

# SAFETY OF SENIORS – HOW TO REDUCE FEAR OF CRIME AMONGST OLDER PEOPLE

Research and evaluation into the causes of fear of crime amongst older people in the Ards and North Down Borough Council area; and how that fear could be reduced. Commissioned by AGE north down & ards (AGEnda) and funded by the Ards and North Down Policing & Community Safety Partnership (PCSP). Findings are of interest to wider population and partner organisations in this area.



## CONTENTS

INTRODUCTION & OVERVIEW	3
EVENTS	5
SURVEY RESULTS	6
DISCUSSION (A): WHY ARE OLDER PEOPLE AFRAID OF CRIME	9
PARTNERS	11
DISCUSSION (B): WHAT CAN BE DONE TO REDUCE FEAR OF CRIME	12
<b>TOP 10 TIPS – TO REDUCE FEAR OF CRIME</b>	<b>14</b>
<b>FIVE RECOMMENDATIONS TO PCSP</b>	<b>15</b>
<b>USEFUL CONTACT NUMBERS</b>	<b>18</b>
APPENDICES & ACKNOWLEDGEMENTS	-

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## INTRODUCTION & OVERVIEW

AGE north down & ards (AGEnda) undertook five ‘Safety of Senior’ events on behalf of the Ards & North Down Police Community Safety Partnership (PCSP). AGEnda worked closely with various partners, including McGarry Consulting to deliver the events.

Events were held in Ballywalter, Bangor, Comber, Holywood and Portaferry between the 8<sup>th</sup> & 12<sup>th</sup> February. The events aimed to reduce the fear of crime amongst older people. This was achieved through discussions on the day, advice and information provision, culminating in this summary report. Additional media including photos and videos are also available via [agenorthdownandards.co.uk](http://agenorthdownandards.co.uk), which will be used as a repository of information for older people’s groups in the Ards & North Down area and beyond.

## EVENTS

Partner meetings in January helped agree the schedule and format of events (Appendix II). Each event lasted approximately two hours, with refreshments and food provided for participants. Participants were grouped into tables, with partner stands spread along the back and perimeter displaying information. Each participant was asked to complete a survey at the start of the event and an evaluation form at the end. During the event attendees undertook two group discussions, participated in a Q&A with partners and were offered information and advice. Overall over 420 people attended the five events with the evaluation finding that 98% of attendees would go to similar events in the future with 91% stating the events could not be improved.

## PARTNERS

AGEnda were supported by a long list of partners including:

Action on Elder Abuse NI	Living Well Living Longer
AGE NI	McGarry Consulting
Age Sector Platform	NI Fire & Rescue Service (NIFRS)
AGEnda Floating Support & Good Morning Call Service	North Down & Ards Road Safety Committee
Cruse Bereavement Care	PCSP
Home Accident Prevention (NI)	Police Service of Northern Ireland (PSNI)
Home Safety	South Eastern Health & Social Care Trust
Linking Generations	Street Pastors Ards

## EVENT & SURVEY FINDINGS

Overall older people display a fear of crime. However this varies considerably depending on age, gender and experience of crime. Interestingly people perceived themselves individually to be less afraid of crime than older people as a whole. There is a noticeable feeling of vulnerability, fear and increasing isolation among older people. This contrasts with the reality that older people are statistically much less likely to be victims of crime (p3)

In response, older people brought forward a wide variety of ideas (p11) that could help reduce crime and fear of crime among the population at large. In addition many of the tips and suggestions would also improve community and neighbourly relations. Young people were involved in two of the events (Bangor & Comber). This helped improve intergenerational relations and give a more balanced perspective to issues.

## STATISTICS & PERCEPTION

In February 2016, the Department of Justice (DoJ) produced the “[Experience of Crime: Findings from the 2014/15 NI Crime Survey](#)”. This analysed crime findings in NI and found that 1 in 11 (8.8%) of all households and their adult occupants were the victims of at least one crime in the previous year. This represents the lowest victimisation rate since records began in 1998 and is 80% lower than the current rate in England and Wales (15.9%). In terms of violent crime, those **least likely to fall victim** were:

- Older people (age 60+)
- People out of the house fewer than 3 hours per day
- Owner-occupiers
- Respondents living in rural areas

A profile probably shared by many of the event attendees. The DoJ survey found that:

**Violent Crime:** A person aged 16-29 is over 8 times more likely to be a victim of violent crime; and a person 30-59 over 4 times more likely to be a victim of violent crime than a person aged 60+

**Vandalism:** A person aged 16-24 is twice as likely to be a victim of vandalism as someone aged 55-64; and 5 times more likely to be a victim of vandalism than someone aged 65+

**Vehicle Related:** A person aged 55-74 is half as likely to be a victim of vehicle related crime than the wider population, although those either side of the age range were much closer to the average

Finally those in rural areas were significantly less likely to be victims of crime than those in urban areas. Overall older people are less likely to be victims of crime.

## RECOMMENDATIONS

In light of the above findings, a list of useful numbers is provided (p17) along with ‘crime prevention tips’ (p16) for older people. Five recommendations were noted for PCSP:

1. PCSP becomes a central source of crime prevention information & advice
2. PCSP provides annual crime prevention and support information sessions
3. PCSP works with partners to instigate more Neighbourhood Watches
4. PCSP provides specific information and advice sessions on fraud
5. PCSP reviews progress in reducing fear of crime among older people

**EVENTS**



**<< Photo (1) Ballywalter**  
A group takes a break from discussions to pose for a photograph. Whilst there were great discussions... it was also a social occasion

**Photo (2) Holywood >>**  
Participants sat round small tables to create better discussions and allow everyone to have their say. Outside the group discussions participants listened to a variety of speakers



**<< Photo (3) Bangor**  
There was big ballroom in Bangor and it was still full. School kids mixed freely with older people to create a better balance. During discussion breaks people got to learn about PCSP schemes and Linking Generations projects

**Photo (4) Comber >>**  
Comber event was hosted in a well-lit church hall. Avril spoke of a client's experience falling in her house and being alone for a few days. This was to promote the need for Good Morning Call and to highlight the need to check on elderly neighbours



**<< Photos (5 & 6) Portaferry**  
A group discusses one of the issues, with a nominated volunteer from within the group noting the key points. These are then relayed to the other participants at the end. This allows everyone to have a say... and is hungry work!

## SURVEY RESULTS

Almost 300 people undertook our survey, with the vast majority (81%) being over 65 and female (84%). Outline findings were as follows:

### 3 in 4 older people are afraid of crime

Most are a little afraid not a lot, and it varies considerably by age, gender and experience of crime. The majority of males and those under 50 are not afraid of crime

### 1 in 9 older people were a victim of crime in the last 5 years

Most people (89%) have not been a victim of crime. Although 1 in 9 know a victim of crime

### Older people are less afraid than people think they are

People of all ages think older people are more afraid of crime than they actually are. 3 times as many older people are not afraid than perceived by others (compare Q4 & Q5 on p6)

Older people are afraid of crime – although the extent can be exaggerated. Statistically they are much less likely (up to 8 times less likely, p3) to be victims of crime than young people living in urban areas. They are also less likely to be victims than previous years and compared to older people living in England and Wales. Other notable findings were:

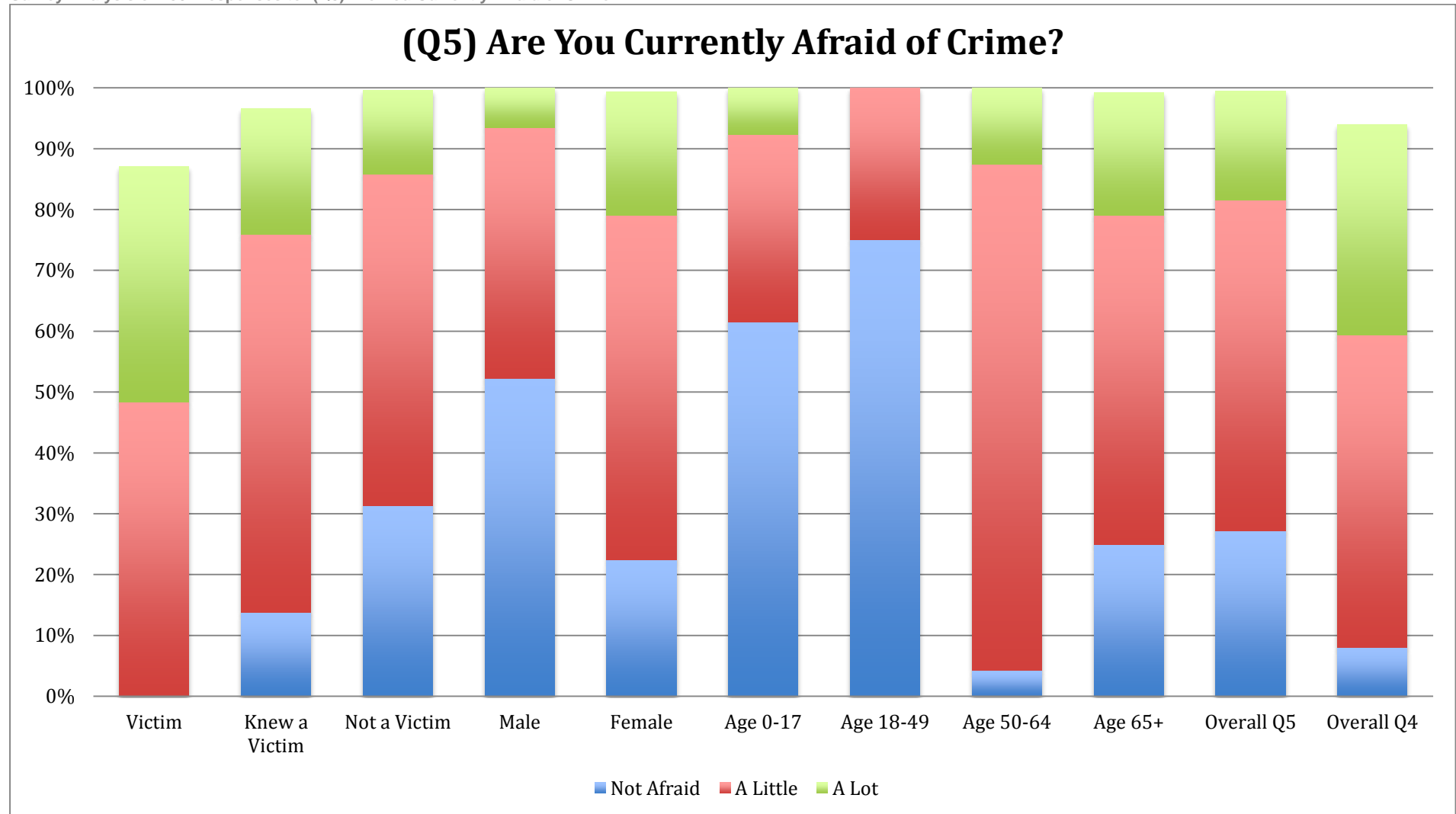
### Older females are twice as likely to be afraid of crime as older males

### Victims of crime are twice as fearful of crime as non-victims

### Fear of crime seems to increase with age

The extent of fear increases if someone knows a victim of crime. It appears that in general the more vulnerable a person feels (e.g. older, female, victim) the more fearful they are of crime. The female bias in respondents will skew the overall findings in terms of fear of crime, but otherwise there are few other statistically significant differences. The chart on the following page illustrates the demographic differences towards fear of crime.

Survey Analysis of 280+ responses to: (Q5) Are You Currently Afraid of Crime?

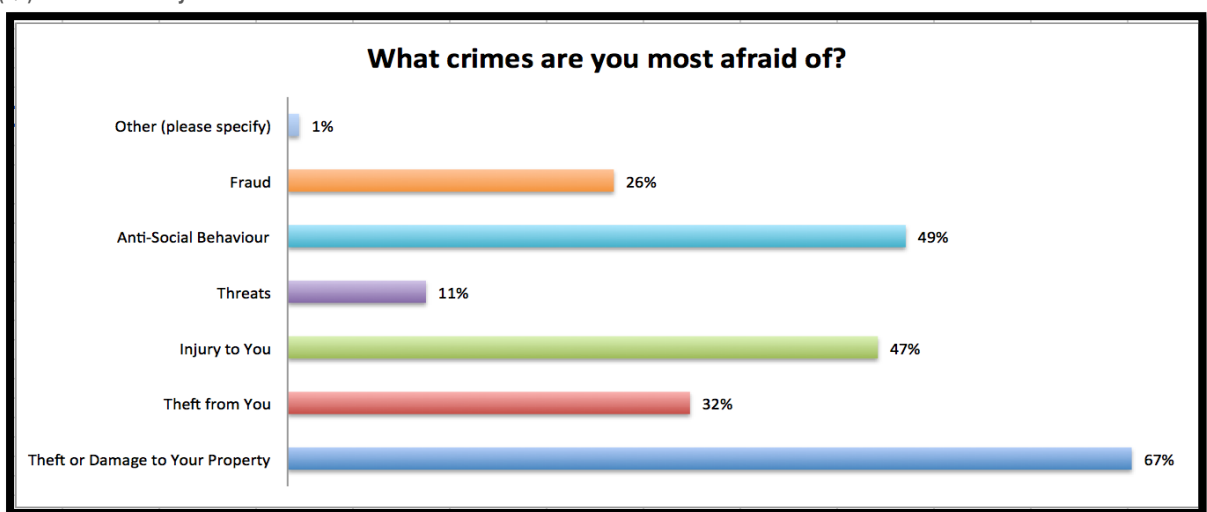


## 2 in 3 older people are afraid of theft or damage to their property

This contrasts with younger people whose upper most fear is injury to their person. Other notable findings for older people were:

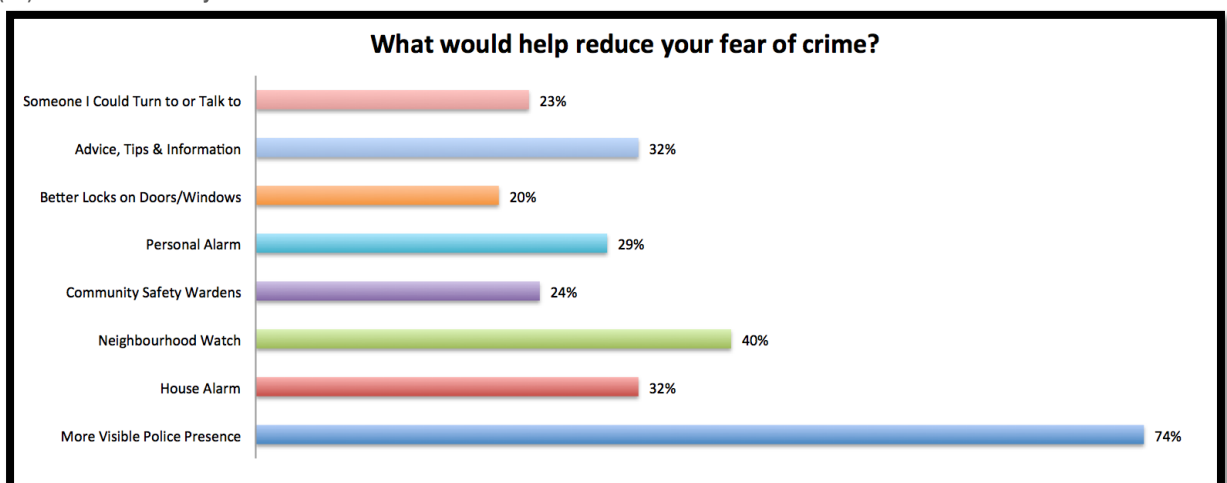
- 1 in 2 fear anti-social behaviour
- 1 in 2 fear injury to the person
- 1 in 3 fear theft from themselves
- 1 in 4 fear fraud

(Q6) What crimes are you most afraid of?



3 in 4 older people wanted more visible policing. Those over 65 were twice as likely to want someone they could turn to, suggesting they feel more isolated. Males preferred practical steps e.g. a house alarm and better locks. Victims were less likely to want visible policing but more likely to want neighbourhood watch, better locks, more advice and someone they could turn to. Those who knew victims wanted personal alarms more.

(Q8) What would reduce your fear of crime?





## DISCUSSION (A) – WHY ARE OLDER PEOPLE AFRAID OF CRIME?

Older people feel vulnerable (emotionally and physically), especially those living on their own. Many don't feel as physically or mentally agile, and worry about being taken advantage of. Other specific fears included:

*Fear of people entering their home – fear of violence or thieves wrecking the house and taking items that can't be replaced. Some are afraid to answer the door at night and/or to strangers; and fear of heating oil being siphoned.*

*People fear leaving their house unattended and/or giving the impression their house is an old person's house. Some were concerned that criminals would seek out older people for their prescribed drugs. Lack of functioning streetlights and naturally shaded areas also concerned older people.*



*On entering the event participant details were taken*

*Some fear being in the car on their own and of speeding/irresponsible driving by young people.*

*Cold and bogus callers - whether by phone, mail, email or in person cause fear among older people. Thieves with fake ID and pushy charity collectors also cause distress.*

*Older people are worried about scams including financial fraud. There is a tendency for some older people to think thieves are cleverer than in the past and subsequently they can't afford to make a mistake, which can cause more stress.*

*Concern over technology, cyber fraud, unknown emails – identity theft, payments to the wrong people and privacy issues (e.g. social media).*

*Being out in the street, afraid of crowds (especially young people), dark streets and anti-social behaviour. Crowds of young people don't have to be acting in any particular manner; it is the crowd and not knowing them, which is the prevalent intimidating factor.*



*Each seat had a survey, large flip chart page & pen, as well as provision for tea/coffee to make people feel welcome*

*Older people feared handling money in public especially near ATMs or post-offices.*

*Lack of visible police creates fear, with some older people mentioning a fear of retaliation if they were to complain. Fear being unable to fight back and been taken advantage of; and of experiencing the trauma post criminal event.*

*Media hype, stories and publicity surrounding crime can also raise fear among people. Some raised concerns about drug culture or crime in Belfast coming to their area.*

*There was a fear of unknown cars in their street and of uncertainty of who to contact, what to do or where to go for more information.*

*Finally, many older people felt increasingly isolated in their own community. Outside of groups and family, not everyone has as close neighbours and are unsure whom they can rely on. Some even mentioned increasing threat of buy to rent as an example of lessening community spirit. There was only one mention of a fear of paramilitaries.*

## **SUMMARY**

For some older people there was fear in every day activities, and being less agile. In addition there's a general fear of the unknown and feeling of intimidation when coming across a group of young people. Being informed a young person was much more at risk of being a victim of crime did not reduce this fear. However mixing with young people, discussing their fears and learning of the support available was beneficial for participants.

Not everyone was afraid of crime, some felt safe. Older people mostly described themselves as "a little" afraid not "a lot". Our survey showed that overall older people considered older people to be more afraid than they were individually themselves.

## PARTNERS

At each event partners were on hand throughout to provide advice and information.

At each event, partners provided information, goods and advice to participants (photos taken from Hollywood event). Clockwise from right:

1. → Age (NI) Personal Alarms
2. → Street Pastors
3. → Home Accident Prevention
4. → PSNI
5. → North Down & Ards Roads Safety Committee
6. → NIFRS
7. → Cruse Bereavement Care









## DISCUSSION (B) – WHAT CAN BE DONE TO REDUCE FEAR OF CRIME?

PCSP and police both discussed potential steps that can be taken to reduce crime. Between the discussion groups a large amount of practical – and often low cost – steps were suggested by various participants to reduce crime and fear of crime as follows:

*More visible police, community safety wardens and CCTVs. Older people feel reassured when they can see the police on the ground. Report faulty street lighting, as older people are more fearful in the dark.*



*Once the groups had discussed the issues and noted their response they then took turns to inform the other tables of their findings. This way the 'wisdom of the crowds' benefited all the participants. Having microphones made it much easier for other participants to hear.*

*Schools - as the favoured medium to reach young people - should make pupils more aware of older people's fear of crime, e.g. talks by PSNI and victims of crime.*

*Parents need to be more responsible for young people. Create more youth (non-alcoholic) provision for young people to give them somewhere to go. Use existing facilities more and encourage volunteering.*

*Improved communication and linkages between age groups, e.g. community BBQ or simple act of saying hello, should lead*

*to more respect between them. Also, extend or pilot existing cocoon watch schemes.*

*Adopt a common sense approach to safety at all times. Make sure to lock gates, oil tanks, sheds and external doors and windows at all times even if only departing for a short time. Consider "no cold calling" and "beware of the dog" signs; and hide valuables out of sight.*

*Have the door on a chain and/or with a peephole or camera and wedge alarm to know whom it is before opening. Leave the radio on and have lights on timers (but know how to set that up and change times); and have neighbours empty bins to make the house look occupied when empty. Don't promote on the Internet when the house will be empty, e.g. avoid saying when you are going on holiday on Facebook.*

*Improve home security. Get a home alarm and security (sensor) lights. Ensure you have the key accessible when approaching the house, so that you can enter the house quickly. Join or set up a local neighbourhood watches. Ask for visit by the community police and NIFRS teams to increase home safety.*

*Call 101 to report any suspicious activity to the police, providing a detailed description as possible, with relevant updates (e.g. if people or vehicles have moved on).*

*Keep mobile phone charged or landline beside you with a list of key numbers – ideally pre-saved on your phone. Consider morning call service and or personal alarm service if living alone. Have key beside you and know your fire escape plan.*

*When in the car, keep the doors locked. Consider taking valuables with you – if practicable - when leaving the house. When out, put cash away before leaving the post-office, shop or ATM. Do not write down your PIN number or store it near your card.*

*Ask people for ID when they come to the house, and use quick check service if not sure. Consider a nominated neighbour scheme (p17) and as far as possible seek prior knowledge of visitors.*

*Join organisations and clubs to feel less isolated. Run a 'safe club' or monthly events with police in attendance or police feedback (lack of follow up when contacting police was noted as an issue).*

*Better promotion of crime prevention advice, and the variety of support services available to older people. Put on information and workshops on specific issues (e.g. how to deal with bogus callers) and more events like safety of seniors.*



*All the participants received refreshments before and lunch afterwards. This helped attract participants, give something back to the local community and encourage discussion before, during and after the main event. It also provided valuable additional time for people to visit the partner stands*

We have used these findings as well as our own background research to devise a series of tips, recommendations and contact numbers for the remainder of this report.

## TOP 10 TIPS – REDUCING FEAR OF CRIME AMONGST OLDER PEOPLE

### #1 Place Fear into Context

- Older people living in rural areas are much less likely to be victims of crime than young people. Simple steps (e.g. locking doors, hiding valuables, getting to know your neighbours etc.) can reduce many fears; and there is people you can contact for support
- Take proactive steps and go out with others, introduce yourself to neighbours
- Getting to know others reduces your fear of them and builds a stronger community. Become a member of clubs, and/or set one up (e.g. bridge, travel) to reduce the sense of isolation
- If travelling, co-ordinate trips with others and pre-book taxis. If you are on your own on public transport, sit close to the driver

### #2 Avail of Free Advice

- PCSP, PSNI and various other organisations have various information leaflets and publications, which provide lots of practical advice in plain English. Ask them for this information
- There are also many information sessions and workshops that you can attend. In addition many organisations may visit your house or local old persons group if invited
- Check out the useful contact numbers (p17) or visit AGEnda website for more information

### #3 Consider Setting Up a Neighbourhood Watch / Trusted Neighbour

- Join a local neighbourhood watch or consider arranging a meeting (e.g. contact local politician, community group or crime prevention officer) to set up a neighbourhood watch
- Learn more about the nominated neighbour scheme and develop a trusted neighbour who you could leave a spare key with and/or who would help look after your house if you were away. Consider being their trusted neighbour in return if possible
- Check on neighbours who are elderly and on their own, inform them of the good morning call service and the AGE NI personal alarm service

### #4 Older People Support & Call Systems

- Learn more about the Age NI personal alarm system and AGEnda ‘Good Morning Call’ services (p17) that help older people to lead independent lives in their own homes
- Note there are also additional support services with bereavement (e.g. [Cruse Bereavement Care](#)) and transport (e.g. [Down Community Transport](#))

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## #5 Get The Most Out of Your Mobile & Modern Technology

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- Ensure your mobile phone is with you and fully charged
- Have a list of useful numbers and ask someone to save them into your phone
- Learn to use your phone (e.g. make a call, find a number, read and write a text), get help from someone who knows your phone
- Learn about other forms of technology, e.g. email, Skype, WhatsApp and social media as these can be great low cost ways to stay in contact with family and friends and share information

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## #6 Fraud Information & Advice

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- Learn more about fraud and never feel rushed to make a decision. Take time out and speak to someone you trust
- If someone asks for money or promises you money be cautious and if it is a friend, always double check by speaking to them directly
- Read information booklets from PSNI and attend advice sessions on fraud
- Visit UK Police anti-fraud site [www.actionfraud.police.uk](http://www.actionfraud.police.uk)
- Report fraud and cyber crime by phoning 0300 123 2040
- Never give out your PIN number (your bank will never ask for it and does not need it) or write it down. If written don't have it beside your card
- Don't provide your actual date of birth online for social media accounts
- Look at your privacy settings online and think of strong passwords

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## #7 Cold Calling & Visitors

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- Use Quick Check and/or the Nominated Neighbour scheme (p17) when people come to the door
- Call the Telephone and Mail Preference Service to reduce unwanted phone calls and direct mail
- Create a short standard response for cold calls e.g. *"I am not interested in your service. Please take my contact details off all your lists and databases."*
- Take time out from any request for information or money, and speak to someone you trust

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## #8 Intergenerational & Cross-Community Projects

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- Attend more events open to the wider public, and occasionally invite younger people to your club meet-ups and events
- Consider volunteering with local groups either in an organising or more hands on role and/or help to open up facilities for young people in their local area
- Be proactive and liaise with schools, youth clubs/groups, community groups and organisations (e.g. Linking Generations) to create more intergenerational projects

## #9 “Lock it, Hide it”

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- Create a culture of **‘lock it, hide it’** to ensure that windows and doors are kept locked in the car and house, with valuables hidden from display
- Put stickers on the front and back door, and car window to remind people to check before leaving the house
- Consider light timers (learn how to use them), leaving the radio on and having a *“beware of the dog sign”*
- Provide spare key to a trusted neighbour, and tell them the alarm code if necessary
- Install security/sensor lights at your house and have key ready when approaching the door. If you have more than one key, clearly identify the main house key with sticker or bright colour
- Consider a house alarm and ensure you regularly put it on
- Don’t tell people on social media that you are going away on holiday or advertise that your house will be empty

## #10 Protect Money & Valuables

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- Ensure money out of sight before leaving shop, post office or ATM, preferably indoors. Don’t take out or keep large amounts of cash in your possession or house
- When outside spread the valuables around, e.g. some in coat, some in your bag to reduce risk of losing all valuables at the same time
- Take photographs of valuable and/or sentimental items in your house and use an UV pen to write the house number, name and post-code on valuable items to help trace them if found
- Request a visit from your local crime prevention officer and ask them about alarms, security/sensor lights and low-cost crime prevention techniques (p17)
- Request a free fire safety check and approve fire safety plan (p17)



## **FIVE RECOMMENDATIONS FOR PCSP**

As a result of this exercise there are five recommendations for PCSP, as follows:

### **#1 Central Source of Information & Advice**

- a)** PCSP becomes a central one-stop-shop for crime prevention information and advice
- b)** PCSP website should contain an up-to-date list of support organisations, contact numbers, upcoming events, and information sessions. It should also address myths, media hype and seek a balanced perspective to reduce fear
- c)** Website and office show examples of crime prevention tools (e.g. alarms), how to use them, where to get them and general good advice
- d)** Information should be easily understandable and updatable format that others can link to. Periodical flyers and promotion should also take place

### **#2 Annual Crime Prevention & Support Information Sessions**

- a)** At least three information sessions - similar format to the SoS events - are held once a year across North Down & Ards. These are open to both young and old people, well promoted and facilitated where required. Attendees should be given opportunity to meet with various support organisations and given opportunity to access advice booklets covering a variety of risks and fears

### **#3 Instigate Neighbourhood Watches (NWs)**

- a)** PCSP should work with partners to set up a short Neighbourhood watch (NWs) information evening in the five areas. These meetings should be open to all ages and backgrounds. Meetings should encourage neighbours to work together and enable greater communication with the police. At the meetings potential local co-ordinators are sought who can help take the project forward

### **#4 Fraud Information & Advice Session**

- a)** Fraud seminar(s) should be held to specifically address cold calling, online safety and dealing with financial scams in person, online and via phone or mail. This should be given in the same format with additional material and partners on hand to offer advice

### **#5 Review Progress in Reducing Fear of Crime Among Older People**

- a)** PCSP annually reviews progress in reducing the fear of crime with partners

## USEFUL CONTACT NUMBERS

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

Organisation & Issue	Telephone Number	Free	24hr
<b>AGE north down &amp; ards</b> For advice on older people's projects and services in your area, call:	028 9127 1968		
<b>Anti-Fraud &amp; Cyber Crime</b> Call Action Fraud's specialist advisors if you have a concern regards fraud or cyber (e.g. online) crime:	0300 123 2040		
<b>Bereavement - Cruse Bereavement Care</b> Call or email <a href="mailto:northdown@cruse.org.uk">northdown@cruse.org.uk</a> to speak to a trained bereavement counsellor:	028 9127 2444 0844 477 9400		
<b>Cold Calls</b> Call the <a href="#">Telephone Preference Service</a> to take your number of telephone marketing lists:	0345 070 0707		
<b>Commissioner for Older People</b> Organisation promoting interests of older people, call for more information:	028 9089 0892		
<b>(Down) Community Transport</b> 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		
<b>Crimestoppers</b> To report crime anonymously, freephone	0800 555 111	<input type="checkbox"/>	<input type="checkbox"/>
<b>Direct Mail -</b> Call the Mail Preference Service to take your house off direct mailing lists:	0845 703 4599		
<b>Domestic Violence Helpline</b> Free 24hr violence helpline:	0800 917 1414	<input type="checkbox"/>	<input type="checkbox"/>
<b>Emergency</b> In case of emergency and you need Ambulance, Police, Fire & Rescue call:	999	<input type="checkbox"/>	<input type="checkbox"/>
<b>Faulty street lighting</b> Contact DRD <a href="#">online</a> or via telephone:	0300 200 7899		
<b>Fire Safety Check</b> Contact NIFRS for a free <i>Home Fire Safety Check</i> :	028 9260 0477		
<b>AGEnda Good Morning Call</b> To register for free daily confidential call:	028 9127 1968		
<b>AGEnda Floating Support Service</b> Supports people aged 65 and over in the Ards area live independently and reduce social isolation. Call:	028 9127 1968		

Organisation & Issue	Telephone Number	Free	24hr
<b>Linking Generations</b> For more information on intergenerational projects call Vicki Titterington on:	028 9181 3022		
<b>Local Council &amp; Noisy Neighbours</b> Contact Ards & North Down Borough Council and ask for their environmental health officer:	0300 013 3333		
<b>Nominated Neighbour Scheme</b> PSNI scheme that redirects unrecognised callers to your house to another trusted neighbour, call:	028 9089 0899		
<b>Personal Alarms (Age NI)</b> <a href="#">Personal alarms</a> 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		
<b>Police</b> For non-emergencies call (e.g. reporting suspicious activity), giving as much detail as possible:	101	<input type="checkbox"/>	<input type="checkbox"/>
<b>Policing &amp; Community Safety Partnership (PCSP)</b> To learn more about Ards & North Down PCSP or how to make your neighbourhood safer, call:	028 9127 8054		
<b>Quick Check - Check Visitor ID</b> 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	<input type="checkbox"/>	<input type="checkbox"/>
<b>Victim Helpline</b> 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

Some numbers are manned during office hours only. Some may be handled on a UK wide basis all or part of the time. For more information on costs, please contact your own telephone and/or mobile provider.

### 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.

## **APPENDICES**

- (I) Acknowledgements
- (II) Sample Event Agenda
- (III) Sample Survey
- (IV) Press Information

### **(I) ACKNOWLEDGEMENTS**

McGarry Consulting would like to thank all the people who turned up at the events, filled in surveys and took part in discussions. Linking Generations helped bring young people into the conversation and this was a big help with perspective. We'd also like to thank the various partners who contributed to the planning and/or attended at the events, providing great practical help and support to participants. Alan McCay of PCSP deserves particular praise for his advice, insight and dedication before and during the various events. Finally, we are extremely grateful to Dorothy, Janet and all the AGEnda team for going above and beyond. They handled this project with patience, professionalism and graft. Yet also with a warm and welcoming personality that made it a joy to work with them. All the events ran smoothly and were well attended which is a great testament to AGEnda.