



# Home Office

## Crime Reduction & Community Safety Group

### Tilley Awards 2008 Application form

Please ensure that you have read the guidance before completing this form. ***By making an application to the awards, entrants are agreeing to abide by the conditions laid out in the guidance.*** Please complete the following form in full, within the stated word limit and ensuring the file size is no more than 1MB. Failure to do so will result in your entry being rejected from the competition.

Completed application forms should be e-mailed to [tilleyawards08@homeoffice.gsi.gov.uk](mailto:tilleyawards08@homeoffice.gsi.gov.uk).

All entries must be received by noon on **Friday 25<sup>th</sup> April 2008**. No entries will be accepted after this time/date. Any queries on the application process should be directed to Alex Blackwell on 0207 035 4811.

#### Section A: Application basics

1. Title of the project: **Home Shield – Help is Only a Tick Away**

2. Key issue that the project is addressing e.g. Alcohol related violence:

**Fear of crime, health, well-being and safety in the home for older, vulnerable people.**

#### Author contact details

3. Name of application author:

**David Dyble – Community Safety Officer, Suffolk Constabulary**

4. Organisation submitting the application: Safe and Sound Group

5. Full postal address: C/o Suffolk Constabulary, Community Safety Unit, Police Headquarters, Martlesham Heath, Ipswich, IP5 3QS

6. Email address: [david.dyble@suffolk.pnn.police.uk](mailto:david.dyble@suffolk.pnn.police.uk)

7. Telephone number: 01473 613500

#### Secondary project contact details

8. Name of secondary contact involved in the project:

**Alan Keely, Community Safety Manager, Suffolk County Council**

9. Secondary contact email address: [Alan.Keely@csu.suffolkcc.gov.uk](mailto:Alan.Keely@csu.suffolkcc.gov.uk)

10. Secondary contact telephone number: 01473 265157

**Endorsing representative contact details**

11. Name of endorsing senior representative from lead organisation: **Ch/Supt David McDonnell**

12. Endorsing representative's email address: [David.McDonnell@suffolk.pnn.police.uk](mailto:David.McDonnell@suffolk.pnn.police.uk)

13. For all entries from England & Wales please state which Government Office or Welsh Assembly Government your organisation is covered by e.g. GO East Midlands: GOEast

**14. Please mark this box with an X to indicate that all organisations involved in the project have been notified of this entry** (this is to prevent duplicate entries of the same project):



**Section B: Summary of application - *In no more than 400 words use this space to provide a summary of your project under the stated headings (see guidance for more information).***

**Scanning:**

Many of the issues that affect older people, if recognised early and interventions put in place, could reduce the burdens on support networks, reduce crime and fear of crime and improve quality of life.

Many services and support networks are available for older vulnerable people. Most of these organisations have front-line officers that visit people in their homes as part of their normal work routine. These Officers are ideally placed to access help for those people they visit by signposting services to those that need it. In the past without this service people have been unaware of where they can get help and from whom. This often resulted in many frustrating hours on the telephone trying to find help for their client.

**Analysis:**

Four key areas were identified to consider the broader aspects of Community Safety. These included:  
*Health and Wellbeing* - Falls and other accidents that occur in the home. These can be prevented by earlier intervention.

*Income and Finances* - Many older people are unaware of their financial entitlements. Accessing entitlements will help them to pay bills and for services. Having enough money is central to older people to living independently in their own homes.

*Basic Needs* – There are older people who struggle to access the basics; food, hygiene, warmth and social contact. This contributes to health problems putting pressure on services.

*Safe and Secure* –Doorstep crime continues to target older residents. This leads to older people having a disproportionate fear of crime, which reduces their quality of life and breeds social isolation. Fires can also be prevented by early intervention reducing death and injury amongst older people.

**Response:**

Introduction of **Home Shield** - A process that allows visiting officers from a range of organisations to use one simple referral form that will access support for an older person from a range of partners. A Coordinator takes these referrals and passes them on for action.

**Assessment:**

Since the introduction of **Home Shield** in 2005 there have been 2356 referrals from a total of 28 different organisations. These include: The Pension Service, Police, Health, Age Concern, Fire Service, Housing and many more. These generated 3939 onward referrals to partners who are signed up to Home Shield Suffolk. The total number of partners involved in **Home Shield** is 58 but is growing. Many of the partners in the scheme both make and receive referrals.

**State number of words: 398**

**Section C: Description of project** - Describe the project in no more than 4,000 words. Please refer to the full guidance for more information on what the description should cover, in particular section 11.

### Scanning

The project was conceived and developed to take account of the needs of vulnerable and older people, including the broader community safety elements and recognised the potential value of the many visiting officers who regularly visit the homes of these people.

By providing a central referral point the project aims to signpost and direct service providers to older and vulnerable people at the earliest possible opportunity in a proactive way, reducing the need for people in need to identify where they can obtain help. This referral process is addressed in themes linking to specific questions on the referral form:

#### **1. Health and Well-Being**

*Admission Prevention* - Many people over 60 are admitted to hospital every year. Many of these admissions could be prevented if early interventions are put in place soon enough. In many cases the reasons are slips, trips and falls.

*Enabling people to live independently in their own homes* – Most older people would prefer to stay living in their own homes rather than moving into sheltered accommodation or a care home. Identifying ways in which support in the home can be provided and perhaps making provision for care can be problematic, both for the individual and any agency that comes into contact with them. People are inherently reluctant to ask for help and the Home Shield Suffolk project is able to offer this in a more proactive way.

*Identifying problems before they become acute* – Older people may gradually become less mobile and suffer loss of sensory ability, notably hearing and sight. If these issues are picked up early enough by the relevant agencies, support can be provided reducing vulnerability and increasing quality of life.

*Referring people with unmet needs to the relevant support services.*

#### **2. Income and Finances**

*Do they have enough income?* – It is known that many older and vulnerable people are not claiming the benefits that they are entitled to. The majority of older people can benefit from proper advice, which is provided free of charge and in a non-judgmental way. In the world of taxation and benefits, things change regularly and the person may not be aware they may qualify for Pension Credit or some other benefit.

*Do they have trouble paying your bills?* – Many older people worry about paying bills and may go without basic needs in order to pay a bill.

*Can they afford the basics?* – There is no reason why older people should struggle to feed, clothe and keep themselves warm. Support is available to ensure that they do get the basics.

*Are you looking after your money safely?* – Some older people do not trust banks and have been known to draw out their entire pension in cash every week. In reality they may actually spend only part of this so the surplus is left in their homes. This is why they become targets for distraction burglary and rogue traders.

#### **3. Basic Needs**

*Food* - For a number of reasons, some of which have already been discussed, some older people do not feed themselves properly and therefore do not get a healthy and nutritious diet, leading to health problems.

*Heating* – The person may be worried about the cost of keeping their home warm enough or it could even be that their heating is set up wrongly.

*Hot water, washing and toilet facilities and access to it?* – There are still older people that cannot access hot water or washing and toilet facilities either because the facilities provided are not suitable or that the location of the facilities or by being upstairs prevent access.

*Social contact* – Lack of mobility and social contact is a problem for many older people. This can lead to isolation and reduction in their quality of life. It can even lead to deterioration in their mental function and overall ability to communicate. This in turn can lead to a disproportionate fear of crime.

#### **4. Safe and Secure**

*Are they able to secure the house?* – Having a secure front and back door that has good quality locks, door chains together with secure ground floor windows and the ability to vet doorstep callers is key to reducing vulnerability to crime and reducing overall fear of crime.

*Is the front garden unkempt?* – An untidy or unkempt garden is a good sign to a criminal that the person is struggling

to cope and vulnerable, making them a good target for doorstep crime.

*Is there evidence of doorstep selling?* - There may be some visual evidence that doorstep salespeople have targeted them by selling them expensive and often unnecessary equipment or services.

*Is there a working Smoke Alarm?* – Smoke alarms are a lifesaver. The Fire Service attends a number of fires every year where older people have been overcome by smoke with sometimes fatal outcomes. There are still homes in Suffolk where there are no smoke alarms or they are poorly maintained. There are often other factors such as alcohol that can exacerbate the problem.

*Other fire hazards or access problems?* – Some homes have poorly maintained or old electrical equipment in daily use. There are also homes that have excess clutter and storage of combustible material.

### Analysis

During the development stage of the project care was taken to consult closely with service providers to ensure that there was evidence of need and that the project was focussed on the specific issues that face vulnerable and older people. Again this was looked at under the identified themes.

*Health and Well-Being* - Suffolk hospitals are continually on black alert. In the past 10 years, the number of available beds has been cut from 1,501 in 1996-07 to 1,194 in 2006-07 (NHS figures). During 2006/7 there were 21682 people over 65 on Emergency Admission to hospital (Suffolk PCT). A significant number of these were for injuries sustained in falls. Bed blocking is also an issue especially with older people unable to be discharged from hospital due to lack of appropriate support in their home. Elder Abuse – 342,000 older people face abuse in their home in the UK in 2006. (Action on Elder Abuse).

*Income and Finances* – Benefit take up is an issue in Suffolk with between 30-40% of people over 60 unaware that they may be entitled to benefits such as Pension Credit and Attendance Allowance. Despite the changes to the payment of pensions, older people still keep large sums of money in their homes.

*Basic Needs* - 14% of elderly people not in hospital or care are either malnourished or at risk of malnourishment. (Malnutrition Advisory Group study). Last winter, more than 25,000 people over the age of 65 died in the UK as a result of cold related illnesses. (Help The Aged). This also puts additional strain on the Primary Care Trusts.

*Safe and Secure* - In Suffolk on average 170 doorstep callers a year are reported to Trading Standards, 90 Distraction Burglaries per year are reported to Police, both sorts of criminal activity is known to be significantly under-reported. We have also seen an increase in Dwelling Burglaries where forced or violent entry is used to access an older persons home. Victims have lost over £350,000 in the past year due to doorstep crime (Suffolk Trading Standards and Police crime reports).

During 2006/7, in Suffolk, 3 people over the age of 65 have died in and 18 have been injured in domestic fires.

### Response

**Home Shield** was conceived following the successful 2002 Kirkley Shield project in the Kirkley area of Lowestoft, which aimed to reduce burglary in the area by targeting repeat victims. Analysis of the crime occurring at the time showed that older people were most at risk. This work highlighted the benefits of partnership working by utilising front line visiting officers to identify those older people more susceptible to burglary. The partners involved identified the four key areas of a person's life and the specific themes now incorporated into **Home Shield**.

It was piloted in the Waveney area of Suffolk in 2004 with a small number of partners including Waveney District council, The Pension Service, Police, The PCT and Age Concern. The pilot was successful in that the levels of burglary, especially those targeting older people, fell and remain low.

Other successes of the pilot were that it revealed the benefits of efficiency savings of time and effort on the part of the visiting officer and the positive feedback from clients. The culture of **Home Shield** has always been to maintain the process in the simplest form and rely on feedback from practitioners to inform partner agencies of the actual and perceived benefits. This success was discussed in regular meetings between the partners involved.

This group that regularly met then evolved into the **Home Shield Project Board** and **Home Shield** has been improved and expanded to what it is today to cover the whole county.

Today **Home Shield** is a partnership between over 58 different organisations that have cause to either visit older people in their homes or provide service or advice to older people.

**Home Shield** provides a central Coordinator who maintains a database of all these organisations, receives and actions onward referrals where a need has been identified. The visiting officer simply completes a referral form with the older person in their home, obtains a signature and faxes it off to the **Home Shield Coordinator**.

The advantage of **Home Shield** is that the visiting officer does not need to know details of the service providers and how they can help. . They just need to be alert to the fact that the customer has needs that could be addressed by support and advice from a specialist.

The visiting officer does need some training to make them aware of the four key elements where **Home Shield** can help older people and how to actually make those referrals. This training is done via an interactive DVD which was produced by the partnership with the help of college students. The DVD replicates a visit to the home of an older person and takes home visitors through a typical scenario and invites them to explore the needs of the customer on a broader basis than just their area of work

The four key elements as previously explained in the Scanning process are:

### 1. Health and Well-Being

Admission Prevention

Enabling people to live independently in their own homes

Identifying problems before they become acute

Referring people with unmet needs to the relevant support services.

### 2. Income and Finances

Do they have enough income?

Do they have trouble paying your bills?

Can they afford the basics?

Are you looking after your money safely?

### 3. Basic Needs

Food?

Heating?

Hot water and access to it?

Washing and toilet facilities and access to them?

Social contact?

### 4. Safe and Secure

Are they able to secure the house?

Is the front garden unkempt?

Is there evidence of doorstep selling?

Is there a working Smoke Alarm?

Other fire hazards or access problems?

- **Home Shield** is available to any statutory or voluntary organisation that has visiting officers
- The visiting officer meets the customer in line with their ordinary business.
- The customer has unmet needs that the visiting officer cannot address, which need to be referred to another organisation.
- The customer has **Home Shield** explained to them and how it can help them.
- The customer signs the form to show that they have agreed to their details being shared and referred to partner organisations.
- The officer faxes or posts the referral form to the **Home Shield Coordinator** (within 2 working days).
- The referral is passed on to partner organisations according to the needs highlighted on the referral form.
- Each partner organisation is responsible for acting upon the referral within 10 working days.
- The partner organisation feeds back to the coordinator when referral has been dealt with.

### Training

To train such a large number of people from a range of organisations in how to use **Home Shield** was the problem that the **Home Shield Project Board** faced. In 2006 the Training Sub-Group was formed to look at the best ways to expand the training programme. For example; some of the larger organisations such as the Police had hundreds of employees that needed to be trained. The Sub-group decision was to develop an interactive training DVD and

associated material. The purpose was to show a typical scenario, which identified a wide range of problems, that visiting officers could encounter as part of their normal work. This in turn would enable trainers to encourage a broader understanding of the holistic needs of older and vulnerable people and teach them how to use **Home Shield** effectively.

This DVD has now developed into a training pack which allows people to self-brief as it provides all the material required including referral forms, a copy of the DVD, accompanying notes, FAQ's and leaflets to leave with the customer. "Champions" within each organisation have been identified to take responsibility for training colleagues and provide a point of contact for the Coordinator.

A cut down version of the DVD was also produced for use in briefing Managers within the partnerships and to "market" **Home Shield** with parties in other parts of the country, from whom there has been some considerable interest.

#### **Coordinator**

In the early days of **Home Shield**, a part-time member of staff fulfilled the Coordinators role, provided free of charge by the PCT. Changes within that organisation meant that this became untenable and a permanent solution needed to be found. The opportunity arose to engage Customer Services Direct (CSD) as a major partner by providing the Coordinator and call centre technology to support **Home Shield**. A service level agreement was negotiated and Home Shield has a dedicated full-time Coordinator with all the peripheral support of a call centre including access to all of the appropriate and relevant data and direct access to Adult and Community Services (ACS).

#### **Services**

Service level agreements have also been set up with a number of partners that provide services such as Handy-Van security upgrades. Successful bids for funding have ensured that for the time being there is a consistent provision of this aspect of **Home Shield** across the county.

All partners within **Home Shield** enter into voluntary agreements to respond to a **Home Shield Referral** within 10 working days or in the case of an urgent referral (victims of crime etc) within 2 working days.

Home Shield Referral Form and Leaflet

	<b>Home Shield Referral Form Aged 60+</b> IMPORTANT – In signing this form you are consenting to this information being shared with Home Shield partner organisations in accordance with the Data Protection Act 1998.  <i>HELP IS ONLY A TICK AWAY</i>  <b>Please send by fax to the Coordinator on 01473 215884</b>	
	Home Owner Yes/No Tenant Yes/No  Landlord details:	<b>Full Name</b> (& Title): _____  <b>Address</b> (& Postcode): _____  _____  <b>Telephone No:</b> _____ <b>Date of Birth:</b> _____ <b>N.I. No:</b> _____ <b>Ethnic Origin:</b> _____ <b>Gender:</b> M <input type="checkbox"/> F <input type="checkbox"/>

HEALTH AND WELLBEING	Please tick
Have you ever been in the Armed Forces or are you a close relative of someone who has?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Would you like more care, support or social contact?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Would you like to have the "Datalink" service? (Message in a Bottle)	Yes <input type="checkbox"/> No <input type="checkbox"/>
If you had a fall would you be able to get up on your own? (Consider Home Alarm)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have difficulty getting in and out of your home?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you suffer from any sensory impairment or other disability?	Yes <input type="checkbox"/> No <input type="checkbox"/>
INCOME	
Would you like someone to check that you are receiving all the income that you are entitled to?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you having trouble paying your bills?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you in receipt of Pension Credit <input type="checkbox"/> Attendance Allowance <input type="checkbox"/>	Both <input type="checkbox"/>
BASIC FACILITIES	
Do you have access to washing facilities, including hot water?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Can you easily access a toilet?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is your home warm enough?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you get regular hot meals?	Yes <input type="checkbox"/> No <input type="checkbox"/>
SECURITY	
Do you feel safe and secure in your own home?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the front garden tidy?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Has someone tried to sell you something at your front door?	Yes <input type="checkbox"/> No <input type="checkbox"/>
FIRE SAFETY	
Is there a working smoke detector?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are there any other fire safety issues?	Yes <input type="checkbox"/> No <input type="checkbox"/>
MORE DETAILED COMMENT	

**(Youse if and the Customer MUST complete this Section below)**

Home Shield Visit carried out by .....

From ..... Telephone.....

Signed (Customer) ..... Date .....

Date referred to Coordinator .....

**Home Shield Partnership is supported by:**

Age Concern Suffolk	Adult & Community Services
Babergh District Council	Citizen's Advice Bureau
Eaga Partnership (Warm Front)	East Suffolk Voluntary Association for the Blind
Fire & Rescue Service	Forest Heath District Council
Help the Aged	Ipswich Borough Council
Mid Suffolk District Council	Neighbourhood Watch
Orwell Housing Association	Royal British Legion
St Edmundsbury Borough Council	St Matthew Housing
Suffolk Coastal District Council	Suffolk Family Carers
Suffolk County Council's Community Safety Unit, Practice Advice Team & Trading Standards	Suffolk Police
SSAFA Forces Help	The Pension Service
Suffolk Primary Care Trust	Waveney Crime & Disorder Reduction Partnership
Waveney Admissions and Preventions Service	Waveney Mow & Grow
Waveney District Council	West Suffolk Voluntary Association for the Blind

**At a visit**

Made by: \_\_\_\_\_

From \_\_\_\_\_

Phone \_\_\_\_\_

Date \_\_\_\_\_

**It was identified that you may benefit from other services available through Home Shield. You will be contacted shortly about these services.**

**What is Home Shield?**

Home Shield is a partnership, which handles referrals from front line staff. A coordinator receives these referrals and passes them on to the partner organisations.

**1. Health and Well-Being**

- Admission Prevention
- Enabling people to live independently in their own homes
- Identifying problems before they become acute
- Referring people with unmet needs to the relevant support services.

**2. Income and Finances**

- Do you have enough income?
- Do you have trouble paying your bills?
- Can you afford the basics?
- Are you looking after your money safely?

**3. Basic Needs**

- Food?
- Heating?
- Hot water and access to it?
- Washing and toilet facilities and access to them?
- Social contact?

**4. Safe and Secure**

- Are you able to secure the house?
- Is the front garden unkempt?
- Is there evidence of doorstep selling?
- Is there a working Smoke Alarm?
- Other fire hazards or access problems?



**Aims to promote the health, well-being and safety of people**

*HELP IS ONLY A TICK AWAY*



**Why we need Home Shield**

A Pension Service Adviser visited a gentleman to check his entitlement to benefits. The advisor realised during the visit that he was at risk of falling in his home and with his agreement referred him to **Home Shield** for assistance. Flagship Housing, Help the Aged Personal Alarm Systems and Age Concern Befriending Service subsequently contacted him. The Home Shield Coordinator also sent a Data link bottle to him.

**How Home Shield Works**

- The front line officer meets the customer in line with their ordinary business.
- The customer has unmet needs that the visiting officer cannot address, which need to be referred to another organisation.
- The customer has Home Shield briefly explained to them and how it can help them.
- The customer signs the form to show that they have agreed to their details being referred to partner organisations.
- The officer faxes or posts the referral form to the Home Shield Coordinator (within 2 working days).
- The referral is passed on to partner organisations according to the needs highlighted on the referral form.
- Each partner organisation is responsible for acting upon the referral within 10 working days.
- The partner organisation feeds back to the coordinator when referral has been dealt with.

**Home Shield Coordinator, Community Safety Unit, Suffolk County Council, Endeavour House, Ipswich, Suffolk, IP1 2BX**

**Assessment**

### Police Perspective

Suffolk Constabulary has fully embraced **Home Shield** force wide and so far all 47 Safer Neighbourhood Teams (SNT) have had training with a "Champion" identified on each one. The roll out to all officers continues with presentations to District Commanders and response officers. The Constabulary has identified the following four areas where **Home Shield** will enhance the service provided to the public and provide efficiency savings.

- ✓ Victim Care - Victims of Crime who are over 60 shall be seen and a **Home Shield** referral completed. This can be done slow time in less serious incidents but more urgently in cases of Burglary and Distraction Burglary. SNT staff should be viewing crime on their patch on a daily basis and should be able to identify older victims and make arrangements to see people, irrespective of who is allocated and investigating.
- ✓ Citizen Focus - Officers within SNT's can, whilst on patrol, use **Home Shield** pro-actively by identifying vulnerable older people living in their community and make a direct approach offering to do a Home Shield referral.
- ✓ Pro-active - The **Home Shield Coordinator** may contact SNT Champions direct and ask that they visit an individual who may have been referred by a Partner, in particular when someone has been identified by a voluntary body who cannot do Home Shield visits.
- ✓ Efficiency Savings – A Police Officer or PCSO do not now have to spend a considerable amount of time back at their station trying to access help for an older person. This helps to keep them visible and on patrol for longer.

### Partnership Success

The Pension Service has consistently used **Home Shield** since its inception and until recently produced the bulk of the referrals pending roll out of the training. It has also started to see more referrals coming in to them for action where other agencies have identified benefits take up as an issue.

The Falls Prevention Team in the PCT have also embraced the scheme as a positive way to identify those vulnerable to a fall as well as their own staff making referrals when clients have other issues. This also addresses the issues of admissions prevention.

The District and Borough Council Housing teams use **Home Shield** to make and receive referrals about their own tenants and residents.

Suffolk Fire Service Community Fire Safety Team visit homes and carry out fire safety checks across the county for older people. They also use **Home Shield** to access help for customers that need it as well as reacting to requests by the **Home Shield Coordinator** to fit smoke alarms and do fire safety checks.

Suffolk Trading Standards officers also receive and make **Home Shield** referrals in their bid to reduce doorstep crime across the county.

### Statistics

Since the introduction of **Home Shield** countywide in 2005, it has received **2536** referrals from visiting officers from **28** organisations. These included The Pension Service, Police, Health, Age Concern, Fire Service, Housing and many more.

These referrals generated **3939** onward referrals to a range of partners who are signed up to **Home Shield**.

The total number of partners involved in **Home Shield** is **58** but is growing daily. Many of the partners in the scheme both make and receive referrals.

Reports are generated on a regular basis, see on the next page the latest report April – December 2007

## NOT PROTECTIVELY MARKED

<b>Number of Referrals Received</b>	Total	<b>892</b>
	Male	389
	Female	476
	Not Known	27
<b>Ethnic Origin</b>	British White	629
	Afro-Caribbean	1
	American white	1
	Asian	2
	Bangladeshi	1
	Irish	1
	Jamaican	1
	Polish	1
	Not Known	255
<b>Areas</b>	Babergh	176
	Forest Heath	34
	Ipswich	152
	Mid Suffolk	58
	St Edmundsbury	68
	Suffolk Coastal	156
	Waveney	247
	Gt Yarmouth	1
<b>Agency received from</b>	Age Concern	5
	APS	3
	ACC Social Care	4
	Blue Bird Lodge	1
	CAB	2
	Community Nurse	37
	Day & Treatment Team	4
	Falls Prevention Service	1
	Fire Service	10
	Good Neighbours	1
	GP Surgery	1
	Havebury Housing	1
	Ipswich B C	3
	Ipswich Hospital	1
	Local Pensions Service	692
	Not Known	3
	Not supplied	3
	Occupational Therapist	1
	Patient Admissions Team	13
	Police	34
	Royal British Legion	6
	St Eds B C	4
	St Matthew Housing	24
	Suffolk Coastal	8
	Trading Standards	2
	WAPS	7
	WDC Alarms	21
<b>Number of referrals passed on</b>	Total	<b>1393</b>

NOT PROTECTIVELY MARKED

<b>Agency referred to</b>	Age Concern	44
	Anglian Water Vol Scheme	1
	Assist & Assure	16
	Babergh DC	2
	Bangladeshi Support centre	1
	CAB	1
	Community Alarms	1
	Contact Care	19
	Crossroads	4
	Customer First	192
	Cruse Bereavement	2
	Datalink Bottles Total	533
	DIAL	1
	East Suffolk Assoc Blind	1
	Energy Saving Trust	1
	English Church's	1
	Fire Service	130
	Forest Heath	3
	Good Neighbours	1
	GP	1
	Handy Person	2
	Hanover At Home	5
	Healthy Homes Scheme	1
	Helping Hands (SCDC)	6
	Help the Aged	1
	Kings Forest Housing	3
	IBC HEARS	6
	Ipswich Borough Homes	8
	Local Pension Service	47
	Mow & Grow	15
	MSDC Alarms	2
	MSDC	1
	NFA	1
	Norfolk Fire Service	1
	PAT SCC	11
	Police	12
	Royal British Legion	125
	Safe as Houses	1
	Safe & Secure	4
	SAFFA	2
	Staying Steady Booklet	3
	Southwold Volunteers	1
	Suffolk Acre	4
	Suffolk Hearing Support	1
	Suffolk Heritage Housing	1
	St Eds BC	1
	Trading Standards	27
	Warm Front	63
	WDC Alarms	28
	Waveney Handy Van	35
	WDC	17
	Wiltshire Farm Foods	1
	WRVS Home Library	1
	WSVAB	1
<b>No of Referrals received since April 07</b>	<b>Total</b>	<b>892</b>
<b>No of Referral passed on since April 07</b>	<b>Total</b>	<b>1393</b>

**Feedback**

At the regular partnership meetings that take place, feedback from the coordinator and partners are discussed including the statistics on the number of referrals and anecdotal evidence from visiting officers. The Coordinator also operates a call-back on **Home Shield** clients so additional anecdotal feedback from clients is received.

Most recently, ten customers who had been referred were contacted; nine of them were very pleased with the service and had been contacted by other partners within ten working days, and had had positive outcomes. The other customer had a memory problem and couldn't remember.

To date the vast majority of the clients contacted are very satisfied and praise all those involved. The **Home Shield Steering Group** is keen to maintain the simple and non-bureaucratic way that the scheme works and accept this feedback as a measure of success of the scheme. Because the scheme is aimed at helping older, vulnerable people, it is felt that the use of formal "satisfaction surveys" would detract from this simplistic operation and possibly confuse and worry clients unnecessarily.

**Case Studies of Home Shield Suffolk working***Case Study 1.*

An 81-year-old lady was the victim of an aggravated burglary where the offenders, after breaking into the house via a rear bedroom window, found her in the lounge watching television. She had not heard them breaking in, as her TV was so loud. The offenders threatened her with a screwdriver if she made a noise or used the phone. They ransacked the house and got away with cash and jewellery.

A subsequent visit by a Crime Reduction Officer who carried out a **Home Shield** referral, accessed the following support and services for the lady:

- Handy van to replace locks and fit new ones to windows.
- Installation of a "Visibell" doorbell camera.
- Referral for a benefit check for Pension Credit and Attendance Allowance
- Referral to National Hearing Services
- Referral to District Council to improve access to her front door
- Referral to Community Alarms service for an alarm.
- Referral to a Charity that tidies gardens
- Referral to Royal British Legion for social support and contact.

The Safer Neighbourhood Team also carried out House to House in the area and identified a further four elderly neighbours that were in need of help and assistance and subsequently submitted four more referrals to **Home Shield**.

*Case Study 2.*

An 85-year-old man had not been seen for several days and his friend could not raise him on the phone. Police were called and attended the address expecting the worst. On arrival and surveying the premises they could see movement inside so gained entry to the house. Inside they found the elderly gentleman alive but in a sorry state. He had lost his glasses and subsequently also could not find his telephone as he was blind in one eye and had poor sight in the other. He had managed to feed himself after a fashion on some packets of food he found when he felt around the kitchen. After attending to his immediate needs, finding his spare glasses and his phone, organising a hot meal and a drink, the officers completed a **Home Shield** referral.

They were able to access the following support and services for the gentleman:

- Community Alarm service referral
- Referral for a benefit check re attendance allowance for help with personal care
- Referral to Adult Community Services (Social Services)
- Referral to Meals On Wheels
- Referral to Disability Resource Centre re aids for his vision impairment

These are just two examples of where police attended due to events. As the training has rolled out there have been a lot more referrals from Police Officers and PCSO's where they have identified vulnerable older people whilst on patrol and carried out a pro-active **Home Shield** referral. This has cultivated excellent contact and relations with the SNT staff as well as addressing issues such as "fear of crime".

SNT staff also carry out visits to persons referred to **Home Shield** by other agencies and complete security surveys and facilitate upgrades.

Trading Standards and Police also have seen the benefits of the intelligence that **Home Shield** visits can produce on Rogue Traders and Distraction Burglary. One example of this is where a **Home Shield** visit revealed that a team carrying out extortionate roof repairs had targeted a lady. Trading Standards were able to intervene and “take over” the contract, preventing her having to pay for shoddy or non-existent work and they then investigated the perpetrators with a view to prosecution.

**Home Shield** is also being used to make referrals by visiting officers from the Pension Service, Age Concern, Suffolk Fire and Rescue Service, NHS Falls Prevention, Adult and Community Services (Social Services), Citizens Advice, District and Borough Council Housing Officers, Royal British Legion and Housing Associations.

### **The Future**

Sustainability - The coordination and management of the project is now mainstream funded by the County council who have a significant interest in the benefits that **Home Shield** brings from a variety of directions. The number of referring partners is increasing as training is rolled out.

The **Home Shield Project Board** is now working with partners to improve **Home Shield** in a number of ways:

- Introduction of a new bespoke interactive database for the Coordinator to facilitate more detailed reporting and updates.
- Working with partners to ensure **Home Shield** is used and accessed more by minority ethnic groups.
- Looking at the potential to expand to other vulnerable people such as those with disabilities with no age restrictions, domestic violence victims and vulnerable young people.
- Exploring the use of electronic reporting via PDA's etc.
- Using Text messages to inform **Home Shield** visitors of specific issues they need to be aware of, in particular suspect persons and vehicles involved in Doorstep Crime.

**State number of words used: 3927**

**Section D: Endorsement by Senior Representative - Please insert letter from endorsing representative, this will not count towards your word or 1MB size limit restrictions.**



# SUFFOLK CONSTABULARY

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Tilley Awards  
Effective Practice and Communications Team  
4th Floor, Fry Building (SE Quarter)  
2 Marsham Street  
London  
SW1 4DF

Your Ref:  
Our Ref: DMD/DD  
Direct Dial: 01473 782714

29 February 2008

Dear Tilley Awards Panel

It gives me great pleasure to recommend Home Shield Suffolk as a worthy entry to the Tilley Awards 2008.

Suffolk Constabulary recognised at an early stage the benefits of Home Shield Suffolk and supported it by providing a key member of staff to the Project Board and other resources to the project.

Home Shield has been very well received by front-line staff as a very efficient means to provide a fantastic level of service to older, vulnerable residents of Suffolk.

It has enhanced the profile of our Safer Neighbourhood Teams, providing them with a proactive and robust response to the social, economic and welfare needs of older people living on their area, in particular to victims of crime and anti-social behaviour.

It has also raised awareness of Staff to the effectiveness of Partnerships and the services they can provide, with outcomes for everybody involved especially the recipient.

I look forward to the further development of Home Shield Suffolk, especially the expansion of the scheme to encompass other vulnerable groups.

Yours faithfully

Ch/Supt David McDonnell  
Head of Citizen Focus  
Suffolk Constabulary  
[david.mcdonnell@suffolk.pnn.police.uk](mailto:david.mcdonnell@suffolk.pnn.police.uk)

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*Taking pride in keeping Suffolk safe*



**Checklist for Applicants:**

1. Have you read the process and application form guidance?
2. Have you completed all four sections of the application form in full including the endorsement from a senior representative?
3. Have you checked that your entry addresses all aspects of the judging criteria?
4. Have you advised all partner agencies that you are submitting an entry for your project?
5. Have you adhered to the formatting requirements within the guidance?
6. Have you checked whether there are any reasons why your project should **not** be publicised to other police forces, partner agencies and the general public e.g. civil or criminal proceedings pending in relation to your project?
7. Have you inserted your project name as a footer note on the application form? Go to View-Header and Footer to add it.
8. Have you saved you application form as a word document and entitled your message '**Tilley 08 entry (followed by project name in brackets)**' before emailing it?

Once you are satisfied that you have completed your application form in full please email it to [Tilleyawards08@homeoffice.gsi.gov.uk](mailto:Tilleyawards08@homeoffice.gsi.gov.uk). One hard copy must also be posted to Alex Blackwell at Home Office, Effective Practice & Communication Team, 4th Floor, Fry Building (SE Quarter), 2 Marsham Street, London, SW1P 4DF and be received by 25<sup>th</sup> April 2008.