

## Advice for people helping others during lock down

Many people across our communities are doing their bit to help others during the Coronavirus health emergency.

From supporting people who are self-isolating with food supplies, to picking up medical prescriptions, all of these efforts are helping to save lives and protect our NHS.

### Below is some advice from Cambridgeshire police about what you should do if you are concerned about someone.

If you are keeping an eye on someone in your neighbourhood and are concerned for their welfare, for example, if you knock on someone's door or try to reach them by telephone and they don't respond, there are **some simple steps** you can take.

1. Have a quick check through windows to see if you can see the person involved (make sure you exercise social distancing and don't touch any surfaces);
2. Check for signs that the person may not be at home or may need assistance, such as a build-up of post, milk on the doorstep or anything else that may suggest the occupant needs help;
3. Speak to neighbours, making sure you keep the 2 metre social distancing rule to see if they know of any close friends or relatives that may be able to help or know where the person might be; could you contact them to confirm their whereabouts?;
4. If the person is home but does not wish to answer the door/telephone but requires food or medication, you can email [communityCV@cambridgeshire.gov.uk](mailto:communityCV@cambridgeshire.gov.uk) who will be able to help;
5. If you are still concerned, and have carried out the checks as listed above, call the police on 101 giving the person's name, address and telephone number if possible. It is helpful that the person calling 101 is the one who has made the checks. The police call handler will then go through a set of questions to establish if an officer should attend. Examples of the sort of

questions they will ask are 'could anything be seen inside the property?' and 'have the neighbours been spoken to?'

6. If you see someone whose life is in danger, for example, they are lying on the floor, always call 999 and request an ambulance.

Cambridgeshire Constabulary have pulled together a list of responses to commonly-asked questions during the coronavirus lock down. For more details visit: <https://www.cambs.police.uk/information-and-services/Coronavirus-COVID-19/Coronavirus-COVID-19-FAQs2>