

**DaCCWA Feel Safe Scheme Protocol**

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| **Background to the Scheme**  The Feel Safe Scheme was originally launched in 2012 in the Torbay area of Devon.  Brainchild of Torbay’s DaCCWA Watch Office Lead Eileen Deacon, its original aim was to provide actionable help to vulnerable, isolated and victims of domestic violence people living in the area so that they could feel safer in their own homes.  Over the last eight years, the Scheme has helped almost 200 people living in the Torbay area including many elderly residents as well as victims of domestic abuse who are simply too scared to leave their own homes. And although the tasks it takes on are often quite small, they have made big differences to many peoples’ lives.  Cutting back an overgrown hedge, mending a gate, fence or path, can be important to someone vulnerable, who lives alone or who is just fearful of crime. Something as simple as the installation of a security light, door chain, spy hole, window lock, or a strong bolt on a gate can also be all it takes to help restore a person’s confidence and bring them peace of mind.  Some individuals may also need more sophisticated security systems installed such as CCTV which are left in place for as long as they are required to make the resident feel safer.  All work is undertaken free of charge and equipment is paid for through fundraising by the local DaCCWA Watch Offices. Referrals can be made by anyone, and all those referred are also eligible for a free Home Fire Safety Check from Devon & Cornwall Fire & Rescue Services or Devon & Somerset Fire and Rescue Services.  With growing concerns for personal safety linked to the lockdowns required for the COVID-19 pandemic, DaCCWA, the umbrella organisation for community watch schemes across Devon and Cornwall, is rolling out the Feel Safe Scheme across both counties. Its aim being to enable even more people to benefit from this very simple yet highly effective way of helping people to feel more secure in their own home. |
| **Who can be Referred?**  Anyone can apply to the Feel Safe Scheme for help.  Typically, the Feel Safe Scheme helps residents who are vulnerable and have either become a victim of crime/anti-social behaviour or are at risk of becoming a victim of crime/anti-social behaviour. Age is of no consequence, and sadly it is often just the fear of crime that makes people feel even more isolated and afraid in their own homes. |
| **Referral Process**  **Step One**  Individuals are referred by completing the Feel Safe Scheme referral form. Ideally this form should be completed in full, signed and dated by the individual as well as the person referring.  **Step Two**  The form should be emailed or posted to the relevant DaCCWA Watch Office team for processing. The referrals are assessed by the Office’s Feel Safe Scheme Co-ordinator and not all referrals may be successful.  **Step Three**  The Feel Safe Scheme Co-ordinator may contact the referring individual for more information before making contact with the referred individual to make an appointment to visit their property and assess what is required. The Feel Safe Scheme Co-ordinator will also be accompanied by the Feel Safe Scheme approved contractor so that the individual receiving the support is comfortable with who is going to undertake the work for them.  **Step Four**  The Feel Safe Scheme approved contractor will undertake the work at the agreed time with the individual and the free Home Fire safety Check will be completed by the local fire & rescue service.  **Step Five**  The support will be regularly reviewed by the local DaCCWA Watch Office team and costly items such as CCTV equipment may be collected if being used inappropriately or to allow others to benefit from their installation if no longer required. |
| **Who can make Referrals?**  Local Neighbourhood Policing teams  Local Fire & Rescue Services  NHS  Social Services  Churches  Other Third Sector Agencies (Age UK, etc)  Family  Neighbours  Co-ordinators of local Neighbourhood Watch Schemes |
| **What kind of ‘small works’ support does the Feel Safe Scheme provide?**  Window locks  Door/window/gate bolts  Door spy holes  Door chains  Security lights  CCTV systems  Personal alarms |
| **Who undertakes the work?**  All works are completed by the approved contractor working on behalf of the local DaCCWA Watch Office team. These contractors are DBS checked and self-insured to undertake the works they complete. |
| **Who pays for the work to be undertaken?**  The majority of work is undertaken free of charge, where appropriate. This is paid for centrally by DaCCWA to cover the cost of the security items and works undertaken by the contractor.  If you would like to help towards the cost of your own installation or to help fund future Feel Safe Scheme support for others, please contact DaCCWA on [daccwa@devonandcornwall.pnn.police.uk](mailto:daccwa@devonandcornwall.pnn.police.uk). |
| **Referring Guidelines**  All referrals should be signed by the individual and witnessed by the referee, other relevant agency representative or family member. |
| **Using and Storing Data**  Referral information submitted will be used by the DaCCWA Feel Safe Scheme administrators within the local DaCCWA Watch Offices and their agency partners in accordance with the Data Protection Act 1998.  In certain circumstances disclosures can take place, where the data protection non-disclosure provisions will not apply. Reliance on these must be assessed on a case by case basis. The provisions include: at the request of and with the consent of the individual concerned, or someone with the authority to act on their behalf, as they are incapable of understanding the request. To protect the vital interests of the individual where consent cannot be given or is withheld. For the prevention or detection of crime, the apprehension or prosecution of offenders. Disclosure of pertinent and relevant information must be on a case by case basis and where failure to provide the information would be likely to prejudice their purposes. Disclosures under this provision which are made pursuant to the prevention or detection of crime will only be made when the criminal act in question is relevant to the objectives of this agreement, namely the safeguarding of vulnerable adults. Further, for this provision to apply there would have to be a substantial risk of prejudice. All requests and responses must be appropriately authorised and documented. Where a disclosure is made in connection with the legal proceedings, for the purpose of obtaining legal advice, and establishing, exercising or defending legal rights. |
| **CCTV Installations**  All CCTV installations are provided free of charge but must be used solely for the purposes stated on the referral form. Equipment of this high cost belong under the ownership of the local DaCCWA Watch Office and will be retrieved if no longer required or being used beyond the original referral use. |
| **Protocol Review**  This Protocol will be regularly reviewed and updated by the Trustees of DaCCWA. |