



# ROOM SAFE SCHEME

Target Hardening Project

Evaluation Report

Compiled by

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P.C.276.

## Executive Summary.

This report concerns the fitting of security equipment to houses in Multiple Occupancy (HMO) within the area of Cheddon Road, Taunton.

It was noticed that the main reason for the problem of burglaries in these houses was the very poor state of internal door security caused by repeat forced entries and subsequent damage caused to the doorframe around the lock staple.

A funding bid was submitted to the Home Office to purchase specialist security equipment products that would improve internal door security, (copy of action plan appendix A).

This report outlines the requirement for the equipment, benefits shown to the virtual and wider community following the implementation of the scheme.

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## Introduction.

A burglary rate of 1.5 times and a crime rate of 4.3 times the national average over a three-year period between 1997 to 1999.

A community suffering from low esteem, the wider community perceiving the area as fit only for the low in status fuelled by weekly headlines concerning antisocial behaviour and criminal activity by residents of multiple occupancy houses.

These were the problems faced by the Community Beat Officer P.C. Adrian Hooper when he started working on beat 168 (which includes Cheddon Road) in 1997.

The problems of the area were more than just crime related but were all under pinned by the prevalence of burglaries and general criminal activity. After identifying a cause of the problem being lack of security in the HIMO addresses P.C. Hooper together with Fiona Parkin the District Corporate Development Officer submitted a funding bid to the Home Office.

The bid outlined the problem, reasons why the area was a crime hotspot and benefits that to the community that tackling the issue of burglary would bring.

This report shows the extent of the problem of burglary in HIMO addresses and following the implementation of the scheme analysis of crime statistics that show the blanket target hardening of the area has contributed to a fall in reported instances of burglary.

## Terms Of Reference.

The following sources of information were canvassed In order to compile this report.

- > Sara Action Plan 168/9/00. Initial written report to Target Harden area.
  
- > Cheddon Road Burglary Reduction Project report as compiled by Corporate Development Officer Fiona Parkin and P.C. 276 Hooper. The basis for the funding bid to the Home Office.
  
- > Taunt on Police Crime Management Unit burglary statistics years 1997-2002. Show the extent of the problem and give information as to the method of how they are committed.
  
- > Somerset County Council. Gave information regarding 1991 Census and Address point database.
  
- > Somerset Fire Brigade and Taunt on Deane Borough Council. Spoken to about the Fire Regulations and any implication of fitting the products.

## Background Information.

Cheddon Road, Taunton, Somerset falls entirely within the Avon and Somerset Constabulary policing beat of 168,



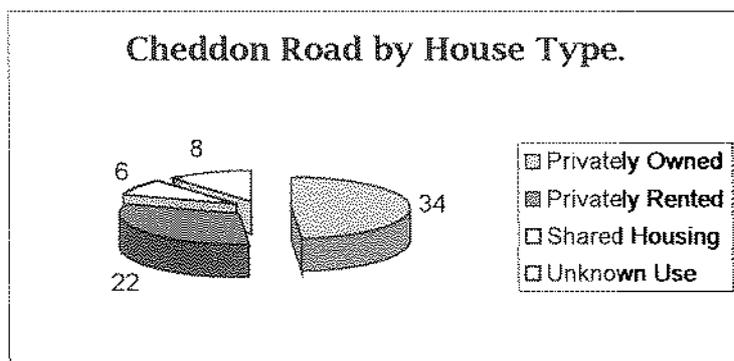
Cheddon Road.



Example of housing.

Cheddon Road is the main thoroughfare leading from the railway station to the north of the town. The houses are large Victorian terraced many of which have been bought: by private landlords who have adapted them to multiple occupancy bedsits or flats (HMO). The HMOs' are dispersed within the privately owned property predominately within the area of number 108 Cheddon Road down and this is specified in the report as the target area, (map of area appendix B).

Table 1.



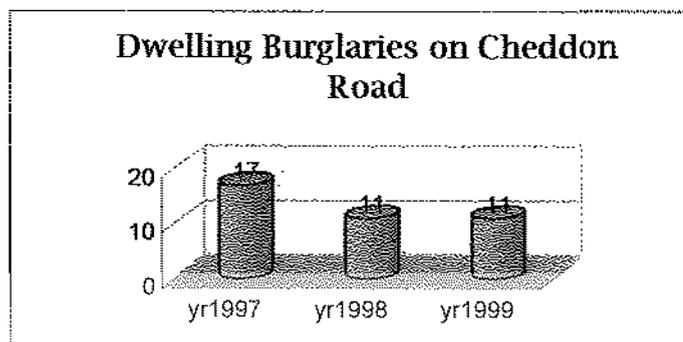
Landlords found it difficult to attract working tenants due to the poor image the area was held in by the wider community. The residents that did live in the road only stayed for short periods; consequently there was a large turnover.

Tenants within the HDVO were more likely to be claiming benefits, associated with drug or alcohol abuse and involved in criminal activity.

The 1998 British Crime survey by Mirrlees-Black et al reinforced this perception. It showed that residents were at risk in nearly all the categories in the risk of burglary index including employment status, low income, rented accommodation, accommodation type (high percentage of flats), and in part of the town where there are high prevailing crime rates.

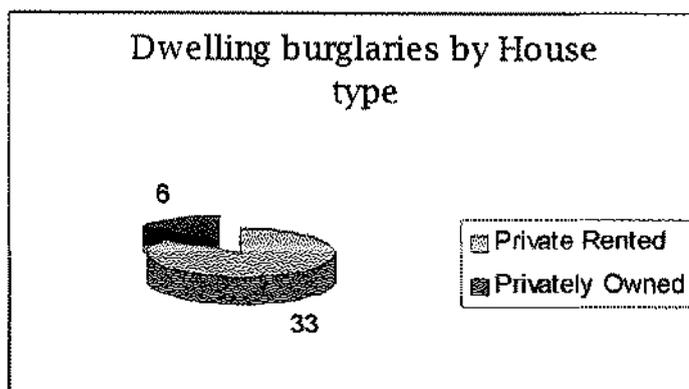
It became clear that there was a specific problem of burglaries with in this community and statistics gleaned from the Crime management Unit reinforced this view (CMU statistics appendix C).

Table "L



The average over the three year period is  $13 / 125 = 104$  burglaries per 1000 households (the no. 125 is the number of households). The national average is 24 burglaries per 1000 households.

Table 3.



The method of entry to the addresses was sometimes difficult to establish as the nature of the properties meant that front external doors were commonly left open and internal door security was very poor. This was graphically highlighted by the victim of a burglary

showing P.C Hooper that he could literally push open his locked bedsit door using only the minimum of force with the palm of the hand.

Commonly the door frame holding the lock staple had been so damaged by repeat break-ins and subsequent inadequate repairs that the latch pushed the staple of the lock open without causing any further damage.

Table 4.

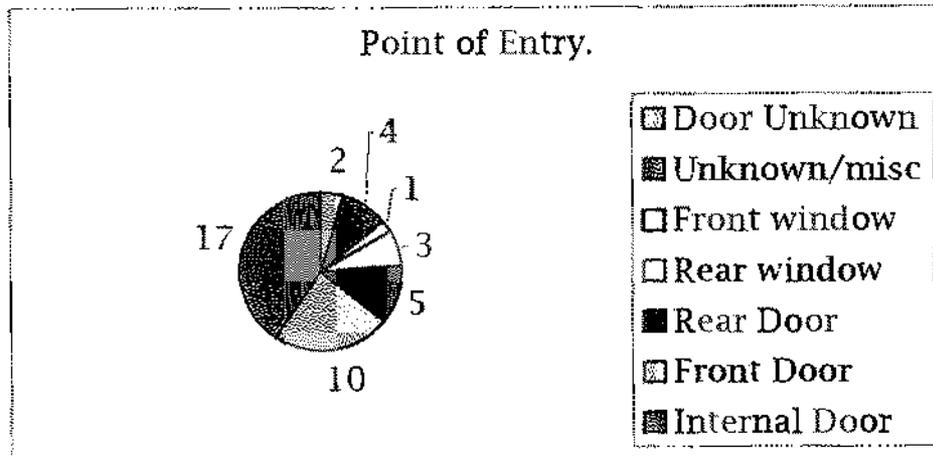


Table 4 clearly shows that the door was the main point of entry at 34 of the 39 total burglaries. The chart also shows that the initial point of entry being an internal door showing the external door had been bypassed in some way. This would back up the anecdotal evidence that the front doors of HIMG were frequently left open as the residents on the ground floor were fed up with opening the doors to visitors to other flats as there were no door entry systems in place.

Table 5.

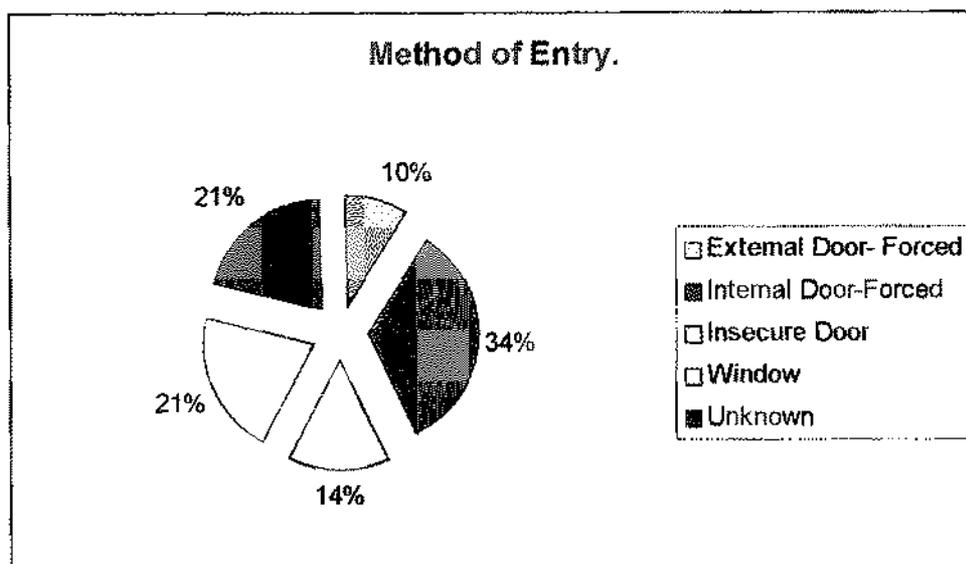


Table 5 shows that 58% of the method of entry was via a door either using force or being left insecure. As previously explained the locks and door frames of the bedsits were in such a poor state of repair it is possible that it could have been forced without leaving any trace of such and thus recorded as being left insecure. This could also account for the 21% recorded as unknown.

Statistics also showed that certain addresses were repeat location hotspots including numbers 52,33,19,57,65,67 and 39. Each of these addresses is of the HMO type with between five and nine units in each address. This meant that each address had the number of goods available to steal multiplied by the unit number making them attractive to thieves. The type of items stolen were of low value and easy to sell on with many breaks being opportunist.

There was no evidence or information to link specific offenders to offences however it was felt that fellow tenants or people visiting other tenants were responsible for the break ins.

It was felt that provision of safe and secure accommodation would help stabilise the population within the HMO population enabling landlords to attract employed tenants.

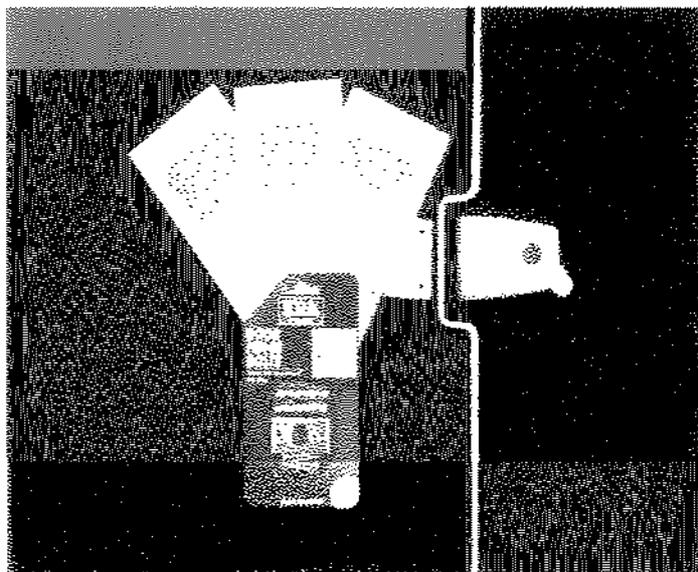
Prior to the bid P.C Hooper had tried interesting the landlords of properties hi security equipment on an ad hoc basis and generally when an offence had been committed. They did not implement security measures due to cost and the feeling that any improvements would not stop the incidents happening again.

Anecdotal evidence suggested that many offences went unreported such was the scale of the problem within some of the addresses, principally numbers 52 and 57,

P.C Hooper conducted a survey of the area and spoke to each Landlord individually gaining their agreement to participate in the scheme to provide security equipment to each HMO address.

## Proposed Intervention.

The kickbar product is a metal strip 1.5cm wide and approx 50cm long and is shaped so that it fits over the staple part of the door lock and vertically down the inside of the doorframe above and below the staple (Kickbar leaflet appendix D). The result of fitting this product is a vastly strengthened doorframe around the staple area, which is where the doors in the HIMO addresses had been proven to be weak.



The company supplying the product supplied a mass of positive references from other Police and Fire services. In fact tests undertaken by the Central Scotland Police showed that a door fitted with a kickbar withstood a jemmy attack for 6mins 50 seconds and sledge hammer attack for 55 seconds.

Door entry intercom systems were purchased for number 52 and 57. This was to stop the problem of the communal external doors being propped open by tenants which they did to stop themselves being disturbed by other visitors to the address knocking on the communal door.

P.S Graham from the Community Safety Team at Taunton Police suggested that to complement the kickbar with locks and hinge bolts to strengthen the hinge side of the door.

Residents were also to be given a crime reduction information leaflet and a pamphlet outlining the aims and objectives of the scheme and giving relevant crime reduction advice (example of Room Safe leaflet appendix E).

All products complied with fire regulations; the Fire service as well as the Local Council Office were kept informed of the scheme.

A bid was submitted to the Home Office by P,C Hooper and Fiona Parkin Corporate Development Officer. The bid was successful and the sum of £3,900 was allocated to the project (press coverage appendix F). (A list of expenditure listed under appendix G).

## Results of Intervention.

The number of burglaries within the target area from 1997 to 1999 was 104 burglaries per 1000 households, which compares with a national average of 24 burglaries per 1000 households.

Table 6.

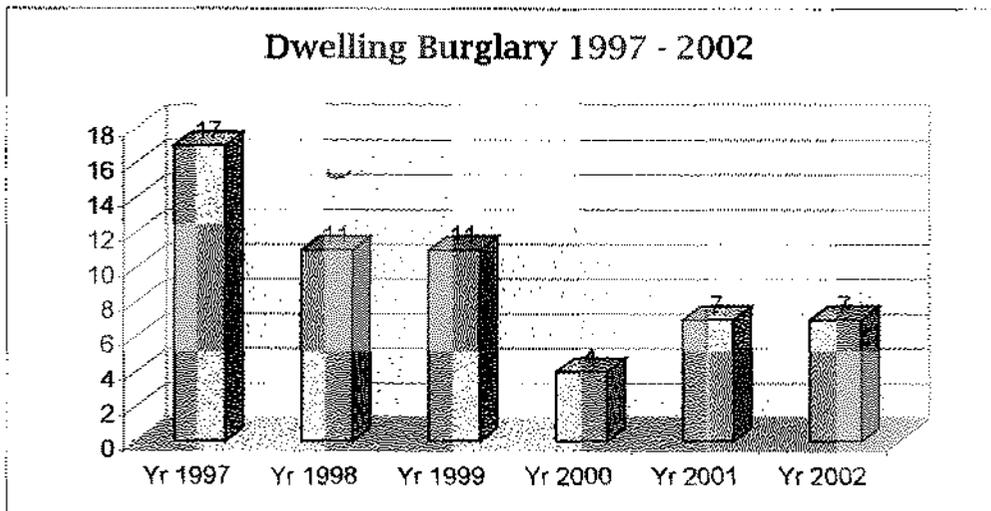


Table 6 illustrates that the number of burglaries has decreased since 1997. The scheme was fully implemented in April 2001 and has consolidated the trend.

Table 7.

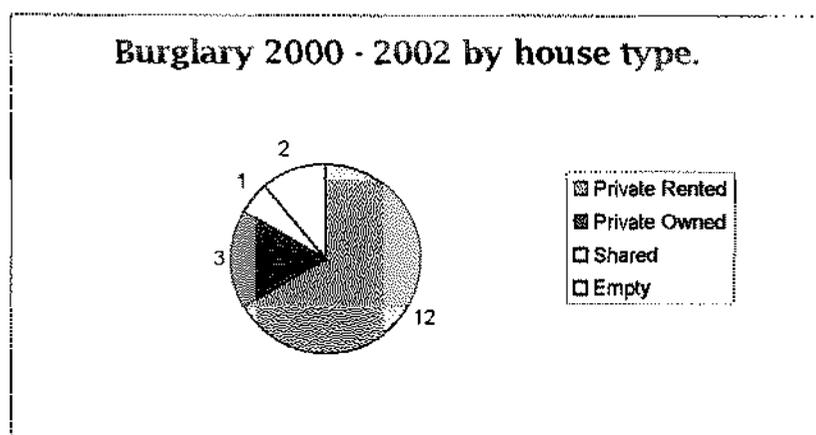
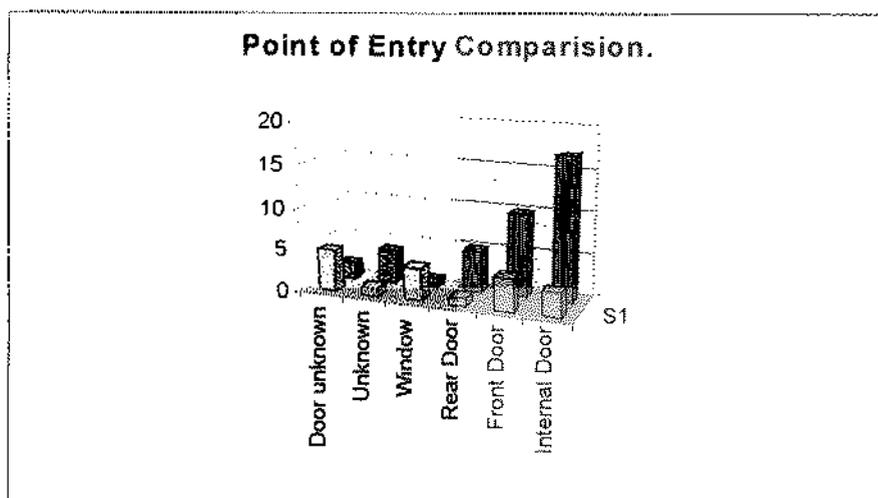


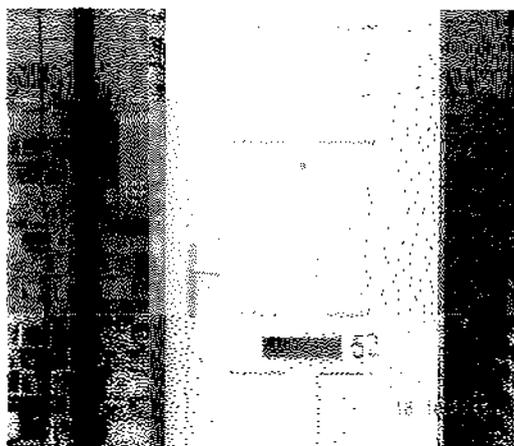
Table 7 shows that the type of property that at risk for burglary is still Private Rented with a dramatic decrease in the total figure, There is also a fall in the number of burglaries in Privately owned property showing that although there are still instances at these type of property there has been no large scale displacement of offences.

The point and method of entry has been disseminated from the crime reports and shows a decline in the use of force to gain entry to the Internal door as can be seen by Table 8. The red columns are figures from 97 - 99 totals,

Table 8.



Mr. Paul Escott is a Local Councillor and also the 'manager' of both 52 and 57 Cheddon Road. Mr Escott has written a letter that graphically illustrates the improvement the fitting of the crime reduction equipment has had at these two addresses that were widely regarded as the worst examples of HMO accommodation in the street. (Letter in appendices).



Door intercom



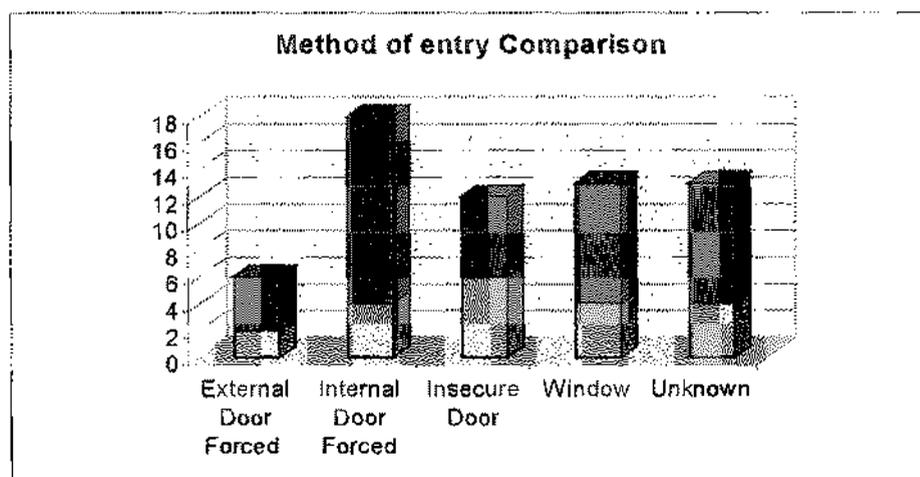
Kickbar.

He gave an example of how he had to break into one of the rooms as the tenant had managed to lock Ms keys in the room, Armed with a metal crowbar and a hammer it took him fifteen minutes to gain entry to the room which is a vast improvement in the example of a tenant being able to push open a locked door.

Mr, Escott also stated that since the fitting of the equipment he had not replaced any of the locks and that no break-ins had been reported to him which until the implementation of the scheme was sometimes a daily occurrence.

Table 9 shows the 1997)9 figures in red. This illustrates decreases in the instances of the internal door being forced from 17 instances down to 4. Of the 18 burglaries in the period 00-02 only two were within the addresses fitted with security equipment. The method of entry recorded at these two addresses was not by use of force to open the internal door. Of the 18 burglaries within this period 12 have been within the eighteen months of the scheme.

Table 9.



The figures from 2000 have been used so that a comparison over a three year period can be obtained. Further evaluation of the scheme can be made after the end of 2003 to gain a clearer picture of whether the scheme can be judged a success.

There were 18 burglaries within the 2000-2002 calendar years. The average over these three years is 6 incidents per year. This number has been divided by the total number of units within the target area - 125 and then times by 1000. The total figure is 48 instances of burglary per 1000 households.

This is a reduction in instances of burglary of over 50% from the previous three years from an average of 13 burglaries per year down to 6.

## Final Summary.

1. Target hardening of the area has reduced instances of burglary by over 50% from an average of 13 per year down to 6.
2. The scheme has been acknowledged as successful in reducing instances of burglary by a manager of two properties numbers 52 and 57.,
3. The general community has also benefited by an improved perception of the area as less of a crime hotspot.
4. The cost of equipment was small in comparison with the results achieved.
5. The scheme is sustainable and can be of benefit to other areas with similar problems.

## Conclusions.

The Safe Room Scheme was implemented at a time where the area as a whole was undergoing a change with some of the worst examples of HIMO addresses such as number 39, 55 and 69 being bought by landlords who adapted the houses into self contained flats rather than being retained as bedsits.

There are still examples of HIMO addresses within the street with number 52 and 57 being amongst the worst. This type of address had the poor security as described previously. If security could be improved and shown to work at these addresses then they could be held up as examples of the benefits of security in HIMO.

Even though some of the addresses had changed their focus they still were targets for instances of burglary, It was felt that the whole area should have the benefit of the security equipment so that it would stop the problem being merely displaced to other HIMO addresses.

In all 65 separate units have been fitted with security equipment, this is out of the originally proposed 106 units. The reason for the shortfall is that some of the bedsit type houses had been converted into flats or had changed their use back into family homes. Other landlords who had previously agreed to fitting the products did not feel that the kickbar was compatible with, their property and fitting them may frighten prospective tenants away.

The implementation of the Room Safe Scheme (Cheddon Road Target Hardening) has had a real impact in reducing the number of burglaries within the HIMO community with a reduction of over 50% within the first eighteen months of the scheme being in place.

There has been no large increase in the number of burglaries within privately owned houses showing that the offences have not been displaced to this type of property

Cheddon Road is now an area on the up, the bad old days of regular press coverage highlighting general antisocial and criminal behaviour, and subsequent resident association action are a thing of the past. Many of the worst type' of the HIMO addresses have changed their focus, working tenants in safe and secure accommodation is now seen as a way in which to improve the Landlords business. The high turnover of tenants has slowed down and the population has stabilised.

This scheme has shown that only a relatively small amount of funding is required to improve the standard of security in any given HIMO community. Each town invariably has addresses with this type of accommodation, this is a scheme that can be adopted elsewhere and adapted to meet local conditions.

## Recommendations.

- A* Despite all the Landlords being contacted and their approval for the general principle of the scheme sought: some of them did not fit the security items as they felt that they looked to cumbersome, bulky and not something that they wanted to be fitted to their doors.

A meeting of all the landlords should have been called to show them physical examples of each product and how they were fitted.

- B.* An officer allocated to deal solely with the scheme from start to finish,
- C.* A smaller number of items to have been initially purchased to stop the problem of returned unused items.
- D.* The kickbar came in two sizes a universal size and a more fitted smaller size. The universal size was chosen as it was unclear what size lock staples each address had. The universal size had a gap at the top and bottom, of the staple that made the bar look clumsy and not aesthetically pleasing.

A survey of each address to see what products would be suitable and measurements made of the staple.

- E.* The topic of security within these addresses has long been overlooked by the statutory agency with most leverage over the landlords, the Local Council

The council could apply more pressure on the Landlords to provide safer accommodation. The addresses are checked regularly for fire and environmental reasons the visit could incorporate a security survey and the landlord given a recommended product list to rectify the deficiency. The council could promote houses with security products fitted to prospective tenants or agencies seeking to house people.

## Glossary.

Staple - The metal lock keep situated on the door frame.

## Appendices.

- A - Action plan. Cheddon Road Burglary Reduction "Project.
- B - Map of target area.
- C - Taunton Crime Management: Statistics. Held at Taunton Crime Management Unit,
- D - Kickstop Product Leaflet.
- E - Example of Room Safe Leaflet.
- F - Taunton Times Paper from Feb 2001 giving notice of scheme.
- G - List of expenditure.
- F - Letter from Manager of 52 + 57 Cheddon Road.(original and typed copy for ease of reading).

## ACTION FLAM

### Cheddon Road Burglary Reduction Project

#### BACKGROUND

Cheddon Road was targeted for action after beat officers were being repeatedly called to attend forced break-ins in this street, especially in Privately Rented Houses of Multiple Occupancy. Of particular importance was the apparent trend in the nature of the burglaries; which were predominantly forced breaks through poorly secured internal doors. •

Initial scanning revealed this area meets most of the key risk factors identified in the 1998 British Crime Survey by Mirrlees Black et al. Residents would seem to be among the most at risk of burglary in almost all categories included in this survey: employment status; low income; rented accommodation; accommodation type (high prevalence of flats); part of town where there are higher prevailing crime rates.

In depth analysis of the area was subsequently undertaken to establish the extent of the burglary problem, to analyse the reason for the burglaries, and to plan a directed response for achieving a sustainable reduction in burglary.

#### TARGET AREA

The target area of interest, comprises a triangle from the bottom of Cheddon Road to its intersection with George Street, falling within the police beat of GT 168 (Rowbarton). A map of the area has been attached with this application. Within this area there are approximately 125 households (source Address Point, County Hall): 31% of housing is privately rented, with buildings providing an average capacity of 5 rooms per property; 49% are privately owned. Approximately 14 landlords operate in this area. The predominant housing type is Victorian terracing, the back-gardens of which are accessible via a series of alleyways as the map clearly shows. These offer limited natural surveillance and can be reached by the numerous side streets on either side of Cheddon Road.

Because of the large percentage of privately rented accommodation, the community tends to be continually changing with residents only staying for short periods of time. Such houses of multiple occupancy have shared entrances where it is not unusual to see strangers coming in and out and where poor quality locks provide easy access to individual living units. There are no community groups such as Neighbourhood Watch in this area and little social interaction between neighbours because of the proportion of houses of multiple occupancy. The area is busy with lots of pedestrian and vehicular traffic being close to the station and the centre of Taunton. Unemployment is high with a lot of the bedsit occupants on low incomes or claiming benefits. Indeed, data from the 1991 census revealed that the Rowbarton estate had the second highest rate of unemployment in the Taunton Deaone area. A number of tenants living in this particular area have also been associated with drug and alcohol misuse. The beat of Rowbarton had the second highest crime rate in the Taunton area for the first eight months of this financial year with the Priorswood estate, another high crime area, situated in close proximity.

#### Aim

- To reduce burglary rate in the target area.

#### Objectives

- To reduce fear of crime among local residents.
- To improve the security of internal room doors within Houses of Multiple Occupancy in an attempt to reduce the number of burglaries.

- \* To improve the external security of Houses of Multiple Occupancy to restrict access to legitimate callers in an attempt to reduce the number of burglaries,
- \* To reduce the number of repeat victims.
- \* To increase the awareness of security and safety precautions among tenants in order to reduce burglaries.

### *Analysis of domestic burglary problem*

Recorded Crimes for domestic burglaries and attempts was downloaded from the crime analysis system for three consecutive financial years 1997-1999; An average of 13 crimes a year was recorded in this specific area. When plotted spatially using MAPINFO (GIS Mapping Software), it became apparent that there was a considerable burglary problem in the target area defined as opposed to surrounding streets. The burglary rate for each of the last three consecutive years was consistently 1.5 times the national average. Overall, the average crime rate for the three years, was 4.3 times the national average.

- \* 85% of burglaries over the three years took place in Privately Rented Accommodation. The entry point was most commonly through doors. Of the 39 burglaries committed, two thirds involved door entry. Entry to Houses of Multiple Occupancy commonly involved a two-pronged entry i.e. breach of an external door followed by an internal one.
- \* Where details were given of method of entry on the form, analysis revealed 40% of entries were made by forcing door panels or locks. Furthermore, the majority of forced entries were specifically effected through internal doors - 1 in 3 burglaries occurred through this route. In 20% of occasions, the MO was recorded as used key or no visible means, officers concerned believe these were in fact forced entry of doors. After attending the rooms in question and applying pressure to the door in the area of the lock, the door opened with no visible signs of entry.
- \* Due to the poor information provided on the crime report it is not always possible to tell the direction of entry. However where details were available, 1 in 5 properties were accessed via the rear, interestingly, these properties have got alleyways behind them, providing an unobserved means of escape and entry. Although entry through front doors is common, entry through front windows is rare, Spatial plots of recorded burglary and attempts using MAPINFO revealed that houses on both sides of the street are being targeted with crimes not restricted to one side only.
- \* Temporal analysis reveals no obvious pattern in terms of the time of day, or year that the crimes were committed. In 1997 and 1999 marginally more breaks occurred at the weekend but this did not represent a significant difference.
- \* The records reveal that the following properties have been repeat targets in the last three years, Numbers: 52, 33, 19, 57, 65, 67 and 39. All of these are Houses of Multiple Occupancy. In 1998 Property Number 57, was burgled three times in one day. Houses of Multiple Occupancy by very nature of their design, offer multiple goods to be stolen. On average each house has five separate units of accommodation, this effectively multiplies the number of goods available to thieves five-fold and makes the premises a much more attractive target. If repeat victimisation could be prevented within the HIMO's then the burglary rate in this area could be reduced from 39 to 25 i.e. a fall of 38%.
- \* intelligence suggests that a lot of crimes are being committed by people living in the same accommodation as the victims. Anecdotal evidence has been provided on a number of occasions where the officer has arrested someone from an upstairs flat who has broken into a property downstairs.
- \* A number of the tenants living in this target area and in particular the HIMO's are claiming income support, and many have drug or alcohol dependency. The type of goods stolen have been of low value and of the type that are easy to sell on. It is thought that many breaks are opportunistic thieves looking for money to supply their drug or alcohol habit.

## PROPOSED INTERVENTIONS

- Present action within the beat as a whole involves the beat officer visiting repeat victims or vulnerable victims to issue crime prevention advice, in addition the project team propose the following target hardening measures for the target area:
- As the majority of burglaries are clearly taking place in rented accommodation, the immediate response to the problem has been directed at reducing burglaries on this type of property. Security advice has been given to landlords in the past but measures have not previously been fitted because of the financial implications. The landlords have little incentive to fit the security measures as loss claims aren't made against their own insurance policies - it is the tenant who incurs the cost, Another important factor impeding crime prevention In HIMO's, is that tenants tend to stay for short tenures only. Any measure taken, therefore, has to be directed at the property not the individual.
- Analysis of means of entry suggests that there is ample scope for reducing the risk of burglary by target hardening. The most vulnerable point of entry in rented accommodation appears to be through forced doors. Therefore attempts to target harden property will focus on reinforcing doors, specifically the provision of improved door locks, hinge bolts and Universal London bars for internal doors to all rooms within rented accommodation. The locks can be deadlocked from the outside using keys and have a push button dead lock facility on the inside, which can easily be opened in an emergency. These measures will be applied to 22 buildings or specifically 106 rooms.
- The London bar has been used effectively in burglary reduction initiatives around the country to reinforce the door frame. Tests undertaken by Central Scotland Police reveal that the product withstood jemmy attack for 6 mins 50 secs and sledge hammer attack for 55 sees. Having consulted with the manufacturer's the Universal Bars would prove the most effective as they fit all types of door frame. In addition each door will have a pair of hinge bolts fitted to reinforce the hinge side of the door. Reports from over 15 different forces that have used the products previously were obtained to identify any potential problems with this piece of equipment.
- Analysis revealed that certain properties were particularly at risk, having been targeted on more than one occasion, namely 52, 33, 19, 57, 65, 67 and 39. Number 85 is now empty, and 33,19,67 and 39 have all converted from bedsits to flats. 52 and 57 also have a higher than average number of rooms i.e. 7 and 9 respectively. Observation revealed that tenants regularly prop external doors open in these properties because they are continually having to answer the front door bell to let people in. To prevent future security breaches the bid is asking for monies to fit 2 vandal resistant intercoms. Visitors will therefore be able to contact tenants directly, removing the temptation to prop doors open. The Intercom systems wilt also help to increase levels of persona! safety within these properties. Officers noted that visitors also had a tendency not to close external doors once admitted access. The bid is therefore also asking for the capital costs of door-closers to secure the external entrances of "at-risk" properties.
- Advice packs for landlords will be prepared in association with crime and disorder partners and will include: useful telephone numbers; minimum standards of security and safety advice; their obligations to maintain security devices once fitted and to report faulty equipment. Tenants will receive a similar pack.
- In addition, the local press will be used to publicise the fact that these security measures have been fitted in an attempt to deter future crimes.
- The correlation between a number of burglaries and the series of rear-alleyways adjoining these properties has been tackled under a separate crime reduction project. Following preliminary discussions with the local community the project team are proposing to install a series of alley-gates to restrict access to these corridors. The beat officer is currently undertaking the necessary consultation work amongst local residents. Because of the revised time-scale it was not possible to include the funding bid for these measures in this application.

## OUTCOMES

Success of this scheme will be measured over an extended period of 18 months to ensure a sufficient sample size and adequate time to establish whether burglary rates have reduced following the introduction of the crime reduction measures. Key criteria to be analysed at baseline, 6mths, 12mths and 18mths will include, the number of: burglaries or attempts (source Crime database); repeat victims (Source Crime database); perception of fear of crime among tenants after 12 months through local questionnaire; survey of landlords to establish their opinion of the scheme's costs/effectiveness.

## PROJECT MANAGEMENT

The project will be overseen by: Sergeant Brian<sup>1</sup> Graham, Community Safety Team; PC Adrian Hooper, Community Beat Manager for Rowbarton; Mr San Clare, District Administration Officer; and Miss Fiona Parkin, Corporate Development Officer. Sergeant Graham is a Home Office Crime Reduction Officer and Architectural Liaison Officer, he has experience of running and participating in other crime reduction initiatives including two successful Single Regeneration Bids. PC Hooper has been the Beat Manager for Rowbarton for the past four years and has developed an excellent rapport with local residents and landlords taking an active involvement in many schemes established by the Rowbarton Resident's Association as well as instigating a number of his own. Miss Parkin used to work for *the* Health Service in a research department and therefore has experience of overseeing data collection from trials, if successful in the bid, funds will be put under a local budgetary code and administered by the District Administration Officer who is the budget holder. Records of any monetary exchange from this budget will be kept for later scrutiny. Two members of the project team are also on the steering group for another crime reduction project funded by the Home Office namely the use of Polaroid Cameras to reduce Domestic Violence so have an appreciation of the administration and level of evaluation that is associated with government funded projects. Monthly management meetings will be held with the project team to address any problems identified with the running of the trial,

Peter Maxon from Crime Concern has reviewed the project and has visited the site of the project team to offer advice on the application. In addition members from the project team have also attended the workshops run by the Home Office where guest speakers have given advice on how to analyse reason for the problem and plan a suitable response. The Community Beat Manager has contacted other Forces who have used the proposed products to learn from their experiences.

In order to ensure the long term success of this initiative the community have been involved from the outset. As a result the beat officer has contacted each of the landlords to discuss the proposed security measures and to ask their permission to fit the equipment. He has negotiated that the police will pay the capital costs of the equipment through the project funding, and the landlord's will pay for the fitting themselves. The response has been very encouraging and all except one landlord has agreed to the scheme, if funding is granted then regular monitoring will take place by the project team to ensure that the measures are fitted and maintained by the landlords.

Local crime and disorder partners have been kept informed of the changes and meetings have been held with the Local Authority's Community Safety Officer and Housing Department. Sergeant Graham has been extensively involved with the interpretation of the data and proposed interventions, and will continue to be involved in the roll-out of the project.

The Beat Manager has also consulted widely with the local residents, not only speaking to landlords and tenants within the properties themselves but also advising neighbouring residents of the intended changes. The feedback was that local residents are fully supportive of any changes that will improve their area.

## Timetable for implementation

### Months 1-2:

- Set up project management team
- Establish working group
- Notify local landlords and residents of: **the fact the scheme has been successful; the implications; the proposed timetable to achieve the goals set out below.**
- Check once more their understanding that the capital funding is for purchase of equipment only and not the fitting.
- Administer baseline questionnaire to **measure the perception of crime among local residents**
- Set up money in protected line budget
- Devise/assemble advice packs for tenants
- Also devise advice packs for landlords based on those used by **other Community Safety Partnerships**, seek approval over advice given
- Begin to distribute the advice packs.
- Contact suppliers and check that prices of goods have not changed **significantly. Place orders with the appropriate retailers.**
- Work with the landlords to identify **appropriate workmen to fit the locks.**
- Assemble list of landlords detailing **when they propose to fit locks**, to audit against.
- Organise appropriate publicity with **local press to maximise coverage** of the fact that security improvements are taking place in this area
- Establish a code of practice for referrals **within the area to properties** that have had improved security measures undertaken.

### Months 3-4:

- Full implementation of scheme.
- Receive equipment
- Arrange delivery of goods to landlords. **Target Harden the HIMO properties** in the virtual community with extra measures for **the most vulnerable premises** as described in Intervention section of this bid.
- Audit group to review timetable of installation as agreed to by each landlord. In the event that fail to meet deadline will review why this is and try to resolve this issue.
- In the unlikely event that work can not be undertaken, the equipment will be fitted by the police at the agreement of the landlord. (catered for through additional monies bid for)
- Project Team to meet at regular intervals to review the objectives of the scheme and to identify and resolve any problems

### Months 5-12:

- All devices to have been fitted
- Monitoring of existing burglary problem and any emerging problems
- Representative from project team to continue to make regular assessments of property to ensure doors are not propped open and that residents are heeding security advice.
- Replenish supplies of advice packs to cater for new tenants.
- Evaluation of the scheme and recorded crime at 6,12 and 18 months

### Months 13-18:

- Evaluation of the scheme and recorded crime at 6,12 and 18 months - if successful consider rolling out to other virtual communities that are exhibiting similar problems in the Taunton Area.
- Continue to replenish advice packs. Regular contact with landlords checking standards are maintained

### Months 19+

- Long term support by Partnership working with Local Resident's Association
- Implementation of other schemes e.g. questionnaire re alley-gate system.
- Evaluation of public's perception of area and fear of crime.

The timetable has been designed to be realistic with achievable milestones. The purchase of the equipment will all take place within the first two months to ensure sufficient time to fit the measures. No funding is required during this period other than that of the capital costs of the equipment and the labour costs of fitting the specialised intercom systems. It has been agreed with the landlords that all other labour costs associated with fitting the equipment will be paid for by the landlords themselves. All work once completed will be checked by a member of the project team to ensure that : a) the item has been fitted and b) it has been fitted correctly.

The proposed start date for data collection will begin 6 months after the equipment has been fitted using the outcomes as stated. In the outcome section of this plan, it is our aim to get all the equipment fitted within the first quarter so that evaluation can begin. Data collection will continue for 18 months and will include a survey of local residents to establish if their perception of fear of crime has been reduced.

Monthly project team meetings will review the progress of the project including any problems with fitting the equipment, deal with administrative issues, monitor crime levels and resolve any emerging issues that occur,

#### Provision for longer-term maintenance of reduced domestic burglary rates

To secure sustainable effects, an important role of the project team and in particular the landlords and the Beat Manager will be to ensure that the standards of security are maintained. Because of the transient nature of the tenants staying in these rooms the officer will make regular checks to ensure that measures are still functional; tenants are aware of the security advice; and have had a welcome pack. Landlords will have the responsibility of mending any devices that are damaged or reporting faults to ensure that property is not left exposed. It is proposed that a reference list of properties which have improved security measures will be given to the DSS for housing referral purposes. This list will be reviewed and amended appropriately as part of the incentive scheme to ensure landlords take their responsibilities seriously.

This initial project will be used to pilot the success of the kick bars. If they are found to reduce crime of forced entry then it is intended to extend their use to other areas which are experiencing similar crimes. Specific areas include the Greenway Avenue area where there are a number of houses of multiple occupancy that have had high attendance rates by the police for burglary.

Analysis also revealed that external security at the rear of the property played a significant problem. Although steps have been taken to improve the internal security through this bid, future initiatives will look at target hardening the external security and in particular removing the potential for rear access through the series of alleyways that feed the terraced streets, (see map). The police are currently researching the use of alley-gates to restrict entry to these alleys to those only issued with keys. This scheme has already been used by several crime reduction schemes as part of the Home Office burglary crime reduction initiative. However it requires extensive consultation with the public and the council because of public rights of way and the aesthetic design of the gates, it is hoped that funding for these gates can be realised partially from local residents' charities such as money raised from the Rock on the Green Concert.

Other initiatives to improve the general layout of the area include an initiative to improve the appearance of front gardens. Run down areas and broken windows suggest poor security and invites crime. The beat officer is working with local schools to design murals to improve the look of the area as well. Neighbourhood Watch schemes are also planned to cover houses in the vicinity of the target area.

The project team is confident that those resource demands not requested in the bid can be met between the force budget and the landlords. The only long-term costs will be the update and maintenance of the security measures - an undertaking has been received from the landlords that they will meet these costs. The majority of material included in the advice pack is all donated from companies through long-standing arrangements. Any additional material will be produced in-house.

## APPENDIX

### Item breakdown:

#### Costs associated with project per quarter

##### Material Costs.

Capital costs will be incurred in the first quarter.

Costs for each door. 106 rooms @ £7.80 = £826.80

Cost of Bolts: 106 rooms @ £4.25 a pair = £450.50

Cost of Universal London Bar. 106 rooms @ £7.40 = £784.40

Cost for the "at-risk" properties

Cost of vandal Resistant Intercoms including fitting costs and 100m worth of cable @ £20

20 for 1 room HIMO

20 for 1 room HIMO

Cost of door closers @ £45.00 each = £90.00

**Total Cost = £3891.70**

##### Labour Costs:

Average cost of £10.00 an hour has been taken for the labour costs in each case based on suppliers quotes. All fitting costs will be incurred in the first quarter. Obviously fitting time and labour costs may vary from that suggested by the manufacturer as landlords will use own facts.

Costs for each door. Assuming fitting time is 20mins a lock.

106 rooms = 35 hours @ £10 per hr = £350.00

Cost of Bolts for each door. Assuming fitting time is 30 mins a pair.

106 rooms = 53 hours @ £10 per hr = £530.00

Cost of Universal London Bars for each door. Assuming fitting time is 15mins a pair.

106 rooms = 27 hours @ £10 per hr = £270.00

Cost of door closers for 2 properties. Assuming fitting time is 30 mins each.

1 operation = 1hour @ £10 per hr = £10.00

**Total cost to landlords =£1160.00**

The cost of the intercom systems has been bid for under the funding section because of the need for specialist fitters to install the intercom system.

##### Cost to Partnership:

The main costs incurred by the Police and other Partners involve staff time.

##### Quarter

The first two months will be the most labour intensive in terms of Police personnel, specifically half day a week for the Police Sergeant and Corporate Development Officer and 1 day a week for the Beat Manager to set up the project, order equipment, organise administration of project, develop the publicity material and deliver equipment.

Costings:

Cost of Contribution from Sergeant + Corporate Officer in first 2 months:

Half day x 8 weeks = 32 hrs @ £14.62 per hr = £467.84  
Half day x 8 weeks = 32 hrs @ £9.90 per hr = £316.80

Cost of Beat Manager's Contribution in first 2 months:

One day x 8 weeks = 64hrs @ £11.62 hr = £743.68

In addition during the first two months the beat officer and representatives from Taunton Deane Borough Council will spend time developing material for the advice pack. It is expected that this development programme will take four working days to produce.

Labour Cost of producing Publicity:

Beat Officer's time; 4 days = 32 hrs @ £11.62 = £371.84

DBC Safety Officer's time; 4 days = 32hrs @ £9.90 = £316.80

The cost of producing the materials for the advice pack will be nominal as the majority of the information is already supplied by private companies. The material and labour costs of producing the proposed leaflets to be designed by the Crime and Disorder Partners, will be met by the relevant agencies themselves.

After the first two months the time implications on personnel are anticipated to be less intensive, specifically one day a month of the Beat Manager's time to check that landlords are complying with the terms of the project, are fitting equipment, and to deliver advice packs to new tenants; half day a month for the Community Safety Sergeant and Corporate Officer to attend monthly project meetings to discuss the progress of the project and emerging issues, as well as to supervise the administration of the project.

Costings:

Cost of Contribution from Sergeant + Corporate Officer after first 2 months:

3hrs a month @ £14.62 = £58.48 a month

3hrs a month @ £9.90 = £39.60 a month

Cost of Beat Manager's Contribution after first 2 months:

3hrs a month @ £11.62 hr = £92.96 a month

**Total Cost of Partnership in the first quarter = £2408.00**

**Subsequent Quarters**

After the first two months the time implications are anticipated to be less time intensive on personnel, and are comparable as above, specifically:

Cost of Contribution from Sergeant + Corporate Officer after first 2 months:

3hrs a month @ £14.62 = £58.48 a month = £175.44 per quarter

3hrs a month @ £9.90 = £39.60 a month = £118.80 per quarter

Cost of Beat Manager's Contribution after first 2 months:

3hrs a month @ £11.62 hr = £92.96 a month = £278.88 per quarter

**Total per quarter = £573.12**

**Overall costs for the 18 months = £10,325**

### Resources contributed with project per quarter

*sources supplied from partners per quarter are the same as the labour costs listed above, i.e.*

160 landlards for fitting packs

273.6 Prime and other agencies for contribution to project

**total resources contributed over duration of project = £6433.60**

### Funding requested per quarter

*quotes from several different companies have been provided and the most reasonable has been used to calculate the funding needed (see below). All costs will be incurred in the first quarter.*

locks for each door. 106 rooms @ £7.80 = £826.80

range Bolts. 106 rooms @ £4.25 a pair = £450.50

Universal London Bar. 106 rooms @ £7.40 = £784.40

extra Cost for the "at-risk" properties

x Vanda Resistent Intercoms including fitting costs and 100m worth of cable @ £20

£920 for 9 room HIMO

£820 for 7 room HIMO

X Door closers @ £45.00 each = £90.00

**Total Funding Required = £3891.70**

**total Funding required = £ 3891.70 (excluding VAT cost and delivery of Locks, Guards and Bars)**

This money will be used to target harden a total of 22 properties or 106 rooms.

landlords are meeting 30% of the capital costs applied for in this bid. Together the Partnership and landlords are contributing 62% of the total costs of the project (£10,325), in effect the Project Team is contributing more resources than the capital costs applied for.

Target Area

1997 - Red

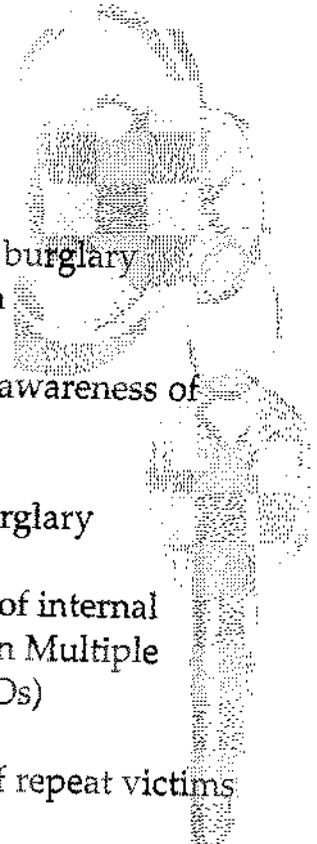
1998 - Green

1999 - Blue



## Aims and Objectives

- ▼ 50% reduction in burglary within target area
- ▲ Increase security awareness of residents
- ▼ Reduce fear of burglary
- ▲ Improve security of internal doors in Houses in Multiple Occupancy (HIMOs)
- ▼ Reduce number of repeat victims



## How we will achieve these aims and objectives

- ▶ Purchase and fitting of door security devices for all HIMO's within the target area.
- ▶ Distribution of security packs to all residents
- ▶ Advice leaflet distributed setting out aims and objective of schemes

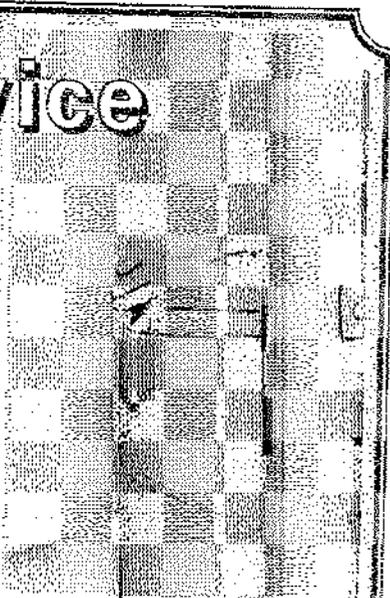
## Basic Security Advice

Use the ultra-violet pen to mark your property with name and postcode.

Make an inventory of your property and record the details on the "Beat the burglar" leaflet.

**NEVER** leave your door open.

**ALWAYS** make sure your door is properly shut when you leave your room.



## Useful telephone numbers

Crimestoppers  
0800 555 111

Taunton Police Station  
01823 337911

Taunton Deane  
Borough Council  
01823 356356

Citizen's Advice Bureau  
Advice line  
01823 282235  
Appointments  
01823 353100

Benefits Agency  
Existing claims  
01823 349100  
On line new claims  
01823 600111

Housing Benefits  
01823 356321

Job Centre  
01823 303100

Drugs Helpline  
0800 776600

Samaritans  
01823 288998

Turning Point  
01823 288174

Victim Support



This scheme has  
been implemented  
with help from

Home Office  
Reducing Burglary  
Funding

Taunton Deane  
Borough Council  
Community Safety

Avon and Somerset  
Constabulary

Cheddon Road  
Landlords

# Room safe scheme

Advice to Residents of  
Houses in Multiple  
Occupancy

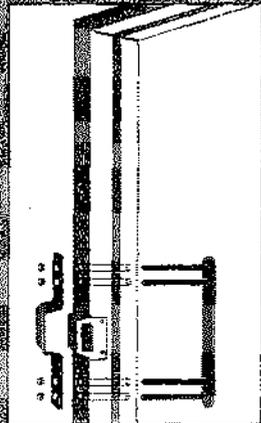


## DOOR FRAME REINFORCERS

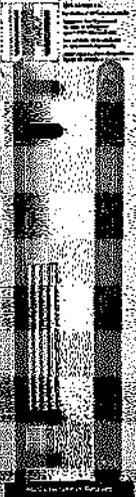
**KICKSTOP**  
Security Products  
**LONDON FRAME REINFORCER**  
HIGH SECURITY



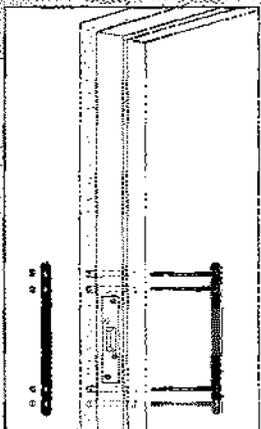
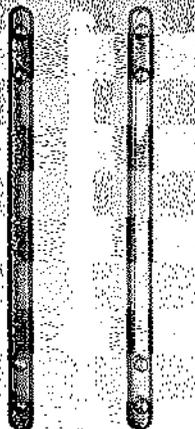
The Kickstop London Frame Reinforcer will provide a high degree of security which is bolted together through the fixed door frame around the rimlock or cylinder and latch plate. Standard or large size.



**KICKSTOP**  
Security Products  
**DOOR FRAME REINFORCER**



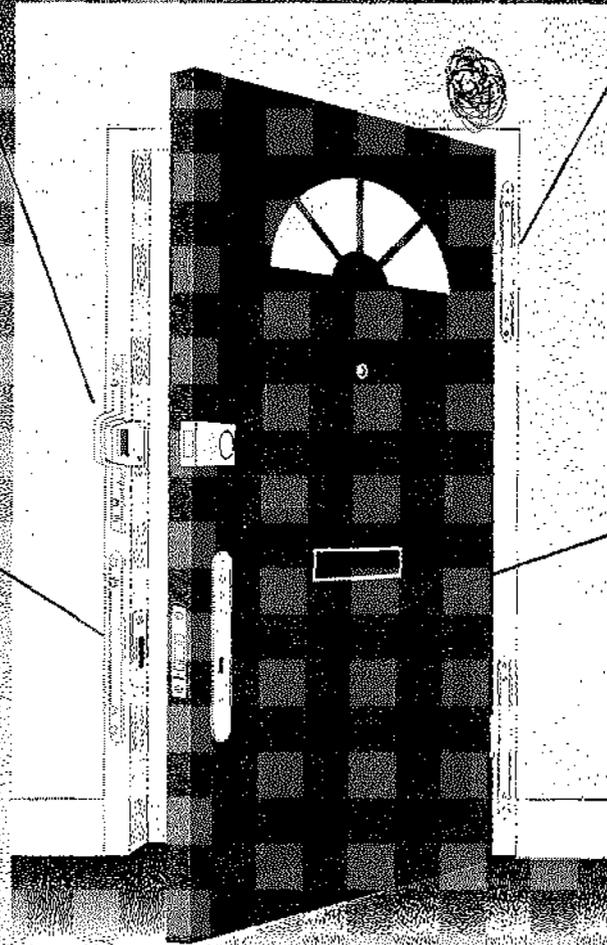
The Kickstop Door Frame Reinforcer is bolted together through the framework to help prevent it splitting and breaking during a violent forced attack. Strengthens around the striking plate, box striking plate or hinge.



## HINGE PLATES

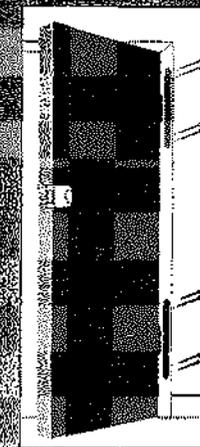
These come in two sizes and are used to prevent removal of the hinge pins. They form a permanent form prevention barrier around the hinge and strengthening areas around locks and locking bolts to resist kicking.

Also available in chrome or anti-rust finish. All door and office sizes.

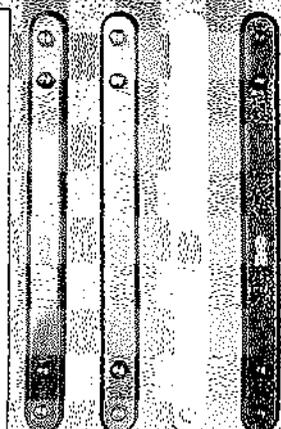
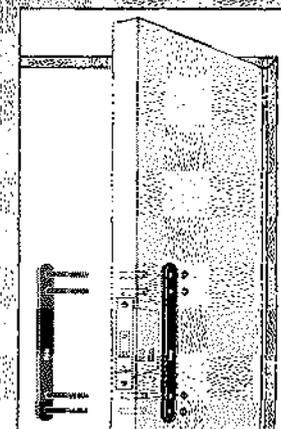


## DOOR REINFORCERS

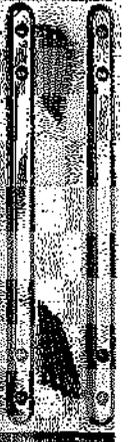
Kickstop Hinge Plates are available in the standard size for the standard door and also in the large size for the large door. They strengthen the often overlooked area of doors which is the hinge bolts on the inward opening doors.



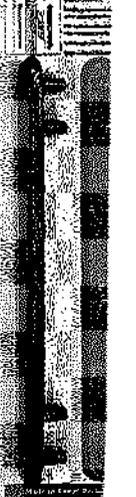
A Kickstop Door Reinforcer will substantially strengthen the area of the door stile which is weakened after the fitting of a mortice deadlock. Also available for oval and euro profile cylinder mortice deadlocks.



**KICKSTOP**  
Security Products  
**HINGE PLATES**  
HIGH SECURITY



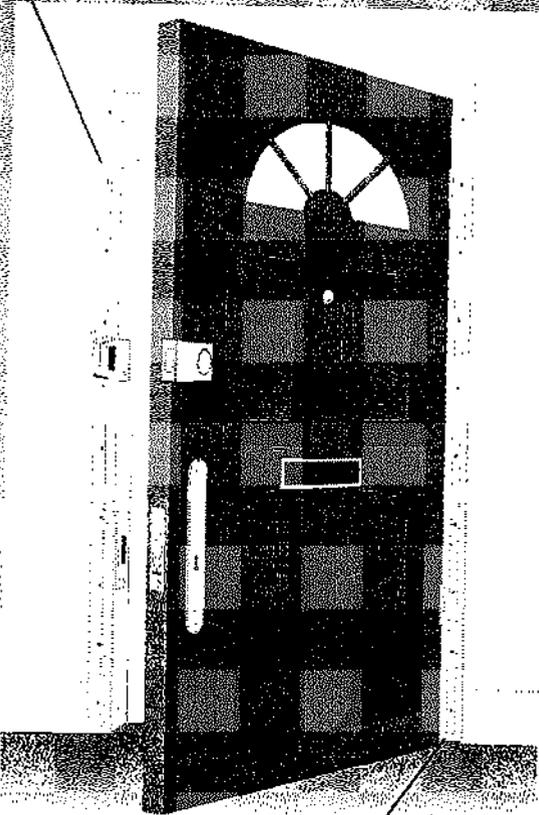
**KICKSTOP**  
Security Products  
**DOOR REINFORCER**



Strengthens against

**LONDON BARS  
BIRMINGHAM BARS**

The Kickstop London Bar is available in over 200 sizes of oval hidden pin latch and rim lock staple. A 19mm (3/4") wide metal strip is considered essential by Metropolitan Police Crime Prevention Officers to strengthen and reinforce the locking points on the door's fixed framework. Simple to fit using the hardened steel wood screws provided.



A Kickstop Birmingham Bar will strengthen the framework on the hinge side or, if no rim lock is fitted, the locking point side. On outward opening doors it will resist chisel and jemmy attack if fixed to the external face of the door frame using security screws.

**KICKSTOP  
Security Products**



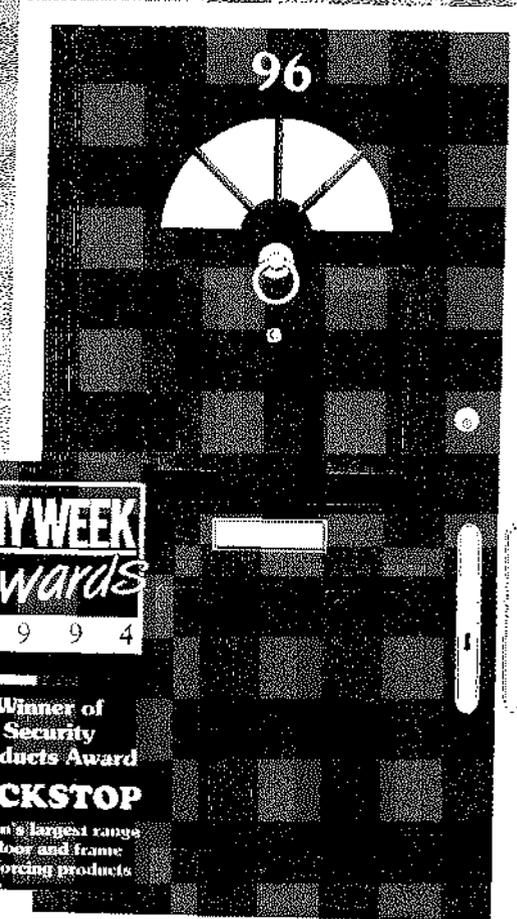
LOCAL STOCKIST:

KICKSTOP DOOR REINFORCERS AND  
KICKSTOP DOOR FRAME REINFORCERS  
ARE REGISTERED DESIGNS.  
GB Registered Design No. 1060275.

Kickstop is a registered Trademark of  
**Kickstop Security Products Ltd**  
96 Chatsworth Road, London E5 0LS  
Tel: 0181-985 3285 Fax: 0181-985 0808

**KICKSTOP  
Security Products**

Wooden doors and door  
frames will split during a  
violent physical attack



**DIY WEEK  
Awards**  
1 9 9 4  
Winner of  
Security  
Products Award  
**KICKSTOP**  
Britain's largest range  
of door and frame  
reinforcing products

**HOW SECURE  
IS YOUR DOOR?**

NEWS

Deane news

TAUNTON'S German friends will be paying their regular visit in July this year.

Arnulf Baumann, Burgermeister of Taunton's twin-town Königslutter, will lead the bi-annual civic visit of round 40 visitors between July 26 and August 1.

He and his entourage will be meeting with the Mayor of Taunton Deane at Deane House and taking part in a programme of events and visits organised by the Friends of Königslutter organisation.

The visitors will also be hosted by the Friends, a 20-year-old organisation that has been fostering the link with the German town which formally became Taunton's twin ten years ago.

Anyone who is interested in joining them and getting involved in the Anglo-German friendship can contact Ray Trewin on (01823) 271260.

DILIGENT staff at the Deane Council have been fending off more ill-founded bills.

The council was recently presented with a bill for several hundred pounds from a water utility, along with a formal notice threatening legal investigations.

The errant bill was sent to Deane Council-owned Municipal Buildings, although it was addressed to Somerset County Council.

Investigations by John Perkin, the Deane's energy and water manager, revealed that the bill was in fact meant for a petrol station.

Bills are often wrongly sent to the local authority by the utilities because of incomplete addresses and the Deane saves between 20,000 and £40,000 a year by routing them out.

NORTON Fitzwarren Village Hall Committee is enjoying the first



Burglars beware

SECURITY devices have been fitted to a number of houses in multiple occupation in Cheddon Road, Taunton, in a bid to beat the burglars.

Reinforced hinges, bolts, locks and a couple of intercom systems have all been paid for thanks to a £3,900 grant from the Home Office.

A bid was developed between local community beat officer Adrian Hooper and Taunton Deane Crime and Disorder Partnership. It is hoped these measures will help to reduce burglary in the area by 50 per cent.

In welcoming the funding, Taunton MP Jackie Ballard said: "This is a really good example of a good local

community beat officer identifying a problem in his area and being proactive in trying to tackle that problem.

"Hopefully this will reduce the number of burglaries in that area and the distress to residents that is caused by this crime.

"I am glad the Government has recognised the value of small local initiatives which demonstrate good partnership between local authorities and the police. Fighting crime is not just a job for the police."

Mrs Ballard is pictured with PC Adrian Hooper and landlord Nigel Baker in Cheddon Road.

Picture: STEVE MONK

Politicians trade words on market

by Louise Hawkins

ANY new market in Taunton will be a "poor successor" without council backing according to would-be Conservative MP Adrian Flook.

Mr Flook started a campaign last

footing for the market should the Deane force it to move," he said.

"Their lack of action means it is more likely that if the market moves it will be a much smaller and less successful market and be a poor successor to one of the largest one day markets in England."

The current market site in Priory

and agriculture he would stop creating unnecessary concern about the future of the market," he said.

"If Taunton Market does move it will only be to go to a site with more and better facilities and if they do move and they come before the council looking for financial assistance I am sure the council would

Parish patrols move forward

THE parish warden scheme has taken a step closer to realisation.

Taunton Deane Council's executive committee has agreed to stump up an initial contribution of £17,000 towards the pilot scheme which will see wardens patrolling Bishops Lydeard, Wiveliscombe, Milverton, Fitzhead and Halse.

The contribution, combined with an £8,000 donation from Somerset County Council, will get the scheme up and running in April providing the Home Office also decides to back it.

The Deane is one of four districts in Somerset chosen to test the initiative.

**Cheddon Road Burglary Initiative - P3201 06 \* \*\*\*\***

<u>Month</u>		<u>Expenditure</u>	<u>Income</u>	<u>Underspend</u>
<u>2001/02</u>		<u>F0200</u>	<u>S0100</u>	
April		0	0	
May		0	0	
June	Door Lock Hinge Bolt PS Graham CRU/GH	530.2	0	
July	Supply & Fit Intercom System GT PC Hooper	1555.88	0	
	Home Office Project PC 276 Hooper	580.4		
	Hinge Bolt/Door Lock Community Safety G	747.1		
August		0	0	
September		0	0	
October		0	-3414	
November		0	0	
December		0	0	
January		0	0	
February		0	0	
March		0	0	
<b>Totals</b>		<b>3413.58</b>	<b>-3414</b>	<b>0.42</b>



G. BAKER PROPERTY MANAGEMENT  
LANDLORD AGENTS, SERVICES AND MAINTENANCE

Telephone 01823 480312.

16 December 2001.

PC. A, HOOPER  
Avon and Somerset Police  
Taunton Police Station  
Shuttern  
Taunton,

Dear Sir,

Firstly many thanks for your help and interest in securing the grant of Security equipment for our houses at 52 and 57 Cheddon Road. It has *been* a great success - there have been no burglaries in either property since it has been installed.

The London pattern anti kick bars hinge bolts and deadlocks were fairly easy to fit taking about an hour to fit each door, The door entry system took about half a day to fit and the installers left the property in the same condition as they found it.

Before the installation of these devices I would have to repair or replace at least One lock a week and often more than one. I have not had to replace one since.

On one occasion my tenant managed to take both his and my keys in his room and it took me about fifteen minutes to force entry into his room with a hammer and crowbar, not the sort of job that a burglar would want to undertake and he is unlikely to be able to get away with due to the noise that it would make.

As a measure of the success of the equipment I have ordered enough parts to equip the other two houses that I manage where although we do not have a problem at the moment I feel prevention is better than cure,

Once again many thanks for your help.

Yours faithfully

P A Escott  
Housing Manager.