



# Norfolk Factsheet 4

## Keeping safe in Norfolk

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For details of all Age UK Factsheets, go to

[www.ageuk.org.uk/norfolk](http://www.ageuk.org.uk/norfolk)

## Keeping your home safe

### The good news

Crime surveys and statistics tell us that older people may feel more vulnerable to some crimes, but they are actually less likely to become victims. In fact, the older the householder, the less likely it is that their house will be burgled- People older than 74 years the risk of burglary was 0.9% (meaning the older you get the lower the risk)

**<https://thecrimepreventionwebsite.com/home-security-assessment/470/burglary-risk/>**

However, this may not prevent older people, their carers, relatives and friends from worrying about home security. This fact sheet provides local information on how to find, advice and practical help with home security in Norfolk.

### Home Watch Schemes

Home Watch (also known as Neighbourhood Watch) schemes are local self-help groups working towards crime prevention and improved home security in the community. Local police work in partnership with friends and neighbours who live in the same area. Neighbours are given regular advice on home security and are encouraged to look after one another's security by looking out for suspicious behaviour in their area. Home Watch schemes are often provided with security marking equipment, such as ultra-violet pens and etchers.

For information about the Neighbourhood Watch and Home Watch network, go to [www.ourwatch.org.uk](http://www.ourwatch.org.uk) which includes a postcode search to find schemes in your area. Home Watch enquiries can be made by contacting your local Safer Neighbourhood Policing team on 101.

### Norfolk Home Improvement Agencies

Norfolk Home Improvement Agencies (operated by local councils) can give specialist advice to older home owners and private sector tenants on getting repairs, improvements or adaptation work. These HIA schemes (also known as Care & Repair) cover the entire county and will advise on what funding is available in your part of Norfolk. Home visits are made to determine the needs of the client. For information, go to **[www.heron.nhs.uk](http://www.heron.nhs.uk)** (Care and Repair) or contact your local service:

- Broadland (Care & Repair) 01603 430518
- Great Yarmouth (Safe at Home) 01493 846190
- Norwich (Norwich Home Improvement Team) 0344 980 3333
- South Norfolk (Care & Repair) 01508 533705 Freephone 0808 168 2000
- West Norfolk & Breckland (Care & Repair) 01553 616200

## Traders

**Rogue Traders** are people who pretend to be builders, gardeners or repair workers wanting to do 'urgent' repairs or other work on the house or garden or sales people offering bargain products. They often pressurise householders to pay in advance for materials or do poor work at highly inflated prices. The best advice is not to deal with anyone on your doorstep who turns up uninvited. Do not buy goods or services from people who make unsolicited calls to your door.

Norfolk Constabulary works closely with partners such as Trading Standards throughout the year to tackle these sorts of crimes. For information, go to **[www.norfolk.police.uk/advice/home-safety/rogue-traders-cold-callers](http://www.norfolk.police.uk/advice/home-safety/rogue-traders-cold-callers)** where there is a Home Safety section including information on 'Rogue Traders & Cold Callers' Anyone with information that could lead to the arrest of any doorstep offender or rogue trader should ring Norfolk Constabulary on 101 or call Crimestoppers anonymously on **0800 555 111**.

### Norfolk Trusted Trader

The Norfolk Trusted Service is free to Norfolk residents and is aimed at helping older and vulnerable people remain safe and independent in their own homes. The scheme is run by Norfolk County Council Trading Standards Service in partnership with Referenceline. They provide a directory of reliable providers offering a wide range of services, including home maintenance and improvement, car servicing and repairs, personal care services and IT support.

All traders in the scheme are checked by Norfolk Trading Standards and must have public liability insurance. Members of the Trusted Trader scheme agree to comply with strict standards and to undergo a series of background checks as part of the accreditation process.

They must also agree to abide by the codes of practice of the scheme which include having a clear pricing policy, providing written receipts and making sure employees and contractors are trained appropriately. Member businesses are assessed by their own customer, through a survey system operated by Referenceline. Traders give their customers feedback forms which are then published on the Norfolk Trusted Trader website. For information, go to **[www.norfolk.gov.uk/business/trading-standards/trusted-trader](http://www.norfolk.gov.uk/business/trading-standards/trusted-trader)** or, if you need help using the directory, call their Customer Service Centre on **0344 800 8020**.

## **Home Security**

### **Tips**

Home security is the best way to reduce your chances of being burgled.

For example:

Don't leave spare keys outside or in a garage or shed. Always keep sheds and outbuildings locked. Keep car and garage keys out of sight in the house. Don't leave window and door keys in their locks.

Always draw your curtains at night and make sure valuable items cannot be easily seen from outside.

Visible burglar alarms and good outside lighting will deter burglars. Make sure that your security lights don't disturb your neighbours and that your alarm turns off after 20 minutes at the most.

Get insurance cover for your most valuable possessions. Remember: if you don't lock your house, your insurance may not cover you.

Mark important and expensive possessions with your postcode and house number using special security markers. Keep a record of the make, model and serial numbers of all your electrical equipment for reference too. If the police recover them after a burglary, this record will be proof that they are stolen goods – and that they are yours.

Cancel milk or other deliveries if you will be away for days or weeks at a time.

### **Marking your property**

Property marking is quick and easy. Consider all the things you would be sorry to lose or find hard to replace.

There are a number of ways of marking valuable items as a deterrent to thieves.

However you choose to mark your property, you should show that you have taken crime prevention measures and always use stickers if provided. Inform your insurance company as you may get a discount.

### **Tips**

Put your postcode on the item followed by surname or door number/house name.

If you are a student studying away from home include the initials of your university or school and your student number.

Permanent marker pen or paint can be used on large pieces of machinery, tools and garden equipment, but remember to avoid placing the marks where weathering and cleaning might erase them.

Take colour photographs of any valuable or unusual items, paying special attention to any unique marks such as initials, crests or damage.

Publicise the fact that you have taken these measures by using appropriate signage and stickers.

## **Products**

- Choose products that have been tested, for example: Sold Secure and Secured by Design products.
- Ultra violet (UV) or invisible marking - The UV marker pen is only visible using a UV light. Police may use them when property is recovered. Remember that UV markings need to be re-applied from time to time as they will fade.
- Engraving or etching will work on most hard surfaces.
- Ceramic marking pens are specially designed to mark china, glass or glazed surfaces.
- Forensic marking involves using harmless solutions that contain a unique forensic code (like a fingerprint), making it easy to identify marked items.

Your local Crime Prevention Officer may lend or sell you equipment to mark your property. Home Watch schemes may also hold property coding equipment. Alternatively, Norfolk libraries have a number of marker sets, complete with ultra-violet lamps. If they are not on the shelves of your local library, the librarian can order the kit for you from any other Norfolk library.

For information, go to <https://www.norfolk.police.uk/advice/crime-prevention-z> – the 'Home Safety' section includes details of 'Property Marking'. If you would like advice, contact one of Norfolk Police's Crime Prevention Officers (CPOs) on 101.

## **www.immobilise.com**

The police have joined forces with Immobilise, a national online property database to help keep property safe and return stolen items to their rightful owners.

At Immobilise (an online support site), you can create a free, private and secure portfolio of all your valuable personal property and can register online which enables police forces across UK to identify the owner of lost or stolen goods. Almost any possession with a serial number can be registered free, including mobile phones; iPods, MP3 players and games consoles; laptops, computers and tablets; satellite navigation and in-car equipment; bicycles.

## **Key safe Scheme**

A key safe is a secure box with a combination-code used for keeping a spare key for anyone who has multiple visitors but has difficulty getting to the door to let them in. For information, go to [www.norfolk.gov.uk](http://www.norfolk.gov.uk) 'Key safe' section.

Norfolk District Councils provide key safe services as follows:

- Breckland (KL & WN Handyperson service) 01553 616371
- Broadland District Council (Handyperson+) 01603 430518
- Great Yarmouth District Council (Safe at Home) 01493 846190
- King's Lynn and West Norfolk Handyperson service 01553 616371
- South Norfolk District Council Handyperson service 01508 533705

Costs and conditions may vary or you may contact a private company for details of their charges. For information, go to [www.norfolk.gov.uk](http://www.norfolk.gov.uk) to 'Find a Trusted Trader' in their Norfolk Trusted Trader directory.

## **Key safe Installation**

Key safe Installation provide, supply and install Approved Key safes anywhere in Norfolk and is an accredited Norfolk Trusted Trader, is a Supra UK Approved Key Safe Installer and a member of the Home Shield Partnership run by Norfolk County Council. For information, go to [www.keysafeinstallations.co.uk](http://www.keysafeinstallations.co.uk) or call Rob Jenkin of Norwich on **07554 443374**.

## **British legion help living at home service**

<https://www.britishlegion.org.uk/get-support/care-and-independent-living/independent-living/help-living-at-home> The Legion's service helps ex-Service people and their families with small household repairs and minor adaptations.

If you're having trouble with those small household repairs and minor adaptations around your home, the Royal British Legion's service with a dedicated, experienced team fully trained, to carry out low-level maintenance in your home, including:

- Putting up shelves, hanging pictures and mirrors
- Changing light bulbs and security light installation
- General plumbing, including fixing or replacing leaking taps
- Fitting smoke alarms and carbon monoxide detectors
- Fitting and changing door locks and other security features
- Installation of grab rails and access ramps

Call free on **0800 802 8080** or email **info@britishlegion.org.uk**

### **Norfolk Keyholder Service**

If you are in the Keysafe scheme, Norfolk Constabulary can also store your key safe information if you wish them to. Registration to the Keyholder service, provided by Norfolk Constabulary, ensures peace of mind to both home and business owners. Once your application has been processed, you will receive confirmation with a door notification sticker. Should the need arise in an emergency, a nominated trusted friend or relative would be contacted when you are not there.

For information, go to [www.norfolk.police.uk](http://www.norfolk.police.uk) 'Keyholder Register' (this section includes an advice section on the Keyholder Scheme and where you can download a Keyholder registration form and a Keyholder brochure) or call on 101 and ask for details of the Norfolk Constabulary Keyholder Scheme.

### **Locks and Locksmith**

Security-awareness is important for crime prevention. Knowing which types of locks you have on your doors and which security measures are recommended by the police, may help you to feel safer in your home.

- Five lever (mortice) deadlocks or sash locks - check to make sure that the British Standard Number is 3621. These locks can only be unlocked with a key. Once locked they cannot be opened from the inside without a key.
- Window locks - recommended as many thieves choose to enter through windows.
- Door viewers (spy-holes) - these increase safety, as they will enable you to identify callers before opening the door.
- Lockable door chains - these enable you to speak to strangers at the door without letting them in.
- Rim latches (Yale locks) - most front doors are fitted with these, which lock automatically when the door is closed. On its own, the yale lock is not as effective as others mentioned because it can be opened from the inside without a key and is generally easier for thieves to open. It is generally recommended, that you have other locks fitted to accompany the yale.

For more information on home security, and the safest locks, contact your local Crime Prevention Officer via Norfolk Constabulary on 101.

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

If you are interested in having new locks fitted privately, MLA will provide you with a free list of professionally registered locksmiths in your local area. For information, go to [www.locksmiths.co.uk/county/norfolk](http://www.locksmiths.co.uk/county/norfolk) (online contact form) or contact them on **01327 262255** or email [enquiries@locksmiths.co.uk](mailto:enquiries@locksmiths.co.uk)

## **Scams and bogus callers**

### **Bogus Callers**

Bogus callers are people who come to your door and pretend to be someone they are not, like a workman or someone from a utility company who use a variety of stories to gain access to a your home so they can steal. They may pose as an official caller from a local authority or a utility company with a plausible explanation for needing to enter the home. Bogus callers can be very persuasive. When a bogus caller uses a trick to enter a home and steal property it's called a 'Distraction Burglary'.

### **Trading Standards**

Norfolk County Council Trading Standards supports residents via the establishment of 'No Cold Calling Zones' throughout Norfolk. A 'No Cold Calling Zone' is a designated area where the resident community declare they no longer wish to accept traders calling at their homes without an appointment. No Cold Calling Zones are a deterrent to unscrupulous traders and bogus callers, who do not want to be recognised or 'logged' as working within an area. The zone is designated via the installation of signs at the entrance and exit to the zone.

Trading Standards supply suitable signs, residents' packs, door stickers and offer continued support to established zones. These zones are not imposed or created by Trading Standards – they are a collective voice of residents, which in turn is supported by Trading Standards. There is no law preventing 'Cold Calling'. However, by law, you have 14 days to cancel contracts signed at home or your place of work if costing more than £42. The trader must give you a cancellation notice, allowing a 14-day cooling off period. It is a criminal offence if they don't do this and Trading Standards may be able to take enforcement action.

For information, go to <https://www.norfolk.gov.uk/business/trading-standards/consumer-advice/no-cold-calling-zones> where you can apply online for an area to be a 'No Cold Calling Zone' or contact the Citizens Advice Consumer Helpline on **03454 040506**.



## Consumers

### Citizens Advice Consumer Service

This advice service (which is the official consumer service) provides free, confidential and impartial advice on consumer issues.

For information, go to **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)** or contact the consumer helpline on **03454 040506**. More complex problems or complaints, requiring further investigation or assistance, will be referred to Trading Standards or other advice services.

### Citizens Advice

Provide free information, advice and assistance on your rights, responsibilities and entitlements. There are three ways to access their services – via their secure website; via their advice line; in person (appointments will only be offered after an assessment).

### Norfolk Citizens Advice

Advice line: 03444 111444

Email: [public@ncab.org.uk](mailto:public@ncab.org.uk)

Website: **<https://citizensadvice.org.uk/local/norfolk>**

## Mail

### Paper directories

Delivery of the three main paper directories in UK can all be cancelled:

- **Yellow Pages** call on **0800 777449** or use their online contact form **[www.yell.com](http://www.yell.com)**
- **Thomson Local** call on **03330 145 045** or email **[info@thomsonlocal.com](mailto:info@thomsonlocal.com)**
- **BT Phone Book** call on **0800 833400 (option 2)** or email **[directory.products@bt.com](mailto:directory.products@bt.com)**

### Royal Mail – Door-to-Door – Opting Out

The Royal Mail ‘Door-to-Door’ service delivers unaddressed mail (usually marketing material such as leaflets or brochures) on behalf of companies and organisations.

For details, go to **[www.personal.help.royalmail.com](http://www.personal.help.royalmail.com)** where there’s a section on ‘How do I opt out of receiving any leaflets or unaddressed promotional material?’

If you want to stop receiving unaddressed mail delivered by Royal Mail to your home, there are a few things you should consider before applying for an opt out.

- This opt-out will not stop mail addressed ‘to the occupier’.
- The opt-out service only relates to unaddressed mail.

- Opting out stops delivery of all unaddressed items.
- Opting out means no one resident at the address will receive unaddressed mail.
- You may miss important information sent from local or national government bodies or other publications that are sent via this service.
- Be aware that Royal Mail delivers a minority of the total volume of unaddressed mail items.
- The opt-out will not cover any other distributors, who will continue to deliver.
- Opting out of Royal Mail Door to Door deliveries will not necessarily reduce by a significant amount of the number of items that you will receive, as there are other carriers in the market place

To apply to Opt Out, you can download a copy of the opt-out form at [www.royalmail.com](http://www.royalmail.com) or send your request for a form via email to **optout@royalmail.com** or write to Freepost, Royal Mail, Customer Services.

The opt-out form should be signed and returned to them for security reasons. Royal Mail will then stop delivering unaddressed items to your address within 6 weeks.

The opt-out will last for a period of two years from the date that Royal Mail received your opt-out form.

### **Junk mail**

There are a number of actions you can take to stop or reduce the amount of 'junk' mail you receive.

You can order a variety of 'no junk mail' stickers and labels online, go to **www.stopjunkmail.org.uk**.

Contact your electoral registration office and ask them to remove your details if you are on their 'open' register (which is a list of people and addresses that can be bought and used for sending 'junk' mail).

Contact the senders of 'junk' mail directly and ask them to stop processing your personal data for direct marketing purposes.

Return 'junk' mail to the senders – note on the envelope 'unsolicited mail, return to sender' – you do not have to pay any return postage.

Register with the Direct Marketing Association services – Contact DMA and ask them to send you an opt out form. You'll start getting less junk mail in about 12 weeks.

Direct Marketing Association

DMA House

70 Margaret Street

London, W1W 8SS

Tel: **020 7291 3300** Email: **yourchoice@dma.org.uk**

## **Deceased Preference Service (DPS)**

The Deceased Preference Service is a free service where relatives and friends of the deceased can register their loved one's details on a secure data file to prevent post being addressed to them and to assist companies in combating criminal fraud which may be committed in the name of the deceased.

Registration forms are available free of charge from the DPS or you can register online. Further information is available on **0800 0684433** or at **[www.deceasedpreferenceservice.co.uk](http://www.deceasedpreferenceservice.co.uk)**

## **Utilities**

### **Password Schemes**

All electricity, gas and water companies have a doorstep password scheme to help to protect you from bogus callers. You can set up a unique password with each company so that, when their representatives call, they will confirm your password to show they are legitimate.

To register, you will need to contact each company – see your bills for contact details.

### **Telephone and Mobile Calls**

There are several categories of unwanted calls:

- Marketing & Sales: someone trying to sell you something
- Calls made by mistake: wrong number
- Silent calls: nobody on the line
- Malicious calls: aim to distress you.
- Text calls: pre-recorded messages (if you don't have a text enabled phone)

If you are a British Telecom customer, call their Nuisance Call Advice line on **0800 661441** at any time of the day or night to receive information on how to deal with unwanted calls. BT Call Protect is a new free service available to BT customers which monitors nuisance calls and automatically stops them getting through and sends them to a junk voicemail. For information, go to **[www.bt.com/btcallprotect](http://www.bt.com/btcallprotect)** or call **1572** on your home phone.

If you are not a BT customer, contact your own network operator for assistance. However, if you are receiving abusive, threatening calls, malicious calls or calls otherwise distressing you, you should report them to your local police by dialling **101**. The police can authorise your phone service provider to trace malicious calls

To reduce computer-generated calls (silent calls), there is a separate service called Silent Call Guard – you can register with them on **0844 372325**.

The Telephone Preference Service (TPS) is a free service. It is the official central opt out register on which you can record your preference not to receive unsolicited sales or marketing calls. **It is a legal requirement that all organisations (including charities, voluntary organisations and political parties) do not make such calls to numbers registered on the TPS unless they have your consent to do so.** To register either call **0345 070 0707** or visit <https://www.tpsonline.org.uk/tps/index.html>

If you are receiving nuisance calls, you can call BT Adviceline (Yell.com) on **0800 666700**.

Find more info on staying safe from scams by visiting Age UK <https://www.ageuk.org.uk/discover/2019/june/staying-safe-from-scams/>

### **Internet security and online shopping**

For more info on staying safe can be found by visiting Age UK <https://www.ageuk.org.uk/information-advice/work-learning/technology-internet/internet-security/>

### **Loan Sharks**

Loan Sharks are unlicensed money lenders who operate outside the law, often charge very high interest rates and sometimes use threats to frighten people who can't pay back their loans. You can check if a company is authorised and report loan sharks anonymously.

If you have borrowed money from a loan shark and are having problems, you can contact Norfolk County Council's Trading Standards in confidence for help and advice on **0300 5552222** (24 hours service) or email **reportaloanshark@stoploansharks.gov.uk** you can also text '**LOAN SHARK**' and the lender's details to **60003**.

### **Financial Conduct Authority (FCA):**

The FCA keeps details of all licensed lenders. To check if a lender is licensed, search the Financial Services Register online at [www.fca.org.uk](http://www.fca.org.uk).

This register is a public record that shows details of firms, individuals and other bodies that are, or have been, regulated by the PRA (Prudential Regulation Authority) and/or the FCA. For further information, contact the FCA's consumer Freephone helpline on **0800 1116768** (for a consumer webchat call on **0300 5008082**) or email **consumer.queries@fca.org.uk**.

## Crime

### Crime Reduction Advice

Norfolk Constabulary provides crime reduction advice via:

- **Internet:** For information, go to Norfolk Constabulary's website [www.norfolk.police.uk](http://www.norfolk.police.uk) (online contact form) and follow the link to 'Advice' which includes a section on Home Safety with steps you can take on 'Keeping your home safe'.
- **Telephone:** For non-urgent crime reduction advice call the Norfolk Constabulary on 101; minicom for the hard of hearing **01953 424200**; text phone **18001 101**; email **enquiries@norfolk.pnn.police.uk** Ask to be put in touch with your local Crime Prevention Officer.
- **Public Enquiry Office (PEO):** For information, go to Norfolk Constabulary's website [www.norfolk.police.uk](http://www.norfolk.police.uk) and follow the link to 'How to Find Us' which lists those Police Stations that have PEOs that are open to the public.

- **Crimestoppers**

Crimestoppers is an independent UK-wide charity operating a helpline to prevent and solve crimes. This scheme enables you to give information about crimes that affect you and your local community. Because they are anonymous, no-one will ever know you made the call. Your calls are not traced and you will never have to give a statement or go to court.

Call Crimestoppers anonymously on their freephone helpline **0800 555111**. When you call Crimestoppers, you'll speak to a specially trained person. They'll take the information you give them, make sure it doesn't contain anything that could identify you and pass it on to the police. At no time will your personal details be asked for. For information, go to [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org) which includes a comprehensive list of security tips and an online anonymous form (Give Information forms).

### In the event of a crime:

After a crime has been committed, victims often feel vulnerable and unsafe at home. They may need practical and emotional support.

### Norfolk Constabulary:

Private householders and businesses throughout Norfolk can get a free site-specific crime prevention survey of their premises carried out by a qualified member of their staff. They have many officers in the Safer Neighbourhood Team who are trained to do

domestic crime prevention surveys and they can be contacted through the team that services your area.

For information, go to [www.norfolk.police.uk/your-area](http://www.norfolk.police.uk/your-area) where there are contact details for local Safer Neighbourhood schemes or call Norfolk Police on **101** for crime prevention advice.

### **Victim Support**

Victim Support is the UK independent charity which helps people to cope with the effects of crime. Victim Support will provide crime victims with one-to-one support and protect their confidentiality. They can visit or contact crime victims within 24 hours of the crime and are able to lend burglar alarms, to those who are living in fear of crime. Guiding crime victims through practical matters, such as court attendances, insurance claims, and legal and financial issues is also part of their role. For information, go to [www.victimsupport.org.uk](http://www.victimsupport.org.uk) (online contact form) or contact their national Victim Supportline on **0808 1689111**.

### **Norfolk – Get help from your local team:**

For local information, go to

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/east-england/norfolk>

For help and support, call your local victim care team on 0300 303 3706 (lines are open Monday to Friday 08.00am-5.00pm) or visit <https://www.nsvictimcare.org/contact-us/>

If you need support outside their opening hours, call their national Supportline on **0808 1689111** or request support via their website. Victim Support's local office is based at

6 Taverners Square,  
Silver Road,  
Norwich,  
NR3 4SY.

### **Identify theft and fraud**

Identity theft is a form of stealing someone's identity. There are many ways that criminals can get your personal details (name, address, bank account etc.). With these, they can open bank accounts, get credit cards and loans, apply for state benefits and get documents such as passports and drivers licences in your name.

To reduce the risks, store documents in a secure place and shred correspondence with your personal information on it wherever possible. Never write down or give anyone your

PIN number. Remember credit card companies and the police will never ask for your PIN number.

Identity fraud can be described as the use of that stolen identity in criminal activity to obtain goods or services by deception. Stealing an individual's identity details do not, on its own, constitute identity fraud but using that identity does. The first you may know of it may be when you receive bills or invoices for things you haven't ordered or when you receive letters from debt collectors for debts that aren't yours.

### **Action Fraud**

If you think you have been a victim of fraud, report it to Action Fraud, which is the UK's national fraud and cyber crime reporting centre. For information, go to [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or call on **0300 1232040** (textphone **0300 1232050**). Specialist phone advisors are available Monday to Friday from 8.00 a.m. to 8.00p.m.

Their online advisor service is available at all times – by using 'web chat' you can speak 'live' to their Contact Centre who can assist you with queries or with an online report. . You can report fraud or an internet.

### **Useful contacts / organisations**

#### **Get Safe Online:**

This is a public/private sector partnership, support by HM Government and leading organisations in banking, retail, internet security and other sectors. Their aim is to provide users and their computers, mobile devices and businesses with free, independent, user-friendly advice that will assist them to use the internet safely and securely. It includes how to avoid online rip-offs and how to take care of your identity and privacy. For information, go to **[www.getsafeonline.org](http://www.getsafeonline.org)** (online contact form).

#### **Information Commissioner's Office:**

This UK independent authority has been set up to uphold information rights in the public interest, promoting openness for public bodies and data privacy for individuals. For information about controls on nuisance calls and messages; spam text; telesales calls; automated calls; spam email; silent or abandoned calls, go to **<https://ico.org.uk>** or email **[casework@ico.org.uk](mailto:casework@ico.org.uk)** or call the ICO helpline on **0303 1231113**.

#### **Norfolk county council**

A scam is a dishonest scheme designed to cheat people out of money. You can keep a step ahead of the scamsters by signing up to Norfolk County Council's Trading

Standards scam alerts. Go to **www.norfolk.gov.uk** and click on Consumer Scam Alerts by email.

You can report scams to:

Citizens Advice Consumer Helpline on **03454 040506** or via their online reporting form

Action Fraud on **0300 1232040** or via their online reporting form

**Ofcom:**

Ofcom, which is the communications regulator in the UK, provides a series of online consumer guides which explain the different types of nuisance calls and messages. Each guide includes advice on what action you can take to protect yourself and who you can complain to. Ofcom's online complaints portal will help you to find the right organisation to complain to. For information, go to **www.ofcom.org.uk** (advice pages) or call their helpline on **0300 1233333**.

**Helpline telephone numbers:**

Action Fraud: 0300 1232040

Age UK (national): 0800 678 1602

Age UK Norwich: 01603 496333

Age UK Norfolk: 0300 500 1217

Anglian Water Bogus Caller Helpline: 0800 145145

BT Nuisance Calls Advice Line: 0800 661441

Citizens Advice Norfolk Advice Line: 03444 111444

Citizens Advice Consumer Helpline: 03454 040506

Crimestoppers UK: 0800 555111

FCA Consumer Helpline: 0800 111 6768 or 0300 500 8082

Loan Shark Confidential Hotline: 0300 5552222

Ofcom Consumer Helpline: 0300 1233333

Norfolk Constabulary HQ: 101 (non-emergency)

Norfolk County Council: 0344 8008020

Victim Supportline (National): 0808 1689111



**Useful Publications:**

‘MLA Guidelines for the Minimum Security for Domestic Property’

For a free copy, contact the Master Locksmiths Association or download from [www.locksmiths.co.uk](http://www.locksmiths.co.uk)

**Age UK Information guides:**

IG01: Staying Safe IG05: Avoiding Scams

IG45: Protecting yourself IL4: Internet Security

To view an index list of all factsheets, go to [www.ageuk.org.uk/norfolk](http://www.ageuk.org.uk/norfolk)

Single copies of this list and of all Age UK factsheets and information guides are available from Age UK Norfolk. Contact us with requests on 0300 5001217 or email [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk)

Age UK Norfolk has been in existence since 1947

The mission of the charity is  
“Making Norfolk a great place to grow older”

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We hold the Advice Quality Standard which provides you with assurance that we have met certain criteria that demonstrates a commitment to quality.