

Stay Safe

**A guide for Cleethorpes residents
for 2021**



Produced by Capacity Buildings.

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Community Safety Partnership
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A new roadmap out of lockdown for Spring 2021 is now live and aims to put us back in a place we are all familiar with.

The success of the vaccinations programme has helped drastically and so far over 17 million people have had their jabs.

This new version of our guide brings together updated advice on COVID guidelines and new tips and tricks on staying safe at home or out and about, now that non-essential shops and services are re-opening.

There are new updates on travel restrictions and visiting leisure and accommodation services too.

Tips on home safety and how to safely find traders to work on your home are also included within the guide.

We have more information on scams and how to avoid/report them, as cases still continue to increase. You can also find contact details for anti-fraud services and local Policing Teams so you can alert them if you are being targeted.

We do hope you have a more enjoyable Springtime than last year! Remember:

Hands! Face! Space!

The team at Capacity Buildings

In this guide

Covid-19 advice for ease on lockdown. How to stay safe and keep others safe this Springtime.

A Spring in your step. How to keep healthy and fit in the sun.

Scam awareness continues. Scams are still on the increase, and we have new advice on recognising scams, avoiding them and reporting them.

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

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

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

Changing Utilities. How to safely switch energy suppliers.

Staying safe online. And how to get set up.

Roadmap out of lockdown. The current step-by-step plan.

Staying safe during a Heatwave. Hints and tips during hot weather.

And useful contact numbers...

Cover images courtesy of Unsplash and the Centre for Ageing Better

Covid-19 going forward

People in England have seen restrictions start to lift and the government's four-step roadmap offering a route back to a more normal pattern of life.

The success of the vaccination programme is one factor - so far over 17 million people have had their jabs - but by no means the whole story. The public have also risen to the challenge of suppressing COVID-19: by obeying the law; staying at home; getting tested when needed; isolating when required, and following the 'hands, face, space' and 'letting fresh air in' guidance.

Taken together, this means that even though absolute case numbers remain relatively high, we will be able to begin relaxing the current strict lockdown. While we must all remain vigilant - in particular against the threat from new COVID-19 variants - and continue to protect the NHS, a safe exit from lockdown is now beginning.

In implementing this plan we will be guided by data, not dates, so that we do not risk a surge in infections that would put unsustainable pressure on the NHS. For that reason, all the dates in the

roadmap are indicative and subject to change. There will be a minimum of five weeks between each step: four weeks for the scientific data to reflect the changes in restrictions and to be analysed; followed by one week's advance notice of the restrictions that will be eased.

The government will continue to protect the public by ensuring local outbreaks are managed quickly and effectively and that we combat new dangerous variants, both within the UK and at the border. The government will also continue to support families and businesses throughout the steps set out in the roadmap

Words taken from HM Government information film, April 2021.



Covid-19 Response - Spring 2021

This Spring sees one year since we were all forced into lockdown due to the Coronavirus outbreak. The world is in a much better place than it was a year ago and the government is now implementing an 'Emerging from Lockdown' roadmap.

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

Keep yourself informed

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

As this is written, England has moved out of the **national lockdown** and is now working on its roadmap out.

You can find the full Roadmap out of lockdown on the Government website at www.gov.uk/covid19response

Also make sure to visit www.gov.uk/coronavirus regularly as this is the very latest, daily updated news and guidance from the Government.

Locally, the Council is publishing updates, information and advice that is relevant to our area.

www.nelincs.gov.uk/covid-19-guidance-and-support/

Flu Jabs and Medicines

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

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

Flu jabs and pneumo jabs do not protect against coronavirus

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

Make sure you are staying up to date on any **prescriptions** as these services have not been interrupted. If you've not checked already see if your pharmacy can deliver to you.

Face Coverings

Check your face coverings (masks). You still must wear a face covering in many indoor settings, such as shops or places of worship as these are now back open, Make sure you have them with you when you go out. Make sure they are replaced or washed frequently.

Search online for “gov.uk face coverings” for best advice.

Local Vaccination Programmes

You can book a vaccination if you're aged 40 or above; you're at high risk from COVID-19 or you have a condition that puts you at higher risk; you have a learning disability; you're an eligible frontline health or social care worker; you get a carer's allowance, get support following an assessment by your local authority or your GP records show you as a carer.

Ongoing advice

Please continue to follow ongoing national advice as advised through the news, NHS or Gov.uk website. Minimise travel; work from home if you can; continue to keep social distance and follow rules about face coverings and meeting with others.

If you're spending time indoors, keep the space as well ventilated as possible by opening doors and windows.

Remember to keep your distance—two metres apart.

Wear face coverings when in shops or where you can't keep far enough apart making sure they cover your mouth and nose.

Think about your support bubbles and who you can visit or who can visit you. Continue to check on how many people can meet with you indoors or outdoors.

How to use a face covering safely



Wash your hands before and after using the face covering



The covering should closely cover your nose and mouth



Remove by the ears - avoid touching the front



Wash the covering regularly with other laundry

Emerging from Lockdown Roadmap

If you are not aware of the most recent changes that were implemented last month, we will include these in the roadmap below too.

Due to uncertain aspects, the Government reiterates that all the below dates are subject to change and continued review.

Changes on 12 April

The opening of non-essential retail; personal care premises such as hairdressers and nail salons; and public buildings, including libraries and community centres.

Indoor leisure facilities such as gyms will also reopen as will most outdoor attractions and settings including outdoor hospitality venues, zoos, theme parks, and drive-in cinemas.

Self-contained accommodation such as campsites and holiday lets, where indoor facilities are not shared with other households, can also reopen.

Hospitality venues will be allowed to serve people outdoors and there will be no need for customers to order a substantial meal with alcoholic drinks and no

curfew, although customers must order, eat and drink while seated.

While funerals can continue with up to 30 mourners, the number of people able to attend weddings, receptions and commemorative events such as wakes will rise to 15.

Now we move on to the dates where possible changes could occur. N.B: dates below are subject to Government review.

Changes on 17 May

The government will look to continue easing limits on seeing friends and family wherever possible, allowing people to decide on the appropriate level of risk for their circumstances.

This means that most legal restrictions on meeting others outdoors will be lifted—although gatherings of over 30 people will remain illegal. Indoors, the Rule of 6 or 2 households will apply, however, it will be kept under review.

As soon as possible, the government aims to update the advice on social distancing between friends & family, including hugging. But until this point, people should continue to keep their distance from anyone not in their household or support

bubble.

Most businesses in all but the highest risk sectors will be able to reopen. In all sectors, COVID-secure guidance will remain in place and businesses may not cater for groups bigger than the legal limits.

Other indoor locations to open up in Step 3 include indoor entertainment venues such as cinemas and children's play areas; the rest of the accommodation sector, including hotels, hostels and B&Bs; and indoor adult group sports and exercise classes.

Up to 30 people will be able to attend weddings, receptions and wakes, as well as funerals.

Before the final step begins, the government aims to complete a review of social distancing and other long-term measures that have been put in place to cut transmission.

This will inform decisions on the timing and circumstances under which the rules on 1 metre plus, the wearing of face coverings and other measures may be lifted.

Changes on 21 June

The government hopes to be in a position to remove all legal limits on social contact.

They hope to reopen remaining premises, including nightclubs, and ease the restrictions on large events and performances.

This will be subject to the results of a scientific Events Research Programme to test the outcome of certain pilot events through the spring and summer, where they will trial the use of testing and other techniques to cut the risk of infection.

The same Events Research Programme will guide decisions on whether all limits can be removed on weddings and other life events.

We must all remember that COVID-19 remains a part of our lives. We are going to have to keep living our lives differently and must carry on with 'hands, face, space'. Comply with the COVID-Secure measures that remain in place. Get tested when needed and vaccinated when offered.

Using your indoor voice?

Not anymore. From Thursday May 17th. Covid-19 restrictions are set to be lifted and businesses are set to thrive once again across North East Lincolnshire.

Reopening of stores and indoor venues

Retail stores re-opening are accelerating the use of digital transactions in-store, safety precautions such as always providing sanitiser, sprays and 2 metre spots on the floor are helping to ensure a safer shopping environment.

Cinema's and Theatre's will be open again to families and even our many local days out, parks and leisure centres.

There are plenty of places to eat out and all shops should be open. Now is the time to support your local businesses so think about shopping locally or visiting venues and eateries local to you.

But remember to shop safely at all times following whatever regulations the shops have in place.

Returning to Health

It's no secret that many people, during the covid lockdown have gained a few pounds due to reduced activity or exercise, and now is the time to improve your health with leisure centres, gymnasiums and swimming pools reopening for business.

This itself increases social interaction as you meet up with friends and family.

A lesser known issue is that Covid has been linked to increased risk for eye conditions such as conjunctivitis (pink eye) and retinopathy, a disease of the retina that can result in vision loss.

So now's the time to have with a check up, renew your prescriptions and treat yourself to some new frames.

A dentist appointment may be in order to ensure we are giving the best care to our teeth. Everyone wants to see that shiny white Summer smile in 2021.



Getting us back on the road

During the lockdown MOT laws were relaxed somewhat as Garage opening hours were reduced and our vehicles now deserve our attention.

MOTs need to be up to date, servicing our cars improve performance and economically, so time to contact one of our many quality garages.



Treat yourself to a tow bar and trailer so you can take any garden waste, rubble and general waste from your Spring Clean to the recycling centre, or maybe even treat yourself to a new car.

Charity Shops

Charity shops want to see you again as customers; potentially as volunteers; but certainly they need more donations. Can you help?

Spruce up you house and garden

Its Spring again! Time for the deep clean of the house, throw away or recycle those unwanted items and lets get that garden in shape ready for the Summer garden parties and barbeques.

There are hundreds of local skilled tradespeople that can now safely visit your property and gardeners and tree specialists that can transform your home.



Volunteering

If you volunteered before but had to stop during 2020 and lockdown, maybe now is a time to start volunteering again. Get in touch with organisations and see if they could use your help. Everything will be done safely but there are plenty of useful roles locally.

Track and Trace - Download the NHS COVID-19 App today! Some places require you to before you enter.

The vaccine

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

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

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

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

But there is lots of misinformation about. So how do you know what you can believe?

Start by asking yourself:

Do I know where this information has come from?

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

It is also clear that there is some false information around which has been deliberately created to worry or upset people. If you see something unnerving, run through the rest of this checklist to see if it is likely to be true.

Is it from a trusted source?

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

Is this new or old information?

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

Useful sources of Covid-19 information

www.Gov.uk

www.NHS.uk

www.nelincs.gov.uk

www.ageuk.org.uk

www.independentage.org

Be Careful What you share!

Just because a story appears online, doesn't mean it is true. Before you like, comment or share content online, use the SHARE checklist to make sure you're not contributing to the spread of harmful content.

S **SOURCE.** Rely on official sources for medical and safety info. Check the facts on vaccines and COVID on the NHS or GOV.UK websites.

H **HEADLINE.** They don't always tell the full story. Always read to the end of an article before sharing.

A **ANALYSE.** Check the facts. If something sounds unbelievable, it very well might be. Fact-checking services are correcting false info everyday.

R **RETOUCHED.** Watch out for misleading photos and videos. They might be edited. Check other sites to see if they are being used also.

E **ERRORS.** Watch for mistakes. Typos and other errors might mean the info is false.

Health & Wellbeing

It's fair to say 2020 was not exactly easy, and many of us are feeling uncertain or anxious about the future. But there's loads of things we can all do to look after our mental wellbeing, and taking any time you can for self-care is massively important, especially now.

Knowing what steps we can take to support our mental wellbeing can help us feel better, sleep better and have better relationships with the people around us – and that goes not just for today but for the future too.

1. Stay connected with people

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

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

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

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

2. Talk about your worries

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

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

3. Support and help others

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

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

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

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

4. Feel prepared

As the outbreak continues, it can help to work through what changes to government guidelines mean for you so you

feel more prepared and less concerned.

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

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

5. Look after your body

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

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

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

6. Stick to the facts

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

newsfeeds, social media or other people.

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

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

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

7. Stay on top of difficult feelings

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

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

It's fine to acknowledge that some things are outside of your control, but if constant thoughts about coronavirus are making you feel anxious or over-

whelmed, try some ideas to help manage your anxiety or listening to an audio guide.

8. Do things you enjoy

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

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

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

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

9. Focus on the present

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

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

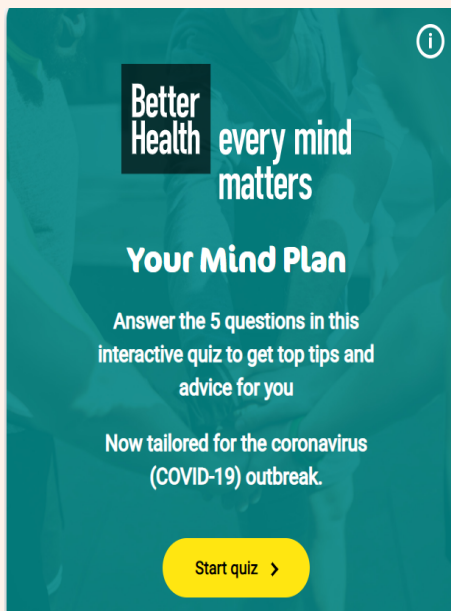
10. Look after your sleep

Good-quality sleep makes a big difference to how we feel

mentally and physically, so it's important to get enough.

Try to maintain regular sleeping patterns and keep up good practices, like avoiding screens before bed, cutting back on caffeine and creating a restful environment.

You can take some action now by completing an online quiz relating to mental health which will give you a 'Mind Plan'. Simply answer 5 questions to get your free plan with tips to help you deal with stress and anxiety, improve your sleep, boost your mood and feel more in control. You can take the quiz using the link below to generate your plan.

A screenshot of a teal-colored website banner. In the top right corner, there is a white circular icon with a lowercase 'i'. The text 'Better Health every mind matters' is displayed in white, with 'Better Health' in a bold font and 'every mind matters' in a regular font. Below this, the heading 'Your Mind Plan' is written in a large, bold, white font. Underneath the heading, there are two lines of smaller white text: 'Answer the 5 questions in this interactive quiz to get top tips and advice for you' and 'Now tailored for the coronavirus (COVID-19) outbreak.' At the bottom of the banner, there is a yellow rounded rectangular button with the text 'Start quiz >' in black.

Advice taken from the NHS Every Mind Matters website.

www.nhs.uk/oneyou/every-mind-matters/

Don't be a Scam Victim

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

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

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

Now is a big time for scams

Due to us all being stuck at home, more people are shopping online and posting packages, and this gives a fresh chance for the scammers to con you. Last year criminals took an average of £775 from each scam victim over the holiday shopping period. This year of course even more people are shopping online than before,

many for the very first time. We're using home delivery and posting packages more than ever before, so the criminals are getting ready for a busy time too.

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

Scams to look out for:

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

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

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

All of these are probably scams.

Other common scams include: People offering to do shopping for those self-isolating. For those Selling medical supplies online

Emails offering fake medical support

High return investments

Various 'healthcare opportunities'

Appeals to support bogus charities or those who are ill

Fake text messages from HMRC about free school meals

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

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

Take 5

Take five minutes to really think it through. Don't click, react or respond straight away. Can you ask someone to help you check? Can you find another way to investigate?

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

thing then think – how did DPD get your email address or phone number? Either way, go to the DPD website and type the tracking number in.

So check things out away from the email/letter/message/text. If a bank contacts you; or the council; or a shop – head to their own website (or get someone to help you), or phone them direct. If something is real then you've double checked. If something is a scam, then at least you've not clicked or fallen for it.

Remember: Take 5

Stop

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

Challenge



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

Protect

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

Types of Scam

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

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

The telephone: callers with offers or telling you have a problem that you need to solve now. They say your computer is

IT PAYS TO STOP AND THINK

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



broken, or the package has been delayed. Or you're due some insurance payback.

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

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

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

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

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

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

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

appointment.

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

All of these routes can be used by scammers.

How to avoid becoming a victim

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

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



phone, by post or online. Instead, contact the company directly yourself using a known email or phone number.

6. If you are even a tiny bit suspicious, check with someone else before responding to the communication – a trusted relative, friend or neighbour.

7. Never automatically click on a link in an unexpected text or email.

8. Make sure you use strong passwords on all your online accounts, and change them often.

9. Always have anti-virus software and a firewall installed on your computer, and update all software as soon as new versions become available.

Trust your instincts. If you feel at all wary or suspicious, you're probably right!

What else can you look for?

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

Q: Have you been contacted out of the blue?

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

It's very unusual for legitimate organisations to contact you and

ask for sensitive information if you're not expecting them to.

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

Q: Have you been asked to share personal details?

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

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

Q: Are the contact details vague?

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

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

Q: Are you being asked to keep it secret?

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

Asking you to keep quiet is a way to keep you away from the advice

and support you need in making a decision.

Q: Is the offer too good to be true?

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

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

Q: Are you being pressured to make a decision?

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

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

Q: Are there spelling and grammar mistakes?

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

Don't be ashamed

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

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

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

We're all working together to stamp out scams.

Protecting yourself when online or using a computer

You may have seen the Cyber Aware adverts on TV during December. There are six tips offered to help you use the internet, email, or do online shopping more safely.

- Use a strong and separate password for your email. Your email is the centre of your online identity so take extra care.

- Create strong passwords using three random words. These are harder for computers to spot patterns in.

- Save your passwords in your browser. That way you can use stronger passwords.

- Turn on two-factor authentication (2FA). So that you have to have a code or authentication to log in and prove it's really you.

- Update your devices. Those updates are usually for security purposes.

- Back up your data. Be prepared just in case things go wrong.

There is plenty more advice about these online at www.ncsc.gov.uk/cyberaware but if these tips are still too technical for you then please make sure you ask someone to help you.

Speak with family or friends who are more used to technology, or contact any support groups you may be in contact with – they may be able to help.

Received a scam text? Forward it to 7726 for free to help it get investigated.



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

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

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

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

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

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

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

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



Getting work done on your home. Beware of doorstep traders

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

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

Stop - are you expecting anyone?

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

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

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

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

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

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

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

Getting work done

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

Here are some steps to think about:

1. Check if you need permissions or approvals.

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

2. Find a competent builder or trader.

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

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

Big Local North Cleethorpes have begun to assemble a **Local Home Services Directory** that will cover services and trades available to Cleethorpes residents. Visit the Big Local North Cleethorpes website for the guide.

www.biglocalnorthcleethorpes.org.uk

3. Get quotes before you make any decisions.

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

4. Check that insurance is in place.

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

5. Get it in writing

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

6. Be prepared to deal with problems

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

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

Beat the Burglars

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

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

If you want more advice then **www.ourwatch.org.uk** (the national Neighbourhood Watch Network) has plenty of 'toolkits' and information to protect yourself against burglary.

And our local Neighbourhood Watch Network website (www.nelwatch.org.uk) has regular updates too.

If you have worries or concerns then use the Police contact information elsewhere in this guide and get in touch with your local Neighbourhood Policing Team.

Burglars are put off by:

- lights
- strong locks

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

Most burglars are not master criminals — they're opportunists.

In nearly a third of all burglaries the residents had left windows or a door open when they went out. You can make life difficult for burglars.

Outside

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

Inside

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

Going Out

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

Going On Holiday

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

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

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

and get them security marked.

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

Further Crime Prevention advice

Please ensure that you take measures to keep items out of view in vehicles, homes, garages, and sheds. Invest in good quality locks on doors and windows. The Master Locksmiths Association has information. Locks should conform to British Standards with the relevant kite marks.

Consider defensive planting to discourage burglars climbing over fencing and gates. The RHS website will have advice about types of plants.

Many offences are preventable by spending time identifying where security could be improved and some simple measures are not costly.

Take photographs of valuables to help identify them against other similar items.

If you see or hear anything suspicious in your area, please contact police using our reporting system like 999/101 or on-line reporting.

Immobilise

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

Staying Safe During a Heatwave

Whilst some people look forward to what the summer brings, lots of sunshine and fine days - for others, the heat can cause problems whilst at home or out and about.

Extreme temperatures can be particularly dangerous for some people, and sustained hot weather like the heatwaves we have experienced in recent years can trigger health problems unless care is taken to keep cool.

Visit the **NHS summer health website** or **Met Office's heat health website** for more information about how to enjoy the sunshine without feeling unwell.

How to keep cool...

It's good to be prepared. Stay up to date with the weather forecast for what the temperature will be and make plans accordingly. Ask a family member, friend or neighbour to help you if you are unable to get out.

...At home

- If possible, make sure you have stocked up on food and drinks before the hot weather arrives so you don't need to go out in the day
- Stay indoors during the hottest part of the day, which is typically between 11am and 3pm.
- Keep cool by splashing yourself with water throughout the day, or even have a cold bath or shower
- Keep rooms in the house as cool as possible by closing blinds and curtains to keep the sun out and only open windows when it is cool enough outside to do so.

...When out and about

- Dress appropriately for the weather, wear airy, light clothing, preferably made of cotton.
- Wear light-coloured clothing

- Use high-factor sun cream if you're likely to be exposed to direct sunlight

- Where possible stay in the shade

- Take a bottle of water with you
- If you use a wheelchair take an umbrella or sunshade to protect you from exposure to direct sunlight

Stay hydrated

Hydration is important at any time of the year, but especially during hot weather. Make sure to follow the below hints and tips:

- Water doesn't have to come from a glass or bottle, lots of foods, including fruits and salads contain water to help you stay hydrated.

- Always re-fill your glass or water bottle. You're more likely to drink more if you see water in front of you rather than an empty glass.

- Freeze little bits of lemon and lime or your favourite fruit and use these as ice cubes in your water for a refreshing summer time treat.

Please exercise your common sense when considering this guide and whether to take any of the steps that may be suggested in it..

Information taken from the Royal Voluntary Service Website

Roadmap on travel out of lockdown

The stay at home rule was ended on the 29th March but it has been advised that you should still minimise the amount of non-essential travel where possible.

It has also been acceptable to travel and meet up with family and friends outdoors of either 6 people or 2 households.

Holidays abroad will not be allowed, given it will remain important to manage the risk of imported variants and protect the vaccination programme.

As of the 12th April, you were allowed to travel to visit non-essential retail and personal care premises as well as leisure facilities including: zoos, theme parks and drive-in cinemas.

On the 17th May, it was announced that you will be allowed to travel and stay in accommodation services such as hotels, hostels and B&B's letting you travel further away from your home.

On June 21st, the government hopes to remove all legal restrictions on travel but this is still going to be under constant review.

Staying safe online and what to look out for

Fake websites

Scammers create fake websites which look official, requesting you to provide personal or financial information. For example, a fake bank website may be set up asking you to update your account or security information. Often, they will look very similar and only a few details may be different.

There are also websites set up to look like a copy of a service offered by government websites. For example, websites which offer to help you apply for a passport renewal or a new driving licence. Although they are not illegal, these websites charge extra money if you use them, rather than going directly through the official government department where the service is free of charge.

Top Tip

Visit your bank's website by typing their official web address in your internet browser – you can find this on letters from the bank. If you aren't sure about

Computer Viruses

Computer viruses, are rogue programs that spread from one computer to another. You may be sent an email with an attachment, which when you click on it will release a virus.

Criminals can then use this to take control of your computer, or the virus may scan your computer for personal information. It can also slow your computer down, send out spam email or delete files.

You may even get a phone call from someone claiming to be from a well-known software company, saying there's a problem with your computer and needing to get access to it, including your personal details. Legitimate IT companies never contact customers in this way. This is a common phone scam – hang up straight away.

Top Tip

Use anti-virus and anti-spyware to protect your computer from viruses. There are a huge variety of different compa-



Relationship scams

Scammers can use social networks like Facebook or dating websites. Once they've gained your trust they'll start asking for money, often by telling you an emotional or hard luck story.

These tricks are hard to spot, so it's always worth talking to a friend or relative about it, especially if things seem to be moving fast. Be careful if the person starts moving away from the chat room or dating site to communicating by email or text message.

Top Tip

Never send the person money or give them your account details. If you arrange to meet, make sure it's in a public place, tell someone else where you're going and don't give away information too quickly



Health scams

False and misleading claims may be made about medical-related products, such as miracle health cures, and fake online pharmacies may offer medicines cheaply.

However, the actual medicine delivered to you can turn out to be poor quality and even harmful to your health.

Top Tip

Check if an online pharmacy website is legitimate by clicking on the 'Registered Pharmacy' logo on the website's home page – this should lead to the General Pharmaceutical Council website.



How can I shop and bank online safely?

Shopping and banking online is quick, convenient and can be done from home. There are some risks that you need to be aware of, but by following some simple steps you can feel safe and confident.

Shopping

Online shopping can make life much easier and takes the hassle out of going to the supermarket or shopping centre, but it's important to use safe and genuine websites.

Banking

Banking online is a secure way to manage your money from home. There are steps you can take to keep your money and financial information safe.

How can I protect my privacy on social media?

Social networking websites like Facebook and Twitter are a great way to keep in touch with family and friends, follow public figures and organisations, and even meet people with similar interests or hobbies.

However, on any social networking site, you should limit who can see your personal information. Use the privacy features on the site to choose who can see your profile and your posts, and avoid publishing information that identifies you, such as your telephone number, address or date of birth.

Keeping in touch with family/friends online

Video calling can be a nicer way of chatting with others than just a phone call, because it lets you see the person you're talking to, and them see you. You can even have a group chat with multiple people.

How can I socialise safely online?

There are a number of different ways to keep in contact with friends and family online, such as messaging apps, video calling and social media.

There are many examples of people hosting activities such as exercise classes online, or holding virtual meetings with their book clubs.

You can use WhatsApp for messaging or Video calling using Skype or Zoom

What else can I do online?

The internet is full of resources to help keep you busy, learn new skills or practise your hobbies.

You can arrange a GP visit and order prescriptions online.

You can watch TV or videos online using services such as BBC iPlayer, ITV Hub, Netflix or YouTube.

You can find quick and easy guides to the topics above on the AgeUK website, link below

<https://www.ageuk.org.uk/information-advice/work-learning/technology-internet/getting-online/>

Covid-19 Vaccine Scam

Action Fraud are aware of an ongoing scams related to Covid-19 vaccines. Text messages are misleading people to click and provide their personal details. Make sure any text messages you receive are real and if in any doubt call 119 or your GP to confirm.

And just to confirm - you will *not* be charged for vaccination!

Text scams to watch out for

As well as Covid-19 scams that are making the rounds, there are also a number of other text message scams out there to be vigilant of.

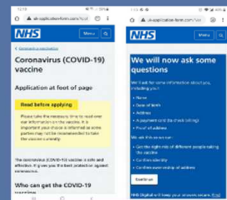
Like other scams, these can appear to be genuine as they are being sent directly to peoples phones and email addresses. Remember, if in doubt. Take 5.

Scam text about Covid-19 vaccine

A dangerous fake NHS text has been circulating, telling people they're eligible to apply for the COVID-19 vaccine. Here's what it looks like.

Do NOT click on links in unknown texts - always check it first

This URL takes you through to an extremely convincing fake NHS website that asks for your personal details



NEVER give out your personal details.

Protect others by reporting incidents like this. If you, or anyone you know, have been affected by this fraud or any other scam, report it to Action Fraud by calling 0300 123 2040 or visiting www.actionfraud.police.uk



Neighbourhood Watch Network is a Charitable Incorporated Organisation (CIO) registered in England and Wales, No. 1172349

The NHS and Government are **not** charging you for the vaccine and will **never** ask for payment to secure your chance of getting it.

If you believe you have been the victim or know of anyone who has responded to a scam then please report it to **Action Fraud**.

You can contact them by calling 0300 123 2040 or by visiting <http://www.actionfraud.police.uk>.

Top 4 text message scams:

1. Fake URL links claiming to link to GOV.UK website to claim supposed COVID-19 related payments.
2. Lockdown fines that are suggesting you have breached lockdown guidelines
3. Offers of health supplements that will prevent you from becoming infected by the Covid-19 virus
4. Financial support offers that appear to be from your bank.

Remember!

Do Not click on links in unknown texts, always check that they are legitimate first.

Never give out your personal details or bank details

The NHS and Government are **not** charging you for the vaccine and will **never** ask you for payment in order for you to secure your chance of getting it.

If you're in doubt about any of the issues above, contact friends/family, Take Five or refer to

trusted websites before you make a decision.

How to deal with phone call scams

Never assume a phone call is authentic just because someone knows your basic details such as your name and address. If something feels wrong, then it's usually right to question it.



You can always call a company back directly and ask them if they had called you, whether the request they made was genuine or if the number they called you from matches that on the companies website.



If you have received one of the calls then please report it on 101.

Changing Utility Providers Safely

Getting the right energy deals can be both time consuming and frustrating. With so many providers offering a variety of new and forever changing tariffs it can be difficult to narrow it down to just one.

For this reason we've put together a short guide on how you can safely switch providers should you wish to change to a better deal.

Trusted Websites

When thinking about switching energy providers, it's important to go through the correct sources.

One of the most highly rated websites is Uswitch.com. It is an Ofgem approved site which helps you to switch suppliers, safely and correctly.

They have an easy to follow, step-by-step guide on how to do so. All you need is your postcode, a recent energy bill and about 10 minutes of your time.

If you wish to check the website about you can follow the link below to take a look.

<https://www.uswitch.com/gas-electricity/guides/>

How to switch energy providers

In this section we'll go over the four main steps on how to switch online.

Step One:

Enter your postcode at Uswitch.com. Gas and electricity prices are set regionally, and some suppliers only serve certain areas. Enter your postcode on the Uswitch website and they'll narrow down which energy plans are available to you.

Step Two:

Enter your energy usage. To tell you exactly how much you could save by switching energy, they'll need to know how much you use. You can find your consumption details on a recent bill or your annual energy statement.

If you don't have one of these to hand, you can tell them how much you spend on your energy bills or answer a few questions about your house to get an estimate on your usage.

Step Three:

Choose your new energy tariff. With more than 50 energy suppliers on the market, finding the right one can seem an impossible task. Uswitch make it easy for you by displaying the plans they

Can help you switch to, ordered by cost or how much you could save by switching.

If you want to narrow down the results, you can filter by what's important to you - whether you're looking for a green energy plan, a long fix or one without an early exit fee.

Step Four:

The final step in switching energy suppliers is to confirm your switch. To do this, you need to provide your full address and bank details so your new supplier can set up a Direct Debit.

And that's it! Uswitch will put your new and old supplier in contact with each other and they'll arrange a switchover date.

Some common questions & answers.

Q: Will my energy supply be interrupted when I switch suppliers?

No. Regardless of what supplier you're with, your gas and electricity supply will be the same as before. All that changes is the company that bills you and the rate charged for your energy. There won't be any interruption to your supply, and nobody will need to visit your home unless you've opted to have a smart meter installed as part of your new tariff.

Q: How long does it take to switch energy supplier?

While the energy comparison process can take just a few minutes, the entire energy switching process should take around 17 days. If you've switched gas and electricity, the dates may be different for each. Don't worry though, your energy supply will not be interrupted at any point.

Q: Will I hear from my new energy supplier?

You'll receive a welcome pack and letter from your new supplier within a few days of switching. This will outline what you've agreed to and give you the details of your new plan. Remember to provide your starting meter read to them when they request it, as they will give this to your old supplier to use for your final bill.

Q: Will I be billed twice?

No. The companies agree a switchover date, so you won't be billed twice for the same period. You can cancel your Direct Debit with your old supplier if you wish, but make sure you wait until the switch is complete.

Q: How often can I switch?

It's best to switch your energy tariff whenever your fixed deal is due to end, to avoid being rolled onto your supplier's standard variable tariff.



HUMBERSIDE
Fire & Rescue Service

Think Home Safety

You can help Humberside Fire and Rescue by thinking about your home safety throughout the year.

Help reduce the amount of unnecessary callouts by following this quick and easy guide to keep your house safe!

Quick tips

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

Home Fire Safety tips

Don't overload power sockets and make sure no plugs have frayed wires exposed.

Turn off and unplug electrical appliances at night even if they are on standby.

Avoid mixing chargers for electric devices. Phones and tablets should be charged with the official leads they came with.

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

Keep candles on a metal or ceramic base or saucer and well away from curtains or soft furnishings.

Put cigarettes and candles out properly – never leave candles unattended.

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

Ensure that you have a working smoke alarm on each level of the house.

Fire Plan

What to do if there is a fire

Escape Plan...

- Keep calm and get out quickly
- Do not collect valuables on your way out
- If possible get everyone out using your escape plan
- Keep low if there is smoke
- Before you open a door, check if it is warm. If it is, don't open it fire could be on the other side

If your escape is blocked...

- Get everyone into one room, preferably with a window and a mobile phone. Call 999.
- Use any materials such as: bedding, pillows or towels to

place around the bottom of doors; this will help block out smoke

- Open any available windows and shout 'HELP FIRE'
- If no windows can be opened, break the glass in the bottom corner and pad any sharp edges with a towel or blanket

For further information, call Humberside Fire Service on **0300 303 8242** or visit www.humbersidefire.gov.uk

Kitchen Fire Safety

Residents are urged to follow a few simple steps to stay safe from **cooking related fires:**

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

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

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

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

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

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

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

Smoke Alarms

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

Get it...

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

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

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

Install it...

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

You should avoid putting them in the kitchens and bathrooms.

Keep them clean and clear of dust.

Test it...

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

Preparing for the Unexpected

Insurance advice

Being insured is critical in almost all emergencies. Check your home and contents are adequately insured for emergencies like flooding.

Think about fire safety

You are twice as likely to die in a fire if you don't have a smoke alarm that works. Think about fire safety in your home.

Sign up to vulnerable customer schemes

Water, electric and gas are essential services. Check if you or a member of your family is eligible for special care during an interruption.

Make a Grab Bag or Checklist

You can keep a Grab Bag or some essential items in case you need to leave your home in an emergency.

Write a short Household Emergency Plan

What type of information might you need to hand in an emergency? What are the things you need to agree in advance with your family and friends?

Go in, stay in and tune in

In an emergency, unless directed otherwise, your initial response should be to go inside, stay in and tune in to your local radio station and listen for further instructions and updates.

Information provide by the Humber-side Emergency Planning Service "Let's get ready" programme

Remember! Flood Warnings have changed

The sirens in Grimsby and Cleethorpes were decommissioned at the end of December 2020.

The New Flood Warning Service alerts residents to the possibility of flooding many hours – and sometimes days – in advance.

It sends timely, tailored, location-specific messages with exact details of what to expect, when, and how to react.

These messages can be sent to your email, your mobile phone or your home phone or a combination of them.

Everyone in the area is encouraged to sign up now.

Visit www.gov.uk/flood or call **0345 988 1188**.

Contacting the Police

Your Humberside Police Neighbourhood Policing Teams play a vital role in tackling many of the local issues that are important to you.

They are out in your area every day and always available to raise concerns and offer crime prevention advice. They are often your first port of call and the ones you see the most.

The **Cleethorpes Policing Team** covers the seven wards of Croft Baker, East Marsh, Haverstoe, Heneage, Humberston and New Waltham and Sidney Sussex and is led by

Inspector Dave Stephenson

And supported by

Sgt 1254 Jamie Allen,

Sgt 1377 Claire Jacobs

and **Sgt 0734 Dan Healey.**

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

Croft Baker. Your community beat managers are:

PC Stacey Sowerby

PC 1797 Michael Goodwin

PC 2029 Caroline Cameron

[www.humberside.police.uk/
teams/croft-baker](http://www.humberside.police.uk/teams/croft-baker)

Haverstoe. Your community beat managers are:

PC 0995 David Cave

PC 1340 Zach Horscraft

[www.humberside.police.uk/
teams/haverstoe](http://www.humberside.police.uk/teams/haverstoe)

Sidney Sussex. Your community beat managers are:

PC 2355 Gary Cooksey

PC 1677 Lauren Gale

PC 0090 Harry Carmichael

[www.humberside.police.uk/
teams/sidney-sussex](http://www.humberside.police.uk/teams/sidney-sussex)



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

My Community Alert

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

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

Reporting Crime

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

Useful Numbers

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

Write down details of:

Your GP

A pharmacist you use

An emergency plumber

Your utility providers – gas and electric in particular.

Anglian Water 03457 145 145
Northern Powergrid 0800 011 3332

Neighbours and local family members

Dentist

Vet (if you have pets)

Your insurance provider

Remember some short numbers:

101 for Police.

111 for NHS.

105 for power cuts.

119 to book a Covid test.

116 123 Samaritans

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

This Guide

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

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

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

Prepared in partnership with:

Big Local North Cleethorpes

www.biglocalnorthcleethorpes.org.uk

Voluntary Action North East Lincolnshire (VANEL)

www.vanel.org.uk

North East Lincolnshire Neighbourhood Watch Network

www.nelwatch.org.uk

With further support from:

Humberside Police

North East Lincolnshire Trading Standards

Humberside Fire and Rescue

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

Email kops@capacitybuildings.org.uk for information.

Electronic copies of the guide are available at www.capacitybuildings.org.uk/kops

Information in this guide was up to date at point of writing in Dec 2020. Please check information if you are unsure.

Important Numbers

Emergency medical care **999**

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

Book a Covid test **119**

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

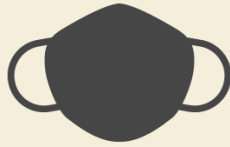
For adult social care, befriending, mental health or medical enquiries please use **01472 256256**.

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

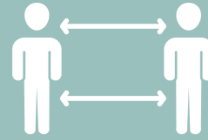
Citizens Advice North East Lincolnshire **03444 111 444**.



**WASH
HANDS**



**COVER
FACE**



**MAKE
SPACE**

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HUMBERSIDE
Fire & Rescue Service



Information correct as of late May 2021 but please check sources for very latest advice, guidance and restrictions.