

LIVING Safe and Well



west
sussex
county
council



west sussex
wellbeing



Today's Safe and Well visit:



Date: By whom:

Following your Safe and Well visit today, we discussed the following:

1

2

3

4 Any other comments?

Equipment fitted (include number of each fitted):

- ☐ 10 year alarm
- ☐ Community fire link
- ☐ Deaf alarm
- ☐ Battery
- ☐ Other

Referred to:

Please be aware that if we've fitted smoke alarms they are a gift and the responsibility for care and maintenance lies with the recipient. West Sussex Fire and Rescue Service disclaim all liability in the event of an alarm fault or damage caused during installation.

General Data Protection Regulation (Data Protection legislation) provides legal rights to any living individuals in respect of the personal information which is collected and processed about them. It is very important to West Sussex Fire and Rescue Service that your personal data or information is processed in a fair and lawful manner and that we are transparent about how we collect and process data including how it is disposed of.

Please confirm that Data Protection and the security of personal information has been explained to the customer YES NO

Would the customer be happy if West Sussex Fire and Rescue Service contact or revisit them at a later date? YES NO

E-mail: safeandwell@westsussex.gov.uk Tel: 0345 8729719



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If you require this document in a different format please contact 0345 8729719.



REMEMBER!

If there is a fire in your home –
get out, stay out and call 999.
Never go back inside
a burning building.





Smoke detection

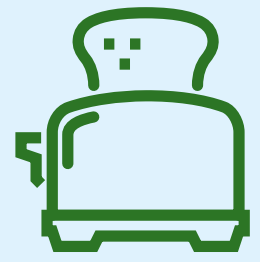
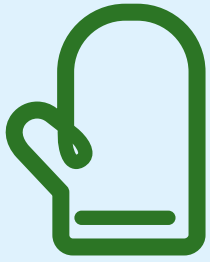
The easiest way to protect your home and family from fire is with a working smoke alarm.

- Fit at least one smoke alarm on every level of your home. They are available from DIY stores, electrical shops and most high street supermarkets.
 - The ideal position for a smoke alarm is on the ceiling, in the middle of a room, and on the hallway and landing, so you can hear an alarm throughout your home.
 - Only take the battery out when you need to replace it.
 - You can even have linked alarms installed, so that when one alarm detects a fire they all go off together.
 - If you have a ten year alarm, or a mains connected alarm, they will need to be replaced every ten years. This date can usually be found on the alarm.
 - Avoid putting alarms in or near kitchens or bathrooms where smoke or steam can set them off by accident.
 - Never disconnect or take the batteries out of your alarm if it goes off by mistake.
- Different types of smoke alarms are available for people with sensory impairments or disabilities.

Plan an escape route

- Draw up an escape plan so that everyone in the house knows what to do if the smoke alarm goes off, especially during the night.
- Make sure you have a route out of the house and this is kept clear.
- Include alternative routes in case the way is blocked by the fire.
- Make sure that everyone knows where to gather once they are out of the house.
- Keep door and window keys where everyone can find them.
- Keep your mobile in your bedroom in case of emergency.
- Make sure you close all internal doors at night





Kitchen fire safety advice

What's cooking when you're not looking?

Don't leave cooking unattended and don't cook after you've consumed alcohol.

Do some appliances get jammed or is the wiring not quite right? Get them checked by a professional or replace them altogether. Don't take the risk!

Keep tea towels, kitchen roll or anything else that could catch light away from hobs and worktop appliances such as toasters.

Keep the oven, hob and grill clean and in good working order. A build up of fat or grease can start a fire.

Make sure you have a working smoke alarm. 'toast proof' ones and those with a silence button are useful for preventing false alarms.

Don't leave the washing machine or dishwasher running overnight or while you are out. They are a fire risk because of their high wattage, friction and motors.

If you do have a fire in your home, don't attempt to tackle it yourself. Leave the room and close the door behind you, get out of the house and call 999.



Don't let fire take charge

Don't charge your phone overnight or for long periods of time unsupervised. Do not leave it under your pillow. Unplug your charger when you're not using it. Always use a charger from a reputable supplier.

Check your cables/leads for fraying and other damage and never run them under carpets.

Check for hot plugs or sockets, scorch marks, fuses that often blow, or flickering lights. Unplug all appliances and chargers when you're not using them. Have your electrics checked at least every ten years by a registered electrician.

Make sure sockets aren't overloaded. Overheating and fires will occur when several adaptors or too many high power appliances are used.

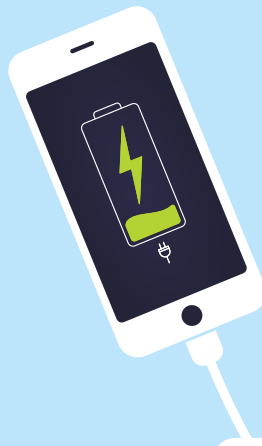
You must use the correct fuse for the appliance:

- For appliances up to 700w use a 3amp fuse.
- For appliances between 700 and 1,000w use a 5amp fuse.
- For appliances more than 1,000w use a 13amp fuse.

Make sure you have a working smoke alarm.

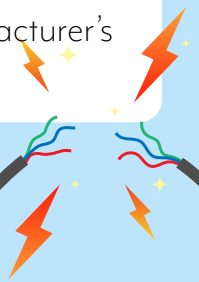
'Toast proof' ones and those with a silence button are useful for preventing false alarms.

If you do have a fire in your home, don't attempt to tackle it yourself. Leave the room and close the door behind you, get out of the house and call 999.



Using an electric blanket

- Store electric blankets flat, rolled up or loosely folded to prevent damaging the internal wiring.
- Unplug blankets before you get into bed, unless it has a thermostat control and is safe for all-night use.
- Check your blankets regularly for signs of wear and tear.
- Always follow manufacturer's instructions.



Smoking related fires

The safest way to prevent a smoking-related fire in your home is to give up altogether.

- To prevent them until then, smoke outside and make sure cigarettes are put right out and never in a wastepaper basket.
- Never smoke in bed, avoid smoking in arm chairs and sofas – it's easy to fall asleep while your cigarette is burning.
- Take extra care when you're tired, taking prescription drugs or if you've been drinking alcohol.
- Never smoke or vape if you use health care equipment like medical oxygen.
- Don't leave vapes on charge overnight.
- Never use a damaged e-cigarette and only purchase approved products.

Contact Trading Standards over any e-cigarette safety concerns: 0808 223 1133

E-cigarettes can be a helpful resource to quit smoking as they are 95% less harmful to health than tobacco containing cigarettes. Smoking remains the single largest cause of preventable deaths in England with more than 200 people dying in England a day from smoking related illnesses.

There are free stop smoking services available across West Sussex in GP practices and pharmacies. Ask at your local one for an appointment or look on West Sussex Wellbeing website to find out where you can go westsussexwellbeing.org.uk/topics/smoking/services-for-west-sussex.

For smoking advice and support:

[West Sussex Wellbeing](https://westsussexwellbeing.org.uk)

Web: westsussexwellbeing.org.uk

[NHS Smoke free](https://nhs.uk/smokefree)

Tel: 0300 123 1044

Web: nhs.uk/smokefree



Using paraffin-based creams

- ✓ Change and wash clothing along with bedding daily to prevent them becoming saturated with paraffin-based cream.
- ✓ Cover your furniture with throws to avoid them becoming contaminated.
- ✓ Tell your health care professional or carer if there is a change in your medical or health condition which might compromise your fire safety within your home.
- ✗ Never use any naked flame or ignition source such as matches, lighters and candles if there is a chance of your clothing being contaminated with paraffin-based creams.
- ✗ Never use paraffin or oil-based cream or liquid on your skin if you are using oxygen.
- ✗ Never cook if there is a chance that your clothing has been contaminated with paraffin-based creams.



IMPORTANT INFORMATION

Using paraffin-based cream is safe unless an ignition source, such as a heater, candle or cigarette is introduced. These sources could cause a fire which may result in serious injury or death.



Do it yourself fire safety checklist

Fire can break out for a number of reasons, but there are steps you can take to reduce the risk.

Please work through the check list below to keep you and your family safe:

- ☐ I have checked there is a working smoke alarm on the ceiling of every level of my home.
- ☐ I have a way of reminding me to check my smoke alarms every month.
- ☐ I have checked there is nothing near the hob or cooker that could catch fire, such as tea towels or kitchen roll.
- ☐ If there are smokers in the house I have advised them of where to find support to stop smoking and asked that they don't smoke in the house.
- ☐ I have made sure matches and lighters are out of reach and hidden from children.
- ☐ I have checked that all extension leads are in good condition and plug sockets are not overloaded.
- ☐ I have checked that all candles are placed in suitable holders and will make sure they are never left unattended.
- ☐ I have shared the fire escape plan with everyone in my home.
- ☐ I have identified alternative ways to escape in case our normal exit route is blocked.

Have a bed time routine and check the following every night:

- ☐ I ensure that all internal doors are closed at night as part of my bed time routine.
Doors will hold back heat and flames for approximately 20 minutes.
- ☐ I have checked the escape routes are clear from trip hazards.
- ☐ I have switched off all electrical appliances that do not need to be left on.
- ☐ I have told everyone in the house where door and window keys are kept at night.
These are in a safe place along the escape route and near the door.
- ☐ I have checked that all candles have been properly extinguished.
- ☐ I have ensured all smoking materials have been properly extinguished and contents have been disposed of appropriately.



Cut out and keep

Alcohol and driving



Time is the only way to get alcohol out of your system so beware the next morning as you could still be over the legal limit.

Driving or attempting to drive while above the legal limit or unfit through drink could lead to:

- Six months' imprisonment
- An unlimited fine
- A driving ban for at least one year (three years if convicted twice in 10 years)
- Causing death by careless driving when under the influence of drink:
- 14 years' imprisonment
- An unlimited fine
- A ban from driving for at least two years
- An extended driving test before your licence is returned.

It's not worth the risk.



Alcohol

Being under the influence of alcohol means you are three times more likely to be involved in a fatal fire and you are four times as likely to be injured. Drink no more than 14 units a week spread over three or more days.

14 units is roughly the same as either:



Five pints of
beer or larger



Five pints of
standard cider



Six 'normal'
glasses of wine



Seven double
measures of spirits.



Regularly drinking too much alcohol increases risks to health as follows:

- liver damage, such as cirrhosis and several cancers;
- high blood pressure, increased risk of heart disease and stroke;
- depression, memory loss, brain damage or dementia;
- stomach damage;

For drug and alcohol support:

Talk to FRANK

Tel: 0300 123660

Email: Frank@talktofrank.com

CHANGE GROW LIVE

(for people aged 25 and above)

Tel: 0330 128 1113

Web: changegrowlive.org

DAWN the West Sussex Drug and

Alcohol Wellbeing Network

Tel: 0300 303 8677 or text: 07779

339954 (for people aged 24 and under)

Web: westsussexwellbeing.org.uk/alcohol

Email: westsussex.contact@cgl.org.uk

Carbon monoxide

Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas which is produced when fuels such as gas, oil, coal and wood don't fully burn.

Burning charcoal, running cars and the smoke from cigarettes also produce CO gas. If you have cookers, heaters, boilers, a gas fire, an open fire or a log burner which uses any of these fuels you need to fit a CO detector.

- Have your gas appliance checked annually by a Gas Safe registered engineer. Check their I.D. card on both sides to ensure they are competent to carry out the work.

- Have your chimney checked and swept annually.

- Read and follow all of the instructions that accompany any fuel-burning appliance.

- Never run the car in a garage even if the garage door to the outside is open.

Fumes can build up very quickly in the garage and living area of your home.

- Never use a gas oven/grill to heat your home, even for a short time.

- Never use a gas stove or BBQ in confined space.

- Never ignore symptoms, particularly if more than one person in the home is feeling them.

CO poisoning kills 40 people and injures a further 300 every year in the UK.

If you have an oil heating system, get it checked every year by an OFTEC registered engineer.

If you have a solid fuel heating system, get it checked by a HETAS registered engineer.



Self care options when you are feeling unwell

A range of common illnesses can be treated with a well-stocked medicine cabinet or plenty of rest.



Pharmacy

Provides local, confidential, expert advice and treatment for a range of common illnesses.



What are the symptoms of carbon monoxide poisoning?

- The most common symptoms include headaches, dizziness, tiredness and nausea.
- Symptoms can be mistaken for flu, viruses or even food poisoning.
- If someone suffers from these symptoms whilst at home but is fine elsewhere, they may be suffering from CO poisoning.

Look for warning signs that your appliances aren't working correctly, such as:

- Black sooty marks around stoves, boilers or fires.
- Smoke accumulating in rooms due to faulty flues.
- Gas appliances burning with a yellow instead of a blue flame.

What to do if your carbon monoxide alarm sounds or you suspect a leak:

- Stop using all appliances, switch them off, and open doors and windows to ventilate the property.
- Stay calm and evacuate the property immediately.
- Call the gas emergency number 0800 111 999 to report the incident, or call the Health and Safety Executive (HSE) Gas Safety advice line 0800 300 363.
- Seek immediate medical help and advice if you think you've been exposed.
- Go immediately to your local accident and emergency department (A&E) if you are feeling unwell after being exposed to carbon monoxide.



Minor injury units/ urgent care centre

Offers access to a range of treatment for illnesses and injuries, including broken bones.



GP

For expert medical advice, medical examinations and prescriptions for illnesses.



NHS 111

Call NHS 111 free if you need medical help advice, but it is not a 999 emergency.



A&E or 999

These services should be used in an emergency, a critical or life-threatening situation.



Healthy living

By making simple, small changes to your everyday life you can make big differences that will help you live longer and in better health.

Move more. Whatever your age, there are lots of different health benefits from being active.



Birth – 5 years

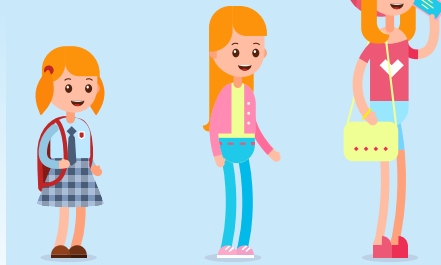
Aim for at least 3 hours across every day.

Move more, sit less, play together, including:

- Crawling
- Walking
- Jumping
- Playground
- Messy play

Every movement counts.

Public Health nurses will be able to advise on individual needs.



5 – 18 years

Aim for at least 60 minutes every day.

Sit less, move more, including:

- Walking
- Running
- Swimming
- Climbing
- Skipping

Any movement that makes them breathe faster and feel warmer.



Adults and older adults

Aim to do 150 minutes of moderate activity over a week.

This is activity to a level that makes you breathe faster, your heart to beat faster and you to feel warmer, including:

- Walking
- Gardening
- Swimming
- Dancing

Something is better than nothing and just 10 minutes at a time provides benefit.



For more ideas visit nhs.uk/oneyou and download the Active 10 app for your phone.

Five ways to wellbeing

You can boost your own emotional wellbeing by incorporating the five ways to wellbeing into your life every day.

Connect

Talk & listen, be there, feel connected.

Give

Your time, your words, your presence.

Keep learning

Embrace new experiences, see opportunities, surprise yourself.

Be active

Do what you can, enjoy what you do, move your mood.

Take notice

Remember the simple things that give you joy.

If you are worried about your emotional wellbeing or finding it difficult to cope, it can help to talk to someone. That could be a trusted family member, friend or your GP, who can offer effective treatment for conditions like depression or anxiety.

Five behaviours:

- Smoking
- Physical inactivity
- Unhealthy diet
- Excess alcohol
- Lack of connections

Lead to:

Five diseases

- Cancer
- Heart disease and stroke
- Bone and joint conditions
- Mental health conditions
- Lung disease

Which cause:

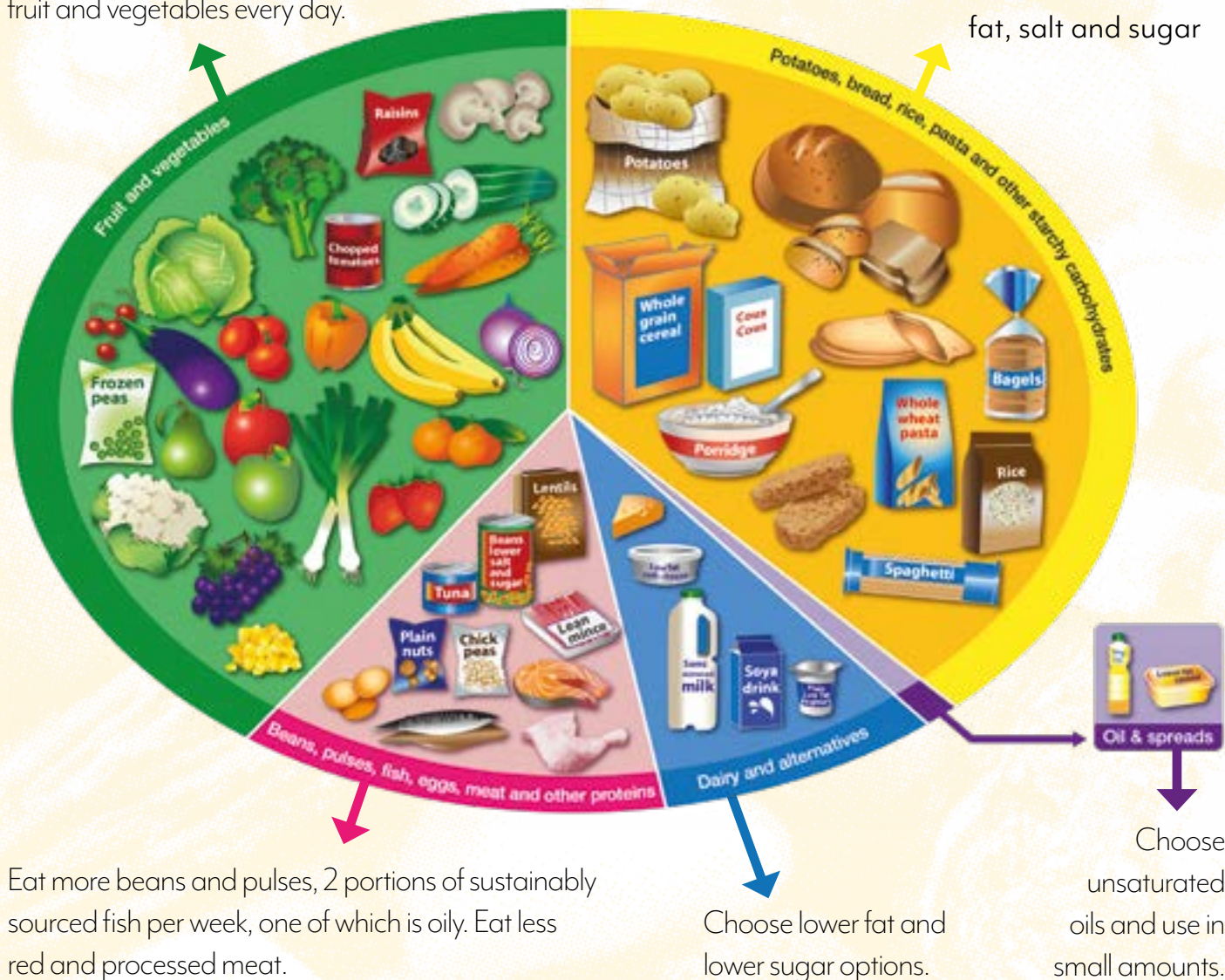
- 75% of deaths and disability.



Eating a balanced diet

Use the Eatwell Guide to help you get a balance of healthier and more sustainable food. It shows how much of what you eat overall should come from each food group.

Eat at least 5 portions of a variety of fruit and vegetables every day.



Eat less often and in small amounts.



Water, lower fat milk, sugar-free drinks including tea and coffee all count. Limit fruit juice and/or smoothies to a total of 150ml a day.

West Sussex Wellbeing - your local Wellbeing service

You can get advice and support on how to make small changes to improve your health and wellbeing, including how to stop smoking, how to become more active and how to make your meals healthier.

West Sussex Wellbeing is a friendly and impartial service which comes from your local authority and other partners. The majority of our services are completely free to users.

As well as using the website, you can find out more about local activities and support services by talking to our friendly Wellbeing Advisors over the phone or in person.

- How can the Wellbeing service help me?
- Have you thought about losing weight, but don't know where to start?
- Do you want to get more active and energised, but aren't sure what's happening in your area?
- Do you want to stop smoking, but aren't confident in taking that first step alone?
- Do you sometimes feel low and want a boost to your general wellbeing?

If the answer to any of these questions is yes, then the Wellbeing service can help you. We can offer advice and information and we will also put you in touch with more specialist support if it's needed.

There are three simple steps to get started:

1. **Get ready** - Think about the changes you would like to make to lead a healthier lifestyle
2. **Get set** - Check out the wellbeing website for local activities or support that can help you achieve your goals. Phone or email for a one-to-one chat with a Wellbeing Advisor, or to make an appointment if you need that extra bit of help.
3. **Go** - We will give you advice and support on how to take control and build small changes into your life. We understand how hard it can be, but we can help to make it easier.

You can find more detailed information about Wellbeing services in different areas of West Sussex by selecting the location you are interested in on the Your local wellbeing hub page of westsussexwellbeing.org.uk





THE SUPER SIX

Reducing the risk of falls

1. Sit to stand

Sit up tall near the front of your chair. Place your feet slightly back and hip-width apart. Lean forwards slightly and stand up slowly – using your hands on the chair if needed. Step back until your legs gently touch the chair. Slowly lower your bottom back into the chair – using your hands if needed.

Repeat up to 10 times.

4. Heel toe stand

Stand tall, holding on. Place one foot in front of the other so that your feet form a straight line. Look ahead and balance for 10 seconds – taking your hands off if possible. Take your feet back to hip width apart. Repeat with the other foot in front, balancing

2. Heel raises

Stand tall with your feet hip width apart. Hold your support. Slowly lift up your heels, keeping the weight over your big toes. Try not to lock your knees. Aim to lift for a slow count of 3 and lower for a slow count of 5 each time.

5. Heel toe walking

Stand tall, side on to your support. Walk 10 steps forwards placing one foot directly in front of the other so that your feet form a straight line. Look ahead and aim for a slow walking action. Only hold on if you need to. Take your feet back to hip width apart before turning slowly towards your support. Repeat the steps in the other direction.

3. Toe raises

Stand tall with your feet hip width apart. Hold your support. Slowly lift the front of your foot, keeping your knees soft. Try not to stick your bottom out. Lower the toes slowly. Aim to lift for a slow count of 3 and lower for a slow count of 5 each time.

Repeat up to 10 times.

6. One leg stand

Stand close to your support and hold on. Balance on one leg, keeping your leg straight but your knee soft. Stand tall. Hold for 10 seconds. Repeat with the other leg.

To reduce your risk of falls consider:

Get properly fitting/supportive shoes.

Reorganise kitchen cupboards to avoid having to reach up so often.

Make a fall plan, putting water/cushions/blankets in key locations.

Order hand-rails/

non-slip mats for the bathroom.

Look into walking aids and other helpful equipment.

Five tips for **winter** wellbeing:

1. Get your free flu jab if you are either aged 65 and over, pregnant, have certain medical conditions, live in a residential or nursing home, or are the main carer for an older or disabled person.
2. Try to make sure that you have hot meals and drinks regularly throughout the day and keep active in the home if you can.
3. Keep warm. Setting your heating to at least 18°C in winter poses minimal risk to your health when you are wearing suitable clothing.
4. Make sure you are getting the best deal from your energy supplier, or consider switching to another one. You could save around £200 per year. Talk to your supplier first to discuss how to pay what you can afford. Citizens Advice can also help.
5. You may be able to get free help with reading a meter or be treated as a priority customer if there is a power cut. Contact your gas, electricity and water suppliers to join their Priority Service Register.

Five tips for **summer** wellbeing:

1. Don't spend long periods sitting or working outside at the hottest time of the day (11am-3pm) and always wear suncream.
2. Avoid strenuous activities and limit activities to early morning/evening when it's cooler.
3. Drink plenty of fluids.
4. Wear loose/lightweight cotton clothing.
5. Shut windows when it's cooler inside than out and open when it's hotter inside than out. Leave them open at night if it's safe.
6. For more information about looking after yourself throughout the year contact West Sussex Wellbeing.

Tel: 01422 880 100

Web: westsussexwellbeing.co.uk

Dealing with scams

If you receive an unexpected letter, phone call, email or visit, be cautious...it could be a scam.

Scam attempts typically start with someone making contact out of the blue. The fraudsters can be extremely convincing. Their aim is to catch you off guard to win your trust and take your money.

Fraudsters can often:

- Send letters falsely claiming you have won a lottery or prize draw.
- Offer bogus investment opportunities.
- They may sell you faulty or overpriced items.
- Pose as individuals seeking romance.
- Send official looking emails containing false web links.
- Claim to be calling from an internet provider.
- Claim to be trusted officials such as emergency service officers or bank security staff.
- Claim to be from trusted agencies such as HMRC.

Never disclose security details such as your PIN or full password.

Take your time – don't be rushed! Stay in control.

For advice call the Citizens Advice consumer helpline on 0808 223 1133



Dealing with doorstep callers

If someone you don't know offers to do work at your property, sell you goods or buy items from you say 'no thanks' and shut the door.

Why?

- You may not need the work done.
- They may do a poor job.
- They may charge you far more than necessary.
- They may sell you faulty or overpriced items.

If you've been a victim of fraud contact Sussex Police on 101 to report it. To report a fraud attempt visit actionfraud.police.uk or call 0300 123 2040 (call 18001101 if you have hearing disabilities.)

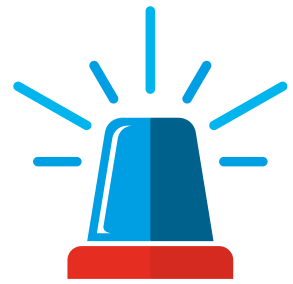
Consider using a Trading Standards approved "Buy with Confidence" Trader. Web: buywithconfidence.gov.uk



Top five tips

Preparing for an emergency

1. Complete an emergency plan to keep you and your family safe.
2. Agree contact arrangements with family and friends.
3. Make sure you know how to turn off electricity, gas and water to your home.
4. Prepare an emergency grab bag of essential items.
5. Keep exits clear at all times.



What to do in an emergency

1. In an incident call the emergency services and follow any instructions you are given.
2. Decide whether it's safer to stay inside or outside (this will depend on the emergency).
3. Follow your family's emergency plan.
4. If it's safe to do so, turn off gas, electricity and water.
5. Listen to local radio or TV stations for information and follow advice given.



Criminal Gangs

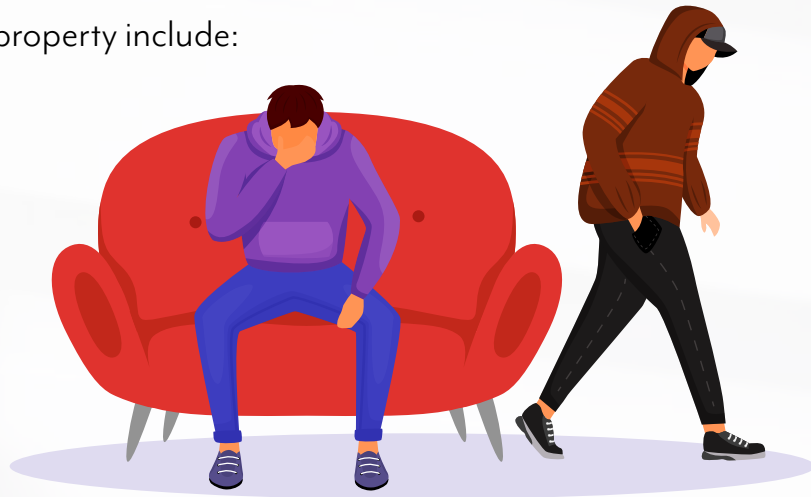
Criminal gangs are inflicting pain and suffering on vulnerable people in West Sussex towns and rural communities by taking over their homes.

Gangs use violence and abuse to target the homes of vulnerable people and use them as bases for drug dealing. This is known as 'cuckooing'.

Those whose homes are most vulnerable include older people, those with mental health problems, drug users or those living in poverty.

Signs that 'cuckooing' may be going on at a property include:

- An increase in people entering and leaving
- An increase in cars or bikes outside
- Possible increase in anti-social behaviour
- Increasing litter outside
- Signs of drugs use
- Unusual smells coming from a property
- Lack of healthcare visitors
- Changes in your neighbour's daily routine



If you're concerned about drug-related crime in your area or think someone may be a victim of drug exploitation, please call Sussex Police on 101.

If it's an emergency, please call 999.

For anonymous reporting call CrimeStoppers 0800 555111

crimestoppers-uk.org

Prevention of Radicalisation into Violent Extremism

Prevent is a government strategy aimed at safeguarding individuals from being coerced, influenced, manipulated, groomed, controlled into committing or supporting harm against themselves or others in the name of a cause.

What could make a child vulnerable to radicalisation?

- Low self esteem
- Lack of belonging
- Victim of Bullying or Discrimination
- Feeling isolated

Key indicators:

- Are they becoming increasingly isolated from family and friends?
- Are they becoming intolerant of other people's views?
- Do you feel they are talking as if from a script?
- Are they becoming increasingly angry about issues or events they feel are unfair or unjust?
- Are they unwilling to engage with you about their views?
- Are they being secretive about who they are meeting online or in person?

If you become aware of anyone you feel is vulnerable to radicalisation, suspect someone is being radicalised or encouraged to support terrorism, or you are experiencing pressure from others about this, the following can provide advice and support:

Act Early | Prevent radicalisation actearly.uk

Sussex Police Prevent Team prevent@sussex.pnn.police.uk

Phone: 101 and ask for the Prevent Team.

Countering Extremism Team, West Sussex County Council prevent@westsussex.gov.uk

For more information search 'extremism' on the West Sussex County Council pages.



Modern Slavery

Modern slavery is a serious crime that is often hidden in plain sight.

Modern slavery is the illegal exploitation of people for personal or commercial gain. It covers a wide range of abuse and exploitation including sexual exploitation, domestic servitude, forced labour, criminal exploitation and organ harvesting. Victims of modern slavery can be any age, gender, nationality and ethnicity. They are tricked or threatened into work and may feel unable to leave or report the crime through fear or intimidation. They may not recognise themselves as a victim.

Signs of modern slavery

Could someone you see, or who you know of, be in this situation?

Do they look scruffy, malnourished, or injured?

Are they acting anxiously, or do they seem afraid or unable to make eye contact?

Are they working, or claiming to work, long hours, wearing unsuitable clothing or have the wrong equipment for the job?

Is where they are living overcrowded, poorly maintained or are the curtains always closed?

Do they behave like they're being instructed by someone else, picked up/dropped off at the same time and place every day or don't have access to money or identification?

Report it

To report a suspicion or seek advice you can contact the Modern Slavery Helpline confidentially on 08000 121 700. This is open 24 hours a day, 365 days a year.

Report modern slavery online or call Sussex Police on 101 at any time to report an incident.

Should you wish to remain anonymous you can contact Crimestoppers on 0800 555 111.

Always call 999 if there is a crime in action or immediate threat to life.

If you have a hearing or speech impairment, use Sussex Police textphone service 18000 or text on 999 if you've pre-registered with the emergencySMS service.



Domestic Violence

Domestic abuse can affect anyone, regardless of age, gender, race, nationality, economic or employment status.

There are things you can do to help keep yourself safe:

- Keep important phone numbers to hand for you and your children.
- Tell friends or neighbours about the abuse - ask them to call the police if they hear angry or violent noises.
- Practice ways to get out of your home quickly and safely, keep safe places in your home where there are exits and no weapons.



Get help

WORTH services can be contacted Monday-Friday, 9-5 on 0330 222 8181. In an emergency, please call 999. If you are unable to speak safely, cough, make a sound or tap the phone. You will then be able to press *55, which will alert the emergency service, sending help.

The Refuge Freephone 24 hour national domestic abuse helpline can be contacted on 0808 2000 247.

Details of all services can be found at safespacesussex.org.uk

Child sexual exploitation

Child Sexual Exploitation occurs where a child (anyone up to the age of 18) is forced or tricked into sexual activity; including sending explicit images or videos of themselves in exchange for something such as money, attention or a place to stay.

Children who have been sexually exploited often believe they are in a relationship with the person who has taken advantage of them, so they don't always realise they have been exploited, or are too scared to admit what is happening to them.

These types of abuse can happen to any child, at anytime, anywhere and can be perpetrated by older people or peers.



What are the signs?

- Recurrent sexually transmitted infections
- Skipping school or regularly missing from home
- Staying out late or overnight
- Unexplained gifts/ new possessions
- Drugs and alcohol misuse
- Secretive behaviour
- Youth offending behaviour
- Inappropriate or sexualised behaviour
- Friendships or relationships with older adults
- Significant changes in mood or behaviour
- Changes in appearance
- Becoming withdrawn or isolated
- Poor mental health / self-harm etc.
- Excessive time spent on social media talking to 'friends' they haven't met
- New friendship groups

Eligibility for Safe and Well Visit

We offer visits to individuals and groups within our communities who are most in need, such as:

- are aged 65 or over
- are a lone adult/ parent with young children
- are a high-rise resident
- have a permanent disability
- have permanent mobility difficulties
- have a Careline
- cannot hear a standard smoke alarm and live alone.

We would like to hear from you to arrange a Safe & Well Visit if you have Care, Support and/or Health needs:

- You do not have a working smoke alarm
- Your mobility is reduced
- You cannot exit your home independently
- Your medication makes you sleepy
- You are prescribed home oxygen
- You use emollient creams
- You are smoking in your home



Privacy Notice for Safe and Well Visits

West Sussex Fire and Rescue Service has a specific privacy notice for residents who would like us to carry out a Safe and Well Visit in their home.

This document explains how personal information is going to be used, what it is used for, who it might be shared with and why, and for how long it is kept.

The information you provide helps us to undertake accurate assessments and to support you/your family to make you/your family as safe and well as possible.

The categories of personal data we are processing are:

- The information you (or the person who referred you to us) provided at the time of request including: name, title, address, telephone number, age, gender, disabilities, physical or mental health conditions (relating to you and those who live with you), housing and property information including type and potential hazards.
- Ethnicity group
- Information deemed relevant for our visit received from other agencies or organisations that you have had contact with about information deemed relevant for our visit
- Information you provided to us during your visit or observations made by the Community Fire Safety Officer or Safe and Well Officer during the visit
- Risk assessment information relating to fire, escape routes (including hoarding), health (including frailty) and well-being
- Smoke detection equipment (existing and fitted during visit)
- Any contact with your family, carer, friend or relative relating to your safety and well-being

Data Controller

West Sussex County Council (WSCC) complies with the Data Protection Act and the GDPR and is registered as a 'Data Controller' with the Information Commissioner's Office (Reg. No. Z6413427).

The Data Protection Officer (DPO) for WSCC can be found on our website at westsussex.gov.uk/privacy-policy/ or can be contacted on 01243 777100.

We ensure that your personal data is processed fairly and lawfully, is accurate, is kept secure and is retained for no longer than is necessary.

The Legal Basis for Processing Personal Data

Processing is necessary for compliance with a legal duty or obligation (Article 6.1 (c)), which is 'The Fire and Rescue Services Act 2004 (Section 6)

Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller (GDPR Article 6.1 (e))

Processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law (GDPR Article 9.2 (b))

Processing is necessary for the purposes of substantial public interest, namely parliamentary, statutory and government purposes (GDPR Article 9.2 (g))

Processing is necessary to protect the vital interests of a data subject or another person when it is not possible to obtain consent to share sensitive information.

If a child or other person is considered to be at risk of significant harm, people working with you will have a duty of care to share the information with the relevant services without consent.

How we use information

We use this personal data in accordance with the WSCC Privacy Notice on our website at westsussex.gov.uk/privacy-policy and specifically to:

- Provide you with appropriate services including from external agencies
- To undertake accurate assessments on how we can best reduce the level of fire risk and help you to keep safe and well
- Use information about your disability status to consider whether we need to provide adjustments during your visit
- Liaise with other agencies and refer you for additional help or support
- Measure whether our services are achieving the aim of keeping people safe and well in their homes
- Help us develop and improve our services
- Produce reports on number of visits and equipment fitted to monitor demand and expenditure
- Complete statistical returns to Government departments
- Help us to analyse level of need in order to develop prevention campaigns
- Inform the development of policies and procedures
- Administer and protect public funds
- Respond to and defend against legal claims

Who we share data with

We may pass data to:

- Internal departments
- Social care
- Central government
- Substance misuse services
- Apetito (Meals on Wheels)
- Carer support
- Local health boards
- Other partner agencies that provide services on our behalf
- Agencies with whom we have a duty to co-operate, such as police and probation service
- Housing associations
- Benefits agency
- Well-being services (e.g. winter warmth, social isolation, flu vaccination)
- Sensory impairment support
- Crime prevention services
- Debt and financial advice services
- Health support services for long-term conditions (e.g. dementia, diabetes)
- Falls prevention

We will make you aware if your information is intended to be used in this way and provide the opportunity for you to say no, except when we are required by law to pass it on or to protect your vital interest, or the vital interests of another.

We will not share data with third-parties for marketing purposes.

If you require more information about how the Local Authority store and use this data please go to the following websites: westsussex.gov.uk/privacy-policy

Retention Periods

Data will be retained for no longer than 5 years from date of visit.

Rights

You may exercise the rights listed below in relation to the council's use of your personal information.

Some rights are absolute and others are not.

You have the right to:

1. be informed of data processing (which is covered by this Privacy Notice)
2. access information (also known as a Subject Access Request)
3. have inaccuracies corrected
4. have information erased
5. restrict processing
6. data portability
7. intervention in respect of automated decision making (automated decision making is rarely operated within WSCC)
8. Withdraw consent (see below)
9. Complain to the Information Commissioner's Office (See below)

To exercise any of these rights please contact The Data Protection Officer, Tel 01243 777100 or email dataprotection@westsussex.gov.uk

Right to Object

You have the right to object to us using your information if we have collected it in the performance of our public tasks. Please be aware that in certain situations we are allowed to still use your information if there is compelling legitimate grounds to do so, or it is necessary for legal claims.

Withdrawal of Consent

Where personal data is solely processed on the basis of consent, you will have the right to withdraw that consent.

Complaints to the ICO

If you are unhappy with the way your request has been handled, you may wish to ask for a review of our decision by contacting the DPO.

If you are not content with the outcome of the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted our internal review procedure.

The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. T: 0303 123 1113 ico.org.uk/make-a-complaint/

Useful contacts

West Sussex County Council

Tel: 01243 777100

Web: westsussex.gov.uk

West Sussex Wellbeing

Adur and Worthing Wellbeing

Tel: 01903 221450

Arun Wellbeing Tel: 01903 737862

Chichester Wellbeing Tel: 01243 521041

Crawley Wellbeing Tel: 01293 585317

Horsham Wellbeing Tel: 01403 215111

Mid Sussex Wellbeing Tel: 01444 477191

West Sussex Connect To Support

Tel: 01243 642 121

Web: westsussexconnecttosupport.org

West Sussex Fire & Rescue Service

(to enquire about a Safe & Well Visit)

Tel: 0345 872 9719

In an emergency always call 999.

West Sussex Trading Standards

Tel: 0808 223 1133

Age UK West Sussex & Brighton & Hove

Free phone 0800 0191310

Carers Support West Sussex

Tel: 0300 028 8888

Email: info@carerssupport.org.uk

Website: carerssupport.org.uk

Dementia UK

Tel: 0800 888 6678

Web: dementiauk.org

Environment Agency

Tel: 03708 506 506

Every Mind Matters

Web: nhs.uk/every-mind-matters

Flood Line

Tel: 0345 988 1188 (24 hour)

Gas Emergency

Tel: 0800 111 999 (24 hour)

NHS Better Health

Web: nhs.uk/better-health

NHS Choices

Tel: 111 (non-emergency)

Web: nhs.uk

Silverline (help for older people)

Tel: 0800 4708 090

Email: info@thesilverline.org.uk

Web: thesilverline.org.uk

Scottish and Southern Energy

Tel: 0345 071 9710

Emergency National Grid tel: 0800 404 90

Power cut tel: 105 (free of charge)

Domestic Abuse (Worth Service)

Tel: 07834 968 539

Tel: 0330 222 8181

Department for Work & Pensions

Tel: 0345 605 6055

Feedback from the customer

West Sussex Fire and Rescue are committed to improving the Safe and Well service and would value your feedback. Please answer the following questions and send the completed form to:

The Safe and Well Manager, West Sussex Fire & Rescue Service, West Meads Drive, Bognor Regis,
West Sussex, PO21 5TB



	YES	NO	Any comment?
Was any equipment fitted during the visit?			
Was the importance of the testing of the smoke alarm explained?			
Was any advice given?			
Did this make you feel safer?			
Did you make any changes as a result of the advice?			
Are you satisfied with the overall visit?			
Is there any other feedback you would like to give us in relation to the Safe and Well visit?			

Please tear/cut off this strip and send it to the address above

