



# Impact Report

2025 - 2026

**BLUE  
LAMP  
TRUST**

# The Blue Lamp Trust

## Charity Values

To be a trusted service in our community, empathetically supporting vulnerable people, and sharing our expertise to improve safety and security awareness in the home and online.

To be a trusted service provider improving driver safety through comprehensive driver training and development programmes.

Collaboratively working with stakeholders to continue to develop and improve our services and ensure they continue to meet the needs of clients.

## Charity Mission Statement

The mission of the Blue Lamp Trust is to improve home and online safety and security by raising awareness and providing practical support to those in need.

As a charity we aim to continue increasing our reach into the community through home visits and community engagement events, whilst continuing to evolve our services to meet the changing needs of the community. Our work is funded through our national driver training programme delivered by the Blue Lamp Trust (Services) which supports our desire to enhance road safety.

Our vision is to ensure that all vulnerable residents in Hampshire and the Isle of Wight feel safe in their home and online.



# Our Recent Rebrand

## Why we rebranded

In December, we refreshed our brand to better reflect who we are today and where we are heading. As Blue Lamp Trust continues to grow across both community safety services and professional driver training, it was important that our identity clearly represented the strength, credibility and impact of our work. The rebrand brings greater clarity, consistency and confidence to our communications, reinforcing the direct link between our commercial training and the charitable services it supports. As part of this, we launched dedicated websites for our distinct services, enhanced our social media presence and strengthened our visibility both online and across the communities and professional sectors we serve.

## Safe Home

(Formerly Bobby Scheme)

Safe Home, formerly known as the Bobby Scheme, was renamed to create a clearer, more inclusive identity that immediately communicates its purpose. While the heart of the service remains unchanged - providing free home security visits, practical safety measures and reassurance to vulnerable people - the new name better reflects the breadth of support offered across Hampshire and the Isle of Wight.

Safe Home places dignity, safety and independence at the centre of everything we do.



## Safe Online

(Formerly Cyber Bobby)

Safe Online, previously known as Cyber Bobby, was rebranded to align more closely with our wider community safety mission and to make the service instantly understandable. As online scams and cyber crime continue to rise, particularly affecting older and vulnerable people, the refreshed identity reflects a modern, proactive approach to digital safety. Safe Online provides clear, practical advice to help people stay secure and confident in an increasingly digital world.

## BLT Driver Training

As part of our rebrand, we introduced BLT Driver Training as a distinct identity to create clearer separation between our charitable services and commercial training provision. While closely aligned in purpose and values, BLT Driver Training now operates with its own professional positioning as a national provider of taxi, private hire and fleet driver training, with profits continuing to directly support our community safety work.

# Our Sponsors and Partners

## About our sponsors and partners

Partnership is at the heart of everything we do. By working with trusted organisations across Hampshire and the Isle of Wight, we deliver professional, preventative services that strengthen community safety and improve lives. Our work is sustained by generous corporate sponsors and business partners whose support funds essential safety equipment, home visits and volunteer training - helping us reach more vulnerable people each year. We continue to welcome new sponsors and partner organisations who share our commitment to local safety and wellbeing.

## In 2025, we gained 3 new sponsors

- Uniq Technology
- Moore Barlow Lawyers
- GRS Fleet Graphics - who worked to bring our newly rebranded van to life.



## The Key Safe Company

"The Key Safe Company is proud to support The Blue Lamp Trust because we share the same fundamental belief: everyone deserves to feel safe in their own home. As a provider of police-accredited key safes, we work every day to improve access security for older and vulnerable residents. The Blue Lamp Trust's dedication to crime prevention and community safety aligns perfectly with our mission. By supporting the Trust, we help ensure their essential work can continue - protecting those most at risk while strengthening safer communities together."

## Silverlake Automotive Recycling

"Silverlake Automotive Recycling has proudly supported Blue Lamp Trust for the past seven years because of its significant impact on both road safety and community wellbeing. Blue Lamp Trust's vital work in delivering innovative road safety education, driver training, and support for emergency services is equally matched by the essential services they provide to vulnerable members of the community, helping people feel safe and secure in their own homes. By sponsoring Blue Lamp Trust, Silverlake is investing in safer roads, stronger emergency response, community care and wellbeing. We believe our partnership leads to positive outcomes for future generations and makes a meaningful difference to communities across the region."

We're grateful to our current  
sponsors and partners.  
Thank you for your support.



# Hampshire and Isle of Wight Constabulary

"Our priority is simple, to make Hampshire and the Isle of Wight a safe place for all. We are committed to relentlessly pursuing offenders, securing justice for victims and protecting the vulnerable within our communities.

Every day, our committed officers, staff and volunteers work tirelessly to prevent and reduce the impact of crime on our communities. We have formed a powerful partnership with The Blue Lamp Trust, one that helps us protect people and their possessions from burglary, domestic abuse and cybercrime. These serious crimes cause real harm to individuals and communities, resulting in the loss of precious possessions, life savings and physical harm.

The Blue Lamp Trust are here to help with expert advice and guidance so that you can secure your home, protect yourself and prevent cybercrime. Preventing crime from happening in the first place will also be our top priority. The Blue Lamp Trust work with us to deliver practical support that keeps you safe and secure."



Chief Constable Alexis Boon QPM

Hampshire and Isle of Wight Constabulary

# Hampshire & Isle of Wight Fire & Rescue Service

"Our role is to make life safer for our communities across Hampshire and Isle of Wight, and it is a role we take great pride in. Everything we do is aimed at keeping you safe and making sure that when you need us, we're there for you.

A big part of keeping everyone safe is stopping fires from starting in the first place. A fire in your home is devastating, causing significant damage to your property, destroying irreplaceable personal belongings and worse still someone could be injured or die.

From cooking and heating to electricals and candles, there are many potential fire hazards in the home. Which is why it is important to know how you can reduce the risk of fire.

We really value our strong relationship with the Blue Lamp Trust which is built on the shared goal of keeping people safe."



Dr Sabrina Cohen-Hatton KFSMI

Chief Fire Officer, CPsychol, CMgr CCM

# Donations

In 2025, we were incredibly grateful to receive **£11,726.24** in donations, alongside an additional **£255.68** raised through Easyfundraising, which was introduced in October 2025 as a new and accessible way for supporters to contribute to our work.

Every donation, no matter the size, directly supports the delivery of our Safe Home and Safe Online services across Hampshire and the Isle of Wight. With the average cost of a Safe Home Safe & Secure visit standing at **£84.11**, community contributions play a vital role in enabling our Safety Technicians and Volunteer Advisers to provide free home safety visits, install protective equipment, and deliver essential online safety advice to older and vulnerable residents.

**£11,726.24**  
Total  
Donations for  
2025



Together, this support helps us prevent crime, improve safety and change lives.

# 508

Average number of calls per month

# 301

Average number of electronic referrals per month

# 244

Community engagements activities delivered

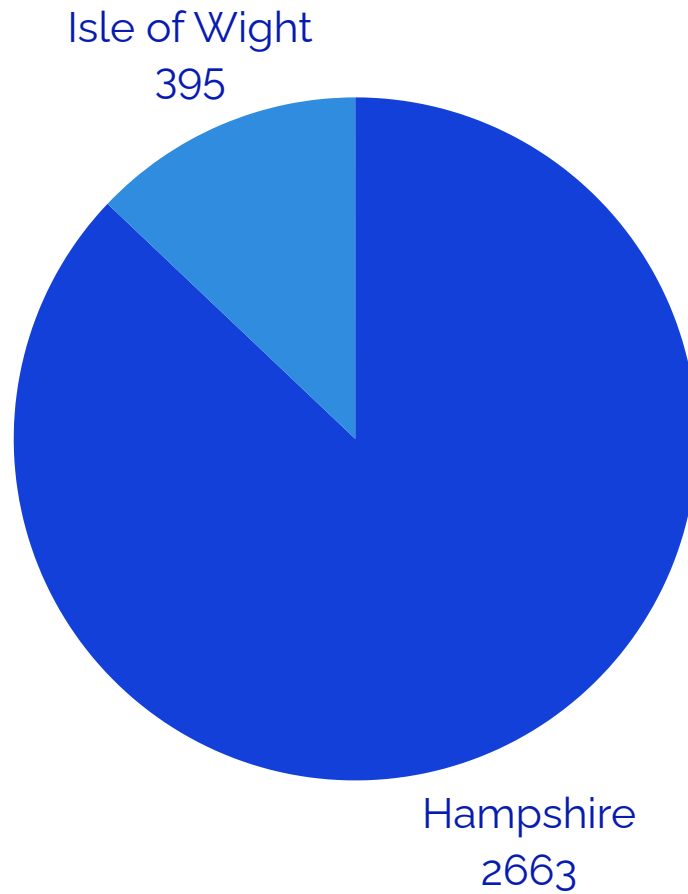
# 3058

Total homes visited in 2025

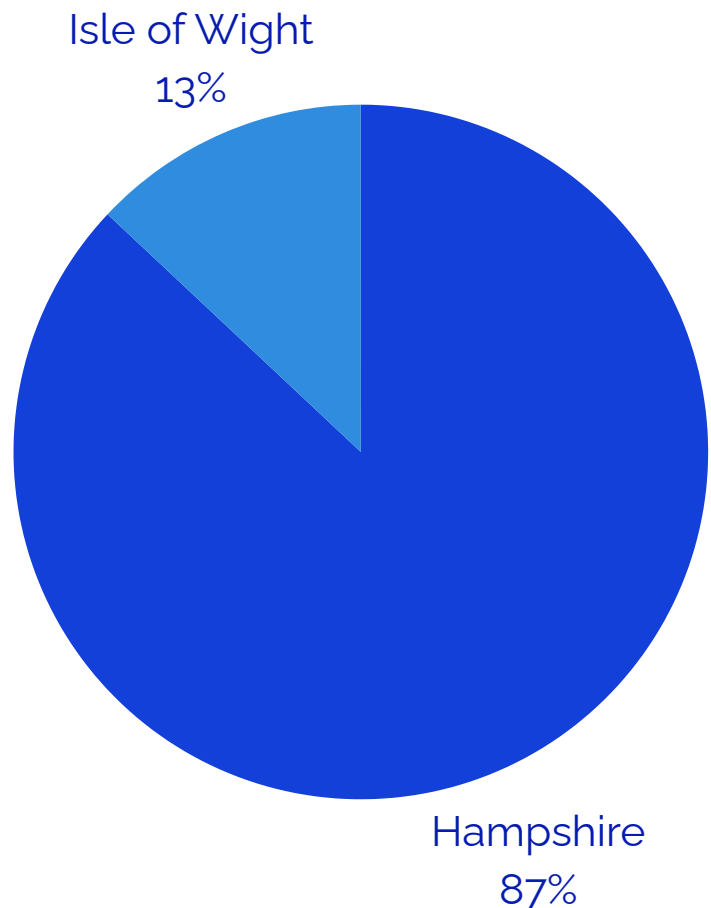
# 274

Total hours volunteered in 2025

## Total homes visited



## Geographical split of visits completed



# SAFE HOME

Average cost  
per visit

**£84.11**

We deliver our mission to improve home safety and security through Safe Home. The programme is designed to provide reassurance, practical support and peace of mind to older and vulnerable people across Hampshire and the Isle of Wight, helping to reduce the fear of crime and enabling individuals to feel safe within their own homes.

Experiences such as burglary, domestic abuse and anti-social behaviour can be deeply distressing, often resulting in anxiety, stress and a loss of confidence. Safe Home aims to restore that confidence, supporting people to remain independent and maintain a strong sense of security within their home environment.

Our trained, police vetted Safety Technicians carry out free home visits, providing a comprehensive crime prevention survey, tailored safety advice and practical reassurance. During each visit, we also conduct a Home Fire Safety Visit on behalf of Hampshire & Isle of Wight Fire & Rescue Service, alongside the free supply and installation of appropriate safety and security equipment where needed.

**2,982** households supported with safety visits and equipment in 2025.





“Our doorbell was fitted today by a kind and punctual technician. He explained everything and set it up with care - **a brilliant service.**”

- Patricia

# 168

Ring Doorbells fitted

# 992

Long-life smoke alarms fitted to prevent fire and save lives

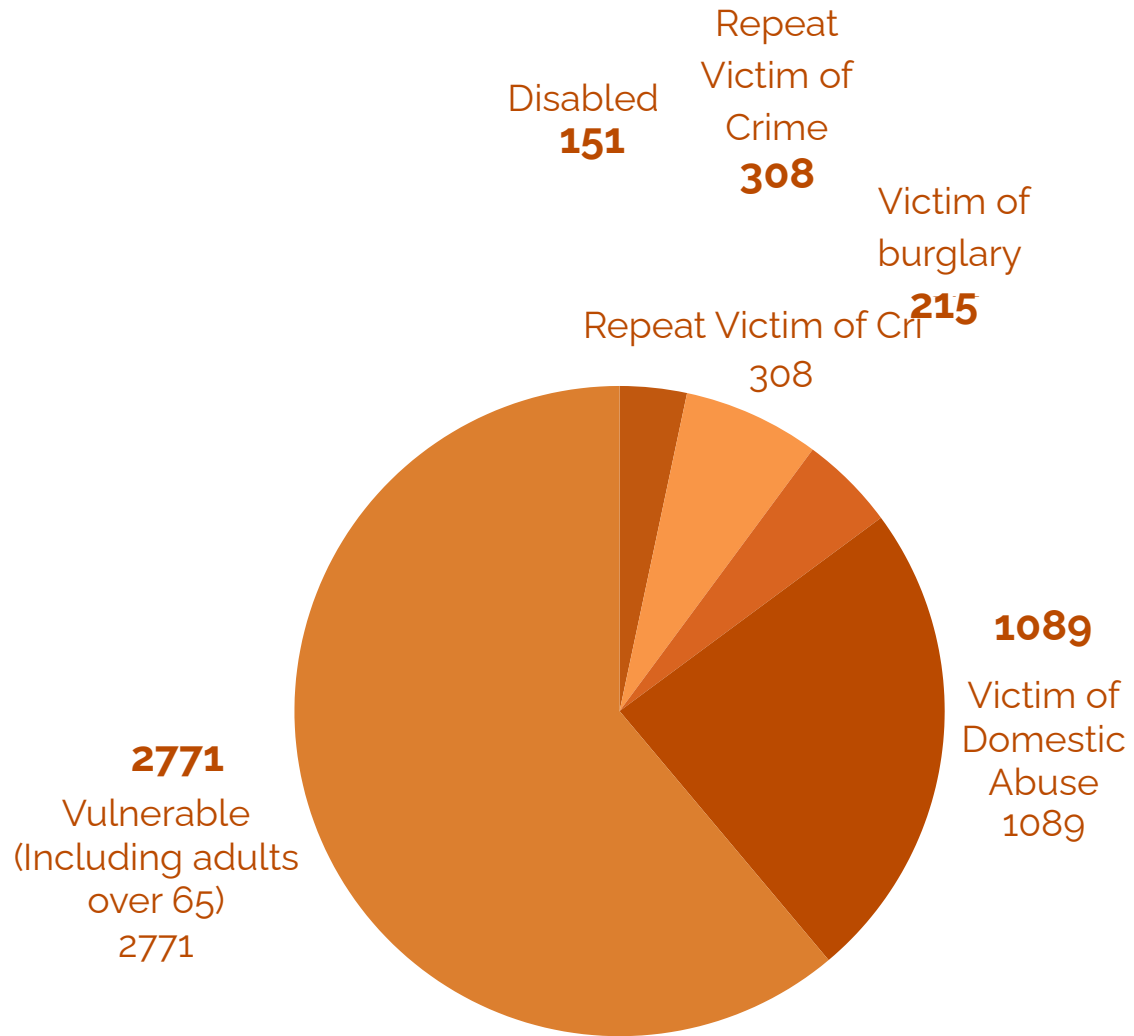
# 846

Carbon monoxide detectors installed to protect against carbon monoxide poisoning

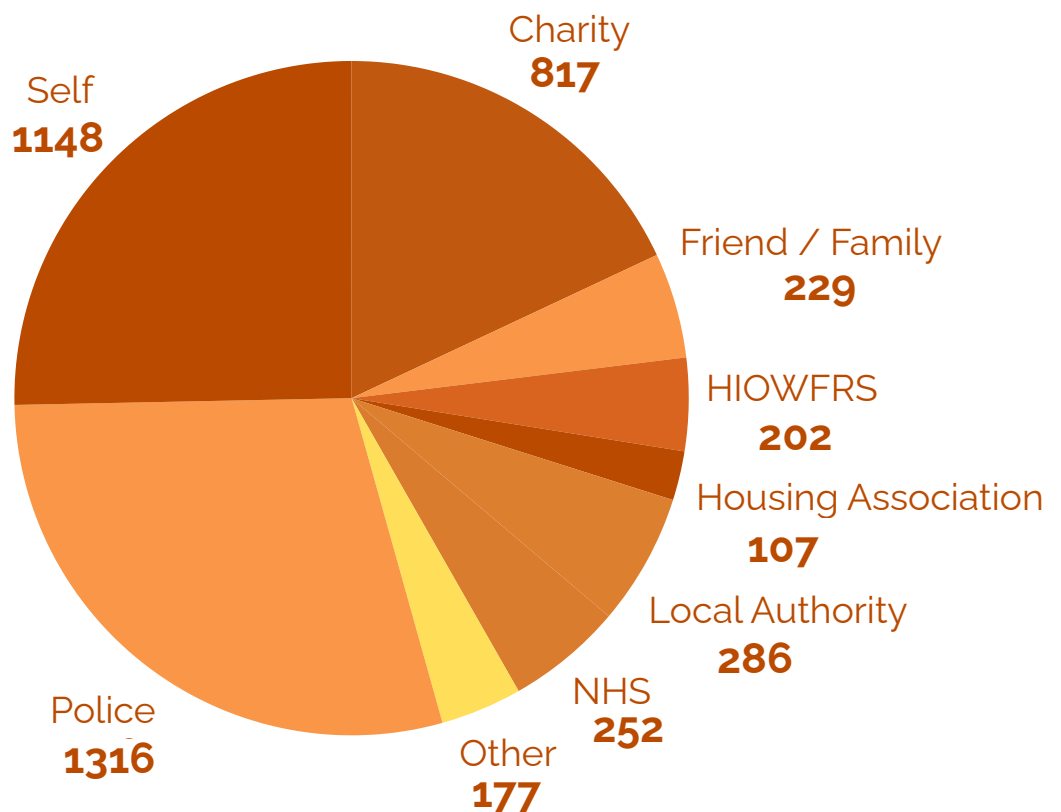
# 636

Key safes installed for safe access by carers and families

## Referrals Received by Criteria



## Referrals Received by Source



# Safe Home Client Feedback

## Domestic Abuse Clients

Do you feel safer as a result of your visit?



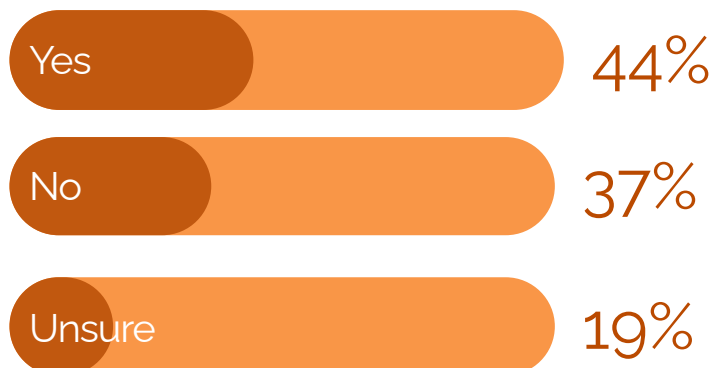
**96% of domestic abuse clients felt safer after our visit.**

Would you recommend this service to others?



**100% would recommend this service to others.**

If you had not received a visit, would you have been able to stay in your home?



**37% said they would have to move home if they had not received a safe home visit.**

# Safe Home Client Feedback

Do you feel safer as a result of your visit?



**94% of people felt safer as a result of the visit.**

Would you recommend this service to others?



**98% would recommend this service to others.**

Ring Doorbell Installation - Has the doorbell provided additional reassurance?



**86% of clients who had a Ring Doorbell installed felt it provided them reassurance.**



Safe Home Case Study

**BLUE  
LAMP  
TRUST**

# Restoring Safety After Domestic Abuse

*Name changed to protect identity*

Following the end of her relationship, "Sarah" discovered two tracking devices hidden in her car. The only person with access to the vehicle was her former partner. She reported the incident to Police, and the situation was identified as domestic abuse.

Sarah lived with her two children and became increasingly distressed knowing her former partner still had a key to her home.

**"It made me feel so unsafe in my own home."**

She struggled to sleep, repeatedly checked doors and windows, and felt constantly on edge in what should have been her safe space.

Police referred Sarah to Blue Lamp Trust. A trained Safety Technician carried out a home visit and security assessment.

During the visit:

- Front and rear door locks were changed
- A secure padlock was fitted to the rear gate
- Practical safety advice was provided

The rear gate had previously allowed easy access to the property. Installing a visible, secure barrier immediately reduced her sense of vulnerability.

The changes were simple but transformative.

- Sarah no longer feared unauthorised access
- Her anxiety reduced
- She began sleeping more soundly
- She felt safer caring for her children

**"Blue Lamp just made me feel so much safer in my home... It is such peace of mind."**

Domestic abuse does not always end when a relationship ends. Continued access to a property can leave individuals feeling trapped and unsafe.

This case demonstrates how early referral, practical security improvements and face-to-face support can quickly restore safety, stability and confidence - helping individuals regain control in their own homes.

# A selection of groups we've attended

Quay Street Newport Ladies Fellowship, Isle of Wight

Winchester Branch of Parkinson's, UK

Over 70s Club Fryern Pavilion

Shirrell Methodist Church Group

Chatty Brew Group, IoW

Warm and Welcome, Farnborough

Cowes Women's Institute, Isle of Wight

Swanmore Carers for Dementia

Domestic Abuse Champions, Winchester

MND Group

Cowplain Womens Institute, Waterlooville

North End Women's Institute

St Helens Community Club, Isle of Wight

Young at Heart Group

OpenSight Stubbington Club



**88%**

of attendees said they would recommend our talk to others.

## Examples of activities/ Events we've attended

Warm and Welcome events at Hampshire Libraries

Police Families Day

Maintaining your Independence Day Event , Saints Foundation

Shedfest, Isle of Wight

# Projects

## DIY SOS

In October, six members of the Blue Lamp Trust team supported a DIY SOS project in Southampton, joining volunteers and trades to help transform a local family's home. Four of our Safety Technicians and two members of our office team dedicated the day to supporting the project on site, stepping in wherever needed - from painting and decorating to coordinating parking and moving materials - helping ensure the work progressed efficiently and without delay.

While the scale of the operation was impressive, it was the collective community spirit that stood out most. The day provided an opportunity to step outside our usual roles and contribute hands-on support to a family in need, reflecting our wider commitment to practical community action beyond our core services.



## Yellow Brick Road

We delivered tailored home and fire safety sessions across four locations in Hampshire and the Isle of Wight as part of the You Matter programme, delivered by Yellow Brick Road Projects.

The initiative supports 16-35 year olds in developing essential life skills, confidence and independence. Our sessions form part of their wider learning journey, equipping participants with practical knowledge to stay safe in their homes and reduce risk. By embedding safety education into community-based programmes like You Matter, we help empower young people to make informed decisions and build safer futures.

## Ageas

In partnership with Ageas, we delivered a targeted home security initiative for 200 customers of RIAS Insurance aged 60 and over. Through this project, our team installed Ring doorbells to help enhance home security, provide reassurance, and support independent living for older residents.

The initiative combined practical crime prevention with community partnership, ensuring customers felt safer and more confident in their homes. The project successfully concluded in March 2025, demonstrating the positive impact that collaboration between charities and responsible businesses can achieve.



Average cost per  
visit

**£16.95**

Safe Online is a completely free service offered by the Blue Lamp Trust across Hampshire.

Our trained, police-vetted Volunteer Advisers deliver practical, easy-to-understand online safety advice through home visits, as well as providing informative talks and sessions to community groups across Hampshire, helping more people stay safe and confident online. We help people protect themselves from scams, fraud, identity theft and other threats to their digital security.

During each visit or session, our advisers will:

- Explain what online scams, fraud and phishing look like
- Help check and adjust privacy and security settings
- Show how to spot suspicious emails, texts or calls
- Offer guidance on safe passwords, software updates and antivirus tools
- Signpost additional support and resources
- Advise how to report incidents



47

Completed visits for over 60

29

Completed visits for under 60

# 76

Visits completed  
(15.15% increase since 2024)

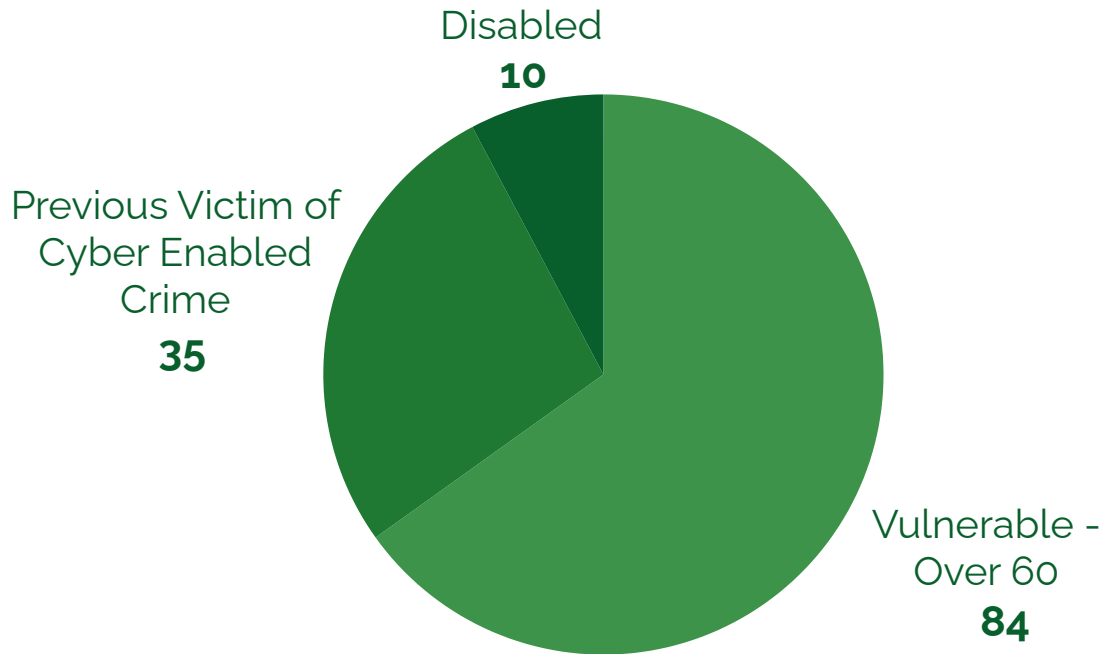
# 61

Community engagement activities attended

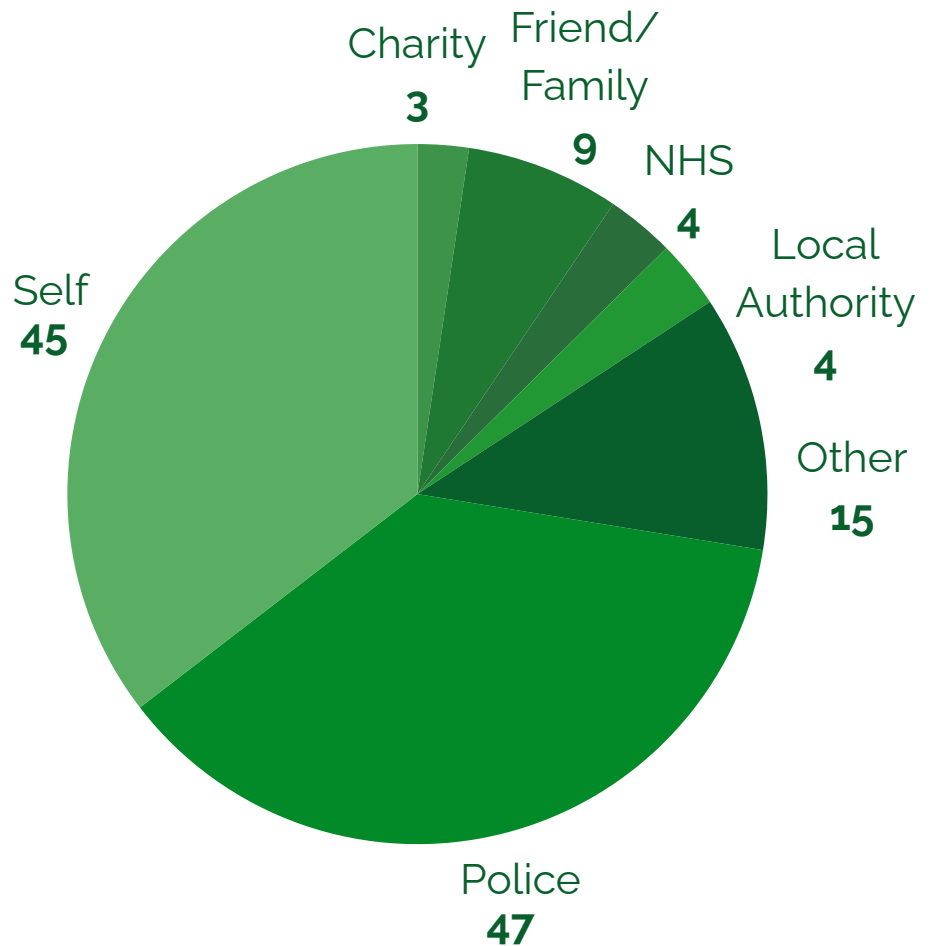
# 224

Hours volunteered  
(40% increase from 2024 to 2025)

## Referrals Received by Criteria



## Referrals Received by Source



# Safe Online Client Feedback

Do you feel the visit has improved your awareness of cyber crime?



**100% of individuals visited said the session improved their awareness of cyber crime.**

Do you feel confident in how to report a cyber crime?



**90% of individuals said they feel confident in how to report a cyber crime.**

Would you recommend our service to others?



**90% of clients visited would recommend the Safe Online service to others.**

# A selection of groups we've attended

Forest Hub Café Talk

Gosport Banter Club Talk

Crookham Village Women's Institute

Coppice Gate Retirement Home

Timsbury Coffee Morning Group

Dementia Support Group, Lymington

Titchfield Village Trust

Portsmouth Macular Group

Swanmore Ladies Group





“Our group found the Cyber Security session **incredibly informative**. Phil shared clear, practical advice on scams, passwords and staying safe online.”

*- The Orchard, Basingstoke*

# Referral Criteria

We recently expanded our referral criteria to ensure our support continues to reach those who need it most, widening eligibility to better reflect the range of circumstances that can increase vulnerability.

For **Safe Home**, referrals are welcomed for adults over 65, individuals with disabilities, and those experiencing circumstances that increase vulnerability, including learning disabilities, addiction, long-term illness, mental health conditions such as dementia or bipolar disorder, unsafe living conditions, self-neglect, financial hardship (via a support service or food bank), and victims of burglary, repeat dwelling crime or domestic abuse (the latter via police or specialist support services). Our trained, police-vetted Safety Technicians carry out home visits to assess security, install long-life smoke alarms and provide tailored advice to help residents feel safe and independent.

For **Safe Online**, referrals are accepted for those aged 60+, individuals with disabilities, or previous victims of crime. Our trusted, police-vetted volunteers deliver clear, practical guidance to help people recognise scams, avoid online fraud and protect their personal information.

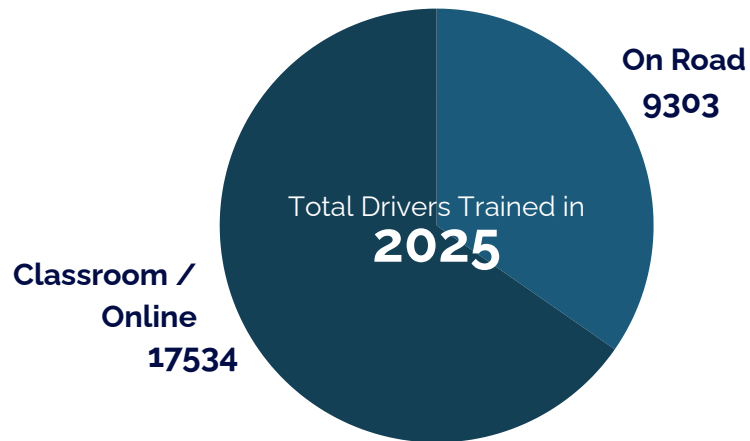
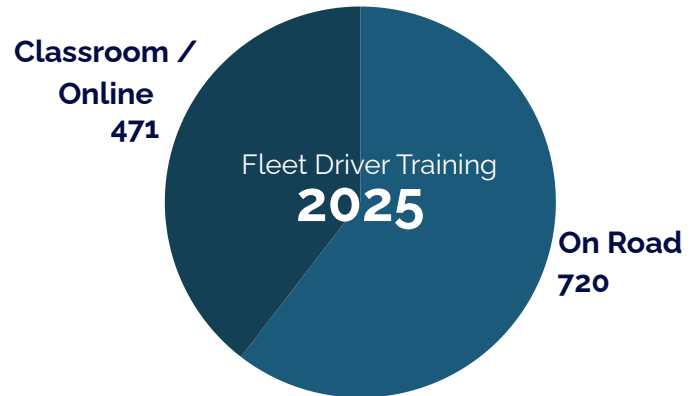


# BLT Driver Training

Supporting Safer Roads, Supporting Safer Communities


BLT Driver Training is the professional training division of the Blue Lamp Trust, a not-for-profit organisation committed to improving road safety and professional driving standards across the UK.

We deliver taxi and private hire driver training, accredited safeguarding and disability awareness courses, and corporate and fleet driver development programmes. Training is available nationwide, delivered in person, virtually, or through flexible eLearning, ensuring drivers and organisations can access high-quality education wherever they are based.



Importantly, BLT Driver Training generates vital income to support the charitable work of the Blue Lamp Trust. Every booking helps fund our community safety initiatives, including free home security visits, safety equipment installations and community education advice for vulnerable and older people.

Through this sustainable model, professional driver training not only improves road safety nationwide, but directly contributes to protecting those most at risk in our communities.

 0330 441 6847

 [bltdrivertraining.co.uk](https://bltdrivertraining.co.uk)

# BLT DRIVER TRAINING

**26,837**

**Total** number of taxi  
and private hire drivers  
trained and assessed.

## Our work with Taxi and Private Hire Drivers

**7181**

Safeguarding Virtual  
Courses delivered

**8583**

Taxi Assessments  
delivered

**281**

Proficiency  
Virtual Courses  
delivered

**5453**

Disability  
Awareness  
Virtual Courses  
delivered

**5339**

Safeguarding  
eLearning Courses  
delivered





## **The Blue Lamp Trust**

Police & Fire HQ, Leigh Road, Eastleigh SO50 9SJ  
0300 777 0157

Charity No. 1137786

Registered company in England & Wales No. 07267846

VAT No. 110741266

**BLUE  
LAMP  
TRUST**