

**safer
communities
safer
scotland**



Safer Communities

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.

Produced by:



In partnership with:



Contents

Home and Possessions

Your Home	05
Your Possessions	06
Garden Safety and Security	08
When You Are Not In	10
Your Vehicle	11

Personal Safety

Staying Safe When Out and About	15
Doorstep Safety	17
Internet and Identity Safety	19
Use of ATMs	24
Alcohol	25
Drugs	28
Help and Advice	30

Health and Safety

Fire Safety	33
Electrical Safety	36
Heating and Cooking	37
Safety with Medicines and Cleaners	38
DIY & Garden Safety	39
Keeping Warm In the Winter	41
Avoiding Burns and Scalds	42
Avoiding Trips and Falls	43

In the Community

Neighbourhood Watch	45
Road Safety	46
Anti-Social Behaviour	46
In an Emergency	49
Victim Support	50

Home and Possessions

SECURITY



Your Home

Most house-breakings 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 a spare key under a plant-pot or in an easy to spot place at home. Make it as hard as possible 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.

Show people that your property is secure ▶ Visible security alarms and carefully directed security lighting puts off thieves. Just make sure they don't disturb your neighbours by going off unnecessarily.

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.

Some examples:

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.

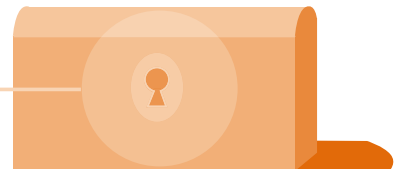
Photographs ▶ If you have something unusual or rare, it's a good idea to take a photograph of it. Make sure the background is plain and shows off the item as best as possible. Include a ruler in the photograph for reference. A banknote or a coin for smaller objects can also provide a size comparison.

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.

Keep it safe, keep it hidden, keep it locked!



Garden Safety and 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.

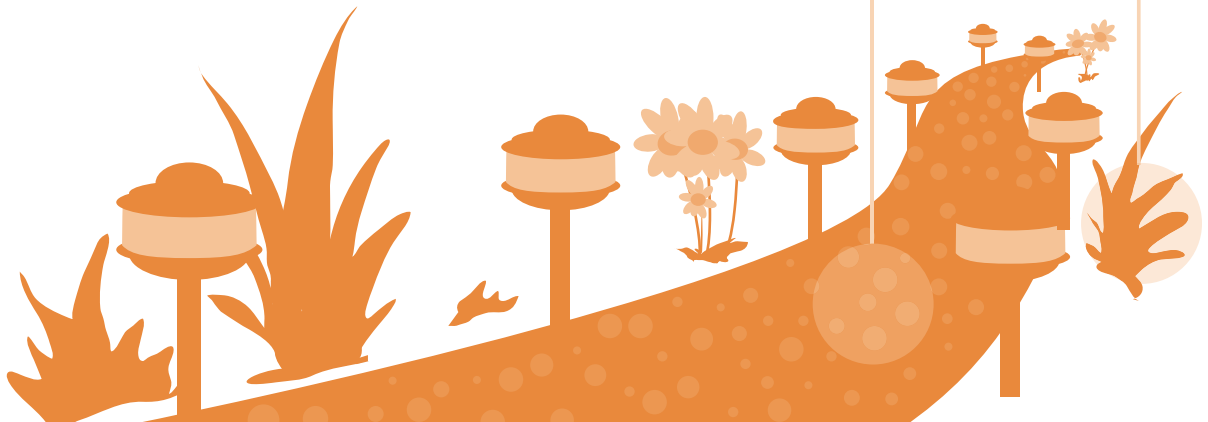
Lighting ▶ People up to no good don't want to be seen. A well-lit garden helps to put off thieves. Solar powered lighting, relatively cheap to buy, comes on automatically when its starts to get dark - you don't even have to remember to switch it on. Make sure that you put external lighting in a place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



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.

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. Getting a friend or family member to come over a couple of times a week to move the post is also a good idea if you have a glass door.

Ask a neighbour ▶ One 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.

Your Vehicle

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

Use your garage ▶ if you have one.

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.

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.

Further Information

Your Home

Neighbourhood Watch ▶

www.aosnw.co.uk

Secured by Design ▶

www.securedbydesign.com

Your Possessions

Immobilise ▶

www.immobilise.com

Your Vehicle

ParkMark ▶

www.parkmark.co.uk

Safer Motoring ▶

www.safermotoring.co.uk

Personal Safety



Staying Safe When Out and About

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

▶ Avoid danger spots like quiet or badly lit alleyways, subways or isolated car parks.

▶ Walk down the middle of the pavement if the street is deserted.

▶ If you do have to pass danger spots, think about what you would do if you felt threatened. The best idea is to head for a public place where you know there will be other people, for example a garage or shop.

▶ If you are at all worried, try and walk with a friend or stay near a group of people.

▶ Avoid passing stationary cars with their engines running and people sitting in them.

▶ Try to keep both hands free and don't walk with your hands in your pockets.

▶ Always take the route you know best and try to use well lit, busy streets.

▶ Keep your mind on your surroundings – remember if you are wearing headphones you will not hear trouble approaching.

▶ Walk facing oncoming traffic.

▶ It is a good idea to have a mobile phone, a phonecard, or some spare change with you to enable you to make a phone call.

▶ Be careful when using cash machines. Make sure nobody is hovering nearby and do not count your money in the middle of the street.

▶ If you think you are being followed, trust your instincts and take action. As confidently as you can, cross the road turning and look to see who is behind you. If you are still being followed, keep moving. Make for a busy area and tell people what is happening. If necessary, call the police.

▶ If a vehicle pulls up suddenly alongside you, turn and walk in the other direction - you can turn much faster than a car.

▶ Never accept a lift with a stranger or someone you don't know very well even if you are wet, tired or running late.

▶ Try not to keep all your valuables in one place. Instead place valuables such as wallets in an inside pocket or use a money belt.

▶ One of the safest ways to carry things is in a small bag slung across your body under a jacket or coat. Ensure it sits close to your body.

Doorstep Safety

You may hear people talk about ‘Doorstep Crime’ or ‘Bogus Callers’. This describes someone who pretends to be from a genuine organisation like the gas board or the council to try to gain entry into your home. It also refers to people offering to do work for cash – the 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.

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.

Make sure the person is who they say they are ▶ If the caller is someone you don’t know and don’t expect them, make sure they are genuine before allowing them in.

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 – don’t call a number they give you. Or sign-up to one of the password schemes run by many utility companies.

Don't buy goods or services at the door ▶ If someone offers to fix your roof or your driveway for cash, say no. If you need work done, phone some reputable organisations for quotes and choose a company you trust. Paying cash at the door shows you keep money in the house, and the work may not be worth what you pay for it.

Remember - Stop, Chain, Check

Cold Calling ▶ Speak to your local council trading standards or police to see if there is a 'Cold Calling Control 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.

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

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

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.

Staying Safe Online

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.

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.

▶ Get to know any online auction sites you use and learn how to pick good sellers.

▶ Use safe ways to pay, such as PayPal or credit and debit cards.

▶ 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 e-mail is from, delete it without opening it or move it to your spam folder.

▶ Never open attachments or click on links in unsolicited e-mails.

▶ Reputable companies don't ask for your details or passwords in an e-mail.

▶ If you receive an e-mail 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 e-mail.

- ▶ 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 letter 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**

Identity Theft

Your identity and personal information are highly valuable. Criminals can find out your personal details and use them to open bank accounts and get credit cards, loans, state benefits and documents such as passports and driving licences in your name. If your identity is stolen, you may not get loans, credit cards or a mortgage until the matter is sorted out. Here is some advice from the Scottish Business Crime Centre.

Someone may be using your identity if:

- ▶ Items appear on your bank or credit-card statements you do not recognise.

▶ Mail expected from your bank doesn't arrive or you receive no mail at all.

▶ You apply for a state benefit and are told that you are already claiming.

▶ You receive bills, invoices or receipts addressed to you for goods or services you haven't asked for.

▶ You are refused a financial service, such as a credit card or a loan, despite a good credit history.

▶ A mobile-phone contract is set up in your name without your knowledge.

▶ You receive letters from solicitors or debt collectors for debts that aren't yours.

Keep Your Identity Safe

▶ If your plastic cards are lost or stolen, cancel them immediately. Keep a note of the emergency numbers you should call. Further details can be found at the Card Watch website: **www.cardwatch.org.uk**

▶ When you give your card details or personal information over the phone, internet or in a shop, make sure other people cannot hear or see your personal information.

▶ Never carry documents or plastic cards if you don't need to. When not in use keep them in a safe place.

▶ Keep personal documents in a safe place - a lockable drawer or cabinet at home is best. Why not store valuable financial documents such as share certificates with your bank?

▶ If your passport or driving licence is lost or stolen contact the issuing organisation immediately.

▶ Don't throw away entire bills, receipts, credit or debit card slips, bank statements or even unwanted post in your name. Destroy unwanted documents, preferably with a shredder.

▶ Check statements as soon as they arrive. If you spot transactions you don't recognise, contact the company concerned immediately.

For further information on identity theft, visit www.identity-theft.org.uk

Safe Use of ATMs

Cash machines are generally very safe to use however LINK and Crimestoppers have put together a guide on what to look out for when using any cash machine.

▶ Protect your PIN - stand close to the machine and shield the key pad with your other hand.

▶ Check to see if anything looks unusual or suspicious about the cash machine. If it has anything stuck onto the card slot or key pad, do not use it. Cancel the transaction and walk away. Never try to remove suspicious devices.

▶ Be cautious if strangers offer to help you at a cash machine, even if your card is stuck or you're having difficulties. Don't allow anyone to distract you.

▶ Where possible, use a cash machine which is in clear view and well lit.

▶ Check that other people in the queue are a reasonable distance away from you.

▶ **Keep your PIN secret. Never reveal it to anyone, even someone who claims to be calling from your bank or a police officer.**

▶ Avoid opening your purse, bag or wallet when you are in the queue. Put money away immediately.

▶ Regularly check your account balance and bank statements, and report any discrepancies to your bank immediately.

Alcohol

Alcohol is so widely used that it is easy to forget that drinking too much can damage your physical and mental health in the short and long term. As well as affecting your weight, looks and sleep, heavy drinking can lead to a wide range of medical conditions including high blood pressure, liver disease, strokes, cancers and brain damage. Alcohol Focus Scotland offers the following advice.

Sensible limits

Men ▶ No more than 3-4 units a day and no more than 21 units a week.

Women ▶ No more than 2-3 units a day and no more than 14 units a week.

We all need at least 2 days a week without alcohol. Doctors agree that drinking more than the sensible limit damages health in the short and long-term.

What's a unit? ▶ A unit equals 10ml of pure alcohol. That's how much the body can safely get rid of in an hour.

330ml bottle standard lager/beer	1.7 units	35ml measure gin/rum/ vodka/whisky	1.4 units
700ml bottle whisky	28 units		
275ml bottle alcopop	1.5 units	1 pint medium strength lager/beer	2.8 units
1 pint standard lager/beer	2.3 units	<i>The units above are average levels – the strength of drinks varies by brand. Many display their unit content on the label to help you drink at a sensible level.</i>	
175ml glass standard size wine	2.1 units		
1 pint strong cider	3.4 units		

Sensible drinking tips

Stick to sensible limits ▶ See the previous page for the sensible limits for men and women.

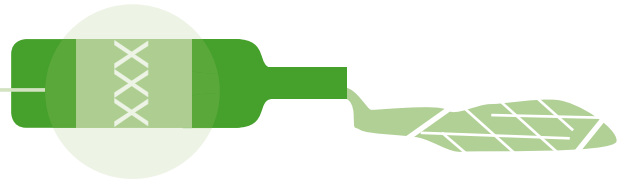
Eat before and while you drink ▶ Food helps the body absorb alcohol more slowly and limits how quickly it gets into the bloodstream.

Use soft-drink 'spacers' ▶ Alternate between alcoholic and soft drinks. That makes your night last longer. It stops you getting dehydrated and lessens the effects of a hangover too.

Don't drink every day ▶ Drinking too much alcohol damages the liver. It may repair itself but you have to give it a chance. Have at least two alcohol-free days every week.

Check the strength, cut the quantity ▶ Drink strengths vary widely between brands. Why not choose a lower alcohol option and consider cutting back?

Don't drink and drive ▶ Any alcohol affects your ability to drive. There is no foolproof way to drink and stay under the limit, or to know how much an individual can drink and still drive safely.



Each person's tolerance to alcohol depends on a range of factors:

- ▶ weight
- ▶ gender
- ▶ age
- ▶ metabolism
- ▶ current stress levels
- ▶ whether they have eaten recently
- ▶ amount of alcohol

The only safe option is not to drink alcohol if you plan to drive, and never offer an alcoholic drink to someone else who intends to drive.

Drugs

The drugs mentioned in this section are **illegal** and the possession, consumption or supply of them can carry heavy penalties. Drugs affect different people differently and there's no way of telling how a drug will affect you. What's safe for one person can be dangerous for another - or even dangerous for the same person in a different situation.

How you will react depends on:

- ▶ The type of drug used
- ▶ Amount taken
- ▶ Its purity
- ▶ Whether it's what it's supposed to be
- ▶ How it's taken
- ▶ What it's mixed with
- ▶ The setting
- ▶ Your health and whether you're on any medication
- ▶ Your mood

Drugs can be grouped into three main types:

Uppers ▶ Also known as 'stimulants'. Drugs like speed, ecstasy and cocaine speed the body up and are extremely dangerous if you suffer from heart or blood pressure problems.

Downers ▶ Also known as ‘depressants’. Drugs like heroin, alcohol and solvents slow the body down and can be very dangerous if mixed together.

Hallucinogens ▶ Hallucinogenic drugs, like acid and magic mushrooms, alter the way you see, hear and feel things. They can be really bad news for anyone with a mental illness because they can make it even worse.

For any questions about drugs visit **www.knowthescore.org** or call the Know the Score Information line 0800 587 5879 which is a free, confidential 24-hour service that will put you in contact with trained advisers. They can provide you, and those you know, with advice and information and send you publications. The website also has a ‘Drugs A-Z guide’ which offers honest and non-judgmental advice on drugs, their harms and their legality.

Remember - Being under the influence of drugs or alcohol affects your judgement and may cause you to make decisions you would not normally make. You are also more likely to become a victim of crime.

If you are worried about a friend or family member using drugs, you can contact the Scottish Network for Families Affected by Drugs (SNFAD) **www.snfad.org.uk**
08080 101 011

Help and Advice

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 ▶	08457 90 90 90	www.samaritans.org
Domestic Abuse Helpline ▶	0800 027 1234	www.famouspeople.org.uk
Childline ▶	0800 1111	www.childline.org.uk
Breathing Space ▶	0800 83 85 87	www.breathingspacescotland.co.uk
Women's Aid ▶		www.scottishwomensaid.org.uk
Citizen's Advice Scotland ▶		www.adviceguide.org.uk/scotland
Money Advice Scotland ▶		www.moneyadvicescotland.org.uk
Bullying UK ▶		www.bullying.co.uk

Further Information

Personal Safety

Suzy Lamplugh Trust ▶	www.suzylamplugh.org
Personal Safety Advice ▶	www.personalsafetyadvice.co.uk

Doorstep Safety

Trading Standards ▶

www.tradingstandards.gov.uk

Scambusters ▶

www.scambusters-uk.org

Online & Identity Safety

Get safe online ▶

www.getsafeonline.org

Identity Theft ▶

www.identity-theft.org.uk

Card Watch ▶

www.cardwatch.org.uk

Scottish Business Crime Centre ▶

www.sbcc.org.uk

Thinkuknow ▶

www.thinkuknow.co.uk

Drugs & Alcohol

Know the Score ▶

www.knowthescore.info

Scottish Network for Families Affected by Drugs ▶

www.snfad.org.uk

Scottish Drug Services ▶

www.scottishdrugservices.com

Alcohol Focus Scotland ▶

www.alcohol-focus-scotland.org.uk

Alcohol Information ▶

www.infoscotland.com/alcohol

Health and Safety in partnership with RoSPA



Fire Safety

Fires can start suddenly and spread quickly, damaging your home and furniture and putting lives in danger. They are caused in a variety of ways, but there are a few simple hints you can follow to prevent them starting.

- ▶ If there are children around, keep matches and lighters well out of reach.
- ▶ Fit approved smoke detectors on each floor. Choose a smoke alarm that is mains operated or one with a long life (ten year) battery.
- ▶ Many fires start in the kitchen, especially fat fires. Never leave a pan unattended when deep fat frying and watch for overheating. For safety use oven chips or a thermostatically controlled deep fat fryer.
- ▶ Keep all fires and heaters well-guarded, especially open fires.
- ▶ Don't dry or air clothes over or near the fire, or the cooker.
- ▶ Keep portable heaters and candles away from furniture and curtains. Put them where they cannot be knocked over.

▶ Do not smoke in bed.

▶ Plan your escape route and make sure all members of your household know what the plan is.

If fire breaks out in your home:

▶ Stay low to avoid smoke.

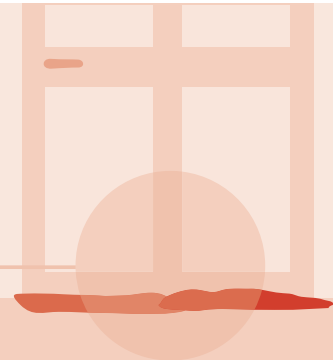
▶ Get everyone out of the house as quickly as possible and call 999.

▶ Do not investigate the source of the fire.

▶ Do not go back in until a member of the Fire & Rescue service tells you it is safe to do so.

If you are trapped by fire in your home:

- ▶ Get into a room as far away from the fire as you can and close the door.
- ▶ Block up any gaps around the door with blankets, pillows or towels.
- ▶ Call 999 if you can and tell them your exact location in the house.
- ▶ Stay by an open window and try to attract attention – Shout 'FIRE!'
- ▶ As a last resort, if you feel you have to exit through the window, throw soft things like a mattress or duvet to break your fall, lower yourself by your arms and drop to the ground.



Electrical Safety

Many accidents and fatalities involve electricity - it must be treated with respect. Here are some tips:

▶ Have your wiring installation checked at least once every five years by an approved contractor, or straightaway if you are buying an older property. Look for an NICEIC or ECA member.

▶ Do not use appliances with worn or damaged flexes. Don't wire flexes together.

▶ Keep portable mains-operated appliances out of the bathroom.

▶ Have electric blankets serviced and checked regularly.

▶ If an appliance appears faulty stop using it and have it checked at once.

▶ Consider having a residual current device* for whole house protection. These are especially valuable when power tools are used.

***Residual Current Device (RCD):** A device which protects users of electrical equipment from electric shock by interrupting the electricity supply if a short circuit or current leakage occurs.

- ▶ Look for the CE mark, the BEAB mark, BS safety mark or British Standard number when you buy electrical equipment.

- ▶ Never overload an electric socket. When using multiple plug adapters, read the manufacturer's instructions for use. Cube adapters are not recommended as these can cause a potential fire risk.

Heating and Cooking

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.

- ▶ Be aware of symptoms of carbon monoxide poisoning such as drowsiness and flu like symptoms.

- ▶ If you use a chimney or flue, or bring one back into use, have it swept at least once a year, or more frequently if you burn wood.

- ▶ Never block any outside grilles or rest anything against them.

▶ If a gas flame, which normally burns blue, burns orange this may be a build up of carbon monoxide. Have your appliance checked immediately.

▶ Check the pilot light regularly on gas cookers and water heaters to make sure it has not gone out.

▶ When buying gas appliances look for the British Standards safety mark or British Seal of Approval and beware of second hand bargains and cowboy installers.

▶ If you suspect a gas leak, open the windows, turn off the supply and call your gas supplier. Don't operate switches as a spark could ignite the gas.

▶ Always keep a special watch on young children and elderly people when fires and heaters are in use.

Safety with Medicines and Cleaners

Chemicals of any sort, whether they are medicines or household cleaners should always be treated with caution.

▶ Consider a proper lockable cabinet fitted in the kitchen for medicines and chemicals.

▶ Keep medicines in their original containers, clearly labelled.

▶ 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.**

▶ Chemicals used in the garden, garage or workshop need to be used and stored with great care. Use a safe place where children can't see or reach them.

▶ Keep cosmetics, perfumes and essential oils away from children.

DIY and Garden Safety

Over ambition and lack of knowledge are two of the biggest factors in causing death and injury related DIY accidents.

▶ Stop and disconnect all electrical appliances and tools before you work on them.

▶ 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.

▶ Always plan ahead – accidents happen more easily if you are not prepared and in a rush.

▶ 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.

▶ Ensure all tools, paint and chemicals are kept safely out of the reach of children.

▶ Take extra care with sharp cutting tools.

▶ Follow makers' instructions very carefully when you use adhesives, especially instant ones.

▶ 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.

▶ Some plants and berries are poisonous or can cause an allergic reaction. Encourage your children never to eat things found growing in the wild.

▶ Keep all products in their original containers.

▶ If you have a pond or other water feature, make sure it is covered to prevent small children falling in.

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.

Avoiding Burns and Scalds

▶ Hot drinks can give a small child third degree burns up to 20 minutes after being poured. Keep hot drinks well out of reach 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 tea/coffee-making area to accommodate this.)

▶ Water at the point of delivery to the bath should be no more than 46°C to help prevent scalding.

▶ Fit a thermostatic mixing valve.

▶ When running a bath, turn the cold water on first.

▶ Always use hot plates at the back of your cooker and turn the panhandles away from the front.

▶ Ensure that hot water bottles are of good quality and do not show signs of wear.

Avoiding Slips, Trips and Falls

▶ Avoid leaving items on stairs - they are a tripping hazard.

▶ Ensure stairs 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 2 years.

Further Information

RoSPA ▶

www.rospa.com

Age Concern ▶

www.ageconcern.org.uk

In the Community



Neighbourhood Watch

Neighbourhood Watches are groups of volunteers who join together to make their communities safer. They aim to help the police and other organisations prevent crime. They do this in different ways and are often very proactive in their approach.

If you want to be part of a Neighbourhood Watch scheme in your area, contact The Association of Scottish Neighbourhood Watches to see if a scheme already exists. If there is no scheme, AoSNW can provide advice and guidance to help you start one.

The first step is to see if your neighbours are interested in taking part. Schemes can be large or small, rural or urban. You can manage your scheme to benefit the needs of your community. Neighbourhood Watches are community led, supported by other partners.

Each scheme has a coordinator who is the main point of contact.

Generally this person will:

- ▶ liaise with the police and other agencies
- ▶ receive information on local issues and circulate this to members
- ▶ share crime prevention advice with members, particularly with vulnerable households
- ▶ encourage scheme members to be vigilant and to report incidents to the relevant organisation
- ▶ welcome newcomers to the area and invite them to be part of the scheme

t: 01786 450145

w: www.aosnw.co.uk

Road Safety

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

We all belong to one or more of these groups at one time or another. For lots of information on how to stay safe on the roads, visit www.roadsafetyscotland.org.

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.

Anti-Social Behaviour

What is antisocial behaviour?

Antisocial behaviour is behaviour that causes or is likely to cause alarm or distress.

But, it can mean different things to different people. Behaving in an antisocial manner covers a range of behaviours.

Here are some examples:

▶ 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

▶ Riding motorcycles on footpaths

▶ Persistent abuse towards neighbours causing them fear or distress

▶ Serious and persistent bullying of children out of school

▶ Threatening and nuisance behaviour from drunks or drug users

What isn't antisocial behaviour?

There are some key questions around what counts or doesn't count as antisocial behaviour:

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

- ▶ Expectations of standards of behaviour varies between communities, groups within communities, and individuals

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

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

In most cases, contact your local authority. They are best placed to provide local solutions to tackling antisocial behaviour. However, there are other options available for dealing with ASB.

Community/Neighbour mediation is one way of resolving disputes between those who live in the same locality or neighbourhood. Disputes may involve issues such as noise, anti-social behaviour, boundary problems or verbal abuse, amongst other things.

Trained mediators, who do not take sides, help both parties to come to an agreement about the problem in hand: **www.scottishmediation.org.uk**.

For more information on what the Scottish Government is doing to prevent antisocial behaviour, visit **www.scotland.gov.uk/communitysafety**.

If the behaviour involves potentially criminal activity, contact the police.

In an Emergency

If you find yourself in an emergency situation, your common sense and instincts will usually tell you what to do. However, 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 - 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, in most cases the advice is:

▶ Go inside a safe building

▶ Stay inside until you are advised to do otherwise

► Tune in to local radio or TV for more information

Remember: **GO IN, STAY IN, TUNE IN.**

ICE – In case of emergency

If you have a mobile phone, put ICE in front of your emergency contact name in your contact list.

This lets people (including the emergency services) know who to call in the event of an emergency.

Victim Support

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

Victim Support Scotland is the lead voluntary organisation in Scotland helping people affected by crime. It provides emotional support, practical help and essential information to victims, witnesses and others affected by crime.





The service is free, confidential and is provided by volunteers through a network of community based victim and youth justice services and court based witness services.

t: 0131 668 4486

e: info@victimssupportsco.org.uk

f: 0131 662 5400

w: www.victimssupportsco.org.uk

Further Information

Neighbourhood Watch

Neighbourhood Watch ▶

www.aosnw.co.uk

Road Safety

Road Safety Scotland ▶

www.roadsafetyscotland.org.uk

Think! ▶

www.dft.gov.uk/think

Living Streets ▶

www.livingstreets.org.uk/scotland

Anti-Social Behaviour

The Scottish Government ▶

www.scotland.gov.uk/communitysafety

Scottish Mediation Network ▶

www.scottishmediation.org.uk

Emergencies

Preparing for emergencies ▶

www.preparingforemergencies.gov.uk

Useful Contact Numbers/Websites

You may wish to note the following telephone numbers or websites for your convenience

Main Police Number:

Local Police Station:

Local Authority:

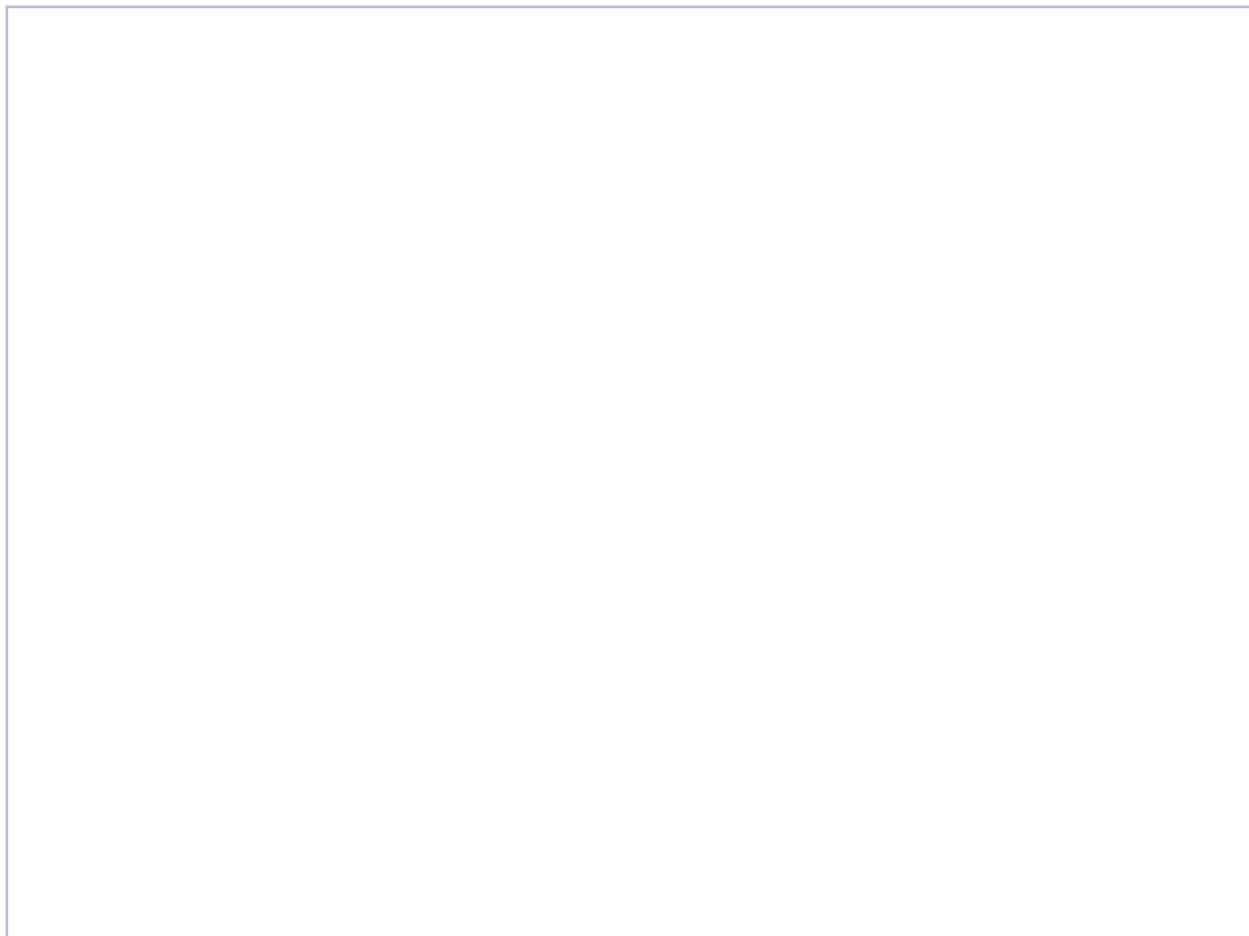
Trading Standards:

Doctor:

Pharmacy:

Credit Card Provider:

Utility Companies:



Useful Contact Numbers/Websites

Please use this space to jot down local contact numbers and websites you find useful.



If you are interested in starting or joining a Neighbourhood Watch, please contact the Association of Scottish Neighbourhood Watches.

www.aosnw.co.uk

info@aosnw.co.uk

01786 450145

This booklet is available for download or in a large print format.

For further information on any aspect of safety
discussed in this booklet, please visit:

www.aosnw.co.uk
or call 01786 450145

Reporting a crime

In an emergency **DIAL 999**

Otherwise contact the non-emergency number for your local police force.

If you want to report a crime anonymously,
call Crimestoppers on 0800 555 111

