

KEEPING YOU



SAFE AND WELL

For further information:

www.wmfs.net

 WestMidsFire

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Safe and Well Number

Visit date

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FireAngel[®]



Prevention



Protection



Response

Making West Midlands Safer

WEST MIDLANDS FIRE SERVICE

www.wmfs.net

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DISCLAIMER

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Do something great today

Become a West Midlands Fire Service Community Member

www.wmfs.net

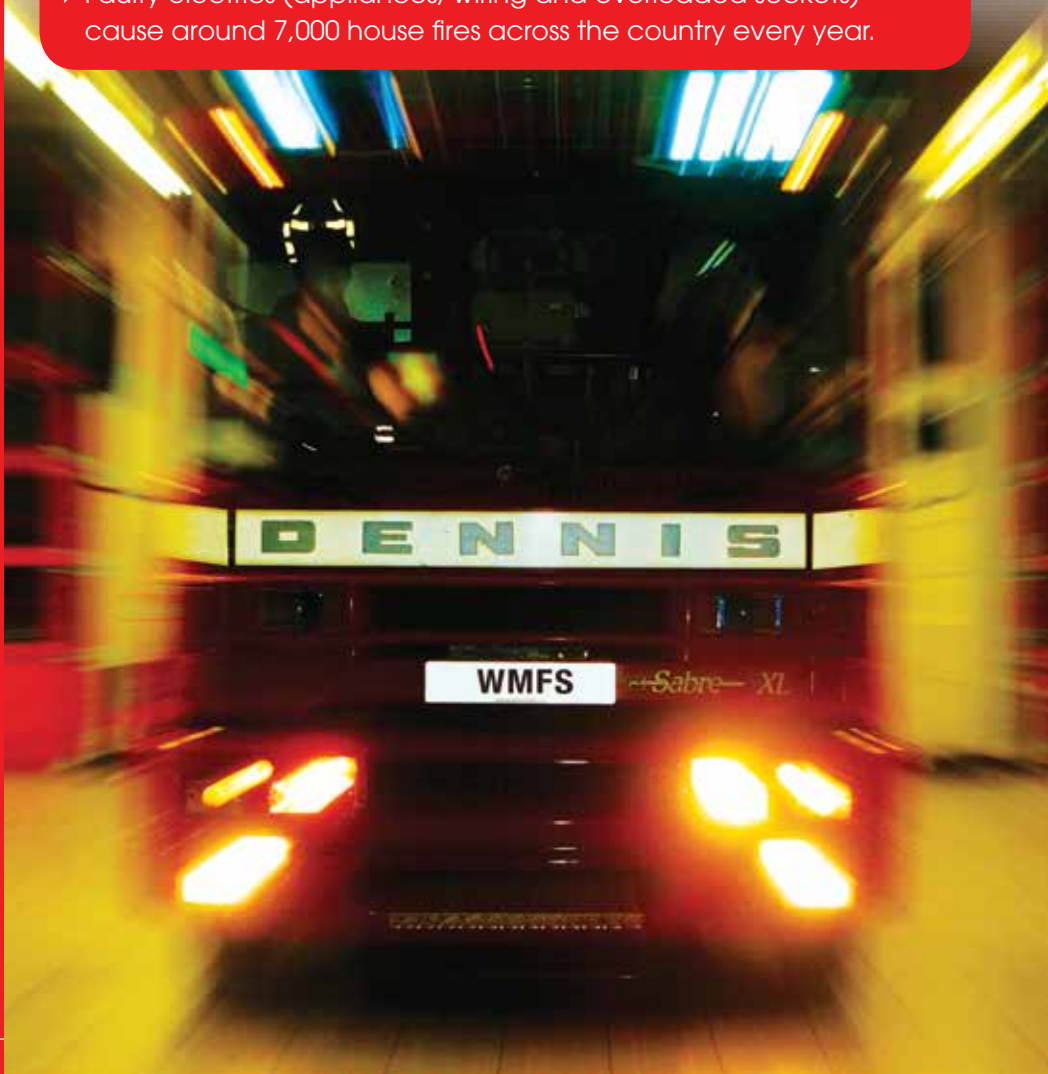
 #RTB Believe

 WestMidsFire



4 Did you know

- ▶ You're twice as likely to die in a fire if you don't have a smoke alarm that works.
- ▶ 90 people die each year because the battery in their smoke alarm was flat or missing.
- ▶ Over half of home fires are caused by cooking accidents.
- ▶ More than five fires a day are started by candles.
- ▶ Every three days someone dies from a fire caused by a cigarette.
- ▶ Faulty electrics (appliances, wiring and overloaded sockets) cause around 7,000 house fires across the country every year.



Choosing your smoke alarm 5

Top tip



Fit smoke alarms

- ▶ Fit smoke alarms on every level of your home.
- ▶ Smoke alarms are cheap and easy to install.
- ▶ They are available from DIY stores, electrical shops and most high street supermarkets.
- ▶ There are a variety of different models to choose from.
 - Hard wired
 - Battery
 - Sealed Long Life
 - Hard of Hearing (Deaf alarms)
 - Heat detectors
- ▶ Your local Fire and Rescue Service will be happy to give you advice on which one is best suited for you.

Look out for one of these symbols, which shows the alarm is approved and safe.



British Standard Kitemark



6 Fitting and maintaining smoke alarms



- ▶ Don't put alarms in or near kitchens or bathrooms where smoke or steam can set them off by accident.



- ▶ The ideal position is on the ceiling, in the middle of a room, or on the hallway and landing, so you can hear the alarm throughout your home.
- ▶ Make testing your smoke alarm part of your regular household routine.



Test it

- ▶ Test it by pressing the button until the alarm sounds. If it doesn't sound, you need to replace the battery.



Replace it

- ▶ If your smoke alarm starts to beep on a regular basis, you need to replace the battery immediately.
- ▶ If it is a ten year alarm, you will need to replace the whole alarm every ten years.

The Deaf Community Team West Midlands Fire Service Offers:
Fire safety education.
Safe n Well Checks.

Installation of deaf and hard of hearing smoke alarms, where appropriate.

Contact the Deaf Community Team
Textphone/SMS text 0208 964 6364
deafcommunityteam@wmfs.net
Fax 0121 380 7201
Freephone 0800 389 5525
Webpage www.wmfs.net/content/deaf-community

**ACTION ON
HEARING
LOSS**

Action on Hearing Loss is the new name for the Royal National Institute for the Deaf For Support, information, advice and products, including sample alarms/ carbon monoxide alarms for the hard of hearing or deaf

www.actiononhearingloss.org.uk
Free helpline 0808 808 0123
Textphone 0808 808 9000
SMS 0780 0000 360
informationline@hearingloss.org.uk

How to make sure your smoke alarm works

7

Test the batteries in your smoke alarm once a week.

Only remove the battery when replacing it for a new one.

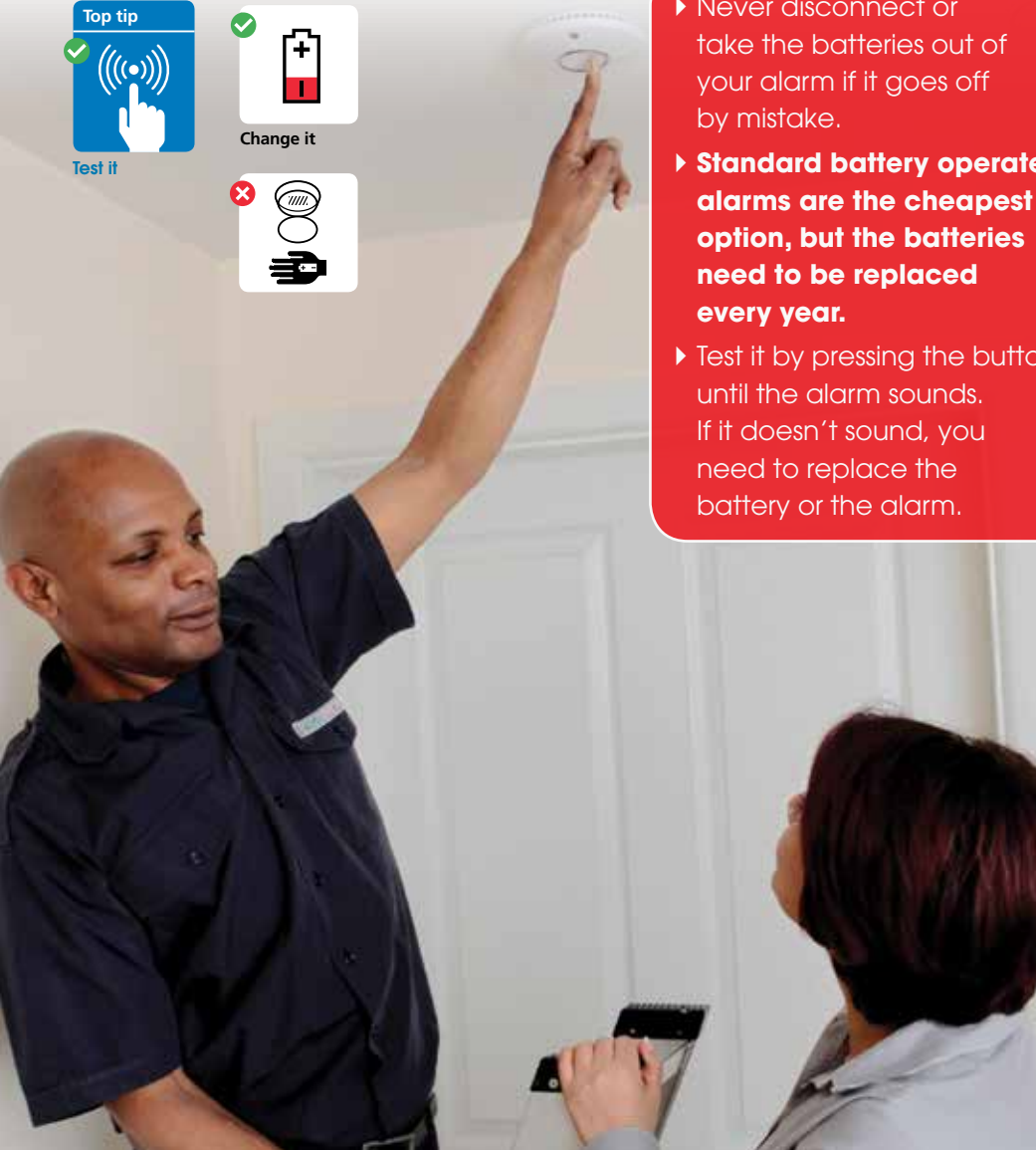
Standard battery alarms need to be replaced every 12 months.



Test it



Change it



▶ Never disconnect or take the batteries out of your alarm if it goes off by mistake.

▶ **Standard battery operated alarms are the cheapest option, but the batteries need to be replaced every year.**

▶ Test it by pressing the button until the alarm sounds. If it doesn't sound, you need to replace the battery or the alarm.

8 In the kitchen How to cook safely

Top tip



▶ Take extra care if you need to leave the kitchen whilst cooking, take pans off the heat or turn them down to avoid risk.

Top tip



▶ Make sure saucepan handles don't stick out – so they don't get knocked off the stove.

▶ Take care if you're wearing loose clothing – they can easily catch fire.

▶ Keep tea towels and cloths away from the cooker and hob.



▶ Spark devices are safer than matches or lighters to light gas cookers, because they don't have a naked flame.

▶ Double check the cooker is off when you've finished cooking



Take care with electrics

▶ Keep electrics (leads and appliances) away from water.



▶ Check toasters are clean and placed away from curtains and kitchen rolls and from under kitchen units.

Do not use a toaster under a cupboard or close to a wall.



Don't put anything metal in the microwave

▶ Keep the oven, hob and grill clean and in good working order.

A build up of fat and grease can ignite a fire.

Deep fat frying

▶ Take care when cooking with hot oil – it sets alight easily.

▶ Never fill a pan more than a third full of oil.

▶ Make sure food is dry before putting it in hot oil so it doesn't splash.

▶ If the oil starts to smoke – it's too hot. Turn off the heat and leave it to cool.

▶ Use a thermostat controlled electric deep fat fryer. They can't overheat.

Watch what you heat

59% of all house fires start in the kitchen

Do not cook if you are effected by alcohol/drugs, including prescription drugs.

What to do if a pan catches fire

- ▶ Don't take any risks. Turn off the heat if it's safe to do so. Never throw water over it.
- ▶ Don't tackle the fire yourself.

**GET OUT
STAY OUT
AND CALL
999**



**CLOSE DOORS
BEHIND YOU**

IF SAFE TO DO SO

Never leave children in the kitchen alone when cooking on the hob. Keep matches and pan handles out of their reach to keep them safe.

10 Cigarettes

Put cigarettes out properly and dispose of them carefully.
Put them out.
Right out!

Top tip



Put them out.
Right out!

- ▶ **Never** smoke in bed.
- ▶ Use an **ashtray** – never a wastepaper basket.
- ▶ **Empty your ashtray safely** before going to bed.



- ▶ Make sure your ashtray can't tip over and is made of a material that won't burn.

- ▶ **Don't leave a lit cigarette, cigar or pipe lying around.** They can easily fall over and start a fire.



- ▶ **Take extra care** if you smoke **when you're tired**, taking **prescription drugs**, or **if you've been drinking**. You might fall asleep and set your bed or sofa on fire.

- ▶ **Keep matches and lighters out of children's reach.**

- ▶ Consider buying child resistant lighters and match boxes.

Call to Quit

Your local stop smoking service can help you quit. Call **FREE** on:

0800 052 5855

or text 'QUIT' to 80800

NHS

SMOKEFREE
BRISTOL

**GET OUT
STAY OUT
AND CALL
999**



**CLOSE DOORS
BEHIND YOU**

Call to Quit

Your local stop smoking service can help you quit. Call **FREE** on:

0800 052 5855

or text 'QUIT' to 80800

NHS

SMOKEFREE
BRIMMINGHAM

e-Cigarettes - an electronic cigarette

It is recommended that only the battery and charger provided with the e-cigarette are used when charging.

Never leave an e-cigarette charging over-night. There have been a number of fires started by e-cigarettes left to charge over-night.

Do's



Only use the charger supplied with the E-cigarette or recommended by the manufacturer. Always follow the manufacturer's instructions for safe charging, use and disposal. Charging requirements vary from one device to another



Charge the device on a flat, solid and stable surface, such as a kitchen worktop

Never mix 'n' match chargers/cables/devices. You may compromise safety devices if you do so.

Don't's



Don't leave the device on flammable or combustible materials when charging



Never leave the device on a bed or close to soft furnishings, or in a cluttered space



Don't exceed the recommended charging time, or leave unattended for any significant length of time - eg overnight while you're asleep, or when you go out

Top tip

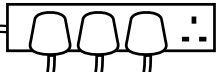


Don't overload

Know the limit!

$$5 + 5 + 3 = 13$$

AMP AMP AMP AMP



Try to use extension leads that have built in **thermal cut-out**.

An extension lead or adaptor will have a limit to how many amps it can take, so be careful not to overload them to reduce the risk of a fire.

Appliances use different amounts of power – a television may use a 3amp plug and a vacuum cleaner a 5amp plug for example.

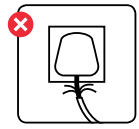
- ▶ Always check that you use the right fuse to prevent overheating.
- ▶ Make sure an electrical appliance has a British or European safety mark when you buy it.
- ▶ Certain appliances, such as washing machines, should have a single plug to themselves, as they are high powered.
- ▶ Try and keep to one plug per socket.
- ▶ Never plug one extension lead into another.



Over half of accidental electrical fires accounted for all household fires in Great Britain.

For more advice on electrical product recalls and home safety appliances go to: www.esc.org.uk/public

Keep electrical appliances clean and in good working order to prevent them causing a fire.



- ▶ Empty fluff regularly from tumble dryers, in accordance with manufacturers instructions.
- ▶ Check for signs of dangerous or loose wiring such as scorch marks, hot plugs and sockets, the smell of hot plastic or burning, (buzzing or crackling sound), fuses that blow or circuit-breakers that trip for no obvious reasons and flickering lights.
- ▶ Check and replace any old cables and leads, especially if they are hidden from view e.g. behind furniture.
Never run cables under carpets or mats.
- ▶ Unplug appliances when you're not using them or when you go to bed. This can reduce the risk of fire and also help reduce your energy bills.

Portable heaters

- ▶ Position heaters up against a wall/a even surface to stop them falling over.
- ▶ Keep them clear from curtains and furniture and never use them for drying clothes.

Using an electric blanket

- ▶ Don't leave electric blankets folded as this damages the internal wiring. Store them flat or rolled up instead.
- ▶ Unplug blankets before you get into bed, unless it has a thermostat control for safe all-night use.
- ▶ Avoid second hand blankets
 - check regularly for wear and tear.



14 Candles

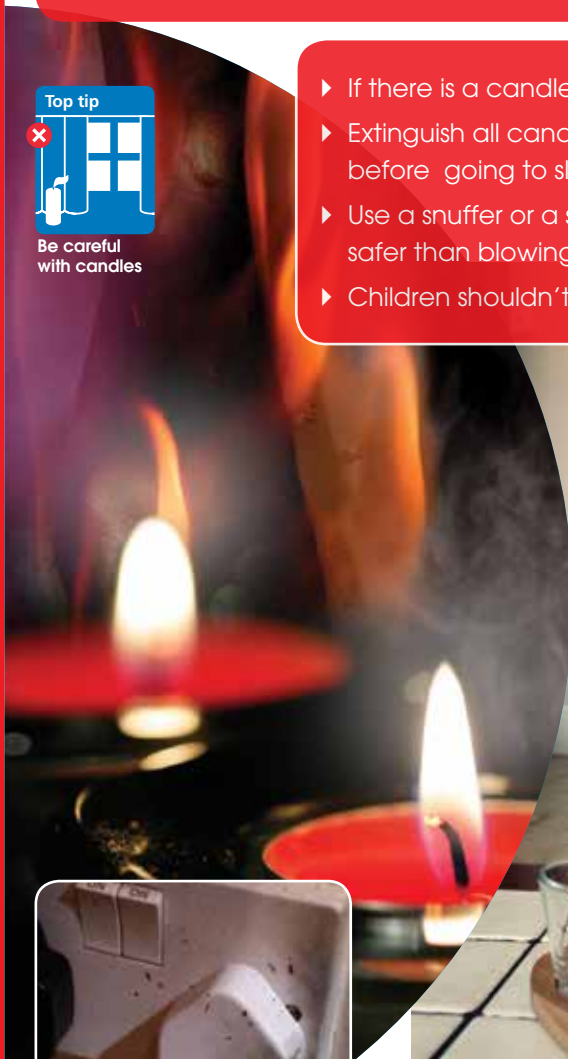
Make sure candles are secured in a proper holder and away from materials that may catch fire e.g. and curtains.

Top tip



Be careful with candles

- ▶ If there is a candle burning, always keep it in sight.
- ▶ Extinguish all candles when leaving a room or before going to sleep.
- ▶ Use a snuffer or a spoon to put out candles. It's safer than blowing them out when sparks can fly.
- ▶ Children shouldn't be left alone with lit candles.



**Don't tackle fires yourself.
Leave it to the professionals.**

- ▶ Keep calm and act quickly
- ▶ Get everyone out as soon as possible.
- ▶ Before you open a door check if it's warm using the back of your hand.
If it is, don't open it – fire is on the other side and follow your escape plan.
- ▶ Don't waste time investigating what's happened or rescuing valuables.
- ▶ If there's smoke, keep low where the air is clearer.
- ▶ Call 999 as soon as you're clear of the building.
999 calls are free.
- ▶ Do not re-enter into the building for pets or valuables.

WHAT TO DO IF YOUR ESCAPE ROUTE IS BLOCKED OR YOU ARE UNABLE TO ESCAPE

If it is **TOO DANGEROUS** to follow your escape plan.

- ▶ Move all occupants to the safest room in the flat.
- ▶ Keep the door closed and place bedding or clothing at the bottom of the door to block smoke.
- ▶ Have a phone with you
- ▶ **DO NOT BREAK THE WINDOW.** Open the window if it is safe to do so.
- ▶ Close the window if smoke comes in. A broken window cannot be closed.
- ▶ Balconies – check your landlords escape plan for guidance. Check for fire and smoke from below and falling debris before using a balcony during a fire.
- ▶ Phone the Fire Service – **999** and you will be advised of what to do.
- ▶ Firefighters will get to you quickly and escort you to safety.

**GET OUT
STAY OUT
AND CALL
999**



**CLOSE DOORS
BEHIND YOU**

What to do if your clothes catch fire

- Don't run around, you'll make the flames worse.
- Lie down and roll around. It makes it harder for the fire to spread.
- Smother the flames with a heavy material, like a coat or blanket.
- Remember, Stop, Drop and Roll!



STOP!



DROP!



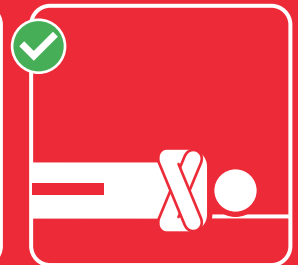
ROLL!



STOP!



DROP!



ROLL!

- ▶ Run lots of cool water over the burn for 10-15 minutes (no longer than 10 minutes for a baby).
- ▶ Once cooled, remove any outer clothing but don't remove clothing next to the skin as it may be sticking. It needs to be removed by a doctor or nurse.
- ▶ If the burn starts to hurt again, run it again under cool water.
- ▶ Don't touch the burn or burst blisters.
- ▶ **Do not use butter, margarine, creams or ointments.**
- ▶ Loosely cover the burn with cling film or clean non-fluffy material to stop it getting infected, which could be a clean plastic bag, clean pillow case, etc. Keep it loose as burns swell. And don't put cling film on the face or head.
- ▶ Call an Ambulance 999, if necessary.
- ▶ Get advice from your doctor, A&E department at our local hospital, NHS Direct telephone 111.
- ▶ Seek medical advice from your doctor if the burn is on the face, hands, feet, joints or genitals, or is larger than a postage stamp.

If you do a first aid course, you could save someone's life in a crisis.

Start by learning some basic first aid or revise what you already know. The British Red Cross, St John Ambulance and your local NHS Ambulance Service run first aid courses. The British Red Cross has interactive first aid (<http://www.redcross.org.uk/What-we-do/First-aid/Baby-and-Child-First-Aid/>) information online. Your health visitor or local children's centre may also run courses.

18 Emergency Calls to the Fire Service

If you require the Fire Service in an emergency, always dial 999
Please do not try and contact your local Fire Station.

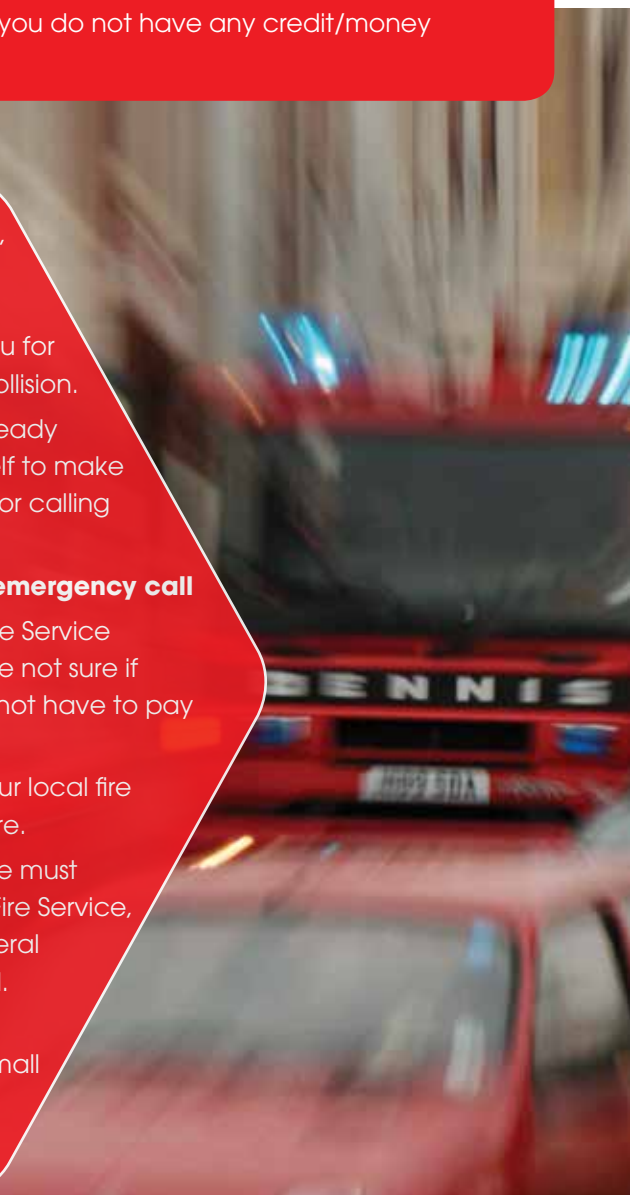
- Calls to 999 are Free from landline and mobile phones.
- You can call 999 when you do not have any credit/money on a mobile phone.

You can dial 999 from any private, public or mobile phone for free – even if you have no credit. The Fire Service will not charge you for attending a Fire or Road Traffic Collision.

Even if you think someone has already called the Fire Service, call yourself to make sure. You will not get into trouble for calling about a real emergency.

Do's and Don'ts for making an emergency call

- ▶ Don't be afraid to dial the Fire Service if you need us, even if you are not sure if there is a fire or not - you do not have to pay for this service.
- ▶ Don't attempt to contact your local fire station. They may not be there.
- ▶ Don't think that someone else must have already called for the Fire Service, we would rather receive several calls to a fire than none at all.
- ▶ Do dial 999, and ask for the Fire Service no matter how small the fire is because small fires can soon turn into big fires.



When making a 999 call, keep calm. We will need to get some information from you so we can send a fire engine to the incident as quickly as possible.



The Fire Service Control Operator will ask you a number of questions:

1. What is the full address?
2. What is on fire?
3. Is there anybody trapped?
4. Are there any nearby landmarks?
5. What telephone number are you dialling from?
6. You may be asked for your name and address.

Hoax Calls Puts Lives at risk

Occasionally, people ring the emergency services when they don't really need them. For example it could be someone calling for the Fire Service when there is no fire.

It costs time and money for the emergency services to respond to these calls, but ultimately it could put someone's life at risk.

If you are caught making malicious or hoax calls you could:

- ▶ Have your mobile phone disconnected, even if it is a contract phone.
- ▶ Receive a £5000 fine
- ▶ Receive a six month prison sentence.

20 Contact 999 by SMS text

What is emergencySMS?

If you cannot make voice calls, you can now contact the 999 emergency services by SMS text from your mobile phone. Emergency SMS is part of the standard 999 service which has been designed specifically for people with hearing loss or difficulty with speech.



Register:

What is an emergency?

Please do not send test or non-emergency texts – only use emergencySMS for real emergencies.

For example, if:

- ▶ someone's life is at risk.
- ▶ A crime is happening now.
- ▶ Someone is injured or threatened.
- ▶ There is a fire or people are trapped.
- ▶ You need an ambulance urgently.
- ▶ Someone is in trouble on the cliffs, on the shoreline or is missing at sea.

This service works throughout the UK on all mobile networks, it cannot be used from abroad.



In an emergency

▶ Text 999

We need to know:

▶ Who?

Police, Ambulance, Fire and Rescue or Coastguard.

▶ What?

Briefly, what is the problem.

▶ Where?

Exactly where the problem is happening – give the name of the road, house number, postcode or nearby landmark, if possible.

What happens next?

The emergency service will either ask for more information or will tell you that help is on the way. Don't assume that your message has been received until the emergency service sends a message back.

22 Night Time Routine

You are more at risk from a fire when asleep.

So it's a good idea to check your home before you go to bed.

You can carry out the same checks before leaving your house.

Top tip



▶ Close internal doors at night to stop a fire from spreading.

▶ Turn off and unplug electrical appliances unless they are designed to be left on – like your freezer.



▶ Check your cooker is turned off.

▶ Don't leave the washing machine, dishwasher or tumble dryer on.

▶ Turn heaters off and put up fireguards.

▶ Put candles and cigarettes out properly.

▶ Make sure exits are kept clear.



▶ Keep door and window keys where everyone can find them.

▶ Keep a phone close to your bed, making sure that there are no trailing wires.

▶ Don't leave mobile phones or electric cigarettes charging overnight.





If you have a disability or would find it difficult responding to an emergency.

Top tip



Plan an escape route



- ▶ Make sure your house number is clearly visible from the street so emergency services can easily find your home.
- ▶ Plan an escape route.
- ▶ Make sure everyone knows how to escape.
- ▶ Take a few minutes to practice your escape plan.
- ▶ Plan a second route in case the first one is blocked.
- ▶ Make sure exits are kept clear.
- ▶ The best route is the normal way in and out of your home.
- ▶ Close all doors.
- ▶ Have keys readily available for all exits.
- ▶ Review your plan if the layout of your home changes.

Keep door and window keys where everyone can find them



24 Fire Safety In Flats & High Rise Flats

Introduction

Following a risk assessment the landlord should:

- ▶ Formulate an escape plan for all flats in the premises.
- ▶ Communicate the escape plan to all occupants (the escape may be a stay put policy).

It is the legal duty of your landlord to give you a copy of the escape plan for your building. Ask your landlord for a copy if you do not have a copy of the escape plan for your building.

Interim Generic Guidance

This guidance is as an interim measure until the landlord/owner communicates the building escape plan to you.

In the event of a fire in your flat

- ▶ Follow your escape plan: get everyone out, stay out, call the Fire Service out.
- ▶ Close all doors behind you on exit to contain the fire.
- ▶ If safe to do so activate the fire alarm if the building has one.
- ▶ If it is safe to do so alert all neighbours on your floor.
- ▶ Go down the nearest stairs, DO NOT use the lift.

If there is a fire, but not in your flat

- ▶ If there is no smoke in the hallways or stairwells, and it is safe to do so, follow your escape plan.
- ▶ Call the Fire Service; NEVER assume that someone else has already done so – you could save someone's life.

If trapped in your flat from a fire

If it is **TOO DANGEROUS** to follow your escape plan:

- ▶ Locate all occupants to the safest room within the flat;
- ▶ Furthest from the smoke/heat entry point; doors and walls will provide additional protection.



Older people and people with disability are at higher risk of being injured or not surviving a fire in a their home.

Early Warning

Early warning is vital for everyone.

For people who live with disability it is crucial.

Smoke alarms

More than one smoke alarm increases your early warning of a fire.

Think about you and your home.

▶ **Can you hear your smoke alarm(s) if activated?**

- ▶ If you are a smoker, do you have a smoke alarm in every room in which you smoke?
- ▶ Are you sometimes affected by medication or alcohol?
- ▶ Will a smoke alarm at the other end of your home wake or alert you?

Interconnected smoke alarms

Interconnected by either wireless or wiring if a smoke alarm operates, all connected smoke alarms in your home will be activated.

Smoke alarms for Deaf and hard of hearing

Smoke alarms for the Deaf and hearing impaired work in conjunction with a strobe light and vibrating bed pad. **See page 6.**

Smoke alarms linked to personal alarms

A smoke alarm linked to personal alarms means if the smoke alarm is activated an alert will register at the personal alarm monitoring agency. Contact your local Council's Occupational Therapy team for information and local suppliers.

Testing

It is vital that your smoke alarm is tested every month.

Ask a family member, friend, carer or neighbour to show you how to do this or seek their assistance to do this for you.

26 People with disabilities

Responding to a fire

West Midlands Fire Service recommends that people get out rather than attempt to fight fire. A home escape plan will ensure you can safely escape in any emergency at any time of the day or night. Practise with a family carer, friend or neighbour so that they can assist you to identify any improvements. Make sure you:

- ▶ Locate your bedroom as close to an exit as possible.
- ▶ Store mobility aids in easy reach in the bedroom at night.
- ▶ If you have a personal alarm wear this in bed or keep it next to your bed.
- ▶ If you have difficulty opening locked doors when you are at home put keys in deadlock doors or security screens and never deadlock doors when you are home.
- ▶ Get down as low as you can to stay out of the smoke when evacuating.

If you cannot evacuate from your home without assistance you should:

- ▶ Have a telephone by your bed and pre-programmed with 999.
- ▶ Dial 999 and tell them you have a fire and need evacuation assistance.
- ▶ Stay on the phone so you can tell them where to find you.

◀ **See Fire Escape Plan on page 23**



Other advice

- ▶ Make sure your house number is clearly visible from the street so emergency services can easily find your home.
- ▶ If you experience difficulty moving around your home on a day basis this may effect how quickly you safely get out in an emergency. Consider a Occupational Therapy assessment for advice and information to maximise your independence and safety. Your local council will arrange for this.
- ▶ If you are experiencing difficulty managing tasks such as cooking safely consider approaching your local council or a private provider for assistance or delivered meals.
- ▶ Compulsive hoarding significantly increases the risk of having a fire and being unable to escape, keep pathways and door ways clear of accumulated items. Contact West Midlands Fire Service for advice and information - **0800 389 5525**
- ▶ If you use medical oxygen always follow the safety advice provided by your supplier. Failure to do so will increase the likelihood of a fire and increase the intensity.



Are you gas safe at home?



I SERVICE...

my gas appliance every 12 months and not just using anybody! I found them on the **GAS SAFE REGISTER** at www.GasSafeRegister.co.uk they checked that:

- ▶ My appliance is positioned in the right place.
- ▶ My appliance is burning correctly and not producing carbon monoxide.
- ▶ Harmful gases are safely removed from the appliance to the air outside.
- ▶ Ventilation routes are clear.
- ▶ Safety devices are working.

I'VE CHECKED

for signs that my gas is not working properly I know that I should **CALL FOR HELP** if:

- ▶ My appliance is burning with a lazy yellow flame (a healthy flame is crisp blue).
- ▶ I can see soot, black marks or staining on or around my gas appliances.
- ▶ The pilot light keeps going out.
- ▶ There is a lot of condensation on the windows.

I'VE ENSURED

my gas appliances are properly **VENTILATED** by:

- ▶ Keeping flues, chimneys and air vents clear to allow my appliances to work correctly.
- ▶ Having the chimney swept if I have a gas, coal, wood or peat burning fire, no matter how often or little I use it.
- ▶ Checking chimneys and flues for bird's nests, leaves and other natural debris to make sure nothing is blocking the exit.
- ▶ Agreeing a date with my neighbour to get shared flues or chimneys checked every year.



I'M AWARE...

of the symptoms of
**CARBON MONOXIDE
POISONING**



HEADACHES



NAUSEA



DIZZINESS



BREATHLESSNESS



COLLAPSE



LOSS OF CONSCIOUSNESS

I'M AWARE...

of the health effects of
**CARBON MONOXIDE
POISONING:**

- ▶ Carbon monoxide poisoning occurs when you breathe in even small amounts of the gas.
- ▶ Carbon monoxide gets into your blood stream and prevents your red blood cells from carrying oxygen. Without oxygen, your body tissue and cells die.
- ▶ Levels of carbon monoxide that do not kill can cause serious harm to health when breathed in over a long period of time.
- ▶ Long term effects of carbon monoxide poisoning include paralysis and brain damage. Such long term effects occur because many people are unaware of unsafe gas appliances and subsequent carbon monoxide poisoning.





Do you understand the risk from dangerous gas?

I'm Staying Gas Safe

because carbon monoxide has no taste, smell or colour.
A CARBON MONOXIDE ALARM

- ▶ Gives me an **audible warning** which will help to ensure I am alerted even when asleep.
- ▶ Looks similar to a smoke detector and is easy to fit.

Before purchasing a carbon monoxide detector, I made sure it was officially approved to **BSEN50291:2001 OR 2010** and had a **British or European approval mark on it, such as a Kitemark.**

BUT

While an alarm will alert me to carbon monoxide in my home, **it is no substitute for using a Gas Safe registered engineer to ensure my appliances are serviced properly.**

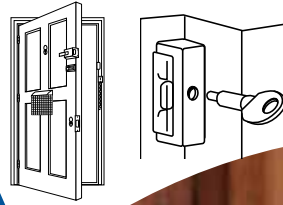
If I smell gas, open doors/windows and get out into fresh air, the contact number to call the 24 hour emergency gas service for my area is:

Enquiries line for National Grid:
0845 835 1111



www.carbonmonoxidesafety.org.uk
www.GasSafeRegister.co.uk
www.GasSafeCharity.org.uk

- ▶ Always lock doors and close the windows when you go out, even if you'll only be out for a short time.
- ▶ Window locks can help to stop people getting in, especially older windows and windows without double glazing.
- ▶ Use deadlocks if you have them - they make it harder for thieves to get out again.
- ▶ **Do not use deadlocks whilst you are in the property.**
- ▶ Don't leave spare keys outside or in a garage or shed. Keep garden sheds and garages locked and think about using a battery-operated alarm.
- ▶ Keep car and garage keys out of sight in the house.
- ▶ Don't leave window and door keys in their locks.
- ▶ Always draw your curtains at night and make sure valuable items cannot be easily seen from outside.
- ▶ Fit a 'spy hole'/door viewer so that you can see who is at the door. Also have a door chain so that you can open the door a little way to talk to visitors.
- ▶ Make sure that any security improvements you make to your house don't stop you getting out as quickly as possible if there is a fire.

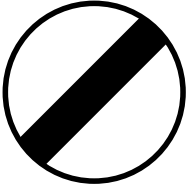


32 Road safety – drivers responsibility

1. To drive a car in the UK the following documents are required:
 - ▶ A driving licence, in accordance with the type of vehicle driven;
 - ▶ Certificate of Insurance - You must have appropriate insurance to drive a motor vehicle on UK roads;
 - ▶ MOT certificate. This is a yearly test of your car's road worthiness for vehicles over 3 years old;
 - ▶ Road Tax Disc - To drive or keep a vehicle on the road you will need to have vehicle tax.
2. The driver and all passengers must wear a seatbelt.
It is a legal requirement.
3. The vehicle must be driven carefully within the speed limit.
4. It's illegal to ride a motorcycle or drive using hand-held phones or similar devices. The rules are same of you're stopped at traffic lights or queuing in traffic. It's also illegal to use a hand-held phone or similar device when supervising a learner driver or rider.
5. If you are involved in an accident, you **MUST**:-
 - ▶ STOP.
 - ▶ exchange insurance details.
 - ▶ call the Police in case of injury.
6. It's illegal to drive if either:
 - ▶ you're unfit to do so because you're on legal or illegal drugs.
 - ▶ you have certain levels of illegal drugs in your blood (even if they haven't affected your driving).

Legal drugs are prescription or over-the-counter medicines.
If you're taking them and not sure if you should drive, talk to your doctor, pharmacist or healthcare professional.
7. There are strict alcohol limits for drivers, but it's impossible to say exactly how many drinks this equals - it's different for each person.
The limits in Scotland are different to the rest of the UK.

**For further information contact Driver and Vehicle Agency (DVLA).
Contact information can be found on Page 67**



This sign shows that the national speed limit applies.

The table below shows the national speed limits.

These apply to all roads unless signs show otherwise.

As well as the speed limits on the roads themselves, certain classes of vehicle are subject to their own speed limits, and the lesser speed limit must be adhered to.

National speed limits				
Type of vehicle	Built-up areas mph (km/h)	Single carriageways mph (km/h)	Dual carriageways mph (km/h)	Motorways mph (km/h)
Cars, motorcycles, car-derived vans and dual-purpose vehicles	30 (48)	60 (96)	70 (112)	70 (112)
Cars, motorcycles, car-derived vans and dual-purpose vehicles when towing caravans or trailers	30 (48)	50 (80)	60 (96)	60 (96)
Motorhomes or motor caravans (not more than 3.05 tonnes maximum unladen weight)	30 (48)	60 (96)	70 (112)	70 (112)
Motorhomes or motor caravans (more than 3.05 tonnes maximum unladen weight)	30 (48)	50 (80)	60 (96)	70 (112)
Buses, coaches and minibuses (not more than 12 metres overall length)	30 (48)	50 (80)	60 (96)	70 (112)
Buses, coaches and minibuses (more than 12 metres overall length)	30 (48)	50 (80)	60 (96)	60 (96)
Goods vehicles (not more than 7.5 tonnes maximum laden weight)	30 (48)	50 (80)	60 (96)	70 (112) 60 (96) if articulated or towing a trailer
Goods vehicles (more than 7.5 tonnes maximum laden weight) in England and Wales	30 (48)	50 (80)	60 (96)	60 (96)
Goods vehicles (more than 7.5 tonnes maximum laden weight) in Scotland	30 (48)	40 (64)	50 (80)	60 (96)

Motorways

The right-hand lane of a motorway with three or more lanes **MUST NOT** be used (except in prescribed circumstances) if you are driving:

- ▶ any vehicle drawing a trailer.
- ▶ a goods vehicle with a maximum laden weight exceeding 3.5 tonnes but not exceeding 7.5 tonnes, which is required to be fitted with a speed limiter.
- ▶ a goods vehicle with a maximum laden weight exceeding 7.5 tonnes.
- ▶ a passenger vehicle with a maximum laden weight exceeding 7.5 tonnes constructed or adapted to carry more than eight seated passengers in addition to the driver.
- ▶ a passenger vehicle with a maximum laden weight not exceeding 7.5 tonnes which is constructed or adapted to carry more than eight seated passengers in addition to the driver, which is required to be fitted with a speed limiter.

Laws MT(E&W)R reg 12, MT(E&W)AR (2004), MT(S)R reg 11 & MT(S)AR (2004)

Prohibited vehicles.

Motorways **MUST NOT** be used by pedestrians, holders of provisional motorcycle or car licences, riders of motorcycles under 50 cc, cyclists, horse riders, certain slow-moving vehicles and those carrying oversized loads (except by special permission), agricultural vehicles, and powered wheelchairs/powering mobility scooters.

The Highway Code

- ▶ The Highway Code can provide you with all the information you need to know to keep safe on the roads.

A free online version of The Highway Code can be found at

<https://www.gov.uk/highway-code>

When travelling in a vehicle as either a driver or passenger you are required to wear the appropriate seatbelt or child restraint.

Below is a table which shows what seatbelt or restraint the driver and passenger should wear whilst in a vehicle. Failure to wear a seat belt can lead to a fine, but more importantly wearing your seatbelt may save lives in the event of a collision.



	Front seat	Rear seat	Who is responsible?
Driver	Seat belt MUST be worn if fitted		Driver
Child under 3 years of age	Correct child restraint MUST be used	Correct child restraint MUST be used. If one is not available in a taxi, may travel unrestrained.	Driver
Child from 3rd birthday up to 1.35 metres in height (or 12th birthday, whichever they reach first)	Correct child restraint MUST be used	Correct child restraint MUST be used where seat belts fitted. MUST use adult belt if correct child restraint is not available in a licensed taxi or private hire vehicle, or for reasons of unexpected necessity over a short distance, or if two occupied restraints prevent fitment of a third.	Driver
Child over 1.35 metres (approx 4ft 5inches) in height or 12 or 13 years	Adult seat belt MUST be worn if available	Adult seat belt MUST be worn if available	Driver
Adult passengers aged 14 and over	Seat belt MUST be worn if available	Seat belt MUST be worn if available	Passenger

www.gov.uk/government/organisations/department-for-transport



Brake and other experts, strongly advise parents to go one step beyond this, and ensure that all children under 150cm tall are always in a proper child restraint, because adult belts are not sufficient in protecting children under this height. (Brake - the road safety charity).



International Driving Licences

European Licence:

You are allowed to drive in the UK as long as the licence is valid.

All Other Countries: You are allowed to drive in the UK for 12 months from the day you entered the UK. After this period, you need to apply for a provisional driving licence and take a test.

Contacts: Driver and Vehicle Licensing Agency (DVLA) Swansea SA6 7JL
Tel: **0300 790 6801** for driver enquiries
Tel: **0300 790 6802** for vehicles enquiries
www.gov.uk/browse/driving

Staying safe on the roads when driving or as a passenger

- ▶ Never lean or wave out of open windows.
- ▶ Only open car doors if it is safe to do so - always check first.
- ▶ When you get in or out of the car, use the door on the pavement side.
- ▶ Only get out when you are sure it is safe to do so.

When using school crossing patrols

- ▶ When schools crossing patrols, police officers or traffic wardens are controlling the traffic, wait until they signal you to cross the road and always obey their instructions.

Child Safety

A rear-facing baby seat **MUST NOT** be fitted into a seat protected by an active frontal airbag, as in a crash it can cause serious injury or death to the child.



Drivers who are carrying children in cars, vans and other goods vehicles should also ensure that:

- ▶ children should get into the vehicle through the door nearest the kerb,
- ▶ child restraints are properly fitted to manufacturer's instructions.
- ▶ children do not sit behind the rear seats in an estate car or hatchback, unless a special child seat has been fitted.
- ▶ the child safety door locks, where fitted, are used when children are in the vehicle.
- ▶ children are kept under control.

Pedestrian safety - 37

Stay safe when walking



- ▶ When there is a pavement or footway, use it!
- ▶ Where there is no pavement, walk on the right hand side of the road to face the traffic coming towards you.
- ▶ Do not to cross between parked cars.
- ▶ If you want to cross the road, find a place where you can see and be seen by motorists.
- ▶ Keep to well lit areas at night. Do NOT take unnecessary short cuts - you may put yourself in danger.

Distractions attribute to a large number of road injuries

- ▶ Stop, look and listen before you cross the road.
- ▶ Do not use headphones when crossing the road.
- ▶ Do not use your mobile phone to take phone calls or read text messages whilst crossing the road.

When using crossings with traffic lights

- ▶ Some crossings have a red and a green man.
- ▶ Push the button and wait where you can see the signal and traffic.
- ▶ When the red man is showing - you should not cross the road.
- ▶ When the green man shows and traffic has stopped - you can cross.

- ▶ Keep looking for traffic.
- ▶ Be patient.
- ▶ Walk quickly but don't run.
- ▶ Some crossings have an island in the middle of the road. Treat each half of the crossing as a separate crossing.

When crossing at a zebra crossing

- ▶ If there is a zebra crossing - use it.
- ▶ Wait on the pavement near the kerb until all the traffic has stopped before you start to cross.
- ▶ When you are satisfied that the traffic has stopped in both directions and it is safe to do so, cross the road.

38 Personal safety

Walking alone personal safety

The risk of being robbed or attacked in this country is small. However you should be aware of what to do in a threatening situation to protect yourselves.

- ▶ Make sure you stay on roads that are well lit and busy. You will be able to see anyone who approaches you and call for help if needed.
- ▶ Don't use shortcuts through parks or alleyways.
- ▶ If you think you are being followed cross the road or go into a shop. If the person is still following you phone someone to collect you or alternatively contact the Police non emergency number, 101 for advice.
- ▶ Do not listen to music from headphones. As well as being distracting it shows people you have something worth stealing.
- ▶ Carry a personal alarm. These can be purchased from high street shops and give off a high pitched sound.

Travelling alone on public transport

- ▶ On buses sit downstairs close to the driver. Avoid sitting upstairs especially at night.
- ▶ Don't fall asleep as you're more likely to have your bag or coat stolen.
- ▶ **Do not** cover both ears when listening to music through **headphones**. As well as being distracting it shows people you have something worth stealing.
- ▶ Keep your valuables out of sight in your bag.
- ▶ If you're on a train and feel uncomfortable move carriages to where there are more people.
- ▶ If you can't move carriages stand by the train doors and change carriages at the next station.



Remember, most car crime can be prevented

It doesn't matter what kind of vehicle you own, thieves will take any car that is easy to steal, irrespective of the model.

Do's and Don'ts of Vehicle Security

- ▶ **Do always check that you have locked the car, set the alarm and closed all windows and the sunroof.**
This is exactly what the car thief is looking out for – that the car has not been locked.
- ▶ **Do try to park in well lit/used areas.**
- ▶ **Do wipe away the Sat Nav mark on your windscreen.**
- ▶ **Don't leave babies or young children alone in a vehicle unattended.** Cars have been stolen with babies inside them.
- ▶ **Don't leave car keys in the ignition.** At the petrol station or defrosting car windows in cold weather.
- ▶ **Don't leave car keys in view when at home at night.**
Make sure car keys are not in view. However we do not advise keeping them in the bedroom. In order to get car keys, thieves may either go through the letterbox using an adapted device, which is called '**fishing**' or they will try the back door because so many people leave them unlocked or open.
- ▶ **Don't leave things on show.** It can take as little as 10 seconds for a thief to steal something from your car.
- ▶ **Don't leave anything with your name and address in the car.**
If you do, you put yourself at risk of burglary, and possibly leaves you open to other types of fraud.

Vehicle Crime – Protect yourself

Remember, most car crime can be prevented

Other Tips

▶ **When you park, there are a few simple actions to reduce the risk of your car being taken.**

If you're parking on a road turn the wheels into the kerb, and when in a car park turn the wheels towards another car as thieves will avoid your vehicle if it takes a lot more effort and time to move it. When parking on a drive, always drive in rather than reverse in and again, turn the wheels. And if you have a driveway, use it, as the thief has to come closer to you to take the car and they don't like to do.

▶ **Any anti-theft device will deter thieves.**

always have some kind of security measure because the thief doesn't want to spend time trying to remove it.

▶ **The best way to keep your vehicle safe is to put a tracker on it.**

Consider using wheel-locking nuts, and a sticker saying the vehicle is alarmed.

▶ **Secure number plates.**

Consider fitting anti-tamper screws to your number plates. Available from most vehicle supplies shops or a garage.

▶ **Mark Catalytic Converters**

– ask at your local garage or vehicle supplies shops.

For further information on vehicle safety contact your local police station or Crimestoppers, telephone: 0800 555 111.

How to report a crime to the police 41

In an emergency dial **999** – your call is free and the service is free

- ▶ An emergency is where:
- ▶ Serious injury has been caused or there is a threat of serious injury e.g. someone has been attacked or mugged.
- ▶ A crime is in progress and the suspects are at or near the scene.

Non emergency crimes dial 101

Use this number for:

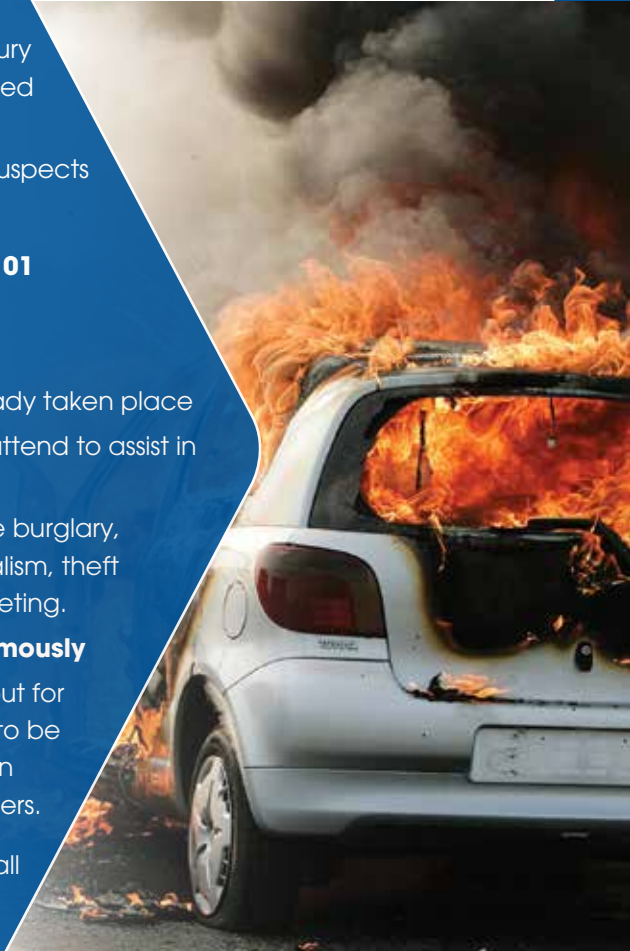
- ▶ General Enquiries.
- ▶ To report a crime that has already taken place
- ▶ When you need the Police to attend to assist in non-emergency situations.

Non emergency crimes include burglary, theft, criminal damage/vandalism, theft from motor vehicles, pick pocketing.

How to report a crime anonymously

If you want to report a crime, but for some reason you do not want to be identified to the police, you can report the crime to Crimestoppers.

The Police will not trace your call and you won't have to give a statement or go to court.





www.capt.org.uk or 02076 083 828

As children grow up they may slip, fall, and tumble. As they explore they may pick up things or put their hands in places they shouldn't. To ensure that our children are safe and to avoid any serious injuries or even death we can encourage a safe environment by taking simple safety measures.

Child Safety information can be found at:

The Child Accident Prevention Trust (CAPT) is the UK's leading charity working to reduce the number of children and young people killed, disabled or seriously injured in accidents. We exist because accidents are a leading cause of death and serious injury for children and young people. Many of these accidents can be prevented.

www.capt.org.uk

Each day, around 45 toddlers are taken into hospital because they've had a serious fall.

For instance, did you know that:



Falls are one of the most common causes of childhood accidents



Six toddlers are admitted to hospital every day because they've been badly burned



Many accidents can be prevented in just one minute, by moving dangerous objects out of a child's reach

www.rosipa.com

Child Safety

A big part of RoSPA's mission is to stop children being accidentally killed or injured.

As part of RoSPA campaign to protect society's most vulnerable, is the offer of advice, information and resources for safety practitioners, parents, teachers and other professionals who work with children about child safety on the road, in the home and at play.



44 Tenants Rights and Responsibilities

Many people within the West Midlands live in a council owned property, a housing association property or rent from a private landlord. As a tenant you have a responsibility for the property you rent, but your landlord is also responsible for maintaining the property.

Landlords Responsibilities

Not disturbing tenants

Landlords can enter your property to inspect or to carry out repairs. However you must be informed in advance, usually 24 hours beforehand. For emergency repairs, e.g. water leaks, this doesn't apply.

Carry out certain kinds of repairs

Landlords are responsible for repairs to the outside of the property or structure (walls, chimney, roof, guttering, drains and maintenance of the gas, water and electricity supply).

They are also responsible for:

- ▶ Heating/hot water systems.
- ▶ Maintenance of communal (shared) areas.
- ▶ Ensure that the furniture provided meets British fire standards.
- ▶ Ensure that there are working smoke alarms in the property.
- ▶ Ensure that gas appliances such as fires, cookers and boilers, which should all have Gas Safe certificates.





Tenancy Agreement

It is not a legal requirement for Landlords to provide you with a tenancy agreement. Most landlords will provide you with one especially in council or housing association properties. Even if you do not have a tenancy agreement it is your right to know:

- ▶ How much rent you have to pay and when it is due.
- ▶ How much deposit you need to pay.
- ▶ The amount of notice you must give should you want to leave.
- ▶ The services/bills you will need to pay.

Meeting Safety Standards

Landlords must make sure that all gas and electrical equipment in your property has been safely installed and is maintained. They must also follow fire safety regulations - for example, by checking that their tenants have

access to escape routes at all times.

Any repairs or maintenance to the gas supply or gas appliances must be carried out by a Gas Safe registered engineer. Your landlord must arrange for a yearly maintenance check of gas pipe work, appliances and flues. Your landlord should provide you with a copy of these checks if you ask.

Your landlord is responsible for the maintenance of the electricity supply and light fittings, plug sockets etc. Your landlord should get an electrical engineer to check these about every 5 years.

If your property is furnished then your landlord must check that any furniture they supply, meet fire regulations. They must also ensure that your smoke alarm is working and that if there is a fire you can escape easily.

46 Tenants Responsibilities

Paying Bills

Normally, you will pay be responsible for bills, e.g. gas, electricity, water, council tax and TV licence. Check your tenancy agreement to see what you are responsible for.

If you do not pay for services you could be cut off and may have to pay extra for services to be reconnected.

Taking care of the property

You will have some responsibility for looking after the property, and if you cause damage you may have to pay for the repairs or buy a replacement item. You will be responsible for cleaning and doing general maintainance to the property such as washing windows, checking smoke alarms are working, changing light bulbs etc.

If you wish to decorate the property, take in a lodger or keep pets you should seek the approval of your landlord.

Anti Social Behaviour

You should not behave in a way that could cause upset or annoy your neighbours.

Antisocial behaviour includes having the stereo or TV on too loud, not controlling pets or children, piling up rubbish or generally behaviour of an unacceptable manner. If you do continue to behave in this way you may be issued with an Anti-social Behaviour order and be evicted from your property.

What should you do if you have a problem with your property/landlord?

There are many sources of information which may help you solve a dispute with your landlord. You can contact your local housing team, Citizens Advice Bureau or council for advice. Alternatively www.gov.uk can provide you with more information.





Loan Sharks

**Don't get involved with a loan shark...
it will cost you an arm and a leg**

Have you or anyone you know:

- ▶ Been offered a cash loan without paperwork?
- ▶ Been threatened when you couldn't pay?
- ▶ Had your benefit or bank card taken from you?
- ▶ Had a loan which keeps growing even though you are making payments?

If you can answer yes to the above you may have been bitten by a Loan Shark.

See page 67 for contact information.

48 Environmental Responsibilities

As a resident of the West Midlands you have a responsibility to help keep our environment clean and dispose of rubbish and unwanted items in the correct way.

Refuse Collection

Household rubbish is usually collected on a weekly basis. It is your responsibility to put out your own rubbish bags or wheelie bins. These should be put out no earlier than 6pm the night before collection and no later than 6am the day of collection.

Doorstep Recycling

Doorstep recycling schemes run throughout the West Midlands. The council will provide you with either boxes or wheelie bins to put recyclable items and garden waste in. These are usually collected on alternate weeks.

The types of items you are able to recycle are: Plastic bottles, drinks cans, cardboard boxes, newspapers, paper, food cans and magazines.

Your local council will be able to provide you with details of the recycling scheme in your area.



Bulky Items

If you have bulky items which need disposing such as furniture, cookers, beds etc your local council will not collect this with your normal rubbish collection.

If you are able to transport the item, take it to your local Household Recycling Centre. This is a free of charge service and they will dispose of the item for you. www.gov.uk will be able to tell you where the nearest centre to you is.

If you are unable to transport the item yourself, the council will collect the item. Please be aware there may be a charge for this. www.gov.uk can provide you with the number you need to call for this.



Is your home or business at 'risk' of flooding.
Find out now: call Floodline - **0345 988 1188** or visit
www.environment-agency.gov.uk/floodmidlands.

You can also check whether you are eligible for the Environment Agency's free 24 hour flood warning service



If you are at risk, there's a lot you can do to prepare before a flood happens.

1. Make a personal flood plan.
2. Prepare a flood kit of essential items.
3. Check your insurance cover.
4. Make a list of important contact numbers.
5. Know how to turn off your gas, electricity and water mains.
6. Move important or irreplaceable items such as documents and photographs to a safe place.
7. Think about other items you would move to safety during a flood (medicines, pets, electrical items, cars).

Check the Environment Agency website for more help and ideas on how to protect yourself and your home. Even if your property is not shown to be at risk from river flooding be aware - floods can happen anyway and affect anyone.

Flood water is dangerous



▶ Flash flooding can happen very quickly.



▶ Six inches of fast-flowing water can knock over an adult.

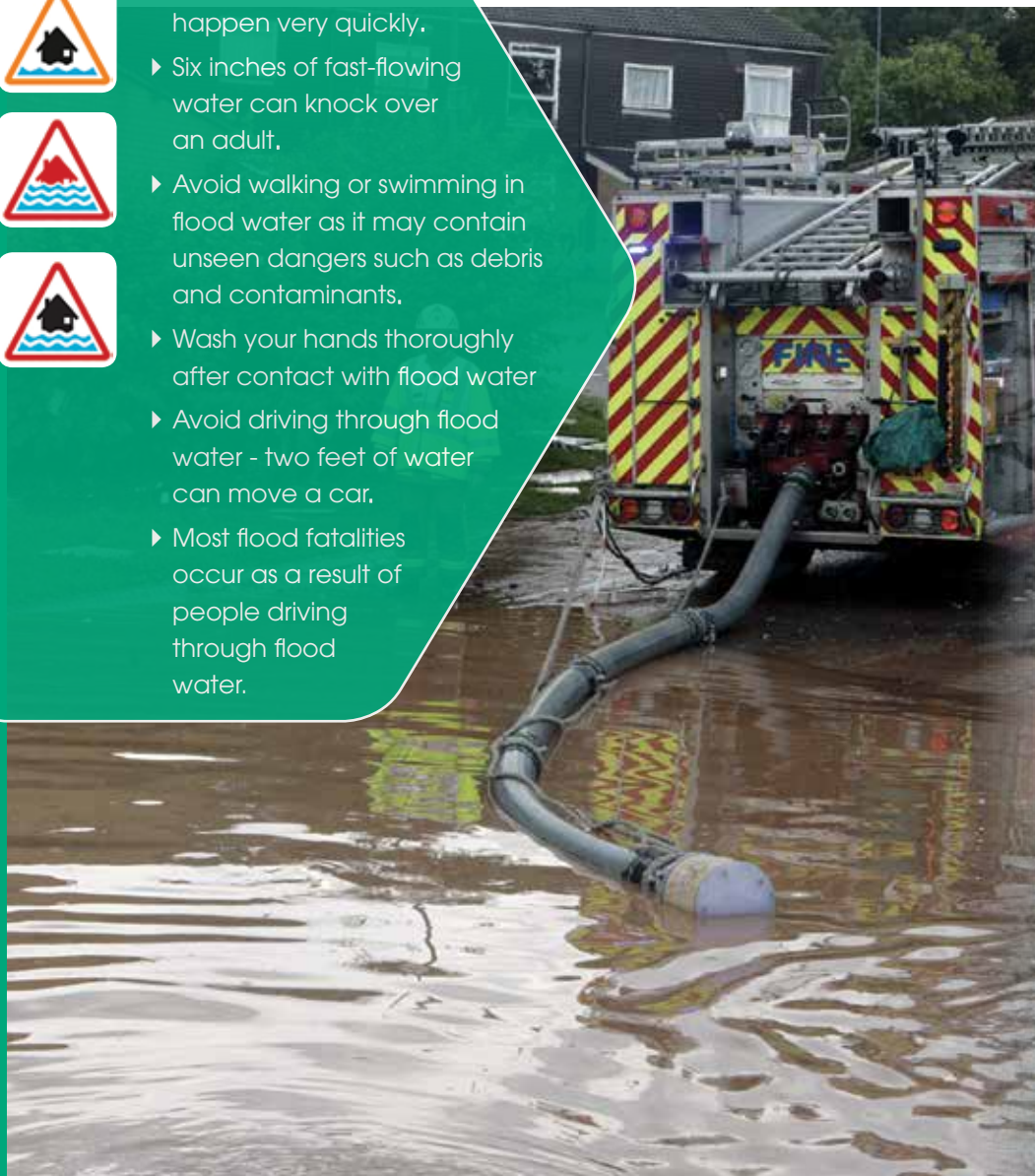


▶ Avoid walking or swimming in flood water as it may contain unseen dangers such as debris and contaminants.

▶ Wash your hands thoroughly after contact with flood water

▶ Avoid driving through flood water - two feet of water can move a car.

▶ Most flood fatalities occur as a result of people driving through flood water.



<http://www.rospa.com/leisuresafetyadviceandinformation/watersafety/>



Spot the dangers!

Water may look safe, but it can be dangerous. Learn to spot and keep away from dangers. You may swim well in a warm indoor pool, but that does not mean that you will be able to swim in cold water.

The dangers of water include:

- ▶ it is very cold.
- ▶ there may be hidden currents.
- ▶ it can be difficult to get out (steep slimy banks).
- ▶ it can be deep.
- ▶ there may be rubbish hidden, e.g. shopping trolleys, broken glass.
- ▶ there are no lifeguards.
- ▶ it is difficult to estimate depth.
- ▶ it may be polluted and make you ill.

Take safety advice!

Special flags and notices may warn you of danger. Know what the signs mean and do what they tell you.

Go together!

Children should always go with an adult, not by themselves.

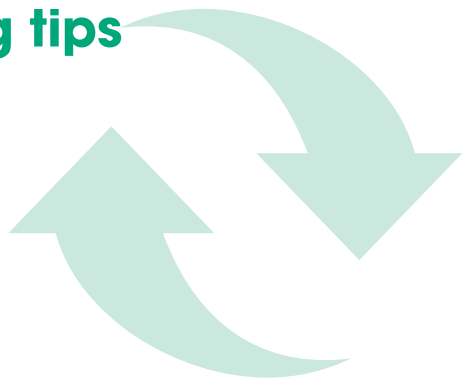
An adult can point out dangers or help if somebody gets into trouble.

Learn how to help!

You may be able to help yourself and others if you know what to do in an emergency.

If you see someone in difficulty, tell somebody, preferably a Lifeguard if there is one nearby, or go to the nearest telephone, dial 999, ask for the Police at inland water sites and the Coastguard at the beach.

52 Free Energy saving tips within the home



To support our environment this simple advice can help our communities by taking action on climate change to protect and enhance the environment. This information helps reduce your carbon footprint.

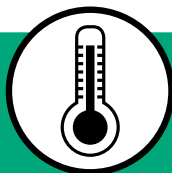
These interventions cost nothing but saves money, energy and the planet:

- ▶ Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.
- ▶ Always turn off the lights when you are last to leave a room.
- ▶ If possible turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent.



Free Energy saving tips within the home

- ▶ Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.
- ▶ Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.
- ▶ If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.
- ▶ Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).
- ▶ A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!
- ▶ When replacing lightbulbs use energy saving lightbulbs. They last up to 10 times longer than ordinary bulbs.



STOPPING SMOKING

THE BENEFITS OF QUITTING

20 minutes

Blood pressure and pulse return to normal. Circulation improves especially in hands and feet.

8 hours

Blood oxygen levels increase to normal and your chances of having a heart attack start to fall.

24 hours

Carbon monoxide leaves the body. Lungs start to clear out the mucus and debris.

48 hours

Your body is now nicotine free. Your sense of taste and smell begin to improve.

72 hours

Breathing is easier and your energy levels increase.

2-12 weeks

Circulation improves throughout the body. Walking and exercise get easier.

3-9 months

Breathing problems, coughing, shortness of breath and wheezing improve. Lung efficiency improved by 5-10%.

5 years

Risk of having a heart attack falls to about half that of a smoker.

10 years

Risk of lung cancer falls to about half that of a smoker. Risk of heart attack is about the same as someone who has never smoked.

If you need medical help fast, but it is not life threatening – call



What is ?

If you need medical help fast but it's not a life-threatening situation, you can now call the new NHS 111 number. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hour doctor or a community nurse.

If the adviser thinks your condition is more serious, they will direct you to hospital or send an ambulance. If you don't speak English, tell the adviser what language you want to speak and they will get you an interpreter. You can call 111 any time of the day. The call is free, from landlines and mobiles.

When do I use it?

You should only call 999 in an emergency – for example, when someone's life is at risk or someone is seriously injured or critically ill.

Call 111 if you need medical help fast, but it's not life-threatening – for example, if you:

- think you need to go to hospital
- don't know who to call for medical help
- don't have a GP to call
- need medical advice or reassurance about what to do next

For health needs that are not urgent, you should call your GP.

If a health professional has given you a number to call for a particular condition, you should continue to use that number.

Who can use it?

The NHS 111 number is currently only available in certain areas of England.

If you're outside of these areas, you should call NHS Direct on 0845 4647.



when it's less urgent than 999

More information

For more information on where the NHS 111 service is available or to get this leaflet in other languages, visit www.nhs.uk/111

56 How to avoid falls

Potential problems

As we grow older, we become less physically able, almost without noticing. It is important to be aware of these changes, then take action well in advance to make sure they don't lead to fall accidents.

At any time of life, a fall can cause serious injury, loss of mobility and independence. The older we get, the harder we fall.

Common causes

- ▶ Temporary loss of balance.
- ▶ Attempting to bend too low.
- ▶ Stretching too high.
- ▶ Stand up too quickly.

Balance

Everybody loses their balance or trips occasionally, but with something steady to hold onto you could avoid a painful accident.

Simple solutions

Everyday items could be kept within easy reach on racks or in drawers rather than using cupboards that are too high or low.

- ▶ Gripping something firm with one hand to steady yourself when bending or reaching up
- ▶ A letter box cage, and a shelf or upturned box for milk deliveries.
- ▶ Power points moved to a comfortable height for you.
- ▶ Pausing for a moment before getting out of a chair or bed.
- ▶ Strong lightweight step ladders for high level jobs like curtain hanging or changing light bulbs.
- ▶ You need to plan to avoid temptation

Simple solutions

- ▶ Have a firm handrail on both sides of the stairs.
- ▶ Bath rails need to be strong and in the right position for you by the bath, shower and toilet.
- ▶ Consider what you can hold onto in the kitchen. If there is nothing, fix a sturdy rail or grab handle.
- ▶ Have a chair or flat surface ready to sit on in the kitchen and bedroom just in case you feel faint.

Safety Tips

- ▶ Keep yourself hydrated by drinking water/liquids, at least little and often. Especially when you are feeling unwell.
- ▶ Keep warm

Tripping and slipping

Be aware that our reactions get slower as we age, just enough sometimes to turn a minor trip into a nasty fall.

Unable to see properly

Our eyesight tends to get worse, or slower to react to light and darkness, as we get older.

Simple solutions

A fresh look at your home to spot areas where you could trip. Could you move around more freely if you rearranged the furniture, for example?

- ▶ Remove loose rugs from walkways.
- ▶ Changing the habit of putting “things to go up” on the stairs.
- ▶ Doing away with slippery floors. There are good kitchen and bathroom carpets these days. Clean up spills straight away.
- ▶ Strong non-slip shoes.
- ▶ More care on the garden path.
- ▶ Buy rock salt before the winter frosts.

Simple solutions

Why not change your light bulbs from 100 to 60 watts? It will hardly affect the running costs.

- ▶ A bedside light which is easy to switch on in the dark.
- ▶ Two-way light switches at the top and bottom of the stairs.
- ▶ Give yourself time to get used to bifocal glasses when you get them.
- ▶ Take special care on the stairs.
- ▶ Please use your lights. Don't creep around in the dark. It's better and cheaper in the long run to use lights than to have a fall.

58 Healthy eating

- ▶ About 8 in 10 deaths from major diseases, for example cancer and coronary heart disease are linked to choices people make in their lives, such as smoking and not eating healthily.
- ▶ Reducing salt intake to the recommended 6gms a day for adults would contribute to a 17% reduction in high blood pressure in the UK population.
(BHF, 2006)
- ▶ 1 in 5 Britons eats the recommended 5 portions of fruit and vegetables a day.

(World Cancer Research Fund)



5 'TOP TIPS' TO...

Eat more healthily.

1. Compare your diet to the Eatwell plate, how does it compare?
2. Eat more fruit and vegetables. It doesn't have to be expensive, remember tinned, frozen and dried fruit and vegetables are good and it's also cheaper to eat foods in season.
3. Most of our salt intake comes from processed foods, try to reduce these and check food labels.
4. You can reduce fat in your diet in a number of ways, cut off visible fat from meat, spread fats more thinly, cut down on fatty and sugary snacks, choose lower fat options, use less fat when cooking.
5. Fish is a good food, oily fish such as: sardines and mackerel are inexpensive too.

**Bread, rice,
potatoes, pasta
and other starchy foods**



**Milk and
dairy foods**

Is the Eatwell for me

This does not apply to children under the age of 2 because they have different nutritional needs.

Anyone with special dietary requirements or medical needs should check with a registered dietitian or their GP services whether the 'Eatwell Plate' is suitable for them.



Eat well Move more Live longer

www.nhs.uk/change4life

- ▶ 70% of the population are not active enough to benefit their health, that is 6 in 10 men and 7 in 10 women.

(BHF, 2007)

- ▶ Almost 40% of deaths from coronary heart disease are due to inactivity.

(BHF, 2007)

- ▶ Increasing physical activity levels in the population will have a positive impact on the prevention of illness and quality of life.

- ▶ Increased physical activity has a positive impact on reducing stress, improving sleep and increasing social activity and self-esteem.

- ▶ In Coventry only 20% of people are active enough to benefit their health.

(Lifestyle Comparators, 2008)

5 'TOP TIPS' FOR...

Increasing your physical activity. It's easier than you think!



1. Try to reduce time spent just sitting.
2. Increase your everyday activity: hand wash your car, do more housework and gardening.
3. Choose the stairs not the lift and aim to climb them 10 times a day.
4. Take a couple of lunchtime walks in your week, you could use a step-o-meter to count your daily steps.
5. Park in the space furthest away from the supermarket.

NB. Certain people with health conditions should be advised to check with their GP before taking exercise.

Split it into smaller times...

...to fit within your daily routine.

- ▶ Adults should aim to be moderately active for 30 minutes on 5 (or more) days of the week.
- ▶ For children the message is one hour of moderate activity each day.
- ▶ The 30 minutes can be broken down into 3x10 or 2x15 minute slots.
- ▶ 'Moderate' describes an activity that will slightly increase your heart rate and makes you feel warmer.
- ▶ Whilst being active you should be able to talk comfortably.
- ▶ Walking is a great way to be more active in day to day life.



For more information and support visit

change4life

www.nhs.uk/change4life

British Heart Foundation

www.bhf.org.uk

62 Drug Use and Classifications

In the UK it is against the law to use, possess, manufacture or supply any controlled substances.

Some people take drugs for many different reasons including

- ▶ Enjoyment.
- ▶ Because their friends take drugs.
- ▶ Boredom.
- ▶ They believe it to be fashionable.
- ▶ They can buy them cheaply.
- ▶ Curiosity.
- ▶ To escape traumas or problems.

People who take drugs do not always have an understanding of the risks/ effects of the drugs they are taking.

Side effects of drug taking can include

- ▶ Heart Attacks.
- ▶ Strokes.
- ▶ Breathing problems.
- ▶ Hepatitis or HIV through injecting drugs.
- ▶ Overdoses.
- ▶ Depression, anxiety and paranoia.
- ▶ Addiction to the drug.
- ▶ Effects their co-ordination and sense of danger. They may be more likely to have an accident.



If you are caught in possession of, using, manufacturing or supplying drugs you are breaking the law and could face imprisonment and/or a fine. The table below shows you some examples of the sentence or fine you could expect.

Drug Classifications		Maximums Penalties	
Class	Examples	Possession	Supply and production
Class A	Crack Cocaine, Cocaine, Ecstasy (MDMA), Heroin, LSD Magic Mushrooms, Methadone Methamphetamine (Crystal Meth)	7 years in prison an unlimited fine or both	Up to life in prison, an or unlimited fine or both
Class B	Amphetamines (speed), Barbituates, Cannabis, Codeine, Ketamine, Methylphenidate (Ritalin), synthetic cannabinoids, Synthetic cathinones) eg mephedrone, methoxetamine)	5 years in prison an unlimited fine or both	Up to 14 years in prison, an or unlimited fine or both
Class C	Anabolic Steroids, Minor Tranquillizers, Rohypnol, GHB(Gamma-Hydroxybutyric acid), .	5 years in prison an unlimited fine or both (except anabolic steroids - it's not an offence to possess them for personal use)	Up to 14 years in prison, an or unlimited fine or both
Temporary Class Drugs*		None, but police can take away a suspected temporary class drug	Up to 14 years in prison, an or unlimited fine or both

How would I know if someone close to me has a problem with drugs?

Look out for signs such as

- ▶ Sudden changes in mood,
- ▶ Loss of appetite,
- ▶ Suspicious behaviour,
- ▶ Lack of interest in hobbies,
- ▶ Missing school/work,
- ▶ Money going missing,
- ▶ Sleepiness or drowsiness.

What should I do if someone close to me is taking drugs?

- ▶ Don't panic.
- ▶ Don't blame yourself.
- ▶ Learn about drugs.
- ▶ Talk to them, listen and give them support.
- ▶ Don't bully, lecture or scare.
- ▶ Remind them of the risks and legal consequences.

GET HELP

FRANK

- ▶ A universally accessible service for anyone wanting help, information or advice about any aspect of drugs.
- ▶ It is available 24 hours a day, 365 days a year
- ▶ The service is free, confidential and operated by fully trained advisers
- ▶ The service can be accessed through a number of channels including:



the helpline
0300 123 6600



Telephone
0300 123 1099



Textphone FRANK
on **0300 123 1099**
- For people with
hearing impairments
or communication
disabilities



Email via Frank
website:
www.talktofrank.com



SMS (Text)
82111



Frank BOT
(an interactive
service delivered via
MSN messenger)

Safer Drinking Advice



Maximum of 3 - 4 units per day, with alcohol free days per week



Maximum of 2 - 3 units per day, with alcohol free days per week



There is no known safer limit for under 18s. The Department of Health advise that you don't drink at all if you're under 15



The Royal College of Psychiatrists suggest people over 65 should drink a maximum of **1.5** units of alcohol per day

The British Liver Trust advise that you should have TWO-THREE CONSECUTIVE alcohol free days per day

Men and Women

The recommended maximum drinking levels for a healthy man is 3-4 units of alcohol per day with at least two alcohol free days per week.

A healthy man is one who does not currently suffer any health problems as a result of alcohol or someone who has medical reasons not to drink.

The recommended units are based how the male body processes alcohol; the male body has a lower ratio of fat to water therefore enabling the body to help dilute the alcohol. The average male tends to have more body tissue than females, and this enables the body to absorb more of the alcohol they drink.

Men have a higher level of alcohol dehydrogenase (ADH) in the liver than women. This means it is a little easier to metabolise alcohol.

The recommended maximum drinking levels for a healthy women is 2-3 units of alcohol per day with at least two alcohol free days per week.

A healthy woman is one who does not currently suffer any health problems as a result of alcohol or someone who has medical reasons not to drink. For example drinking while pregnant is not advisable

The recommended units are based on how the female body processes alcohol; the female body has a higher ratio of fat to water therefore the body is less able to help dilute the alcohol. The average female tends to have less body tissue than the males therefore the body is less able to absorb the alcohol they drink.

Women have a lower level of alcohol dehydrogenase (ADH) in the liver than men. This means it is a harder to metabolise alcohol.

66 Notes

A series of 25 horizontal dotted lines for writing notes.

Contacts

West Midlands Fire Service

0800 389 5525

Refugee Council

3 Stone Road, Edgbaston
Birmingham, B15 2HH
www.refugeecouncil.org.uk

Tel: 0121 446 5118

Fax: 0121 440 2868

British Red Cross

Bradbury House,
7 Lowe Street, Camp Hill
Birmingham, B12 0ER
0121 766 5444
www.redcross.org.uk

National Grid 24 hour Gas Emergency Service

0800 111 999

Severn Trent Water

0800 783 4444 (24hr emergency)

Child

0800 11 11

The Silver Line (Helpline for older people)

0800 4 70 80 90

(24 hours a day, every day)

Websites

General advice on all aspects of life in the United Kingdom

www.direct.gov.uk

Health Advice

www.nhs.uk

Highway Code

www.gov.uk/highway-code

Housing Advice

[https://www.gov.uk/browse/housing/
council-housing-association](https://www.gov.uk/browse/housing/council-housing-association)

Citizens Advice Bureau

<http://www.citizensadvice.org.uk/>

Driving

Driving and Vehicle Licensing Agency
[http://www.gov.co.uk/contact-the-
dvla](http://www.gov.co.uk/contact-the-dvla)

West Midlands Police

<http://www.west-midlands.police.uk/>

Loan Sharks Information

For confidential help and advice contact the illegal Money Lending Team **0300 555 2222**

(local call rates, including inclusive minutes from mobiles)

Email: reportaloanshark@stoploansharks.gov.uk

Text: **loan (space) shark (space) + your message to 60003.**

Web: www.gov.uk/report-loan-shark

In an Emergency

Contacts

999 or 112

Smell Gas

0845 835 1111 www.carbonmonoxidesafety.org.uk

Environmental Agency

03708 506 506 <http://www.environment-agency.gov.uk/>

NHS

111 <http://www.nhs.uk/>

Useful No's

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Dentist
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