



COMMUNITY EYES AND EARS

Protecting Our Community Is Everyone's Business

*Are you worried about an adult or child's safety,
security and wellbeing?*

*Have you seen something suspicious or unsafe and
wondered what to do?*

*This Community Eyes and Ears booklet will help you
identify when and how to report matters of concern.*

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1. Cambridgeshire Constabulary East Cambs

Protecting Our Community Is Everyone's Business



Who we are and what we do?

Cambridgeshire Constabulary is committed to providing a Police presence to local neighbourhoods and has an East Cambs Neighbourhood Policing Team who are based at Ely Police station.

Our Neighbour Team at Ely consists of Sergeant Mark Rabel and a small team of Police Community Support Officers (PCSOs) and a Crime Prevention Officer, Sue Loaker. Our Station Enquiry Officers are Jessica Ives and Donny Taylor. Sergeant Rabel also chairs the monthly East Cambs Problem Solving Group (PSG) Meeting whose membership consists of; Fire, Ambulance, Registered Social Landlords, East Cambs District Council with departments from Housing, Environmental Health, Traveller Liaison, Licencing, Inclusion Services, the Early Help Team, Youth Offending Service, Social Services & Education with representation from the village colleges. Collectively the PSG identify individuals who are at risk of criminality or vulnerability and work together to provide a holistic multi-agency approach to safeguard the individual and our community.

The Local PCSO team members each have a nominated village for which they are the point of contact and their generic objectives are to maintain contact, have a visible presence, be engaged with and support the community. Their day to day direction comes from Operational needs, Policing priorities and those directed via the Community Safety Partnership. The overall Neighbourhood Policing Inspector Paul Rogerson manages various teams of warranted Police Constables who are deployable into the various districts depending on greatest need. This is certainly the case where execution of search warrants and arrest of suspects are required. This activity is often evidenced by information supplied by the Neighbourhood team and their initial community interaction.

We need you the public can report concerns using the **101 telephone system (999 in emergency)** or alternately via the Constabulary website <https://www.cambs.police.uk>. Using the website, there is provision to report information anonymously. The local team will always be accessible to speak with you in confidence.

[Crimestoppers-uk.org](https://www.crimestoppers-uk.org) | [Crimestoppers UK](https://www.crimestoppers-uk.org) | [Report Crime](https://www.crimestoppers-uk.org)

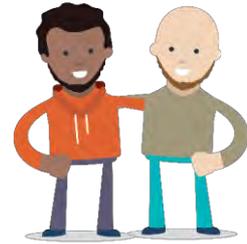
www.crimestoppers-uk.org/0800555111 Call us anonymously or fill in the Anonymous Online Form. Help Prevent **Crime**. Help Report **Crime**. By Phone or Online. Contact **Crimestoppers**. Services: 100% Anonymous Phone Line, 100% Anon Online Form, Advice: Community Safety.



2. What to do if you are worried about somebody being drawn into **extremism**.



PREVENT



Prevent is about safeguarding people and communities from the threat of terrorism.

Prevent is 1 of the 4 elements of CONTEST, the Government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism.

What does Prevent do?

1 Responds to the challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views.

2 Provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support.

3 Works with a wide range of sectors (including education, criminal justice, faith, charities, online and health) where there are risks of radicalisation.

Prevent addresses all forms of terrorism, but continues to ensure resources and effort are allocated on the basis of threats to our national security.



HAVE CONCERNS?

In an emergency **Call 999** or call the Police confidentially on **101** or **0800 789 321**

The Prevent Booklet can be downloaded from our website www.eastcamb.gov.uk

3. What to do if you are worried about somebody being a victim of hate crime.

What is hate crime?

Hate crime in any form is wrong. That is why it is important that if hate crime happens to you or someone you know, that you report it. Hate crimes are any crimes that are targeted at a person because of hostility or prejudice towards that person's:

- disability
- race or ethnicity
- religion or belief
- sexual orientation
- transgender identity

This can be committed against a person or property.

A victim does not have to be a member of the group at which the hostility is targeted. In fact, anyone could be a victim of a hate crime.

Hate incidents

Hate incidents can feel like crimes to those who suffer them and often escalate to crimes or tension in a community. For this reason the police are concerned about incidents and you can use this site to report incidents. The police can only prosecute when the law is broken but can work with partners to try and prevent any escalation in seriousness.

Why should I report hate crime?

Hate crimes and incidents hurt; they can be confusing and frightening. By reporting them when they happen to you, you may be able to prevent these incidents from happening to someone else. You will also help the police understand the extent of hate crime in your local area so they can better respond to it.

How can I report a hate crime?

There are several ways you can report a hate crime, whether you have been a victim, a witness, or you are reporting on behalf of someone else:

In an emergency Call **999** if:

- a serious offence is in progress or has just been committed
- someone is in immediate danger or harm
- property is in danger of being damaged
- a serious disruption to the public is likely.

If you are in an emergency and cannot speak because you are in a hostile environment or situation, you can call [999](tel:999) and press [55](tel:55) to say you are unable to speak but that you need help.

Anti-terrorist hotline

Call the UK Anti-Terrorism Hotline on [0800 789 321](tel:0800789321) if you've seen or heard something that you think could be a terrorist threat.

Report online

Crimestoppers

If you do not want to talk to the police or fill in the reporting forms, you can report hate crime online at www.crimestoppers-uk.org or by calling Crimestoppers on [0800 555111](tel:0800555111).

Stop Hate UK

Stop Hate UK provides confidential and independent hate crime reporting services in various areas in the UK including a 24 hour helpline at [0800 138 1625](tel:08001381625). Or you can email them at talk@stophateuk.org.

True Vision

The True Vision website at www.report-it.org.uk gives information about hate crime or incidents and how to report it.

On this website, you can:

- find out what hate crimes or hate incidents are.
- find out about the ways you can report them.
- report using the online form.
- find information about people that can help and support you if you have been a victim.

Reporting makes a difference – to you, your friends, and your community. By reporting hate crime when it happens, you can help stop it happening to someone else. You will also help the police to better understand the level of hate crime in your local area, and improve the way they respond to it.

Follow True Vision on Twitter



Like Our Facebook page



www.facebook.com/acpotruevision



4. What to do if you are worried about somebody being a victim of modern slavery.

What is modern slavery?

Modern slavery is a serious crime. It encompasses slavery, servitude, and forced or compulsory labour and human trafficking. Modern slavery victims can often face more than one type of abuse and slavery, for example if they are sold to another trafficker and then forced into another form of exploitation.

Modern slavery can take many forms, including forced labour/labour exploitation, sexual exploitation, criminal exploitation and domestic servitude. An important part of the fight against modern slavery is having a public that is informed and aware of the indicators.

This crime takes place in many locations and industries including car washes, nail bars, restaurants and takeaways, hotels, construction sites, agriculture, transport, factories and in homes.

Human trafficking is the movement of people by means such as force, fraud, coercion or deception, with the aim of exploiting them. It is a form of modern slavery.

For help, advice or support, or to report a case of modern slavery please call the Modern Slavery Helpline on [08000 121 700](tel:08000121700) or report it online on the [Modern Slavery Helpline website www.modernslaveryhelpline.org/report](https://www.modernslaveryhelpline.org/report)

The Helpline operates 24 hours a day, seven days a week and is independent. Calls are confidential and callers can remain anonymous. There are interpreters available in over 70 languages.

There is now a new app to help spot the signs of modern slavery and to call or submit a written report to the Helpline. The free 'Unseen' app is available in app stores by searching 'Unseen UK' or 'Modern Slavery Helpline'.

If you're concerned about someone's welfare please dial 101, or 999 if they are in immediate danger. You can also visit www.contactcambspolice.uk/report or contact the Modern Slavery helpline.



08000 121 700

What are the signs of modern slavery?

Indicators may include:

- **Physical Appearance** – Victims may show signs of physical or psychological abuse, look malnourished or unkempt
- **Isolation** – Victims rarely allowed to travel alone, or seem under the control and influence of others
- **Poor Living Conditions** – Victims living in dirty, cramped or overcrowded accommodation, and/or living at the same address
- **Few or No Personal Effects** – Victims may have no identification documents, have few personal possessions and always wear the same clothes, which may not be suitable for their work
- **Restricted Freedom of Movement** – Little opportunity to move freely and have their travel documents, such as passports, retained
- **Unusual Travel Times** – Victims may be dropped off/collected for work regularly, either very early or late at night
- **Reluctant to Seek Help** – Victims may avoid eye contact, appear frightened or hesitant to talk to strangers, fear law enforcers due to not knowing who to trust, fear of deportation, or fear of violence to them or their family
- You can also report suspicions of trafficking by calling [101](tel:101) or visiting your local police station.
- You can also provide information to Crimestoppers anonymously on [0800 555 111](tel:0800555111).
- You can also contact [Unseen's RIO Team](#) for advice about a potential victim and the services available in the South West.
- You can also contact [The Salvation Army](#), who run a 24-hour confidential Referral Helpline on 0300 3038151 available 24 hours a day, seven days a week.

These are just some of the signs. For more information visit the Modern Slavery Helpline website. www.modernslaveryhelpline.org/report

If you believe a person is being trafficked and is in immediate danger, you should **call 999** straight away.



08000 121 700

5. Help for migrant communities

ROSMINI Centre

Rosmini Centre is a local charity with offices in Ely and Wisbech, working with migrants and other minority groups and helping them in the integration process.

We try to solve problems such as:

- Legal aid
- Accommodation issues
- Immigration problems
- Social issues, benefits and childcare
- Employment issues and support
- Translations/ interpreting
- English lessons and training

ROSMINI CENTRE ELY

For further information go to www.rosminicentrewisbech.org

Or email Anetasharp.rcw@gmail.com



6. What to do if you are worried about somebody being a victim of fraud

Be Cyber Aware

Cambridgeshire Police are asking their communities to be Cyber Aware.

Many people run their lives from a smartphone, tablet or computer. Improve your online security with these simple steps.

Install the latest software and app updates – They contain vital security updates to help protect your device. It's quick and easy and you'll be at less risk of hacking, viruses and even identity theft.

Have a strong separate password for your email account – Hackers can access many of your personal accounts via your email. A strong separate password such as one made up of 3 random words will help keep you secure.

For example, limeopenwindow

If you want to make it even more secure, add special characters: %limeopenwindow&

What if you become a victim of Cyber Crime?

Contact Action Fraud telephone **0300 123 2040** or visit www.actionfraud.police.uk

Action Fraud are based within the City of London Police. They are the national reporting centre for all fraud and cyber-crime.

For more information

Visit www.cyberaware.gov.uk Or www.getsafeonline.org

If you are worried that someone has been a victim of identity theft or fraud, call the:
Action Fraud helpline **0300 123 2040**

For further information on fraud please go to East Cambs District Council's website to download The Little Book of BIG Scams www.eastcambs.gov.uk



7. What to do if you are worried that a **child is at risk from abuse and neglect.** Safeguarding children

The safety and welfare of children – or safeguarding – is everybody’s responsibility. Safeguarding means protecting children from physical, emotional, sexual abuse and neglect in all environments including at home, in school, on the street and in the digital world. It also means helping children to grow up into confident, healthy and happy adults. Any child can be abused anywhere at any time. Children with disabilities are especially vulnerable. Children can be abused by anyone—adults or other children. Child abuse takes many forms, for example:

Physical Abuse

When children are hurt or injured by others, for example, by hitting, shaking, or squeezing.

Signs to look out for:

- Unexplained injuries, bruises or marks
- Fear, watchfulness, over-anxiety to please
- Small, round burns or bite marks
- Frequent absences from school

Sexual Abuse

When children are used by others to meet their own sexual needs. This might include sexual activity involving the child or showing the children pornographic material on videos or the internet

Signs to look out for:

- Comments about sexual activity
- Sexual knowledge or comments which are not what you would expect from a child
- Sexual behaviour which is not what you would expect from a child
- Unexpected reactions of fear or wariness to people
- Repeated urinary or genital infections
- Pregnancy/sexually transmitted

Emotional Abuse

When children are persistently denied love and affection. Children will suffer if they are shouted at, made to feel stupid, rejected, used as scapegoats or live in a violent environment

- Unexplained gifts of money
- Withdrawn, anxious behaviour, lack of self-confidence
- Self-harm and eating disorders
- Demanding or attention seeking behaviour
- Unwillingness to communicate
- Repetitive, nervous behaviour such as rocking, hair twisting

Neglect

Where no one meets children's basic needs for food, warmth, protection, education and care, including health care.

- The child's clothes are often dirty, scruffy or unsuitable for the weather
- No one seeks medical help when the child is ill or hurt
- The child has poor hygiene (smelly, dirty)
- The child is left alone with unsuitable carers
- The child is thin, pale, lacking in energy
- The child has lots of accidents
- The child is exposed to risks or dangers, such as the home being unsafe or drugs/needles being left around

Worried about a child?

If you think a child is in immediate danger, **don't delay**. Call the police on **999**.

If you are suspicious or have any concerns that a child is suffering or is likely to suffer significant harm, including any form of mistreatment or abuse, contact Children's Social Care on-line via the page www.safeguardingpeterborough.org.uk.

Or call:

Cambridgeshire Customer Services (8am to 6pm Monday to Friday, 9am to 1pm on Saturdays) Telephone [0345 045 5202](tel:03450455202)

Peterborough Customer Services – [01733 747474](tel:01733747474) (9am to 5pm Monday to Friday)

Or you can call [NSPCC on 0800 800 5000](tel:08008005000) or [Childline at 0800 1111](tel:08001111)

Don't leave it to somebody else.



8. What to do if you are worried that an adult is at risk from abuse and neglect.

Safeguarding adults

All adults aged 18 years and over should be able to live free from fear and harm and have their rights and choices respected.

Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse.

Safeguarding adults refers to the protection of individuals, family, friends, neighbours and members of the community from abuse or neglect.

If the person you are concerned about is:

1. aged 18 or over
2. in need of, or may need, health and social care support (whether or not they are receiving these services) being abused or at risk of abuse from another person

Then you should consider making a safeguarding adult referral. You can make the referral by contacting [01733 747474](tel:01733747474) (Peterborough) or [0345 0455202](tel:03450455202) (Cambridgeshire).

To find out more go to www.safeguardingpeterborough.org.uk and click on

1. Adults Board
2. Information for public
3. Keeping Adults Safe from Abuse and Neglect - Easy Read Guide

If you suspect a person is at immediate risk of harm you need to **call 999** and speak to the police. All calls concerning worries about vulnerable adults are treated seriously. If a crime has been committed but the person is not in imminent danger, [ring 101](tel:101).

To report a non-urgent concern contact:

Cambridgeshire Adult Social Care [0345 045 5202](tel:03450455202) (8am to 6pm Monday to Friday, 9am to 1pm on Saturday)

Peterborough Adult Social Care [01733 747474](tel:01733747474) (9am to 5pm Monday to Friday)

Email: adultsocialcare@peterborough.gcsx.gov.uk

Outside office hours: If someone is in danger and unable to protect themselves or cannot remain in the community without immediate intervention telephone: [01733 234 724](tel:01733234724)

Don't leave it to somebody else.



9. What to do if you are worried that a child is a risk of criminal exploitation.

What is criminal exploitation?

County lines is a term that is used when gangs in big cities like London, Birmingham and Liverpool use mobile phone “lines” to sell drugs outside of their cities. They use young people and vulnerable adults to move their drugs around for them.

When a gang does this to an adult the police call it criminal exploitation. When they groom or threaten young people to become involved, it is called “Child Criminal Exploitation”. (CCE) The gangs running county lines are dangerous and cruel and once a person is involved, it is really hard to get away.

Child criminal exploitation usually starts with someone promising something if a person moves their drugs for them. This might be money, drugs or nice clothes. They often pretend to be a young person’s friend and say they will treat them better than their family/carers. Even if a young person is being given something for running they are still being used by gangs. Many young people find that after a while they get robbed and this might be by their own gang. They are then in debt and have to run for the gangs for free. Sometimes gangs threaten young people’s families or friends to get them to do what they want.



What to look out for

Parents and family members can also identify and protect by knowing the signs, how it can impact and what they can do next if they are worried that a child is being exploited. Look for:

- Children persistently going missing from school or home and / or being found out-of-area.
- Children having new clothes, phones or having money and not being able to explain where they got them.
- Getting a lot of phone calls or texts and being secretive about them, answering them where parents or carers cannot see or hear.
- Leaving home or care without explanation, especially after receiving texts or calls.
- Having physical injuries they can’t or won’t explain.
- Carrying weapons or hiding them in their room.
- Significant decline in school results or performance
- Gang associations, being isolated from usual peers or social networks.
- Self-harm or significant changes in emotional well-being.
- Girls asking for the morning after pill.
- Young people complaining of sexually transmitted infection

What can I do as a parent / carer?

- Be aware of where your child/teenager is and who they are with.
- Monitor friendships/new associates.
- Look out for signs such as your child/ teenager having unexplained money, new clothes, mobile phones etc.
- Be available for your child to approach.
- Take note of anything suspicious and make police aware or professionals you or your child may be working with.
- Be vigilant. Phone police or crime stoppers with any information you may have e.g. names/car registration plates.
- Make contact with any agency on this leaflet.

Gifts you can't explain? Going missing from home or care? Growing apart from family or usual friends? Getting picked up by people you don't know?

Actively keeping things from you? Always going off to places or with people you don't know? Acting strange? Anxious? Looking worried? Looking scared?

New friends who seem to be very controlling. New people in a vulnerable adult's home? Nagging doubts about what is going on?

Give them signs you will support them. Give them a safe space to speak. Give them time to explain their worries, fears or problems.

Support them. Speak out about it. Seek advice.

Useful Contacts

Missing People Safecall [020 8392 4590](tel:02083924590)

Crimestoppers [0800 555 111](tel:0800555111)

CEOPS www.ceops.police.uk

Cambridgeshire Constabulary [101](tel:101)

Children's Social Care:

Peterborough [01733 864170](tel:01733864170)

Cambridge [0345 045 1362](tel:03450451362)

If a child is in immediate danger call 999

Child Sexual Exploitation

<https://www.cambs.police.uk/information-and-services/child-protection/CSE>

10. Additional support for families

Child and Family Centres

Child and Family Centres offer groups, events, activities, courses and 1:1 support for families from pregnancy to the teenage years. Call Soham Child & Family Centre on 01353

727188 for more information or support or go online at <https://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/child-and-family-centres/>



Parenting Programmes

These are free of charge and usually held in schools or Child and Family Centres. Covering subjects such as challenging behaviour, sibling rivalry, understanding teenagers, raising toddlers and many more. For more information look out for courses advertised by your child's school or visit the website <https://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/parenting-courses/>

Parenting Drop-ins

Drop-ins are held in primary schools across East Cambs and also at Child and Family Centres and other venues. They are an opportunity for parents and carers to ask for information, advice and support on any issue affecting their family life in a relaxed, confidential environment. For further information please ask at your child's school or contact your local Child and Family Centre.

Transitions Advisers

If a young person under 19 is not in education, employment or training (NEET) a Transitions Adviser can help them with options around job seeking, benefits and can signpost to specialist services for further information and advice. Call Ely Library 01353 616990 (answerphone) Work mobile: 07795 290064 Youthsupport.ely@cambridgeshire.gov.uk

PinPoint

Are you the parent, carer of a child that has non-diagnosed or diagnosed ADHD / ASD? For latest information and directions see the pinpoint website: <http://www.pinpoint-cambs.org.uk/events> to book your place contact: eve@pinpoint-cambs.org.uk 01480 877333

SENDIASS

The SEND Information, Advice and Support Service offers impartial and confidential information, advice and support to parents and carers who have a child or young person with special educational needs (SEN). The service also offers confidential information, advice and support to young people and children with special educational needs (SEN) Confidential helpline open during term times: 01223 699 214

Centre 33

Centre 33 supports young people aged 13 – 25 with free counselling and support as well as information on sexual health, housing, budgeting and also a young carers' project.

www.centre33.org.uk

11. Relationship help for people with a learning disability. The ABC Programme

For anyone with a learning disability or difficulty

ABC is a sex, relationships and keeping safe programme designed specifically for people with a learning disability or difficulty.

Like most people in society, many adults and young people with a learning disability or difficulty (LDD) want and need to form personal and sexual relationships; relationships are as important to them as they are to anyone. They have a right to form such relationships, make choices and have the information to help them do this. Many people think that people with a LDD remain child-like throughout their life and therefore any form of sexual expression is not appropriate. This is not the case; we should assume that adults with LDD have the capacity to make decisions about personal and sexual relationships unless deemed otherwise under the Mental Capacity Act 2005. ABC will work with people with a LDD and their carers/parents to make this happen.

It is legal for anyone aged 16 years and over to engage in consensual sexual activity with partners of the same or opposite sex. This applies to anyone with a LDD provided the person has the capacity to consent to sexual activity.

DHIVERSE provides bespoke training and 1-2-1 support to anyone with a LDD and to parents, carers, professionals and to anyone supporting someone with a LDD. To enable people with a learning disability or difficulty to make informed choices in life it is essential that they are given the opportunity to learn about relationships and sexual health. Through our **'ABC' programme** DHIVERSE offers training which is tailored to meet the needs of the individual and is delivered in a meaningful and accessible way. Our 'ABC' programme helps participants to develop skills around Awareness, Balance and making Choices concerning relationships, sex, sexual health and keeping safe. The programme covers:

- Appropriate behaviour
- How to be assertive in difficult situations
- How to communicate better
- What makes a healthy, balanced relationship
- Keeping safe online
- Sexual health

The programme is designed to be delivered to groups of up to 10 participants, for couples and on a one to one basis. The programme can be delivered either in house and for smaller groups or one to one sessions the programme can be delivered at our centre in Cambridge. The programme can also be tailored to meet the needs of individuals and groups and topics can be picked and mixed. We can offer training sessions on a one-to-one basis and work with couples who are in a relationship but need support.

PLEASE CONTACT: Liz MacKenzie, ABC Programme Lead:

Telephone: [01223 508805](tel:01223508805) or [07985 447846](tel:07985447846) Email: elizabeth@dhiverse.org.uk

12. What to do if you are worried that someone is a victim of domestic abuse.



Cambridgeshire
& Peterborough
Domestic Abuse & Sexual
Violence Partnership

Domestic Abuse

Opening closed doors:

Supporting a friend or family member

It's not easy to know how to support a friend or loved one who is experiencing domestic abuse.

But you can make a difference. It can be very upsetting to think that someone is hurting a person you care about. Your first instinct may be to protect your friend or loved one, but intervening has potential to do harm. Of course, this does not mean you should ignore it; there are things you can do to help and this leaflet suggests ways to do this safely.

Whilst both men and women can and do experience domestic violence, it is more commonly experienced by women – especially in terms of frequency and severity.

If you witness an assault, you should call the police on 999



Domestic Abuse & Sexual Violence Support



- Cambridge City, South Cambridgeshire or East Cambridgeshire: Cambridge Women's Aid [01223 361214](tel:01223361214) Fenland, Huntingdonshire or Peterborough:
- Refuge on [07787 255821](tel:07787255821)
- Cambridge & Peterborough Rape Crisis Partnership <https://www.caprccp.org.uk/>
- Cambridge Helpline [01223 245888](tel:01223245888)
- Peterborough Helpline [01733 852578](tel:01733852578)
- Sexual Assault Referral Centre [0800 193 5434](tel:08001935434) www.theelmssarc.org
- Cambridgeshire & Peterborough Victim and Witness Hub [0800 781 6818](tel:08007816818) <https://www.cambs.police.uk/information-and-services/Victims-and-Witnesses/Victim-and-Witness-Hub.aspx>
- National Domestic Violence Helpline [0808 2000 247](tel:08082000247) www.nationaldomesticviolencehelpline.org.uk
- Men's Advice Line [0808 801 0327](tel:08088010327) www.mensadvice.org.uk
- Galop Support for LGBT people experiencing domestic violence. [0800 999 5428](tel:08009995428) www.galop.org.uk
- Karma Nirvana Supporting victims of 'honour' crimes and forced marriages [0800 5999 247](tel:08005999247) www.karmanirvana.org.uk
- Rape Crisis England and Wales [0808 802 9999](tel:08088029999) www.rapecrisis.org.uk
- NSPCC [0808 800 5000](tel:08088005000) www.nspcc.org.uk
- Further information Cambridgeshire & Peterborough Domestic Abuse and Sexual Violence Partnership www.cambsdasv.org.uk
- The Hideout website for children and young people www.thehideout.org.uk
Home Office
- Domestic Abuse pages www.gov.uk/domestic-violence-and-abuse
- Cambs police <https://www.cambs.police.uk/information-and-services/Domestic-abuse/Domestic-abuse>
- White Ribbon www.whiteribbon.org.uk

Always Call 999 in an emergency

13. What to do if you think someone is a victim of **Elder Abuse**.



*Are you trying to hold the pieces together?
If you are or if you know an older person with an abusive or
violent partner you CAN get support*

Cambridge Women's Aid 01223 361214

(City/South/East Cambs)

Refuge 07787 255821

(Fenland/Hunts/Peterborough)

or Action on Elder Abuse 0808 808 8141



14. What to do if you are worried that someone is vulnerable or at risk of harm.

There may be vulnerable people living in your community, it is important to look for these individuals and offer them the support and protection that they need.

To follow are some signs for you to be aware of to help identify people that may be of risk from being ill-treated, neglected or at risk of some form of harm.

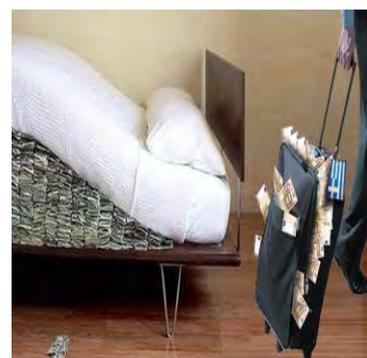
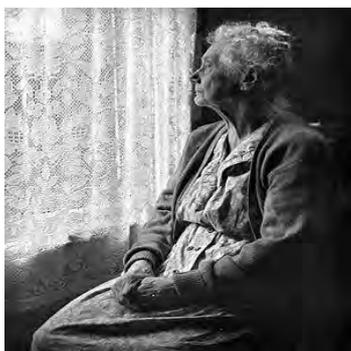
Looking at the location, there is an increased risk of a property being targeted for burglary or rogue traders if: You have: There are:



- Unkempt gardens - hedges not cut, dead plants in hanging baskets
- Unwanted items piling up in the garden
- Poor lighting at the property
- Easy access to the rear of the property
- Maintenance required on the property
- Poor quality or rickety windows and doors, no chain or door viewer
- Doors left unlocked and often windows wide open
- A note on the door guiding visitors into the property
- Desirable items on display

Signs to look out for – Person & Conversation

- Doesn't check ID of callers
- Large sums of cash stored
- Scorch marks on clothing
- Lack of mobility – unable to get to the shops-cook-personal care
- Regular trips to buy stamps/post
- letters or new cheque books frequently arriving
- Social isolation
- Recent life changing event
- Appears out of sorts-depressed –anxious

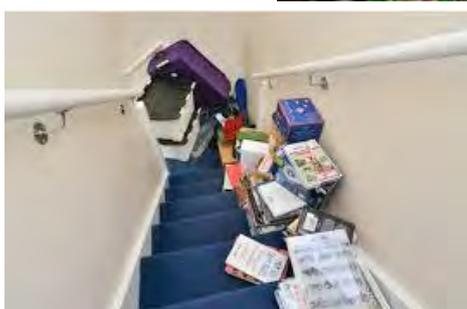


Signs to be aware of in the property:

- Poor living conditions – unable to keep property in a clean safe condition
- Apparent lack of food
- No hot water or heating
- Lots of scam/junk mail at the property
- Potential evidence of Rogue Traders - poor quality work, unexpected work commenced, unmarked vans, No ID contact details
- No telephone connected
- Parcels arriving labelled 'Pills' or specialist foods
- Desirable items in clear view

Hazards within the location:

- Electrical leads trailing
- Trip hazards
- Sockets overloaded
- Old electrical appliances
- Washing drying in front of fire
- Evidence of hoarding
- Stairway obscure
- No smoke detectors



Important – If you feel that any person is in immediate danger, you should call 999 immediately.

If you require further help and advice on home security please go to the constabulary's website www.cambs.police.



15. What to do if you are worried that an elderly person's home is not safe

Care & Repair Services Care and Repair Services assist elderly, disabled and vulnerable people in East Cambridgeshire to organise building related works to their homes that will allow them to remain living independently, safely and comfortably.

WHAT IS CARE AND REPAIR SERVICES?
Care and Repair Services aim to assist elderly, disabled and vulnerable people with building related works to their home that will allow them to remain living independently, safely and comfortably for as long as they wish. We have a friendly and experienced team who work with you to help find the right solution to meet your needs.

WHO CAN CONTACT US?

- Individuals
- Relations, Carers or friends with permission
- Housing Association Tenants
- Professionals such as Occupational Therapists, Social workers on behalf of their patients and clients with their permission

We make every effort to provide suitable and effective communication, for example contacting a carer or providing translation.

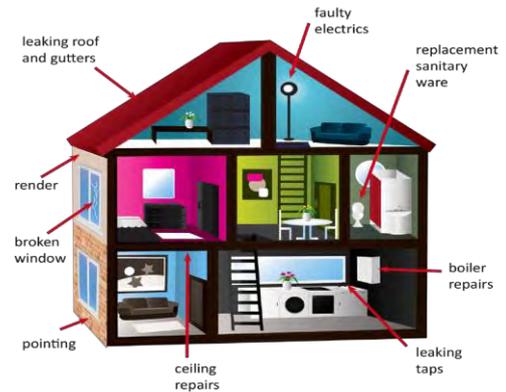
WHAT HAPPENS NEXT?
We can give advice on the telephone or:
We can visit you to give free confidential advice on repairs, adaptations and improvements to your home.

WHAT TYPE OF WORK IS COVERED?

- Level Access and over bath showers
- Stairlifts
- Disabled adapted Bathrooms
- Disabled adapted Kitchens
- Extensions
- Structural Repairs to the Home
- Central Heating
- Electrical Works

We will liaise with health professionals such as Occupational Therapists to ensure you get the appropriate adaptations required.

PAYING FOR THE BUILDING WORK
We assist people with the application process for Disabled and Minor Repair Grants from the District Council Grants to finance building works. We can also apply to charities and trusts for assistance if appropriate. If there is a grant to pay for the works, this will usually cover our fees too.



We have a friendly and experienced team who will work with you to help you to apply for a Disabled Facilities Grant for adaptations, or apply for a Minor Works Grant for repairs.

Please call us on **01353 616950** to see if we can help.

Care and Repair specialise in organising adaptations, for example level access showers or extensions to provide sleeping, showering, bathing and toilet facilities. The staff work closely with the occupational therapists, draw plans, arrange planning applications, obtain contractors' quotations and inspect the building work.

Our caseworkers will visit you in your home to give you free confidential advice on repairs, adaptations and improvements to your home.

Who can contact us?

- Individuals
- Relations, carers or friends with permission
- Housing Association tenants
- Professionals such as Occupational Therapists, Social workers on behalf of their clients with their permission.

You can apply for a Disabled Facilities Grant if you own your own home, are living in social/private rented or with family.

We can also apply to charities and trusts for assistance if appropriate.

We will liaise with occupational therapists to ensure you get the appropriate adaptation.

Creating healthy homes



16. What to do if you need support for someone with dementia.

Dementia; what is it?



The word 'dementia' describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language. These changes are often small to start with, but for someone with dementia they have become severe enough to affect daily life. A person with dementia may also experience changes in their mood or behaviour. Dementia is caused when the brain is damaged by diseases, such as Alzheimer's disease or a series of strokes. Alzheimer's disease is the most common cause of dementia, but not the only one.

The specific symptoms that someone with dementia experiences will depend on the parts of the brain that are damaged and the disease that is causing the dementia.

There are currently 850,000 people in the UK with dementia, one in fourteen of these are over 65, but it is important to know that there are more than 42,000 people with dementia under 65 years old.

What support is there?

In 2010 the National Dementia Action Alliance formed which brings together leading organisations across England, committed to transforming health and social care outcomes for people affected by dementia. In 2016 the **East Cambridgeshire Dementia Action Alliance (DAA)** was formed to bring together organisations local to you, tailored to meet the needs of the local community, in the local community. Members include retail, health care providers, community hubs, local emergency services and many others. To become a member of your local DAA the organisation must create an action plan that makes several commitments that all work towards making the services they provide more dementia friendly; these can range from staff training to become Dementia Friends to dementia friendly tills in shops. An example of one such pledge is that **Cambridgeshire Constabulary** have fulfilled a commitment to have at least two Dementia Friends per response shift force wide. You can also find the Dementia Friendly Café at the cathedral where you can come and chat to people who have been affected by dementia in a friendly and relaxed, social environment. You can chat and share your experiences about your diagnosis of dementia and what that means to you with others and health professionals.

Dementia cafés provide useful information in a structured and relaxed setting that gives the opportunity for people with dementia, families and carers to ask questions to the health professionals and

learn from the experiences of people in similar situations. You can find out more by calling [0300 222 1122](tel:03002221122)



17. What to do if you think someone is at risk of falls or fire

Safe and Well Visit

Cambridgeshire Fire and Rescue Service is committed to supporting the safety and wellbeing of residents in all communities that we serve.

The Safe and Well visit will provide us with sufficient information to support you and, with your permission, refer you to selected partner agencies, who will be able to support you further. We will not share your data with marketing companies or for other purposes.

Our visit will last no longer than 60 minutes and is completely FREE of charge.

Our visit will assess six key elements.

- 1. Fire safety in the home** - including general safety and escape plans.
- 2. Falls prevention** - including simple remedial action such as replacing lightbulbs or taping down loose carpet.
- 3. Alcohol use** - alcohol related hospital admissions are steadily increasing. We can provide you with helpful information.
- 4. Stay well and warm** - can you afford to heat your home? Do you have access to a hot meal? Do you access all the services available to you?
- 5. Crime reduction** - we can advise you how to make your home more secure as well as provide advice about how to spot scams or fraud.
- 6. Smoking** - Need a helping hand to quit? Our partners can offer you the support and advice you need to stop smoking.

You are under no obligation to answer any questions that you do not want to, but the more information you provide us with, the better we will be able to support you. We can also provide advice in relation to promoting the health and safety of individuals with hoarding concerns, as well as providing valuable information to care providers.

To find out if you are eligible for a visit contact us at firefire@cambsfire.gov.uk or ring 0800 9179994.



Fire Safety Assistive Technology

Now available from
Cambridgeshire Fire and Rescue Service

Helping to protect the most vulnerable residents in our communities

We understand how important it is for people to live safe and well at home. We are now installing misting system devices into the homes of vulnerable people in our communities to help keep people independent in their own homes for longer.

When living alone or living with restrictions caused by mobility, disability or other factors, it is increasingly likely a person may be unable to raise the alarm or escape from their home in the event of a fire.

Our fully portable and self-contained misting systems can:

- Support people to live independently for longer
- Reduce the risk of fire spreading in the home
- Activate through two multi-sensor systems with false alarm prevention technology
- Directly alert the Fire Service on activation to attend in the event of a fire.



To find out more about how a misting system could help you or a loved one to live safe and well at home, contact us at firefire@cambsfire.gov.uk or ring 0800 9179994.

18. Want to help?



The volunteer centre can help you get into volunteering, the best place to look is the Do-it.org website which is the national database for volunteering opportunities. The site offers you the opportunity to search, by post code, for opportunities in your location or neighbourhood. Alternatively you can always pop into our office in Fore Hill Ely for a face to face chat.

Volunteering has a wealth of benefits for an individual from building self-esteem and confidence to learning new skills but it is especially beneficial for those looking for employment. Volunteering gives you the opportunity to develop your skills and experience different roles and will usually be looked on favourably by potential employers reviewing your CV. The centre is also the base for two other projects.

EAST CAMBRIDGESHIRE SOCIAL CAR SCHEME: The car scheme is available to people who are resident in East Cambridgeshire who do not have access to their own transport through either ill health or a lack of public transport. The scheme is operated by volunteer drivers who use their own vehicles.

Trips can be arranged to attend hospital appointments, the surgery, dentist, shopping, hair-dressing or visiting friends and relatives. During busy periods priority is given to those passengers needing to attend hospital or doctors' appointments. To book a car ring 01353 666553 Monday-Friday between 9.30-12.30 at other times an answerphone is available. Passengers make a contribution of 45p per mile with a minimum fare of £6.00.

HELPING HANDS GARDENING SCHEME: The scheme is run by volunteers. If you are unable to keep your garden tidy due to ill health or other issues then we are available on either a one off or regular basis to provide a maintenance service. The team are able to do most jobs in the garden to give you peace of mind so that you are able to enjoy your garden on a regular basis. There is usually a voluntary donation of £25 per hour.

The team is fully equipped with a van so we can tackle weeding, pruning, shrub removal, grass cutting, slab laying and complete garden makeovers or redesign. We do get extremely busy, particularly in the summer months, so an early phone call to 01353666556 will ensure you are booked in as quickly as possible. Our team leaders Steve and Alvin are also available to give you help and advice if you have a particular problem.

For more information please visit our website www.vcaec.org.uk

Follow us on twitter @vcaec

www.vcaec.org.uk

Reg. Charity No: 1160914

19. Neighbourhood Watch

Who are we?



Neighbourhood Watch is a scheme set up in a street, part of a street, or a group of streets that aims to reduce crime, encourage neighbourliness and improve the quality of life for local residents and tenants. It is even more important now than it has ever been, due to the tighter budgets that the Police are having to operate with. Each neighbour within a scheme is asked to take care of their property, keep an eye on their area, looking out for anyone or anything that is out of place, and reporting this to their co-ordinator and where necessary, the Police. Crime information is also passed from the Police to Neighbourhood Watch Scheme Co-ordinators, who then pass these messages to the scheme members for the appropriate action to be taken.

The East Cambridgeshire Neighbourhood Watch Association covers East Cambridgeshire District. It encourages the setting up of Neighbourhood Watch Schemes and assists the police in distributing information to the schemes. The Association is run by the co-ordinators of the various schemes throughout the District and holds regular meetings within the Council Chamber at Ely. All members of the schemes are invited and encouraged to attend. The chairman is Mr Stan Geering and the secretary is Mr Kevin Evans, 11 King Edgar Close, Ely, CB6 1DP Tel: [01353 614892](tel:01353614892) Email: ecnhwa@hotmail.com

Neighbourhood Watch information can be obtained from Ms Sue Loaker, Crime Reduction Officer, at Ely Police Station who can be contacted on [01353 656641](tel:01353656641), or from Kevin Evans (details above).

Alternatively information can be obtained from the national [Neighbourhood Watch website](http://www.ourwatch.org.uk) www.ourwatch.org.uk

Details of the role of Neighbourhood Watch Coordinator can be found either on our website www.eastcambes.gov.uk or by emailing Ms Sue Loaker, Crime Reduction Officer Sue.Loaker@cambs.pnn.police.uk

CrimeStoppers.
Speak up. Stay safe.

0800 555 111
100% anonymous. Always.

20. TIMEBANK



Is a way for local people to exchange knowledge, help and skills for a service they wish to receive in return.

Your time can be used for things like gardening, walking a dog or teaching computer skills. By doing something for someone else, you will gain time credit which you can then use to gain back for your own interests. Perhaps you need help with writing a C.V, need someone to pick up a loaf of bread or perhaps you would like to learn something new... Whatever your service may be, to help your community, new opportunities will open for you.

However, it's not just about giving and receiving. Time Bank brings the local community together to build a stronger, safer and happier place to be.

For further information contact: Caline.easey@chsgroup.org.uk Tel: 07702517746

21. ELY FOOD BANK



Is an emergency service for anyone in a crisis. There are distribution centres in Ely, Chatteris, Cottenham, March and Soham who work with front line services to secure help for those who are struggling with money issues, unemployment, benefit changes and ill health etc.

The foodbank operates a voucher system which can be obtained from agencies such as CAB, Addaction, Housing and many more. The voucher is redeemed with food to last approximately 3 days covering 10 meals plus the offer of toiletries and pet food. For those who visit the foodbank for the first time without a voucher, advice will be given as to where to receive help and future vouchers.

For details of opening times and location please visit our website www.elyfoodbank.org.uk or alternatively ring 01353 468626 for more information.

22. Cambridgeshire Constabulary Community Speedwatch

Volunteers are trained to use speed indicator devices which display vehicle speeds. The registered owner of any vehicle seen exceeding the speed limit is sent an advisory letter by the Constabulary, explaining that speeding is unacceptable to the local community and asking them to be more considerate.

The Community Speedwatch scheme trains volunteers from members of the community to get actively involved in monitoring the speed of vehicles travelling through their neighbourhood.



Community Speedwatch is operated by Cambridgeshire Constabulary in partnership with your local council and other agencies. The scheme itself is run by the Police and the community volunteers supported by the County coordinator.

For more details contact the Coordinator on speedwatch@cambs.pnn.police.uk or 07738 348554

Cambridgeshire Constabulary Speedwatch
Volunteer resource

Making our roads safer

GET CLOSER AND SUPPORT THE FORCE!

Call us: 101
Visit us: www.cambs.police.uk
Subscribe: @Cops.org.uk

Investigations
Road Policing
Special Unit
Constabulary
High Speed
Crime
Intelligence
Road Policing
Covert
Neighbourhood Policing
Safer Schools
Branches
Operations
Teams
Forensics
Schools
Rural Unit
Community
Camera
Unit
Team
Camera
Unit

Creating a safer
Cambridgeshire

***Thank you to all our Partners
who supported in the
making of the first edition of
Community Eyes and Ears
Booklet***



Support

Campaign Listen

Team Wellbeing Safe

Manage Safeguarding FIND

Making a Difference

Report Work Child Trust

Agency Elderly Hear Look

Adult pressure Care

Trust Talk Help

Happy