christmas



HUMBERSIDE
Fire & Rescue Service

Humberside Fire and Rescue Service would prefer *not* to pay a visit to your property because of an emergency this Christmas or Winter. So, think about your home safety over the coming months so that you can **celebrate safely this Christmas**.

Quick tips

- Fit smoke alarms and test them regularly
- Never leave cooking unattended
- Plan and practise your escape route
- Switch off appliances before going to bed – including your cooker
- Close all internal doors to prevent a fire from spreading
- Share your safety plans with family and friends.

Christmas Fire Safety tips

(May be used throughout the year too – not just for Christmas!)

Don't overload sockets with Christmas lights and ensure they are fully untangled before putting up and no frayed wires are showing near the plug

Avoid cheap lights which may not be made to acceptable standards

Turn off and unplug electrical appliances at night – including your Christmas tree and other decorative lights

Avoid mixing chargers for electronic devices. Phones and tablets should be charged using the manufacturers' leads they came with

Turn heaters off and put up fire guards when you leave the house or go to bed

Keep candles on a metal or ceramic base or saucer and well away from curtains, Christmas trees or presents

Put cigarettes and candles out properly – never leave candles unattended

Close internal doors – this will stop a fire from spreading should one break out

Ensure that you have a working smoke alarm on each level of the house – this will give you valuable extra time to escape in the event of a fire



At this time of year there's a lot more cooking going on in the **kitchen**. Residents are urged to follow a few simple steps to stay safe from **cooking related fires**:

Simple distractions such as answering the phone can lead to a fire developing, so always remove food from the hob or turn it off if you are called away

Take care if you're wearing loose clothing as it can catch fire easily

Don't cook if you have been drinking alcohol or taken prescription drugs – you may get drowsy or lose concentration

Turn saucepans so the handles don't stick out over the edge of the hob or over another ring

Double check that the cooker is switched off when you have finished cooking

Make sure tea-towels aren't hanging over the cooker and don't put oven gloves on top of a hot cooker

Keep the oven, hob and grill clean – built-up fat and bits of food can start a fire

When possible, use a timer to remind you to turn off the cooker when finished

Don't leave young children unattended in the kitchen whilst there are things cooking on the hob

Smoke Alarms

You are more than twice as likely to die in a fire at home if you haven't got a working smoke alarm. A smoke alarm is the easiest way to alert you to the danger of fire, giving you time to escape. They are cheap, easy to get hold of and easy to fit.

Get it...

We recommend an alarm with a 10 year sealed battery unit.

The full unit will need to be replaced within 10 years.

Standard battery alarms are the cheapest option, but you need to replace the battery every year.

Install it...

Fit a smoke alarm to the ceiling on every level of your home.

Fit a smoke alarm to the ceiling in rooms that have bunk beds or high sleepers.

You should avoid putting them in the kitchens and bathrooms.

Keep them clean and clear of dust.

Test it...

Make time for your home's unsung heroes and test your smoke alarms once a week

**Have a Safe and
Happy Christmas**

Flood Warnings have changed

Parts of Cleethorpes have an increased risk of flooding, and since 2006 there have been a network of flood sirens across the borough to alert people.

However, the Environment Agency's modern and free **Flood Warning Service** has proved so effective that **sirens in Grimsby and Cleethorpes are to be decommissioned from the end of December 2020.**

Using the latest forecasting and modelling techniques, the Flood Warning Service alerts residents to the possibility of flooding many hours – and sometimes days – in advance.

It sends timely, tailored, location-specific messages with exact details of what to expect, when, and how to react. These messages can be sent to your email, your mobile phone or your home phone or a combination of them.

The Flood Warning Service currently reaches 83% of at-risk properties in our area, compared to the 72% of at-risk properties

It takes only a minute or so to sign up to the new Flood Warning System. Everyone in the area is encouraged to sign up now. Visit www.gov.uk/flood or call 0345 988 1188. The website

also includes plenty of advice about what you can do to protect your home and valuables.

PREPARE – Flood Alert

Prepare a bag that includes medicines and insurance documents
Sign up to the Flood Warning Service

ACT – Flood Warning

Turn off gas, water and electricity
Move things upstairs or to safety
Move family, pets and car to safety

SURVIVE – Severe Flood Warning

Call 999 if in immediate danger
Follow advice from emergency services
Keep yourself and your family safe.



Our flood warning message service will stay alert. Protect your home

GOV.UK/FLOOD

Contacting the Police

Your Humberside Police Neighbourhood Policing Teams play a vital role in tackling many of the local issues that are important to you. They are out in your area every day and always available to raise concerns and offer crime prevention advice. They are often your first port of call and the ones you see the most.

The **Cleethorpes Policing Team** covers the seven wards of Croft Baker, East Marsh, Haverstoe, Heneage, Humberston and New Waltham and Sidney Sussex and is led by **Inspector Dave Stephenson** supported by **Sgt 1254 Jamie Allen**, **Sgt 1377 Claire Jacobs** and **Sgt 0734 Dan Healey**.

The Policing Teams in the three Cleethorpes Wards – Croft Baker, Haverstoe and Sidney Sussex are:



Croft Baker. Your community beat managers are:

PC 1797 Michael Goodwin
PC 2029 Caroline Cameron
www.humberside.police.uk/teams/croft-baker

Haverstoe:

PC 0995 David Cave/
www.humberside.police.uk/teams/haverstoe

Sidney Sussex:

PC 2355 Gary Cooksey
PC 1677 Lauren Gale
www.humberside.police.uk/teams/sidney-sussex

Keep an eye on the Policing Team pages or follow them on social media or via My Community Alerts so that you can see when Police ‘drop-in’ sessions are happening around the area or on Zoom. The Zoom/video/online sessions are an easy way to meet your local team remotely and safely.

My Community Alert

My Community Alert is a free messaging system operated by Humberside Police and others to give you live info about incidents happening in your area. Find out more or subscribe at www.mycommunityalert.co.uk



in Grimsby and Cleethorpes
r be used from 31 December



vice offers a much better way to
e and valuables. Sign up now:

0345 988 1188

<p>Connect # @</p> <p>Stay informed through social media & My Community Alert</p> <ul style="list-style-type: none"> ✓ Latest news & appeals ✓ Road closures & traffic updates also follow @HighwaysEngland ✓ Safety information & advice 	<p>Browse WWW</p> <p>For 24/7 information & news & updates:</p> <ul style="list-style-type: none"> ✓ Crime prevention & advice ✓ Local appeals ✓ Non emergency crime reporting e.g. non injury road traffic collision 	<p>Visit <i>In person</i></p> <p>Your nearest police desk to speak to an officer:</p> <ul style="list-style-type: none"> ✓ Report a crime ✓ Arrange to make a statement ✓ Receive local advice & information 	<p>Call 101</p> <p>For incidents that don't require an immediate response:</p> <ul style="list-style-type: none"> ✓ Car has been stolen ✓ Property damaged ✓ House has been broken into 	<p>Emergency 999</p> <p>For an immediate response:</p> <ul style="list-style-type: none"> ✓ Life is in danger ✓ Violence is being used or threatened ✓ Crime is in progress 
---	--	--	--	---

 Humberside Police
  @Humberbeat
  humberside.police.uk
  My Community Alert

Reporting Crime

As well as 999 for emergencies and crimes in progress, we all know that 101 exists to report less urgent crime. But did you know that many community crime and safety issues can be reported online? Visit www.humberside.police.uk/report-it. You can then follow the links to report nonemergency crime; ASBs; civil matters; vehicle crimes and more. You can also contact **Crimestoppers** on 0800 555 111 where you can give crime information anonymously.

Useful Numbers

Prepare your own list of most useful contact numbers. It is easier to find the numbers before you need them. Have them close to your phone.

Write down details of:

Your GP

A pharmacist you use

An emergency plumber

Your utility providers – gas and electric in particular.

Anglian Water 03457 145 145
Northern Powergrid 0800 011 3332

Neighbours and local family members

Dentist

Vet (if you have pets)

Your insurance provider

Remember some short numbers:

101 for Police.

111 for NHS.

105 for powercuts.

119 to book a Covid test.

116 123 Samaritans

Dial 141 *before* you dial a number and your number will be withheld. Can be useful for calling tradespeople or services before you are happy to give out your number.

This Guide

This guide was produced by **Capacity Buildings** – a Cleethorpes based Social Enterprise as part of our **Keeping Older People Safe in Cleethorpes (KOPS)** project.

www.capacitybuildings.org.uk
www.capacitybuildings.org.uk/kops

It was funded with a grant from the **North East Lincolnshire Community Safety Partnership Crime Reduction Fund** which in turn is funded by the **Police and Crime Commissioner for Humberside**.

Prepared in partnership with:

Big Local North Cleethorpes

www.biglocalnorthcleethorpes.org.uk

Voluntary Action North East Lincolnshire (VANEL)

www.vanel.org.uk

North East Lincolnshire Neighbourhood Watch Network

www.nelwatch.org.uk

With further support from:

Humberside Police

North East Lincolnshire Trading Standards

Humberside Fire and Rescue

Further copies of this guide can be obtained via Capacity Buildings or Big Local North Cleethorpes.

Email kops@capacitybuildings.org.uk for information.

Electronic copies of the guide are available at

www.capacitybuildings.org.uk/kops

Important Numbers

Emergency medical care **999**

NHS for Covid-19 and medical advice **111**

Book a Covid test **119**

For local advice and support around Covid-19 you can call the North East Lincolnshire Council COVID helpline on **01472 313131 (option 0)** between 8.30am and 5pm Monday to Friday.

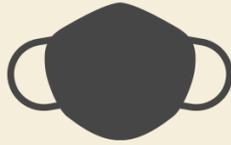
For adult social care, befriending, mental health or medical enquiries please use **01472 256256**.

AGE UK North East Lincolnshire for confidential information and advice **01472 344976**.

Citizens Advice North East Lincolnshire **03444 111 444**.



**WASH
HANDS**



**COVER
FACE**

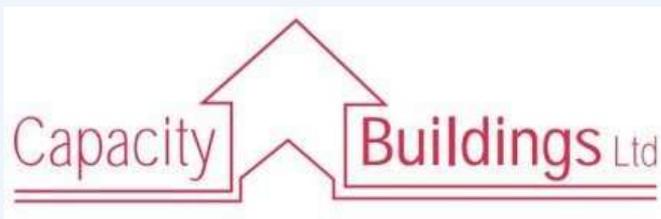


**MAKE
SPACE**

This guide was produced by **Capacity Buildings** – a Cleethorpes based Social Enterprise as part of **Keeping Older People Safe in Cleethorpes (KOPS)**

www.capacitybuildings.org.uk
www.capacitybuildings.org.uk/kops

It was funded with a grant from the **North East Lincolnshire Community Safety Partnership Crime Reduction Fund** which in turn is funded by the **Police and Crime Commissioner for Humberside**.



HUMBERSIDE
Fire & Rescue Service



Information correct as of December 2020 but please check sources for very latest advice, guidance and restrictions.