The Bobby Scheme

The Cambridgeshire Bobby Scheme (http://www.thebobbyscheme.org/) aims to help older and vulnerable people feel safer in their own homes. The 'bobbies' fit security equipment and provide advice to reduce the risk of burglary. This service is free for those who have been burgled.

For a small donation the Bobby Scheme helps improve security for older people who are at high risk or feel vulnerable, and disabled people who live alone. This may include installing peep holes, door chains, window alarms and other security devices. Find out more about the Bobby Scheme (http://www.thebobbyscheme.org/).

Safe and Well visits

Cambridgeshire Fire & Rescue Service provides free Safe and Well visits. Firefighters or trained community safety officers can visit your home. They can tell you about:

- fire safety (they can also provide smoke detectors as necessary)
- falls prevention
- alcohol use
- staying well at home
- crime reduction, including advice on scam prevention

They will discuss the risks of fire and to look for any visible warning signs. They can also advise carers how to keep themselves and the person they care for safe, in the event of a fire. Safe and Well visits are prioritised according to individual risk. (Apply below.)

Hoarding

A person who has mental health needs may not always be aware of the dangers to themselves in relation to fire. Storing and hoarding lots of belongings, papers or rubbish can be a fire risk. If you are worried about someone's hoarding, you
can arrange for a safe and well visit

To track the progress of your Safe and Well visit application, please contact the Cambridgeshire Fire & Rescue Service on 0800 917 99 94.

Community alarms and detectors

There is a range of devices such as alarms and detectors to support people and their carers. This is both for everyday living and alerting you to dangers such as fires. Find out more about equipment and devices which can help keep you independent.

There are various community alarm services in Cambridgeshire (sometimes referred to as Lifeline/Life Line). A community alarm is a pendant alarm in your home which, when pressed, contacts a response centre to notify the service that you need help. A community alarm service can contact the emergency services and arrange for a GP, district nurse, next of kin, or named key holder to visit or help you. Some providers also offer a Key Safe so that trusted people can access your home in an emergency.

Enhanced Response Service

The Enhanced Response Service (ERS) provides peace of mind when you have a telecare community alarm or lifeline. The ERS responds to telecare alerts and people who need non-emergency assistance, 24 hours a day, 7 days a week. The target response time is 60 minutes.

The ERS is not an emergency service, nor are they clinical or medical responders. The ERS is registered with the Care Quality Commission to provide social care activities, and offers a response similar to a good neighbour or family member.

The ERS can:

- provide assistance to help you up following a fall
- provide personal care that is needed in an urgent and unplanned circumstance, i.e. not part of a regular care package
- provide reassurance following an incident at home

When the Enhanced Response Service can respond:

- when usual key holders are not available, or non-contactable
- where a suitable person can't be identified
- when the usual care holder is unable to complete the care that is needed

Contact

Email: [email protected]
Bogus callers

Bogus callers are sometimes known as doorstep thieves. They trick their way into people's homes to steal money or property.

These people often work in teams of two or more. They usually prey on people who are elderly or vulnerable. Bogus callers can pretend to be many different people to get into your home. They often pretend to be council officials, gas or water board staff, or even the police. Most official companies will send you a letter first. You can ask your gas, water or electricity supplier to use a password when they come to your house.

Always

- Use your door-chain or door-bar when answering the door and install a door viewer and an outside light.
- Ask to see the caller's identity card and check it thoroughly. You can also ask the caller to wait on the doorstep while you phone the company to check.
- Lock the door whilst you go and phone and don't open the door until you are totally convinced. People who are genuine will be happy to wait.
- Ask them to return at an agreed day and time when you have someone with you. Don't let callers put pressure on you to let them in.
- If in doubt - keep them out.
- If you are suspicious - ring the police.

Bogus workmen

Bogus workmen may try to carry out unnecessary repairs on your home. They can be quite persistent and convincing. If a workman says you need repairs, tell them you will get some quotes for the work from other companies and get back to them. Always use a reputable company to carry out repairs or work on your property. Never part with money - don't do business on the doorstep.

What if I am worried?

If you do not feel confident about answering the door to strangers then contact your local police for free advice.
Telephone: 0345 456 4564

Scams

Every year millions of people lose money through scams. We are all potential targets for the criminals who might try to scam us.

Find out more about how to protect yourself and fight back against the scammers.

Age UK Cambridgeshire & Peterborough (http://www.ageukcap.org.uk/) can also provide help and advice.
Telephone: 0300 666 9860 for more information.

## Anti-social behaviour

Read Age UK’s [advice on dealing with problems with neighbours and anti-social behaviour.](https://www.ageuk.org.uk/information-advice/care/housing-options/home-safety/neighbour-disputes/)

To report anti-social behaviour you need to contact your district council:

- [Huntingdonshire District Council - information on anti social behaviour](https://www.huntingdonshire.gov.uk/people-communities/crime-and-community-safety/anti-social-behaviour/)
- [South Cambridgeshire District Council - information on anti social behaviour](https://www.scambs.gov.uk/community-development/crime-anti-social-behaviour-and-community-safety/)
- [East Cambridgeshire District Council - information on anti social behaviour](https://www.eastcambs.gov.uk/crime/anti-social-behaviour)
- [Cambridge City Council - information on anti social behaviour](https://www.cambridge.gov.uk/antisocial-behaviour)
- [Fenland District Council - information on anti social behaviour](https://www.fenland.gov.uk/antisocialbehaviour)

If the incident is a crime contact the police on 101 (non-emergencies).

In case of emergency please call 999.

## Fire safety for the hard of hearing

You can buy special fire alarms which include strobe lights and vibration pads.

If you are deaf or hard of hearing you can also contact our Sensory Services [team](http://ccc.i3x.co.uk/residents/adults/support-for-sight-and-hearing-loss-and-disabilities/deafness-hearing-loss-vision-loss-and-dual-sensory-loss/) who will give you advice and support on fire safety.

## Related links

- [Equipment and technology to reduce the risks of having an accident at home](#)
- [Preventing slips, trips and falls](#)