



OPERATION
CRACKER

Connecting with the community

Help, advice & support on:

- Social Distancing & Social Isolation
- Crime Prevention
- Health & Wellbeing
- Fire Safety
- Carers Support
- Westway Open Arms
- Housing
- Useful Contact Numbers

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What is social distancing?

Social distancing measures are steps you can take to reduce the social interaction between people. This will help reduce the transmission of coronavirus (COVID-19).

They are:

- 1.** Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
- 2.** Avoid non-essential use of public transport, varying your travel times to avoid rush hour, when possible
- 3.** Work from home, where possible. Your employer should support you to do this.
- 4.** Avoid large gatherings, and gatherings in smaller public spaces such as pubs, cinemas, restaurants, theatres, bars, clubs
- 5.** Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media

6. Use telephone or online services to contact your GP or other essential services

Everyone should be trying to follow these measures as much as is possible.

We strongly advise you to follow the above measures as much as you can and to significantly limit your face-to-face interaction with friends and family if possible, particularly if you:

- are over 70
- have an underlying health condition
- are pregnant

It is important to follow government guidelines and maintain a distance of two meters between yourself and others at all times. This advice is likely to be in place for some weeks.



Top 11 tips on helping with self-isolation

As more of us are being told to self-isolate whether we are over 70, have been in contact with someone who has coronavirus or you or a member of your family are just feeling under the weather here are a few tips on how to stay healthy and to remain mentally active:

1. Stay hydrated – keeping on top of your hydration is important, ensure you are drinking plenty of fluids – using a water bottle can be a useful way to keep track of how much you are drinking each day.

2. Keep moving – why not try a home workout, walk up and down the stairs, or doing some light housework.

3. Phone a friend or family member you haven't spoken to in a while – picking up the phone and talking to others is a great way in keeping in touch, engaging with others and letting them know you are here if they want to talk.

4. Keep in contact virtually with family and friends – Whatsapp, Skype or other virtual means of keeping in contact with your loved ones can be helpful. Don't forget, it won't only help you, but seeing your face will help cheer others up too!.

5. Focus on your food and nutrition – Eating nutritious foods and focusing on a healthy balanced diet will keep you in good shape and experimenting with recipes can keep you active for a few hours.

6. Consider taking a vitamin D supplement – if you're going to be inside more, chances are you'll be getting less sunlight. Throw open the curtains and let the sunlight in!

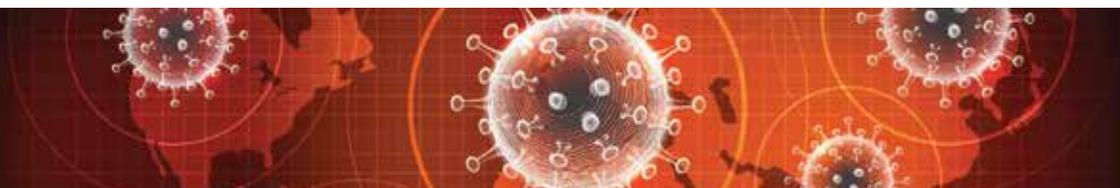
7. Watch a documentary or a film – if you can't go to the cinema, bring the cinema to you.

8. Read a book – do you struggle to find the time to read normally? With more time on your hands reading could be a great distraction whether it's fact or fiction.

9. Try a crossword, colour in, or paint – challenge your mind.

10. Take the time to organise your cupboards – be it food shelves, wardrobes, or the cupboard under the stairs that explodes every time you open it. Now is a great opportunity to bite the bullet and organise it.

11. Wash your hands regularly – good hygiene is extremely important and washing your hands for 20 seconds at a time is important to maintain good hygiene. Sing Happy Birthday to yourself or come up with another song.



Crime Prevention



Don't make your home an easy target for burglaries. A burglar only needs to spot an open window, unlocked side gate or dodgy security alarm to make their move.

NEVER LEAVE

- A window open or a side gate unlocked.
- Spare keys hidden outside or in a garage or shed.
- Ladders or tools outside as they may use these to gain entry.
- Valuables like laptops visible from the window.
- Any cash or valuables hanging around.
- Notes for delivery drivers as this can alert thieves.

ALWAYS

- Check that all doors and windows are locked.
- Fit deadlocks to all outside doors.
- Hide your car and house keys.
- Install a burglar alarm and turn it on when you leave the house.

HANDY HINTS

- Leave the lights and radio on a timer for the evening if you are out.
- If you are going on holiday arrange for a neighbour or friend to collect your post and put the bins out.
- Photograph and make a record of your valuable possessions, and

keep them in a secure place and mark garden tools, ornaments and planters with your postcode, using a UV pen.

PREVENTION

- Fit British Standard deadlocks to all outside doors to reinforce them with strong bolts preferably key operated.
- Fit a security chain and wide angle door view or spy hole.
- Check the identity of callers you don't know, contact the company direct.
- Make use of password schemes which most utility companies use.
- Install window locks on the ground floor windows near flat roofs and drainpipes.
- Install CCTV stickers to say that CCTV has been installed.

Contact: 101, in an Emergency dial 999

Register your property for free at www.Immobilise.com it only takes a couple of minutes and once you have registered you will have a better chance of getting your property back if it is stolen.



Dealing with unwanted calls

Dealing with unwanted calls on a landline has become much easier. Anyone receiving unsolicited calls via their home phone should contact their telephone provider and ask them if they provide a free call blocking service, BT, Talk-Talk, Plus Net, EE and Sky all provide a call blocking service that can prevent unwanted calls reaching vulnerable people. Alternatively call blocking devices and replacement telephones with call blocking software pre-installed are available to purchase:

PLEASE NOTE, IF A FRAUDSTER USES SPOOFING SOFTWARE TO GIVE THE APPEARANCE OF A TRUSTED NUMBER (SUCH AS A BANK) IT WILL BY PASS ANY CALL BLOCKER IF THAT NUMBER HAS BEEN ACCEPTED PREVIOUSLY.

If you receive a call from your bank, leave it for 10 mins, call them back on a different phone and ask them if they have rang you.

Further advice on call blocking products can be found on the links below.

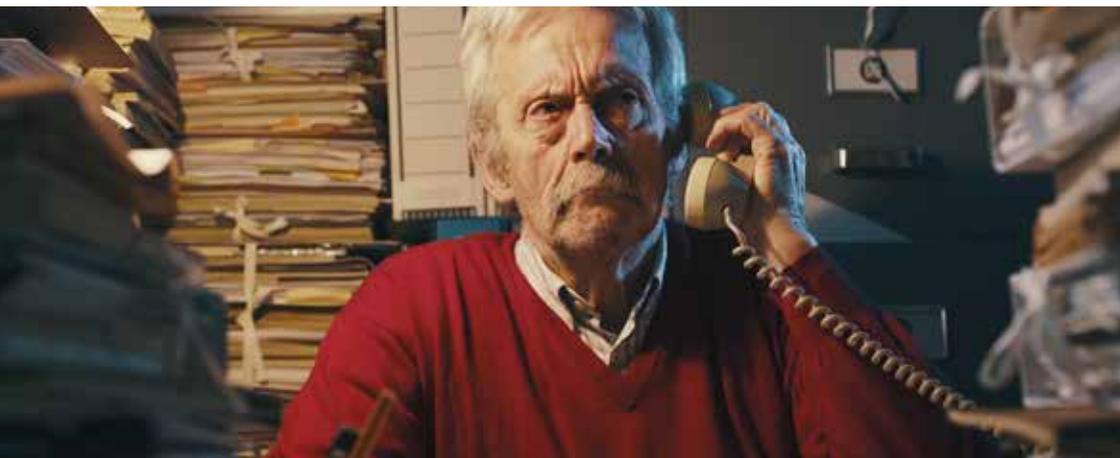
BT have a free call blocking service called 'Call Protect', details on this link: - <http://home.bt.com/tech-gadgets/phones-tablets/bt-call-protect-free-service-crackdown-nuisance-calls-11364136279348>

Sky have their own free version - <https://www.sky.com/shop/broadband-talk/talk-shield/>

Talk Talk also provide a free service - <https://www.talktalk.co.uk/shop/security/callsafe>

EE - <https://ee.co.uk/help/help-new/billing-usage-and-top-up/track-and-manage-your-usage/how-can-i-manage-call-barring-to-block-or-unblock-calls>

PlusNet - <https://www.plus.net/home-broadband/plusnet-call-protect/>



Tackling the Fraudsters

In recent months officers in Filey and Eastfield have seen a large rise in reports of cyber and telephone crime.

Older people are often vulnerable to telephone and cyber fraud and when we visit them, or talk to them during our Roadshows, we are able to explain the warning signs.

Telephone Fraud some simple security measures you need to take to remain vigilant;

ALWAYS

- Make sure the person is genuine on the phone.
- Never give personal or financial details over the phone without making sure they are genuine and gone through security checks with them.
- Hang up on suspicious callers and wait 30 minutes to clear the line.
- Keep a list of your regular numbers that are genuine.

NEVER

- Call back unknown telephone numbers.
- Speak to someone just because they have called you – you can call back in your own time.

ONLINE BANKING AND FRAUD

Never give any personal information (name, address, bank details, email or phone number) to organisations or people before verifying their credentials.

Banks and financial institutions will not send you an email asking you to click on a link and confirm your bank details.





SCAM MAIL

Some scams can be very elaborate and seem like a genuine chance to win a prize or make money. When you have responded once to scam mail you will be inundated with more and targeted by other fraudsters.

DOOR TO DOOR FRAUD

Beware of criminals knocking on your door offering products or services. They will try to get you to pay for non-existent services or overpriced goods, and will often put pressure on you to agree quickly to their demands, ask for payment up front and even intimidate you.

Always ask for identification and tell them to wait outside while you check. Call the company, not the number on the ID card. If you are unsure speak to a relative or friend.

WHAT TO DO IF YOU GET SCAMMED

If you think you have uncovered a scam, have been targeted by a scam or fallen victim, there are many authorities you can contact for advice or to make a report. It is important to report crimes, including fraud so that authorities know it has happened and are able to do something about it.

CYBERCRIME & FRAUD HELPLINES AND CONTACTS

If you have been affected by any type of fraud report it to Action Fraud either; via their website

www.actionfraud.police.uk or by calling **0300 123 2040**

Action on Elder Abuse who work to protect the abuse of vulnerable older adults. This includes a confidential: Freephone helpline. **080 8808 8141**

www.elderabuse.co.uk

SCAM

Dementia and the Herbert Protocol



When a person goes missing, it is very distressing for family and friends and can be even more worrying when the missing person has Dementia.

The Herbert Protocol is a simple risk reduction tool to help the police in their search for people with Dementia who go missing.

The Herbert Protocol is a form that contains vital information about the missing person.

The form is filled in by the person with Dementia, their family or carers. The completed form should be kept safely by carers, family or friends, but where it can be found quickly in the unfortunate event of the person going missing. The police will only ever ask for the form if the person is reported missing.

Please don't send it beforehand and do not give it to anyone who you do not know or trust. When a person is reported missing, the police need a vast amount of information from people who are likely to be in a heightened state of anxiety. Extracting that information takes time and may not always be accurate, particularly when it relates to historic information which can be important when searching for a person with Dementia.

The Herbert Protocol is designed to collect most of the information in slow time, so that it can be passed to the police quickly if it is ever needed. It will help the police in their search for the missing person, saving valuable time and help return them to safety. The form should be kept up to date with a recent photograph of the person that can be passed to the police if needed. If you believe a person has gone missing and concerned for their safety, call the police on 999 and tell the police operator that you have a Herbert Protocol.

You can find out more and access the Herbert Protocol form on the North Yorkshire Police website.

[Northyorkshire.police.uk/stayingsafe/personal-safety/the-herbertprotocol](https://www.northyorkshire.police.uk/stayingsafe/personal-safety/the-herbertprotocol)

CONTACT:

Alzheimer's Society are continuing to offer support to people living with dementia and their family carers by telephone/email over the coming months. The office number is **01723 500958**. We cover Scarborough, Whitby, Filey and Ryedale. Our National Dementia Hotline number is **0300 222 1122** which is open 9am-5pm Mon to Fri and 10 am – 4pm Sat & Sun.



Dementia Forward



Dementia Forward is North Yorkshire's leading support charity for people living with and affected by dementia. We provide a highly responsive, personalised information, advice and signposting service to anyone whose everyday life may be touched by the condition.

We achieve this through our experienced team of dementia support advisors, a local helpline, home visits, wellbeing activities and educational programmes.

To find out more, call our helpline on **03300 578592** or visit us online at www.dementiaforward.org.uk



Care and Support for Life

Alzheimer's Society

Getting a diagnosis of dementia can be scary and isolating. Alzheimer's Society research shows two-thirds of people living with dementia feel isolated and lonely, even though more than half of the UK public know someone with the condition. Friends and family often find they don't know what to say or do and can end up visiting less and less.

Alzheimer's Society in Scarborough, Ryedale, Filey and Whitby runs a variety of activities to support people living with dementia and their families; these include activity groups in Scarborough and Filey, Singing for the

Brain in Scarborough and GP support services at some local practices. We also offer a telephone Dementia Support service where people can talk to one of our expert team. For carers we run a series of courses to help look after a loved one living with dementia. For further information about all our services in the Scarborough and Filey area call: **01723 500958**

Alzheimer's Society also runs a National Helpline, which offers general advice and signposts people to sources of support, on **0300 222 1122**.



Mental wellbeing can change from day to day



We are all different and what affects someone's mental wellbeing might not affect others in the same way. Common things that can affect mental wellbeing include: loss, bereavement, loneliness, relationship problems, work issues or money worries.

It is worth remembering that if you feel like you're struggling you are not alone. Research suggests that one in four of us will have problems with our mental wellbeing at some point in our lives. Evidence suggests that a small improvement in wellbeing can help to decrease some mental health problems.

Connect to people – spend time with friends and family, speak to someone new at work, or chat to your local shopkeeper.

Be active – go for a walk, ride a bike, take the stairs, get active with housework or gardening.

Take notice – of the world around you and your own thoughts and feelings; enjoy the moment.

Keep learning – take up a new hobby, cook something new, or teach yourself a new skill, read the newspaper or do a crossword.

Give – small acts of kindness such as saying thank you or helping out a neighbour or larger ones, like volunteering can make you feel happier and more satisfied about life.

Contact: Mind, the mental health charity, can provide advice and support about mental wellbeing:

www.mind.org.uk 0300 123 3393



Top 10 Fire Safety Tips



Follow our top 10 fire safety tips:

1. Fit a smoke alarm and check it regularly.
2. Make a fire action plan so that everyone in your house knows how to escape in the event of fire.
3. Take care when cooking with hot oil and think about using thermostatically controlled deep fat fryers.
4. Never leave lit candles unattended.
5. Ensure cigarettes are stubbed out and disposed of carefully.
6. Never smoke in bed.
7. Keep matches and lighters away from children.

8. Keep clothing away from heating appliances.
9. Take care in the kitchen! Accidents whilst cooking account for a large number of fires in the home.
10. Take special care when you are tired or when you've been drinking.

People can request visits either by filling in our online form (link below) or calling the **Fire Safety Advice Line - 01609 788545**

[www.northyorksfire.gov.uk/
communitysafety/fire-safety-visit](http://www.northyorksfire.gov.uk/communitysafety/fire-safety-visit)

This link allows friends/family members to make referrals on behalf of someone else too, which is useful for some of the more vulnerable members of the community.



Welcome to Scarborough and Ryedale Carers Resource



We are the 'go to' organisation offering support to carers, and the wider community, across Scarborough and Ryedale.

Our core work focuses on unpaid family carers.

A carer is someone who looks after a member of their family or a friend when they have an illness, condition, a disability or are elderly. This includes mental illness and difficulties arising from substance misuse. Our most recent developments have introduced some new and exciting services accessible to carers and non-carers alike. These new services are available to anyone over the age of 18 who is in need of a little extra support.

My Neighbourhood

My Neighbourhood is about connecting communities and providing support to people who may be isolated, lonely or need a bit of extra support.

The service is designed to offer individual support and maximise community resources to meet the needs of vulnerable adults (especially older people and those with physical disabilities) who are at risk of deteriorating health, social isolation and/or loneliness. We aim to reduce the impact of isolation and loneliness

by helping individuals engage in their local community and/or find ways to improve their mental, social and physical wellbeing in and out of their home environment.

The service can:

- help you to stay well and active within your local community.
- offer information, advice and signposting to the right support for you.
- offer opportunities to meet new people, join in social activities and perhaps try something different.
- support you through befriending and help with some simple practical tasks around the home.
- help you start up your own activity or local interest group.
- support you to find a volunteer role.

The service is funded by NYCC and delivered in partnership by Scarborough & Ryedale Carers Resource and Ryedale Carers Support.

For further information, to make a referral, or find out how the service can help you, please contact the My Neighbourhood team at S&R Carers Resource (Bernie or Sarah) on **01723 850155**

Email: staff@carersresource.net

Westway Open Arms



Westway Open Arms is a Christian volunteer run charity and is a Social Action Centre based in the heart of Eastfield supporting local residents who find themselves in times of difficulty or crisis.

They provide help and support in a variety of ways including Food Bank, Debt Advice, Client Support (listening and signposting), Men's Shed (wood work sessions for isolated men of all ages and abilities) drop in sessions for a cuppa and company, activities such as craft and gardening and we provide a weekly free lunch to local residents.

They work with and support the Bus

Stop charity that provides a double decker bus every Tuesday evening in Eastfield to do detached youth work and offer a place for young people to gather as well as serve refreshments and activities on the bus.

Westway Open Arms works closely with a range of local partner agencies and businesses, for example Horton Housing has a weekly drop in session at the centre to provide advice about benefits and housing.

Contact

Phone **01723 448274** (Mon-Thurs 9:30-2:30 or leave a message)

www.westwayopenarms.co.uk





Age UK Scarborough & District is a local independent charity, serving the needs of local older people across the whole of the Borough of Scarborough and the District of Ryedale.

Community Link

We offer a free and confidential information and advice service for older people, their families and carers.

Our Link Workers provide information and advice and can look into what you are entitled to, whether it is benefits you are missing out on or services that could help you. They can check through any paperwork you have received and help you understand what you need to do. Or they will let you know what clubs are being held in your local area and help you decide if they would be of any interest to you. We aim to help you stay independent and in your own home for as long as you want.

Ending Isolation

Within the Scarborough, Whitby and Ryedale area there are many older people who experience loneliness or feel isolated; some will never go

outside their own homes or see a friendly face from one day to the next. Our Befriending Service can change that.

Health, Well Being and Employability

If you are aged 50 or over and unemployed, we can help you to re-gain your confidence, re-train and re-skill, look at your health and wellbeing and get back into employment and self-employment.

We can help you to write your CVs, prepare for interviews, gain qualifications and skills, and improve your physical and mental health.

We work closely with a number of employers ensuring that we are kept up to date with any new roles that may become available and suitable for our over 50s.

Contact us:

Age UK Scarborough and District
39 Aberdeen Walk

Scarborough YO11 1BD

[www.ageuk.org.uk/
scarboroughanddistrict](http://www.ageuk.org.uk/scarboroughanddistrict)



Beyond Housing



With headquarters in the heart of Scarborough, at Beyond Housing we provide over 15,000 homes to 30,000 people across the North East and North Yorkshire.

We're proud of our reputation for providing high quality, affordable homes within thriving communities. But we don't just stop at housing! We genuinely care about the work we do to transform the lives of our customers and have developed a wide-reaching network of support services to help our customers and communities to succeed and thrive. This includes:

- **Work and training support** – from advice and guidance on how to get into work to providing apprenticeships, volunteering opportunities and work placements, our specialist advisors are here to help people overcome barriers, build confidence and take the next step towards employment
- **Independent living** – our 24-hour independent living support service allows older and vulnerable people to remain in their own home for as long as possible
- **Money advice** – we support customers who may be struggling financially to access support and offer advice on money and debt, paying rent

and managing their tenancy

We bring people together, build new homes and improve existing homes to create and sustain balanced communities. From leading and supporting community initiatives to investment in neighbourhood regeneration projects, we take pride in our communities and making them great places to live.

We have a number of exciting new development schemes in the pipeline across the Scarborough borough, from designated apartments for older people to new homes for sale through shared ownership in order to meet local housing need and demand. Whether supporting vulnerable people to remain independent in their own homes or inspiring a new generation of homeowners to achieve their first step on the property ladder, we pride ourselves on delivering homes people want, services they value, delivered by people who care.

Contact

enquiries@beyondhousing.co.uk

0345 065 5656

beyondhousing.co.uk

Brook House, 4 Gladstone Road,
Scarborough YO12 7BH



Filey Lions



When caring people join together, roll up their sleeves and take action to make their community better, it's a beautiful thing—and an incredible feeling for everyone involved. That's Lions. Being a Lion is about leading by example, building relationships and improving the world through kindness. It's 1.4 million caring men and women serving together so they can make a lasting impact and change more lives.

Here in Filey we have a very active Club which currently has 37 members. We come from all walks of life and our age range varies greatly, but one thing we all have in common is SERVICE!

We meet on the 3rd Thursday of every month at St Mary's Church Hall. We have 5 main committees to help the Club carry out their business. These are:

- Community Service
- Fundraising
- Welfare
- Social
- Youth Liaison

It is important to note that ALL money raised or donated to the Lions is only used for charitable reasons or to help financially, local organisations or individuals in need of assistance. Any social event that the Club puts on for the members are entirely paid for by the members themselves. No charitable money is ever used for this purpose.

Our area covers:

Filey, Hunmanby, Muston, Flixton, Folkton, Grinstead, Leeburton, Reighton, Speeton and Primrose Valley

Some of the things we do are:

- School trips
- Take the elderly and or infirm on trips out
- Hospital visits
- Provide a Christmas lunch and party for over 85 year olds
- Provide card and flowers to people with a special birthday from age 85 upwards.
- Annual firework and bonfire extravaganza
- The famous ball race
- Trolley dashes, in partnership with TESCO
- Animal magic
- Diabetes events
- Partnership working with Police to deliver Operation Cracker
- Stall events at fayres and fetes
- Annual Santa sleigh throughout the area in December
- Santa collections at Morrison's in December

If you want any further information on Filey Lions please visit us on Facebook at Filey Lions.



Futureworks



Getting your life into gear

Futureworks NY is a small social enterprise working within its local community to help support, guide and improve the lives of our local people. We provide holistic support and training to disadvantaged and disengaged young people from the ages of 14 years to 19 as well as economically inactive adults.

We've been working within our local area for 7 years and have continued to build up our services and the number of people we help. Working on a variety of projects we deliver services which look to increase skills.

These services cover a wide range of delivery including practical skills such as woodwork and furniture restoration, individual one to one support with a designated mentor as well as small group work where clients can interact with other likeminded individuals to help build relationships and social skills.

Every client we deliver to regardless of age, gender or background is supported with increasing skills in several areas including accredited

functional skills, confidence building and overall wellbeing.

Our company ethos is that all our client groups receive tailored support throughout their journey with us and it is this fundamental support that enables further development to happen.

We believe that working with individual clients on strengthening their resilience to potential barriers whilst increasing their self-belief is key to opening new pathways and possibilities for brighter futures.

Enabling skills to develop is not just about practical skills or academic achievement but also the ability to develop social skills and confidence. It is often these softer skills which lead on to more positive achievements and it is these soft skills which we support and help develop and grow for all our clients.

Contact

Telephone: **01723 449616**

Email: **info@futureworksny.co.uk**

www.futureworksny.co.uk



Useful contacts

NHS - Coronavirus

The NHS and Public Health England (PHE) are extremely well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal. Do not go to a GP surgery, pharmacy or hospital. Use the 111 online coronavirus service to find out what to do.

Ways to contact Fire/Eastfield/Rural Police

Still always phone 999 in emergency and 101 to report incidents or crimes.

999 text service -

<https://northyorkshire.police.uk/contact/emergency-sms-text-service/>

Local Station but likely not get same day response at present -
snafiley@northyorkshire.pnn.police.uk

General NYP email address -
generalenquiries@northyorkshire.pnn.police.uk

Who to contact for any issue & other agency contact details
<https://northyorkshire.police.uk/do-it-online/report-it/>

NYP service directory -
<https://northyorkshire.police.uk/do-it-online/service-directory/>

General Police advice -
<https://www.askthe.police.uk/content/default.mth>

Silent solution system, helps victims of domestic violence/stalking who cannot talk -
<https://northyorkshire.police.uk/contact/the-silent-solution-system/>

Alzheimer's Society

Alzheimer's Society are continuing to offer support to people living with dementia and their family carers by telephone/email over the coming months. The office number is 01723 500958 or my mobile and email as below. We cover Scarborough, Whitby, Filey and Ryedale. Our National Dementia.

Hotline number is **0300 222 1122** which is open 9am-5pm Mon to Fri and 10am – 4pm Sat & Sun.

Dementia Forward

To find out more, call our helpline on **03300 578592** or visit us online at www.dementiaforward.org.uk

Futureworks NY

Telephone: **01723 449616**
Email: info@futureworksny.co.uk
www.futureworksny.co.uk

Beyond Housing

enquiries@beyondhousing.co.uk
0345 065 5656
www.beyondhousing.co.uk

AgeUK Scarborough and District

Age UK Scarborough and District
39 Aberdeen Walk
Scarborough YO11 1BD
www.ageuk.org.uk/scarboroughanddistrict

Westway Open Arms

Phone **01723 448274** (Mon-Thurs 9:30-2:30 or leave a message)
www.westwayopenarms.co.uk

Scarborough and Ryedale Carers Resource

My Neighbourhood team at S&R Carers Resource (Bernie or Sarah) on **01723 850155**
Email: staff@carersresource.net

Fire Safety

Fire Safety Advice Line -
01609 788545
www.northyorksfire.gov.uk/community-safety/fire-safety-visit



As a responsible family-owned company, McCain is proud to support Operation Cracker, working in partnership to provide vital information to the communities where we live and work.



**NORTH YORKSHIRE
FIRE & RESCUE SERVICE**



Scarborough & Ryedale
Carers Resource

