



PREVENTING CRIME

HELPFUL ADVICE

Crime against older people is not very common, but we recognise that it can have a much greater impact upon older people, their friends and their families. It's important that fear should not stop you doing things but that you know how to stay as safe as possible.

Bogus Callers

Most callers to your home will be genuine. However, there are some who may not be. Always get proof of the person's identity - a genuine caller will be only too happy to provide this.

- Stop to think if you're expecting someone to call
- Before you answer the door, make sure your back door is locked
- If you have a door chain remember to use it before you open the door
- Ask the caller for their identification and check it carefully
- Ask them to wait outside and close the door - genuine callers will not mind
- Ring Quick Check on freephone **0800 013 22 90**. Your call will be answered personally and promptly by a trained operator. They will check with the company on your behalf, that the person at your door is genuine. If they are not or they think that there is something suspicious, they will contact the police immediately
- Do not let anyone into your home until you are satisfied as to who they are.



Quick Check is a free telephone service, which is available 24 hours a day all year round to residents throughout Northern Ireland. If you are in any doubt simply check your caller out by phoning Quick Check on Freephone **0800 013 22 90**

General Crime Prevention Advice

- When you are in the house keep all doors locked
- When you go out close all windows and lock doors – don't leave spare keys under mats/flower pots etc
- Use timer switches with lamps to make your house look occupied
- Don't carry large amounts of cash and don't carry your house keys and identification together. If you are carrying a handbag use one that has a zip. Avoid keeping pin numbers with bankcards
- Consider carrying a personal attack alarm
- Shred bank documents and utility bills when you no longer need them. Criminals can make use of your personal details if they find them
- Mark valuable property with your postcode and house number using a permanent UV pen. You can also register your property with immobilise.com
- Never leave the keys in your car and never leave valuables in your car where they can be seen. Lock them out of sight (Source: Home Accident prevention Northern Ireland, Crime Prevention and Home Safety Tips for Older People leaflets).



POLICE AND NEIGHBOURHOOD SCHEMES

PSNI

The role of PSNI is to prevent and detect crime. They deal with a wide range of issues including: community policing; crime prevention; road safety; domestic violence; child abuse; animal and wildlife crime; and firearms.

Belfast Policing and Community Safety Partnership and Castlereagh Policing and Community Safety Partnership

Both Belfast and Castlereagh have established Policing and Community Safety Partnerships which host a number of public events, and support local projects, that tackle crime and community safety issues. If you're interested in finding out more about their work or future events contact them on:

Belfast Policing and Community Safety Partnership team:

www.belfastcity.gov.uk/communitysafety

Tel: **028 9027 0556** Email pcsp@belfastcity.gov.uk

Castlereagh Policing and Community Safety Partnership:

<http://www.castlereagh.gov.uk/communitysafety.asp>

Tel: **028 90494546**

Crimestoppers is an independent charity which works in partnership with the police and the media to help to solve crime. It offers the public a free telephone number which you can call anonymously to give information on any criminal activity.



For further advice contact your local Crime Prevention Officer, Police Non-emergency Telephone: **0845 600 8000** In an emergency call **999** Crimestoppers telephone: **0800 555111**

Neighbourhood Watch

Neighbourhood watch aims to help people protect themselves and their property, and to reduce the fear of crime. It involves appointing a local scheme coordinator; encouraging other neighbours to participate; meeting with your local police team; and keeping other local residents up-to-date with crime prevention advice. Anyone can belong to a neighbourhood watch scheme and every community or neighbourhood can have one.

If you would like to set up a scheme or would like more information contact your local neighbourhood police on **0845 600 8000**

NIHE Neighbourhood Warden Service

NIHE have appointed 14 Neighbourhood Wardens in the Belfast Area who provide a range of on-site services to residents. Duties of the wardens include:

- Ensuring that estates are kept free of illegal dumping, litter and abandoned vehicles
- Inspecting empty properties, provide accompanied viewing to prospective tenants, check for abandoned properties and take repair requests. Wardens provide advice and assistance on a wide range of housing related matters including home safety, service standards and energy conservation



- Acting as a first point of contact in the reporting of anti-social activity or nuisance or breach of tenancy.

For further information telephone: **08448 920 902**

CRIME AND SAFETY ISSUES

Noise and Nuisances

If you are having problems with noise in your area and you do not wish to speak directly to the noise maker or if you have made an appeal to them which has been unsuccessful, you can contact the Noise Control Officers in the Council for help. Noise Control Officers need direct evidence of the noise problem so it is important to contact them when the noise is affecting you. An officer will take the details of your complaint and arrange a visit.

Night-time noise - telephone: **028 9037 3006**

Day-time noise - telephone: **028 9027 0428**

Other types of Noise

The Council does not answer complaints about all types of noise. Below is a list of agencies who deal with other types of noise.

Noise in the street - For complaints about shouting, rowdy behaviour, car alarms or horns contact the Police Service of Northern Ireland, telephone: **028 9037 3006**

Noise from road traffic - Contact the Roads Service, Belfast Division, telephone: **028 9025 3000**



Noise from civil aircraft - Contact: Ports and Public Transport Division, telephone: **028 9093 5020**

Noise from military aircraft (planes and helicopters) - Contact: Army Headquarters Northern Ireland by email on: ni38x-eru-mailbox(multiuser)@mod.uk

Anti-Social Behaviour

Antisocial behaviour could be defined as acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons.

If you are a victim of antisocial behaviour report all incidents to the PSNI, Housing Executive or District Council giving details of what happened, where, what time, names or descriptions of who was involved and the effect the behaviour had on you.

(Source: NIO Community Safety Unit, Tackling AntiSocial Behaviour in NI leaflet).

Belfast City Council antisocial behaviour officers

Belfast City Council has four antisocial behaviour officers within its Community Safety Team who are area focussed north, south, east and west of the city. They can resolve some reported problems easily by sign-posting to the relevant services within BCC and other statutory agencies, however many more problems require more personal intervention and they will be happy to meet with the concerned residents in order to facilitate an acceptable solution. Contact during office hours, which are 9am to 5pm, Monday to Friday: **028 9027 0469**



Hate Crime

Tension Monitoring is a system involving an inter agency group which meets on a regular basis to look at information and develop plans to prevent the potential for hate crime developing. This group consists of a range of representatives from statutory and voluntary organisations including PSNI, NIHE, Belfast City Council Good Relations Unit, NICEM, Islamic Centre, Rainbow, Chinese Welfare Association, Polish Association, Include Youth, NIACRO, South Belfast Roundtable, and other key partners.

We would encourage residents to report any incidents of Hate Crime to firstly to the police on 0845 600 8000 however the Council's Community Safety Unit may also be able to offer support. Contact the team on **028 9027 0469**

Neighbourhoods

If you have an interest or have concerns about any of the following areas: flags, emblems and sectional symbols; segregation/ integration; race relations; communities in transition; interface areas, the Community Cohesion Unit (CCU) within the Housing Executive may be able to help.

Telephone: CCU on **028 9031 8234**

General Disputes with Neighbours

The Housing Executive offers a free mediation service to Executive tenants or anyone who finds themselves in dispute with Housing Executive tenants.



For further information please contact Housing Executive Community Safety Team on **028 9031 8224** or visit http://www.nihe.gov.uk/index/community/community_safety/our_services/community_safety_mediation.htm

Domestic Violence

The Police Service Northern Ireland has officers who are specially trained to deal with domestic violence. To speak to one of these officers contact your local police station and ask to speak to the Domestic Violence Officer.

District Command Unit Area (PSNI)	Direct number	Extension
North Belfast	028 9025 9207	30207
South Belfast	028 9025 9738	30738
East Belfast	028 9025 9823	30823
West Belfast	028 9025 9907	30907
Castlereagh	028 9056 1792	Ask for Domestic Violence Officer for Castlereagh

Women's Aid

Women's Aid provides confidential support, information and emergency accommodation for women, with or without children, whose lives have been affected by domestic violence.



For advice or support telephone Belfast and Lisburn branch of Women's Aid: **028 9066 6049** Open 9am - 5.30pm or call their 24 hour Helpline on **0800 9171 414** (for anyone affected by domestic violence)

SUPPORT AND INFORMATION SOURCES

Victim Support Northern Ireland is a charity which helps people affected by crime. It is a completely independent organisation, offering a free and confidential service, whether or not a crime has been reported. They can provide: information on police and court procedures; liaison with other organisations on your behalf; provide advice and information on compensation insurance matters; put you in contact with other sources of help and provide emotional support.

Telephone: **028 9024 3133** (North and West Belfast branch) or email: nwbelfast@victimsupportni.org.uk
Telephone: **028 9032 8152** (South and East Belfast branch) or email: sebelfast@victimsupportni.org.uk

Belfast Safety Leaflets

Belfast Community Safety Partnership has developed a series of safety leaflets. These include a number of leaflets on the following topics: personal safety; internet safety; driving down vehicle crime; home security; behaviour; going on holiday; respect; bogus callers; road safety; fireworks; Christmas – Get Home Safe; and keep your money safe.



Leaflets can be downloaded from the following website:
www.belfastcity.gov.uk/communitysafety

Northern Ireland Policing Board: Older People's Reference Group

The Northern Ireland Policing Board has recently set up reference groups, one of which is the Older Person's Reference Group. This is made up from members who represent organisations or networks that work with older people. Some of the issues that the groups are currently looking at are: the fear of crime, communication and awareness raising, and collating key issues for consideration in the Annual Policing Plan.

If you wish to find out more about the work of the Board or if your organisation would be interested in being part of the reference group, contact the Community Engagement Branch on **028 9040 8623**.

For information on the Board, visit the following website
www.nipolicingboard.org.uk

Registering your Possessions with Immobilise

Immobilise is a website that allows you to register your possessions online. You will be asked for ownership details. This is a free service endorsed by all UK Police forces which gives police a greater chance to return stolen items.

For more information go to: **www.immobilise.com**



How Secure is my Home Website

'How Secure is my Home' is a website developed by the Community Safety Unit for Northern Ireland. It allows you to assess the level of security of your home and provides advice on how to improve it.

To visit this website go to: **www.howsecureismyhome.com**