



BSL 999 IS NOW LIVE

On 17th June 2022 the Police Service of Northern Ireland introduced the 999 BSL (British Sign Language) service.

The new service allows deaf people and those with hearing impairments to make emergency calls via the 999BSL app or website, connecting callers with a BSL interpreter remotely. The interpreter, who will appear on the caller's screen, will then relay the conversation to a 999 call handler with the Police Service, Ambulance, Fire Service or Coastguard in an emergency.

Chief Inspector Philip Prendergast, Head of PSNI Call Management, said: "The introduction of the new video relay service for British Sign Language users is a welcome and vital addition to the services already utilised by our call handlers to ensure that all members of the public can contact the appropriate services in the event of an emergency. The introduction of this free service, which is available 24 hours a day, seven days a week, 365 days a year, means that no deaf

person will be excluded when they need to make an emergency call, therefore saving lives."

Users can access the 999 BSL service in three simple steps:

- Download the 999BSL app or open the webpage [999bsl.co.uk](https://www.999bsl.co.uk)
- Press the red button 'Call 999 BSL now'
- Connect to an interpreter

For more information about the 999 BSL service, visit:

<https://hes32-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=www.999bsl.co.uk&umid=d31c2d3d-1074-411e-b9bd-471affd9c08a&auth=89b25e08eb55419b045a269f5553735f0173174a-ef6142daf42fbf0f8051843967ecaafc19835a81>

Or <https://999bsl.co.uk/>

NEW NEIGHBOURHOOD WATCH SCHEME LAUNCHED IN LIMAVADY

To find out more about setting up a scheme in your area, or for further information on Neighbourhood Watch email:

pcsp@causewaycoastandglens.gov.uk
or call 028 703 47034.

PCSP Officer Melissa Lemon and NW Coordinator Jennifer Devlin launch Castle Park Neighbourhood Watch Scheme in Limavady



Message from PCSP Chairperson Cllr Adrian McQuillan

As the new Chairperson of Causeway Coast and Glens Policing and Community Safety Partnership (PCSP) I am looking forward to working with the neighbourhood watch network and other partners for the betterment of our local area over the coming year.

The PCSP has developed an action plan which, we hope, can continue to help support our aim of local solutions to local community safety related problems. We recently launched our 999-grant scheme where groups can apply for, you guessed it, up to £999 toward community safety focused initiatives within the local community and I would encourage groups to apply. Closing dates are 12 noon on the last Friday of each month (until all funds are allocated).

Likewise, hopefully over the past few months you will have seen the positive work the PCSP have been doing to help people with disabilities in our community to feel safe and valued. There are training opportunities through this programme, which we are delighted to

see that the community have already embraced with unprecedented interest. Keep an eye on the Causeway Coast and Glens PCSP facebook page for opportunities throughout the year.

It would be remiss of me to not mention our recent public meeting which concentrated on the theme of Confidence in Policing. Local people and PCSP members took the opportunity to put their questions and concerns to the District Commander, Chief Inspector and fellow PSNI officers. The theme of confidence in policing will continue to be addressed within monthly PCSP meetings so if any member of the public has any concerns in relation to policing or would like a themed meeting held within their local area, please do not hesitate to contact me or any member of the PCSP or email pcsp@causewaycoastandglens.gov.uk.

Wishing you all an enjoyable and safe summer enjoying the Causeway Coast and Glens area!

Cllr Adrian McQuillan

New neighbourhood policing strategy a significant milestone in NI policing journey, says Chief Constable

The Chief Constable has described the launch of a new Public Engagement Vision, 'Here for you' and set of eight neighbourhood policing pledges as a "significant new milestone" in the journey of policing in Northern Ireland at an event in Newtownabbey in June.

The new vision sets out five key pillars to define the Police Service's approach for policing with the community: Attraction and Recruitment; Engagement; Procedural Fairness; Effective Neighbourhood Policing; and, Local Accountability.

Underpinning the Effective Neighbourhood Policing pillar within the Public Engagement Vision are the eight hallmarks of neighbourhood policing: Embedding the right culture; Engaging neighbourhoods, Building analytical capability; Solving problems; Targeting Activity; Accountability; Developing officers and staff; and, Developing and sharing learning.

The purpose of the hallmarks is to set a framework for a set of consistent, high-quality standards that local communities can expect of their Police Service with flexibility to develop an approach based on local needs and aspirations.

Causeway Coast & Glens District Commander, Superintendent Jeremy Lindsay said: "Over the last number of years, here in Causeway & Glens we've been working closely with and listening to our local communities, partner organisations, elected representatives, Policing & Community Safety Partnerships and the Northern Ireland Policing Board to understand what they want from their local police service. What they have consistently told us is that they need a police service that is visible in their communities, accessible, responsive when called upon, and is community-focused.

"Community safety is only possible through a partnership between police and our communities. Whether it's by providing better real-time data to problem-solve, improving local accountability, or embedding the right culture, our Public Engagement Vision sets out how we will ensure local communities feel a sense of ownership, trust and confidence in how we work together to keep people safe at a local level.

"Effective Neighbourhood Policing is a vital pillar of our Public Engagement Vision, which is why we've also launched our Hallmarks of Neighbourhood Policing which provides a framework for consistently high-quality standards that local communities can expect from their local Police. Wherever you live, the Hallmarks of Neighbourhood Policing will empower local communities to co-develop and co-deliver a neighbourhood policing approach that works for them."



Superintendent Jeremy Lindsay pictured along with Inspector Stevie Burns, Chief Inspector Louise Cummings and Chief Constable Simon Byrne at the launch of the Policing Engagement Strategy and Neighbourhood Pledges.



Profile of role of Crime Prevention Officer (PSNI)

CRIME PREVENTION OFFICER JUDITH LAVERY has been in post since 2011 offering education, reassurance and helpful security advice to people living and working in the Causeway Coast and Glens Borough.

The Police Service of Northern Ireland staff role involves offering support to people who have been the victims of crime and suggesting home security guidance on request.

"I can take people through a range of security advice including for your home and business, being mindful of scams and personal safety. This advice and support can be over a phone call or in person depending on the needs of the individual or the situation," she said.

"Sometimes we tend to take it for granted that our homes are secure. Many burglaries are committed by opportunistic criminals. Open or unlocked doors and windows are used to gain quick and easy access to homes.

"Good home security, such as using window and door locks, is the best way to reduce your chances of being burgled."

In her role, Judith works with and can refer people to a wide range of partner agencies including Women's Aid, Victim Support, Northern Ireland Housing Executive and Social Services.

One of the highlights of her role has been meeting and helping people across the borough.

"I meet so many people and am always happy to offer support and solutions to people who have questions over the security of their home or hard-earned possessions.

"I try to be as accessible as possible in these communications with others and have just completed a qualification in Makaton, or key word signing, in order to improve my communication skills. I have already used this, just two weeks after the course, when engaging with a woman in her 80s who was seeking to improve her home security.

"In addition to going out and meeting with individuals, I have spoken at a number of group engagements, if you would like me to come along to speak at your group, please do get in touch."

Other services include the Trailer Marking scheme which sees a unique identifying number placed on a trailer which helps police on the ground to establish if a trailer 'on the move' is owned by those towing the trailer.

Also the free Text Alert service by Causeway Coast and Glens PCSP and the PSNI. Texts containing brief information about a community safety issue are sent to your mobile phone.

"This is very useful for business owners in the area who may receive, for example, a warning about forged banknotes circulating in the area or of shoplifters in the area. Or if you're living in the country areas, you might benefit from receiving up-to-date information on a surge of farm machinery or livestock thefts so you can take the appropriate safety measures. The general public would also be updated on any road closures due to a road traffic collision or bogus callers in the area."

To arrange to speak to Judith on the wide range of crime prevention

advice available or to arrange a visit to your community group, call 101.

Meanwhile, you can register for the Text Alert in Causeway Coast and Glens, by emailing pcsp@causewaycoastandglens.gov.uk



Crime Prevention Officer Judith Lavery pictured with PCSP Chair Cllr Adrian McQuillan

PREVENTION IS BETTER THAN CURE: STEPS TO HELP PREVENT BURGLARY THIS SUMMER

- Check all doors and windows for any weaknesses
- Fit mortise locks to all front and back doors and locks to all downstairs windows or windows which are easy to reach.
- Fit barrel locks to the top and bottom of doors
- Make sure you keep the appropriate keys nearby in case of an emergency
- Keep your house and car keys safe and away from doors and windows.
- Ensure your burglar alarm is installed properly and works. If you don't have a burglar alarm consider installing one.
- When you are away from home, use timer switches to turn on some lights when it goes dark.
- Make sure you have up-to-date contents insurance
- Cancel any milk or newspaper deliveries when you go away.
- Before you go out, go into each room in the house and make sure all the windows are tightly shut and locked. A burglar may be less likely to enter your home if a window needs to be smashed. Check all doors leading into your home are secure and locked.
- If you have a garage, put your car inside if you are not using it
- Recent improvements in car security mean that the easiest way for a thief to steal a car is to break into your house and steal the keys for it therefore keep car keys where they will not be easily found
- Ensure your main garage door is shut and locked.
- If there are any bicycles or toys sitting around the outside of the house, put them away.



USEFUL CONTACT NUMBERS

PSNI CONTACT DETAILS



| CONTACT NAME | RANK | ROLE | STATION | MOBILE NO. | EMAIL |
|-------------------|-------------------|-----------------------------|--------------------|---------------|----------------------------------|
| Jeremy Lindsay | Superintendent | District Commander | Coleraine | 07827279444 | Jeremy.lindsay@psni.police.uk |
| Sinead McIlDowney | T/Chief Inspector | Chief Inspector | Coleraine | 07890021176 | Sinead.mcilDowney@psni.police.uk |
| Louise Cummings | Chief Inspector | Chief Inspector | Coleraine | 07890399707 | Louise.cummings@psni.police.uk |
| Colin Shaw | Inspector | Neighbourhood Policing Team | Limavady | 07795152784 | colin.shaw@psni.police.uk |
| David Burns | Inspector | Neighbourhood Policing Team | Ballycastle | 07557 261 940 | David.Burns2@psni.police.uk |
| Bjorn O'Brien | Inspector | Neighbourhood Policing Team | Coleraine | 07826866254 | Bjorn.O'brien@psni.police.uk |
| Diane Roxborough | Inspector | Local Policing team - A | Coleraine/Limavady | 07920186765 | Diane.roxborough@psni.police.uk |
| Richard Jack | T/Inspector | Local Policing Team - B | Coleraine/Limavady | 07786888384 | Richard.jack@psni.police.uk |
| Stephen Craig | Inspector | Local Policing Team - C | Coleraine/Limavady | 07827018602 | Stephen.craig@psni.police.uk |
| Sarah Cummings | T/Inspector | Local Policing Team - D | Coleraine/Limavady | 07786867954 | Sarah.cummings2@psni.police.uk |
| David Armour | T/Inspector | Local Policing Team - E | Coleraine/Limavady | 07500905440 | David.armour@psni.police.uk |
| Wendy Nixon | Sergeant | Community Planning | Coleraine | 077917370130 | Wendy.nixon@psni.police.uk |
| Mark Knowles | Sergeant | Neighbourhood Policing Team | Limavady | 07827925603 | Mark.knowles@psni.police.uk |
| Deborah Smyth | Sergeant | Neighbourhood Policing Team | Coleraine | 07747625914 | Deborah.smyth3@psni.police.uk |
| Alan Durkin | T/Sergeant | Neighbourhood Policing Team | Ballycastle | 07890021708 | Alan.durkin@psni.police.uk |

CAUSEWAY COAST AND GLENS PCSP CONTACT DETAILS

Causeway Coast and Glens PCSP would like to hear your views on any aspect of Policing and Community Safety.

COLERAINE: Cloonavin, 66 Portstewart Rd, BT52 1EY
Tel: 028 703 47031

BALLYMONEY: Riada House, 14 Charles Street, BT53 6DZ
Tel: 028 276 60254

BALLYCASTLE: Sheskburn House, 7 Mary Street, BT54 6QH
Tel: 028 207 62225

Email: pcsp@causewaycoastandglens.gov.uk

OTHER USEFUL NUMBERS

In an emergency call 999

- For deaf or hearing impaired **999BSL website or app**
- PSNI non-emergency number is **101**
- Crimestoppers **0800 555 111**
- 24 hour Domestic & Sexual Violence Helpline: **0808 802 1414**
- Causeway and Mid Ulster Women's Aid **028 703 56573**
- Foyle Women's Aid **028 7141 6800**
- Crime Prevention Officer **028 7028 0915 Ext 63915 or 101**
- Childline **0800 1111**
- Action Fraud **0300 123 2040**
- Victim Support **028 713 70086**

**THIS NEWSLETTER IS SUPPORTED BY THE
NORTHERN IRELAND POLICING BOARD AND
THE DEPARTMENT OF JUSTICE.**

With thanks to PSNI for providing information in this leaflet

