

KOOPS

Newsletter August 2022

Project sponsored by **Big Local North Cleethorpes** and managed by **Voluntary Action North East Lincolnshire**



KEEPING OLDER PEOPLE SAFE in CLEETHORPES



Heatwave! Drought! Stay safe this summer during the hot weather!

According to the Met Office Weather Ready campaign and also following advice from Age UK; the top ways to stay safe when the temperature is high are to:

Look out for those who may struggle to keep themselves cool and hydrated. Older people, those with underlying conditions and those who live alone are particularly at risk.

If you live alone, ask a relative or friend to phone to check that you are not having difficulties during periods of extreme heat.

Stay cool indoors: Close curtains on rooms that face the sun to keep indoor spaces cooler and remember it may be cooler outdoors than indoors.

If going outdoors, use cool spaces considerably.

Drink plenty of fluids and avoid excess alcohol.

Never leave anyone in a closed, parked vehicle, especially infants,

Help for Households

It's clear that the UK is in a cost of living crisis. The government has collected all the information together about support for households at this time under one website. Visit www.gov.uk/helpforhouseholds to understand what help might be available to you.

young children or animals.

Try to keep out of the sun between 11am to 3pm, when the UV rays are strongest.

Walk in the shade, apply sunscreen (at least SPF15) and wear a wide-brimmed hat, if you have to go out in the heat.

Make sure you don't miss a spot with the sun cream (bald patches tend to be overlooked).

Be careful, even when it's not sunny. UV levels can still be harmful when it's cloudy out.

Avoid physical exertion in the hottest parts of the day.

Make sure you take water with you, if you are travelling.

Check the latest weather forecast and temperature warnings – you can find these on TV, radio, mobile app or website.

During warm weather going for a swim can provide much welcomed relief. If you are going into open water to cool down, take care and follow local safety advice.

Talk to your optician about prescription sunglasses. Make sure any sunglasses you wear have a CE mark and UV400 label.

Make sure you get enough vitamin D – you usually get this from short stints in the sun over the spring and summer months.

Powercut?

Northern PowerGrid is your local power company to call. But just call 105 and you'll be put through to the local company to report outages or problems.

Crimestoppers

Concerned about a crime but don't want to talk to the Police? Crimestoppers are independent and can be anonymous. Call 0800 555 111 or visit www.crimestoppers-uk.org

Scams. My money? My info? I don't think so!

A "scam" should really be called "fraud". It's a crime and we don't want anyone to become a victim of criminals. Scams are not just a nuisance. They can have a huge impact and they can affect anyone at any time.

TAKE FIVE TO STOP FRAUD

STOP - take a moment to think before parting with money or information. Don't react in the heat of the moment, no matter how urgent it sounds. Wait until you are certain before doing anything.

CHALLENGE - could it be fake? Check details? Investigate with someone you trust? Don't take their word for it. Anyone genuine will not rush you.

PROTECT - Contact your bank immediately (using the number on your bill/card) if you are concerned. Report it to Action Fraud, Crimestoppers or even direct to the Police (101).

Warning signs that it's a scam

There's a good chance that letter, email or phone call is a scam if:
It's urgent! "You have to act now", "immediately", "today", "before it's too late". Nothing realistic is ever that urgent

There's a consequence: "you'll be cut off", "there's an arrest warrant out", "your computer will break", "your bank account is being raided". They like to threaten you. Remember, no bank, council, power company will ever cut you off or cause you a problem without lots and lots of warning.

It has to be secret: "don't tell anyone", "this deal is for you only"
Any of these can be warning signs that this is a fraud.

www.fraudwatch.org.uk





Free personal and household security items for North Cleethorpes residents

Thanks to funding from Big Local North Cleethorpes, small items of personal or household safety equipment can now be provided for free to older or vulnerable people living in the North Cleethorpes area.

These items include personal alarms; over-the-handle battery powered door alarms; stick on window pane alarms; motion activated night lights; plug-in timers (so your lights can come on when you are out); TV simulator lights and more.

To be eligible you need to live in the area of benefit for the Big Local project. This means having a DN35 7 or DN35 8 postcode. Sorry - if you are outside this area then we cannot provide the items at this time. We're hoping to get these items to older or more vulnerable people in the area, but anyone can request items. Items really are free and an eligible household can request more than one item. Details about the scheme can be found on www.biglocalnorthcleethorpes.org.uk including the list of items and an order form. To order, contact Karl Elliott via karl@vanel.org.uk or 01472 897337.



we're all helping support people in our local community.

Contact Karl Elliott at VANEL for further information on KOPS or about anything in this newsletter. karl@vanel.org.uk 01472 515 525 www.nelwatch.org.uk

Dealing with doorstep scams

Someone knocks at your door and pretends to be a tradesperson of some sort. They say they've noticed your roof needs patching up or your trees need pruning or your driveway needs fixing (or variations on this). They say the work needs doing urgently and that they can do it now for a price. They'll even take you to the bank for you to withdraw the money.

These types of fraud where someone knocks at your door are all too common. They may be a tradesperson who actually does some work, often to a poor standard or overcharging or disappearing before completion.

Sometimes the salesperson wants you to sign a contract on the spot. Sometimes they'll want your bank details quickly. Or a cash deposit. Or they may simply be distracting you whilst an actual sneak theft is taking place in your house.

Don't be a victim of doorstep scams

Never buy goods or services on the doorstep.

Display a 'no cold caller' sticker prominently.

Keep front and back doors locked even if you are at home.

Install a spy hole or electronic viewer on your door, or install a door chain.

Always check who it is before you answer.

The safest option is not to answer the door to anyone you are not expecting.

If you do answer the door, just say NO and ask them to leave. It's not being rude. Tell them you have a friend who deals with your issues for you. If they persist tell them to leave or you will call the police.

"I never deal with cold callers at the door. Please will you leave"

"I have a neighbour who helps me, so please go and knock on their door first"

Remember - reputable traders don't need to knock on doors to get work.

Only use tradespeople you have used before or who have been recommended or can be found in 'trusted trader' directories.

If something does happen, don't forget you can report it via 101 or call Action Fraud on 0300 123 2040.

If in doubt, talk to someone you trust about scams or doorstep visits.

Community Shredder

Got confidential documents you don't want to put in the bin?

Thanks to funding from Big Local North Cleethorpes, there is now a community shredder at the Age UK office in the centre of Cleethorpes. Pop in and ask to shred your documents there.

Older People's Advice Day

Will be at Cleethorpes Memorial Hall on 12th October. Plenty of partners giving advice and support for older people. Runs 10am-3pm.

Keeping Older People Safe (KOPS)

During lockdown, VANEL (Voluntary Action North East Lincolnshire) wrote a "Stay Safe" booklet packed with useful advice to distribute to older people in Cleethorpes. Those first booklets were handed out by the local Policing team to people queuing for the first vaccinations. Since then, thousands of these booklets have been handed out across North East Lincolnshire and the "KOPS: Keeping Older People Safe" initiative from VANEL was created.

Thanks to an investment from Big Local North Cleethorpes, KOPS is funded to directly support people in North Cleethorpes, and these newsletters are funded by Big Local. Funding from Big Local also supports the free community equipment, whilst funding from Fraudwatch allows us to deliver fraud and scam talks. We work together with the Humberside Police teams and the Community Safety Partnership as well as other partners to ensure

we're all helping support people in our local community.

