



**PROTECTING OUR COMMUNITY
IS EVERYONE'S BUSINESS**



COMMUNITY EYES AND EARS

How can I get involved

Become a Community Eyes and Ears

Friend

As a friend you will spread the word by sharing the information in this book with friends, family and colleagues

Sharing this link on Social Media

www.eastcambs.gov.uk/crime/community-eyes-and-ears

Become a Community Eyes and Ears

Member

As a member you will actively participate in Community Eyes and Ears initiatives, support awareness raising sessions and introduce Community Eyes and Ears to more 'Friends'

Become a Community Eyes and Ears

Partner

As a Partner you will work with us to help train Members and develop the Community Eyes and Ears campaign.

eyesandears@eastcambs.gov.uk



COMMUNITY EYES AND EARS

We here at Eyes and Ears want to keep everyone safe. Sadly sometimes the professional forces just don't have a chance to see what is happening around us, and this is where we as a community and as individuals can make a real difference to the lives of people.

This booklet is designed to empower you with knowledge and guide you with links, to be able to

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SCAMS AND FRAUD

A scam is a false promise designed to con someone out of their money or personal details. Synonyms include hoax, con, swindle, trick, ruse and fraud. Ultimately scams are fraud and fraud is crime.

In the UK £5-10 billion is lost to scams every year but, as well as the

HOW TO SPOT SCAMS AND VICTIMS OF SCAMS

Scams are targeted at people by post, telephone, online or on the doorstep. Look out for:

- unsolicited contact, making a 'too good to be true' statement such as you have won a prize draw, are due a tax rebate or a refund for poor service and asking for a fee or bank details to provide it contact informing that your personal or account details have been compromised and needing you to verify some details doorstep traders selling products such as home improvements, cleaning or lifestyle products e.g. reclining furniture any contact that you are not expecting
- a new friend or partner who you have never met asking you to send (loan) money to them

Help spot potential victims by looking out for people who:

- are making frequent visits to the post office, buying lots of stamps, have high phone bills or are getting through cheque books more quickly than you would expect
- have lots of 'junk' mail about the house and/or useless trinkets, boxes of unused foodstuffs, toiletries, health supplements etc.
 - mention a windfall or a new friendship or romance
 - have become secretive or withdrawn or have started to self-neglect
- seem to be struggling financially e.g. getting behind with bills, not affording essentials etc.

WHAT TO DO

Return scam mail to sender or post to FREEPOST SCAM MAIL.

Subscribe to your telephone service provider's call blocking service to stop the majority of nuisance calls.

Do not click on links or attachments in e-mails unless you are sure the sender is genuine. Check the sender's e-mail address by hovering over or clicking on the sender's name.

Become a Friend Against Scams to help spot scams and stop scams. It

requires just 20 minutes to take the e-learning course and become a friend. Visit www.friendsagainstscams.org.uk/elearning/Cambridgeshire today.

For advice contact the Citizens Advice Consumer Helpline:
03454 04 05 06 www.citizensadvice.org.uk

Report scams to Action Fraud 0300 123 2040 or
www.actionfraud.police.uk

ActionFraud
National Fraud & Cyber Crime Reporting Centre

0300 123 20 40



CAMBRIDGESHIRE AND PETERBOROUGH
AGAINST SCAMS PARTNERSHIP
www.cambridgeshire.gov.uk/against-scams

If you think someone is in immediate danger,
don't delay. Call the police on 999.

CYBER CRIME

Cyber crime is a fast-growing area of crime. More and more criminals are exploiting the speed, convenience and anonymity of the internet to commit a diverse range of criminal activities that know no borders, either physical or virtual, cause serious harm and pose very real threats to victims worldwide.

CYBER CRIME WHAT TO LOOK FOR

A genuine bank or organisation will never contact you out of the blue to ask for your PIN, full password or to move money to another account. Only give out your personal or financial details to use a service that you have given your consent to, that you trust and that you are expecting to be contacted by.

Don't be tricked into giving a fraudster access to your personal or financial details. Never automatically click on a link in an unexpected email or text.

Just because someone knows your basic details (such as your name and address or even your mother's maiden name), it doesn't mean they are genuine. Be mindful of who you trust – criminals may try and trick you into their confidence by telling you that you've been a victim of fraud. Criminals often use this to draw you into the conversation, to scare you into acting and revealing security details. Remember, criminals can also make any telephone number appear on your phone handset so even if you recognise it or it seems authentic, do not use it as verification they are genuine.

WHAT TO DO IF YOU SPOT CYBER CRIME

Remember no one is too smart to be scammed.

Most people think they wouldn't fall for a fraudulent text or email, but criminals are more sophisticated than ever. If you are worried that someone has been a victim of identity theft or cyber crime call the Action Fraud helpline below. Action Fraud are based within the City of London Police. They are the

national reporting centre for all fraud and cyber crime. Don't forget, there are many forms of cyber crime which can include Wi Fi hotspots, romance and dating fraud, online banking and card fraud, identity fraud, and scam email.

CYBER AWARE  Cyberaware.gov.uk

ActionFraud
National Fraud & Cyber Crime Reporting Centre

0300 123 20 40



CAMBRIDGESHIRE AND PETERBOROUGH
AGAINST SCAMS PARTNERSHIP
www.cambridgeshire.gov.uk/against-scams

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DEMENTIA AND LONELINESS

The word 'dementia' describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language. These changes are often small to start with, but for someone with dementia they are severe enough to affect daily life. A person with dementia may also experience changes in their mood or behaviour. It is true that more people over 65 have dementia but it is not exclusively an older person's disease; younger people get dementia too.

Loneliness is seen by many as one of the largest health concerns we face. Why? Here are the facts:

- loneliness, living alone and poor social connections are as bad for your health as smoking 15 cigarettes a day
 - loneliness is worse for you than obesity
- lonely people are more likely to suffer from dementia, heart disease and depression
 - loneliness is likely to increase your risk of death by **29%**

HOW TO SPOT

- challenges with memory
- difficulties with thinking skills
 - disorientation
- problems with spatial awareness.
 - struggling to follow things
- mood and personality changes

WHAT TO DO

IF YOU COME ACROSS SOMEONE YOU FEEL MAY BE LIVING WITH DEMENTIA

Remember to have patience, and understand that things that may take you little or no time may take them much longer, such as paying at a till or queuing for a service. Also realise that they may not be able to spot or process the same warning signs you may identify when thinking about scams or people taking advantage.

IF YOU SUSPECT SOMEONE YOU KNOW MAY BE LONELY YOU CAN HELP BY

Being there. Simply being there for the person can let them know that someone cares. Don't be afraid to ask them how they are feeling or if there's anything you can do to help. Having someone who is willing to listen could be a great comfort. Encourage and support them to get help. Reassure them that it's possible to feel better with the right help. They may need some support to make new social connections or access services designed to tackle loneliness. Be patient. When people are lonely, particularly if it's associated with poor mental health or physical health, they may get irritable or feel misunderstood by others. You may need to offer gentle assurance.



**Dementia
Friends**

An Alzheimer's Society initiative

dementiafriends.org.uk



**care
NETWORK**

CAMBRIDGESHIRE

People at the heart of everything

01954 211919

If you think someone is in immediate danger,

don't delay. Call the police on 999.

DOMESTIC ABUSE

Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background.

There are different kinds of abuse that can happen in different contexts. The most prevalent type of domestic abuse occurs in relationships. But the definition of domestic abuse also covers abuse between family members, such as adolescent to parent violence and abuse.

HOW TO SPOT DOMESTIC ABUSE

SIGNS OF EMOTIONAL ABUSE

- low self-esteem
- extremely apologetic or meek
 - seeming fearful
 - changes in sleep habits
(*sleeping too much or not enough*)
 - agitation, anxiety
or constant apprehension
- developing a drug/alcohol problem
 - symptoms of depression
- loss of interest in daily activities
- talking about or attempting suicide

PHYSICAL SIGNS OF ABUSE

- black eyes
- busted lips
- marks on the neck
- sprained wrists
- bruises on the arms

BEHAVIOURAL CHANGES

If you notice that someone who was once outgoing and cheerful has become quiet and withdrawn, it could be a sign of domestic abuse.

You may notice that the person

- Is reserved and distant
- Drops out of activities they would usually enjoy
- Cancels appointments or meetings with you at the last minute
 - Is often late to work or other appointments
- Exhibits excessive privacy concerning their personal life or the person with whom they're in a relationship
- Begins isolating themselves by cutting off contacts with friends and family members

WHAT TO DO IF YOU SPOT DOMESTIC ABUSE

It's not easy to know how to support a friend or loved one who is experiencing domestic abuse. But you can make a difference. It can be very upsetting to think that someone is hurting a person you care about. Your first instinct may be to protect your friend or loved one, but intervening has potential to do harm. Of course, this does not mean you should ignore it; there are things you can do to help. The first step of which could be to contact any of the organisations below for advice and support.



Cambridgeshire & Peterborough
Domestic Abuse & sexual Violence Partnership
www.cambsdasv.org.uk

Do you change your behaviour because
you are scared of your partner?

The National Domestic Abuse Helpline
website is easy to access on your mobile.

Wherever you are. Refuge is here for you.

www.nationaldahelpline.org.uk

0808 2000 247

Refuge



For women and children.
Against domestic violence.

Cambridge women's aid

Supporting women & children since 1977

01223 361214

If you think someone is in immediate danger,
don't delay. Call the police on 999.

HATE CRIME

When hate incidents become criminal offences they are known as hate crimes. A criminal offence is something which breaks the law of the land. Any criminal offence can be a hate crime if it was carried out because of hostility or prejudice based on disability, race, religion, transgender identity or sexual orientation. When something is classed as a hate crime, a judge can impose a tougher sentence on the offender under the Criminal Justice Act 2003. Incidents which are based on other personal characteristics, such as age and belonging to an alternative subculture, are not considered to be hate crimes under the law. You can still report these, but they will not be prosecuted specifically as hate crimes by the police and the Crown Prosecution Service.

EXAMPLES OF HATE CRIME

- assaults
- criminal damage
- harassment
- murder
- sexual assault
- theft
- fraud
- burglary
- hate mail (Malicious Communications Act 1988)
 - causing harassment, alarm or distress (Public Order Act 1986).

WHAT TO DO IF YOU SPOT A HATE CRIME

Reporting makes a difference to you, your friends, and your community. By reporting hate crime when it happens, you can help stop it happening to someone else. You will also help the police to better understand the level of hate crime in your local area, and improve the way they respond to it

CALL YOUR
LOCAL
POLICE



101

IN AN
EMERGENCY
ALWAYS
CALL **999**

STOP HATE UK
0800 138 1625
24 HOUR HELP LINE

talk@stophateuk.org



For more information visit:

www.report-it.org.uk

If you think someone is in immediate danger,
don't delay. Call the police on 999.

MODERN SLAVERY

Modern slavery can take many forms, including forced labour/ labour exploitation, sexual exploitation, criminal exploitation and domestic servitude. An important part of the fight against modern slavery is having a public that is informed and aware of the indicators.

Human trafficking is the movement of people by means such as force, fraud, coercion or deception, with the aim of exploiting them. It is a form of modern slavery.

HOW TO SPOT MODERN SLAVERY

Physical Appearance

Victims may show signs of physical or psychological abuse, look malnourished or unkempt.

Isolation

Victims rarely allowed to travel alone, or seem under the control and influence of others.

Poor Living Conditions

Victims living in dirty, cramped or overcrowded accommodation, and/or living at the same address.

Few or No Personal Effects

Victims may have no identification documents, have few personal possessions and always wear the same clothes, which may not be suitable for their work.

Restricted Freedom of Movement

Little opportunity to move freely and have their travel documents, such as passports retained.

Unusual Travel Times

Victims may be dropped off/collected for work regularly, either very early or late at night.

Reluctant to Seek Help

Victims may avoid eye contact, appear frightened or hesitant to talk to strangers, fear law enforcers due to not knowing who to trust, fear of deportation, or fear of violence to them or their family.

WHAT TO DO IF YOU SPOT MODERN SLAVERY

For help, advice or support, or to report a case of modern slavery please call the Modern Slavery Helpline on

08000 121 700

or report it online on the Modern Slavery Helpline website:

www.modernslaveryhelpline.org/report

There is now a new app to help spot the signs of modern slavery and to call or submit a written report to the Helpline.

The free 'Unseen' app is available in app stores by searching



08000 121 700



**Unseen
app**

**Search Unseen wherever
you get your apps.**

If you think someone is in immediate danger,
don't delay. Call the police on 999.

CHILDREN AT RISK OF ABUSE AND NEGLECT

The safety and welfare of children, or safeguarding, is everybody's responsibility. Safeguarding means protecting children from physical, emotional, sexual abuse and neglect in all environments including at home, in school, on the street and in the digital world. It also means helping children to grow up into confident, healthy and happy adults. Any child can be abused anywhere at any time. Children with disabilities are especially vulnerable. Children can be abused by anyone, adults or other children. Child abuse takes many forms, for example physical abuse, sexual abuse, emotional abuse & neglect.

HOW TO SPOT ABUSE AND NEGLECT

Physical Abuse

Unexplained injuries, bruises or marks, fear, watchfulness, over-anxiety to please. Small, round burns or bite marks, frequent absences from school.

Sexual Abuse

Comments about sexual activity, sexual knowledge or comments which are not what you would expect from a child. Sexual behaviour which is not what you would expect from a child. Unexpected reactions of fear or wariness to people. Repeated urinary or genital infections, pregnancy/sexually transmitted infections.

Emotional Abuse

Unexplained gifts of money, withdrawn, anxious behaviour, lack of self-confidence. Self-harm and eating disorders. Demanding or attention seeking behaviour. Unwillingness to communicate. Repetitive, nervous behaviour such as rocking or hair twisting.

Neglect

Their clothes are often dirty, scruffy or unsuitable for the weather. No one seeks medical help when the child is ill or hurt. The child has poor hygiene (smelly, dirty). They are left alone with unsuitable carers. They are thin, pale, lacking in energy. The child has lots of accidents. The child is exposed to risks or dangers, such as the home being unsafe or drug/needles being left around.

WHAT TO DO IF YOU SPOT A CHILD AT RISK OF ABUSE AND NEGLECT

If you are suspicious or have any concerns that a child is suffering or is likely to suffer significant harm, including any form of mistreatment or abuse, contact MASH (Multi-Agency Safeguarding Hub) on:

Cambridgeshire Customer Services
(8am to 6pm Monday to Friday, 9am to 1pm Saturdays)

Telephone: **0345 045 5203**

Peterborough Customer Services
(9am to 5pm Monday to Friday)

Telephone **01733 864 184**

Emergency Duty Team (Out of Hours)
01733 234724.

NSPCC 0808 800 5000



safeguardingcambspeterborough.org.uk

If you think someone is in immediate danger,
don't delay. Call the police on 999.

CHILDREN AT RISK OF CRIMINAL EXPLOITATION

(CCE) Child Criminal Exploitation can take on many forms, it includes— trafficking / sexual exploitation / slavery / forced marriage / female genital mutilation as well as county lines. It can start with someone promising something, this might be money, drugs or nice clothes. They often pretend to be their friend and say they will treat them better than their family/carers.

HOW TO SPOT CRIMINAL EXPLOITATION

Gifts you can't explain. Going missing from home, school or care. Growing apart from family or usual friends. Gang associations, being isolated from usual peers or social networks. Getting physical injuries they can't or won't explain. Getting picked up by people you don't know? Girls asking for the morning after pill.

Actively keeping things from you, carrying or hiding weapons in their rooms. A lot of phone calls or texts and being secretive about them, answering them where parents or carers cannot see or hear. Always going off to places or with people you don't know. Acting strange. Anxious. Looking worried. Looking scared.

New friends who seem to be very controlling. New people in a vulnerable adult's home. New clothes, phones or having money and not being able to explain where they got them. New significant changes in emotional well-being or self-harm or complaining of a sexually transmitting infection. Nagging doubts about what is going on.

Give them signs you will support them. Give them a safe space to speak. Give them time to explain their worries, fears or problems.

WHAT TO DO IF YOU SPOT CRIMINAL EXPLOITATION

Be aware of where your child/teenager is and who they are with. Monitor friendships/new associates.

Look out for signs such as your child/ teenager having unexplained money, new clothes, mobile phones etc.

Be available for your child to approach.

Take note of anything suspicious and raise awareness with the police or professionals you or your child may be working with. Be vigilant. Phone police or CrimeStoppers with any information you may have e.g. names/car registration plates.



safeguardingcambspeterborough.org.uk



Child Exploitation
&
Online Protection.

www.ceops.police.uk

CrimeStoppers.
Speak up. Stay safe.

0800 555 111

If you think someone is in immediate danger,
don't delay. Call the police on 999.

ADULTS AT RISK OF ABUSE AND NEGLECT

An Adult (someone aged 18 or older) at Risk is someone who:

- (a) has needs for care and support (whether or not the authority is meeting any of those needs),
- (b) is experiencing, or is at risk of, abuse or neglect, and
- (c) as a result of those needs, is unable to protect himself or herself against the abuse or neglect or the risk of it.

The term 'Adult at Risk', is a short form of the phrase 'An adult at risk of abuse or neglect', and refers to adults who may have safeguarding needs according to the Care Act (2014).

HOW TO SPOT ABUSE AND NEGLECT

It's not always easy to spot the signs of abuse. It's important to recognise the signs of abuse to prevent the abuse continuing or escalating.

Some signs to look out for may include:

- becoming quiet and withdrawn
- being aggressive or angry for no obvious reason
- looking unkempt, dirty or thinner than usual
- sudden changes in their character, such as appearing helpless, depressed or tearful
- physical signs – such as bruises, wounds, fractures or other untreated injuries
- the same injuries happening more than once
- not wanting to be left by themselves, or alone with particular people
- being unusually light-hearted and insisting there's nothing wrong

Also, their home may be cold, or unusually dirty or untidy, or you might notice things missing.

Other signs include a sudden change in their finances, such as not having as much money as usual to pay for shopping or regular outings, or getting into debt. Watch out for any official or financial documents that seem unusual, and for documents relating to their finances that suddenly go missing.

WHAT TO DO

If you feel someone you know is showing signs of being abused, talk to them to see if there's anything you can do to help. They may not want to talk about it straight away, especially if they've become used to making excuses for their injuries or changes in personality. Don't ignore your concerns though. Doing so could allow any abuse to carry on or escalate. If an adult wants to talk to you it's best not to promise the person that you won't tell anyone what's been said. If an adult is being abused or neglected, it's important to find help for them and stop the harm.

Stay calm while the person is talking, even if you're upset by what you hear, otherwise they may become more upset themselves and stop telling you what's been going on. It can be very difficult for an abused or neglected person to talk about what's been happening to them. Unless you're concerned for their immediate health and safety and feel it's vital to act straight away, give them time to think about what they'd like to do. If you're right and the person has been abused or neglected, ask them what they would like you to do. Let them know who can help them and tell them you can seek help on their behalf if they want or if it's difficult for them to do so themselves. It's important to listen to what they say and not charge into action if this isn't what they want.

If you are concerned about an adult at risk, and you want to make a safeguarding referral you can call the MASH (Multi-Agency Safeguarding Hub) on:
 CAMBRIDGESHIRE Adult Services: **0345 045 5202**
 PETERBOROUGH Adult Services: **01733 747474**
 Emergency Duty Team (Out of Hours) **01733 234724**.



safeguardingcambspeterborough.org.uk

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don't delay. Call the police on 999.

RADICALISATION

Radicalisation and Extremism are processes that involve either an individual or a group who adopt extreme political, social, or religious ideas.

These ideas can reject or undermine the community or modern ideas, as well as our freedom of choice.

It can also lead to terrorism and terrorist acts.

HOW TO SPOT RADICALISATION

Radicalisation can be really difficult to spot. Signs that may indicate someone is being radicalised include:

- isolating themselves from family and friends
 - talking as if from a scripted speech
- unwillingness or inability to discuss their views
- a sudden disrespectful attitude towards others
 - increased levels of anger
- increased secretiveness, especially around internet use

People who are at risk of radicalisation may have low self-esteem, or be victims of bullying or discrimination. Extremists might target them and tell them they can be part of something special, later brainwashing them into cutting themselves off from their friends and family.

WHAT TO DO IF YOU SPOT RADICALISATION

Reporting can make a big change in someone's life. By contacting the available services below and discussing your suspicions and concerns you could be saving a life. The information you share can also help provide a much needed bigger view of the situation in your community and beyond and help reduce radicalisation and extremism.



www.ltai.info



safeguardingcambspeterborough.org.uk



For more information visit:

www.report-it.org.uk

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FIRES AND FALLS

Cambridgeshire Fire and Rescue Service is committed to supporting the safety and wellbeing of residents in all communities that they serve. There may be vulnerable people living in your community that are in danger of suffering from a fall or even a fire. It is important to look out for these individuals and offer them the support and protection that they need.

Below are some signs for you to be aware of to help identify people that may be of risk from common hazards such as fires and falls.

SIGNS THAT SOMEONE MAY NEED SOME SUPPORT

- unkempt gardens - *hedges not cut, dead plants in hanging baskets*
 - unwanted items piling up in the garden
 - poor lighting at the property
 - maintenance required on the property
 - poor quality or rickety windows and doors
 - lack of mobility – unable to get to the shops
 - social isolation
 - lots of scam/junk mail at the property

HAZARDS TO LOOK OUT FOR WITHIN THE LOCATION

- electrical leads trailing
 - trip hazards
 - sockets overloaded
- old electrical appliances
- washing drying in front of fire
 - evidence of hoarding
 - stairway obscure
 - no smoke detectors

WHAT TO DO

Cambridgeshire Fire and Rescue understand how important it is for people to live safe and well at home. And offer a huge amount of available support including:

SAFE AND WELL VISITS

Safe and Well visits and home fire safety checks are available to those who are most vulnerable in our community. This may include those who smoke, have a disability or mental health problems. The Safe and Well visits provide sufficient information to support you and, with your permission, refer you to selected partner agencies, who will be able to support you further.

The visits last no longer than 60 minutes and are completely FREE of charge. Cambridgeshire Fire and Rescue can also provide advice in relation to promoting the health and safety of individuals with hoarding concerns, as well as providing valuable information to care providers.

FIRE SAFETY ASSISTIVE TECHNOLOGY

And they are now installing misting system devices into the homes of vulnerable people in our communities to help keep people independent in their own homes for longer.

When living alone or living with restrictions caused by mobility, disability or other factors, it is increasingly likely a person may be unable to raise the alarm or escape from their home in the event of a fire. And so the support and advice that the Fire service can provide is invaluable.



CAMBRIDGESHIRE
FIRE & RESCUE SERVICE
Working together to improve community safety

01480 444 500

In an Emergency: Serious offence is in progress or has just been committed
Someone is in immediate danger or harm
Property is in danger of being damaged

999

If you think someone is in immediate danger,
don't delay. Call the police on 999.

FURTHER ADVICE AND SUPPORT IN YOUR LOCAL COMMUNITY



Neighbourhood Watch is a scheme set up in a street, part of a street, or a group of streets that aims to reduce crime, encourage neighbourliness and improve the quality of life for local residents and tenants. It is even more important now than it has ever been, due to the tighter budgets that the police are having to operate with. Each neighbour within a scheme is asked to take care of their property, keep an eye on their area, looking out for anyone or anything that is out of place, and reporting this to their coordinator and where necessary, the police. Crime information is also passed from the police to Neighbourhood Watch Scheme Coordinators, who then pass these messages to the scheme members for the appropriate action to be taken.

www.ourwatch.org.uk



CAMBRIDGESHIRE SKILLS

www.cambsals.co.uk

Award in Volunteering

Do you want to....

Understand the skills needed to be a Volunteer. Be clear on the role and responsibilities. Learn about boundaries and when to refer

Gain a qualification at level 1 or level 2

For more information contact us on

01223 703530

CambsALS@cambridgeshire.gov.uk



Victim Services

Supporting victims and witnesses in
Cambridgeshire and Peterborough

Independent and confidential
advice for victims of crime

You don't need to have reported
your crime to the Police to receive
support.

For free, confidential and tailored
advice on which service can best suit
you call the Victim and Witness Hub

0800 781 6818

cambsvictimservices.co.uk



eyesandears@eastcambs.gov.uk

Supported and funded by the Office of the Police and Crime Commissioner for
Cambridgeshire and Peterborough



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