MOPAC 2016 – 2017

Application on behalf of HEET - BURGLARY PREVENTION PROJECT

1. Tell us about your group, and your position within it. Who will be responsible for achieving the project goals, and who will be accountable for the funding?

HEET is a not-for-profit organisation based in Walthamstow. We provide home improvements for vulnerable residents aimed at improving their physical and mental health and well-being. Our main focus is on providing energy efficiency and security improvements for vulnerable and low income residents in Waltham Forest but we also run the Redbridge Handyperson scheme and a joint fuel poverty project with Enfield Citizens Advice. I founded HEET in 1999 and have been co-ordinator since. I will be the person responsible for managing the project and ensuring that we achieve our goals and report to the Safer Neighbourhood Board.

2. What is the basis of your group's connection with the community you represent?

HEET arose out of the Waltham Forest Local Agenda 21 process in Waltham Forest and represents a community response to the twin challenges of fuel poverty and climate change. Over the years HEET has proven very successful at working with partners in the community, voluntary and statutory sectors to identify vulnerable residents who are difficult to reach and provide them with home improvements that make them safer. It was the Police who initially approached HEET to add home security measures to the work that we offer vulnerable households as they recognised our success at reaching and engaging these households. We now work with over 200 organisations that make referrals to us.

3. Do you have a suitable bank account into which funding could be paid?

Yes. As a not-for-profit organisation HEET has a bank account that requires two signatories for all transactions.

4. Give us an outline of your project. What evidence is there of a need for the work you propose? What do you want to do? How exactly will this address the need you have identified?

This project will provide a target-hardening service for vulnerable residents that have been the victim, or are considered by a professional to be at risk, of burglary or distraction burglary. The aims of the service are:

i) TO REDUCE:

- Overall burglary and distraction burglary rates - in particular for repeat victims
- The fear of crime among vulnerable people, and in particular repeat victims

ii) TO EMPOWER:

- Residents to protect themselves and their property against crime

Identifying vulnerable people - Over the past 15 years HEET has developed a network of front-line health, social care and crime prevention workers that help us identify vulnerable people and make referrals for home improvements. The majority of referrals that come to us for target hardening measures come from the Police, Victim Support, Age UK Waltham Forest, Reaching Out East and the Fire Brigade (victims of, or people threatened with, arson attacks). We have existing referral mechanisms in place with all these organisations. Social workers, health visitors, children's centres etc are also likely to make use of the service. In addition to be being vulnerable beneficiaries will also have to be in economic need shown by receipt of an income or disability related benefit. HEET can provide a 'paid for' service for those that do not meet the benefits criteria.

Service Offered: In emergencies HEET will ensure that a property is secured within 12 hours of a referral being made. Our preferred method of working, however, is to carry out an assessment first. The surveyor is Crime Reduction College trained and carries out a full assessment of the home security and gives detailed advice on how to reduce the risk of becoming a victim. In consultation with the householder the surveyor will draw up a bespoke list of target hardening measures to make the home secure and the householder feel safe. The types of measure fitted will include door and window locks, spy-holes and DV100 (spy-hole with mini-intercom), measures to strengthen doors against kick-in attacks (London bars, hinge bolts, lock guards), garden security measures such as trellis and security lights. Cost prohibits fitting whole system alarms but we can fit individual contact and sneak alarms. Valuable items will be property marked and UV pens given to clients. All work is carried out by a trained installer and a 5% quality check is carried out on each installer's work against a written method statement. All customers also complete a customer satisfaction survey.

Added Value: HEET provides other home improvement services for vulnerable people. Anyone referred for target hardening will receive an 'MOT for the home' focussing on energy efficiency, home security, fire safety and category one hazards.

Project need & evidence

- A poll by MOPAC in 2013 identified burglary as one of three issues that most concerns London residents. Customer evaluation showed that 99% of beneficiaries felt safer as a result of a previous target hardening project run by HEET.
- Burglary accounts for 12% of all crime in Waltham Forest. Vulnerable people, such as the elderly, are more likely to be victims - 22% of burglaries are committed against over 60 year olds, yet this group represent only 11% of the population of Waltham Forest.

An evaluation report by Safety Net found that repeat victimisation for beneficiaries of HEET's service was significantly lower than the average for the borough (0.9% compared to the borough average for the same period of 12.8%). 30% of burglaries and 73% of domestic violence incidents are repeat victimisation.

5. Which of the three MOPAC stipulated objectives are you addressing? (Prevent crime, reduce crime, police/community engagement)

The project aims to **prevent** and **reduce** the number of burglaries and artifice burglaries amongst people that have been identified as vulnerable to these crimes. In particular we aim to prevent re-victimisation.

6. Does your project address any of the priorities the SNB had identified?

The project addresses burglary and artifice crime which are not specifically mentioned as SNB priorities but are recognised as a priority by vulnerable people and the organisations working with vulnerable residents.

7. The SNB will want to monitor progress: what observable or measurable achievements do you expect to be able to report to us as your project is underway? How will you monitor your progress?

HEET records all referrals and actions taken on our database. Reports can be generated from the database for any period giving the number of victims benefiting, details of their age/gender/ethnicity as well as details of the support given and security measures fitted.

8. The SNB will want to evaluate the overall benefit to the community achieved by your project (sometimes referred to as "outcomes"). What evidence might be helpful in making our evaluation? How will you gauge your success?

In addition to the monitoring described above we will carry out the following evaluation to measure the project benefits.

SAFETY QUESTIONNAIRE - In order to assess how safe victims feel before and after works have been carried out on their home we will ask residents to complete rate how safe they feel at home before and six months after our intervention.

REPEAT VICTIMISATION – Our customer satisfaction questionnaire will enable us to assess whether beneficiaries have suffered repeat victimisation since our intervention. Comparing repeat victimisation for our group against those for the borough for that type of crime will enable us to evaluate approximately how many repeat victimisation attacks have been prevented.

ADDING VALUE - Support agencies making referrals to HEET will be asked to provide feedback to us through a questionnaire to help us measure the value we have added to their work and to gain an objective perspective on the difference our project has made.

9. What roles will there be in your team? Who will occupy those roles? Will you need to bring in new people to help you? If so, how will you recruit and select them?

The project will be delivered by our existing staff team all of whom have been in place for at least 5 years and are experienced at delivering target hardening initiatives. Staff currently work part-time so, depending on the scale of the project, we may need to increase some staff hours.

Tom Ruxton – Co-ordinator. Responsible for managing the project, ensuring targets are met and that robust evaluation is carried out.

Jane Laporte – Administrator. Responsible for managing referrals into the project, booking appointments for the surveyor and collating monitoring information.

Alex Hodson – Surveyor. Responsible for assessing needs of people referred to the project, providing appropriate advice and information and drawing up list of works for our installer.

Adam Wilesmith – Installer. Responsible for installing measures to make the homes of victims more secure.

10. If you will be working with members of the community who are not part of your team how will you identify suitable contacts?

The project will involve working with the victims of a range of violence related crimes. These victims will be identified by organisations, such as Age UK, Victim Support, Reaching Out East, the Police, Fire Brigade, Adult Social Care and NELFT that provide support to vulnerable people in the borough. HEET already works with and accepts referrals from these organisations.

11. What considerations need to be made regarding the safety of everyone involved?

HEET has carried out a risk assessment for its target hardening work and has a method statement that sets out how surveyors and installers should go about their work to ensure their own safety, the safety of clients and that of the general public. We have a robust health and safety policy and ensure that staff are fully aware of all the implications of this policy for their work. Staff have also undergone safeguarding training and all those with face to face contact with clients are DBS checked. To minimise risks we always take advice from the referral agency with regards to the precautions we should take. If we know that there is a risk we ensure that a second person is present whilst work is being carried out. We have a lone worker policy that ensures that we always know where our staff should be and are always contactable.

12. Please supply a breakdown of the anticipated costs to be met by the project funding.

Experience has shown us that it costs on average £135 to target harden a vulnerable person's home. The costs vary considerably but work our approximately as follows:

Survey & advice (1-1½ hours)	£20
Locksmith labour (2½ - 4 hours)	£50
Security products (locks etc)	£60
Other (admin, insurance, travel)	£ 5
Unit cost	**£135**

A target hardening project that secures **150 homes would therefore cost £20,250.**

13. Have you considered whether the work you plan to do might be considered to be the responsibility of some other body or agency?

Other organisations provide support and advice to vulnerable residents but HEET is the only organisation in Waltham Forest that provides practical support in terms of target hardening homes. This work is not anyone else's statutory responsibility.

14. Have you considered whether you can offer a range of project "packages" in the event that the SNB was able to offer only a reduced level of funding? (If so, you may like to consider making multiple applications. Alternatively, you may like to respond to these questions indicating options where appropriate.)

See response to question 12 above. It costs HEET £135 to target harden a home. The smallest project HEET could deliver would therefore cost £135 but this could be scaled up accordingly.

150 homes	£20,250
100 homes	£13,500
50 homes	£6,750
10 homes	£1,350

15. Will your project depend on obtaining permission or approval from any other body?

No

16. Is any other funding body providing support to this or similar concurrent projects?

Not that we are aware of

17. Can you give us a tentative timeline of the main stages of your project?

HEET has the procedures and referral networks in place to start the project whenever we are asked. We would not need to recruit additional staff or buy any new equipment. Over a 12 month period we would could easily secure about 150 homes.

18. Is there anything else we need to know?

If you require any further information please contact Tom Ruxton, HEET, c/o Trinity URC, 58 Orford Road, London E17 9QL. Tel: 020 8520 1900. Email: tom@theheetproject.org.uk