



Keeping Safe - Community Safety

July 2025

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Whether you're at home, out in public, or online, simple precautions can go a long way in reducing your risk of becoming a victim of a scam or theft.

Protecting yourself against crime

ATM Crime

Do not use an ATM that has any signs of tampering, shield the keypad while entering your PIN, and try to avoid any unnecessary distractions. Be aware of anyone that could be watching while you use an ATM to steal your information or to see if you are withdrawing a lot of cash. Remember, it's best not to carry around large sums of money with you.

Anti-Social Behaviour (ASB)

If you experience anti-social behaviour such as vandalism or excessive noise, you can try talking to the person responsible as they may not realise their actions are affecting others. If that doesn't solve the problem or you feel unsafe confronting them, you can report the anti-social behaviour to the Islington council at [this webpage](#). Please note that all criminal activity must be reported to the police, not as anti-social behaviour.

Blue Badges

Blue Badges can be targeted by thieves if left on display in parked vehicles. To prevent this, you can apply for a free resident electronic parking permit, which allows you to park in a resident bay without needed to display your Blue Badge. You only need to display it when parking outside your zone. Visit www.islington.gov.uk/bluebadgepermits or call 020 7527 2000 for more information.

Safe Havens

Safe Havens are public places, such as shops or community centres in Islington, where you can go if you feel unsafe or need help while out. These spaces often display a sticker in the window showing they are part of the scheme. Familiarise yourself with locations in your area and don't hesitate to use them if you feel at risk.



Cuckooing

Cuckooing is when somebody takes over the home of a vulnerable person to use it for illegal activity. Be cautious about who you let into your home, especially if they start to visit frequently, refuse to leave, or try to control parts of your home or finances. If you feel uncomfortable or suspicious, speak to a trusted professional or contact the police.

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Reporting Crime

To report criminal incidents to the police, call 999 in an emergency or 101 in a non-emergency.

To report a crime anonymously to Crimestoppers, call 0800 555 111 or visit www.met.police.uk/report.

To report anti-social behaviour (ASB) to Islington Council, call the ASB line on 020 7527 7272 or visit www.islington.gov.uk/reportASB.

Need help after a crime?

Contact Victim Support for free, confidential advice by calling the supportline on 08 08 16 89 111 or visiting www.victimsupport.org.uk.

Protecting yourself against scams

When faced with something that may be a scam, it is good practice to:

- 1) Stop - take a moment to think before giving away information or money**
- 2) Challenge - don't be afraid to reject, refuse or ignore any requests**
- 3) Protect - contact your bank immediately if you believe you've been scammed and report it to Action Fraud.**

It is also good practice to keep up with the latest scams to protect yourself, your money, and your information. The [Latest scam alerts from Which? webpage](#) keeps an updated list of recent scams in the UK.

Here are a few common types of scams you may encounter:

Phone Scams

Always hang up if you feel unsure

Scammers may call pretending to be from your bank, the police, or a trusted company. They might ask for personal details, your PIN, or ask you to install software on your device. Remember, banks and police will never ask for your PIN or send couriers to collect your card.

Try calling the service directly

If you encounter a call that seems suspicious, look up the phone number and try calling the service directly. You can call your bank by looking up the number on the back of your bank card. If you cannot find the number, you can call 159 to be safely connected.

Consider the Telephone Preference Scheme

This is the UK's only official 'Do Not Call' register for landlines and mobile numbers. Registering is free and quick, and will limit the scam and advertising calls you receive.

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Doorstep Scams

Be cautious of unexpected visitors offering repairs, gardening, or other services at your door. Scammers often pressure you into paying immediately or agreeing to unnecessary work. Always check the identity of visitors and don't feel rushed to make decisions, a genuine visitor should be happy to wait. A closed door is a safe door.

Email Scams

Phishing emails may look genuine but will ask you to click links or provide personal information. They often create a sense of urgency to get you to act quickly. Never respond to emails asking for your details or financial information unless you are 100% sure that it is from someone you trust. You can forward these emails to report@phishing.gov.uk.

Postal Scams

You might receive letters about fake prize winnings, lottery claims, or requests for donations to fraudulent charities. Never send money or personal details in response to unexpected mail without checking if the source is genuine first.

What do I do if I've been scammed?

There are many resources available for those who have been scammed, offering both practical advice and emotional support:

Action Fraud

Report any kind of fraud by visiting actionfraud.police.uk or calling them at 0300 123 2040

Your bank

If you've noticed unusual activity with your bank account, call 159 or the number on the back of your bank card. If you have lost money, your bank may be able to recover it under certain circumstances, though not always.

Victim Support

24/7 free and confidential support to victims and witnesses of crime. Call their supportline on 08 08 16 89 111 or visit their website at victimsupport.org.uk.

Citizens Advice

Contact Citizens Advice at citizensadvice.org.uk for information and advice about how to avoid scams and fraud.

For further support

See the printable [Age UK guide: Staying Safe](#) and [Age UK guide: Avoiding Scams](#)

If you need any additional support, please get in contact with Age UK Islington. See below for our contact details.

020 7281 6018

gethelp@ageukislington.org.uk

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