

Locality Group Notes

Norwich



North



West



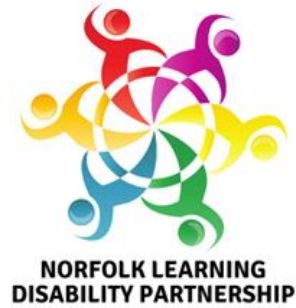
South



East



This locality meeting had three main topics:



Lee gave an update about the last Learning Disability Partnership Board meeting



Norfolk Fire and Rescue Service to spoke about important fire safety advice

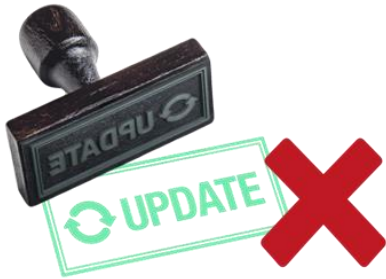


Trading Standards provided information on scams and how to stay safe

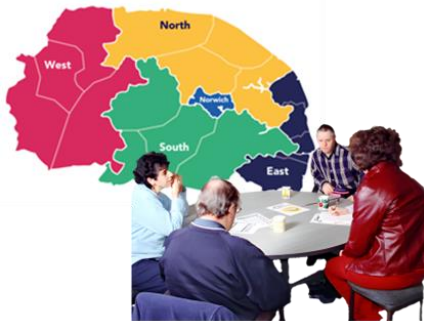
Update form the Learning Disability Partnership (1)



Lee provided an update from the most recent board meeting, explaining that it was shorter than usual



This was due to partner organisations not having any major updates to share



He then explained he gave an update on the latest round of locality group meetings, which focused on employment.

Update form the Learning Disability Partnership (2)



The meeting was also joined by Gemma Pellatt from Norfolk Fire and Rescue Service



Gemma presented an overview of the Community Risk Management Plan survey.



Gemma shared the survey with the Norwich, North, and West locality groups. The survey closed on 26 November.

Norfolk Fire and Rescue Service



The next few pages show the presentation from Norfolk Fire and Rescue Service on important fire safety advice



It explains how to keep yourself and your home safe from fire.



Norfolk Fire and Rescue Service

Fire – Make Your Home Safe



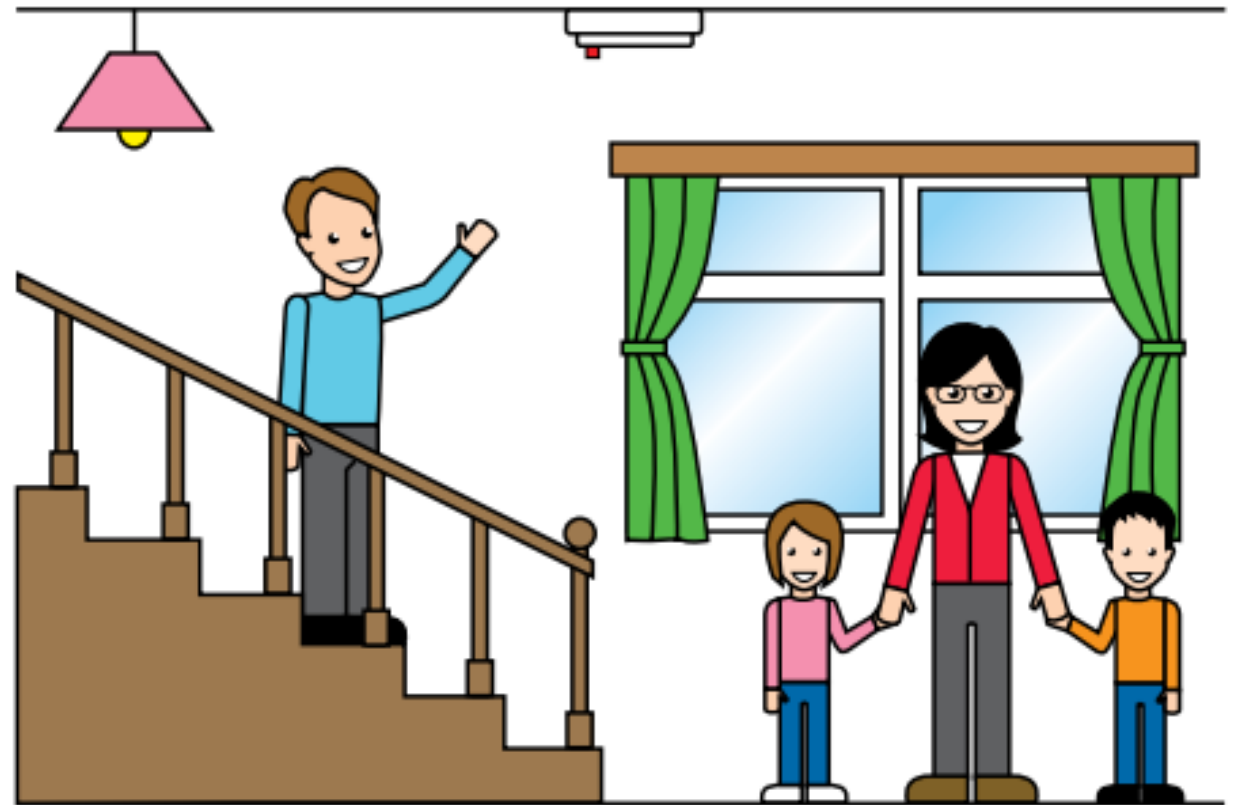
Norfolk County Council



Keep your home and family safe

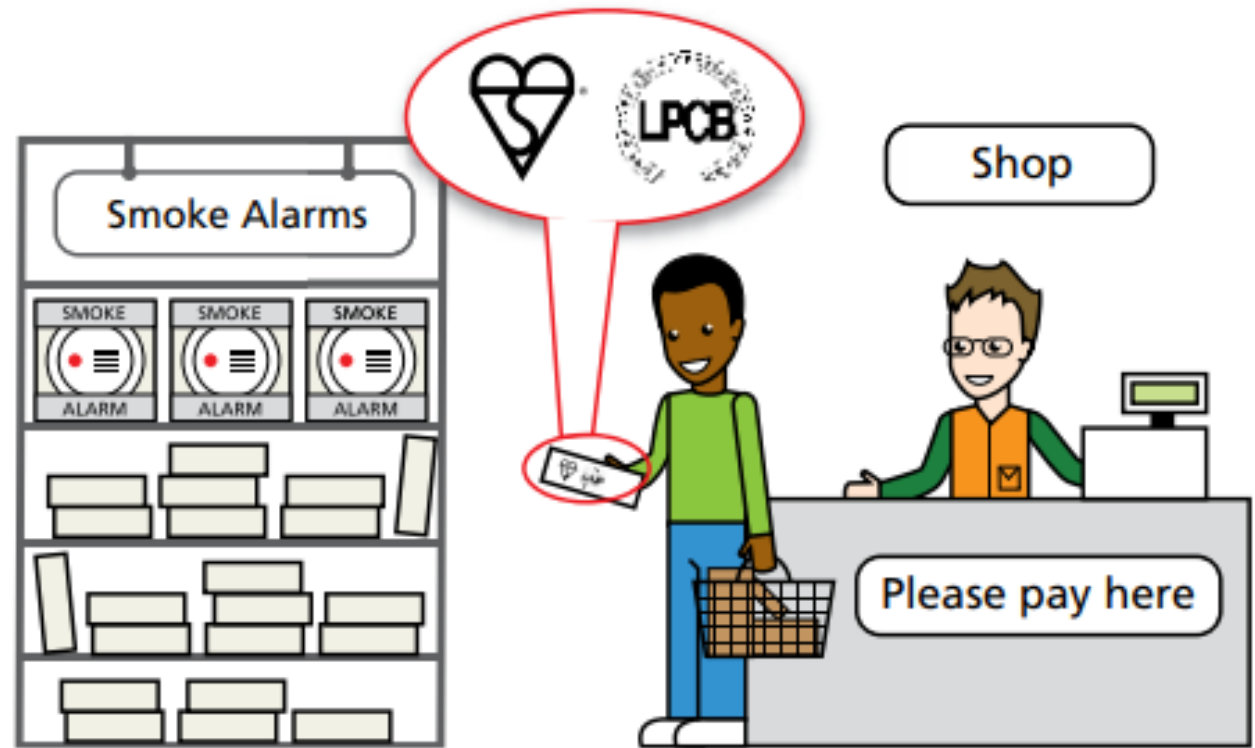
- Get smoke alarms.
- Put them up.
- Check they work.

Smoke alarms save lives.



Check your smoke alarms are safe

When you buy smoke alarms, check they have these 2 marks:



Put your smoke alarms in the right place

Do not put a smoke alarm in a kitchen or in a bathroom.

The best place is on the ceiling in a hallway and where you can hear them when asleep. If your home has more than 1 floor, put a smoke alarm on each landing.

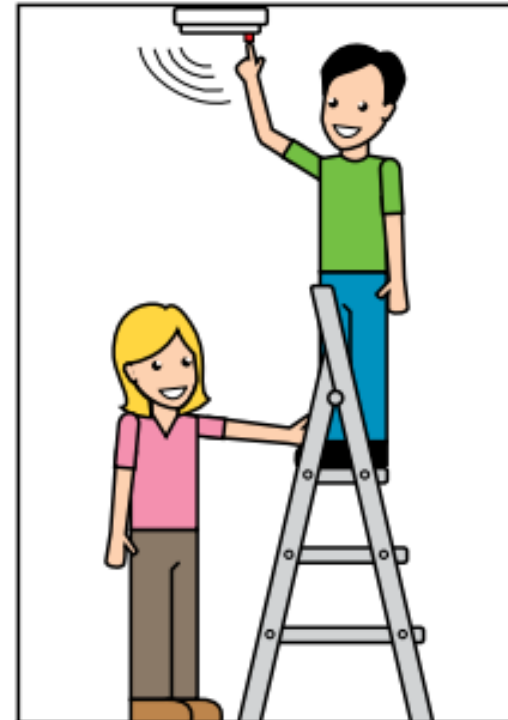


Check your smoke alarms work

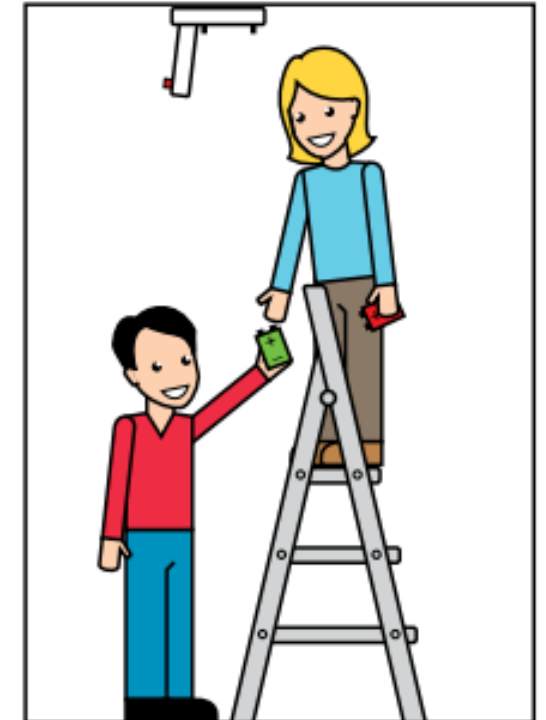
Each month, press the button on your smoke alarms to check they still work.

If you press the button and there is no sound, change the batteries.

If your smoke alarm goes off by mistake, do not take out the batteries. Just wait for it to stop.



Test your smoke alarms every month

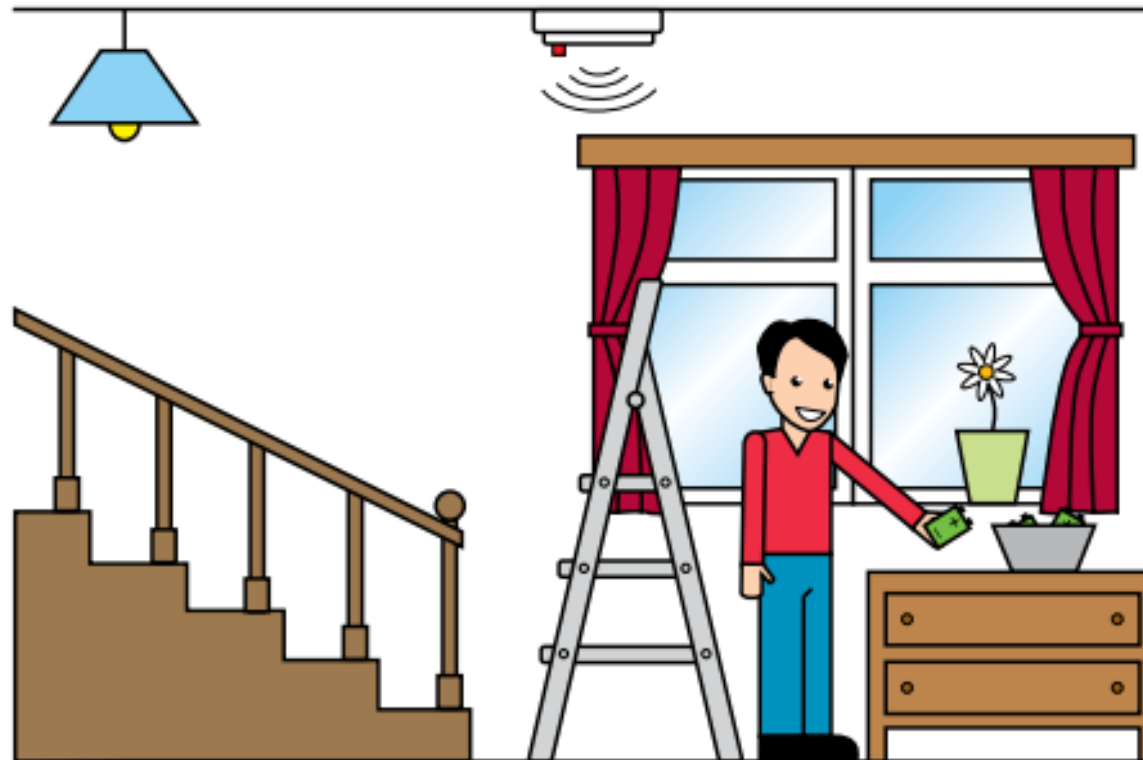


Change your battery every year or when necessary



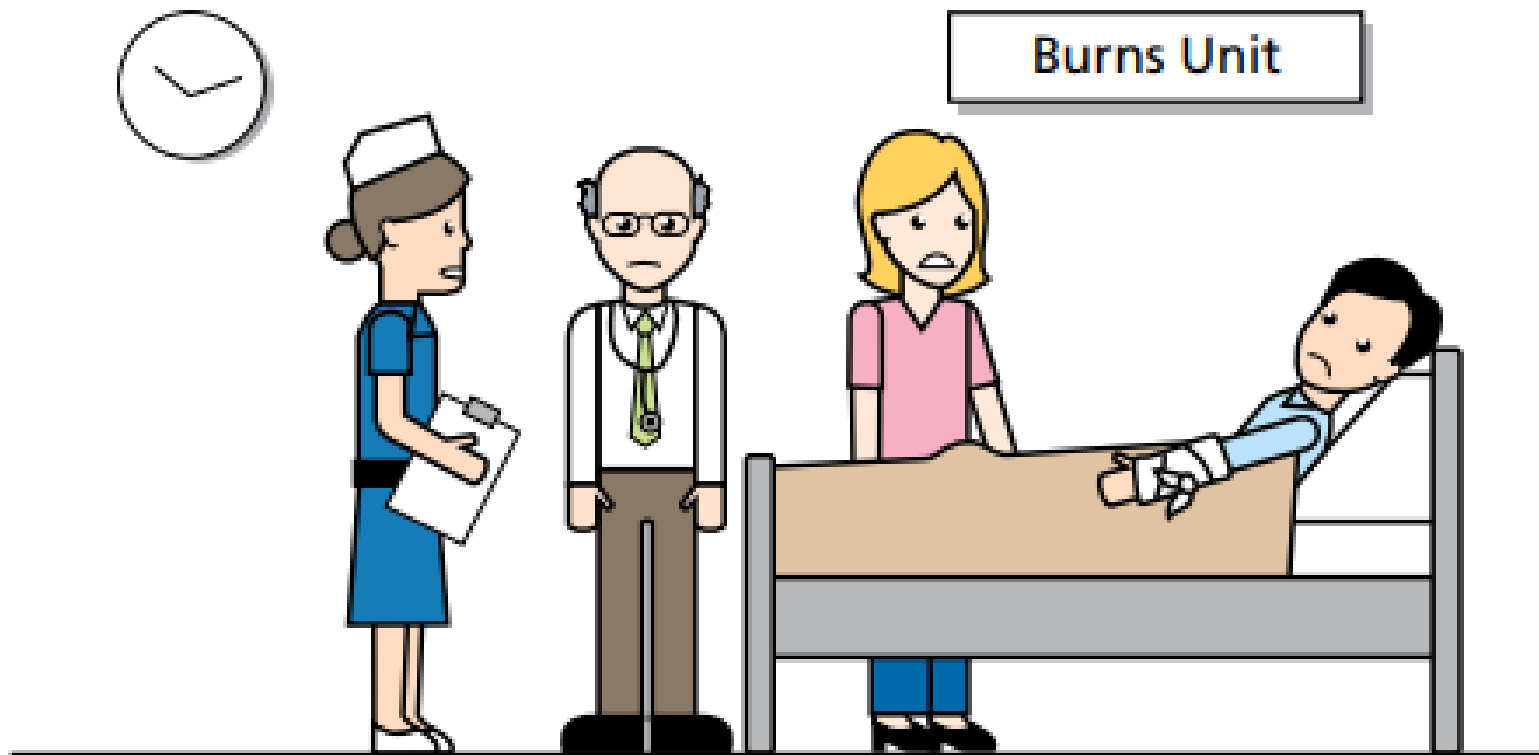
What if the smoke alarm starts beeping

If the smoke alarm starts making a slow beep – beep – beep sound, it is time to change the batteries.



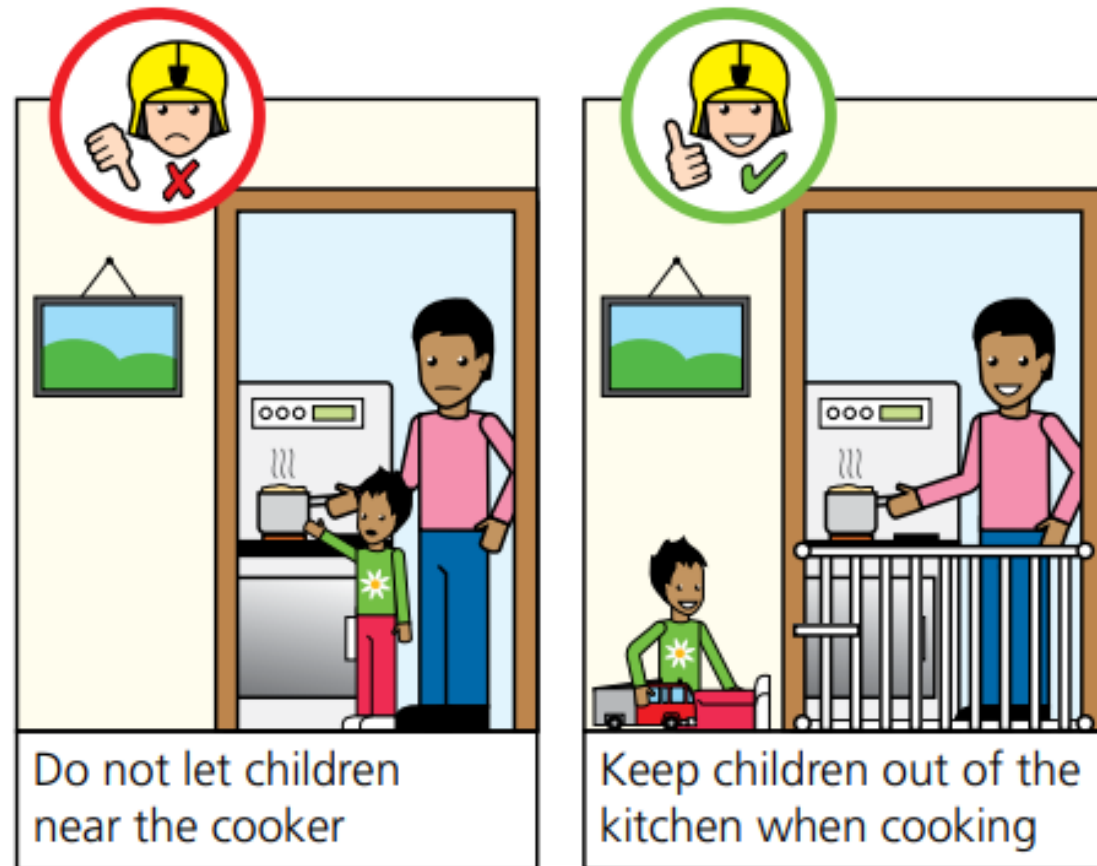
Make sure fires do not start

People get hurt in fires and some die.



In the kitchen

Keep children out of the kitchen when you are cooking.
They may knock over a pan and get hurt.



In the kitchen

Stay in the kitchen if you are cooking with fat.
Fat can set on fire easily.

If the fat gets too hot and starts to smoke,
turn off the cooker and leave it to cool.

Never put water onto hot fat.

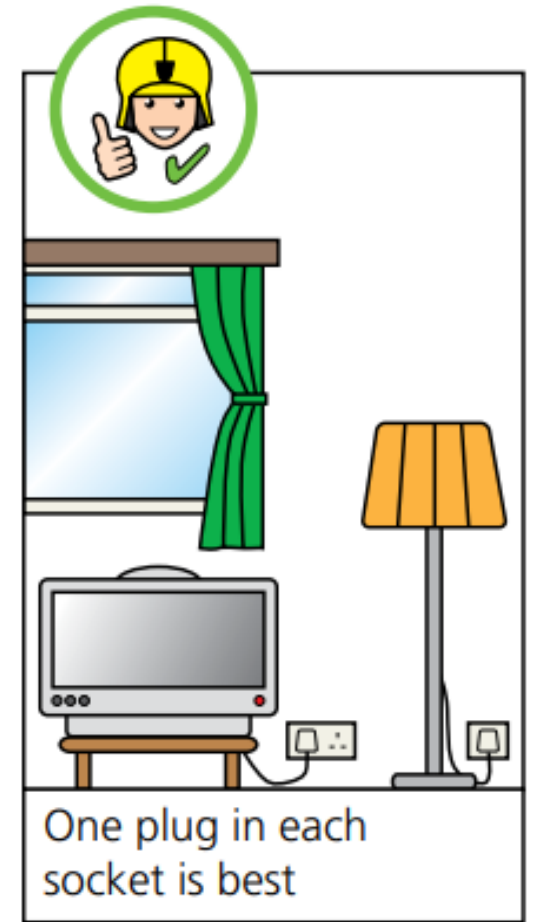
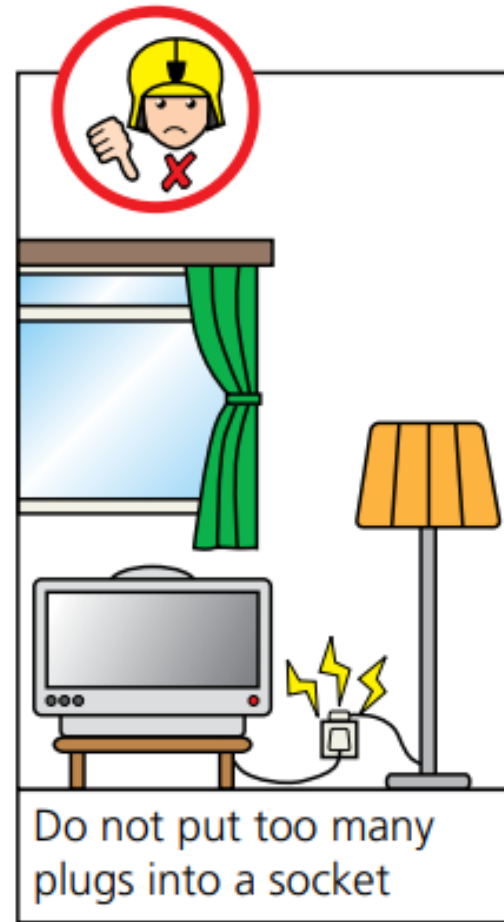


Use plugs safely

If you put too many plugs in 1 socket it can start a fire.

1 plug in each socket is best.

This is **very** important for things that use a lot of electricity. For example, washing machines and electric fires.

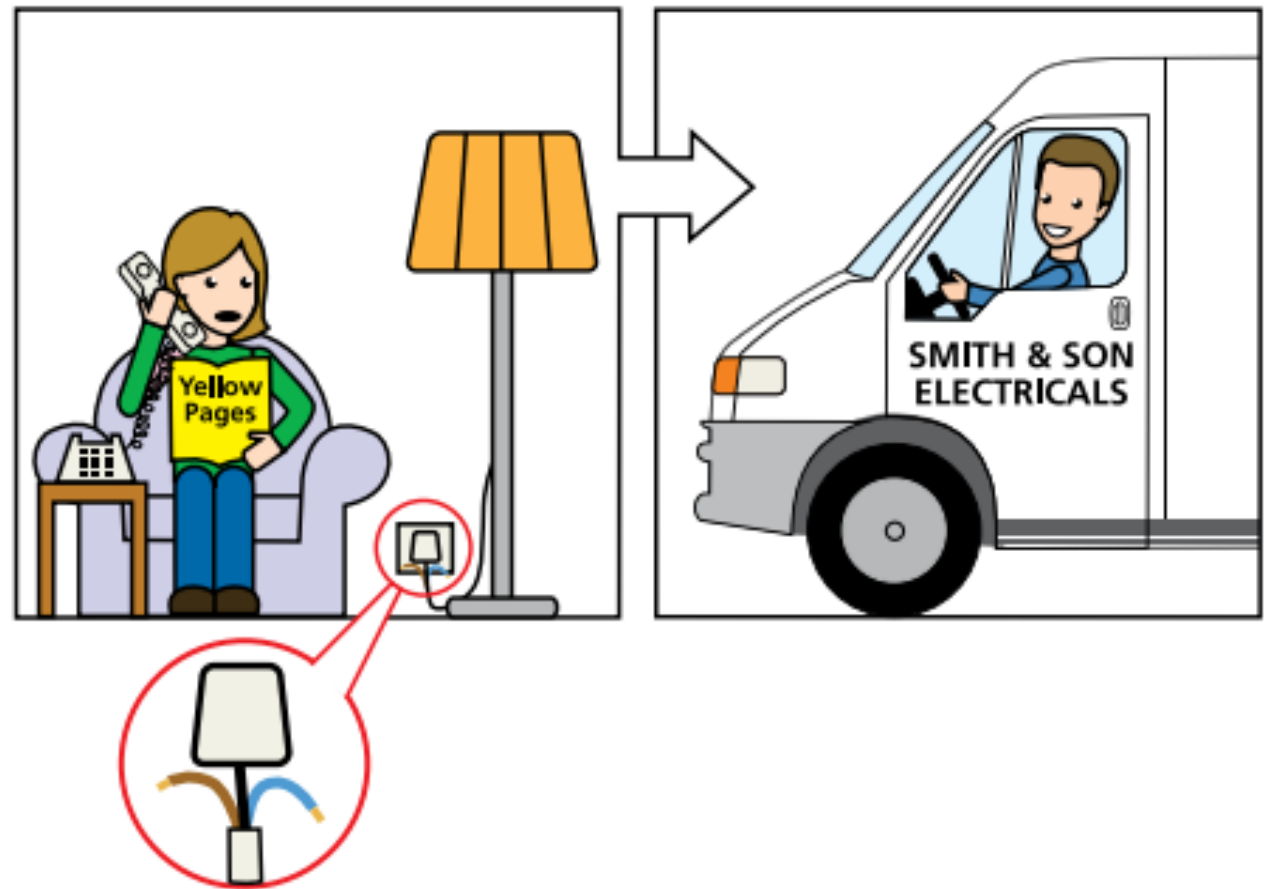


Check for broken plugs and wires

Check for hot plugs or plugs with dark marks.
Check for wires that are loose or broken.

If you find any

- Take the plugs out of the socket.
- Get them looked at by an electrician.



Cigarettes

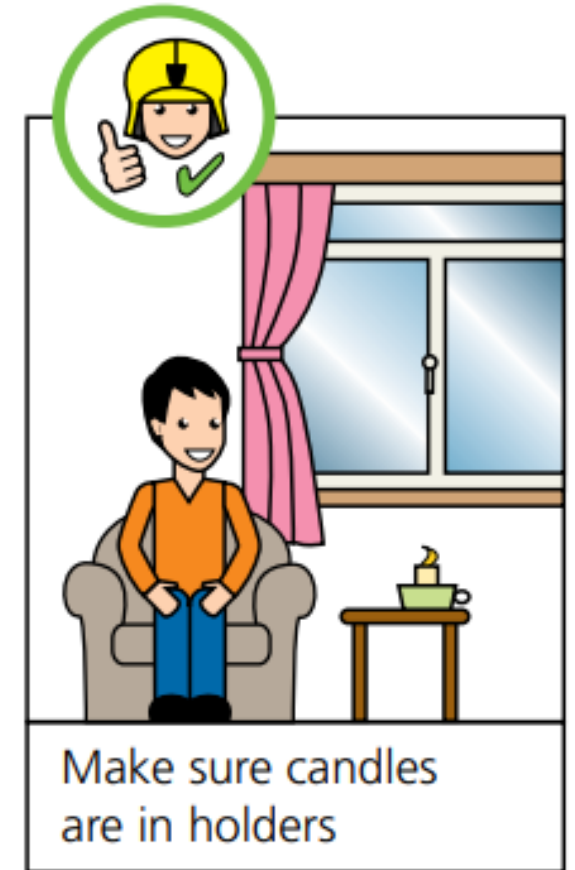
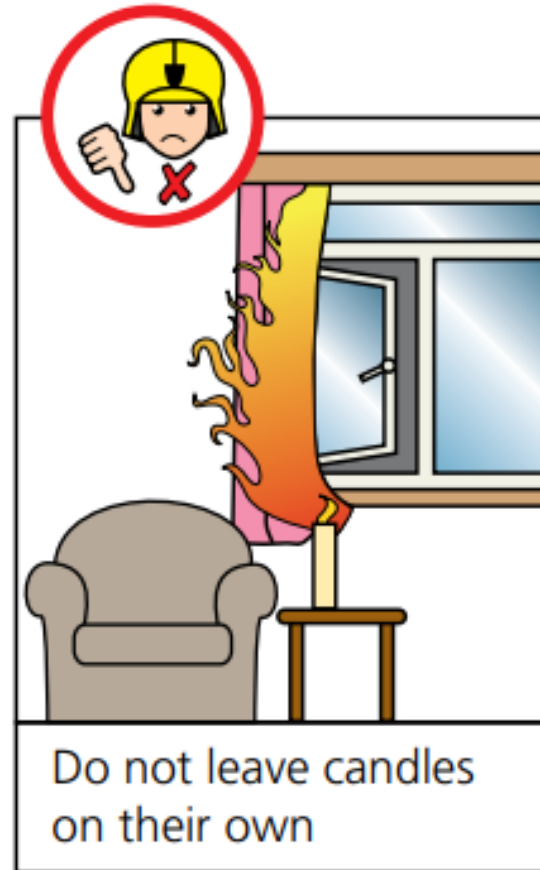
Cigarettes start a lot of fires. When you finish a cigarette, make sure it is **right out**.



Candles

Put candles in a holder.

Keep candles away from things that may burn.
For example, curtains and papers.



Think about how to get out safely

A smoke alarm will warn you about a fire.

Make sure you have a plan if your smoke alarm goes off.

These pages tell you how to make a plan.



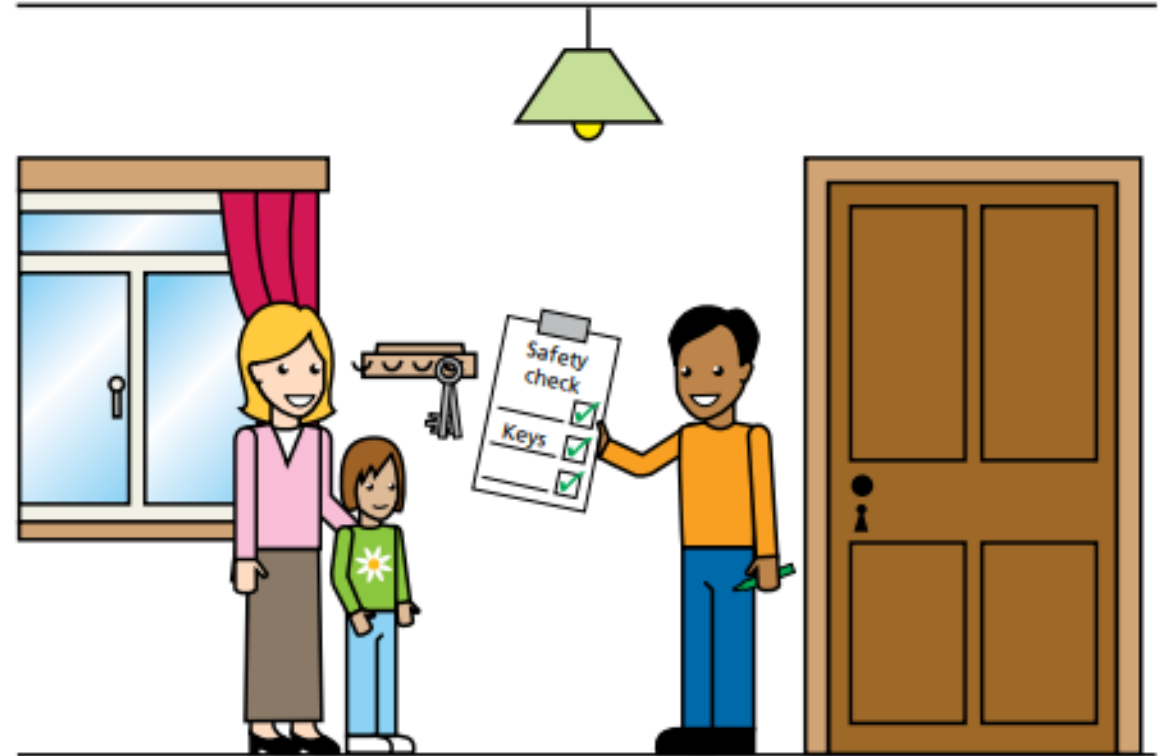
Make a plan to get out fast

If your smoke alarm goes off, you must get out fast.

Make a plan for getting out. Tell your family about it.

Everyone should know where the keys are.

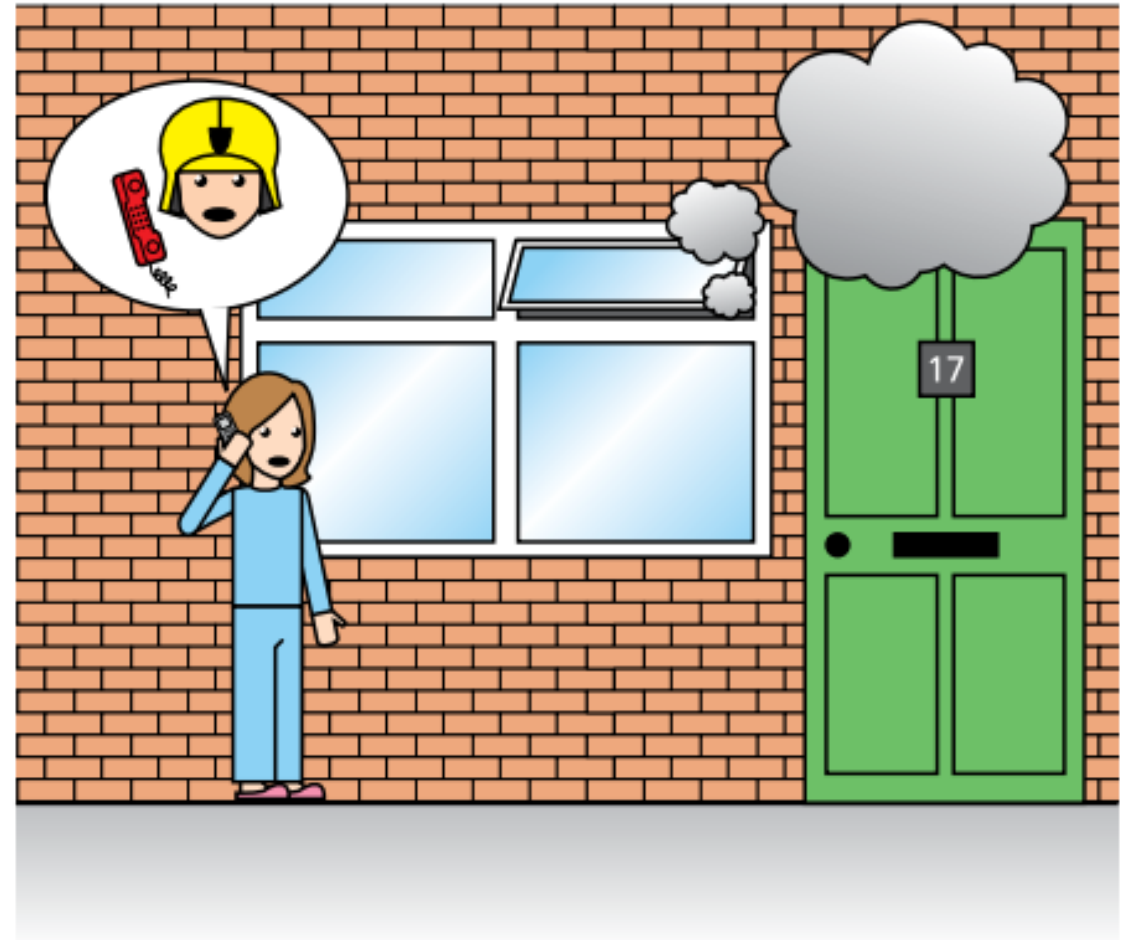
Keep things away from doors and windows.



Phone 999 for the fire and rescue service

Do not try to put out a fire yourself.

Phone 999 and ask for the fire and rescue service.
Be ready to tell them where you live.



If your clothes are on fire

Do not run about, it will make the fire worse.

Lie down and roll around. The fire will get smaller.
Use a coat to put out the rest of the fire.

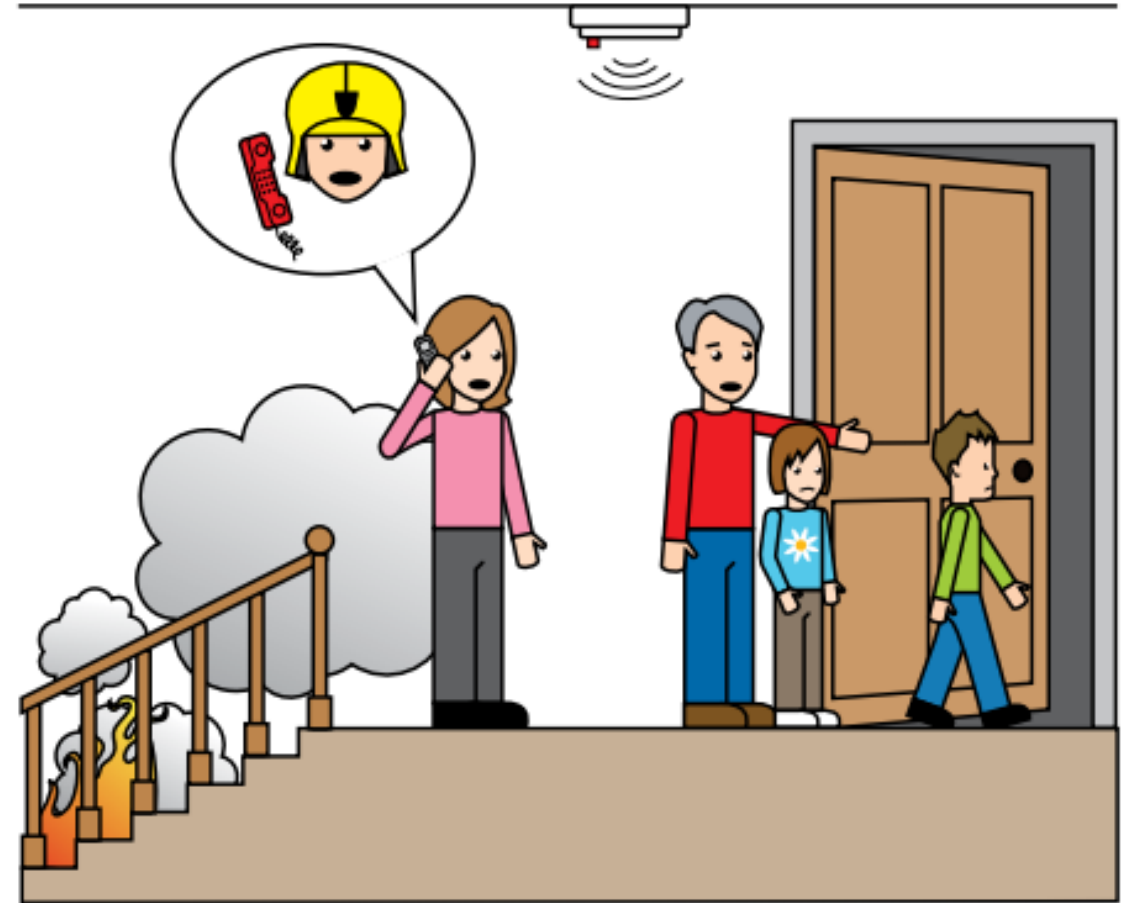
Remember – stop, drop and roll.



What if you cannot get out

If you cannot get out of the house, go into one room.
Then phone 999 and say which room you are in.

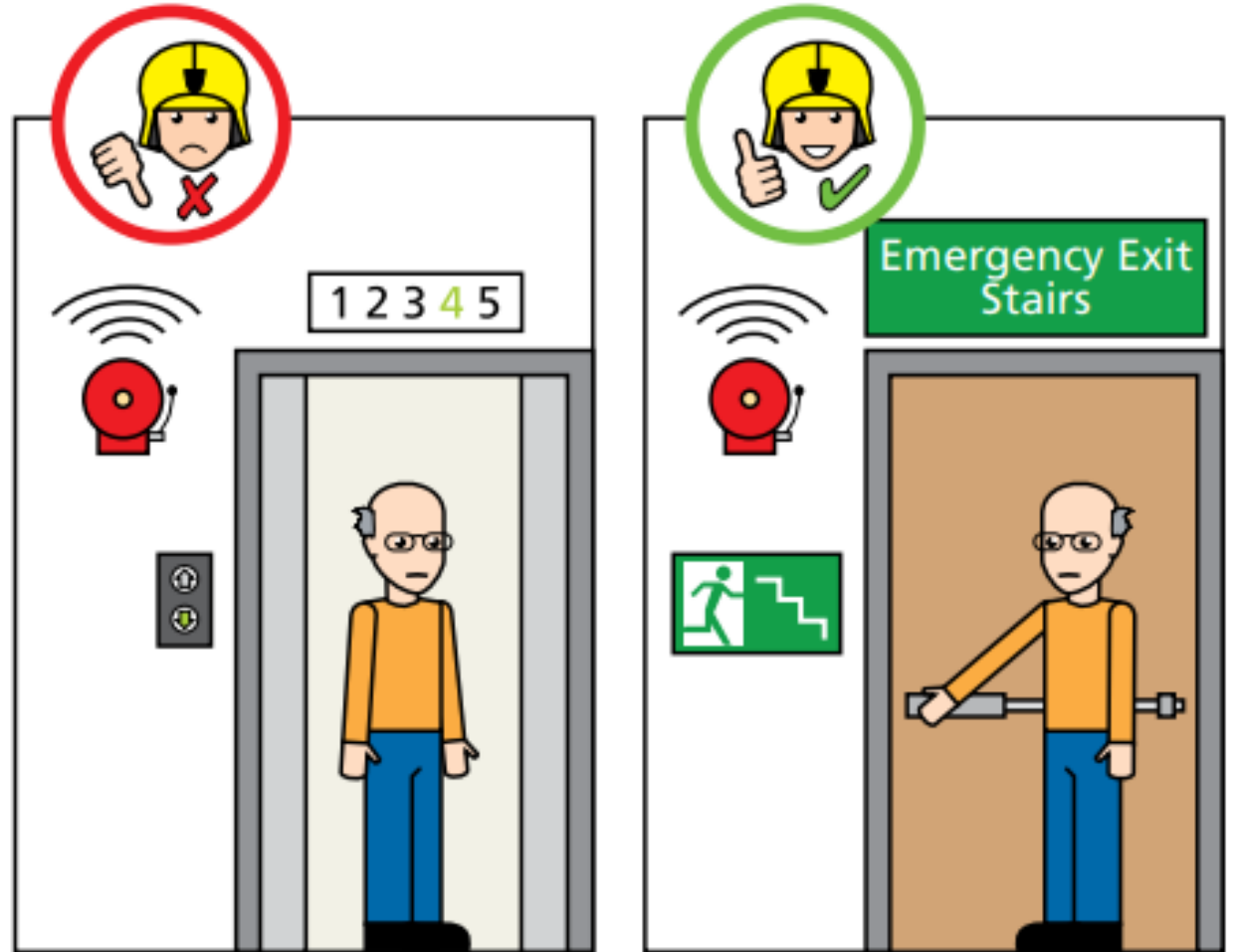
The fire and rescue service will tell you what to do and
they will get there as fast as they can.



What to do if you are high up

If you are high up, do not use the lifts.
Do not go on the balcony.

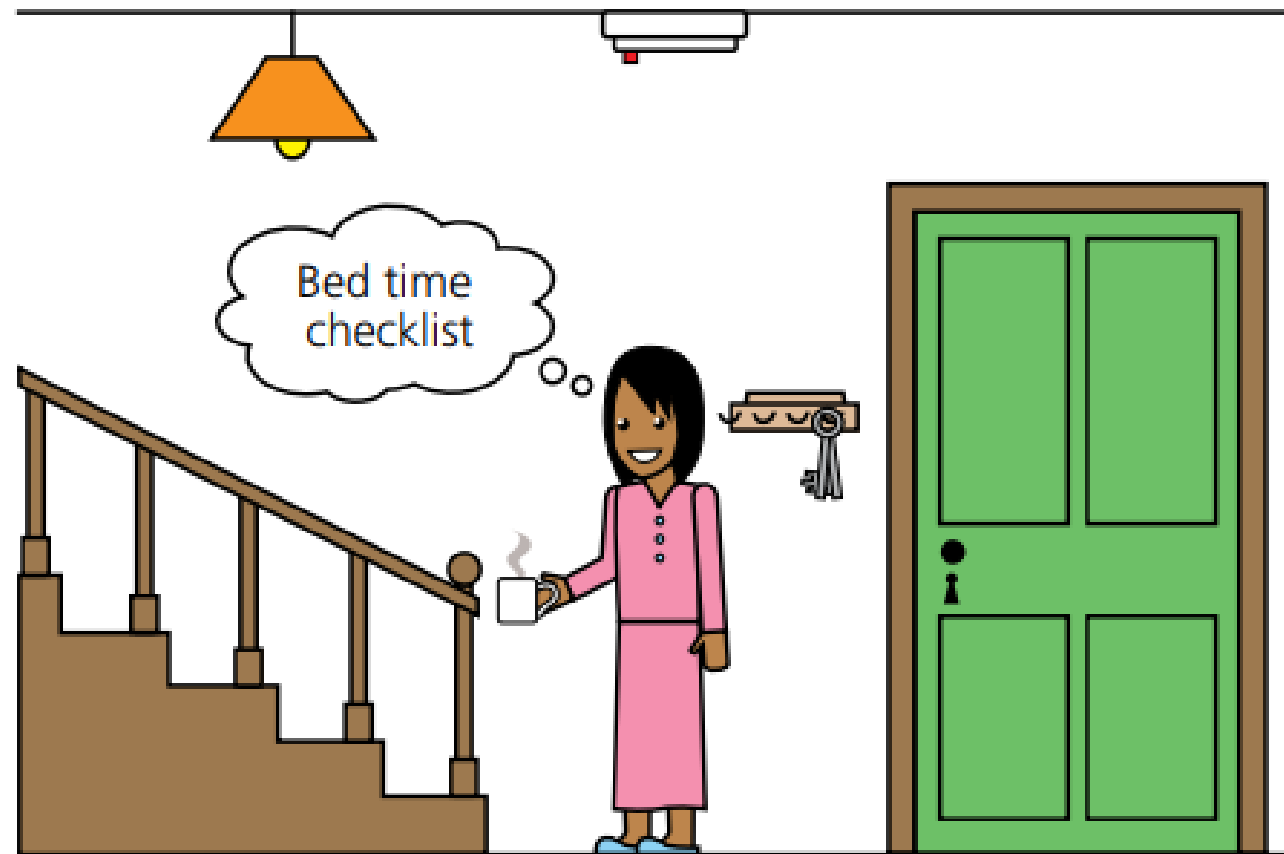
If you can, go down the stairs.



Do these checks before you go to bed

A lot of fires start at night. Do some checks before you go to bed.

Look at the list of checks we have made. It is on the next page.



Bed time checks

- Close all the inside doors.
Closed doors slow down a fire.
- Un-plug things that use electricity.
But not things like fridges and freezers.
- Check the cooker is off.
- Do not leave the washer on at night.
- Turn off heaters.
- Put a fire-guard around the fire place.
- Check the doors to the outside are clear.
- Put keys where everyone can find them.
- Put candles and cigarettes out properly.



SMOKE ALARMS

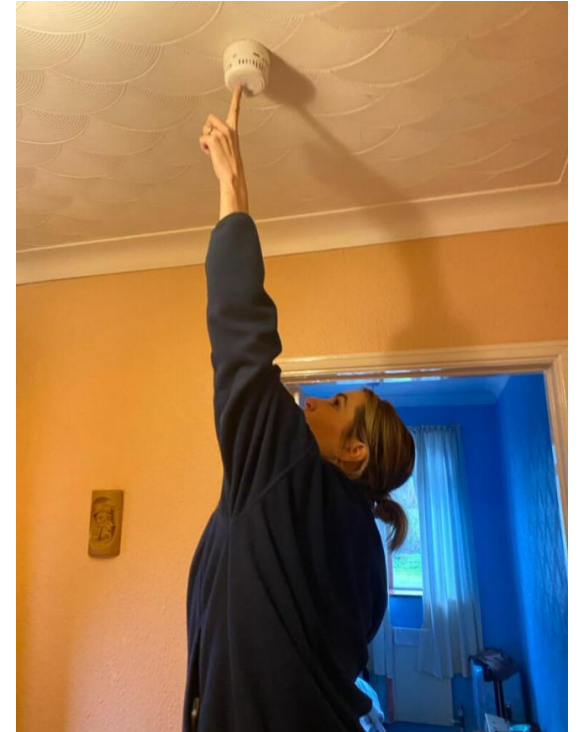
SAVE

LIVES



home fire safety check

- ✓ If you live independently we can come and visit you at home to help you check that it is safe
- ✓ You have to ask for a visit by filling in an online form – we can help you



[Request a home fire safety visit - Norfolk County Council](#)

Questions (1)



Question: Are potholes included in the work you're doing?



Answer: No, this is a different department

Questions (2)



Question: Can the fire department do anything about how narrow the roads are in new housing areas?



Answer: We cannot do anything about this

Questions (3)



Question: Is it still recommended to wrap things up and place them in front of a door during a fire?



Answer: Yes, it is. Something like a rolled-up duvet or blanket would help.

Questions (4)



Question: What should I do with my pet during a fire?



Answer: Try not to worry about your pets—they're smart and will usually find their way out. If not, the fire team will look for them and make sure they're safe.

Questions (5)



Question: If I'm in a flat how would I get out if there were a fire?



Answer: The flat should have a fire evacuation plan but in most cases it's safest to stay put and wait for the fire team.

Questions (6)



Question: If I use emollient cream, what's the best way to remove it from my clothes?



Answer: Make sure to wash your clothes on a hot cycle.

Questions (7)



Question: When is best to use a fire blanket?



Answer: We recommend that you do not use a fire blanket unless you are trained to do so. Leave the fire to the fire team.

Questions (8)



Question: The A47 is currently at 40mph, are you allowed to break the speed limit?



Answer: Yes, we can use the closed lane if no workers are present, but only up to 10 mph over the speed limit.

Trading Standards



The next few pages show the presentation from Trading Standards on scams and how to stay safe



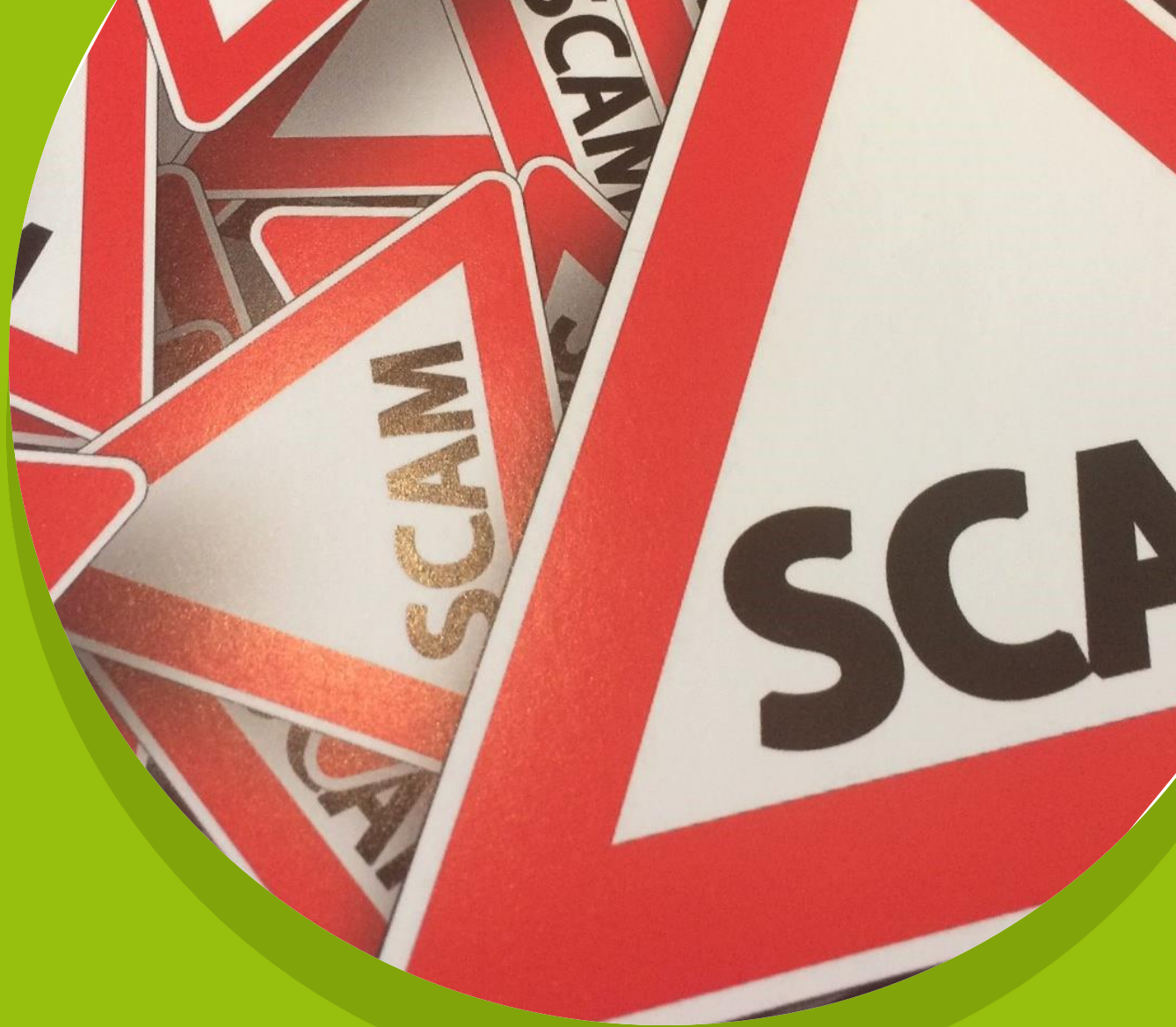
It explains different types of scams



and tells you how scammers try to trick people.

Keep safe from Scams

Stephen Maunder
Community Protection Officer



What are Scams?



It can be difficult to tell if something you get is a **scam** or not



There are lots of different types of **scams**



Not all **scams** are illegal

**BeScam
Aware**

www.norfolk.gov.uk/scams

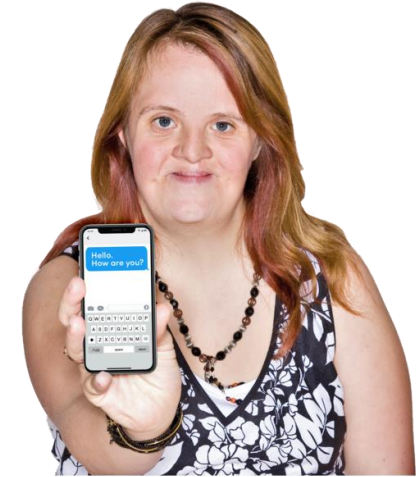
Scams can be sent to you by:



Phone Calls



Emails



WhatsApp and Text Messages

**BeScam
Aware**

www.norfolk.gov.uk/scams

Scams can be sent to you by:



Social Media Posts or Messages



People that come call at houses



Letters

People who try to scam you are often referred to as scammers

**BeScam
Aware**

www.norfolk.gov.uk/scams

Impersonation Scams



An impersonation **scam** is when someone pretends to be someone you think you can trust so they can try to take your money.



They could contact you by phone, text, WhatsApp, email, on Social Media or instant messenger



They may try to get you to give them money or information that could help them try to take money from your bank

**BeScam
Aware**

www.norfolk.gov.uk/scams

They might pretend to be:



Your Bank



The Police



Delivery Company

**BeScam
Aware**

www.norfolk.gov.uk/scams

They might pretend to be:



Gas, Electric, Phone or
Water Company



Government Departments
like Department for Work
and Pensions (DWP)



Well-Known People or
Celebrities

**BeScam
Aware**

www.norfolk.gov.uk/scams

Impersonation Scams – Remember



Protect personal information: Never share bank account details, your PIN number, or personal information with strangers or on untrusted websites



Avoid urgent payments: Scammers often pressure you to pay quickly via bank transfer or other methods. Take your time to get help before making any payments



Don't send money to strangers: Never send money to someone you've never met in real life

**BeScam
Aware**

Impersonation Scams – Remember



Transferring money: Only criminals will try to rush and panic you into taking money out of your account, or moving it to a different account



Talk to someone you trust: If you get a message or a call that you did not know you were going to get ask a trusted person for help. It's okay to ask a family member, friend, or support worker

**BeScam
Aware**

www.norfolk.gov.uk/scams

Online and Phone Scams – Remember



Avoid clicking links: Be cautious about opening links in messages or emails, especially from people you don't know



Take your time: Don't agree to offers or deals immediately, take time to think about it or discuss it with someone you trust



Don't trust cold calls: If you don't recognize a number, let it go to voicemail. If someone calls asking for bank details, it's a **scam**

**BeScam
Aware**

Online and Phone Scams – Remember



Use strong passwords: Create strong passwords for accounts and never share them



Don't over share online: Check your privacy settings and limit what you share online – **scammers** can use this information in their **scams** to seem more convincing

**BeScam
Aware**

www.norfolk.gov.uk/scams

Doorstep Scams



Rogue traders

People who want to do work to your house or garden. They pretend to be workmen and don't do the work properly.



Bogus Callers

People who tell stories to come into your house. They then take things without your permission.

**BeScam
Aware**

www.norfolk.gov.uk/scams

Doorstep Scams



Cold Callers

People who try and sell things or services at your home.



Remember: Never deal with doorstep cold callers

**BeScam
Aware**

www.norfolk.gov.uk/scams

Dos



Be scam aware



Put the phone down

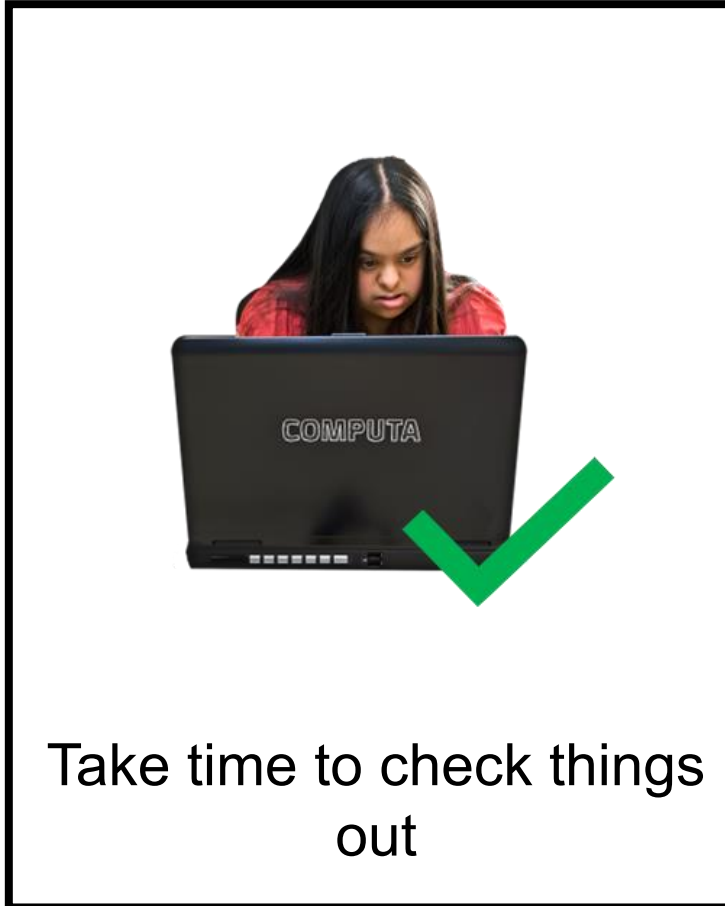


Tell Family and Friends
about scams

**BeScam
Aware**

www.norfolk.gov.uk/scams

Dos



**BeScam
Aware**

www.norfolk.gov.uk/scams

Don'ts



Give personal details
unless needed



Give out your bank details
and passwords

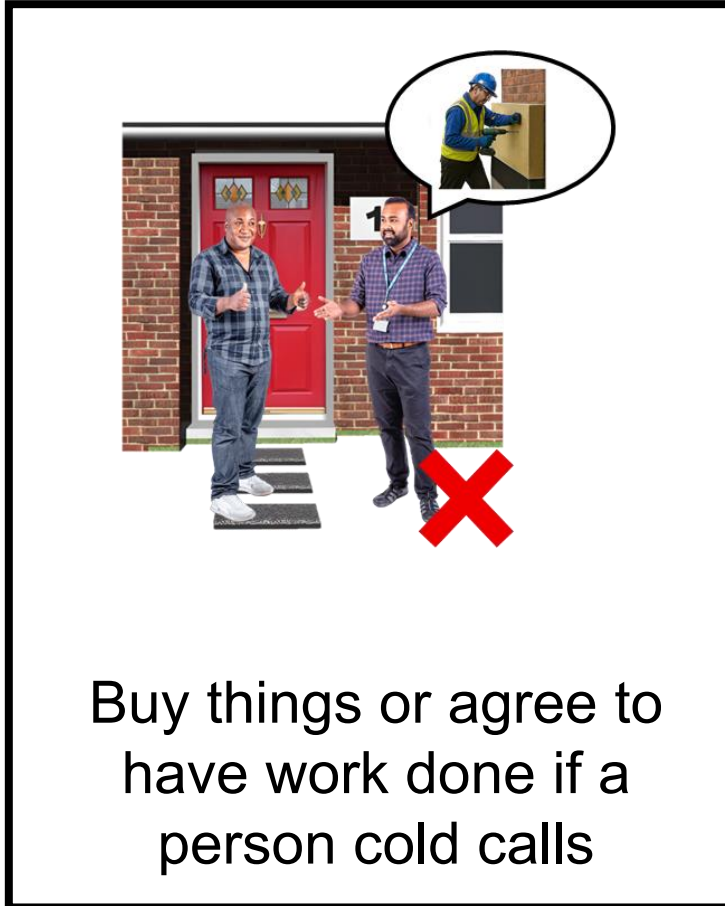


Throw away paper with
personal details

**BeScam
Aware**

www.norfolk.gov.uk/scams

Don'ts



**BeScam
Aware**

www.norfolk.gov.uk/scams

Questions (1)



Question: What should I do if a caller says they're from BT and that I've missed a payment?



Answer: Say you are going to ring BT yourself and hang up

Questions (2)



Question: If police come to my door, how can I confirm they are real officers?



Answer: Ask to see their ID and if they don't show it, close the door

Questions (3)



Question: If someone claiming to represent a charity knocks on my door, how do I know they are genuine?



Answer: Ask for a form of ID and never donate at the door.



Do your research first and if you would like to donate, do so through the charity's official website or phone number

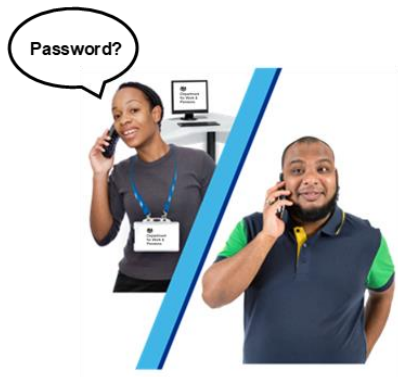
Questions (4)



Question: If DWP call and ask for personal details, should I give them?



Answer: No if you cannot be sure its DWP, tell them you'll call back yourself—don't deal with it immediately.



You can set a password on your account, and then the DWP should ask for it when they call.

Any Other Business



No one had any other business at any of the locality group