

Useful Services

Independent Living



Progress Lifeline

Progress Lifeline service is a remote monitoring service providing emergency personal assistance. The service works via an easy-to-use lifeline alarm unit connected to a landline phone. Trained and dedicated operators are on hand 24 hours a day, 365 days a year.



Lifeline Services include items such as;

- A pendant to raise an alarm from anywhere within your property and garden.
- A Bogus caller button discreetly installed by your front door, which silently calls the control centre who can then take necessary steps such as calling the police.
- Smoke, Gas and CO alarms that not only sound in your property but also alert the control centre.

All calls are recorded by the control centre.

You can contact Lifeline on **01772 678910**

“Quote Reference ‘BT15’ to get four weeks free with free installation”.

Independent Advice

Preston Care and Repair offer FREE independent advice on home repairs and adaptations.



You can contact them on **01772 204096**

Useful Contact Numbers

Safe Trader
www.safetrader.org.uk
0303 333 1111

Citizens Advice Consumer Helpline
For confidential and impartial advice on consumer issues call **03454 040506**

Police - Non Emergency 101
You should call **101** to report crime and other concerns that do not require an emergency response, such as your car has been stolen or property is damaged.

Gas Emergency Services
If you smell gas, have a leak or worries about carbon monoxide escaping from a gas appliance call **0800 111 999**

Electrical Emergencies
In the event of an electrical emergency or power outage call Electricity North West Ltd **0800 195 4141**

Telephone Preference Service (IT'S FREE)
If you are getting a high volume of unsolicited calls register for free **0845 070 0707**

Winter Warmer
Free servicing for up to two appliances (eligibility criteria apply) **01772 421491**

This leaflet has been put together by South Ribble Partnership in association with the following agencies:



To contact us visit:
www.southribblepartnership.org.uk



 **TOP TIPS** How you can help make your home safer and secure

We would like you to keep your home safe. We have come together as a group of organisations to provide some simple advice and tips that YOU can do, to help keep you and your home SAFE.

Safe and Secure

Keep uninvited guests out

Your home should be welcoming, but there are some things you can do to keep unwanted guests out.

- Fit a burglar alarm - make sure it is visible to act as a deterrent.
- Lock your door and windows when you go out, even if just for a moment!
- Keep your doors locked even when you are inside the house; this gives you added security.
- Restrict access to the side and rear of your house. Lock gates and shed doors.



Are you prepared for a Household emergency?

Prepare yourself for what to do in an emergency;

- Know where your gas meter, electricity fuse box and water stop-tap are located and how to isolate them in the event of a problem or emergency.
- Keep an easy-to-read list of emergency phone numbers by each phone. This should include your utilities providers, an electrician, a plumber (use the Safe Trader scheme for reliable contractors).
- Keep a couple of torches handy, both upstairs and downstairs in case of a **power cut**.

Be Prepared

Keep your appliances Maintained!

Make sure all gas appliances are serviced annually by a registered Gas Safe engineer.

If you rent, your landlord must arrange a safety check at least once a year.

Owner-occupiers may be eligible for a free annual check by their supplier or local council (you'll need to contact them for details of their schemes).



Get into a Routine



Each week, TEST and CHECK your smoke alarms and get into a routine where each night you;

- Close all downstairs doors (they can act as a barrier in case of a fire).
- Any electrical items that do not need to be left plugged in are pulled out.
- All exit routes are kept clear of obstructions.
- Exit door keys are kept near to the lock but out of sight - have an emergency set placed near the door where everyone in the family knows where they are.

Your Doorstep

Doing business on the doorstep with cold callers can lead to some serious problems

Cold callers can be very persuasive, BUT It's your doorstep and your home so do not be afraid to say NO.

There are a few things that you should do to help keep yourself safe from bogus tradesmen and cold callers.

- **NEVER** agree to have any property repairs carried out as a result of a cold call.

If you think work needs doing to your home, get quotes from 2 or 3 traders and use the Safe Trader Scheme. If you would like a second opinion or independent advice on whether repairs need doing, contact Preston Care and Repair.

- Only pay once the work is completed to your satisfaction.
 - Don't pay cash.
 - Don't pay money up front for trader's materials.
 - Be suspicious if the price keeps escalating.
- **NEVER** agree to buy goods on your doorstep.

Remember if you agree to a contract in your own home you should be provided with details of your right to cancel - this will be at least a period of 14 days

Remember

STOP

Are you expecting anybody?
Do they have an appointment?

CHAIN

Secure the door bar or chain before opening the door

CHECK

Ask for and double-check the callers I.D.

Have you got a Fire Plan?

A fire plan could save you and your family's lives.

If the smoke alarms activate everyone should:

Meet in an agreed safe room. This room should have a door that closes, a window that opens and a telephone. A decision can then be made for everyone to exit the building through the front or back door if it is safe to do so.

Once outside **call 999** and ask for the Fire Service.

DO NOT RE-ENTER THE BUILDING UNDER ANY CIRCUMSTANCES FOR PETS OR POSSESSIONS.

If unsafe to exit by the door, secure the room by closing the door and using blankets at the bottom to stop smoke entering the room, then **call 999**.

