

Staying safe

Personal security at home
and out and about



Home
& care



We are Age UK.

*Our network includes Age Cymru,
Age NI, Age Scotland, Age International
and more than 160 local partners.*

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Every effort has been made to ensure that the information contained in this guide is correct. However, things do change, so it is always a good idea to seek expert advice on your personal situation.

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Contents

| | |
|--|----|
| Introduction | 2 |
| Securing your doors and windows | 3 |
| Security devices | 5 |
| Locking up | 6 |
| Boosting security around your home | 8 |
| Marking possessions | 9 |
| Insurance | 10 |
| Going on holiday | 11 |
| Neighbourhood Watch | 12 |
| Safety at the door | 13 |
| Bogus callers | 14 |
| Utility company contacts | 14 |
| Rogue traders | 16 |
| Password schemes | 17 |
| Safety when you're out and about | 20 |
| Mobile phones | 23 |
| What to do if you're a victim of crime | 24 |
| Compensation schemes | 26 |
| Security checklist | 27 |
| Useful organisations | 28 |

Introduction

Many of us are anxious about crime. But although it's important to be cautious, research shows that people over 60 are less likely to be attacked or robbed than people in any other age group.

Taking a few simple precautions to make ourselves and our homes more secure can help us to avoid being targeted and give us peace of mind. This guide outlines steps that we can take to feel more secure both at home and when we're out.

Throughout this guide you will find suggestions for organisations that can offer further information and advice about your options. Their contact details can be found in the 'Useful organisations' section (see pages 28-34).

Contact details for organisations near you can usually be found in your local phone book. If you have difficulty finding them, your local Age UK should be able to help (see page 28).

As far as possible, the information given in this guide is applicable across the UK.

Key



This symbol indicates where information differs for Scotland, Wales and Northern Ireland.



This symbol indicates who to contact for the next steps you need to take.

Securing your doors and windows

You can reduce the risk of your home being burgled by taking some simple, and often inexpensive, precautions.

Two-thirds of burglars gain entry through a door and one third get in through a window. Fitting your doors and windows with good locks can go a long way to deterring them.

Your front door should be fitted with the following.

- An automatic rim latch lock (sometimes called a nightlatch). These can usually be opened from the inside without a key. This lock is not enough on its own – you should also have the lock described below.
- A five-lever mortice deadlock with kitemark BS 3621. These can only be unlocked with a key, even from the inside. If you lock it from the inside, keep your keys close by in case of fire (but not where thieves can easily find them).
- A letter-box cage to prevent thieves from tampering with locks through the letter box.

Your back door should also be fitted with a five-lever mortice deadlock. Fit a security mortice lock and mortice bolt to both sides of French doors, and get advice on fitting locks to patio doors.

Make sure the doors and frames of outside doors are strong with sturdy door hinges. Fit hinge bolts for extra security. Consider replacing glass panels with laminated glass to make them more difficult to break, or buy special film to stick to the inside that will have the same effect. Your front door should also have a peephole and a security chain.

Fit window locks with keys to all downstairs windows and any others that are easy to reach, such as those above a flat roof or near a drain pipe. Keep window keys in a safe place, out of sight and reach. They should be close to the window so that you could find them easily if you needed to escape in the event of fire, but not on the windowsill.

If you're thinking of buying PVCu or metal-framed windows, make sure that they come with good built-in locks and comply with British security standards, as it may not be possible to fit better locks once they are installed.

**what
next?**

If you need locks fitted or changed, use a qualified locksmith. You can search using the Master Locksmiths Association (MLA) website, or call their free helpline to find a qualified locksmith or check whether one is a member of the MLA (see page 31).

***There are schemes all over
the UK offering home
security services.***



Security devices

In addition to locks, there are other, more sophisticated security devices available, such as special outdoor lighting and burglar alarms.

Outdoor lights are particularly useful because they not only act as a deterrent, but also make it easier for you to find your way if you're coming or going after dark. One option is to install a low-level light that automatically switches on from dusk until dawn. Alternatively, you can get a light that switches on automatically when it senses movement outside your home, but these can be accidentally triggered by pets and wild animals. If you do decide to get a motion-activated light, make sure you position it carefully so that it doesn't disturb your sleep or annoy your neighbours.

If you're considering installing a burglar alarm:

- ask the Safer Neighbourhood team at your nearest police station for advice. Safer Neighbourhood is a way for police officers to work with local people to make the area you live in safer. If it doesn't have a Safer Neighbourhood team, your police station will have a Crime Prevention Officer who can advise you
- get at least three quotes and specialist advice from alarm companies
- ask your insurance company which alarm companies it recommends
- get professional help to install the alarm. There are schemes all over the UK offering home security services. Some home improvement agencies offer free services to improve security, such as fitting locks (see page 30).

In some areas the Age UK group offers Handyperson schemes to older people who meet certain criteria, to assist with small repairs and reduce risks in the home. Contact

- ① Age UK Advice (see page 28) for more information. In Wales, contact Age Cymru to find out if there's a Handyperson or a HandyVan service in your area (see page 28).

what next?

Contact your local Safer Neighbourhood team, a local Age UK, your local council or Safe Partnership (see page 32) for more information on safety services in your area.

- ① In Scotland, contact Police Scotland (see page 32). In Northern Ireland, contact Age NI (see page 28) or your local Community Safety Partnership Team.

Locking up

Many burglaries are carried out by opportunistic thieves who spot an open or unsecured door or window.

There are a few simple precautions you can take to help avoid this.

- Be sure to lock all outside doors and check that all the windows are locked. Many burglaries happen during the afternoon, so even if you're just popping out for a few minutes always lock up fully before you go. When you lock up while you're inside, such as at night, keep your keys nearby in a place where you can find them easily, so you can escape quickly in an emergency.

- If you have someone such as a carer or relative who has their own key, make sure they securely fasten your door on their way out. (Remember not to leave your keys on the inside of the door because this will stop them getting in.)
- Keep your ladder and garden tools locked away.
- Always keep your keys, including your car keys, in a safe place. The first places that a burglar will look for your door key are under the doormat, in a flower-pot or on a piece of string through the letter box. Never leave any keys in the locks or lying around the house.
- Keep valuables out of sight.
- If you are out for the evening, leave a front room light on (not the hall) and consider putting the radio on too. Draw the curtains, leaving a small gap at the top so the light can be seen from outside. An opportunistic thief may think there's someone in the house and be put off.

what next?

For more advice and tips on keeping your home secure, contact your local Safer Neighbourhood team (see page 32) or check to see whether your regional police force has security tips on its website. In Scotland, contact Police Scotland (see page 32).



Boosting security around your home

Don't forget to secure any garages, sheds and passageways outside your home.

- Keep garage windows and doors locked, particularly if your garage is attached to your house with a door leading to the inside.
- Make sure that thieves cannot get into your garden by putting up a strong fence or planting a prickly hedge.
- Padlock the side gate, which should be strong enough to withstand a good kick.
- Garages and sheds are often full of expensive tools, some of which a burglar could use to break into your house. Make sure that garage doors are solid and fitted with good locks.
- Fix trellising to the top of any solid fences or walls to make it harder for burglars to climb over.
- Fit a strong, high, lockable gate to any passageways at the side and back of your home. If you share a passageway with a neighbour, discuss it with them and ask for their permission and for help with the costs. Check whether there's a Home Improvement Agency (HIA) in your area that could help with costs or organising the work (see page 30). (Home Improvement Agencies are not available in Northern Ireland.)



If you have a shared entrance, never buzz someone in without checking who they are. All shared entrance doors should have locks with kitemark BS 8621. These locks don't need keys to be opened from the inside, which means you can get out of the building quickly if there's a fire.

If you're worried about the safety of the door, contact the local Fire Officer or Safer Neighbourhood team to check it. You can find your local Fire and Rescue Service in your local phone book or via the Gov.uk website (see page 31).



In Scotland, contact the Scottish Fire and Rescue Service (see page 33).

Marking possessions

If your valuables are stolen, they're more likely to be found by the police if you mark them with your postcode and the number of your house or flat, or the first two letters of its name. You should also take pictures of valuable items and write down the serial numbers of any electrical equipment to help police return stolen property to you, if it's recovered. You can also register your valuable possessions online for free at www.immobilise.com. This website helps police identify owners of lost or stolen property.

what next?

Ask your local Neighbourhood Watch group or Safer Neighbourhood team (see pages 31 and 32) to help you find someone to mark your property by etching or die-stamping. This deters burglars because it makes stolen property harder to sell. If you can't use these methods, write on the items with a security marker that can only be read under an ultraviolet light.

Insurance

Good insurance cover will ease the financial worry of replacing stolen items. Many insurance companies offer lower premiums to people with good home security and to members of Neighbourhood Watch schemes (see page 31). It's a good idea to compare insurance quotes from different companies to make sure that you get the best deal for your circumstances. If you're not on the internet, ask friends or family to help you check – they might find that they can make some savings themselves! You can also use Yellow Pages or similar directories to find companies to call for a quote. Some companies tailor their products for older people.

In addition, Age UK Enterprises Limited* offers insurance for older people through Ageas Insurance. Call Ageas Insurance on 0800 032 5594 for more information.

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Going on holiday

To a burglar, a dozen milk bottles on the doorstep or a newspaper sticking out of the letter box is an invitation to break in. A few simple steps can keep your home safe while you're away.

- Cancel milk, newspapers and other deliveries.
- If you have a garden, mow your lawn before you travel.
- Don't close curtains or blinds as they are a giveaway during the day.
- Plug a lamp into a time switch that will automatically turn it on in the evenings while you're away. However, don't leave it in a room that passers-by can see into when the light is on.
- Ask a friend or neighbour to keep an eye on your home for you, and if you know them well, perhaps they could also collect your post, draw your curtains, mow your lawn and switch lights on and off.
- Check your building and contents insurance is up to date.
- When you travel, remember not to display your home address on the outside of your luggage.

Neighbourhood Watch

Neighbourhood Watch schemes are self-help groups that work in partnership with the police, local councils and other agencies involved in community safety to prevent crime. They can offer valuable neighbourly help and advice.

what next?

Ask your local Safer Neighbourhood team if there is a scheme in your area. If there isn't, why not help to set one up? You can also look online for your nearest Neighbourhood



Watch scheme at www.ourwatch.org.uk. In Scotland, look at www.neighbourhoodwatchscotland.co.uk. In Northern Ireland, contact your local neighbourhood police by calling 0845 600 8000.

Neighbourhood Watch schemes can offer valuable neighbourly help.



Safety at the door

You don't need to feel embarrassed about refusing to let someone into your home. Only let someone in when you're absolutely sure that they're genuine. Before you open your door, remember:

- **Lock.** Lock all your other outer doors before you go to the front door. Some burglars work together – one keeps you chatting on the doorstep while another gets in through a back door.
- **Stop.** Think about whether you're expecting anyone.
- **Chain.** Put the door chain on (don't keep the chain on all the time as it will prevent anyone with a key from entering, such as a carer). Look through the window or spy-hole to see who is there.
- **Check.** Ask for an identity card and examine it carefully.

You can check who someone is by phoning the company that they represent – get the number from a bill or your phone book rather than calling a number they give you as they could be putting you through to an accomplice.

You can always ask the caller to come back another time when someone will be with you, or tell them to write to you to arrange a more convenient time to visit. It's particularly important to do this if there is more than one person on your doorstep. A genuine caller won't mind you taking these precautions. If you don't want to be disturbed by cold callers, consider putting up a 'no cold callers' sign on your door.

Remember: if in doubt, keep them out. If you're still suspicious, dial 999 and ask for the police.

Bogus callers

Bogus callers are people who use various stories to get into your home so they can steal from you or trick you out of money. They may pose as staff from the council, from a gas, water or electricity company, or even the police.

Some may present themselves as an ordinary person in need of help – for example, they could ask to use your phone in an emergency.

Even if the caller says it's an emergency, do not let them in. If you're worried, dial 999 and ask for the police.

Utility company contacts table

Write down the phone numbers of your local services in the space below so that they're handy if you need to check the identity of a doorstep caller.

Electricity:

Gas:

Water:

Telephone:

 Local social services department or, in Scotland, social work department:

Local council:

Local police station:

If you are suspicious, dial 999 and ask for the police.

*Plug a lamp into a time switch
that will automatically turn it on
in the evenings while you're away.*



Rogue traders

Doorstep traders are not always genuine or honest salespeople. Rogue traders may try to push you into agreeing to unnecessary home repairs or improvements, often at extortionate prices.

It can feel difficult to get rid of doorstep traders unless you agree to sign up for whatever they are selling. But it's your doorstep and you are in control. Don't be afraid to say no. Don't agree to anything, sign a contract or pay money until you have talked to someone else and never let anyone persuade you to go to your bank and withdraw cash for a payment.



Above all, don't be afraid to ask a salesperson to leave. If they refuse, call the police. In Northern Ireland, the Police Service has set up a Quick Check Scheme with a freephone number you can call to check whether a doorstep caller is authentic and to get support (see page 32).

Some areas operate a 'no cold calling zone' where signs and stickers are put up around the area to show cold callers they are not welcome. To find out about setting one up in your area contact your local Trading Standards Service (see page 33).

**what
next?**

For more information on scams and rogue traders, see our free guide *Avoiding scams*.

Password schemes

Gas, electricity and water companies are all required to offer special services to customers of pensionable age or to people with disabilities. This includes a doorstep password scheme. You arrange a password with the company that their representatives can give you at the door as well as showing you their identification card.

There are other ways to feel safer when an unexpected caller is at your door. Some areas have nominated neighbour schemes where you hold up a yellow card at the window as a signal for the caller to go to a neighbour's house.

Your neighbour will check their identity for you and, if the caller is genuine, your neighbour will come back to your house with them and wait while the caller carries out their business. Contact your local Neighbourhood Watch or local Safer Neighbourhood team for more information.

what next?

If you haven't already done so, set up a password with your utility companies and ask what other special services they offer.

You can always ask the caller to come back another time when someone will be with you.



***‘I feel less vulnerable now.
My home finally feels safe
and I can relax and enjoy
living here again.’***

**Terry contacted Age UK
when several houses in his
neighbourhood were burgled.**

‘When I read about the break-ins in my local paper, I was so worried that I’d be next. I live on my own and couldn’t sleep at night, because every time I heard a noise outside I thought someone was trying to get in.

‘I mentioned this to my neighbour and she suggested I ask my local Age UK whether it ran a Handyperson service. I rang up and told them my concerns, and they sent someone round to help.

‘The Handyperson walked around my home with me and explained how I could make it more secure. They fitted a door chain and window locks.

‘My neighbour gave me her telephone number so I can always call for help if a stranger comes to the door.

‘I feel less vulnerable now. My home finally feels safe and I can relax and enjoy living here again.’





Safety when you're out and about

Crimes in public places are very rare, but many of us worry about them. The following tips will help you to feel and stay safe.

In the street

- Plan your route before you go and stick to busy, well-lit areas.
- Spread your money and valuables around your body. For example, keep your keys in your coat pocket and your money in a closely carried bag.
- Keep valuables out of sight.
- Don't carry large sums of money. If your pension is paid straight into your bank or Post Office card account, you don't have to draw it all out in one go.
- Before you use a cash machine, check that no one's hovering behind you. Always safeguard your Personal Identification Number (PIN). Don't count your money in the middle of the street.
- If you use a wheelchair, keep your belongings beside you rather than hanging them on the back of the chair.
- If you think you're being followed, keep moving and head for a busy area. Tell someone what's happening or call the police.

- Keep your handbag in sight all the time, not slung on your back like a rucksack.
- Shout loudly to get attention in an emergency.
- Consider carrying a personal alarm.
- If someone tries to snatch your bag, it may be best to let them take it rather than trying to fight back.

On public transport

- Try to wait for public transport in busy, well-lit areas.
- You may feel safer if you sit near other people. If you are on the bus or train and there are not many people about, sit near the driver. Try to be near the bell or emergency alarm.
- If someone makes you feel uncomfortable, move away.

In taxis

- Keep the number of a reliable, licensed taxi company handy. Find a company you trust and feel comfortable with and use it each time.
- Book a taxi before you go out. When it arrives, check it's the one that you ordered before you get in. If you're in any doubt, ask the driver to tell you the name of the person who booked the taxi, but don't tell them your name.
- Sit behind the driver on the back seat and if you feel uneasy, ask to be dropped off somewhere you know that is busy and well-lit.

When you're driving

- Before setting off, plan your route and make sure that you have enough petrol. Tell someone where you're going and how long you expect the journey to take.
- Think about what you would do if you broke down. For example, do you carry a mobile phone to use in an emergency? If it's cold, it's a good idea to have a blanket and some warm clothes in case you have to wait for help to come.
- Try to park in busy, well-lit areas. If you park in the daylight, think about what the area will be like after dark.
- When you're driving, keep valuables and personal possessions out of sight and doors locked. When you leave the car, make sure that you remove any valuables and lock the doors.

what next?

Consider joining a roadside assistance scheme for extra peace of mind, should you break down. Prices vary, so shop around to find the best deal. Call different companies for quotes or search for their prices online or try looking at price comparison websites.

Mobile phones

Mobile phones can be useful, but they can also be a temptation for thieves. If you have a mobile phone, it's worth taking steps to prevent it from being stolen and to protect yourself if it does get stolen.

- Ask your mobile phone provider for your registration number (IMEI). Or you can get it by typing in `*#06#` on your mobile phone keypad – your IMEI number will appear on your screen. Store this and your mobile phone number in a safe place so that you can give the details to your network and the police if your phone is stolen.
- Avoid using your phone in crowded places where you feel unsafe. Do not leave it unattended. Have your useful numbers programmed and ready to use, but keep it out of sight.
- If your phone is stolen, report it to your network and the police as soon as possible so that it can be cancelled.

Store your registration number and mobile phone number in a safe place.



What to do if you're a victim of crime

Good home security and being careful when you're out will reduce the chance of becoming a victim of crime. But should the worst happen, there are steps you can take to get help and to make yourself safe.

- If you think you've been burgled when you get home, do not go inside unless you're sure the intruder has gone. Call the police straight away.
- Call the police as soon as you can. You can call 101 to report a crime when you feel safe and don't need an emergency response.
- After the police have gone, make a list of missing items and contact your insurance company. If they ask you for the crime reference number, you should be able to get it from the police the following day.
- If you're robbed in the street, try to remember as much about it as you can – for example, what the thief looked like. Take the contact details of any witnesses.
- Change your locks if any keys have been taken.
- Cancel any stolen bank cards – the phone number should be on your bank statement or your bank's cash point.

what next?

Victim Support gives free practical and emotional support to people who have experienced crime, whether or not you report it to the police. It also runs a Witness Service to help people who are going to court.

You can call Victim Support or get in touch with your local branch (see page 34).

Good home security and being careful when you're out will reduce the chance of becoming a victim of crime.



Compensation schemes

The Criminal Injuries Compensation Authority (CICA) compensates victims of crime who have been injured or traumatised. It does not provide compensation to replace stolen or damaged possessions.

what next?

You can find out more about how to claim by contacting the CICA (see page 30). In Northern Ireland, contact the Compensation Agency (see page 29). Your local Victim

- ① Support or Citizens Advice Bureau may be able to help you with your application.

Victim Support gives free practical and emotional support to people who have experienced crime.



Security checklist

- Keep all windows and doors locked and bolted (where possible) while you're out.
- When you lock up at night, keep the keys to hand so that you can get out easily if you need to.
- Keep your keys in a safe place and out of sight.
- If you have one, set your burglar alarm every time you go out.
- Cancel milk and regular deliveries before going away.
- Leave some lights on when you go out at night.
- Don't keep large amounts of cash at home or leave bank statements lying around.
- When answering the door remember to lock, stop, chain, check.
- Never let a stranger into your home unless you're confident that they are genuine. If in doubt, keep them out.
- Take a few safety precautions when you are out (see pages 20–22).
- Speak to your local Safer Neighbourhood team or Neighbourhood Watch group about any worries.

Remember: crimes against older people are rare.

Useful organisations

Age UK

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 169 65 65

Lines are open seven days a week from 8am to 7pm.

www.ageuk.org.uk

Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

In Wales, contact

Age Cymru: 0800 022 3444

www.agecymru.org.uk

In Northern Ireland, contact

Age NI: 0808 808 7575

www.ageni.org

In Scotland, contact **Age Scotland**

by calling Silver Line Scotland: 0800 470 8090

(This line is provided jointly by Silver Line Scotland and Age Scotland.)

www.agescotland.org.uk

Citizens Advice

National network of advice centres offering free, confidential and independent advice, face-to-face or by telephone.

Tel: 020 7833 2181 – for details of your local Citizens Advice Bureau (CAB)

In Wales, there is a national phone service on 0844 477 2020. It is available in some parts of England on 0844 411 1444.

Find details of your nearest CAB in:

England or Wales: www.citizensadvice.org.uk

Northern Ireland: www.citizensadvice.co.uk

Scotland: www.cas.org.uk

Visit www.adviceguide.org.uk for online information.

Compensation Agency

Supports the victims of violent crime in Northern Ireland by providing compensation.

6th Floor
Millennium House
25 Great Victoria Street
Belfast BT2 7AQ

Tel: 0300 200 7887
www.dojni.gov.uk

Criminal Injuries Compensation Authority (CICA)

Can compensate people who have been physically or mentally injured by a violent crime in England, Scotland or Wales.

Tay House
300 Bath Street
Glasgow G2 4LN

Tel: 0300 003 3601
www.justice.gov.uk/victims-and-witnesses/cica

Foundations

National body for Home Improvement Agencies (HIAs), with a website you can use to find your nearest one in England.

Bleaklow House
Howard Town Mill
Glossop SK13 8HT

Tel: 0845 864 5210
Email: info@foundations.uk.com
www.foundations.uk.com

In Scotland, contact **Care and Repair Scotland**

135 Buchanan Street
Suite 2.5
Glasgow G1 2JA

Tel: 0141 221 9879
www.careandrepairsotland.co.uk

In Wales, contact **Care and Repair Cymru**

2 Ocean Way
Cardiff CF24 5TG

Tel: 02920 674 830
Email: enquiries@careandrepair.org.uk
www.careandrepair.org.uk

Gov.uk

Government website offering information about a range of issues, including crime prevention.

www.gov.uk

Master Locksmiths Association

The professional body of locksmiths. Produces a list of members, available free of charge.

5d Great Central Way
Woodford Halse
Daventry NN11 3PZ

Tel: 0800 783 1498

Email: enquiries@locksmiths.co.uk

www.locksmiths.co.uk

Metropolitan Police

Provides free online general information about crime prevention.

<http://content.met.police.uk/Home>

Neighbourhood Watch

Neighbourhood Watch schemes are self-help groups that work in partnership with the police, local councils and other agencies involved in community safety to prevent crime.

They can offer valuable, neighbourly help and advice.

Use the online tool to search for your nearest Neighbourhood Watch scheme.

Tel: 0116 229 3118

Email: enquiries@ourwatch.org.uk

www.ourwatch.org.uk

Northern Ireland Police Service Quick Check Scheme

Helpline for those at risk to call to check whether a doorstep caller is authentic and to give advice and support. If the adviser thinks it is a potential bogus caller situation, they will alert the local police.

Tel: 0800 013 22 90

www.psni.police.uk/quick_check

Police Scotland

Provides free online information about crime prevention.

Email: contactus@scotland.police.uk

Tel: 101 for general enquiries

www.scotland.police.uk

Safe Partnership

Provides free, practical and immediate home security to older people who have been burgled or are in fear of being burgled. Contact Safe Partnership to find out whether there is a local scheme.

3 East Street

Wareham BH20 4NN

Tel: 01929 551100

www.safepartnership.org

Safer Neighbourhood Team

Can provide free crime prevention advice and arrange to assess security in your home. Contact your local Safer Neighbourhood team at your nearest police station for more information.

Scottish Fire and Rescue Service

Tel: 01738 475260 (general enquiries)

Email: admin-cce@firescotland.gov.uk

www.firescotland.gov.uk

Suzy Lamplugh Trust

Charity that specialises in personal safety and produces a range of guides and personal safety products.

National Centre for Personal Safety

218 Strand

London WC2R 1AT

Tel: 020 7091 0014

Email: info@suzylamplugh.org

www.suzylamplugh.org

Trading Standards Institute

Consumer information, free advice leaflets and information about your local Trading Standards offices. Do a search on their website to find your local Trading Standards Service.

www.tradingstandards.gov.uk/advice

In Wales, visit www.tradingstandardswales.org.uk

Victim Support

Charity that provides free and confidential help to victims and witnesses of crime.

Tel: 0845 30 30 900

Email: supportline@victimsupport.org.uk

www.victimsupport.org.uk

In Scotland, contact **Victim Support Scotland**

Tel: 0845 603 9213

www.victimsupportsco.org.uk

In Northern Ireland, contact **Victim Support NI**

Tel: 028 9024 3133

www.victimsupportni.co.uk

Can you help Age UK?

Please complete the donation form below with a gift of whatever you can afford and return to: RSXZ-KTTS-KSHT, Age UK, Tavis House, 1-6 Tavistock Square, LONDON WC1H 9NA. Alternatively, you can phone 0800 169 87 87 or visit www.ageuk.org.uk/donate. If you prefer, you can donate directly to one of our national or local partners. Thank you.

Personal details

| | | |
|-----------|-----------|----------|
| Title: | Initials: | Surname: |
| Address: | | |
| Postcode: | | |
| Tel: | Email: | |

By providing your email address and/or mobile number you are agreeing to us contacting you in these ways. You may contact us at any time to unsubscribe from our communications.

Your gift

I would like to make a gift of: £

I enclose a cheque/postal order made payable to Age UK

Card payment

I wish to pay by (please tick) MasterCard Visa CAF CharityCard
 Maestro American Express

(Maestro only)

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| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | Signature X |
| Expiry date | / | Issue no. (Maestro only) | <input type="text"/> | <input type="text"/> | | |

Gift aid declaration

(please tick) Yes, I want Age UK and its partner organisations* to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as gift aid donations. I confirm I pay an amount of income tax and/or capital gains tax at least equal to the tax that the charity will reclaim on my donations in the tax year. Date: ___/___/___ (please complete). *Age Cymru, Age Scotland and Age NI



We will use the information you have supplied to communicate with you according to data protection guidelines. Age UK (registered charity number 1128267) comprises the charity, its group of companies and national partners (Age Cymru, Age Scotland and Age NI). If you would prefer not to hear from them or carefully selected third parties, let us know by phoning 0800 107 8977.

You may be interested in other guides in this range

- Adapting your home
- Advice for carers
- Care at home
- Care home checklist
- Care homes
- Home safety checker
- Housing options
- Personal budgets



To order any of our **free** publications, please call Age UK Advice free on:

0800 169 65 65

www.ageuk.org.uk/homeandcare

What should I do now?

For more information on the issues covered in this guide, or to order any of our publications, please call Age UK Advice free on **0800 169 65 65** or visit www.ageuk.org.uk/homeandcare

Our publications are also available in large print and audio formats.

The following Age UK information guides may be useful:

- *Avoiding scams*
- *Housing options*
- *Save energy, pay less*

The Age UK Group offers a wide range of products and services specially designed for people in later life. For more information, please call **0800 169 18 19**.

If contact details for your local Age UK are not in the box below, call Age UK Advice free on **0800 169 65 65**.

