

USEFUL CONTACT NUMBERS

Below is a list of organisations and services that may benefit older people:

Organisation & Issue	Telephone Number	Free	24hr
AGE north down & ards For advice on older people's projects and services in your area, call:	028 9127 1968		
Anti-Fraud & Cyber Crime Call Action Fraud's specialist advisors if you have a concern regards fraud or cyber (e.g. online) crime:	0300 123 2040		
Bereavement - Cruse Bereavement Care Call or email northdown@cruse.org.uk to speak to a trained bereavement counsellor:	028 9127 2444 0844 477 9400		
Cold Calls Call the Telephone Preference Service to take your number of telephone marketing lists:	0345 070 0707		
Commissioner for Older People Organisation promoting interests of older people, call for more information:	028 9089 0892		
Community Safety Team (Ards & North Down) Making the borough a safer place by tackling anti-social behaviour (e.g. noise, drink, nuisance)	028 9182 4044		
(Down) Community Transport DCT help individuals and not-for-profit groups who have limited mobility, and or little or no access to public transport. For more information call:	028 9182 8884		
Crimestoppers To report crime anonymously, freephone	0800 555 111	✓	✓
Direct Mail - Call the Mail Preference Service to take your house off direct mailing lists:	0845 703 4599		
Domestic Violence Helpline Free 24hr violence helpline:	0800 917 1414	✓	✓
(Action on) Elder Abuse Free helpline for people concerned about elder abuse. Provides confidential emotional support and practical help	080 8808 8141	✓	
Emergency In case of emergency and you need Ambulance, Police, Fire & Rescue call:	999	✓	✓
Faulty street lighting Contact DRD online or via telephone:	0300 200 7899		
Fire Safety Check Contact NIFRS for a free <i>Home Fire Safety Check</i> :	028 9260 0477		

Organisation & Issue	Telephone Number	Free	24hr
AGenda Good Morning Call To register for free daily confidential call:	028 9127 1968		
AGenda Floating Support Service Supports people aged 65 and over in the Ards area live independently and reduce social isolation. Call:	028 9127 1968		
Linking Generations For more information on intergenerational projects call Vicki Titterton on:	028 9181 3022		
Local Council & Noisy Neighbours Contact Ards & North Down Borough Council and ask for their environmental health officer:	0300 013 3333		
Nominated Neighbour Scheme PSNI scheme that redirects unrecognised callers to your house to another trusted neighbour, call:	028 9089 0899		
Nuisance Calls Advice Line Help prevent and report nuisance calls	0800 661 441	✓	
Personal Alarms (Age NI) Personal alarms that allow an older person living on their own to call for help in an emergency. Call for more info or at home demonstration:	0808 100 4545		
Police For non-emergencies call (e.g. reporting suspicious activity), giving as much detail as possible:	101	✓	✓
Policing & Community Safety Partnership (PCSP) To learn more about Ards & North Down PCSP or how to make your neighbourhood safer, call:	028 9127 8054		
Quick Check - Check Visitor ID Call Quick Check if someone calls to your house claiming to be from utility provider etc. and they will confirm if that person should be there:	0800 013 2290	✓	✓
Silver Line A free phone number providing advice, information and friendship to older people	0800 470 80 90	✓	
Victim Helpline Victim Support NI can help you report a crime, call:	0845 3030 900		

Call Costs

Note calls beginning with:

- 028** are NI based calls
- 03** cost the same as a call to local landline number
- 0800** calls are free (but may not be from a mobile phone)
- 084** numbers are more expensive and dependent on your provider
- 999** is free and for emergencies only (use **101** to call police for non-emergencies)

Some numbers are manned during office hours only. Please check with your mobile or telephone provider for more accurate information on charges and costs.

Online Availability

Most of the above organisations also provide information online 24hrs a day and allow contact to be made via online forms, emails and alternative formats. These are often free and may be quicker than over the phone. Type the exact name into a search engine if no link is provided above. Be weary of ads and if you have any concerns at all ring the number provided