

Police Service of Northern Ireland

ABSTRACT – This Policy is aimed to help police prevent and respond to crime against older persons

HQ Ref: CSB/05/2994

PD 10/06

POLICY DIRECTIVE

PREVENTING AND RESPONDING TO CRIME AGAINST OLDER PERSONS

1. POLICY IDENTIFICATION

POLICY TITLE: Preventing and Responding to Crime Against Older Persons

POLICY OWNERSHIP:

DEPARTMENT	Criminal Justice
BRANCH	Community Safety

POLICY APPROVED BY:

CCF REF/OTHER	ACC Criminal Justice
DATE OF APPROVAL	27 June 2005

IMPLEMENTATION DATE: 27 June 2005

DATE OF ISSUE: 28 July 2006

DATE VERSION 3 ISSUED: 23 September 2009

REVIEW DATE: 24 September 2010

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2. POLICY STATEMENTS

(1) Policy

The Police Service of Northern Ireland's (PSNI's) policy is to work in partnership to prevent and reduce the number of crimes committed against older persons, and to support victims through effective investigation and by bringing offenders to justice.

(2) Who does this Policy apply to?

- (a) This Policy aims to assist police in respect of identifying those who may be vulnerable by virtue of age and to assist police to effectively prevent, investigate and reduce crimes against older people. The PSNI recognise that as people get older they may become more vulnerable. This can happen for a number of reasons including a deterioration in their health, the fact that they may be living alone or the perception by others that they make an easy target for crime.
- (b) Many individuals, irrespective of their age, do not consider themselves to be old and officers should be mindful of the possibility of causing offence to individuals in this regard. For statistical purposes only, the PSNI regard persons who have attained the age of 65, as being older persons. The World Health Organisation, Older Persons' organisations, and sports and recreation bodies consider older people as persons over the age of 50¹.
- (c) In view of these thresholds, where a victim or potential victim of crime is over 50 years of age, police officers should take into account the needs and views of the individuals involved and assess whether implementing this Policy is appropriate.

3. INTRODUCTION

(1) Summary

- (a) Crime reduction and the effective support of victims will only be achieved when a professional pro-active approach is adopted and maintained by police. It is vitally important when crimes against older people are reported to police that all matters are treated with urgency and efficiency. Victims and witnesses must be confident that police will listen to their concerns and that any subsequent investigation will be conducted in an informative and effective manner.
- (b) A perception exists that older people are automatically targeted because they keep large amounts of money in their home. By examining the root causes and not the symptoms of crime, police can be more effective. By working in partnership with outside agencies and older people, joint campaigns can be designed to provide reassurance and to prevent crime.
- (c) The mistreatment of older persons or "Elder Abuse" as it has become known, is believed to affect as many as 500,000 older people in the UK at any one time.² Elder Abuse occurs when an older person is harmed, mistreated or neglected by a person who is in a position of trust. Two-thirds of the abuse is committed at home, with 46% of people who abuse being related to the person they are abusing.³
- (d) Although older people may be experienced and resourceful some may also be vulnerable. Stressful issues such as ill-health, bereavement, isolation and fear of the future confront them. Increased physical and mental frailty, anti-social behaviour by others, increased isolation and lack of information are factors that attribute to older persons fear of crime and add to their perception of crime in their community.

¹ The Heidelberg Guidelines for Promoting Physical Activity Among Older Persons, World Health Organisation, 1997

² [Ogg and Bennett 1992, Scientific Study of Elder Abuse, British Medical Journal. Ogg and Bennett 1992, Scientific Study of Elder Abuse, British Medical Journal.](#)

³ [Based on analysis of calls to the Action on Elder Abuse helpline](#)

- (e) There is evidence that older people are particularly likely to experience physical and psychological ill-effects following crime victimisation. This may be due to the lower ability of some older people to recover from the impact of severe trauma⁴. The impact of fraud and financial crime can also be distressing for older persons who are at a stage in their lives where it is difficult to recoup their losses. The experience of crime may also exacerbate feelings of helplessness, an established precursor to disorders such as depression and anxiety.
- (f) Despite the actual low victimisation rates, older people are disproportionately fearful of crime and it has often been argued that 'fear of crime' is a more pressing policy issue for older people than crime itself⁵. One factor that may explain this disproportionate fear of crime is that a large section of this community, live alone. As at the 2001 census, in excess of 80,000 pensioners lived on their own.
- (g) Community Safety seeks to reduce crime, the fear of crime, antisocial behaviour and other factors that affect peoples perceptions of safety and as a consequence their quality of life. The prevention and detection of crime, arresting offenders, bringing them to justice, and preserving order, comprise the core business of policing. Nevertheless, it is recognised that policing must be viewed in a wider context; to be truly effective the police cannot address the ills of society alone. The delivery of community safety is primarily achieved through community policing, based on the ethos of working in partnership. Therefore this Policy has been designed to complement the, '**Policing with the Community in Northern Ireland**' document, by promoting pro-active community policing that is solution based and community driven. It is important to create a sense of joint ownership for addressing crime and community safety amongst members of the community and the police. Operationally this will require a management style, which empowers officers to tackle issues raised locally, and offers support and guidance to officers exercising initiative and creativity. The community should also be empowered to identify problems in their areas and play a part in the solution together with police and other agencies.
- (h) The Northern Ireland Community Safety Strategy (NICSS) highlights that a key issue for people across Northern Ireland is: '**To reduce the fear of crime in Northern Ireland particularly amongst older people, vulnerable adults, victims and children**'. It recommends the use of Community Safety Partnerships (CSPs), which are based on District Council areas. These partnerships can make a difference to the quality of life for many people, through a joined up approach and through targeting resources at a local level in response to identified problems.
- (i) District Commanders must plan and use resources effectively to address identified problems. This is particularly important where the fear of crime is more prevalent than the actual crime itself. District Commanders will have to communicate effectively by engaging with representative groups and older persons to ensure that there is a clear and agreed understanding of what the local problems are, and what the police and others can do to address them.

(2) Aims and Objectives

- (a) This Policy is aimed to help police prevent and respond to crime against older persons.
- (b) Research has indicated that many victims have been subject to numerous crimes before reporting matters to the police. Victims must be confident and assured that by reporting an incident they do not in fact become more vulnerable and that they will receive the necessary protection afforded by the law. The PSNI will:
 - (i) work in partnership with other key agencies to reduce the fear of crime amongst older persons and provide reassurance;
 - (ii) work in partnership to prevent and reduce incidents of crime against older persons;
 - (iii) protect and support older victims of crime during the investigation process;

⁴ D. O'Neill. et al, Effects of Burglary on Elderly People, British Medical Journal, 298, 1618-9

⁵ Hough, J. and Mayhew, M. 1983, Crime and Police Effectiveness, Home Office Research Study, No. 79, HMSO London

- (iv) accurately record and effectively respond to all reported crimes against older persons through effective investigation, which is consistent, robust and pro-active.

(3) Legal Basis

- (a) Police officers have a duty according to Section 32 of the Police (NI) Act 2000:
 - (i) to protect life and property;
 - (ii) to preserve order;
 - (iii) to prevent the commission of offences; and
 - (iv) where an offence has been committed, to take measures to bring the offender to justice.
- (b) When carrying out these duties police officers shall protect human dignity and uphold the human rights of all persons as enshrined in the European Convention on Human Rights (ECHR).

4. IMPLICATIONS OF THE POLICY

The following implications were considered:

(1) Financial and Efficiency Implications

- (a) The aim of this Policy is to provide a consistent and professional policing service across all districts in respect of crimes against older persons. This will be achieved by building on existing resources, structures and procedures.
- (b) There are no immediate financial implications for the implementation of this Policy.

(2) Human Resources/Training

The contents of this Policy Directive should be incorporated into training given to all officers in respect of diversity. District Commanders should consider the development of a local training package that can be tailored on local need and the content of this Policy Directive.

(3) Partnerships

- (a) The PSNI will continue to work to establish new, and build on existing partnerships with community, voluntary and statutory agencies who engage with and support, older persons, in particular older victims of crime.
- (b) As outlined in 'Policing with the Community in Northern Ireland', a major objective of community policing is to establish active partnerships between the police, the community and other relevant bodies through which crime, service delivery and police community relations can be analysed and appropriate solutions designed and implemented.

(4) Risks

- (a) This Policy must be consistently applied across every police District to ensure that every reported incident is investigated to the same standard and that every victim receives the same level of service and support.
- (b) By not fully implementing this Policy the PSNI will be failing in its duties under Section 32 of the Police (NI) Act and its responsibilities under Human Rights legislation and Section 75 of the Northern Ireland Act 1998.

(5) Consultation

The following police officers and departments were consulted:

- (a) Police Service/Chief Constable's Forum (CCF);
- (b) Legal Adviser;
- (c) Human Rights Legal Adviser;
- (d) District Commanders;
- (e) Crime Operations;
- (f) Training, Education and Development Branch;

The following Voluntary and Statutory Agencies were also consulted:

- (g) Public Prosecution Service (PPS);
- (h) Victim Support Northern Ireland (VSNI);
- (i) IAG for Older Persons (Member Organisations Below);
 - (i) Help the Aged;
 - (ii) Age Concern;
 - (iii) NI Pensioners Convention;
 - (iv) Newry and Mourne Senior Citizens;
 - (v) University of 3rd Age;
 - (vi) Sperrin and Lakeland Senior Citizens;
 - (vii) Fold Housing Association;
 - (viii) Carers NI;
 - (ix) Institute for Conflict Research;
 - (x) Evangelical Alliance;
 - (xi) Association of Retired and over 50s.

5. HUMAN RIGHTS/EQUALITY/CODE OF ETHICS/FREEDOM OF INFORMATION

- (1) This Policy is deemed to be Human Rights compliant; it has been screen for Section 75 considerations and meets the organisation's integrity standards. This Policy Directive should be read in conjunction with the Code of Ethics for the PSNI.
- (2) This Policy provides a context for preventing and responding to crime against older persons. It provides advice on adopting a partnership approach to policing this issue as well as practical considerations for police officers. It does not cover the specific functions of investigation or the use of any police powers. As such it does not engage human rights. However, police officers will be reminded to adhere to the principles and standards of human rights as with any aspect of their function. In particular, regard must be given to the vulnerable nature of the potential victims of these crimes and this Policy Directive should be read in conjunction with the PSNI Policy on Victims, PD No 05/06, Dealing with Victims and Witnesses.

(3) This Policy Directive is suitable for release under Freedom of Information. |

6. REVIEW

This Policy will be reviewed annually. The Inspector, Community Safety, Lisnasharragh will undertake the review. |

SECTION 7

PROCEDURES AND GUIDANCE

1. CRIME ANALYSIS

(1) Typical Crimes Against Older Persons:

- (a) Current statistics of domestic burglaries which were perpetrated against property owned by persons aged over 65 may be obtained from Saturn or Niche computer systems⁶. Statistics would indicate that the clearance rates for violent crime and domestic burglary are significantly lower for victims over 65 than in most other age groups⁷.
- (b) Distraction burglary and the activity of bogus traders have a disproportionate affect on older victims. With distraction burglary the most common guise is that of an official, ie a council worker, police or other official. They also pose as canvassers or door to door sales people. The offenders can be male or female and can sometimes use children to distract the occupant whilst the accomplice completes the offence.
- (c) Bogus traders criminally deceive older people by purporting to be trades people, offering repairs, services and maintenance to homes and gardens. They will often carry out inferior work and charge extortionate fees. They place extreme pressure on older people to obtain monies and sometimes accompany older people to banks and building societies to withdraw cash. Criminals are known to target areas with a high density of older residents and will usually adjust their means of gaining entry, their 'modus operandi' to the local environment. One example would be that, having identified their street or area, offenders would check the surrounding area for any road works being undertaken. They then visit selected homes, professing to be working for such companies. Often, although not always, premises are also identified through visible signs of neglect – the style of décor, and the state of repair and maintenance⁸.
- (d) Elder Abuse occurs when an older man or woman is harmed, mistreated or neglected, often by someone in a position of trust. It has been defined as "a single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person."⁹ The abuse takes many different forms. It can be very noticeable or it can be inflicted in subtle ways. These are some examples:
 - (i) Physical Abuse – a person with a long-term mental health disability being hit by their partner because they get in the way, are too slow or forgetful;
 - (ii) Psychological Abuse – a person who is being looked after by their son and daughter-in-law, being threatened with being put into a home every time they are incontinent;
 - (iii) Financial Abuse – a daughter collecting her mother's pension and not giving her mother access to her own money, telling her that she can no longer look after her own finances;
 - (iv) Sexual Abuse – a male care assistant coming into an elderly females room and touching her inappropriately;
 - (v) Neglect – Some care workers in the care home failing to answer call bells if they are on a break. They do not make it a priority to take residents to the toilet or otherwise attend to them promptly.

⁶ Source: Central Statistics Branch, Lisnasharragh

⁷ Source: Central Statistics Branch, Lisnasharragh

⁸ Tackling Distraction Burglary, Home Office, October 2001

⁹ [Action on Elder Abuse definition](#)

In 37% of situations, two types of abuse occur simultaneously¹⁰. The issue of Elder Abuse is compounded by the reluctance of the victim to report incidents, due in part to their reliance on the perpetrator for regular assistance and also their perception that they would be unlikely to be believed if they talked about the situation.

(2) Police Analysts:

Police Analysts have a crucial role in the identification of crime problems within a District. Analysts can help to establish whether a problem is actual or perceived and can assist police in determining solutions. The value of the work conducted by the analyst is dependent upon the quality of information provided to them. It is essential for police to ensure that all information gleaned from the community is made available to the analyst. Initiatives such as Neighbourhood Watch (NW) and local Community Beat Forms (CBFs) can be used effectively to exchange information but can also be used to address the specific needs of older persons. District Commanders should ensure that local officers are pro-active in establishing initiatives and contacts with older persons groups and organisations.

(3) National Intelligence Model:

The National Intelligence Model (NIM) is a business process suitable for any aspect of policing. It is not just about handling and managing criminal intelligence. It requires police Commanders to gather and consider the fullest available information on all policing problems within their area of responsibility and to develop action plans based on that information. It is important that the views of older persons and their representatives are actively considered in this process and that control strategies are appropriate and relevant to the issues affecting older persons in their respective areas. District Commanders may consider establishing local 'Advisory Groups' to inform local issues, or it may also be useful to utilise the assistance and guidance of the Independent Advisory Group (IAG) for Older Persons, which is facilitated through Community Safety Branch, Lisnasharragh.

(4) The model operates on three levels:

- (a) Local;
- (b) Cross Border; and
- (c) Serious and Organised Crime.

(5) Research suggests that criminals will travel long distances to choose locations with a high density of older residents within easy access of main or arterial roads. Criminals will generally move on after a concentrated period of offending and the constant movement across districts and regions makes detection extremely difficult. This type of criminal activity may affect a group of Districts and may also impact under the An Garda Síochána. Therefore it is essential that intelligence is shared effectively amongst Districts with similar problems.

¹⁰ [Based on analysis of calls to the Action on Elder Abuse helpline](#)

2. PREVENTION

(1) Crime prevention focuses on three main areas:

(a) Education:

- (i) Education and awareness amongst older persons is an important element of police activity. It enables older people to identify the risks of crime and the support measures available to them should they become a victim. An educational programme will incorporate working with older people and associated representatives but can also be managed to target young people. Intergenerational programmes provide opportunities for an exchange of learning and greater understanding amongst older persons and younger generations. An intergenerational approach can be beneficial when tackling issues such as anti-social behaviour, which can have a serious impact on the quality of life for older persons.
- (ii) The Citizenship and Safety Education (CASE) programme engages and will continue to engage with young people, focusing on promoting positive citizenship and other issues relating to the local community, and exploring the consequences and impact of crime and anti-social behaviour. It is delivered by trained police officers and can be used effectively to explain to young people the consequences of their actions with regard to older people.

(b) Security Measures:

In all Districts, police officers can provide necessary information and advice to members of the public, outside agencies and police. Crime Prevention Officers (CPOs) have a particular responsibility to engage with older members of the community to identify crime risks and fears, and to develop crime prevention initiatives. In addition to responding to requests for assistance from community members, CPOs must consider pro-actively targeting potential older victims to provide practical advice and guidance with regard to personal safety, home security and finance management. In partnership with older persons groups and representatives, CPOs can identify and liaise with other agencies that can contribute to preventative measures.

(c) Partnership Initiatives:

In Northern Ireland a wide range of innovative partnerships and schemes exist that prevent crime and improve the quality of older peoples lives, for example NW, Homesafe Scheme and Vulnerable Adults Register. Being aware of such initiatives when adopting good practice will greatly assist District Commanders and provide an appropriate response to local problems. Information regarding the Quick Check – Scheme, aimed to prevent distraction burglaries should be given to the victim. For more information in relation to this please contact Crime Prevention Brooklyn, ext 33598 or 33596.

3. REASSURANCE

- (1) Reassurance: The delivery of reassurance is dependent on the effective use of resources, consistent with priorities identified through the NIM and the 'Working in Partnership' policy framework. Public perception often embodies what people actually see, hear and feel, thus public feelings of order and security can be dictated by signs of physical disorder, disturbance and neighbourhood decline. Therefore the PSNI need to develop and evidence local interventions that successfully tackle the public's concern on reassurance.
- (2) The provision of a 'sense of security' is perhaps the best definition of what restoring reassurance practically means and is the clearest and most direct benefit to the public. The following five principles have been identified as the key success criteria and prerequisites of delivering reassurance¹¹.

¹¹ Home Office, National Reassurance Policing Programme, 2004

- (a) Public confidence is essential to the provision of a sense of security. This includes confidence in the methods used to deliver local policing. Reassurance policing choices should ideally be discussed with community partners, rather than assumptions being made about what will work.
- (b) Visible control of anti-social behaviour and its consequences.
- (c) A targeted intelligence-led approach is required. A limited number of crimes and incidents can cause significant damage to a community's sense of security.
- (d) A multi-agency approach to problem solving is essential.
- (e) Resources of police and other agencies must be committed to delivering reassurance.

4. PATROL

- (1) **Visibility:** A visible police presence on the street enhances public confidence and if properly targeted can lead to a reduction in crime. Targeted patrolling, based on intelligence can have immediate results, however the commodity of intelligence cannot work unless it is properly shared. Targeted patrolling in areas where older persons reside can enhance and provide reassurance.
- (2) By enhancing local relationships and building on the ethos of policing with the community, older people can identify and access their local police when required. The expertise and knowledge of Community Beat Officers (CBOs) can be utilised to identify older and vulnerable persons living in local areas. By using local resources effectively District Commanders can provide reassurance to older people and combat the perception of poor police visibility. Engagement with older persons living in the community can help identify those persons who are vulnerable and can assist in an appropriate police response in terms of crime prevention and support for victims.

5. INVESTIGATION

- (1) **Investigation:** The impact of crime on an older person may be disproportionately greater than that of a younger victim. Research has shown that the first police officer coming into contact with an older person can have a lasting impact in terms of the survival of that victim¹². When police attend a scene of crime a primary concern is to secure and preserve evidence and to bring the offender to justice. Whilst this remains paramount to the investigative process it must be balanced against the needs of the victim. The importance of proper support for victims cannot be over emphasised. As with all victims of crime it is vitally important that police deliver a service that respects the needs of older people and that all victims and witnesses are treated with dignity when dealing with their concerns. Consideration should also be given to Operation Bullent which is geared towards the more vulnerable in our community, further information may be obtained from OCU Rural, Mahon Road ext 37296.

Police should consider the following:

- (2) As victims of crime, older people may be in shock or not accustomed to having contact with police officers and therefore additional time should be given to victims to recount the event. To assist victims it may be helpful to identify third party support in the form of a family member or friend who agrees to be there for the victim. Older people can be extremely proud and independent and police should be aware that the whole incident may be deeply embarrassing for the victim. This is particularly apparent in distraction burglary offences where a victim might blame themselves for allowing the offender entry to their home.

¹² Tackling Distraction Burglary, Home Office, October 2001

- (3) If possible, police should also be aware of any medical implications for older victims and ensure that arrangements are made for a family member or friend to be available. Some older people may find it difficult to communicate through hearing loss or visual impairment and therefore police should take a considerate approach while ensuring victims and witnesses can understand the actions of police directed towards them. If short term memory loss has been identified it is always useful to write down any appointment times for older victims. When communicating with older victims and witnesses, police should endeavour to meet personally whenever possible, to counterbalance the negative face to face contact they have had with the offender.
- (4) It is vitally important that older victims and witnesses are clearly informed as to what the police can and will do. This information is equally important at the time of first contact and during the later stages of any investigation. Police must provide regular feedback and maintain post contact as this provides reassurance to older people and demonstrates that the police are committed to bringing offenders to justice. Continuity of personnel making contact is also important as the identity and familiarity of an individual officer will assist communication and avoid the possibility of inaccurate information being given to victims. Appropriate contact details for police and further information on support services must be given to the victim on every occasion.

6. COMMUNICATION

- (1) Role of the Media: The PSNI recognises the value of the media as a vehicle for community engagement and providing public reassurance. There is, however, a need to promote a positive message to counter a negative style of reporting which often feeds the fear of crime. A publication 'Narrowing the Gap' (HMIC 2002) recommended:

"That forces consider their local media arrangements specifically to better balance the perception whereby the fear of crime is disproportionate to the risk of crime and within which the established needs of communities are emphasised as well as fluctuation trends in crime."
- (2) In accordance with the current media strategy police officers and police staff have two balancing duties:
 - (a) To be open with the public and media as part of their responsibility to be transparent and accountable;
 - (b) To protect confidential information relating to individuals or information about police operations.
- (3) The Media and Public Relations (M&PR) Department provides a specialist link between the PSNI and the media. Individual officers or staff of all ranks should not brief the media without clearance. Approval should be sought from the M &PR Department, who will consider and advise on the wider implications of commenting or making a statement. The Department will provide lines to be taken on corporate issues. With increased devolution, District Commanders, their staff, and other heads of departments/branches are encouraged to work positively with the media in their areas and pro-actively deal with them on local issues. They must keep the regional Press Offices or the Headquarters Press Office informed about local stories that can very quickly attract wider interest.
- (4) Using the media pro-actively can build public confidence in the police and can directly impact on crime prevention. In addition to public appeals for assistance or information on specific incidents or crimes, command units can focus on local issues and can develop a media strategy designed to combat crimes against older people. Broadcasting the effectiveness of police activity with regard to response times and the apprehension of criminals can reassure older people and may discourage potential offenders. The promotion of local initiatives and projects may also encourage older people to come forward and report crime to the police.
- (5) Depending on the nature of police activity it may also be useful to consider the benefits of using the media on a local, regional and national basis. This is particularly useful in the prevention and detection of cross border crime and can be supported jointly by other key enforcement agencies.

- (6) Notwithstanding any of the above it is crucially important that the PSNI response to the media on issues concerning older persons is consistent with the views of our partner agencies. Research and consultation with older persons groups and organisations have identified the potential to heighten the fear of crime amongst older persons by inappropriate media reporting. This can be more effectively managed through local consultation with representative older persons groups with a view to reaching agreement on a media strategy in regard to a particular incident or a series of incidents.

7. INTERNAL POLICY LINKS

The following related instructions refer:

Service Procedures

- | | |
|----------|--|
| No 33/04 | Introduction of Support Services at Crown Court for Vulnerable and Intimidated Witnesses |
| No 17/08 | Youth Diversion Scheme |

Policy Directives

- | | | |
|----------|--|--|
| No 03/04 | Freedom of Information Policy | |
| No 09/05 | National Intelligence Model (NIM) Implementation in PSNI | |
| No 08/06 | Reassurance Policy | |
| No 09/08 | Police Response to Domestic Incidents | |

CONTACT LIST

<p>Help the Aged Ascot House Shaftesbury Square Belfast BT2 7DB Tel: 028 9023 0666 www.helptheaged.org.uk</p> <p>Email: info@ageconcernhelptheagedni.org</p>	<p>Age Concern Northern Ireland Headquarters 3 Lower Crescent Belfast BT6 0DG Tel: 028 9024 5729 www.ageconcernni.org For local branches contact number above.</p> <p>Email: info@ageconcernhelptheagedni.org</p>
<p>Cruse Bereavement Care Northern Ireland Regional Office Piney Ridge Knockbracken Healthcare Park Saintfield Road Belfast BT8 8BH Tel: 028 9079 2419 www.crusebereavementcare.org.uk</p>	<p>Action Mental Health Tughan Centre Mourne House Knockbracken Healthcare Park Saintfield Road Belfast BT8 8BH Tel: 028 9040 3726 www.actionmentalhealth.org.uk</p>
<p>Disability Action Head Office Portside Business Park 189 Airport Road West Belfast BT3 9ED Tel: 028 9029 7880 www.disabilityaction.org for local branches</p>	<p>General Consumer Council for Northern Ireland Elizabeth House 116 Holywood Road Belfast BT4 1NY Tel: 028 9067 2488 www.gccni.org.uk</p>
<p>Health Promotion Agency for Northern Ireland 18 Ormeau Avenue Belfast BT2 8HS Tel: 028 9031 1611 www.healthpromotionagency.org.uk</p>	<p>Bryson House 28 Bedford Street Belfast BT2 7FE Tel: 028 9032 5835 www.brysonhouse.co.uk</p>

<p>Men's Advisory Project (MAP) Cathedral Buildings 64 Donegall Street Belfast BT1 2GT Tel: 028 9024 1929 www.mapni.co.uk</p>	<p>Northern Ireland Women's Aid Federation 129 University Street Belfast BT7 1HP Tel: 028 9024 9041 Tel: 24 hr helpline 0800 917 1414 www.niwaf.org</p>
<p>Northern Ireland Council for Ethnic Minorities Ascot House 24-31 Shaftesbury Square Belfast BT2 7DB Tel: 028 9023 8645 www.nicem.org.uk</p>	<p>Northern Ireland Housing Executive (NIHE) Head Office The Housing Centre 2 Adelaide Street Belfast Tel: 028 9024 0588 General Enquiries: 034 4892 0900 Housing Benefit Enquiries: 034 4892 0902 Emergency Repairs: 034 4892 0901 www.nihe.gov.uk</p>
<p>Rural Community Network 38a Oldtown Street Cookstown Co Tyrone BT80 8EF Tel: 028 8676 6670 www.ruralcommunitynetwork.org</p>	<p>Samaritans Belfast Branch 5 Wellesley Avenue Belfast BT9 6DG Tel: 028 9066 4422 Tel: 24 hour helpline UK 08457909090 www.samaritans.org for additional local branches and information</p>
<p>Victim Support Northern Ireland (VSNI) Annsgate House 70/74 Ann Street Belfast BT1 4EH Tel: 028 9024 4039 www.victimsupport.org.uk email: info@victimsupportni.org.uk</p>	<p>Carers Northern Ireland 58 Howard Street Belfast BT1 6PJ Tel: 028 9043 9843 info@carersni.org www.carersni.org</p>