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**Burglary Prevention Initiative — Beat 15.**

## Executive Summary

The reduction of burglary against dwellings is a priority for the North Area of the Leicestershire Constabulary. Crime pattern analysis identified a burglary "hot-spot" of fourteen streets on one police beat.

### The problem and how it was identified

Information from Charnwood Borough Council and Loughborough University, along with police data indicated that in the hot-spot area isolated pockets of vulnerable elderly people and people on relatively low incomes resided amongst a transitory student population. It seemed that the student population was at risk of victimisation by burglary— consistently high levels of recorded crime peaked during student holidays and "fresher" intakes.

Domestic security audits, "quality of service" questionnaires and home repair assistance questionnaires were employed to look at the security of individual properties, and provide a socio-demographic profile of the area in terms of age, occupation and ethnicity. This exercise confirmed the impression of the residential mix, and also confirmed the presence of significant deficits in terms of physical security in the area.

1 Research carried out by Loughborough University was also utilised, along with local council strategies and the emerging Crime and Disorder audit work. Also the project team carried out an audit of Neighbourhood Watch and other community groups in the area. This revealed a significant lack of such groups, but also a core minority of residents who would like to be involved in such groups.

### Response to the Problem

- Security advice and crime prevention packs were offered to all residents
- An "accreditation scheme" was employed to improve physical security in landlord-owned premises occupied by university students.
- The local borough council made available grants for security improvements to residences – applications for the grants were promoted at the time of security surveys in the area.
- A targeted policing operation was carried out in the area.
- The local police and Neighbourhood Watch association worked together to initiate pro-active and effective schemes in the target area.
- The local press and local businesses were involved in promoting and supporting the initiative.

### Impact of the Responses

- Crime statistics showed a 56% reduction in domestic burglaries in the programme target beat, compared with a 28.6% reduction elsewhere.
- Two sustainable and proactive Neighbourhood Watch schemes now flourish – they recently received a certificate of commendation from the CGU National Neighbourhood Watch awards.
- The student accreditation scheme has been launched and will become mandatory in the near future.

## Burglary Prevention Initiative — Beat 15.

### Introduction

The following paper gives an account of a project to reduce burglary on one beat area in the town of Loughborough, Leicestershire.

The project ran throughout 1999, and was a true example of multi-agency working. However, all projects need co-ordination and this project was co-ordinated and progressed by a team of police and civilian staff working in the Loughborough Police Station Community Unit.

The project was intended to form part of the overall response by the Leicestershire Constabulary's North Area to tackling domestic burglary. As such, a number of aims were recognised. The primary goals were:

- To contribute towards a 3% reduction in domestic burglary in the borough of Charnwood, in line with the Crime and Disorder Strategy for that area.**
- To ensure that any reduction in burglary is sustainable.**
- To continue a positive strategy to combat crime on the streets, and encourage residents to improve security in their own homes.**
- To work with local authorities and other agencies to promote public awareness of home security issues thereby promoting an infrastructure for long term crime reduction commitment.**
- To enhance Neighbourhood Watch and other residents groups.**

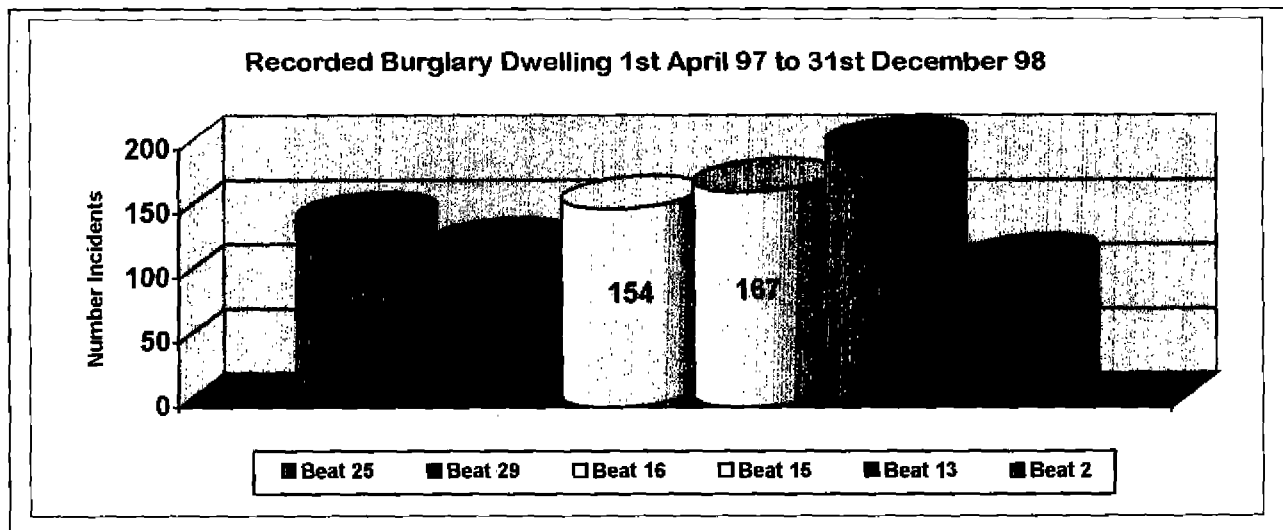
A secondary aim of the project was to learn lessons about the practical utilisation of problem solving. Following on from success elsewhere in the Leicestershire Constabulary area (the Northfields Project), this project was intended as a first step locally in using problem solving to tackle seemingly intractable and long-term crime problems.

The following account of the project is structured to clearly show the Scanning, Analysis, Response and Assessment (SARA) phases of the problem-solving model.

## Initial Scanning (Macro)

Following a significant increase in burglary across the whole of the North Area of the Leicestershire Constabulary, a reduction in the incidence of this crime was set as a priority.

Crime reduction staff within the Area, along with crime analysts, undertook an initial survey during 1998 to identify the scope of the problem. Initial analysis identified that burglary was not homogenous across the area, but was clustered in particular "hot spots". Six such hot spots were found.



It was decided that in view of this pattern of crime, it would be advantageous to tackle burglaries on the North Area by taking the "hot-spot" beats, analysing them further, and acting upon the findings. This methodology was based upon the premise that causation factors for the "hot-spots" could be identified and tackled by examining the factors pertinent to the offenders, victims and locations (Problem Analysis Triangle).

In order to be able to learn most from the exercise it was decided not to tackle all six identified hot-spots simultaneously. Rather, a single location would be targeted upon as a "pilot" with the intention of learning good and bad practice before rolling out the programme to other beats.

The selected beat was nominated to be that identified as "Police Beat 15". This beat, although only having the second highest burglary rate amongst the hot spots, had a significantly higher overall crime rate. (Data to be added). In addition the area had already been selected as a priority area by other partners and as such formed the correct location for this pilot initiative. A map of the beat is shown at appendix A

## Further Scanning (Micro)

Following identification of the 15 beat as the project beat; staff undertook a scanning process to identify information held, and work being carried out by the police and other agencies.

It became immediately apparent that the area was notable for its high student population living alongside a settled population which according to anecdote and police intelligence felt "under siege". It was discovered that research into the target area was being undertaken by Dr Teresa Nemitz and Professor Philip Bean from Loughborough University to look into the nature and extent of problems the residents of the area experience as a result of living in close proximity to Loughborough University Students.

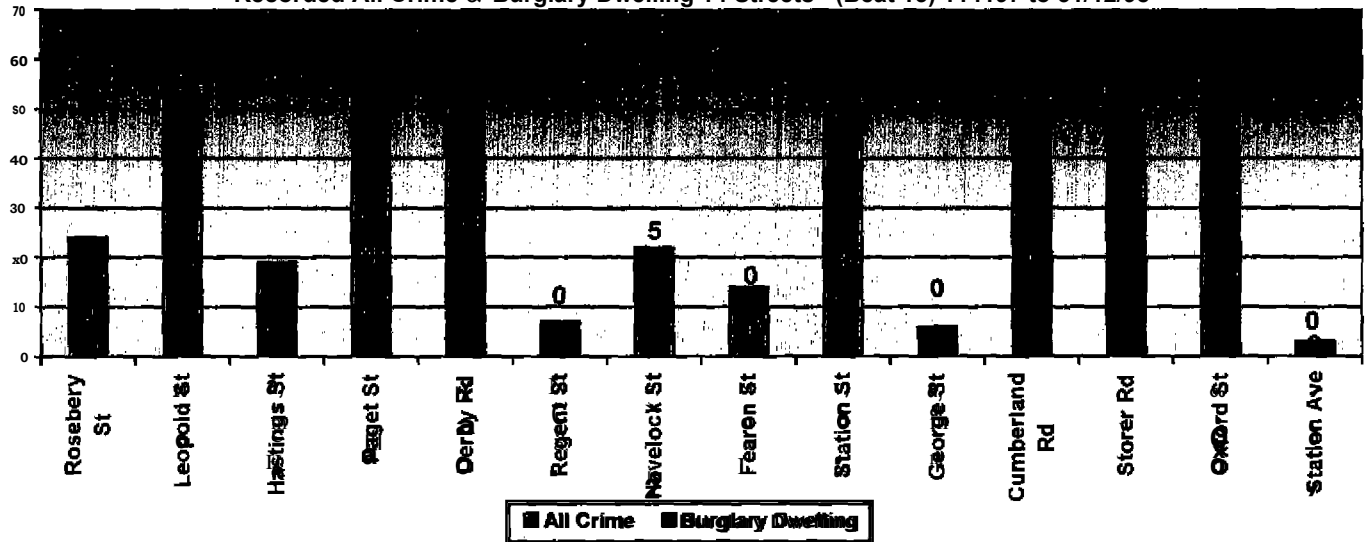
It also became apparent that the area featured in the Charnwood Borough Council Housing strategy for the period 1999/2002. (Appendix B.)

In addition, information from the audit of Crime and Disorder being undertaken to meet the needs of the 1998 Crime and Disorder Act was incorporated into the growing amount of general data relating to the area.

### Analysis

Police crime reduction and crime analyst staff carried out far deeper analysis of the crime and disorder profile of the 15 beat area. It was discovered that the problems of burglary associated with the beat were, in the main, actually concentrated on a number of identifiable streets. For the purposes of this pilot a small cluster of fourteen streets were selected as the programme area.

Recorded All Crime & Burglary Dwelling 14 Streets - (Beat 15) 114197 to 31/12/98



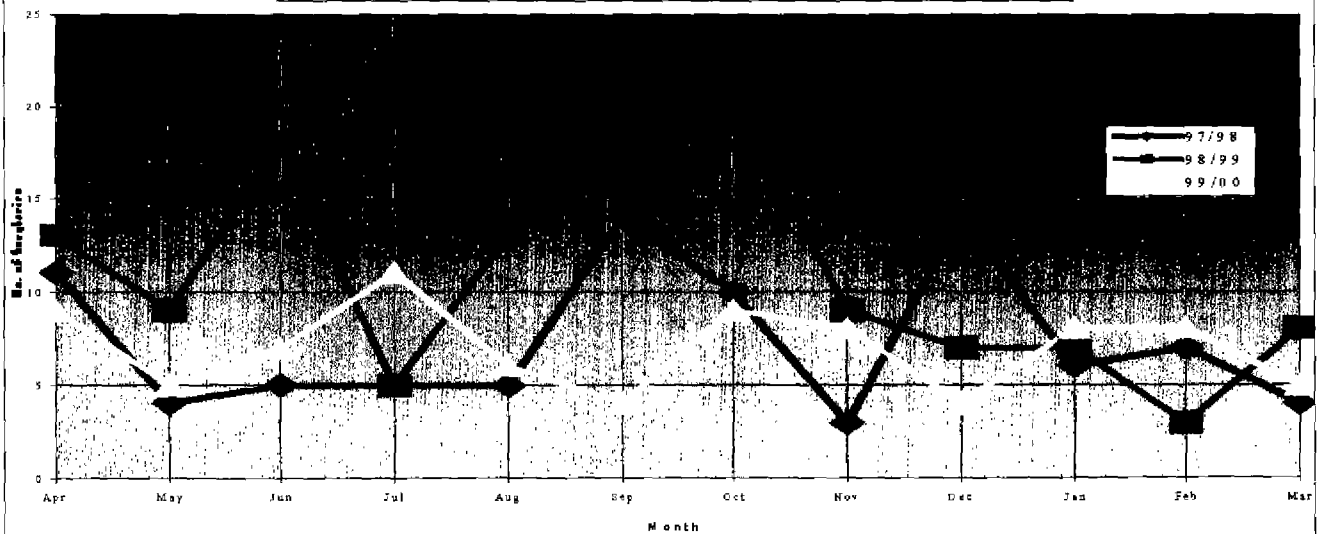
Analysis of recorded Modus Operandi in relation to burglaries revealed that the majority of incidents occurred by:

- Forcing rear doors/windows
- Access through Cat-flaps to retrieve keys from locks
- Rear window access above kitchen extensions; usually bathrooms – often left unsecured

Analysis of property stolen showed that much of the property taken was electrical items such as videos, televisions, hi-fi's, game consoles; with personal items such as jewellery, cash and cash cards appearing frequently.

It was discovered that the consistently high levels of crime peaked during student holidays and "fresher" intakes. This supported the notion that the transient student population was victimised at times of particular vulnerability – when they are new to independent living or away from their student accommodation. However, it was clear that not all victims of burglaries were students – the permanent residents were also victims of crime, perhaps as a result of living alongside the identified crime-generator of poorly defended student accommodation. The following graph shows peaks in demand at student intakes and term breaks, though this picture is less evident in the latter part of the project 1999/2000.

BURGLARY DWELLINGS, 15 BEAT, NL, APRIL 97 - MAR 00



Meetings with the local policing commander and local beat officers were held, to ensure that the analysis accorded with their local professional knowledge. Also, the local community forum was consulted, as was the university, through existing liaison arrangements. The project team to ensure that a complete picture was formed of the area in question incorporated information from all these sources.

Contact was made with Dr Nemitz to access the results of her studies. At this stage these studies were preliminary, but she agreed to the inclusion of her findings into the analysis stage of our project. As such, the work she and her colleagues carried out was invaluable to us in analysing the situation in the target area. An extract from her study is, shown at Appendix C.

In addition to Dr Nemitz's work, letters were sent to a cohort of victims of crime in the programme area, inviting them to contact the police in order that further advice and support could be given. It was envisaged that this might also allow further information on the profile of victims to be gained. However, this exercise produced almost no response and consequently it was decided to carry out a face-to-face survey with residents of the fourteen target streets. The survey was in three parts, looking at the physical security of the premises, crime concerns and police interactions, and finally an application for home-security upgrade funding from the borough council. Surveys were carried out by police community unit staff and researchers, and by members of the special constabulary during spring and early summer 1999. A copy of the questionnaires used is shown at appendix D.

It was already well known that the project area was made up of mainly Victorian terraced housing. Over 70% of burglaries were taking place in this type of housing, with a few at semi-detached premises and hardly any at other types of dwelling. The inclusion of an application for home-security upgrade was made possible following close consultation with the Chamwood Borough Council, who made available grants for improved home security in the programme area, as part of their housing strategy. In addition, all respondents to the questionnaire were offered general crime prevention advice by way of a pack, sponsored by a locally based company, Astra Zenica Pharmaceuticals (see Appendix E).

It is recognised that the survey exercise cut across the "analysis" and "response" phases of the project. The exercise was aimed at both increasing the depth of knowledge of the area in relation to its socio-demographic profile, and tackling the known problem of poor security infrastructure.

Results of the survey confirmed earlier supposition that the nature of the population of the project beat sector was a community of transient students, interspersed with some permanent residents, many of whom were elderly. As had been expected, the survey confirmed a need for basic security infrastructure to be improved — for example, 70% of dwellings surveyed had insufficient locks on the front door. The survey also confirmed the need to promote the positive possibilities of neighbourhood watch, while identifying a core of residents whom could be utilised in this work. A large majority — 62% did not want to become involved with neighbourhood watch, but 132 residents (32%) were identified as being interested in becoming involved. Full survey results are shown at Appendix D.

Staff within the local police community unit then undertook an audit of neighbourhood watch and other community involvement in the programme area. It was discovered that the target area was bereft of *community groups, and had no active neighbourhood watch schemes in existence*. This was identified as a priority for action, in terms of crime and fear of crime reduction, strengthening of the local community and providing a structure amenable to the facilitation of better understanding and communication between the student population and permanent residents.

1 Little police intelligence was available to the project team in relation to offenders responsible for the crime in the project area. This lack of intelligence was identified as a shortcoming to be addressed by proactive police patrolling, as part of the response to the problems identified.





## Response Phase

The response phase of the project was initiated while analysis was being undertaken. It continued after the analysis was complete, taking into account the full results of the analysis. Inputs into the target beat sector continue to date, now taking account of practical lessons learnt, and also the results of formal assessment that has now been completed. To that end, response is seen as an iterative process, and will continue indefinitely.

For the purpose of this paper, however, responses will be summarised in terms of discrete activities and projects undertaken to respond to the problems identified.

## Accreditation Scheme

In response to the problem of poor security in the area, especially in relation to student rented accommodation in the area, the project team was fully involved in the setting up of an accreditation scheme to encourage landlords to guarantee minimum standards for the properties they let, including security standards. The Accreditation Scheme resulted from consultation between the local authorities, Leicestershire Constabulary and Leicestershire Fire and Rescue Service in partnership with Loughborough University and Melton College.

The scheme reflects Loughborough University's commitment to improve standards of accommodation in the private rented sector in Loughborough. The section relating to security was written by the local Crime Prevention Officer within the police community unit. At present the Accreditation Scheme is voluntary, but it is expected that within the next eighteen months the scheme will be mandatory for all offidally recognised student accommodation.

The local crime prevention officer has been involved with meetings with landlords and others, to explain the need for, and nature of, the scheme and to promote maximum take-up in this non-mandatory period.

While the accreditation scheme is targeted at the whole of Loughborough, it is believed that in line with the large number of affected properties in the target beat sector, its benefits will be felt strongly in the programme area. In addition, the programme area has been visited by the Housing Advisor from the University along with the local police Crime Prevention Officer to highlight security features that might be employed to improve security.

The accreditation scheme is shown at Appendix F

## Neighbourhood Watch

A community co-ordinator within the police community unit approached the local neighbourhood watch association and local co-ordinators to gain practical support and help on the project, with the emphasis on setting up more neighbourhood watch schemes.

A local community centre was identified as the venue for monthly meetings held by the community co-ordinator with local residents. As well as domestic burglary, other issues such as vandalism, noise, car parking, litter etc. were regular features of discussion. Neighbourhood watch co-ordinators in the surrounding area and the local beat officer were heavily involved in the meetings, and the increased confidence of the local community led to two new neighbourhood watch schemes being initiated in the target area.

The Neighbourhood Watch schemes initiated were given a strong grounding and initial heavy professional support, resulting in successful and pro-active schemes, which have been instrumental in improving the situation in the target beat sector. The schemes, which are now largely self-supporting, were recognised

by a certificate of commendation in this years National Neighbourhood Watch Awards, less than a year after their inception. They were commended for measures to reduce crime, increase a sense of community and establish balance in the community between local residents and students living in the area.

### **Targeted Policing**

A targeted policing operation was carried out in the project beat sector. Over a five month period, known offenders were targeted and strategic observations based upon high crime locations were employed.

### **Survey and Crime Prevention Advice**

As outlined earlier, a key response to the security problems of the project area was to incorporate security advice and the opportunity to apply for a grant from the local borough council, into the residents survey undertaken to ascertain information about residential make-up, and resident's fears and concerns.

A total of 645 Crime Prevention packs were distributed to every home within the project area. Individuals undertaking community service following convictions for crime produced these packs specifically for the project. Each pack contained leaflets about preventing burglary, coding property, preventing "distraction" burglary and preventing garden crime. In addition the packs contained a UV marker pen, "burglar beware" stickers and other relevant stickers.

The surveys were carried out by police community unit staff and also special constables, who had received specific training relating to home security surveys and the opportunity to apply for borough council grants.

It was recognised that the use of the special constabulary in this way would not only allow for an effective survey to be carried out, but would also provide a major uniformed policing presence in the target beat sector while the survey took place, in April May and June 1999. An intended additional positive consequence was to incorporate the special constabulary at the centre of the project thereby increasing their standing and motivation, and also providing a pool of trained special constables for future similar work.

The project team was mindful that the cost-effective nature of the use of Special Constables in this part of the project, along with the intended additional positive outcomes noted above, ensured that the methodology employed was entirely in line with the principles of 'Best Value'.

### **Public/Private partnership**

It was recognised that locally based businesses had a role to play in the project. Businesses were asked to contribute towards supporting their local communities, and were quick to respond.

Astra Zeneca, a locally based international pharmaceutical company, sponsored the crime prevention packs for every household in the project area. A local security company provided a full intruder alarm system, which was utilised as a prize open to all residents surveyed, acting as an incentive for participation.

### **Press Strateav**

A positive decision was made to fully brief the local press about the ongoing project, during the work-phase. It was believed that to do so would send a clear message to criminals that the target beat sector was not a "safe" area to commit crime and would also reassure residents and give them confidence to become involved through neighbourhood watch etc. During the project a series of radio interviews were

given, covering all aspects of the strategy and the other agencies and partners involved. In addition, articles about the initiative appeared in the local press. Examples are shown at Appendix G.

### **"Bonus Callers" video**

The needs of isolated, vulnerable elderly residents on the programme beat sector were one of a number of drivers that resulted in the production of a video aimed at preventing distraction burglaries against the elderly.

The Bogus Caller Video highlights measures that can be taken by elderly persons to prevent themselves becoming a victim of distraction type burglaries. The video informs residents of schemes that are in use locally to provide help and advice should they become a victim of this type of crime. A highly publicised launch, with presentations at Neighbourhood Watch Meetings and sheltered housing premises should assist in accelerating the reduction in this type of burglary, and aid in reducing the fear of crime.

### **Links with the University**

Strong collaborative links have been developed with Loughborough University through formal meetings to drive positive strategies in combating burglaries. Crime prevention security visits were organised in company with the University Housing officer to provide an initial picture regarding the typical security level of properties.

A landlord/student charter had been drafted by the university, but as yet had not been released. It was quickly recognised that multi-agency input was required to update and refresh the information provided to both students and landlords, particularly in the light of anticipated new legislation.

Results and recommendations of research carried out by the Dr. Teresa Nemitz of the Midlands Centre for Criminology and Criminal Justice, Department of Social Sciences, Loughborough University were eagerly awaited to further focus efforts.

### **Continuity of Response**

As stated at the commencement of this section above, the response to the issues of the project beat sector is seen as long term, and aimed at sustainable improvements. Following the analysis stage which is described below, responses continue and are shaped by the changing and increasing information available.

For example, the need for high profile visible policing in the beat sector has been amply demonstrated by the impressive burglary reduction results seen, following high profile policing operations and initiatives in the target sector. To that end, and in recognition of the continuing needs of the target sector, it has recently been decided by the Area Senior Management Team to add a second beat officer to the one dedicated officer already serving the beat upon which the target area is located.

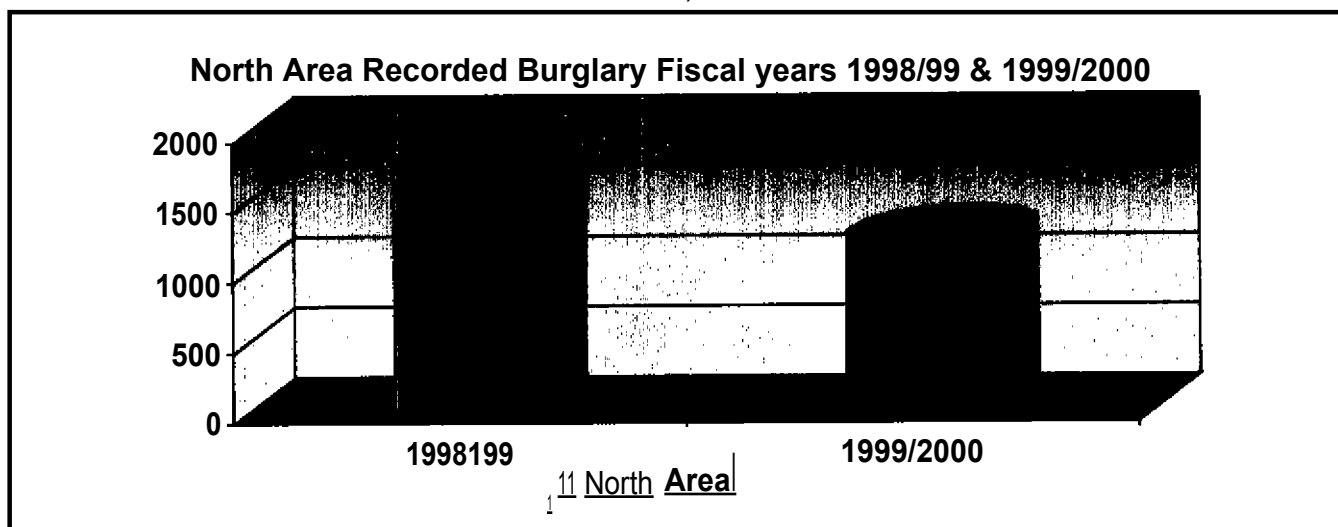
## Assessment

Monitoring of the project to date has highlighted the following:

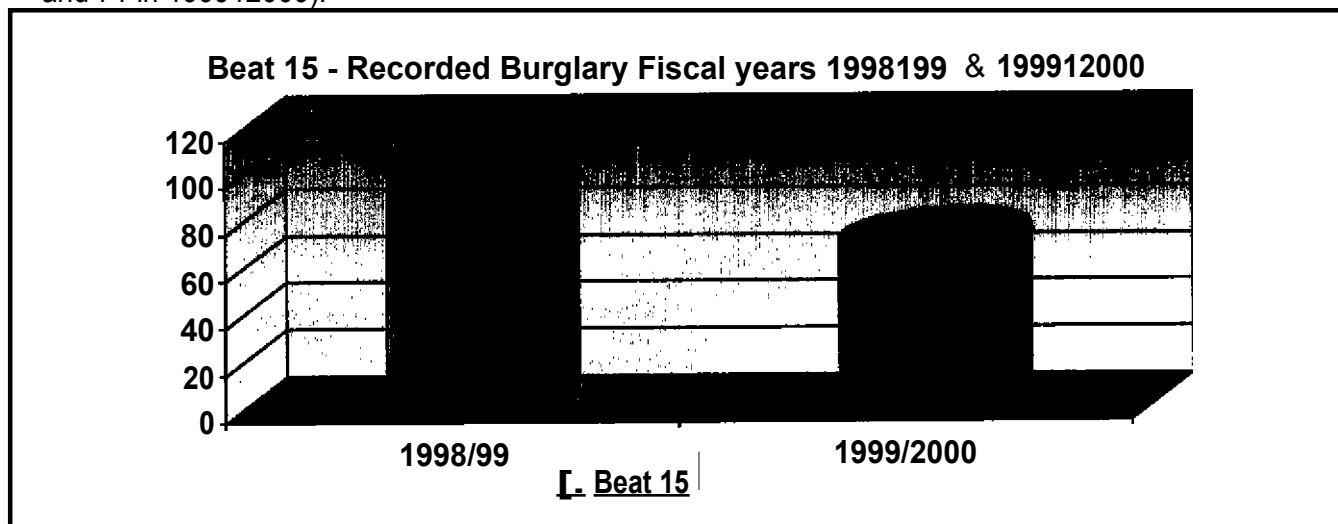
- A) All homes in the project area (645) have been visited as part of the security surveying process.
- B) 448 surveys were completed - a 69.5% response rate, which is impressive compared to other survey methods.
- C) The Student Accommodation Accreditation Scheme has been launched.
- D) Two new neighbourhood watch schemes have been set up in the project area.
- E) The borough council has granted 16 households home repair assistance.
- F) A five month targeted policing initiative to reduce the number of burglaries on the beat containing the targeted area led to a number of arrests, 17 searches of premises and the recovery of significant amounts of stolen property. During the period of the targeted policing initiative, domestic burglaries reduced by 25% over the same period the previous year.

Evaluation of the project is ongoing. However, initial indications are extremely encouraging.

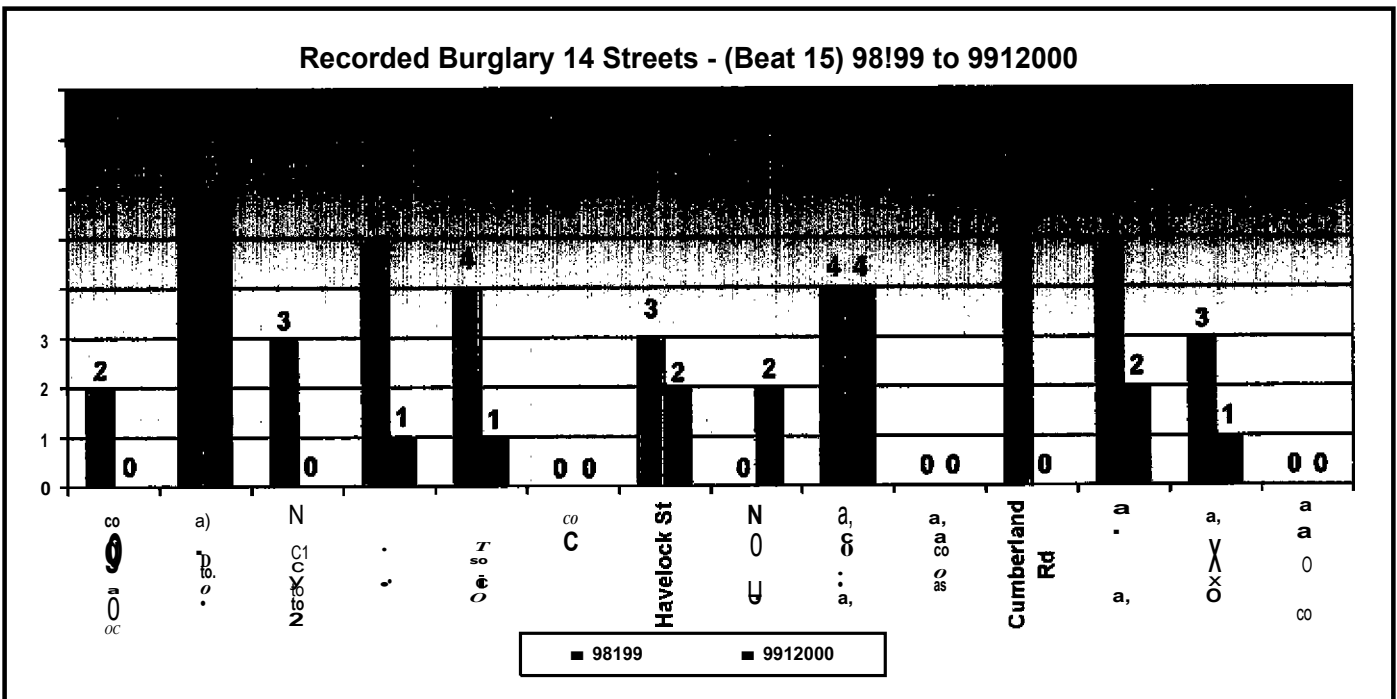
- As the following graph illustrates, during 1999/2000, domestic burglaries on the whole of the North Area of the Leicestershire Constabulary area fell by 28.6% compared with the previous year (1,701 crimes in 1998/99 and 1,214 crimes in 1999/2000).



- As shown on the following graph, during 1998/99, domestic burglaries on the 15 beat, which covers the project beat sector fell by an impressive 33% compared with the previous year. (106 in 1998/99 and 71 in 1999/2000).



However, the defined project beat sector experienced a significantly greater fall in domestic burglaries of 56% compared with the previous fiscal year (43 in 1998/99 and 19 in 1999/2000).



The above statistics confirm the view of the project team that the project has been extremely successful in meeting its aim to reduce burglaries. Just as important to the team was the concept of putting in place sustainable solutions. A "quick fix" which reduces burglaries while all attention is on the project area, only to see the problem re-emerge when a new project area is identified would not be seen as a success.

Of course, it is too early to identify from crime figures whether the reduction in burglaries is sustained. However, the project team is confident that the structures and solutions put in place are sustainable. Notably:

- The Neighbourhood Watch schemes put in place are already self-sustaining and very successful (as evidenced by their receipt of a certificate of commendation from the National Neighbourhood Watch Association.)
- There is evidence of improved relationship between the resident and university as a result of the work of the new Neighborhood Watch schemes — university representatives normally attend Neighborhood Watch meetings and there are open lines of communication with senior university management. This forms a strong basis for further joint work to reduce crime and disorder in the area, and future work to bring together students and local residents is being discussed.
- The Student Accreditation Scheme is in place as a long-term initiative, with the intention of making it "statutory" for all accommodation officially sanctioned by the university.
- Grants for security upgrades to residences will make real differences to the security infrastructure of the area.
- Updated and refreshed literature for distribution to students highlighting important security aspects for them to consider prior to taking up landlord tenancy agreements is now available.
- Ongoing advice and security promotional material through contact numbers, Distraction Burglary Video and security packs have been prepared.

## Conclusion

The project to reduce burglaries on an identified burglary hot spot has been successful. Lessons have been learnt, both in terms of what works and what does not, and also how best to implement the problem solving methodology.

There is no doubt that in addition to the impressive results outlined above other positive outcomes incidental to the main project have been forthcoming. For example, the partnership work being carried out with Loughborough University has now spilled over into the production for a general security guide for students living "off-campus". This will, of course, benefit students living in the project area, but its aim is much wider than that, it looks to support all the 5,000 students in Loughborough who do not live on the university site (see Appendix H).

The methodology used in this project is already being employed on other beats with other challenges. There is no doubt that the success of this project shows that problem solving can make a real and sustainable impact upon crime problems that have seemed long-term and intractable.



## GRANT PRIORITY AREAS — PROGRESS REPORT

Work started on the first group of Six Grant Priority Areas having the poorest housing conditions in March 1998. These areas contain 2150 properties. Further areas have been identified as having problems but are not being prioritised yet.

The target is to inspect 1000 houses per year and to generate 100 extra grants (10x) at an average of £4000 each.

In practice it has been found difficult to gain access to houses and to date (18.8.98) 140 houses have received full inspections. It has however been found that levels of unfitness are considerably higher than predicted at just under 50%. It must be remembered that we deliberately started as far as possible with the worst first - and so far 66 grant schedules have been issued and 18 full applications have been received. Allowing for a run in period of two months this is very close to target although expenditure this year is likely to be below that predicted.

### **The areas expected to be started this year (1998/99) are:-**

1. Ratcliffe Road, Burder Street, Cartwright Street, Glebe Street and the associated parts of Nottingham Road and Meadow Lane, Loughborough (370 houses).
2. Queens Road, Wharncliffe Road (part), Warner Place, King Street (Part), Moor Lane, School Street, Selbourne Street, Cobden Street, Russel Street, Loughborough (370 houses).
3. (Expected to start September)  
Thomas Street, Judges Street, Little Moor Lane, Empress Road, Loughborough (137 houses).



**Those earmarked for next year (1999/2000) are:**

4. Anstey - Albion Street, Gladstone Street, Andrew Road (part), Cropston Road (part), Highfield Street, George Street, Edward Street (part), Woodgon Road (part) (159 houses).
5. Loughborough - Toothill Road, Howard Street, Herbert Street, Gladstone Street, Cambridge Street, Rendell Street, Charles Street, Gladstone Avenue, Lower Cambridge Street, Alfred Street (431 houses).
6. ~~Loughborough~~ **Fa60eri, \*\*ado (toil)OOTINP41+AN** ~~o: EStreet, George r~~  
~~wcea4 ;r tot, to\*d 41apti\*g\*k4 tt \*t, iowEet l48treet~~ **'Leopold street,**  
**Paget street,, Station street, illrf k&Ock \$ i 6 .Darbq Road (part) (6860**  
**'u se's)**

Although a further 4000 properties have been indentified in groups worthy of this type of action they do become progressively smaller and of less direct strategic importance and become harder to place in priority order.

The initial intention was that a priority area would last for only 12-18 months but it is now felt that in order to instil confidence in an area and reach worthwhile standards, the life of each area may have to be extended, possibly to 3 years.

**STORER ROAD SURVEY**

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## **Recommendations**

We have divided the recommendations between those that can be included in a contractual relationship with students, and those which should be part of a 'good neighbour code' and Local Authority responsibilities

### **Contractual**

1 Student ownership and the parking of cars in the Storer Road area must be resolved. Students who want to live in the area could agree amongst themselves and formally in their rental agreement with the University Accommodation Services to reduce the number of cars they will take into the area. If achieved a reduction of cars in the Storer Road area will have the effect of reducing the level of noise, vandalism to cars, and litter. This recommendation may not be immediately feasible but it is of such importance that the institutions concerned should give it immediate attention.

2 The Student Accommodation Service needs to review their contracts with landlords concerning security and the maintaining of the gardens of student houses.

3 The Student Accommodation Service need to increase the number of inspections of property they manage or have registered with them. More regular inspections would help improve security and provide more necessary and up to date information about the residents/neighbours. We think that at least two inspections per academic year are required for maintained and registered houses.

4 The Student Accommodation Service should produce a contract with students that require them not to play music after certain times unless by prior agreement with their neighbours and include recommendation 1 in the contract concerning the ownership and the parking of cars and include conditions about the maintenance of the garden. (There is some overlap here with the 'Good Neighbour' code as well as with recommendation 1).

5 The Students' Union should review their Memorandum of Understanding with the resident groups relating to late night opening of the bars.

6 The Students' Union should reinforce current work to ensure that students are made aware of the implications of their behaviour relating to the drinking of alcohol in public, drunkenness, and noise generally particularly in the Ashby Road and Storer Road area. This is particularly important if the proposed bylaw against the drinking of alcohol in public is implemented.

7 The Student Accommodation Service should be responsible for knowing who are living next door to the houses they have registered or manage and inform prospective students about their obligations to their neighbours. For example, if the person living next door to a maintained or registered house is elderly and perhaps living alone, the students need to know the likely implications.

### 'Good Neighbour' guidelines

8 Ways of extending campus rules and sanctions relating to student behaviour to the community should be explored.

9 The Students' Union should make themselves aware of the implications of the requirements of the Crime and Disorder Act when it comes into force in April - particularly relating to the issues outlined above.

10 Crime prevention awareness should be an on-going issue for all those responsible for students behaviour and welfare.

11 The Local Authority, the University and the Police need to explore ways to include those private landlords who are not registered with the University to introduce reasonable standards of security in the houses they rent to students. All private landlords need to be made aware of their responsibility to the community in the Storer Road area. We suggest that the local business community organisations could be approached to help with such an initiative? This could become part of the initiatives under the Crime and Disorder Act where the Police and the Local Authority work in partnership to reduce crime.

12 We hope that the Storer Road representatives who are attending meetings at Loughborough Police Station concerning the Beat 15-Burglary Initiative, and have already implemented Neighbourhood Watch, will continue, with the support from all the other representatives in that group.

### **Local Authority Responsibilities**

13 The Local Authority needs to improve the level of security in the homes of those who cannot afford such improvement in the Storer Road area - particularly for elderly people. (We understand that this is already being planned).

14 We suggest that the Local Authority look carefully at future planning requests from landlords wishing to extend their properties. The reason we include this is because several residents complained that their neighbours and/or private landlords had erected extensions to their property that they thought had been erected without planning permission.

15 The Local Authority needs to review the street cleaning services in the area. (There is some overlap here with the contractual section above).

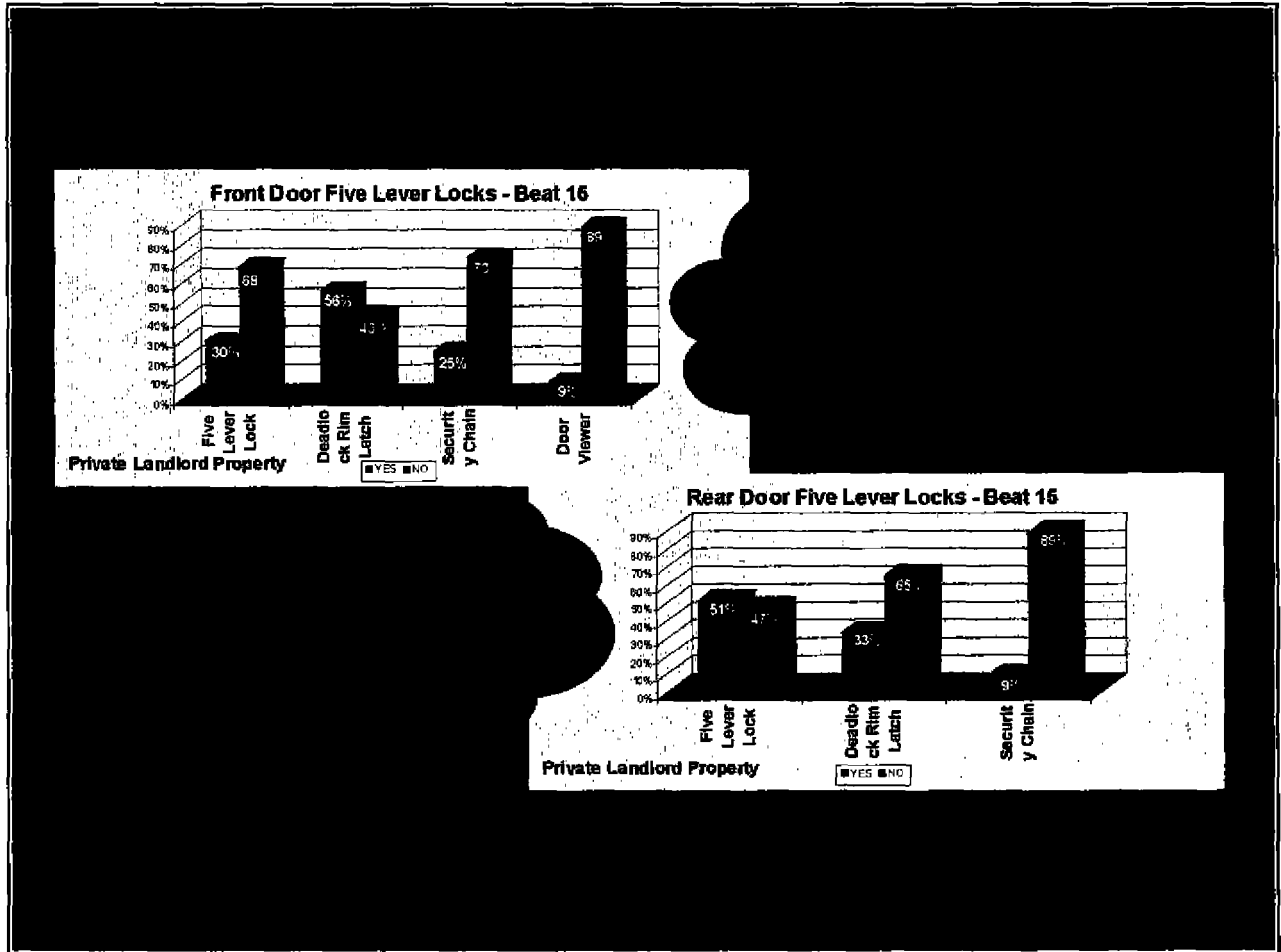
16 The Local Authority should consider the installation of public rubbish bins in the area.

#### **Note.**

There are 2 research studies relevant to this study, one by the Police Research Group of the Home Office entitled *Policing the Campus* (1999) and the other by Christopher Horne, formerly of CHARM who is in the final stages of an M. Phil. entitled *Student experiences of crime in Loughborough University*. He expects to submit in June 1999.



SECTION ONE - Security Aspects of properties regarding front and rear locks



SECTION TWO — Quality of service and community concerns regarding crime.

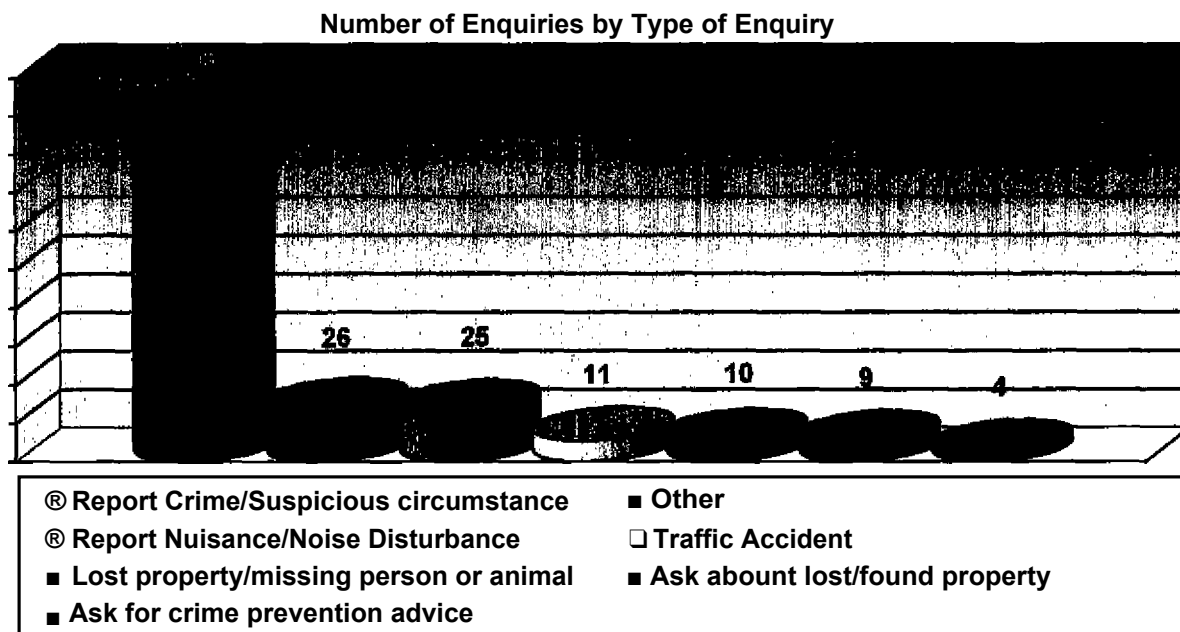
(1) **QUESTION - Have you received crime prevention information within the last 12 months?**  
 Of the 442 respondents, 125 or 28% had received crime prevention material in the last 12 months; of these:

- ♦ Overall 90% indicated satisfaction with the information provided (19 or 15% Very Satisfied & 94 or 75% were Satisfied)
- ♦ Only 3 or 2.4% were dissatisfied, and none were Very Dissatisfied with the information

Only one comment was received with regard to the question – If Dissatisfied with the Crime Prevention information provided, why was this? [comment] – ‘PM W. not friendly towards Students’

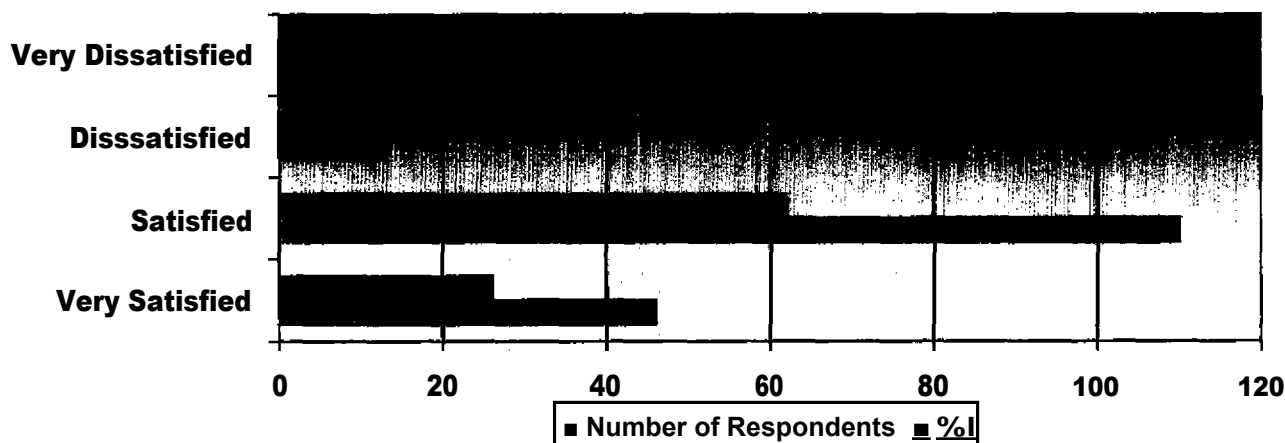


(2) Initiated contact and spoken to the police — 267 individual contacts had been made with the police, broken down thus:



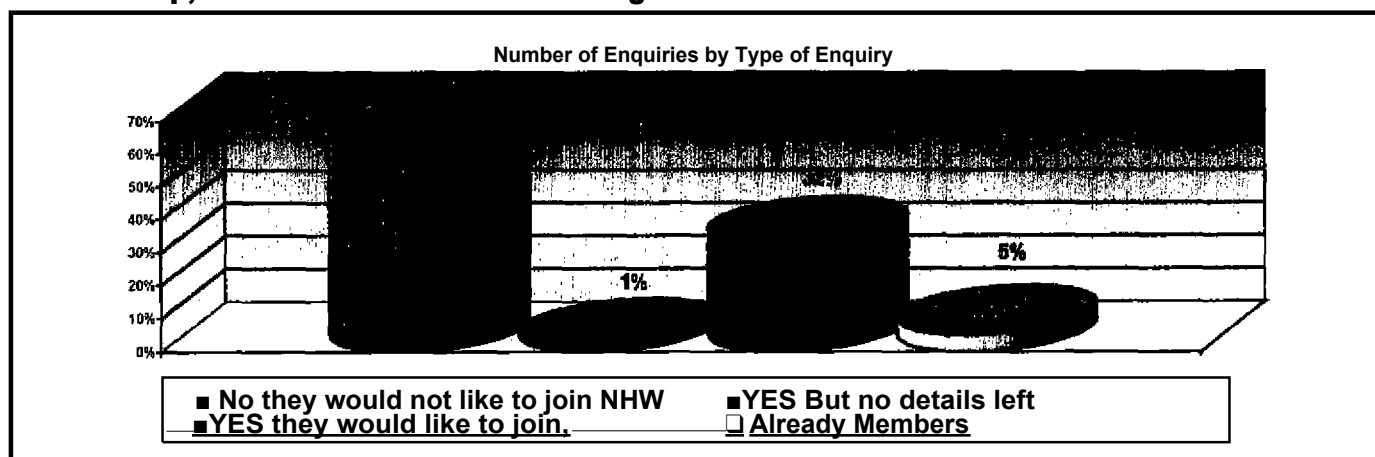
It can be seen that the vast majority of contacts were made to report crimes or suspicious circumstances.

(2a) How Satisfied or Dissatisfied were you with the service that you received when you contacted the police on the most recent occasion?



Overall 88% indicated satisfaction with the service provided (46 or 26% Very Satisfied & 110 or 62% were Satisfied)

**NHW membership** 413 householders replied to the questions concerning NHW membership, and their interest in becoming a member. The results are as follows:

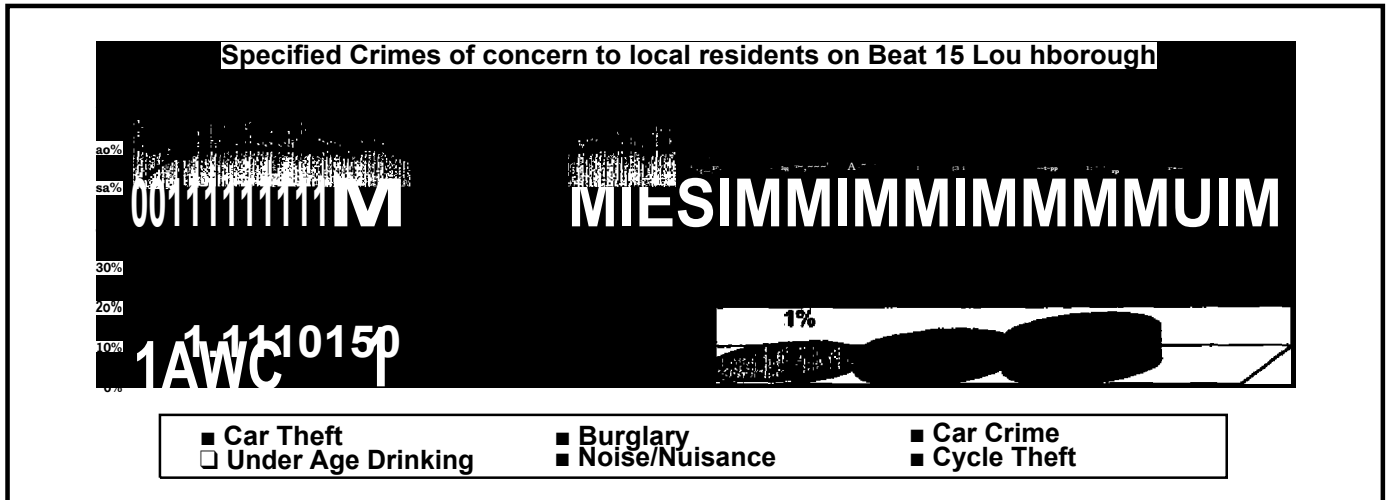


(9) His there a particular Crime that concerns you in your local area?

Concern on local crime — 425 people responded to the question, of which 309 or 73% said yes they did have concerns on particular crimes. 116, or 27% replied no they were not concerned about crime in their locality.

(9a) If YES, what is it? (please specify your main crime concern)

Concern on local crime — 277 residents responded, and the categories of crime of concern to local residents was broken down thus:



It can be seen that the vast majority some 172, or 62% of the 277 respondents indicated particular concern regarding burglary in their locality.