



Contacts and further information

Police

Chief Constable

The Chief Constable is appointed by the Police Authority to head the local police force. Annual policing plans are prepared to inform the public of the policing objectives for that area and an annual report is prepared. The local consultative committee is one method whereby the local Police Commander and the Chief Constable can gauge the feelings and expectations of the communities they serve.

Police Authority

The Police and Magistrates Courts Act 1994 provides that normally, each Police Authority shall consist of 17 members (although provision is made that the Secretary of State may by order increase membership).

Where membership is set at 17:

- nine shall be members of the relevant Council;
- five shall be independent;
- three shall be magistrates.

A duty is placed on every Police Authority to secure the maintenance of an efficient and effective police force for its area.



Local Consultative Committee

Lord Scarman, in his report on the Brixton riots, recommended that there should be procedures to enable the police to consult local communities.

Section 106 of the Police and Criminal Evidence Act strengthened these informal arrangements by putting them on a statutory basis. It was accompanied by a Home Office Circular. The guidance refers to matters which might properly be the subject of local consultation but exclude discussion of individual cases and certain operational matters, but include 'discussion of the incidence of and the police response to both crime generally and specific types of crime' and 'the operation of police procedures and policy in relation to law enforcement'. Guidance is also given on membership.

A recent development in the background to police/community consultation has been the introduction of provisions in the Police and Magistrates Courts Act 1994 relating to the annual setting of objectives for the policing of each area. Objectives are determined by the Police Authority in consultation with the Chief Constable and are published in a local policing plan. Each Police Authority is first required to consider any views of the local community obtained in accordance with the arrangements made under Section 106 of the Police and Criminal Evidence Act.

Crime Prevention Panels

Panels are groups of local people who work in partnership with the community, the police and other agencies to prevent crime and improve the quality of life. The best panels are not talking shops but take action to:

- cut opportunities for crime;
- help and reassure those who live in fear of crime;
- develop closer communities;
- design interesting and absorbing activities for young people in danger of drifting into anti-social behaviour.



Voluntary organisations

Crimestoppers

Crimestoppers is a national crime information collection scheme that enables the public to give information anonymously using the Crimestoppers freephone number tel: 0800 555 111.

It operates 24 hours a day, every day of the year.

Victim Support schemes

Victim Support is an independent national charity. Trained volunteers based in local schemes contact people after a crime to offer free, confidential support and advice. People are referred to Victim Support by the police and other organisations, or make direct contact themselves to ask for help.

Crime Concern

A national crime prevention organisation, it is a registered charity and has been operating since 1989. It works with national and local partners to reduce crime and create safer communities.

Crime Concern currently manages over 40 national and local projects across England and Wales, including 14 Safer Cities projects. It provides a wide variety of not-for-profit consultancy and training services for national and local clients and other specialist advice in areas of criminality prevention, high crime neighbourhoods, town and city centres, youth crime, women's safety, business crime, passenger safety, rural crime, safer schools and health services.



NACRO

NACRO is an independent voluntary organisation working to prevent crime and promote the resettlement of offenders in the community. It has a Head Office in London but has offices and projects providing resettlement, employment training, housing and many other general and specialised services throughout England and Wales.

Help the Aged

For help on a variety of problems, call the advice line on:
Tel: 0800 289 404

Age Concern

You can call this group for pensioners at their Head Office:
Tel: 0181 679 8000

Citizens Advice Bureaux

Your local Citizens Advice Bureau can give advice and help you get legal advice. See your local phone book for the number of the nearest CAB.

Commission For Racial Equality

Was set up by the Race Relations Act 1976 and works towards the elimination of racial discrimination and the promotion of equal opportunity between people of different racial groups.

Their address is:

10-12 Allington Street

London SW1E 5EH

Tel: 0171 828 7022

They will also have the number of your local Racial Equality Council.



Local Authorities

If you are a council tenant and have any problems, your Local Authority Housing Department may be able to help. Many local Councils have community or race relations officers who offer practical support and guidance to those who have suffered harassment.

Local Voluntary Service Councils

For details of your local office, contact the National Association of Councils for Voluntary Service (NACVS):
3rd Floor, Arundel Court
177 Arundel Street
Sheffield S1 2NU
Tel: 0114 278 6636

The Samaritans

They offer confidential emotional support 24 hours a day by phone, face-to-face or by letter. There are over 200 branches in the UK and Eire staffed by trained volunteers. See your local phone book for local numbers and addresses or ask the Operator.



Children

Many police forces and schools organise Junior Citizen or Crucial Crew schemes for junior school children. They teach them how to cope with everyday dangers both in the home and outside. They also encourage good citizenship. Ask your children's school or your local Community Police Officer about these programmes. You can also contact Crime Concern for information about Crucial Crew.

The police and social services will investigate any suspected case of child abuse, ill treatment or neglect. If you believe a child has been abused in any way or put in fear of an assault, contact the police, social services or the NSPCC immediately. There are a lot of groups that can help. Your doctor may be able to tell you which one is best.

The National Society for the Prevention of Cruelty to Children (NSPCC)

The London Head Office telephone number is 0171 825 2500.
or see your local phone book for local branches.

Survivors of Sexual Abuse

Tel: 0181 890 4732

Childline

This is a free telephone line offering confidential counselling for children in trouble or danger or for worried parents.

Tel: 0800 1111

You can write to Childline at:

FREEPOST
1111 London
N1 4BR



Parentline

Offers help and advice to parents who are under stress or experiencing difficulty with a child.

Mothers of Abused Children

Based in Cumbria, it provides telephone counselling for victims, parents and people who have been abused in the past.

Tel: 0169 733 1432 after 6.30 p.m.

National Children's Home Careline

Tel: 0181 514 1177

Kidscape

Write to:

152 Buckingham Palace Road

London

SW1W 9TR

Exploring Parenthood

A national charity that offers fact sheets and a counselling service. You can contact them at:

Latimer Education Centre

194 Freston Road

London W10 6TT

Tel: 0181 960 1678

High/Scope UK

Train staff to work with pre-school children in various settings, to teach them decision-making and evaluation skills. Their address is:

Copperfield House

190-192 Maple Road

London SE20 8HT

Tel: 0181 676 0220



Homestart UK

Volunteers give friendship, support and practical help to young families at home. Contact them at:

2 Salisbury Road
Leicester LE1 7QR
Tel: 0116 255 4988

Kids Network Club

Advice on how to set up after-school and holiday playschemes.

Their address is:

279-281 Whitechapel Road
London E1 1BY
Tel: 0171 247 3009



Women

The Suzy Lamplugh Trust

A national charity for personal safety:
14 East Sheen Avenue
London
SW14 8AS
Tel: 0181 392 1839

Women's Aid Federation

Provide an advice service, and set up refuges for victims of domestic violence.
Tel: 0117 963 3542

Social Services

If a woman and her children need to get away from a violent man, social workers at the local council can put them in touch with a nearby refuge for women. The 24-hour emergency number will be in the local phone book.

Rape Crisis Centres

If anyone has been raped, help and support can be provided. Find the nearest centre by calling 0171 837 1600.

Malicious callers

British Telecom offer an advice service and leaflet on how to deal with malicious callers.
Tel: 0800 666 700

A recorded message will advise you. If you need further advice, dial 150 (free), between 8.00 a.m. and 6.00 p.m Monday to Saturday.



Alcohol and drugs

There are many organisations that can be contacted for advice on alcohol or drugs. Some are listed below:

Getting help locally

Talk to your doctor, or a teacher, social worker, probation officer or citizen's advice bureau, or contact your local health education unit (the number will be in the local phone book under Health Authority).

Counselling agencies

The above may be able to put you in touch with counselling agencies. If not, try the following:

Alcohol Concern

A national charity working to promote sensible drinking and to improve services to help problem drinkers. They produce a booklet entitled 'Alcohol and your children'.

Contact them for information or advice on how to be put in touch with a local alcohol advisory service:

Waterbridge House
32-36 Loman Street
London SE1 0EE
Tel: 0171 928 7377

Health Education Authority

Produce educational material including leaflets on drugs and alcohol. Available through GP surgeries and health promotion units:

Hamilton House
Mabledon Place
London WC1H 9TX
Tel: 0171 383 3833



TACADE

Drug and alcohol advice and education organisation offering information and training:

1 Hulme Place,
The Crescent
Salford M5 4QA
Tel: 0161 745 8925

Leaflets on drugs are available from:

The Health Publications Unit
No. 2 Site
Heywood Stores
Manchester Road
Heywood
Lancashire OL10 2PZ

Titles include:

'Drugs & Solvents - You and your child'
'Drugs - A parents' guide'
'Solvents - A parents' guide'

SCODA

(Standing Conference on Drug Abuse)

Have a list of local services throughout the country:

Waterbridge House
32-36 Loman Street
London SE1 0EE
Tel: 0171 928 9500



Re-Solv

(The Society For The Prevention Of Solvent And Volatile Substance Abuse)

Deals solely with solvent misuse.They publish leaflets, booklets and videos and know about local agencies that can help:

30A High Street

Stone

Staffordshire ST15 8AW

Tel: 0178 581 7885

ADFAM National

A charity for the families and friends of drug users. It provides a National Helpline offering information and confidential support:

5th Floor, Epworth House

25 City Road

London EC1Y 1AA

Tel: 0171 638 3700



Disability

Disabled Living Foundation

380-384 Harrow Road
London W9 2HU
Tel: 0171 289 6111
Fax: 0171 266 2922

National Federation of the Blind of the UK

Unity House
Smyth Street
Westgate
Wakefield
West Yorkshire WF1 1ER
Tel: 01924 291313

RADAR

(Royal Association for Disability & Rehabilitation)
Unit 12
City Forum
250 City Road
London EC1V 8AF
Tel: 0171 250 3222
Fax: 0171 250 0212
Textphone: 0171 250 4119 (Minicom)



Royal National Institute for the Blind (RNIB)

224 Great Portland Street
London W1N 6AA
Tel: 0171 388 1266
Fax: 0171 388 2034

Royal National Institute for Deaf People

9-23 Featherstone Street
London EC1Y 8SL
Tel: 0171 296 8000
Fax: 0171 296 8199
Textphone: 0171 296 8001 (Minicom)



Vehicles

Automobile Association

Local offices will be in the phone book and can provide information regarding local inspections or tel: 0345 500 610.

Head Office:
Fanum House
Basingstoke
Hants
RG21 2EA
Tel: 0125 620 123.

Royal Automobile Club

Local offices will be in the local phone book and can provide information regarding local inspections or tel: 0800 333 660.

Head Office:
MI Cross
Brent Terrace
London NW2 1LT
Tel: 0181 452 8000

Sold Secure

For details of scheme members in your area and a list of recognised security products contact:

Block 36
Northumbria Police Force HQ
Ponteland
Newcastle upon Tyne
NE20 0BL
Tel: HOTLINE 0500 192 192



Association of British Insurers

For a copy of a list of security devices published by Thatcham and the video 'Car Buyer Beware', contact:

The Car Buyer's Guide
51 Gresham Street
London EC2V 7HQ
Tel: 0171 600 3337

Individual insurance companies will give you advice and may offer reduced premiums on vehicles fitted with security devices.

The Vehicle Security National Helpline

This is a self-help nationwide service for motorists, to assist them in making a decision as to how best to protect their cars against theft. It is backed by insurers and the security industry and provides the finest advice available on securing a car from attack at an affordable price. One benefit from the advice can be a reduction in insurance premiums.

The Helpline is open during normal working hours and except for the cost of a phone call, the advice given is free. Callers receive an information pack containing the latest information on insurance compliant (Thatcham) security devices and the names of their nearest (VSIB) accredited installers/suppliers.

The Vehicle Security National Helpline is a joint venture operated by the Motor Insurance Repair Research Centre (Thatcham) and the Vehicle Security Installation Board (VSIB).

Tel: 0990 502006



Vehicle Security Installation Board

For a copy of the list of fully accredited installation companies, contact:

Bates Business Centre
Church Road
Harold Wood
Romford, Essex RM3 0JF

HPI Equifax

For a check on the status of a second-hand vehicle, contact:

Dolphin House
P.O. Box 61
New Street
Salisbury
Wiltshire SP1 2TB
Tel: 01722 422 422

Motorcycle Action Group

Runs a reward scheme for information on thefts of motorcycles and parts. Contact them at:

P O Box 750
Birmingham
B30 3BA
Tel: 0121 604 1991



Homes

The following publications could be useful:

- 'Neighbourhood Watch - A Guide to Successful Schemes - October 1993.'

Available from Crime Concern, Beaver House,
147-150 Victoria Road, Swindon, Wiltshire SN1 3BU
Tel: 0179 386 3500

- 'A Practical Guide to Crime Prevention for Local Partnerships - October 1993.'

Available from Home Office, Crime Prevention Agency,
Room 583, 50 Queen Anne's Gate, London SW1H 9AT.

- 'Manual for Action' (advice on how to set up a crime prevention panel).
- You can get more information on Neighbourhood Watch in the leaflet 'Welcome to Neighbourhood Watch'.

**The above titles are available from the Home Office,
Queen Anne's Gate, London SW1H 9AT.**

- 'Partners Against Crime' - a guide to helping the police reduce crime in your neighbourhood. Available from the Home Office.
- You can get further advice on home security and postcoding your property in the leaflets 'Beat the Burglar', 'Coded for Keeps', and 'Peace of Mind When You're Away'. Available from your local police station or write to Home Office, Public Relations Branch, Room 151, 50 Queen Anne's Gate, London SW1H 9AT.



Housing department of your local council

If you are a council tenant, some councils help pay for extra locks and alarms, especially for pensioners and the disabled, or there may be a special lock-fitting scheme. If not, they or the police may tell you about any run by a voluntary or other local organisation in your area.

Home insurance companies

Some firms offer lower premiums to people who fit security locks and alarms. Some also offer discounts if you belong to a Neighbourhood Watch or Home Watch scheme. Ask the firm whether it minds which systems you buy.

Building society or bank

They may be willing to lend you the money for extra security, and to add it to your mortgage. Good security can increase the value of your property.



Crime Prevention Advice

Master Locksmiths Association

Units 4-5
Woodford Halse Business Park
Woodford Halse
Daventry
Northants NN11 6PZ
Tel: 0132 762 255 for the name of an approved locksmith in
your area.

Banks and credit card companies

Will advise you on how to protect your cash and credit cards.

For lost or stolen cards, contact your bank or credit card
company. Check your last bank statement or phone book for the
number to ring. The following numbers may be useful:

Barclays Bank	0160 423 0230
Lloyds Bank	0800 585300
Midland Bank	0181 450 3122
National Westminster Bank	0113 277 8899
TSB Card Services	0127 320 4471
American Express	0127 369 6933
Diners Club	0125 251 3500
Card Watch Campaign	0171 734 6030

- for a free advice leaflet on how to look after your
credit/debit cards.