



Neighbourhood
Watch SCOTLAND



safer neighbourhoods
stronger communities



www.neighbourhoodwatchscotland.co.uk

safer neighbourhoods stronger communities

Neighbourhood Watch Scotland will:

- Collaborate with partners to develop community resilience.
- Grow partner and community use of Neighbourhood Alert and Scotland's Neighbourhood Watch network.
- Enhance a sense of wellbeing by encouraging community cohesion.

Produced by Neighbourhood Watch Scotland:

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In partnership with:



Neighbourhood Watch Scotland is supported by the Scottish Government Building Safer Communities Programme.

This booklet is packed with practical tips on how to keep you, your family and your community safe – from protecting your home and possessions to helping your children enjoy the benefits of the internet in safety.

By following the guidance in the following pages, we can all help make Scotland an even safer place to live and work.

The information should not alarm you or make you think that you are not safe in your home and your community.

It is simply a reminder of what you can do to keep your home and community safe.

Neighbourhood Watch Scotland would like to thank all partners who assisted in the production of this booklet for their continued support and encouragement.

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Home and Possessions



Your Home

Most housebreakings are carried out by opportunist thieves – so take away the opportunity and keep your home and possessions safe.

→ Lock the Door

Obvious isn't it? But some people don't do it. Lock the door even if you're only out for a short time. If you have window locks, lock those too. Why not keep the door locked when you are at home? This stops people coming in if you are in another part of the house or garden.

→ Keep Your Keys out of Sight

Don't leave your keys on the inside of locks or just inside the door. If you have a spare key, don't leave it under a mat, plant-pot or other easy to spot place at home. Never keep house keys and car keys on the same ring. Make it as hard as possible for someone to break into your home or to steal your car.

→ Make Your House Look Occupied

Away from home? Use timers on lights and radios so that it seems like there's someone at home. If you are going away on holiday, avoid announcing this publicly on social media.

→ Show People That Your Property Is Secure

Thieves are put off by visible security alarms and carefully directed security lighting. Just make sure they don't disturb your neighbours by going off unnecessarily.

Valuables and Cash

Avoid keeping large amounts of cash in the house.

House Alarms

A house alarm is a visual external deterrent to your home and should be considered as part of a package of security measures.

There are many choices with regards to alarm systems but it is important it meets your own specific requirements. As such you should consider installation by a compliant security company accredited by the United Kingdom Accreditation Services (UKAS). This ensures industry standards of service, equipment, support etc. These are currently the National Security Industry (NSI) and The Security Systems and Alarm Inspection Board (SSAIB). These organisations publish updated lists of certified and approved companies.



Secured by Design

When buying security alarms, security lighting, doors or other security products, look for products that have been endorsed by Secured by Design (SBD). Secured by Design is a crime prevention initiative operated by the Police Services of the United Kingdom and is the corporate title for a group of national police projects focusing on the design and security of new and refurbished homes, commercial premises and car parks as well as the acknowledgement of quality security products and crime prevention projects. The Secured by Design logo and title 'Police Preferred Specification' indicates that a company or a product meets the high standards set by Secured by Design. Usage of the logo is restricted exclusively to those products that have successfully certificated to Secured by Design's requirements. Find out more at www.securedbydesign.com

Your Possessions

Property Marking – There are many products which can be used to mark your property. These are often inexpensive and can help to deter thieves and aid in the recovery of property which is stolen.



→ UV Pen

Quick and cheap. Mark your postcode and house number on your possessions – this will show up under a UV light.

'DNA' Marking

There are a number of products you can buy which contain a unique code, like DNA. This code is registered to your address. They are usually clear liquids which can be painted onto your possessions.

Etching

For large or outdoor objects, you may wish to etch your postcode into them using a special kit.

Photographs

If you have something unusual or rare, it's a good idea to take a photograph of it. Make sure the background is

plain and shows off the item as best as possible. Include a ruler in the photograph for reference. A banknote or a coin for smaller objects can also provide a size comparison.

Keep a Record

Keep a note of serial numbers of large appliances and electrical goods.

Register your belongings online at www.immobilise.com

Insurance

Lastly, if the worst does happen and you have your possessions stolen, make sure that you have adequate household insurance which will cover your loss.

Make sure you let people know your property is marked - this makes it unattractive to thieves.

When You're Not In

Most break-ins happen when a home is empty. If you are away on holiday, or just out for the evening, take time to secure your home. Making your house look occupied is a good way to put off unwanted visitors.

Social Media

Don't publicly announce that you are going away on social media. Criminals search for this information to create a list of empty houses.

Lights and Noise

Invest in timer switches and fit these to your lights and, if possible, a radio. Make sure the lights come on in the living areas of your home, and not in the hallway for example. Tuning your radio to a station which is mostly talking is better than a music station.

Cancel

Cancel milk and newspapers if you go away for any length of time. Get a trusted neighbour, friend or family member to come over a couple of times a week to move post or any unplanned home deliveries.

Ask a Neighbour

Ask a neighbour you trust to keep an eye on your property. Tell them when you are going and when you will be back so that they can look out for anything unusual while you're away. You can do the same for them in return. Some Neighbourhood Watches arrange for members to park in each other's driveways to make the property appear occupied.

Moving Home

Don't show prospective buyers around on your own. Tell any interested parties that might have seen your 'for sale' sign to go through the agent. When you move to a new property change the locks as other people, including previous tenants, may still have keys.

Further Information

Neighbourhood Watch:
neighbourhoodwatchscotland.co.uk

Police Scotland:
www.scotland.police.uk

Keep it **Safe**, Keep it
Hidden, Keep it **Locked!**



Garden Security

Here are a few simple steps to keep your garden safe and secure.



→ Fencing

A good fence provides privacy and security. At the front, a low level fence or wall that marks out the boundary of your garden helps. At the back, a fence tall enough to make it hard to climb is a good idea (around 6 feet). Take care that it is not a solid fence as this may provide cover to anyone who shouldn't be there – you want your garden to be visible to others. Vertical spars (up and down) make a fence harder to climb.

Lighting ←

People who are up to no good don't want to be seen. A well-lit garden helps to put off thieves. Solar powered lighting, relatively cheap to buy, can come on automatically when it starts to get dark - you don't even have to remember to switch it on. Make sure that you put external lighting in a place that doesn't annoy your neighbours – especially when using motion sensitive lighting.

Sheds ←

Like your home, it is important to keep your shed secure. Invest in a good lock and consider fitting reinforced hinges. Keep valuable garden equipment locked away and ensure it is marked with your postcode. Why not invest in a battery-operated shed alarm?

Ladders

Keep these secure and out of sight. Remember, they can help a thief gain entry to your home.

Plants

Planting prickly shrubs around borders and under windows can deter opportunist thieves. Be careful that plants and trees do not obscure entrances to your property.

Gravel ←

Walking on gravel makes a noise – use this on pathways and around windows.

Your Vehicle

Modern cars are fitted with lots of safety features, making life harder for the car thief. You can play your part too.

Always Lock Your Car

This is the simplest way to keep your car safe. Get into the habit of locking the car every time you leave it. Also, make sure windows are properly closed.

Keys

Cars fitted with immobilisers can't be hotwired. This means that keys are needed to drive your car. Keep your keys safe. Don't leave them in the lock of your front door, or on the kitchen counter. When you are out, keep them with you at all times.

A key is used in 70% of car thefts. By keeping your keys safe, you're reducing the risk of your car being stolen by more than two thirds.¹

Keyless Theft or Relay Theft is a growing concern and involves criminals using hand held technology to identify whether a parked car in the vicinity has keyless entry. If the car key is close enough the criminals can amplify the signal from the key / fob and send it to a transmitter which then acts as the true key / fob and opens the car and allows it to be driven off.

Keep keys / fobs well away from doors and windows. Keep key / fob in a metal tin to block signals. Consider purchasing a signal blocker wallet to keep your key / fob in. **(Look for the Secured by Design logo)**. You could also consider the purchase of a Thatcham approved steering wheel lock. These are a highly visible and effective deterrent.

Possessions

If possible, don't leave belongings in your car. Take them with you if you can. If not, lock them in the boot out of sight.

Ensure the following are kept out of sight:

- Money / Credit cards
- Mobile phones
- MP3 players
- Laptops/Hand-held computers
- Video games
- Portable DVD players



When parking your car, look for the ParkMark sign. It shows that the car park has passed a stringent inspection and is considered a safe place to park. You can visit their website to see if there is a safe car park near your destination:
www.parkmark.co.uk

If you are not able to park in a ParkMark area, try to park in a well-lit, open area.

Use your garage if you have one.



¹ <https://www.theaa.com/driving-advice/security>

Road Safety



About one third of people who die in cars were not wearing seatbelts.

The European Transport Safety Council states that seatbelt usage reduces the risk of fatal injury by about 50% and describes seatbelts as “the single most effective feature in the car to fulfil this role.”

A pedestrian who is hit at 40mph is roughly four times more likely to be killed than if hit at 30mph.²

Roads and pavements are used by many different groups of people, including pedestrians, cyclists, horse riders, horse-drawn vehicles, motorcyclists and drivers of all types of vehicle.

Road Safety Scotland and Horsecwatch Scotland share the following tips.

Driving

- Ensure all passengers are wearing seatbelts and that children are in a restraint which is appropriate for their weight and height.
 - Keep your vehicle in a good and safe condition. It's the law.
 - Take care and anticipate the actions of other road users including cyclists, motorcyclists, pedestrians, horses and other drivers. Please familiarise yourself with the Highway Code update around hierarchy of road users.
 - Take special care on country roads as three out of four fatalities happen here.
- Don't drink and drive. On December the 5th 2014 the alcohol limit in Scotland was lowered to 50mg in every 100ml of blood. Any alcohol affects your ability to drive and there is no “safe amount.” At even 50mg you are still three times more likely to die in a collision. Don't risk it. The only safe option is not to drink alcohol if you plan to drive. Never offer an alcoholic drink to anyone who intends to drive.

² <http://think.direct.gov.uk/speed.html>

Cycling

- Buy the right size of cycle: an adult's tiptoes should touch the ground when in the saddle.
- Maintain your cycle so that brakes, tyres, chain, steering and reflectors are all in good condition.
- During the day wear fluorescent 'day-glo' colours. At night wear reflective clothing. Avoid dark clothing.
- Front and rear lights are a legal requirement.
- A helmet will not prevent an accident but can help protect your head. Look for the CE mark when buying a helmet.

Motorcycling

- Avoid excessive acceleration or braking.
- Avoid excessive leaning into bends. Most fatal and serious motorcycle casualties happen on bends, so slow down on approach.
- Be aware of hazards on the road such as paint, gravel, drain covers, potholes and roadworks.

Walking

- Wear the right clothing (fluorescent clothing is best) to increase your chances of being seen.
- Reflective material is available as self-adhesive strips, stickers etc.
- Where possible cross at designated crossing places like zebra crossings, pelican crossings, subways, footbridges, traffic islands and school crossing patrols.
- Cross where you can see clearly both ways along the road.

Horses

- Other road users when seeing horses on the road, should always pass at a maximum of 10mph.
Be patient, don't sound your horn or rev your engine, allow at least 2 metres space and drive slowly away.
- Sit your Ride Safe Assessment.
- Ensure that you have appropriate public liability insurance.
- Always wear a correctly fitted hat that comply with the current BHS Hat Standards.
- Correct footwear is vital for riding safely, with traditional riding boots or jodhpur boots being the best choice.
- Check your tack before you set off to make sure nothing is damaged or broken and ensure that your tack fits properly.
- Wear hi-viz clothing when riding or horse drawn vehicle driving, regardless of whether you ride or drive on or off the road, the time of day, season or weather conditions.
- Other road users should always pass wide and slow.

For further information:

www.bhs.org.uk/bhs-in-your-area/scotland

For lots of information on how to stay safe on the roads, visit **www.roadsafetyscotland.org.uk** and **www.dontriskit.info**

Living Streets is working to create safe, attractive and enjoyable streets for pedestrians across Scotland. They can provide help and advice if you want to make the roads in your community safer: **www.livingstreets.org.uk/scotland**

Scams



How to tell if something's a scam

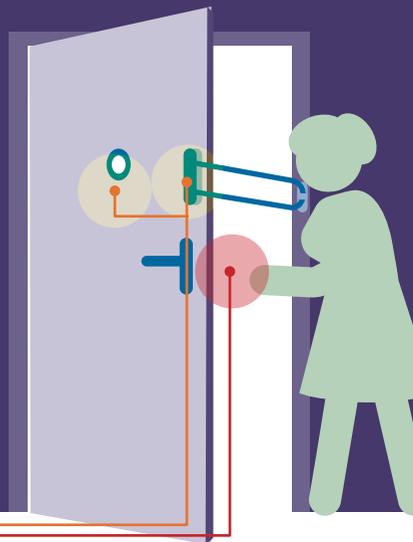
- The call, letter, e-mail or text has come out of the blue.
- You've never heard of the lottery or competition they are talking about.
- You didn't buy a ticket (you can't win a competition you didn't enter!).
- They are asking you to send money in advance.
- They are saying you have to respond quickly.
- They are telling you to keep it a secret.
- They seem to be offering you something for nothing.
- If it seems too good to be true – it probably is!

What to do if you have been scammed

GET ADVICE	Consumer Advice Scotland on 0808 164 6000 or www.consumeradvice.scot Citizens Advice Scotland on www.cas.org.uk
CHECK	Unexpected calls, letters, and online contacts with someone you trust.
REPORT IT	Police Scotland on 101
TELL	A friend, neighbour or relative about any scams you become aware of.

Doorstep Scams

You may hear people talk about 'Rogue Traders' or 'Bogus Callers'. Bogus Callers pretend to be from a genuine organisation like the gas board or the council to try to gain entry into your home. Rogue Traders offer to do work for cash – this work is usually poor and not worth the price asked. If someone turns up unexpectedly at your door, follow a few simple steps and don't become a victim of doorstep crime.



Practise good doorstep habits

- Lock your doors. Whether you're in or out, if the door is locked, you can control who comes in.
- ● Don't allow in callers who haven't made an appointment.
- ● Fit a door-bar. This is like a door chain, but more solid. It allows you to open your door a little to see who is on your doorstep.
- ● Fitting a peephole is another way to see who is outside before you open your door. If you don't have one, you can answer callers to the door from a nearby window.
- Make sure the person is who they say they are. If the caller is someone you don't know and don't expect, make sure they are genuine before allowing them in.
- Don't worry about seeming rude. Genuine callers expect you to be careful.
- ID badges are not enough! ID cards can be forged so do not accept one as solid proof of someone's identity. Phone their organisation but don't call a number they give you. You can also sign-up to one of the password schemes run by many utility companies.
- Look out for your neighbours and if you are concerned that something isn't right, contact your local Trading Standards office or Police Scotland immediately.
- Always report to the authorities if you suspect rogue traders are operating in your area.

Password schemes

Most utility companies have a doorstep password scheme. These allow you to choose a password and register it with the company. When a representative of the company visits you, you can ask them to provide your password.



If you haven't already done so, contact your providers to see about setting up a password.

Choose passwords that are unique and that you will remember. Try not to write your passwords down, but if you do, do not let anyone else see them.

If in Doubt, Keep Them Out!

Cold Calling

Speak to your local council Trading Standards to see if there is a 'No Cold Calling Zone' in your area. These can be set up to protect vulnerable people in the community. Signs or stickers let people know that Cold Calling is not wanted in the area and an appointment has to be made to speak to the occupants.

To get Cold Calling door stickers contact your local authority Trading Standards.

Neighbours

If unsure about the person on your doorstep, tell them you are calling a neighbour or friend to come over and be with you.

A genuine caller will not mind waiting a few minutes for you to feel safe.

If you feel threatened or unsafe, contact the police immediately on 999.

Don't buy goods or services at the door

If someone offers to fix your roof or your driveway for cash, say no. Ask yourself if you really need work carried out, discuss with family and friends and always obtain three quotes before deciding on which trader to use. Don't ever feel pressurised into making a decision. Paying cash at the door shows you keep money in the house, and the work may not be worth what you pay for it.

To find an approved trader who has been vetted by Trading Standards visit www.approvedtrader.scot

Online Scams

Protect your PC

- Get anti-virus software, anti-spyware software and a firewall and make sure these are kept up-to-date.
- Block spam emails.
- Use an up-to-date web browser.
- Make regular backups.
- Encrypt your wireless network.
- Your internet provider likely offers parental controls. Make use of these.

Avoid Online Rip-offs

- When you shop online, look for clear signs that you're buying from a reputable company. The padlock symbol and 'https' in the address bar show that the website you are using is secure.



https://

- Get to know any online auction sites you use and learn how to pick good sellers.
- Use safe ways to pay. Middleperson services like PayPal, where the seller never sees your card or account details, reduce your risk. Link PayPal with a credit card rather than a debit card or bank account to increase the amount of time you have to appeal any fraud.
- Use common sense to avoid scams. Sounds too good to be true? It probably is.

Take care of your online identity and privacy

- If you don't know who an email is from, delete it without opening it or move it to your spam folder.
- Never open attachments or click on links in unsolicited emails.
- Reputable companies don't ask for your details or passwords in an email.
- If you receive an email from a bank or other organisation and you are not sure if it is genuine, contact the company directly or log-in to your account as you normally do – do not click on a link in the email.
- Avoid identity theft by using an up-to-date web browser and blocking bogus emails with a spam filter.
- Use strong passwords, with a combination of letters and numbers. Try not to use obvious words like names of family members.
- Don't give away too much personal information on blogs and social networking sites.
- Familiarise yourself with the websites your children are using and make sure they understand how to stay safe online. Direct them to www.thinkuknow.co.uk or www.getsafeonline.org

Phone Scams

If you receive a suspicious phone call.

- Remember, you do not have to get into discussions over the phone with anyone and never give out any personal information, such as bank or credit card details. These could be used fraudulently.
- Keep your business, your business. Just say "No thank you I am not interested" and hang up straight away.
- Consider using a call blocking device. There are many different ones on the market with the best ones stopping over 90% of nuisance calls. Please be aware that no genuine provider will ever cold call offering a call blocker.
- Fraudsters often claim there has been fraud on your bank account and that you need to take action. Your bank will never call you and ask you for your 4 digit PIN, to transfer or withdraw money, or to give your card to a courier.
- Remember it takes two people to terminate a call - fraudsters

can keep your phone line open by not putting down the receiver at their end.

- If you feel something is suspicious or feel vulnerable, hang up, wait five minutes to clear the line, or where possible use a different phone line, then call your bank or card issuer on their advertised number to report the fraud.

Postal Scams

There are many postal scams but here are some common ones Age Scotland suggest you look out for.

For more information on any of these visit www.ageuk.org.uk/scotland

- Lotteries/prize draws
- Psychics and clairvoyants
- Pyramid schemes
- Hard luck stories
- Bogus job offers

If you or someone you know are the victim of a postal scam:

- Contact Police Scotland 101
- If you're concerned about whether a scheme is legal, contact the Consumer Advice Scotland on 0808 164 6000.

Remember ... No genuine lottery or competition would ask you to buy goods or send money to claim a prize!

Further Information

Trading Standards > www.tsscot.co.uk

Age Scotland > www.ageuk.org.uk/scotland

Consumer Advice Scotland > www.consumeradvice.scot

Citizens Advice Scotland > www.citizensadvice.org.uk/scotland



Most Frequently Reported Scams in Scotland



Delivery Scams



Scam texts and emails purportedly from delivery companies asking you to click a link to rearrange a missed delivery or pay a fee

HMRC Scams



Scam emails, texts and calls offering Government grants or tax refunds or saying your NI number is going to be suspended

Amazon Scams



Scam calls saying that there have been issues with your Amazon Prime subscription or account

Energy Scams



Cold calls or adverts offering misleading information about grants/funding for energy efficiency measures

Covid Scams



Scam emails, texts and calls offering Covid vaccines, vaccine passports or testing kits for a fee

Prize Draw Scams



Scam emails or social media adverts that appear to be linked to big brands and offer prizes if you enter your details in a survey

Broadband Scams



Scam calls, purportedly from your broadband provider or telecoms company, attempting to obtain your personal and account details

Bank Scams



Scam calls or texts purportedly from your bank, attempting to obtain your account details or encourage you to transfer money

Remote Access



Scam calls asking for remote access to your computer to fix a 'problem' or asking you to download software

Online Shopping



Adverts on social media or search engines leading to scam websites and buyer scams on online marketplaces

Insurance/Warranties



Scam callers selling unnecessary insurance or warranties for white goods, SKY equipment, TVs, or other appliances.

Rogue Traders



Cold callers offering to carry out maintenance/repair work without providing paperwork - work is often done poorly or not at all

For more details on scams currently affecting consumers, please visit www.tsscot.co.uk/scamshare/



Energy Efficiency Scams

You may hear people talk about 'Rogue Traders' or 'Bogus Callers'. Bogus Callers pretend to be from a genuine organisation like the gas board or the council to try to gain entry into your home. Rogue Traders offer to do work for cash – this work is usually poor and not worth the price asked. If someone turns up unexpectedly at your door, follow a few simple steps and don't become a victim of doorstep crime.



There is a lot of misleading information about grants and funding for energy efficiency products. Scottish consumers receive more nuisance calls from companies selling energy efficiency products than those in other parts of the UK.

What do energy scammers say?

The aim of most energy scam calls is to obtain your personal details and payment information. The most frequently reported scam calls may say the following:

“ I work for Home Energy Scotland / your local council. You are eligible for a free boiler replacement by the government. Please provide your details so that we can complete the paperwork. ”

“ We're carrying out a quick survey about double glazing. You might be eligible for a grant - we'll pass your details onto another company and they'll arrange a home visit. ”

“ I'm calling from an energy company, we're offering funding for new heaters which will reduce your energy bills. You'll need to take out a loan to pay for the heaters, but you'll get the money back through a government grant. ”

“ You may be eligible to apply for grants or funding for energy saving products - please give us your details so that we can check if you qualify. ”

“ The inverter for your solar panels needs replaced or upgraded. We're offering a special deal on new inverters which will make your home more energy efficient. ”

How can I tell if a call related to energy products is a scam?

Scammers may say that funding or grants are available for energy efficiency products, but they will ask you to pay for the products up front or take out a loan. You may be told that you will receive your money back over time, but this rarely happens. They often overinflate their prices and then apply 'discounts' which are supposedly equivalent to government grants.

If you see online adverts or receive an unsolicited call regarding energy efficiency grants, it is very likely to be a scam.

Cold callers who say they are carrying out surveys are often trying to gather your personal details, which may be passed on to other companies who could contact you and use pressure selling techniques to try to encourage you to buy their energy efficiency products.

Home Energy Scotland never cold call consumers - they will only phone you if you have given them permission to do so.

What should I do if I get one of these calls?

Avoid cold callers or adverts on social media offering energy efficiency grants/funding.

If a cold caller tells you that your solar panels need to be replaced or upgraded, contact the original manufacturer before agreeing to have any work done.

Don't give any details to a cold caller and don't agree to a home visit from a salesperson unless you have researched the company.

If you are considering making your home more energy efficient, do plenty of research and seek information from trusted sources such as Home Energy Scotland for impartial advice on what is right for you and your home. Remember, if you are considering making significant improvements to your home, always contact your mortgage provider in advance of agreeing for any work to be done.

You can find more information by visiting >
www.tsscot.co.uk/priority-areas/energy-marketing-scams/



Two of the main areas in which Scottish consumers get scammed are **Energy Efficiency** and **Mobility Aids**



Energy Efficiency Scams

If you are considering making your home more energy efficient:

Do:

- Get an impartial assessment carried out to find out which energy efficiency measures will be most beneficial
- Get at least 3 quotes and choose a company based on credible reviews

Don't:

- Believe any information offered by cold callers or pop-up adverts (particularly about funding/grants) without carrying out independent research
- Agree to a cold caller carrying out an assessment - they will not be impartial

Get more information: tsscot.co.uk/priority-areas/energy-marketing-scams



Mobility Aids Scams

If you are considering purchasing mobility / assisted living aids:

Do:

- Choose a company based on credible reviews
- Make sure that cancellation rights are clear before signing any paperwork. If you are buying a bespoke product, the salesperson must take measurements.

Don't:

- Give any personal details to a cold caller or agree to a home visit
- Agree to purchase any mobility aids without getting at least two other quotes from reputable companies

Get more information: tsscot.co.uk/priority-areas/mobility-aids

Local Authority Approved Trader Schemes

Avoid being scammed - find approved traders in your area through:

www.approvedtrader.scot

www.tradingstandards.uk/consumers



Identity Theft

Criminals may seek to obtain information which personally identifies you and then 'steal' your identity to commit fraud. All kinds of personal information can be of use to criminals including your name, address, national insurance number, credit card number or any other financial account information.

Here's some advice from Police Scotland on how to safeguard your identity:

- Take a few moments to check through transactions on your bank statements.
- If you're not happy and spot anything unusual or suspicious, contact the bank directly to establish fraud at an early stage.
- If you are expecting correspondence from your bank and it doesn't arrive, contact the bank immediately to inform them of your concerns.
- If you move house, tell your bank and credit card company immediately.
- Royal Mail offers a redirection service to help prevent identity fraud when you move house.
- Regularly get a copy of your personal credit file from a credit reference agency.
- Cancel any lost or stolen cards.
- If your passport or driving licence has been lost or stolen, contact the organisation that issued it.
- Don't use the same password for more than one account and never use banking passwords on other websites. Avoid using your mother's maiden name or dates of birth as passwords.
- NEVER give bank details to anyone unless you know and trust them and, even then, be cautious.

Further Information

Police Scotland > www.scotland.police.uk

Card Watch > www.takefive-stopfraud.org.uk/advice/general-advice/identity-theft

Safe Use of ATMs

To minimise the chances of having your card or card details stolen at a cash machine:

- ● Stand close to the cash machine. Always shield the keypad with your free hand and your body to avoid anyone seeing you enter your PIN. This will protect your PIN from anyone who might be looking over your shoulder and also help to keep your PIN safe if a fraudster has set up a hidden camera that is filming the keypad.
- ● Be alert and put your personal safety first. If someone is crowding or watching you, cancel the transaction and go to another machine. Do not accept help from seemingly well-meaning strangers and never allow yourself to be distracted.
- ● Fraudsters sometimes fit devices to cash machines that trap your card, which they then retrieve as soon as you have left the area. If your card is retained by the machine for any reason, report it to your card company immediately, ideally using your mobile phone while you are still in front of the machine. Make sure you have your card company's 24 hour contact number stored in your mobile phone.
- If you spot anything unusual about the cash machine, or there are signs of tampering, do not use it. Report it to the bank concerned immediately.
- Once you have completed a transaction put your money and card away before leaving the cash machine. Destroy, or preferably shred, your cash machine receipts, mini-statements or balance enquiries when you dispose of them.



For more suggestions on how to stay safe with ATMs visit >
www.takefive-stopfraud.org.uk/advice/general-advice/cash-machine-fraud/

Victim Support

If you are the victim of a crime, there are people to help.

Victim Support is the leading charity dedicated to helping people affected by crime across Scotland. They provide information, practical help, guidance, emotional and personalised support to victims of crime, witnesses and their family members.

Their service is independent, free, non-judgemental and confidential and is provided by dedicated volunteers, supported by paid staff, as well as their teams in the Sheriff and High Courts.

› **0800 160 1985**

› **info@victimsupportsco.org.uk**

› **www.victimsupport.scot**

› **Self Referral - www.victimsupport.scot/self-referral/**

Sensitive Issues

Sometimes we have problems that aren't easy to talk about with friends or family. There are a number of places you can go to for help or advice in confidence.

Samaritans › **116123** › **www.samaritans.org**

Domestic Abuse Helpline › **0800 027 1234** › **www.sdafmh.org.uk**

Childline › **0800 1111** › **www.childline.org.uk**

Breathing Space › **0800 83 85 87** › **www.breathingspace.scot**

Women's Aid › **www.womensaid.org.uk**

Money Advice Scotland › **www.moneyadvicescotland.org.uk**

Family Lives › **www.familylives.org.uk** › **0808 800 2222**

Scottish Families Affected by Drugs & Alcohol
www.sfad.org.uk › **08080 101 011**

Some other useful resources

Know the Score › **www.knowthescore.info**

Scottish Drug Services › **www.scottishdrugservices.com**

Alcohol Focus Scotland › **www.alcohol-focus-scotland.org.uk**

A person in dark clothing stands on a large rock in a lake. In the water around them, several shark fins are visible, suggesting they are being surrounded by sharks. The background shows a sunset or sunrise over mountains.

You're Not Alone

Don't feel trapped
by loan sharks



STOP £ LOAN SHARKS
Scottish Illegal Money Lending Unit



If you have borrowed money from a loan shark

we can offer you:

- ▲ **Immediate Support** with any urgent issues
- ▲ **Longer Term Support** to assist you in moving away from using loan sharks
- ▲ **Help** to access local services including:
 - **Debt Advice Services**
 - **Income Maximisation**
 - **Credit Unions, Savings & Affordable Credit**
 - **Addiction Counselling**
 - **Local Support Groups**
 - **Adult Learning**
 - **Benefit Issues, such as sanctions and delays**

If you have borrowed money from a loan shark, there is help and support available to you. You haven't broken the law - they have.

We have access to a wide range of services that are there for your protection, depending on your circumstances, and we work with organisations all over Scotland that can help you move away from using illegal money lenders.

If you or someone you know needs advice and support in dealing with loan sharks please contact us today and talk to a member of the Illegal Moneylending Team in confidence:

Call our free 24-hour helpline on **0800 074 0878**

Text 'loan shark' and the details to **07741 701 325**

Email **stopillegallending@cosla.gov.uk**



For more information please visit
www.tsscot.co.uk



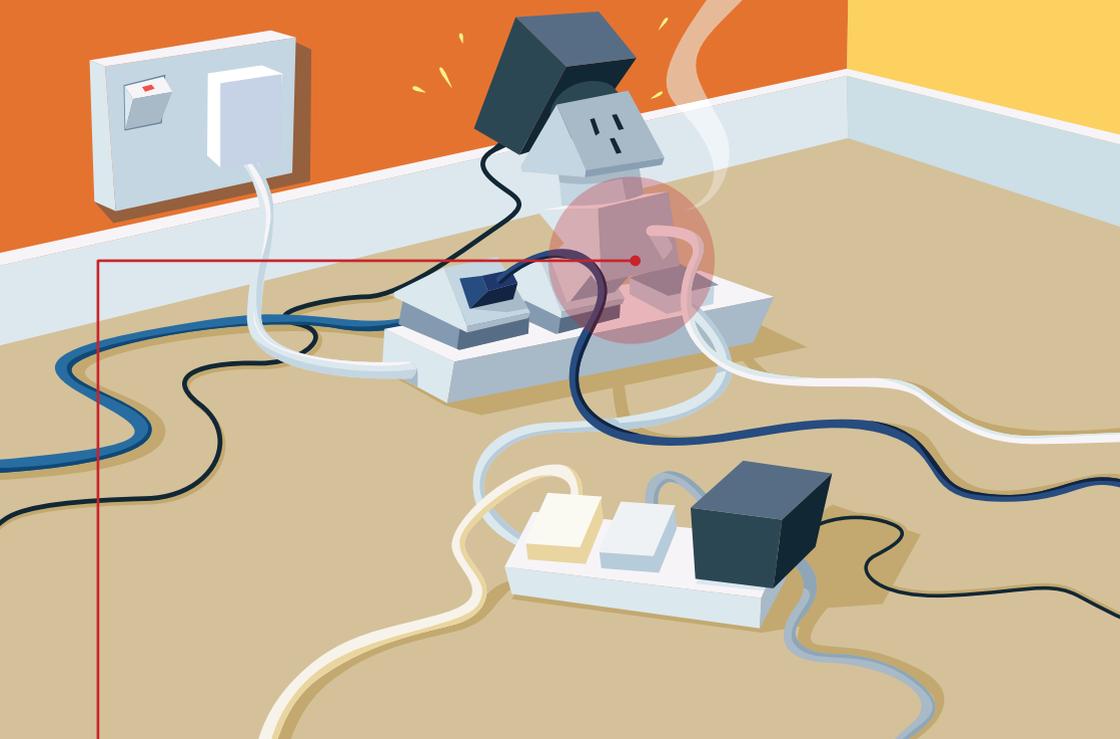
Safety at Home

Electrical Safety

RoSPA and Electrical Safety First offers some tips to help you stay safe at home. Many accidents and fatalities involve electricity - it must be treated with respect.

Here are some tips:

- Have your wiring checked at least every ten years, or if you move into a new property, by a registered electrician. Private rented homes should be checked every five years. To find a registered electrician in your area, or to check out the credentials of a recommended tradesperson go to www.electricalsafetyfirst.org.uk/find-an-electrician/scotland/
- Check the cables of your appliances to make sure they're in good condition with the cable securely attached to the appliance and the plug. Cuts, damage or signs of excessive wear and tear mean that the lead or plug might need replacing.
- Never bring mains-powered portable electrical appliances, such as hairdryers, heaters or radios, into a bathroom.
- Have electric blankets serviced and checked regularly. Don't use a hot water bottle at the same time as using your electrical blanket and make sure not to touch the blanket with wet hands or feet.
- Check your fusebox for RCDs: An RCD (Residual Current Device) is a life-saving device that cuts out power if there's an accident and can prevent you from receiving a fatal electric shock. To check whether you have an RCD press the 'Test' or 'T' button. If you do have one then pressing it will switch off the power to the areas of the home that it protects. If you don't have an RCD in your fusebox, or it's not working, then you should use plug-in RCDs for all the sockets in your home.
- If you suspect a product is dangerous to use, or that it is a fake copy of a well known brand, you should contact your local Trading Standards office or Consumer Advice Scotland straight away. If you have any suspicions about the product's safety, or if you think it's a fake, do not use it.
- ● Don't rely on a CE mark alone as a guarantee of safety when you buy electrical equipment. A CE mark on a product is simply a declaration by the manufacturer that the product meets all the requirements of European law and is safe to use. It can also be faked! Also look for the BEAB mark, the BSI Kitemark, UKCA mark or British Standard number when you buy electrical equipment.



- Never overload an extension lead by plugging in appliances that together will exceed the maximum current rating stated for the extension lead. This could make the plug in the wall socket overheat and possibly cause a fire. Use Electrical Safety First's socket calculator to check if you're exceeding the maximum load: www.electricalsafetyfirst.org.uk/overloadingsockets



For more information on electrical safety visit >

www.gov.uk/guidance/consumer-product-safety-advice-for-staying-safe

www.registermyappliance.org.uk

Keeping Warm in the Winter

- Wear several thin layers of clothing.
- Natural fibres like wool are warmer than synthetic fabrics.
- Eat regular meals and take hot drinks during the day.
- Move about at regular intervals.
- Contact local electricity and gas boards if you have difficulty paying bills.

For further advice:

www.energysavingtrust.org.uk

Avoiding Burns and Scalds

- Hot drinks can still scald a young child up to 20 minutes after being made. Keep them well out of reach of young children and don't carry a baby and a hot drink at the same time. Try not to carry hot liquids further than necessary. (Re-arrange your tea/coffee-making area to accommodate this.)
- Run the domestic hot water system at 46°C or fit a thermostatic mixing valve to taps.
- When running a bath, always run cold water before hot.
- Always use the cooker's back ring first and position pan handles so they cannot be pulled over.
- Keep hot irons, curling tongs and hair straighteners out of reach, even when cooling down.
- Ensure that hot water bottles are of good quality and do not show signs of wear.

Avoiding Slips, Trips and Falls

Falls are the most common causes of accidents in the home. Most involve tripping on the same level but can also be from height such as out of a window or down the stairs.

- Avoid leaving items on stairs - they are a tripping hazard.
- Ensure stairs and other floor coverings are carefully maintained - damaged or worn carpet should be repaired or removed.
- Try to avoid repetitive carpet patterns - they may produce a false perception for those with poor eyesight.
- Landings, stairs and hallways should be well lit with two-way light switches.
- Make sure banisters are sturdy. The fitting of two easy-grip handrails gives more stability.
- Fit safety gates to the top and bottom of the stairs for children up to 24 months.
- Fit child resistant window restrictors but make sure you can get out in an emergency.
- Children have been seriously injured by heavy objects such as furniture and televisions being pushed or pulled onto them. Consider the use of furniture straps to secure such items to the wall.
- When using highchairs always ensure that a five point harness is used to prevent children falling out.

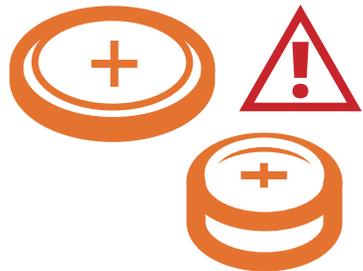
Preventing Choking, Suffocation and Strangulation

- Make sure all blind cords and chains are always secured out of reach of babies and young children to avoid strangulation and entanglement. Avoid placing furniture or beds and cots under windows.
- Babies and small children are at most risk from choking because they examine things by putting them in their mouth. Ensure small objects such as marbles, peanuts and small toys are kept out of reach of children under three years old.
- Nappy sacks can pose a suffocation hazard to young babies so keep them out of reach and never store them in a cot or pram.
- Check that battery compartments are secure.
- Keep new batteries in their original blister packaging, and when not in use keep in a locked cupboard.
- Toys are legally required to have lockable compartments, but we would still recommend that you conduct checks to make sure they are secure.
- Some products are not legally required to have lockable compartments so ensure that these items are moved high out of reach and sight of young children.
- Likewise be aware of high strength magnets in household items as, if swallowed, these can also have life threatening consequences.

Ingestion Hazards

Button batteries (also known as button cell batteries, or coin batteries) are small flat circular batteries that are used to power many objects around the home.

- They are extremely dangerous to children if swallowed.
- Look around your home for items containing button batteries.



Further Information

RoSPA > www.rospa.com

Age Scotland > www.ageuk.org.uk/scotland

Gas Safe Register > www.gassaferegister.co.uk

Electrical Safety First > www.electricalsafetyfirst.org.uk

Fire Safety

Scottish Fire and Rescue Service offers some tips to help you stay safe from fire.

In February 2022, the legislation relating to smoke detection changed. This means all domestic properties, regardless of tenure should have the same levels of detection; increasing fire safety.

The regulations came into force in February 2022, meaning all homeowners and landlords have until then to comply. The standard requires:

- One smoke alarm installed in the room most frequently used for general daytime living purposes (normally the living room/lounge).
- One smoke alarm in every circulation space on each storey, such as hallways and landings.
- One heat alarm installed in every kitchen.

Alarms may be hard-wired or tamper proof long-life lithium battery powered (wireless / bluetooth) and should also be interlinked. Carbon monoxide alarms will also be required where there is a fixed combustion appliance such as boilers, fires (including open fires), heaters and stoves.

Smoke and Heat Alarms

- If your home is on one level you need to fit at least one smoke alarm. If your home has more than one level you'll need at least one on each floor.



- The best place for a smoke alarm is on the ceiling. Try to keep them 30cm (12 inches) away from any walls, lights, doors, heating or air-conditioning vents.
- Test the alarm to make sure you can hear it loud and clear from every room in the house – even with the doors closed. If you can't hear it, move it or fit more alarms.
- For extra safety, fit smoke alarms in the bedrooms too – this can help protect you while you sleep.
- All batteries in wireless interlinked alarms should be 10 year tamperproof lithium batteries.
- Replace each smoke alarm every ten years.
- Contact Scottish Fire and Rescue Service to schedule a free Home Fire Safety visit by completing the online form at www.firescotland.gov.uk, calling **0800 0731 999** or calling your local fire station. You can also text '**FIRE**' to **80800**.
- Always buy an alarm which conforms to the British Standard BS EN 14604. This means the alarm has achieved a standard acceptable to the British Standards Institution (BSI). Smoke alarms should carry the BSI Kitemark.



What to Do in an Emergency

Do

- Stay low to the floor where the air is cleaner and cooler.
- Shout to warn your family or anyone nearby – even outside.
- If your clothing catches fire, stop, drop down and roll on the ground until the flames go out.
- If someone else's clothing catches light, use a blanket, rug or thick coat to put out the flames.

- If you can't get out, stand by a window so firefighters can see you.
- Never open a door if it's warm to touch, there could be fire inside.

Never

- Use a lift. Always take the stairs.
- Stop to take anything with you.
- Try to go back inside until a firefighter tells you it's safe to do so.
- Jump out of a window, unless you are sure it will be safe to do so.

Smoking and Fire

Do

- Stub cigarettes out properly in an ashtray – make sure there's no smoke.
- Pour water on cigar and cigarette ends before putting in a bin – ideally an outside bin.

Never

- Leave a cigarette, cigar or pipe unattended.
- Balance cigars or cigarettes on the edge of an ashtray or anything else. They can tip and fall as they burn away.
- Empty a pipe into a bin – the ember can still be very hot even if it's not smoking.

Ashtrays

Using a proper ashtray can help to prevent fires from smoking.

- Empty and clean your ashtray regularly.

- Douse with water before putting the contents of the ashtray in the bin.
- Empty into a metal bin outside if you can.
- Keep paper, wrappers and other rubbish that could catch light out of your ashtray.

Alcohol, Cooking and Fire

- If you've been drinking alcohol or taking drugs, don't cook.
- Fires start when your attention stops. Never walk away while you're cooking.
- Take extra care if you suffer from any illness, disability or are taking prescribed medications that make you forgetful.
- Never throw water over a pan that is on fire.
- Keep grill pans clean.

For more information on fire safety visit > www.firescotland.gov.uk



Gas Safety

Safety is vital when you choose and use heating products.

- Fuel-burning appliances use up fresh air as they burn and give off waste gases including the deadly carbon monoxide (CO). Never block air vents or airbricks and service appliances annually.
- If a gas flame, which normally burns blue, burns orange this may be a build up of carbon monoxide. Have your appliance checked immediately.
- Be aware of symptoms of carbon monoxide poisoning such as drowsiness and flu like symptoms.
- Check the pilot light regularly on gas cookers and water heaters to make sure it has not gone out.
- If you suspect a gas leak, open the windows, turn off the supply and call the National Gas Emergency Number **0800 111 999**
- When buying gas appliances look for the CE mark to show the product meets the minimum legal requirements or the BSI Kitemark and beware of second hand bargains and cowboy installers. Always use a Gas Safe registered engineer. **www.gassaferegister.co.uk**
- Carbon Monoxide has no taste, smell or colour. As such Carbon Monoxide alarms must be fitted in any room containing any fixed combustion appliance.

Poisoning Prevention

Most poisoning accidents involve medicines, household products and chemicals.

- Keep medicines and chemicals out of sight and reach of children, preferably in a locked cupboard. This is especially important in the case of liquid style dishwasher and washing machine detergents which small children can mistake for sweets.
- Keep medicines in their original containers, clearly labelled. Wherever possible, buy products in child resistant containers.
- Do not take other people's medicine, or let them take yours.
- Return leftover medicines to the pharmacist for destruction – don't hoard them.
- Keep medicines, chemical and cleaning products such as bleach, turps and caustic soda where children cannot see or reach them.
- Keep cosmetics, perfumes and essential oils away from children.
- Avoid buying plants with poisonous leaves or berries or those that can irritate the skin. Encourage your children never to eat things found growing in the wild.

DIY and Garden Safety

- Overambition and lack of knowledge are two of the biggest factors in causing death and injury in DIY related accidents. Always plan ahead – accidents

happen more easily if you are not prepared and in a rush.

- Be realistic and don't tackle a job unless you really know what you are doing. A competent, qualified person should always carry out gas and electrical renewal or repair work.
- Keep tools clean and in good repair, and check each before you use it.
- Stop and disconnect all electrical appliances and tools before you attempt repairing or fixing them in any way.
- Wear appropriate clothing and sturdy shoes when you mow the lawn and remember to keep your feet and hands well away from the mower blades. Use the mower in a forward direction and avoid walking backwards with it.
- Use a residual current device – if your home is not already wired as standard.
- Keep children and pets away when carrying out DIY.
- Keep barbecues well away from trees, buildings and fences. Never pour petrol on a barbecue.
- Keep all products in their original containers. Chemicals used in the garden, garage or workshop need to be used and stored with great care, ideally in a locked cupboard or out of reach of children.
- If you have a pond or other water feature, make sure it is covered to prevent small children falling in.



SGN
Your gas. Our network.

Helping you to use

Gas emergency

SGN provides the National Gas Emergency response to the gas network in Scotland.

If you report a gas escape SGN engineers provide a 24-hour service and attend to make the situation safe.

Follow these six steps if you smell gas:



Do open windows and doors to help ventilate the gas



Do turn off the gas supply at the meter and make sure any gas appliances are turned off



Do call the **National Gas Emergency Number on 0800 111 999**. Lines are open 24 hours a day, 365 days a year



Don't smoke or use any naked flames



Don't touch any electrical switches. Turning a switch on or off could ignite a gas leak



Don't enter a cellar if you smell gas, even if your gas meter is located in the cellar

When you call, please have the following information ready:

- The address of the gas emergency and your contact phone number
- If you can smell gas, where the smell is the strongest and how long it has been noticeable
- The number of people in the property and whether any neighbours are affected
- Any special circumstances or access information we need to know

Gas Safe Register helpline

Whenever SGN engineers are called out, they will always make the situation safe. However, the emergency service we provide means SGN is normally unable to do anything more than minor repairs to appliances or internal pipework. In the interests of safety, we may need to turn off your supply at the meter or disconnect some appliances. Please contact a Gas Safe registered engineer for repairs and to reconnect your supply.

gas safely



Smell gas?

0800 111 999



Working together to help you care at home

When you care for a vulnerable person, such as someone with Alzheimer's or autism, SGN understands you need extra safeguarding in place. The free locking cooker valve can help a vulnerable person stay safe in their own home, retaining their independence and providing reassurance to family, friends and carers.

SGN will fit a lockable safety device to the existing gas cooker pipework, providing this free service regardless of who your gas supplier is. You don't need to change energy supplier or inform your supplier of the device.

SGN accepts referrals from the emergency services and health care providers, as well as carers and family members. If you know someone who could benefit from this free service, for more information about the locking cooker valve or to make a referral, **visit sgn.co.uk**

Upon referral, an SGN engineer will arrange a home visit to fit the device. A carer or relative will need to be present at the visit to agree the valve's position. The carer can easily turn the valve on and off, enabling the vulnerable person to continue to use their gas cooker safely.

A helping hand

Your gas supplier (the company on your gas bill) operates a Priority Services Register and SGN uses this to further help those who need it the most. It's free to join so if you have very young children, some kind of disability, a long-term illness, are a bit older or live with someone who is, call the number on your gas bill to ask your supplier about registering. You can also call SGN's dedicated freephone Customer Careline on **0800 975 1818** to speak to us about your supplier's Priority Services Register and help in your local area.

Help to Heat scheme

SGN is committed to helping make homes warmer by offering free or discounted gas connections to low-income and vulnerable households through our Help to Heat scheme. Call SGN's Customer Service team on **0800 912 1700** or go to **sgn.co.uk/help-to-heat** to find out if you're eligible to apply.



Email

customer@sgn.co.uk



Customer service

0800 912 1700



Read more

sgn.co.uk



PSR
Scotland

Extra help with Electricity, Water & Gas

Extra support during power cuts, gas outages and water interruptions

Register for Priority Services today visit:

www.PSRscotland.com

for more information

SSEN work together with Scottish Water, SP Energy Networks and SGN to offer you extra support should you need it through PSR Scotland.

Scottish and Southern Electricity Networks (SSEN) and SP Energy Networks (SPEN) are the people that look after the wires and cables that supply electricity to your area, and fix power cuts as quickly and safely as possible. Neither SSEN or SPEN send out energy bills.

SGN look after the gas network and Scottish Water manage the water supply and waste water services across Scotland, they also fix any leaks that happen in the main water pipes.

All four companies are working together to offer you extra support should you need it. They are able to support you in the event of an interruption to your service, if they are aware of your additional requirements, even if your circumstances are only temporary.



Scottish & Southern
Electricity Networks



SP ENERGY
NETWORKS



Scottish
Water
Trusted to serve Scotland



SGN
Your gas. Our network.

If anything – interrupts your power, water or gas supply, let us know so we can help you as soon as possible.

You may want to be on the Priority Services Register if you:



Use medical equipment/aids reliant on electricity and/or water



Are blind or partially sighted



Are deaf or hard of hearing



Have a disability



Have a chronic illness



Have anxiety, depression or any other mental health condition



Are over 60



Live with children under 5



Temporarily need extra support



Need documents translated into another format or language

Find out more and register for free today



Need help in an emergency



Power Cut?
CALL 105

**POWER CUT?
CALL 105**



Smell Gas?
CALL 0800 111 999



**PSR
Scotland**

Extra help with Electricity, Water & Gas

Flooding

It's likely that you, or your family and friends, could be affected by flooding at some point in life. It's not just about your home as flooding can affect areas you travel through or work in.

The Scottish Environment Protection Agency (SEPA) has some tips for what to do and how to be prepared.

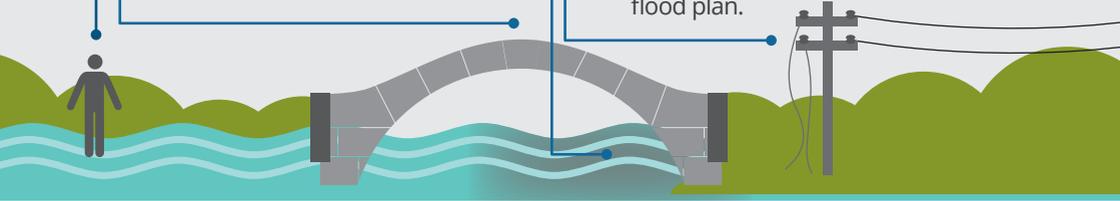


You are the first line of defence against flooding and you can take simple steps to reduce the impact of flooding on your life:

- For the earliest available information of where and when flooding is expected across the country, visit the 3 day Scottish Flood Forecast at scottishfloodforecast.sepa.org.uk.
- Sign up to SEPA's floodline service to receive free messages when flooding is expected. You can sign up online at sepa.org.uk/floodline or call 0345 988 1188.
- Follow @SEPAFlood on Twitter for flooding updates and information.
- Put a family flood kit together and prepare a flood plan so everyone knows what to do if flooding happens. This should include a torch, first aid kit, warm and waterproof shoes and clothing, supplies of prescription medicines, bottled water, food, rubber gloves, children's supplies, pet supplies, insurance details, portable radio and spare batteries, and a bag or rucksack in case of evacuation.
- Keep a list of useful contact numbers including your Floodline quick dial code.
- If flooding is imminent, shut off gas, electricity and water supplies and fit any flood protection products to your property. Familiarise yourself with how to do this even in the dark.
- Move important documents and valuable items to a higher place.
- Move vehicles out of the flood risk area.
- Check you have adequate insurance against flooding. You can find answers to FAQs on flooding insurance at www.sepa.org.uk

What to do during a Flood

- Don't try to walk, drive or swim through the flood. Just 15cm of fast flowing water can knock you off your feet and be enough for you to be unable to regain your footing.
- Don't walk on sea defences, riverbanks or across river bridges. These may collapse.
- Avoid any form of direct contact with flood water as it may be contaminated with sewage.
- Do not use any electrical appliances.
- Stay away from powerlines and electrical wires as these may collapse into the water.
- Put your flood plan into action. Visit SEPA's dedicated flooding site www.floodlinescotland.org.uk for more information on making a flood plan.



What to do during a Loss of Utilities

- Power cuts and loss of other utilities can happen at any time and with little warning. While utility companies in Scotland have well-tested plans in place, it is important to take simple steps to prepare for a short period without electricity, gas or mains water supplies.
- If you experience loss of power, you should contact the company which distributes power in your region.

Electricity distribution networks:

Scottish Power Energy Networks

(Central and Southern Scotland)

From landline: 0800 092 9290

From mobile: 0330 1010222

Twitter: @SPEnergyNetwork

Scottish and Southern Energy

(North of the Central Belt of Scotland)

Hotline number: 0800 111 999

@SSE on Twitter

Gas distribution network:

SGN

Website: www.sgn.co.uk

Tel: 0800 912 1700

Twitter: @SGNgas

- Having a well-stocked emergency kit at home will help until things get back to normal. This includes things like a battery operated or wind-up torch and a battery powered or wind-up radio.
- Keep mobile phones, laptops or tablets fully charged - so you will have use of battery power for a short time at least if there is a power cut.
- A non-mains powered landline telephone will help you stay in touch during any disruptions to your power supply.
- Have the telephone numbers you might need to hand.

Preparing for and dealing with emergencies: **Are you Ready?**

Emergencies can happen at any time. With a few small steps you can prepare yourself, your family and your home for the unexpected things that can cause disruption to daily life.

Ready Scotland – www.ready.scot – can help you to prepare.

- Stay informed about potential emergencies by following weather warnings, flood alerts and travel information. Find out more at **www.ready.scot/prepare/stay-informed**
- Create a household emergency plan to help you and your family stay safe in all kinds of emergencies. **Fill in the plan on page 41.**
- Create an emergency kit for your home so you always have the information and equipment you need whatever the situation. **www.ready.scot** has a list of items that others have found useful during emergencies.
- Think about carrying one or more emergency contact numbers on your mobile phone or in your wallet or purse.

Coping in an emergency

If you find yourself in an emergency situation, here are some steps you should take:

- Make sure 999 has been called if people are injured or if there is a threat to life.
- Do not put yourself or others in danger.
- Follow the advice of the emergency services.
- Try to remain calm and think before acting, and try to reassure others.
- Check for injuries but remember to help yourself before attempting to help others.

If you are not involved in the incident but are close by or believe you may be in danger, you should:

- Go inside a safe building.
- Stay inside until you are advised to do otherwise.
- Tune in to your local radio station or TV for more information.

Visit **www.ready.scot** for advice on preparing for and responding to emergencies, protecting your home from severe weather and preparing for the loss of utilities.



Household Emergency Plan

If an emergency happens it may be some time before help arrives. It's very important that you and your family prepare together.

- Agree a plan in advance with those in your home.
- Complete this template together and keep it safe in case you need to use it.

If the emergency means it is not safe to go out, the advice is usually to:

GO IN - go indoors and close all windows and doors.

STAY IN - stay indoors.

TUNE IN - to local radio, TV or the internet, for public information and advice from the emergency responders.



If the nature of the emergency means you have to leave your home, get out, stay out, and take others with you.

Think of two meeting places: one near home and one further away, in case you can't get home.

Meeting Place 1 (near home)

Location _____

Meeting Place 2 (further away)

Location _____

Pick a friend or relative who lives out of the area who you have agreed to call to say you are OK.

Name and number of friend: _____

If it is safe to do so, you should check on your neighbours and vulnerable people living close by.

Important Numbers

Emergency services, **999**

Non-Emergency, **101**

NHS 24, **111**

Floodline Scotland, **0345 988 1188**

Loss of power, **105**

Gas emergencies, **0800 111 999**

Scottish Water, **0800 077 8778**

Other numbers & Information:

Important Numbers

Schools/Colleges: _____

Carer/Childminder: _____

Work: _____

Doctor: _____

Insurance: _____

Local authority: _____

Vet: _____

Travelling in Severe Weather

Severe weather can strike at any time so plan ahead before setting off on your journey. Most importantly, decide whether or not your journey is really necessary. If it is, and bad weather is forecast, make a travel plan.

Here are some top tips:

- Check the weather forecast at **www.metoffice.gov.uk** and keep up to date with the latest weather warnings.
- Think about alternative routes or modes of travel and check public transport routes at **www.travelinescotland.com**
- Check your route and road conditions with **TrafficScotland.org**
- If you do decide to drive, make sure your car is ready for a journey in poor weather e.g. check your tyre pressure, treads, lights and fuel levels.
- In winter, think about getting winter tyres or snow socks for your vehicle.

Pack an emergency travel kit if you are travelling by car - this will stand you in good stead at any time of year.

Your emergency kit should include:

- A first aid kit.
- Battery jump leads.
- A torch and spare batteries.
- A map for unplanned diversions.
- A blanket.
- A reflective warning sign.

In winter you should also take:

- An ice scraper and de-icer.
- A shovel for snow.
- Warm clothes and boots.
- Food and a warm drink in a flask.

Help your community be prepared

Emergencies can leave some people vulnerable. Helping each other a little can make a big difference. Here's how you can play your part in making your community more prepared:

- Identify family members or neighbours who may need an extra helping hand if severe weather strikes.
- Have their phone numbers to hand.
- Offer to help with grocery shopping or other essential tasks.
- In snowy or icy conditions, make sure pathways are clear.
- If you are part of a community group, think about what your group can do to help others during bad weather.

www.ready.scot has information on how you can get involved with voluntary and community groups to help others in your local area.

Staying Safe When Out and About

Here are some tips from the Suzy Lamplugh Trust to help you stay safe.

Safety On The Street

Plan Ahead

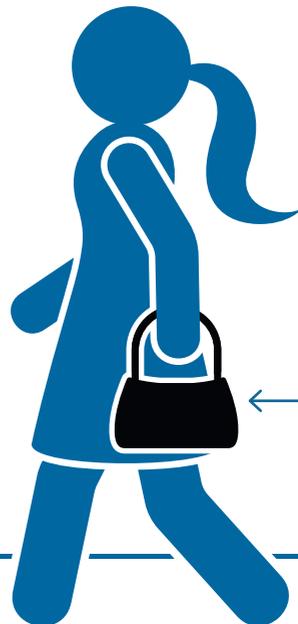
- Before you go out, consider how you are going to get home, e.g. Can you travel home with a friend? What time does the last bus/train leave?
- Prepare for your day before you leave – consider what you might need.
- Update someone on your plans.
- Consider carrying a personal alarm.
- Plan your journey – google street view is particularly useful for identifying landmarks in an unknown area before you set off.

When Travelling On Foot

- Try to use well-lit, busy streets and use the route you know best.
- Plan your route before you set off.
- Avoid higher risk areas.
- If you think you are being followed, trust your instincts and take action. As confidently as you can, cross the road, turning to see who is behind you. If you are still being followed, keep moving. Head to a busy area and tell people what is happening. If necessary, call the police.

Remain Aware

- Be aware when using cash point machines. If there are signs of tampering or people acting suspiciously, do not use it.
- Try not to keep all your valuables in one place. It's a good idea to keep valuables such as wallets in an inside pocket and separate small amount of cash or a bankcard from your main purse/wallet.
- Consider carrying a personal safety alarm, which can be used to shock and distract an attacker giving you vital seconds to get away.





WATER SAFETY CODE



Stop and Think, Spot the Dangers

If you are thinking of being near or entering the water, have you considered the following?



Be aware of cold water shock

For more info visit www.watersafetyscotland.org.uk/coldwatershock



Keep off all frozen waters



Check for safety signage



Avoid alcohol and drugs



The **depth** of the water may hide **underwater ledges, hidden currents and unseen items**



Be aware of other water activities



If it is **safe to enter the water**, ensure you have a safe way out



At the coast, consider rip currents, wind and the tide



Stay Together, Stay Close

It is better to go near the water with a friend or family member



If you are in trouble in the water, float until you feel calm

Lean back, extend your arms and legs

Float until you can control your breathing. Then call for help or swim to safety



In an Emergency, Call 999



If you see someone in trouble **DO NOT** enter the water



Look for a throw line or life ring to help whilst you wait on the emergency services



Call 999 or 112

TOP TIP: Thinking of taking part in a planned activity?

To enjoy your activity to the full, check that your provider is fully insured, with skilled staff and the relevant accreditation.

Learn what to do in the event of cold water shock here:



Some key advice from Water Safety Scotland

Water Safety Scotland (WSS) is a voluntary association of organisations and individuals whose main purpose is to understand the risks around water in Scotland and engage with partners to develop a consistent approach to the prevention of water related fatalities. As part of their mission, they issue partner-agreed water safety messaging and information such as:

Ice safety:

WSS advises to NEVER venture on to frozen water. There is no way of knowing whether the ice will hold you, or how deep the water beneath is. Keep dogs on leads near ice. Never attempt a rescue from ice – call 999 and ask for the emergency services.



Open water swimming:

The key advice is to check the weather forecast before swimming in open water, research the location to ensure it is safe, wear the appropriate clothing, don't swim alone and be visible in the water with a brightly-coloured swimming cap and tow float.

Paddleboarding:

Always wear a buoyancy aid – such as a lifejacket – and a leash to keep you attached to your board, and don't go alone. WSS would always recommend undertaking any recreational water-based activity as part of an organised and accredited group.



Antisocial Behaviour

What is antisocial behaviour?

Antisocial Behaviour is defined in the Antisocial Behaviour etc. (Scotland) Act of 2004 as “Where someone acts in a manner or pursues a course of conduct that causes or is likely to cause alarm or distress to at least one person who is not in the same household as the perpetrator.”

Be aware, however, that it can mean different things to different people. Behaving in an antisocial manner covers a range of behaviours.



Here are some examples:

- Excessive Noise.
- Littering, fly tipping and dog fouling.
- Vandalism and damaging property.
- Disorderly behaviour from groups intimidating to the local community.
- Riding motorcycles on footpaths and in parks.
- Serious and persistent bullying of children out of school.
- Threatening and abusive behaviour.
- Rubbish thrown into gardens or pushed through letterboxes.
- Persistent troublesome behaviour by a small group of individuals in a local area who may try to dominate others and use minor damage to property, (sometimes at unsociable hours) as a means to intimidate other people.
- Persistent verbal abuse and intimidation towards neighbours causing them fear or distress.

What isn't antisocial behaviour?

It is important to note that there can be behaviour that some people may find annoying or irritating that would not be classed as antisocial behaviour e.g.

- Noise from children playing.
- Walking on laminate floors.
- Messy gardens.
- Parking and boundary disputes.

Behaviour which is acceptable to some may be seen as antisocial and unacceptable to others

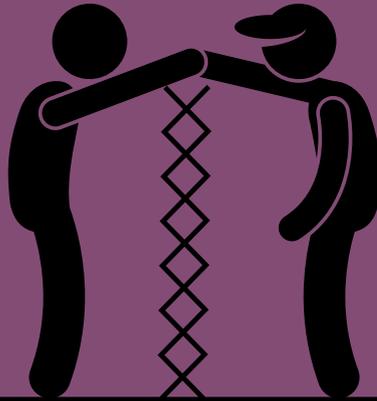
Antisocial behaviour is not behaviour that is just different, or the result of a religion, age, medical or developmental condition or mental disorder. Tolerance and awareness of others' needs is an important part of tackling antisocial behaviour.

Who should I contact if I'm a victim of antisocial behaviour?

Try talking to your neighbour but if that fails, your local authority can often assist (see www.mygov.scot/antisocial-behaviour).

They are best placed to provide local solutions to tackling antisocial behaviour. However, there are other options available for dealing with ASB.

Most also have specialist teams to deal with antisocial behaviour noise who can either deal with the noise or provide advice on other possible solutions.



➤ Community/Neighbour mediation is one way of resolving disputes between those who live in the same locality or neighbourhood.

Trained mediators, who do not take sides, help both parties to come to an agreement about the problem in hand. For a service in your area see www.scottishmediation.org.uk/find-a-mediator.

- If you are a housing association tenant, you can contact your housing officer for advice and assistance.

If the behaviour is of a criminal nature, call Police Scotland on 101.

Further Information

Home and Possessions

- Immobilise** > www.immobilise.com
- Secured by Design** > www.securedbydesign.com
- ParkMark** > www.parkmark.co.uk
- Police Scotland** > www.scotland.police.uk

Staying Safe When Out and About

- Suzy Lamplugh Trust** > www.suzylamplugh.org
- Personal Safety Advice** > www.personalsafetyadvice.co.uk

Scams

- Consumer Advice Scotland** > www.consumeradvice.scot
- Citizens Advice Scotland** > www.citizensadvice.org.uk/scotland
- Trading Standards** > www.tsscot.co.uk
- Thinkuknow** > www.thinkuknow.co.uk
- Get Safe Online** > www.getsafeonline.org
- Age Scotland** > www.ageuk.org.uk/scotland
- Trusted Trader** > www.approvedtrader.scot

Identity Fraud & ATM Safety

- Police Scotland** > www.scotland.police.uk
- Take Five** > www.takefive-stopfraud.org.uk

Fire Safety

- Scottish Fire and Rescue Service** > www.firescotland.gov.uk

Safety at Home

- RoSPA** > www.rospace.com
- Age Scotland** > www.ageuk.org.uk/scotland
- Gas Safe Register** > www.gassaferegister.co.uk
- Electrical Safety First** > www.electricalsafetyfirst.org.uk

Neighbourhood Watch

- Neighbourhood Watch Scotland** > www.neighbourhoodwatchscotland.co.uk

Road Safety

- Road Safety Scotland** > www.roadsafetyscotland.org.uk
> www.donriskit.info
- Traffic Scotland** > www.trafficscotland.org
- Living Streets** > www.livingstreets.org.uk/scotland
- British Horse Society** > www.bhs.org.uk

Anti-Social Behaviour

- Scottish Mediation Network** > www.scottishmediation.org.uk

Emergencies

- Ready Scotland** > www.ready.scot
- Floodline** > www.floodlinescotland.org.uk
- SEPA** > www.sepa.org.uk
- SGN** > www.sgn.co.uk

Victim Support

- Victim Support** > www.victimsupport.scot
> 0800 160 1985

Sensitive Issues

- Samaritans** > 116123
> www.samaritans.org
- Domestic Abuse Helpline** > 0800 027 1234
> www.sdafmh.org.uk
- Childline** > 0800 1111
> www.childline.org.uk
- Breathing Space** > 0800 83 85 87
> www.breathingspace.scot
- Women's Aid** > www.womensaid.org.uk
- Money Advice Scotland** > www.moneyadvicescotland.org.uk
- National Bullying Helpline** > www.nationalbullyinghelpline.co.uk
> 0300 323 0169
- Know the Score** > www.knowthescore.info
- Scottish Families Affected by Drugs & Alcohol**
- Affected by Drugs** > www.sfad.org.uk
- Scottish Drug Services** > www.scottishdrugservices.com
- Alcohol Focus Scotland** > www.alcohol-focus-scotland.org.uk
- Scottish Illegal Money Lending** > 0800 074 0878



Neighbourhood Watch SCOTLAND

Neighbourhood Watch Scotland is focussed on bringing communities together, building community resilience and encouraging communities to look out for each other with regards to matters of crime, resilience and safety across Scotland.

In order to enhance these growing values in an ever changing society Neighbourhood Watch Scotland has adopted the principal of "Your Watch – Your Way" which is a more flexible approach to applying neighbourhood watch, and where possible seeks to use existing community assets such as Community Councils, Resident's Associations, Community Groups etc. as a vehicle for adopting the values and benefits in a manner most suitable for that specific community.

If you want to join or start a neighbourhood watch or just simply join as an individual to receive messages/ targeted Alerts from key information providers then you can register by scanning the relevant QR code or visiting our website, www.neighbourhoodwatchscotland.co.uk, and selecting "Sign up for Alerts".

neighbourhoodwatchscotland.co.uk



Rural Watch SCOTLAND

Delivered by Neighbourhood Watch Scotland

Rural Watch Scotland works in partnership with the Scottish Partnership Against Rural Crime (SPARC) and is an extension of Neighbourhood Watch Scotland with the only difference being it is a portal for communities in a rural location.

If you want to join or start a rural watch or just simply join as an individual to receive messages/ targeted Alerts from key information providers then you can register by scanning the relevant QR code or visiting our website, www.ruralwatchscotland.co.uk, and selecting "Join".

ruralwatchscotland.co.uk



Construction Watch SCOTLAND

Delivered by Neighbourhood Watch Scotland

Neighbourhood Watch Scotland also delivers Construction Watch Scotland which acts as a specific information sharing platform between Police Scotland, the Construction Industry and Construction suppliers.

If you want to join as an individual to receive messages/ targeted Alerts from key information providers then you can register by scanning the relevant QR code or visiting our website, www.constructionwatchscotland.co.uk, and selecting "Sign up".

constructionwatchscotland.co.uk





Neighbourhood
Watch **SCOTLAND**

safer neighbourhoods
stronger communities

Neighbourhood Watch Scotland SCIO

Scottish Charity No: SC036510

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Tel: 01786 463732

Email: info@neighbourhoodwatchscotland.co.uk

Website: www.neighbourhoodwatchscotland.co.uk

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