

# Staying safe

Personal security at home  
and out and about



# Information and advice you need to help you love later life.

**We're Age UK and our goal is to enable older people to love later life.**

We are passionate about affirming that your later years can be fulfilling years. Whether you're enjoying your later life or going through tough times, we're here to help you make the best of your life.

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

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Date of publication: June 2017. © Age UK 2017  
Next review date: June 2019

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# What this guide is about

Many of us are anxious about crime. Although it's important to be cautious, taking a few simple precautions to make ourselves and our homes more secure can help us avoid being targeted and give us peace of mind. This guide outlines steps we can take to feel safer, both at home and when we're out.

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

## Key

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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.

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# Securing your doors and windows

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

Fitting your doors and windows with good locks can go a long way towards deterring burglars. If you live in rented accommodation, ask your landlord if they can help make your doors and windows more secure.

## Doors

Fitting your front door with the following can prevent burglars from gaining entry to your home:

- An automatic rim latch lock (sometimes called a nightlatch). These can usually be opened from the inside without a key. This lock isn't 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.
- A letter-box cage to prevent thieves from tampering with locks through the letter box.
- A door peephole, which allows you to check who is outside before deciding whether it's safe to open the door to them.

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 a similar effect.

Some people use a door chain so they can see who's on the doorstep without having to open the door completely. If you have one, don't leave the chain on all day because this can stop family, carers or emergency services from getting into your home if they are needed.

### Windows

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 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 them to find a qualified locksmith (see page 31). You can also check whether a locksmith is a member of the MLA.



**Fitting your doors** and windows with **good locks** can go a long way towards deterring burglars.

# Security devices

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

## Lights

Outdoor lights 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 other animals. If you 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.

## Burglar alarm

A burglar alarm can warn you, and/or the police, of an intruder. There are many alarm types with different features, and costs vary.

If you're considering installing a burglar alarm:


- ask the Safer Neighbourhood team (see page 33) at your nearest police station for advice before you buy an alarm. In Safer Neighbourhood teams the police officers work with local people to make the area you live in safer. If there isn't a Safer Neighbourhood team, your police station will have a Crime Prevention Officer who can advise you. In Scotland you can dial 101 to speak to your local community police officer, or visit Police Scotland's website for more information (see page 32).
- get at least three quotes and specialist advice from alarm companies.






- ask your insurance company which alarm companies it recommends and how an alarm needs to be maintained. Some companies offer a discount on your home contents insurance if you have an approved alarm installed.
- get professional help to install the alarm. Check that the contractor or company who you get to install the alarm is approved by the National Security Inspectorate (NSI) (see page 31) or the Security Systems and Alarms Inspection Board (SSAIB) (see page 33).

There are schemes all over the UK offering home security services. Some Home Improvement Agencies (HIAs) offer free services to improve security, such as fitting locks (see page 30). Some local Age UKs offer handyman schemes to older people who meet certain criteria, to assist with small repairs and reduce risks in the home. Contact Age UK Advice (see page 30) for details of your local Age UK.

-  In Wales, contact Age Cymru to find out if there's a handyman or a HandyVan service in your area (see page 28). In Scotland, contact Care and Repair Scotland (see page 30) for the details of your local Care and Repair service.

If you want to find a reliable tradesperson, you can use the government-run TrustMark scheme to find local tradespeople who comply with government-endorsed standards (see page 34) or see if your local Age UK runs a 'Trusted Trader' scheme that can recommend someone.

### what next?

-  **Contact your local Safer Neighbourhood team (see page 33), a local Age UK or your council for more information on safety services in your area. In Scotland, contact Police Scotland (see page 32). In Northern Ireland, contact Age NI (see page 28) or your local Policing and Community Safety Partnership Team.**

# Boosting security around your home

Make sure you secure any garages, sheds and passageways outside your home.

- Garages and sheds are often full of expensive tools, some of which a burglar could use to break into your home. Make sure that garage doors are solid and fitted with good locks. Always keep garage windows and doors locked, particularly if your garage is attached to your house with a door leading to the inside.
- Put up a strong fence or plant a prickly hedge to make sure thieves can't get into your garden.
- Padlock the side gate, which should be strong enough to withstand a good kick.
- Metal side and driveway gates are helpful as they allow intruders to be seen.
- Fix trellising or anti-climb tops to any fences, gates or walls to make it harder for burglars to climb over.
- Consider gravel driveways and paths, which can make it harder for burglars to approach silently.
- Fit a strong, 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). If you're disabled, you might be eligible for a Disabled Facilities Grant, which is offered by local councils, to help fund changes to your home. In Scotland, contact Care and Repair Scotland (see page 30) for the details of your local Care and Repair service. In Northern Ireland, you may be able to apply for a Disabled Facilities Grant by contacting the Occupational Therapy Department at your local Health and Social Care Trust.



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 (see page 33) to check it. You can find your local Fire and Rescue Service in your phone book or online (see page 34).



In Northern Ireland, contact the Northern Ireland Fire and Rescue Service (see page 32) or request a Home Safety Check from your local Council. In Scotland, contact the Scottish Fire and Rescue Service (see page 33).

**what  
next?**

Visit the [Secured by Design website](#) for more information on home security and licensed security products (see page 33).

# 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 windows. Many burglaries happen during daylight hours so, even if you're just in the garden or popping out quickly, always lock up fully. When you lock up while you're inside, at night for example, keep your keys nearby where you can find them easily, so you can escape quickly in an emergency.
- If a carer or relative has their own key, make sure they lock your door on their way out. Don't leave your keys in the inside of the door, as this will stop them getting in.
- Keep your ladder and garden tools locked away as these can be used to break into your home.
- Always keep your keys, including your car keys, in a safe place. Don't leave them under the doormat, in a flower-pot or on a piece of string behind the letter box. Never leave any keys in the locks or lying around your home.
- If you're out for the evening, leave a front or upstairs room light on and consider putting the radio on too. You can get a timer switch to schedule electronic devices to turn on when you're out. Draw the curtains, leaving a small gap at the top so the light can be seen from outside. A 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 33) or check to see whether your regional police force has security tips on its website. In Northern Ireland, contact the Police Service of Northern Ireland (see page 32) and in Scotland, contact Police Scotland (see page 32).

# Marking possessions

If your valuables are stolen, the police are more likely to find them if you mark them with your postcode and the number of your house or flat, or the first two letters of its name. Marking possessions also makes them less attractive to burglars as the stolen items are harder to sell.

There are different ways to mark possessions. You can use a permanent marker or a security pen that can only be read under ultraviolet (UV) light.

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 on the Immobilise Property Register (see page 31). 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 33) for more information on marking possessions.

# Insurance

Good insurance cover will ease the financial worry of replacing stolen items or damage to your home. Make sure that your home insurance policy completely covers your needs.

Many insurance companies offer lower premiums to people with good home security, for example, if you have a particular burglar alarm or additional locks. It's worthwhile checking with your insurance company to see if they give discounts if you upgrade your home security. Some companies also give discounts if you're a member of a Neighbourhood Watch scheme (see page 31).

Compare insurance quotes from different companies to make sure 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 even find that they can make savings themselves. The Money Advice Service (see page 31) also provides information and advice about getting the best insurance deal. Some companies tailor their products for older people.

In addition, Age UK Enterprises Limited\* offers insurance designed for the over 50s through Ageas Insurance Limited. Call Ageas on 0800 731 3903 for more information.

\*Age UK Car, Home and Travel Insurance are arranged by Age UK Enterprises Limited and arranged and administered by Ageas Retail Limited. Ageas Retail is a sister company of Ageas Insurance Limited. .

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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. Here are some tips to keep your home safe while you're away.

- Don't display your home address on the outside of your luggage.
- Don't leave your luggage in your car or inside your home in complete view.
- Cancel milk, newspapers and other regular 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 timed switch that will 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 trusted friend or neighbour to keep an eye on your home for you. If you know them well, perhaps they could also collect your post, draw your curtains, water your plants and switch lights on and off.
- Check your building and home contents insurance is up to date and current while you're away.
- Register with the Royal Mail Keepsafe service (see page 32). Your letters and parcels can be safely stored at your local delivery office for up to two months and will be delivered to you after you return home. There's a charge for this, depending on how long you'll be away. You can register online or complete a paper application form.
- Avoid discussing your holiday plans on social networking websites or in public places where strangers may be listening.

# Neighbourhood Watch


Neighbourhood Watch schemes are voluntary 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.

Members of Neighbourhood Watch might:

- keep an eye on neighbours' homes when they're away
- watch out for neighbours who are older or vulnerable
- receive local police updates and information
- share crime-prevention advice.

## what next?

Read *Neighbourhood Watch's Members' Guide* for more tips and advice about preventing crime and keeping safe. Ask your local Safer Neighbourhood team or look on the Neighbourhood Watch website to see if there is a scheme in your area (see pages 33 and 31). If there isn't, why not

-  help to set one up? In Northern Ireland, contact your local neighbourhood police by calling 101.



# Safety at the door

Don't feel embarrassed about refusing to let someone into your home. Only let someone in when you're absolutely sure that they're genuine and you want them in your home.

Before you go to open your front door, make sure the back door is shut and locked. **Not sure? Don't open the door.**

## Bogus callers

Bogus callers are people who try and trick their way in to your home by pretending to be someone they aren't. They may pretend to be a meter reader, police officer, council official, or a person needing help. They will distract or trick you into believing that they urgently need to come into your home.

Even if the caller says it's an emergency, don't let them in. If you're worried, dial 999 and ask for the police. If you don't open the door, callers are unlikely to force it open.

## Ask the caller to come back another time

You can always ask the person to come back another time when someone you trust will be with you. Ask them to write to you to arrange a more convenient time to visit. It's particularly important to do this if there's more than one person on your doorstep. A genuine caller won't have a problem with you taking these precautions and won't mind following your request.


If you're worried about a doorstep caller, call the police, your housing officer, the manager of your sheltered housing scheme or someone you trust. Remember: **Not sure? Don't open the door.**

## 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 inflated 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're in control. 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. Don't be afraid to say no.

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 a Quick Check scheme with a freephone number 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 aren't welcome. To find out about setting one up in your area contact your local Trading Standards Service (see page 33).

## Password schemes

Gas, electricity and water companies are all required to keep registers of customers who need extra support, such as older and disabled people. These are known as Priority Services Registers. If you join a register, you will be offered special services such as a unique password you can use to verify the identity of a caller claiming to be from the company. This will give you peace of mind, knowing that they are genuine. Note that a genuine caller should also show you an identification card.

## Contact numbers

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. Find their details on a utility bill or online.

Electricity: .....

Gas: .....

Water: .....

Local council: .....

Local police station: 101 (if it's not urgent)



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

**If you're suspicious, dial 999 and ask for the police.**

Contact your utility companies and ask to join their registers. Tell them what support you need, including a doorstep person if you think this would be helpful – they should provide services that suit you.

**what  
next?**

See our free guide *Avoiding scams* for more information about the different types of common scams. If you think you've been a victim of a scam, contact Action Fraud for information and advice (see page 29).

## Terry was worried after several houses in his neighbourhood were broken into.

### **Terry contacted Age UK to ask about a handyman scheme.**

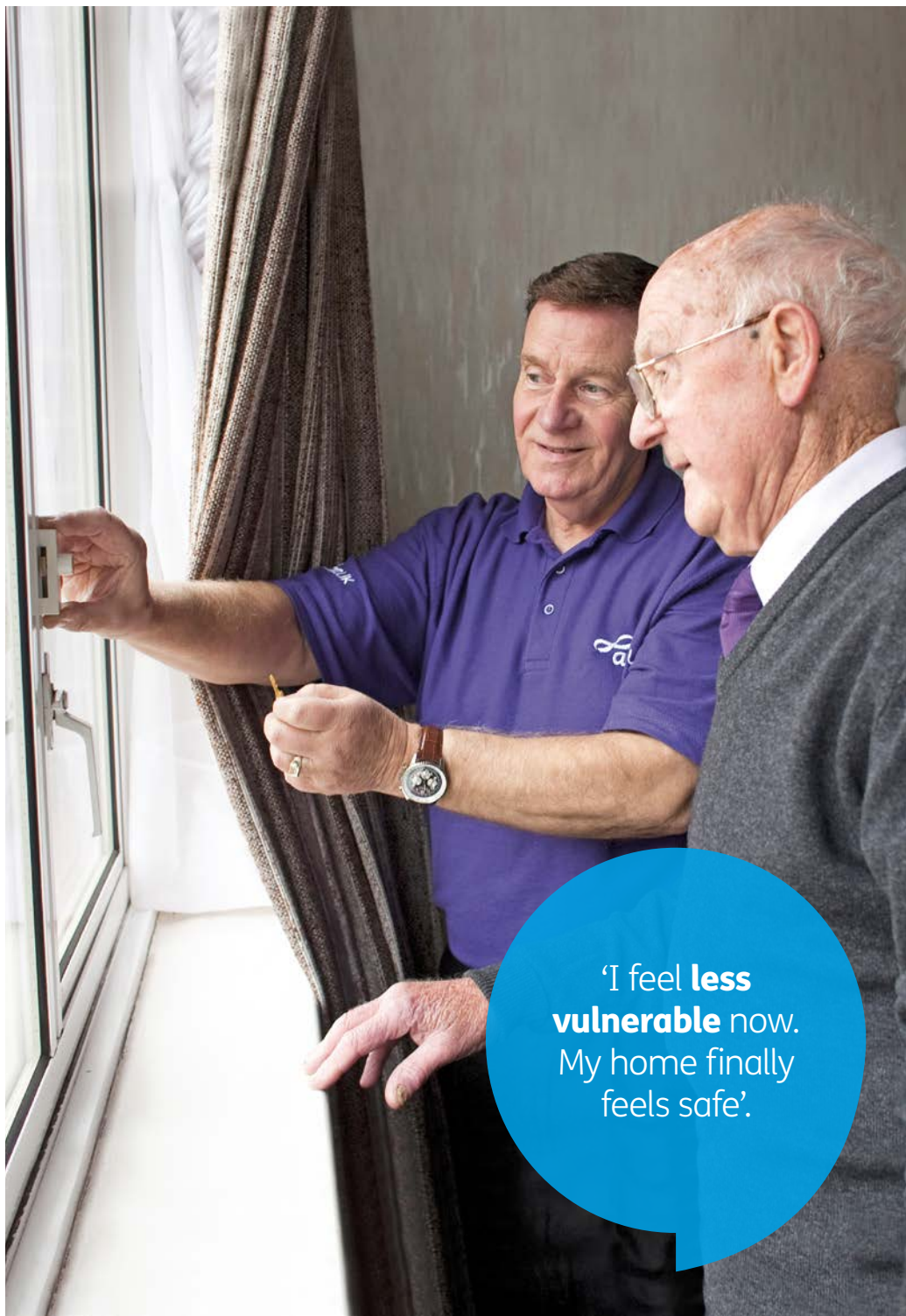
‘When I read about the burglaries in my local paper, I was so worried that I’d be next. I live on my own and couldn’t sleep at night, because every time I heard a noise outside I thought someone was trying to get in.

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

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

‘Good neighbours count for a lot. My neighbour gave me her telephone number so I can always call for help if a stranger comes to the door. When I go away for a few days, my neighbour collects my post.

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



‘I feel **less vulnerable** now.  
My home finally  
feels safe.’

# 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 leave home and stick to busy, well-lit areas.
- 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. Some people are more comfortable using a cash machine that's inside a bank. 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 attack 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're on the bus or train and there aren't 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 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's 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 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, check their prices online or try looking at price comparison websites.



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** withdraw it all in one go.



# Mobile phones

Mobile phones can be useful but they can also be a temptation for thieves, especially when people are out on the street. 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. Don't leave it unattended.
- Avoid keeping your phone in your back pocket or an unzipped section of your bag.
- Register your phone for free on the Immobilise Property Register (see page 31).
- Add a passcode or PIN. This can be done in your phone security settings and will prevent others accessing your phone's information if your phone gets stolen.
- If your phone is stolen, report it to your network as soon as possible so that your phone can be blocked. Then report the theft to the police.
- See page 11 for more information about marking possessions.

# 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 if the worst happens, 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, don't 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. Alternatively, if you think you've been a victim of a fraud or a scam, contact Action Fraud (see page 29).
- 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.
- Change your locks if any keys have been taken.
- 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.
- Cancel any stolen bank cards – the phone number should be on your bank statement or on any cash machine belonging to your bank.

## 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).

# Compensation schemes

The Criminal Injuries Compensation Authority (CICA) compensates victims of crime who have been injured or traumatised (see page 30). It doesn't provide compensation to replace stolen or damaged possessions.

Victim Support (see page 34) can provide information about compensation schemes and explain your options.

## what next?

You can find out more about how to claim by contacting the CICA (see page 30). In Northern Ireland, contact Compensation Services (see page 29). Your local Victim Support or Citizens Advice (see pages 34 and 29) may be able to help you with your application.



Change your locks  
if **any keys** have  
been taken.



Taking a few **simple precautions** to make ourselves and our homes more secure can help us avoid being targeted and **give us peace of mind.**

# Security checklist

Your best defence against crime and theft is to use a combination of security precautions, both inside and outside your home.

- 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 house and car 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 or set a timer switch, if you have one.
- Don't keep large amounts of cash at home or leave bank statements lying around.
- Never let a stranger into your home unless you're confident that they're genuine. When answering the door remember: **Not sure? Don't open the door** (see page 15).
- Take a few safety precautions when you're out (see pages 20–22).
- Speak to your local Safer Neighbourhood team or Neighbourhood Watch group about any worries.

# 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](http://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](http://www.agecymru.org.uk)

In Northern Ireland, contact

**Age NI:** 0808 808 7575

[www.ageni.org](http://www.ageni.org)

In Scotland, contact

**Age Scotland:** 0800 124 4222

[www.agescotland.org.uk](http://www.agescotland.org.uk)

The evidence sources used to create this guide are available on request. Contact [resources@ageuk.org.uk](mailto:resources@ageuk.org.uk)

## **Action Fraud**

National reporting centre for fraud and internet crime. Call the helpline for advice on preventing fraud and what to do if you fall victim to it, or use the online fraud reporting service.

Tel: 0300 123 2040

Textphone: 0300 123 2050

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

## **Citizens Advice**

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

In Wales there is a national phone service on 0344 477 2020. It is available in some parts of England on 0344 411 1444. In Scotland, there is a national phone advice service on 0808 800 9060.

For online information and to find details of your nearest Citizens Advice in:

England or Wales: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Northern Ireland: [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)

Scotland: [www.cas.org.uk](http://www.cas.org.uk)

## **Compensation Services**

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

Tel: 0300 200 7887

[www.justice-ni.gov.uk/topics/justice-and-law/compensation-services](http://www.justice-ni.gov.uk/topics/justice-and-law/compensation-services)

## **Criminal Injuries Compensation Authority (CICA)**

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

Tel: 0300 003 3601

[www.gov.uk/government/organisations/criminal-injuries-compensation-authority](http://www.gov.uk/government/organisations/criminal-injuries-compensation-authority)

## **Foundations**

National body for Home Improvement Agencies (HIAs), with a website you can use to find your nearest one in England. Home improvement agencies provide support for vulnerable homeowners and tenants to help them undertake adaptations, repairs and improvements to their home.

Tel: 0300 124 0315

[wwwFOUNDATIONS.uk.com](http://wwwFOUNDATIONS.uk.com)

In Wales, contact Care and Repair Cymru

Tel: 0292 067 4830

[www.careandrepair.org.uk](http://www.careandrepair.org.uk)

In Scotland, contact Care and Repair Scotland

Tel: 0141 221 9879

[www.careandrepairsotland.co.uk](http://www.careandrepairsotland.co.uk)

## **Handyperson scheme**

Over 70 local Age UKs operate handyperson services across much of the country. These services offer older people extra help with small practical jobs – from putting up curtain rails to installing energy efficient light bulbs or putting on a door chain. These are usually charged-for services, and the cost will depend on the nature of the work required. To find out details of your local Age UK, please call Age UK Advice on 0800 169 65 65.



### **Immobilise**

Online tool for consumers and businesses to register their possessions. The UK Police force use the tool to trace lost and stolen items.

[www.immobilise.com](http://www.immobilise.com)

### **Master Locksmiths Association (MLA)**

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

Tel: 01327 262 255

[www.locksmiths.co.uk](http://www.locksmiths.co.uk)

### **Money Advice Service**

Gives impartial information about financial products and services and offers tips on everyday money management.

Tel: 0800 138 7777

[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

### **National Security Inspectorate (NSI)**

The certification body for the security and fire protection sectors in the UK.

Tel: 01628 637512

[www.nsi.org.uk](http://www.nsi.org.uk)

### **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 help and advice.

Tel: 0116 402 6111

[www.ourwatch.org.uk](http://www.ourwatch.org.uk)

In Scotland, contact Neighbourhood Watch Scotland

Tel: 01786 463 732

[www.neighbourhoodwatchscotland.co.uk](http://www.neighbourhoodwatchscotland.co.uk)

### **Northern Ireland Fire and Rescue Service**

Offers free home fire-safety checks in Northern Ireland.

Tel: 028 9266 4221

[www.nifrs.org](http://www.nifrs.org)

### **Police.UK**

For non-emergency information and advice in England, Scotland, Wales or Northern Ireland.

Tel: 101

[www.police.uk](http://www.police.uk)

### **Police Scotland**

Provides free online information about crime prevention.

Tel: 101 for general enquiries and non-emergencies

[www.scotland.police.uk](http://www.scotland.police.uk)

### **Police Service of Northern Ireland**

Provides free online information about crime prevention. Also has a Quick Check helpline for those at risk to check whether a doorstep caller is authentic and to give advice and support.

Tel: 101 for general enquiries and non-emergencies

Quick Check: 0800 013 2290

[www.psn.police.uk](http://www.psn.police.uk)

### **Royal Mail Keepsafe**

Tel: 03457 740 740

Textphone: 03456 000 606

[www.royalmail.com/keepsafe](http://www.royalmail.com/keepsafe)

### **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.

[www.police.uk](http://www.police.uk)

### **Scottish Fire and Rescue Service**

Tel: 0141 646 4500

[www.firescotland.gov.uk](http://www.firescotland.gov.uk)

### **Secured by Design**

Security products that are licensed by Secured by Design have passed police standards and tests.

[www.securedbydesign.com](http://www.securedbydesign.com)

### **Security Systems and Alarms Inspection Board (SSAIB)**

Responsible for certifying organisations who provide security systems, fire alarms and telecare services. An online search service allows you to search for a SSAIB-approved organisation in your local area.

[ssaib.org/security-provider-search](http://ssaib.org/security-provider-search)

### **Trading Standards Institute**

National consumer helpline for help and advice, or to make a complaint. Online search directory to find an approved trader.

Tel: 0345 404 0506

[www.tradingstandards.uk/consumers](http://www.tradingstandards.uk/consumers)

In Wales, visit [www.tradingstandardswales.org.uk](http://www.tradingstandardswales.org.uk)

### **TrustMark**

Government-backed scheme to help you find reliable tradespeople.

Tel: 0333 555 1234

[www.trustmark.org.uk](http://www.trustmark.org.uk)

### **UK Fire Service**

Provides information on fire safety and the UK Fire and Rescue Service. The website contains a directory of all the fire and rescue services in the UK.

[www.fireservice.co.uk](http://www.fireservice.co.uk)

### **Victim Support**

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

Tel: 0808 168 9111

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

In Northern Ireland, contact Victim Support NI

Tel: 028 9024 4039

[www.victimsupportni.co.uk](http://www.victimsupportni.co.uk)

In Scotland, contact Victim Support Scotland

Tel: 0345 603 9213

[www.victimsupportscotland.org.uk](http://www.victimsupportscotland.org.uk)

# Can you help Age UK?

Please complete the donation form below with a gift of whatever you can afford and return to: **Freepost Age UK Supporter Services**. Alternatively, you can phone 0800 169 87 87 or visit [www.ageuk.org.uk/donate](http://www.ageuk.org.uk/donate) If you prefer, you can donate directly to one of our national or local partners. Thank you.

We'd<sup>†</sup> like to let you know about the vital work we do for older people, our fundraising appeals and opportunities to support us, as well as the Age UK products and services you can buy.

## Personal details

Title:	Initials:	Surname:
Address:		
Postcode:		

We will never sell your data and we promise to keep your details safe and secure.

Please tick here if you **do not** wish to receive communications by post.

You can change your mind at any time by telephoning us on 0800 169 8787 or by writing to Supporter Services at the registered address below.

## Your gift

I would like to make a gift of: £

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

**Card payment**  MasterCard  Visa  CAF CharityCard

I wish to pay by (please tick)  Maestro  American Express

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Signature **X**

Expiry date

## Gift aid declaration

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 am a UK tax payer and understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.  
Date \_\_\_/\_\_\_/\_\_\_ \* Age Cymru, Age Scotland and Age NI



<sup>†</sup> We, includes the charity, its charitable and trading subsidiaries, and national charities (Age Cymru, Age Scotland and Age NI). Age UK is a charitable company limited by guarantee and registered in England (registered charity number 1128267 and registered company number 6825798). The registered address is Tavis House, 1–6 Tavistock Square, London WC1H 9NA. **Age UK provides a range of services and your gift will go wherever the need is the greatest.**



# Supporting the work of Age UK

Age UK aims to enable all older people to love later life. We provide vital services, support, information and advice to thousands of older people across the UK.

In order to offer free information guides like this one, Age UK relies on the generosity of its supporters. If you would like to help us, here are a few ways you could get involved:

**1 Make a donation**  
To make a donation to Age UK, simply complete the enclosed donation form, call us on **0800 169 8787** or visit **[www.ageuk.org.uk/get-involved](http://www.ageuk.org.uk/get-involved)**

**2 Donate items to our shops**  
By donating an unwanted item to one of our shops, you can help generate vital funds to support our work. To find your nearest Age UK shop, visit **[www.ageuk.org.uk](http://www.ageuk.org.uk)** and enter your postcode into the ‘What does Age UK do in your area?’ search function. Alternatively, call us on **0800 169 8787**

**3 Leave a gift in your will**  
Nearly half the money we receive from supporters come from gifts left in wills. To find out more about how you could help in this way, please call the Age UK legacy team on **020 3033 1421** or email **[legacies@ageuk.org.uk](mailto:legacies@ageuk.org.uk)**



**Thank  
you!**

# 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](http://www.ageuk.org.uk/homeandcare)

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



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**.

