

# Keeping Safe



WWW.SOMERSET.GOV.UK



Information sheet A7

April 2016

This information sheet is about staying safe.

## Staying safe

We work in partnership with other health and social care providers and the police to protect and safeguard adults. Below are some examples of contacts you may find useful.

### Age UK

For information on preventing falls, and for help with making your home safe and secure, phone 0845 643 4709.

### Police Neighbourhood Watch

To contact local co-ordinators phone 01823 363348 or email

[Lindsey.stone@avonandsomerset.police.uk](mailto:Lindsey.stone@avonandsomerset.police.uk)

### Fire Safety

For advice about home safety and to request a free home safety visit, go to [www.dsfire.gov.uk](http://www.dsfire.gov.uk)

### Rogue Traders

Our Trading Standards team works with other organisations to tackle 'rogue traders'. If you have any information about rogue traders we would like to know. You can call the Citizens Advice Consumer Helpline on 0845 404 0506 or the police on 101. Advice on how to avoid becoming the victim of a scam is available at [www.gov.uk](http://www.gov.uk) and search for "scams"(correct at time of writing).

### Major Incidents

In an emergency, for example flooding, we work with other organisations to provide services to respond to major incidents and plan a response in advance. We have produced an 'Emergency Action Checklist' for householders with advice about what to do before, during and after emergencies. To request a copy phone 0300 123 2224 or visit [www.somerset.gov.uk](http://www.somerset.gov.uk) and search for 'self-help'.

## **Somerset Direct 0300 123 2224**

In Somerset we support people to remain as independent as possible and we promote independence and choice. As well as supporting adults of a working age we support older people who have disabilities, mental health needs and people who have a sensory loss.

We have a duty to try to protect adults aged 18 or above who may be at risk of abuse. If an adult is not able to protect themselves from abuse we call this safeguarding. Safeguarding means protecting a person's right to live safely, free from abuse and neglect.

If an adult is in immediate danger please call the emergency services on 999.

If you have concerns about an adult who you think may be suffering abuse, you can phone us on **0300 123 2224**.

If you want to know more about adult safeguarding in Somerset you can read our information sheet **A8: Safeguarding Adults**.

## **Your opportunity to feedback**

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

Contact us by going to our website, [www.somerset.gov.uk](http://www.somerset.gov.uk), or

- Speak to your social care worker
- Phone Somerset Direct on 0300 123 2224, or
- Contact the Adults and Health Customer Experience Officer

Floor B2 East

County Hall

Taunton

TA1 4DY

Email: [customerexperience@somerset.gov.uk](mailto:customerexperience@somerset.gov.uk)

This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.