



Causeway Coast & Glens  
Policing & Community  
Safety Partnership



NEIGHBOURHOOD WATCH NEWSLETTER: Edition 28 – AUTUMN 2024

# HATE CRIME 2024

A hate crime or incident can involve people being targeted based on their disability, gender identity, race, religion and sexual orientation, and it can take many forms such as physical and verbal attacks. Over the last while, police in Causeway Coast and Glens have seen an increase in hate crimes including vandalism, graffiti, posters including threatening behaviour and even online abuse targeting individuals and their families.

With Hate Crime Awareness Week taking place in October, police want to raise awareness of the increase in hate crime across the North Coast, and highlight how it affects those who experience it and how victims can seek help and support that's available to them.

Hate Crime Lead for the Police Service of Northern Ireland, Chief Superintendent Sue Steen, said: "Hate crime in any form is totally unacceptable. It continues to be an issue across our increasingly diverse communities, and as a Police Service we want to encourage everyone to challenge this type of activity and encourage people to consider diversity as something that should be embraced and celebrated. There is no excuse or place for hate crime in the areas where we live and work, and people should feel safe.

"Raising awareness of Hate Crime remains an important priority for police, we encourage victims and witnesses to not remain silent, but to come forward and report these crimes. The more we understand the extent of hate crime, and the impact on those who experience it, the more effective our policing response can be.

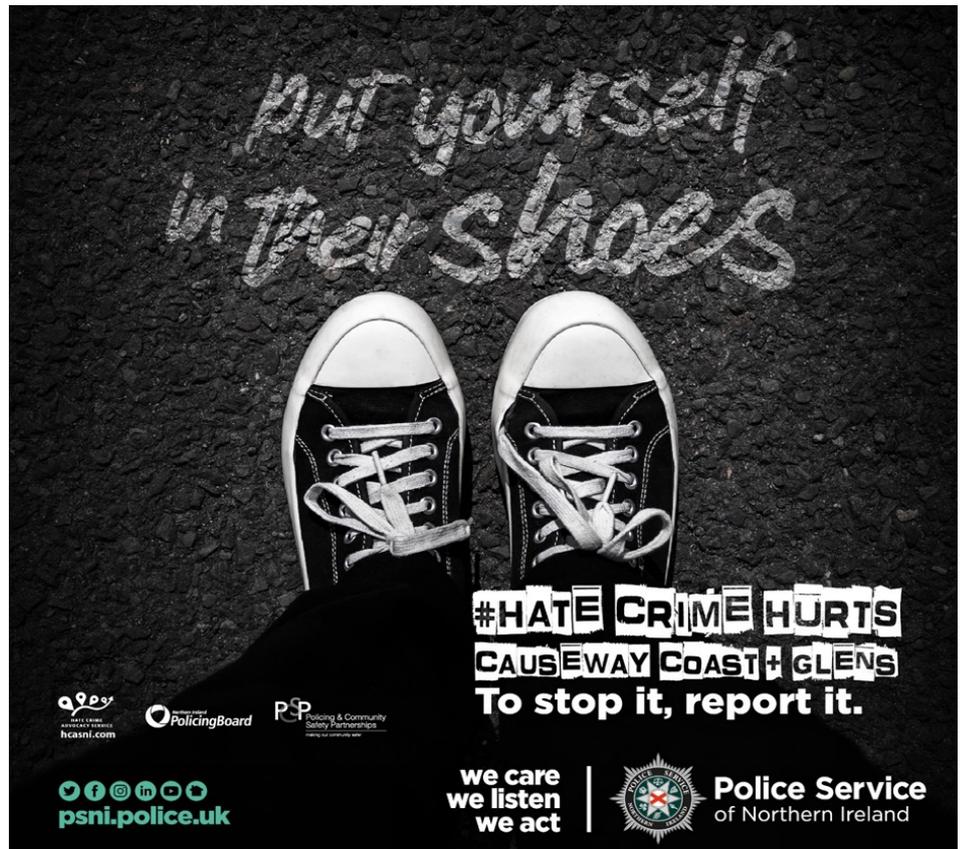
"Nobody, no matter who they are, or where they come from, should be living in fear or be made to feel intimidated and we will continue to engage with our communities, influential and elected representatives and partner agencies going forward. Help is very much available and

if victims report, we can sign-post them to the independent Hate Crime Advocacy Service who can provide them with the support they need."

If you are the victim of hate crime or know someone who is, a report can be made to police by dialling 101; or 999 in an emergency, or online at [www.psnl.police.uk/makeareport](http://www.psnl.police.uk/makeareport). You

can also contact Crimestoppers anonymously on 0800 555 111. If victims do not wish to contact police directly they can seek support from the Hate Crime Advocacy Service.

Further information on the Police Service approach to Hate Crime is available on our website.



To find out more about setting up a Neighbourhood watch scheme in your area, or for further information on Neighbourhood Watch email: [pcsp@causewaycoastandglens.gov.uk](mailto:pcsp@causewaycoastandglens.gov.uk) or call 028 703 47034 or speak with your local PSNI Officer.

# MESSAGE FROM PCSP VICE CHAIRPERSON CLLR BRENDA CHIVERS



Welcome to our Autumn/Winter edition of the neighbourhood watch newsletter. As we embrace the changing seasons, it's important to stay vigilant and connected. This newsletter aims to educate and inform you about critical topics, particularly hate crime and scam prevention.

The PCSP welcome Chief Superintendent Sue Steen MBE who has recently taken up post as the new District Coordinator for North Area and who also is police lead for Hate crime. Hate crimes can deeply impact our community, and its essential that we stand together to support each other. If you notice any suspicious activity or feel threatened in any way please report it. Be an active bystander! See! Report! Support!

Additionally, scams are increasingly sophisticated. We encourage everyone to stay informed about common scams and verify before sharing any personal information or making transactions. Together we can protect ourselves and others.

Before I conclude, I would like to take a moment to thank Paddy McGowan, our longest serving coordinator, who is retiring from the role. Your dedication and hard work have made a lasting impact on the community. We are incredibly grateful to you and all your fellow neighbourhood watch coordinators for your service and wish you all the best in the future. We know you remain a great ambassador for neighbourhood watch.

**Cllr Brenda Chivers**  
PCSP Vice Chairperson



# INTERVIEW WITH LONGEST SERVING NEIGHBOURHOOD WATCH COORDINATOR IN CAUSEWAY COAST AND GLENS BOROUGH COUNCIL

Causeway Coast and Glens Policing and Community Safety Partnership would like to thank our longest-serving neighbourhood watch Coordinator as he steps down from the position.

Taking a few minutes from his responsibilities Mr McGowan shares why he became a coordinator and why he would encourage anyone to consider starting a neighbourhood watch scheme.

Interviewed by PCSP staff Paddy was asked about his experiences:

## Why did you start a neighbourhood watch in Portstewart?

I was visiting England in the early 90's and noticed neighbourhood watch signs and thought it seemed like a good idea to help local communities stay safe and connect. At the time I was a member of a local community committee in Portstewart so brought this to the attention of the committee. When we explored the possibility of starting a scheme we were told by the 'powers that be' that it was not possible. I think there was a fear that schemes like this would be seen as vigilantism and wasn't culturally acceptable at the time.

Thankfully this approach changed around the same time as the establishment of community safety partnerships and district policing partnerships (Before they amalgamated into Policing and Community Safety Partnerships PCSP) and the development of neighbourhood watch was seen as a positive crime prevention approach. Others and I were delighted to become one of the first Neighbourhood watch Schemes in Northern Ireland and I have served as a coordinator for over 15 years.

## What was the positive and negatives in your experience of Neighbourhood watch?

I loved the sense of community and knowing that the scheme helped people in my community feel safer and I know it helps prevent crime. In the earlier days, we had lots of support from the local neighbourhood policing teams and there was much more human contact. There was a two-way support system established between us coordinators, the local community and the statutory bodies such as PCSP and Police. Resources have changed

and a lot of the contact is now electronic which has positives and negatives but ultimately the aim remains the same; to be good neighbours, support one another and reduce the opportunities for crime.

## Would you encourage others to become a neighbourhood watch coordinator?

Absolutely! I am sad to step away from my role however as the years progress there is a time for a slightly younger and perhaps more social media efficient person to enjoy helping their local community! I am now happy to hand the mantle over to someone else. I would like to assure anyone thinking of becoming a coordinator or starting a scheme that it really is not a huge commitment timewise.

Getting the neighbourhood watch signs up in the area gives peace of mind and reassurance that all our neighbours are activity looking out for one another given enhances community spirit. Studies have proven that Neighbourhood watch areas are less likely to be targeted by opportunistic criminal so for that reason alone I say... Do it!



# SCAMS

Police in Causeway Coast and Glens are advising members of the public to be vigilant in the run-up to Christmas following continuing reports of fraudulent WhatsApp and text messages.

The scams involve a text or WhatsApp from a person claiming to be a family member, and have the common aim of encouraging the recipient to transfer money.

District Commander Sinead McIlDowney said: "We are continuing to see this scam circulating. In each case, a person claiming to be a daughter or son, asks for money urgently. Typically, a family member is short of money or late paying bills, and asks the recipient to transfer money into an account, and we are appealing to members of the public to be aware if a message looks suspicious at all and to not respond.

"These types of scams are typically backed by a story that he or she has recently changed their phone or phone number so family members are unsuspecting, and in some of these cases, the victim has been careful enough to check with the relative and

therefore realise it's a scam before departing with any money. Sadly, however, this isn't always the case.

"We are advising that if you have older members of your family, talk with them and warn them about this particular type of scam - this is a really important conversation to have. Regardless of what the scam is and the different methods employed, a common element shared by scammers is that they will go to great lengths to trick elderly people and take advantage of their vulnerability and good faith.

"Our message is simple - never disclose your personal or banking details to anyone over the phone or online, no matter how convincing they may seem, and never allow an unauthorised person to have access to such details via your computer."

For further advice and information visit [www.nidirect.gov.uk/scamwiseni](http://www.nidirect.gov.uk/scamwiseni) or the ScamwiseNI Facebook page @scamwiseni. If you have any concerns about unsolicited calls, emails or letters then please report it to Action Fraud via their website [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or by phoning 0300 123 2040. You can also call police on the non-emergency number 101.

You can also find out more about these type of scams on our website at: <https://www.psnipolice.uk/crime/fraud/scam-cons-tricks-and-fraud/whatsapp-family-impersonation-scam/>.

If you receive a suspicious message, whether by email, website or text message you can take the following actions:

Email - if you feel unsure about an email you have received, you can forward it to the Suspicious Email Reporting Services at [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

Website - If you have come across a website which you think is fake, you can report it here Report a suspicious website - <https://www.ncsc.gov.uk/section/about-this-website/report-scam-website>.

Text message - Report suspicious text messages for free to 7726. Your provider can investigate the text and take action if found to be fraudulent.



## NEW AREA COMMANDER

The Police Service of Northern Ireland is delighted to announce that Chief Superintendent Sue Steen MBE has recently taken up post as the new District Coordinator for North Area, which incorporates five policing Districts including Causeway Coast and Glens.

Chief Superintendent Steen is very much looking forward to continuing the excellent partnership work that is ongoing across the district, and bring her expert knowledge in tackling Hate Crime, as she remains police lead for the operation.

With over 29 years of experience in policing, the senior officer brings with her a wealth of operational policing knowledge, having served in a number of roles across Local Policing, Operational Support and Justice Departments. These roles have included responsibility for local policing across Antrim and Newtownabbey as District Commander, and most recently Sue was involved in Local Policing Support before accepting the role to become Area lead.

Chief Superintendent Sue Steen said: "I'm very lucky to have enjoyed a long career in policing and I'm fortunate to have spent that time working in a variety of roles across different areas.

"No area is the same, but community policing is of utmost importance to me and I am delighted to have been appointed as the new Area Coordinator for North Area.

"In the few short months since I took up the role, I have met with many teams across the North Coast and have witnessed how extremely motivated they are to work hard to tackle issues that matter to the communities we serve. These teams work under high pressure and the roles can be extremely demanding, but there are great relationships that have been formed, and I want to contribute towards that to collectively build on what has already been achieved here in Causeway Coast and Glens.

"My current priorities for each District in my remit, are to continue tackling violence against women and girls, anti-social behaviour and business crime. In addition to

this, I will continue to lead the Hate Crime portfolio and task the teams to profusely investigate racially motivated hate crimes which have significantly increased across North Area including Ballymoney and Coleraine areas. This list is not exhaustive however, and through close partnerships, shared knowledge, expertise and intelligence, we can prevent community concerns or address them immediately to keep people safe.

"In the coming weeks and months ahead, I will be engaging with our partners, community groups and local representatives, to not only discuss emerging concerns but to work strategically in partnership, to find long-lasting solutions to issues that are impacting people the most. I very much look forward to meeting all involved"



# USEFUL CONTACT NUMBERS

Contact Name	Rank	Role	Station	Mobile No.	Email
Sinead McIlDowney	Superintendent	District Commander	Coleraine	07890021176	sinead.mcildowney@psni.police.uk
Kyle Lucas	T/Chief Inspector	Chief Inspector	Coleraine	07775747577	kyle.lucas@psni.police.uk
Vince Redmond	T/Chief Inspector	Chief Inspector	Coleraine	07825184379	vince.redmond@psni.police.uk
Stephen Burns	Inspector	Neighbourhood Policing Team	Ballycastle	07500900561	stephen.burns2@psni.police.uk
Bjorn O'Brien	Inspector	Neighbourhood Policing Team	Coleraine	07826866254	bjorn.o'brien@psni.police.uk
Diane Roxborough	Inspector	Neighbourhood Policing Team	Limavady	07825221631	diane.roxborough@psni.police.uk
Paul McGillan	T/Inspector	Local Policing Team – A	Coleraine/Limavady	07920186765	paul.mcgillan@psni.police.uk
Richard Jack	Inspector	Local Policing Team – B	Coleraine/Limavady	07786888384	richard.jack@psni.police.uk
Colin Hamilton	Inspector	Local Policing Team – C	Coleraine/Limavady	07557261886	colin.hamilton@psni.police.uk
Adrian Brogan	T/Inspector	Local Policing team – D	Coleraine/Limavady	07769677636	adrian.brogan@psni.police.uk
David Armour	Inspector	Local Policing Team – E	Coleraine/Limavady	07500905440	david.armour@psni.police.uk
Wendy Nixon	Sergeant	Community Planning	Coleraine	07816350828	wendy.nixon@psni.police.uk
Ian Ferriby	Sergeant	Neighbourhood Policing Team	Coleraine	07917357831	ian.ferriby@psni.police.uk
Deborah Smyth	Sergeant	Neighbourhood Policing Team	Rural – Ballycastle/Limavady	07747625914	deborah.smyth3@psni.police.uk
Wendy McConnell	Sergeant	Neighbourhood Policing Team	Rural – Ballycastle/Limavady	07879557638	wendy.mccconnell@psni.police.uk

## Other Useful Numbers



**IN AN EMERGENCY CALL – Call 999**

**NEW SERVICE: 999BSL** for deaf/hearing impaired

Download the 999BSL app or open the webpage [999bsl.co.uk](http://999bsl.co.uk)

- Press the red button 'Call 999 BSL now'  
- Connect to an interpreter

**PSNI non emergency number – 101**

**Crimestoppers – 0800 555 111**

**24 Hours Domestic & Sexual Violence Helpline – 0808 802 1414**

**Causeway and Mid Ulster Women's Aid – 028 703 56573**

**Foyle Women's Aid – 028 714 16800**

**Crime Prevention Officer – 07764 638 397**

**Childline – 0800 1111**

**Action Fraud – 0300 123 2040**

**Victim Support NI – 028 713 70086**



## Causeway Coast and Glens PCSP

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

**Coleraine:** Cloonavin, 66 Portstewart Road, BT52 1EY  
**Ballymoney:** Riada House, 14 Charles Street, BT53 6DZ  
**Ballycastle:** Sheskburn House, 7 Mary Street, BT54 6QH  
**Email:** [pcsp@causewaycoastandglens.gov.uk](mailto:pcsp@causewaycoastandglens.gov.uk) 028 703 47034

Further information on the PCSP and its members can be found:  
[www.causewaycoastandglens.gov.uk/live/policing-and-community-safety-partnership](http://www.causewaycoastandglens.gov.uk/live/policing-and-community-safety-partnership)

**All information stated is correct at time of print and is subject to change.**



**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.**

