

personal safety advice



A guide to services in North Down

Introduction

North Down is a safe place to live. In fact, recorded crime figures have indicated for some time that crime in the Borough is significantly lower than the average for the whole of Northern Ireland.

Whilst crime does happen in North Down like anywhere else, past and current statistics show that older people, in particular, are less likely to be victims of crime.

However, in recognising that crime does happen in the Borough it is important for everyone to be kept informed of how best to reduce the risk of becoming a victim and know whom to turn to for advice and support.

This booklet was developed on the advice of a range of partner organisations and aims to provide useful advice and contact information on a range of home and personal issues. The booklet also provides information on the benefits of helping Police protect your local area through the setting up of local Neighbourhood Watch schemes.

We trust this booklet will be of value to you.

Chairman
North Down
Community Safety Partnership

Chairman
North Down
District Policing Partnership



Bogus Callers

- Before opening the door, look who's there.
- Ask "Who are you?" – use door chain, viewer or letter box to check.
- Check for photographic identification. Read and examine closely.
- Verify with company/business if necessary. Get the phone number from the telephone book or operator.
- If not satisfied, tell them to call back later and have a friend or relative present on return.

Report any suspicious activities to local Police on 0845 600 8000 or dial 999 in an emergency.

Protect Your Home

Locks

Have appropriate locks fitted to your doors and windows.

Lights

Use a timer switch to turn your lights on when you are out at nights. It will create the impression that someone is at home.

Code

By post-coding your property you are not only increasing the chances of your property being returned to you but it makes it more difficult for the thief to sell. Use an ultra-violet marker pen to mark your postcode and house number on your property and personal belongings.

Picture

Many items may be difficult to MARK, like jewellery etc so why not photograph them.

Holidays or when you're out

Be a good neighbour – ask a neighbour to keep an eye on your home and if possible leave a key with them.

Burglar Alarms

The majority of homes that are targeted by burglars do not have an alarm fitted. For a list of compliant alarm companies, please contact the PSNI Crime Prevention Officer.

For more information about any of the above topics please contact the Crime Prevention Officer – 028 9147 4974



Accidents in the Home

Accidents in the home are more frequent and more distressing, both physically and mentally, the older we get.

People are more at risk of falls if they do not take regular physical activity, a poor diet, poor health or have a cluttered, cold or badly lit home. Even minor falls can lead to a fear of falling again and a tendency towards reduced physical activity, which in itself makes an older person more prone to falling. Keep your stair area well lit and clear of clutter.

What to do if someone has a fall and can't get up:

- Do not move them
- Keep them warm and calm
- Summon help – phone for an ambulance or call their GP.

THINK SAFETY

Avoid slips, falls and accidents
in and around your home



NI Fire and Rescue Service

Northern Ireland Fire and Rescue Service recommend in the event of fire

You Should:

- Stay calm
- Get out
- Get the Fire Brigade out
- and stay out

We also recommend that you test your smoke alarms once a week.

**Remember
Thumbs up on Monday**



Anti Social Behaviour

Anti-social behaviour (ASB) is widely perceived as a significant problem, even though it is a minority of people who behave in such a manner. From gangs hanging around on street corners, to the noisy neighbour next door; to the young people playing football in the street, it has a disproportionate effect on people's sense of wellbeing and safety.

The Council is working in partnership with the PSNI and other agencies to deal effectively with the problems as they arise. Problem areas are identified through complaints and these areas are targeted by joint PSNI and Council patrols especially on Friday and Saturday night.

What do we regard as ASB?

This can range from noisy neighbours or dogs, to people drinking on the streets, littering, graffiti or loitering.

What can I do?

Please report any ASB to the Council and we will endeavour to deal with the problem or we will be able to give you suitable advice.

Please contact the North Down Borough Council, Enforcement Officers on 02891 270371.



Victim Support

Victim Support is a local charity that can help you come to terms with the experience of being a victim of crime.

Our trained volunteers offer emotional support to the victims of crime. Sometimes it helps to talk to someone outside the family who knows how to help in a crisis situation.

As well as emotional support, we can provide information, advice and practical help. We can help you contact other sources of help.

If you have been injured as a result of a crime, we can help you make a claim for compensation to the Criminal Injuries Compensation Agency. (A Solicitor may charge a fee for handling your claim whereas Victim Support offers a free and confidential service).

**If you need help or information
please telephone
0845 3030900**

Domestic Violence and Abuse

Elder abuse is more widespread than most people think. Older men and women, from all social backgrounds, are hurt and exploited. Whilst some abuse takes place in residential and care settings, most abuse occurs at home.

Those who suffer are rarely in a position to challenge the people who prey upon them. They are vulnerable, powerless and may lack knowledge and support.

Abuse can attack people physically, psychologically, sexually, financially or by neglecting them. This can involve a betrayal of trust either by a family member or a care worker.

Domestic violence occurs right across society. It knows no boundaries as regards age, gender, race ethnic or religious group, sexual orientation, wealth, disability or geography, but in the majority of reported cases, women are the victims.

- **You do not deserve to be controlled, manipulated or abused.**
- **You are not responsible for the abuse.**
- **There is support available.**

Tell someone you trust, seek professional advice.
Anyone who feels in immediate danger should dial 999

Contacts:

Abuse Helpline/Action on elderly -- 0808 808 8141

North Down & Ards Women's Aid

24hr Helpline & Freephone -- 0800 917 1414

PSNI Domestic Violence Officer

Bangor -- 028 9147 9465

Ards -- 028 9180 1514

Help Stop Elder Abuse

Elder abuse occurs when an older man or woman is harmed, mistreated or neglected – usually by someone they should be able to trust.

Unfortunately it is not only strangers that misuse your trust. At times family members, paid or unpaid carers or professional staff can also betray an individuals trust either financially or through intimidation, physical violence or neglect of a persons needs.

Why we should all be concerned about elder abuse?

The mistreatment or abuse of older people may seem to be nothing to do with you. But although it is often hidden, it is far from rare – and any of us could come across it at any time.

You may suspect, or know, that an older person is being harmed but are unsure what to do about it. Perhaps you work or socialise with older people and are worried about what you have seen.

If you yourself are being harmed or mistreated...

Who can help?

Action on Elder Abuse

Confidential helpline run by trained staff/volunteers
Mon Fri 10am-5pm - Free phone 0808 808 8141

Social Services/social work department

Older Peoples Programme, Care Management & Community social work team
Mon – Fri 9am-5pm - 028 9146 8521

Social care inspection bodies

For concerns about bad practices of abuse by care staff, contact Department of Health and Social Services and Public Safety, telephone 028 9052 0500.

Carers UK – 028 9043 9843



Good Morning Call (Phone Link Service)

- Do you live alone?
- Are there days when no-one calls with you?
- Would you like to hear a friendly voice in the mornings?
- Are you anxious about being on your own?

If you have answered “YES” to any of the above questions then you could be on our “Good Morning Call” service.

We will arrange for you to have a daily morning call between 9.30am and 10.30am every day FREE to check on your well-being (365 days a year)

Peace of mind for you and peace of mind for your family.

Don't delay – call today

Tel: 028 91271968 or Fax: 028 91477979

24 Hamilton Road, Bangor, BT20 4LE

E-mail: ageconcern@utvinternet.com

Age Concern

Age Concern N.I. (North Down) is part of a regional organisation committed to promoting the rights of older people as active, involved and equal citizens.

Our Mission is to provide services that improve the quality of life of the over 50's in the North Down area.

Age Concern North Down services include:

- Support, information and signposting for the over 50's.
- Phone-Link (Good Morning Call) – A free daily phone call to the vulnerable over 50's (365 days a year).
- Catering – Hot nutritious meals served Monday – Friday 12 noon to 1.15pm. Tea/coffee, scones and sandwiches Monday-Friday 10.00am – 4pm.
- Computer Training – Basic training for groups or one to one tuition.
- A range of activities
- Volunteering opportunities

For information contact Tel: 028 91 271968 Fax: 028 91 477979
or e-mail ageconcern@utvinternet.com

Age Concern Aid Call Emergency Button

The aid call emergency button offers independence and peace of mind. The button is light and can be worn either as a pendant, clip or wrist strap and works from all over your house or garden.
Freephone 0808 100 4545



Neighbourhood Watch

HELP MAKE YOUR AREA SAFER BY SETTING UP A
NEIGHBOURHOOD WATCH SCHEME

Neighbourhood Watch means:

- No one is alone.
- Your neighbours will look out for your family, home and street.
- Keeping a check on people in your neighbourhood who are vulnerable.
- Everyone taking responsibility for keeping their area safer by reporting suspicious activity.

Neighbourhood Watch schemes benefit from:

- Police support and advice on making your area safer.
- Practical tips to home and personal security.
- Stronger relationships with the Police and other supporting organisations.
- Residents looking out for each other.

For an information pack on Neighbourhood Watch please contact the Neighbourhood Watch Co-ordinator on 028 91474954

Useful Telephone Numbers

Emergency Services 999

Crimestoppers 0800 555 111

Bangor and Holywood PSNI Stations 0845 600 8000

northdown@psni.pnn.police.uk

www.psnipolice.uk

PSNI Domestic Violence Officer 028 9147 4965

PSNI Crime Prevention Officer 028 9147 4974

North Down Borough Council 028 9127 0371

Town Hall

The Castle

Bangor, BT20 4BT

Text phone: 028 9127 4920

www.northdown.gov.uk

North Down District Policing Partnership 028 9127 8054

Town Hall

The Castle

Bangor, BT20 4BT

dpp@northdown.gov.uk

www.districtpolicing.com

North Down Community Safety Partnership	028 9127 8070
Town Hall	
The Castle	
Bangor, BT20 4BT	
martin.magee@northdown.gov.uk	
Victim Support	0845 3030 900
Age Concern	028 9127 1968
Help the Aged	028 9023 0666
Housing Executive	028 9127 0761
After hours emergency number	028 9056 5444
Bangor Health Centre	028 9151 5200
Women's Aid	0800 917 1414
Citizens Advice Bureau	028 9056 5444
Care Management Team	028 9146 8521
Carers UK	028 9043 9843

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Produced by



North Down

*District Policing
Partnership*

Local people shaping local policing

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