

# Crime Prevention Resources

## Report of the Corporate Services & Partnerships Policy Overview Committee



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# Chairman's Foreword

The Committee's initial thoughts were to undertake a review into the crime prevention resources which this Council provided to our strategic partners, Hillingdon Police. The resources are provided to benefit the residents of the Borough and provide a useful tool for the Police in the fight against crime and disorder. The Committee welcomed and acknowledged the good partnership work which is taking place between the Council and the Police and that the resources this Council have provided for crime prevention are still being used for the good of the residents of the Borough.

As the review progressed, the Committee also received information on other general crime prevention measures which provided Members with additional information and a greater understanding of the work taking place. The Committee noted the great satisfaction which residents had received from the Older Peoples Burglar Alarms scheme and the good work which the 9 Safer Schools Police Officers performed working with the Borough's schools.

I would like to thank the witnesses who gave evidence to the Committee and to the officers who expertly supported us during this review.

I am pleased to submit the review's recommendations to Cabinet for its endorsement.



**Councillor Richard Lewis – Chairman of the Corporate Services & Partnerships Policy Overview Committee**

A handwritten signature in blue ink that reads "R.A. Lewis".

# RECOMMENDATIONS

## **RECOMMENDATION 1:**

That the Police be asked to give consideration to the re-promotion of the Crime Prevention Bus to enable it to be used for the benefit of residents of the Borough.

## **RECOMMENDATION 2:**

That the Police be asked to work jointly with Hillingdon Association of Voluntary Services on using volunteers to drive the Crime Prevention Bus to increase the opportunity for it to be used more.

## **RECOMMENDATION 3:**

That Officers within the Council's Transport and Projects Team continue to work closely with the Police by pre-evaluating speed "hot spots", with the use of Council speed strips (if practical and cost effective), following which, the Police will be able to deploy speed meters to catch speeding motorists and to act as deterrent to other drivers against speeding in Hillingdon.

## **RECOMMENDATION 4:**

The excellent joint working which takes place between the Police Partnership Tasking Team and the Council's Community Safety and Anti-Social Behaviour Investigations Service Team which has resulted in some outstanding results in the Borough, be praised.

## **RECOMMENDATION 5:**

That in relation to the Council's CCTV services, consideration be given to providing more flexibility on the hours CCTV images are monitored. If feasible, this be achieved within existing staffing resources.

## **RECOMMENDATION 6:**

That consideration be given to the Council applying for Compensation Orders to the Courts for those offenders who are successfully prosecuted for fly tipping within the Borough.

# BACKGROUND

Reducing the risk and fear of crime is a task for the Police and its Strategic Partners to work together on. The London Borough of Hillingdon as a Strategic Partner to the Police provided resources and equipment to Hillingdon Police for crime prevention purposes in the Borough. This arrangement is ultimately beneficial to the residents of the Borough.

With this in mind, the review set out to understand what resources the Council provided for use by Hillingdon Police, and the impact this resource has had on crime prevention within the Borough.

In summary the Council has funded for Hillingdon Police, two CCTV vehicles, a Crime Prevention Bus, four Speed Meters and 11 police officers which form the Police Partnerships Tasking Team. The Committee set out to look at the effectiveness of these resources in the fight against crime.

Also as part of the review, the Committee looked at other crime prevention resources and measures which were related to the review. These included looking at the role of the Safer Schools Police Officers, the Leader of the Council's initiative on the Older Peoples Burglar Alarms Scheme and the Council's CCTV service. These areas were not resourced directly by this Council to the Police, but were connected to the joint working and partnerships work which took place between the Council and the Police, and were associated and related to crime prevention in the Borough.

The review supported the Council's partnership with the Police and also contributed to the Safer Hillingdon Partnership Plan 2011-14, which is the statutory crime and disorder partnership for Hillingdon.

# OBJECTIVES

The purpose of the review was to examine the effectiveness of the equipment and man-power used by the Metropolitan Police which has been funded by the London Borough of Hillingdon and to assess its effectiveness in terms of crime prevention.

In addition the review examined the work of the Safer Schools Police Officers, the Council's CCTV service and the success of the Older Peoples Burglar Alarms Scheme.

The **Terms of Reference** of the review were as follows:-

- To identify the equipment which the Council helps fund for use by the Police in Hillingdon.
- To assess the effectiveness and value for money to the Council on this funding of police equipment.
- To assess the impact (if possible) the various types of equipment have had on crime in the Borough.
- To understand the relationship between the Police and the Council in terms of the influence the Council has on the deployment of the equipment in the Borough.
- To assess the impact the new local policing model will have on the deployment of this equipment.
- To assess the role of the Police Officers the Council funds.
- To look at the work of the Safer Schools Police Officers and the impact of the Leader of the Council's initiative on the Older Peoples Burglar Alarms Scheme.

The key issues for the purposes of the review was to gather information on the types of equipment and the level of resource this Council funds for Hillingdon Police and whether the Council receives value for money in its use in the Borough.

Another key issue was whether the Council as a Strategic Partner to the Police, had any influence on the decisions regarding deployment of this resource.

# EVIDENCE AND ENQUIRY

The Committee held witness sessions on 28 March, 30 April and 10 June 2013 and received evidence from:

Ed Shaylor - Community Safety and Anti-Social Behaviour Investigations Service Manager – LBH.

PC Allyson Keith - Safer Schools - Metropolitan Police.

PC Dave Tennyson - Metropolitan Police.

Liz Jones - Community Safety and CCTV Manager – LBH.

Inspector Kevan Baylie - Local Policing Team, South Cluster – Partnership Inspector.

## ***Crime Prevention Resources***

At the first meeting, the Committee received a presentation from the Council's Community Safety and Anti-Social Behaviour Investigations Services Manager which provided the Committee with details of the resources which this Council helped fund towards Hillingdon Police and the fight against crime.

## ***CCTV Vehicles***

The Committee was informed that the first of two CCTV vehicles were purchased by the Council in 2003. The cost was £55,000 for the CCTV equipment with the vehicle itself costing in the region of £30,000 which included a service package.

The first vehicle being fully liveried<sup>1</sup> could only be driven by police personnel. After purchase by the Council it was handed over to the Metropolitan Police who became the registered keeper and covered all maintenance, insurance and road tax costs.



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<sup>1</sup> A **livery** [/ˈlɪvəri/](#) is a [uniform](#), insignia or symbol adorning, in a non-military context, a person, an object or [a vehicle](#) that denotes a relationship between the wearer of the livery and an individual or corporate body

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The vehicle was a Vauxhall Movano van with Met Police livery and London Borough of Hillingdon logos. Being fully liveried it was found that its usefulness was mainly as a deterrent and tended to have the effect of displacing trouble makers out of an area to which it was deployed. It was of less value in producing evidence for criminal investigations due to its visibility.

The Committee was informed that historical documents suggested that it was used to good effect since being purchased by the Council and donated to the police, but there were some initial problems associated with confusion over driving classification and which police personnel were authorised to drive it; lack of 'ownership'; day to day administration; difficulty with garaging. With this in mind, in August 2005, a Police CCTV van manager was appointed with the task of raising the profile and to increase the use of the van and this was successful with a PC solely responsible for the van and making sure drivers looked after it.

The Committee was informed that initially only qualified Response Drivers were allowed to drive the van but this changed to allow other Police Staff including PCSOs and Special Constables to act as drivers.

Following the success of the first van, a second van (Mercedes Vito model) was purchased second hand in 2006 with CCTV equipment already installed. The cost was £32,000 plus £12,000 for 5 years service package.

It was chosen to be smaller in size and only "semi-liveried" to make it more effective by being less visible and easier to park in small spaces. In 2009, Automatic Number Plate Recognition equipment was added to the second vehicle at a cost of £11,500.

The second vehicle's ownership was retained by the Council which therefore meant the Council paid road tax and maintenance costs (since the expiry of the 5 year service package in 2012) which were in the region of £1,000 per year, although insurance was covered by Met Police's fleet policy whilst their staff were driving it. The Committee was informed that no Council staff had used the vehicle since its purchase and therefore was solely used by the Police.



The Committee was informed that the Automatic Number Plate Recognition (ANPR) in the Mercedes was installed in the stand alone vehicle to provide a



mobile ANPR resource, using an independent provider. It was reasonably effective for a time but there were interference issues with the CCTV and other electrical equipment which meant that several repairs were necessary as it became older which are now not cost effective. Therefore it is mainly used for deterrence purposes.

The Committee was informed that in relation to the silver Mercedes van, this had now been allocated to the schools section operating out of Harefield Police Office, and the larger white CCTV van was kept at Hayes and was regularly used most days as a useful deterrent tool.

The Police reported that the two CCTV vans were valuable deterrent resources which were used most days and the presence of the vehicles deployed in troublesome areas worked very well.

### ***Crime Prevention Bus***

The Crime Prevention Bus was purchased in 2003 at a purchase cost of around £34,000. The resource was operated by and liveried for the "Hillingdon Crime Prevention Panel" which was a sub-group of Hillingdon Community and Police Consultative Group. The Panel had now wound up as crime prevention was now effectively run by the Council and Police jointly under the Safer Hillingdon Partnership.

The Council had taken over ownership of the vehicle and was the registered keeper. Road tax and maintenance were covered under the Council's fleet management arrangements at a cost of about £1,000 per year.

The Committee was provided with details of the Crime Prevention Bus usage for the year 2010 which indicated that the resource was fully utilised all year round. The bus was used on over 150 days of the year at a variety of events such as at Safer Neighbourhood Team events throughout the Borough, crime prevention days, at supermarkets, RAF Uxbridge, Hillingdon Hospital, at shopping parades in the Borough, at the Uxbridge Auto Show, at Hayes End Recreation Park Fun Day and a number of Christmas projects.

Previous to the last 12 months, the vehicle was still heavily used by Police Crime Prevention Officers and Safer Neighbourhood Teams for public events, dispensing crime prevention advice and re-assurance. However, over the last 12 months its use had dropped significantly due to pressures on Safer Neighbourhood Teams and the shortage of qualified available Police Officers that could legally drive the vehicle.

Although the vehicle was 10 years old and maintenance costs were likely to rise in future years, the vehicle had a relatively low mileage and the only cost to the Council, was the revenue costs.

The Committee agreed that the resource should still be used by the Police as it was a useful resource which could be used to continue the promotion of crime prevention. Reference was made to a shortage of available Police

Officers that could legally drive the vehicle and the Committee suggested that volunteers could be sought to help the Police use the resource which would be beneficial for residents of the Borough.

The Police would be prepared to work with the voluntary sector to look at increasing the use of the vehicle.



**RECOMMENDATION 1:**

***That the Police be asked to give consideration to the re-promotion of the Crime Prevention Bus to enable it to be used for the benefit of residents of the Borough.***

**RECOMMENDATION 2:**

***That the Police be asked to work jointly with Hillingdon Association of Voluntary Services on using volunteers to drive the Crime Prevention Bus to increase the opportunity for it to be used more.***

### ***Speed meters***

The Committee was informed that four speed meters were purchased in 2010 costing £2,000 each. These were in the hands of Safer Neighbourhood Teams to use when speeding traffic was an issue in their wards. They could be used with the intention of issuing penalty charges and penalty points for speeding. This required the officers who used the equipment to be formally trained so that enforcement would stand up to scrutiny, and also for the meters to be formally calibrated for accuracy, which had to be done at requisite intervals.

The Committee was informed that this had been a barrier to the meters being used as frequently as might be desired. The current Borough Commander was supportive of using them more often without the intention to impose the penalties.

The meters could then be used by a wider range of officers and without re-calibration. The officer would take a speed reading, a vehicle stop would be executed and “words of advice” would be imparted to the driver about his or her speed. It was hoped that this kind of stop by a uniformed officer would be effective against all but the most hardened law breaker. Police would still have powers which could be used for more serious driving offences such as driving without due care and attention which would not require a speed meter.

The Committee was informed that there were currently 65 police officers who had been trained to use the equipment and there was a regular training programme which ensured the required officers were trained.

However, the use of the speed meters had been sparse this last year which had been due to the abstractions from the SNT caused by a management decision to bolster the response teams to enable compliance around the “I” and “S” grade calls.

In addition, as with other elements of local policing, the London Olympics had had a huge impact on the policing priorities, with large numbers of Hillingdon Police Officers being drafted in to help with the huge policing operation which ensured the Games were safely policed.

The Committee was reassured that resources were now re-focused on Hillingdon Borough. Reference was also made to the positive impact which the new local policing model would have on local policing, with more officers out on the streets.

The Committee was informed that speed meters were deployed mostly at requests made at Ward Panel meetings. Discussion took place during the review on putting in place an efficient procedure to enable the deployment of speed meters to act as a greater deterrent to speeding.

A suggestion which was mooted was the possibility of putting in place a protocol, whereby the local authority and police worked closely to assess recommendations for the use of speed meters. This was when there had been a request for the use of the equipment if speeding was suspected. A suggestion was that there should be greater use of “speed strips” which could be used to gather data to justify the use of speed meters.

Officers from the Council's Transport and Projects Team advised that the speed surveys the Council commissioned were individual ones, on an 'as-and-when-needed' basis and typically cost the Council around £75 to £85 a tube. These “speed strips” were not installed by the Council but by outside companies. These had to be tendered and so the prices were indicative only.

The Council could not use “speed strips” to monitor speeds and traffic volumes on a 'continual' ongoing basis as they were installed for a set period of up to ten days at a time, and they were used to record all traffic movements in that period on a 24/7 basis, often in the wake of a petition or road safety request.

Reference was made to the Council already sharing the data when it was received with the local SNT so that they could use it to inform the basis of any targeting they wished to consider. For example, if the data showed that there were habitual speeders at, say, two o'clock in the morning or perhaps some other off peak period, then this could be helpful to the police in knowing when to turn up on site.

Officers welcomed more dialogue with the Police and if they and the Council could agree on some suitable target 'hot spot' sites this protocol could be developed.

**RECOMMENDATION 3:**

***That Officers within the Council’s Transport and Projects Team continue to work closely with the Police by pre-evaluating speed “hot spots”, with the use of Council speed strips (if practical and cost effective), following which, the Police will be able to deploy speed meters to catch speeding motorists and to act as deterrent to other drivers against speeding in Hillingdon.***

***Police Partnership Tasking Team***

The Committee was informed that the London Borough of Hillingdon had a grant funded agreement with the Metropolitan Police Service under S92 of the Police Act 1996, which provided 1 sergeant and 10 constables in a Police Partnership Tasking Team.

The Police Partnership Tasking Team was tasked through the fortnightly Police Borough Tasking and Co-ordinating Group, which was attended by the Council’s Service Manager for Community Safety and Anti-Social Behaviour.

The tasks for the Police Partnership Tasking Team were therefore agreed on a regular basis with the Council to tackle issues of joint concern for the Police, the Council and residents. Two members of the Team worked specifically on anti-social behaviour.

The majority of the Team’s work was on Anti-Social Behaviour and the Committee noted that there was an excellent working relationship with the Council’s Community Safety and Anti-Social Behaviour Investigations Service Team.

The Police representative who provided the Committee with details of the Team reported that in relation to Anti-Social Behaviour, the work the Team did involved research, preparation and applying for and presenting Anti-Social Behaviour Orders (ASBO) and Criminal Ant-Social Behaviour Orders at Court.

Work also took place on Acceptable Behaviour Contracts. These were early intervention measures and a breach of one of these was used as evidence to support an application for an ASBO.

Other areas the Team worked on included working in partnership with Safer London and the Business Intelligence Unit on the management of information on gangs.

### ***New Local Policing Model***

Throughout the review reference was made to the new Local Policing Model which was to be introduced in late June 2013. This new model was a response to these difficult economic times and the model's aims would be to make the police more efficient and to reduce funding by 20%, to increase customer satisfaction by 20% and to reduce crime by 20%.

The critical element of the model would be an increase of Police Constables throughout London, with Hillingdon having an extra 50 Police Constables by 2015. This would bring the total up to approximately 530 throughout the Borough. This new model would have a positive impact on the police work in the Borough, which would include the Police Partnership Tasking Team.

The Committee was heartened to hear of the very close working relationship which existed between the Council and the Police Partnership Tasking Team and this was evidenced by the daily intelligence meetings which took place where information was shared between the Council and the Team. In addition monthly meetings took place between the Police and the Anti-Social Behaviour Investigation Team (ASBIT).

The Police worked with ASBIT with troubled families in terms of visits, warrants and liaison with the Safer Neighbourhood Teams.

Reference was made to the joint patrols which took place with the Police and Council officers which worked very well with outreach workers sometimes involved. The Committee was provided with examples of police operations which took place which involved operations on anti-social behaviour, drugs, street drinking, noise and these were very successful in terms of prevention and reduction of crime.

**RECOMMENDATION 4:**

***The excellent joint working which takes place between the Police Partnership Tasking Team and the Council's Community Safety and Anti-Social Behaviour Investigations Service Team which has resulted in some outstanding results in the Borough, be praised.***

***London Borough of Hillingdon CCTV Service***

Related to crime prevention and the review the Committee undertook, was this Council's CCTV service. The Committee thought that it was important to understand more about this service as it was connected to the joint working between the Police and the Council, in relation to crime prevention.

The Committee was informed that there were over 700 CCTV cameras throughout the Borough which were managed by the Council. These were located on housing property, were used as part of public safety and bus lane enforcement, used in car parks, around parks and open spaces, around the Civic Centre and around the Manor Farm complex.

The Council's website provided residents with details of where the cameras were located.

<http://www.hillingdon.gov.uk/findmynearest?lnk=6>

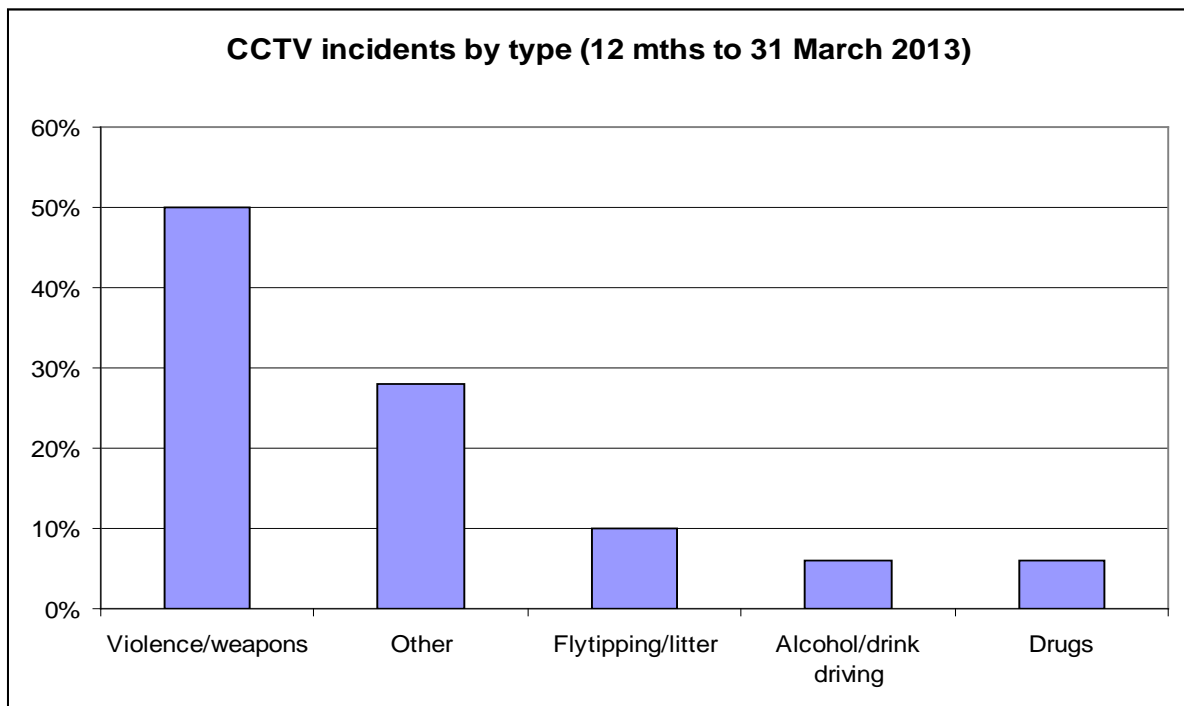
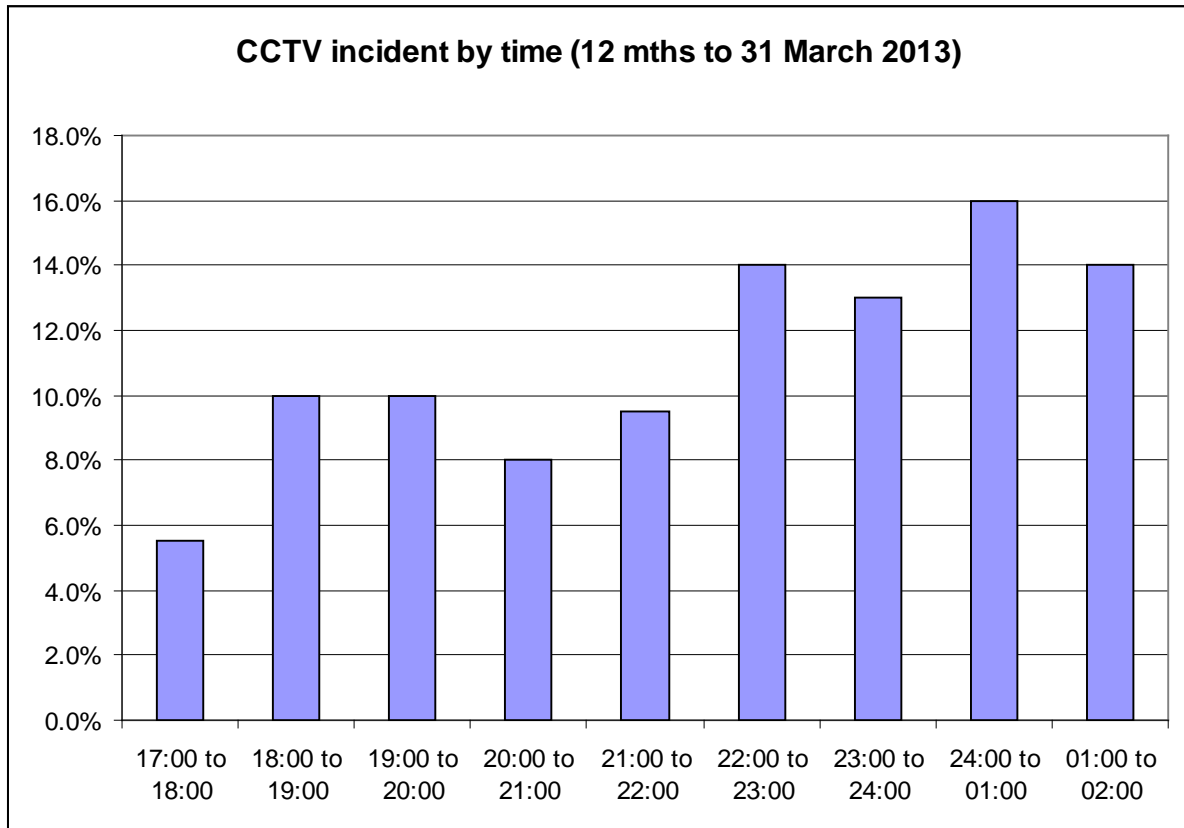
Each set of cameras was managed by different Council service areas. These included 380 for housing, 100 for public safety, 40 for the Civic Centre, 91 for Car Parks, 35 for Manor Farm and 79 for Green Spaces.

Once the Council's Library refurbishment programme had been completed, there would be an additional number of cameras which would be managed by this service.

The recording of the footage of the public safety cameras took place 24 hours a day. However, the cameras were monitored between the hours of 5.00pm till 2.00am.

The Committee was provided with details of the number of calls which were received to the CCTV room between monitoring hours.

**Incidents involving CCTV staff (where CCTV staff have alerted other internal or external partners, or where other partners have asked for assistance from CCTV).**



The Committee fully understood the staff and cost implications of the re-introduction of 24 hour monitoring but asked whether consideration could be

given to more flexibility on the hours monitored, to ensure maximum coverage of particular “hot spot” hours. This could be to extend the monitoring of hours to include after 2.00am when some of the late night establishments were closing.

**RECOMMENDATION 5:**

***That in relation to the Council’s CCTV services, consideration be given to providing greater flexibility on the hours CCTV images are monitored. If feasible, this be achieved within existing staffing resources.***

### ***CCTV and Fly Tipping***

The Committee was informed that there were 11 cameras in the Borough which were used for fly tipping hotspots. Members were informed that in 2009 the Council managed to obtain 50 fly tipping prosecutions but since the introduction of the late afternoon / early evening only monitoring, there had been no prosecutions.

In response to a question, Members were informed that Fly Tipping had to be prosecuted through the Courts (s.33 Environmental Protection Agency (EPA) 1990 offences do not have a fixed penalty notice option whereas littering under s.87 EPA does).

The Courts could fine the defendant but this income did not come to the Council, it was retained by HM Courts Service. The Council only received an amount up to, and not more than, its actual costs in bringing the prosecution to court.

The Committee did express some concern at the costs to the Council of the removal of fly tipping and it was asked that consideration be given by officers to the Council applying for compensation from those offenders who had been prosecuted for fly tipping.

Officers confirmed that the Magistrates' Court had jurisdiction under section 130 of the Powers of Criminal Courts (Sentencing) Act 2000 to award compensation to anyone who suffered "loss or damage" resulting from a criminal offence.

The Council could include a summary of the costs that it has incurred in the witness statement that is used in the criminal proceedings, and this could also include the costs of the removal of fly tipping.



**RECOMMENDATION 6:**

***That consideration be given to the Council applying for Compensation Orders to the Courts for those offenders who are successfully prosecuted for fly tipping within the Borough.***

To enable the Committee to understand the CCTV service more, Members of the Committee visited the CCTV control room at the Civic Centre. Whilst the Committee was viewing the footage in the control room, reference was made to the visibility required for CCTV cameras and Members noted that there required co-operation from other organisations to ensure that the visibility of the cameras were at their optimum. It was noted that this was not always the case.

**CCTV – Conversion from analogue to digital**

The Committee was informed that for 2013/14 there would be a major CCTV project with the conversion of more cameras from analogue to digital. This would enable the transmission of images from cameras to local libraries using wireless technology. Images could then be stored on library internet servers and images would then be retrieved from the library server to the CCTV room over the existing internet connection.

The benefits of digital conversion would be:

- Reduction of revenue costs as digital cameras would cost around £315 per annum for each camera whereas for analogue fibre rental for existing cameras, the cost was currently £800 per camera.
- Business continuity would be improved.
- Flexible working location for staff.
- There could be the possibility of sharing access of images with the Police. Further investigation would be needed in terms of the Data Protection implications and the additional costs which would result.

For purposes of the review, the Committee welcomed the opportunity of digital images being shared with the Police which was a good example of the joint working which took place on crime prevention between the Police and the Council.

The Committee also raised the possibility of investigating whether other organisations or agencies within Hillingdon could also access these digital images which would reduce costs and increase further the prevention of crime.

Reference was made to the 11 mobile CCTV cameras which were managed by the Community Safety Team. Most of these were located around the

Borough as a result of Police information on anti social behaviour hotspots and were positioned for a period of between 8 and 12 weeks at a time.

### ***Other Crime Prevention Resources***

During the review, the Committee also requested information on other areas which formed part of the fight against crime, and these involved the Safer Schools Police Officers and the Council's Older Peoples Burglar Alarms Initiative. Although these two areas did not involve direct funding from this Council to the Police, these were two areas which were linked to crime prevention and the Police / local authority relationship.

### **Role of Safer Schools Police Officers**

The Committee was informed that there were 9 Safer Schools Police Officers, with one each allocated to the following groups of schools:-

- Hillingdon Tuition Centre, Chantry School, Harefield Academy, The Douay Martyrs School.
- Queensmead School, Vyners School, Bishop Ramsey C of E Secondary School, Ruislip High School.
- Northwood High School, Haydon School.
- Swakleys School, Abbotsfield School, Hillingdon Manor School.
- Rosedale College, Parkside College, Hewins College.
- Harlington Community School.
- Stockley Academy, Bishopshalt School.
- Uxbridge High School, Meadow High School.
- Barnhill Community High School, Guru Nanak Sikh Secondary School.

Generally each officer was deployed from 9.00am till 5.00pm every school day to ensure each school was problem free. The Committee was informed that most anti-social behaviour / crime problems occurred outside of school hours, generally after school, and dependent on the level of the problem, teams of Safer Schools Police Officers could be deployed to incidents.

During school hours, officers patrolled schools, ensuring the vicinity of schools were problem free. Outside of school term times the officers became a Borough resource and were deployed accordingly.

Liaison took place with Transport Police and schools to ensure good communication took place to ensure joined up working.

The Police had a limited role inside of schools, as general school discipline was the responsibility of teaching staff. However, the Police did intervene if offences occurred, and dependent on the offence, cautions were issued to offenders.

The Police assisted with the Truancy patrols and were used as a deterrent to truancy.

### ***Older Peoples Burglar Alarms***

This initiative started in 2008 when initially, an agreement was made with Age Concern to fit free burglar alarms for elderly residents, using Age Concern's Handyman. The scheme has proved popular, and the demand for the alarms outstripped Age Concern's ability to deliver fittings in a timely manner, so approval for a contracted out service was obtained from year two onwards.

The Committee was informed that in Phases 1 to 5, 4,000 alarms had been fully installed, in Phase 6, 500 alarms would have been fitted by mid April 2013. For Phase 7, 1,000 alarms have been ordered and would be installed during 2013/14 making 5,500 alarms in total.

The Committee was informed that the Council had an agreement with the installers to carry out a free service and battery replacement in the internal movement detectors (room sensors) 18 months from the date of installation. After this, recipients of alarms would be responsible for all maintenance of the alarm unit (including battery replacement) and any costs involved and this was explained at the outset.

All recipients of burglar alarms through the Hillingdon Council scheme were entitled to a discount of 10% off of any purchases from Response Electronics and also received a free Home Fire Safety visit from Hillingdon Fire Service.

### **Positive Impact**

It was acknowledged that it was difficult to quantify the impact on crime prevention within the whole Borough of the Burglar Alarm Scheme, as there were only 5,500 alarms that had been fitted. This equated to less than 5% of the households in the Borough. However, it would be realistic to expect that the homes which had taken part in the scheme, and the elderly residents who lived in these homes, felt safer and more secure, with the fear of crime reduced. This was reflected in the results of the burglar alarm satisfaction survey which are detailed below.

### **Burglar alarm satisfaction survey**

Every alarm recipient is asked to complete a short paper survey once their alarm has been fitted and 1,408 responses have been received (August 2013)

#### Age of recipient:

Aged 65-70	= 31.5% (n = 443)
Aged 71 – 80	= 44% (n = 622)
Aged 81 – 90	= 20.5% (n = 289)
Aged 91+	= 2% (n = 27)
No age given	= 2% (n = 27)

Were you worried about being burgled before you had an alarm fitted?

Very	= 29%
Fairly	= 59%
Not very	= 9%
Not at all	= 3%

How much did this worry impact on your life?

Great extent	= 17%
Some extent	= 52%
Little extent	= 26%
Not at all	= 5%

To what extent are you worried about burglary now, after you had an alarm fitted?

Very worried	= 0.4%
Fairly worried	= 10%
Not very worried	= 58%
Not at all worried	= 28%

Do any of these statements apply to you after you had an alarm fitted?

I am less scared of being burgled	= 48%
I feel safer in my home	= 77%
I sleep better	= 33%
It's made no difference	= 2.6%

Are you happy with alarm?

Yes	= 98%
No	= 1%
No reply	= 1%