MOPAC 2016 – 2017

Application on behalf of HEET

SAFE AT HOME

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?

HEET has provided a target hardening service for burglary victims over the past 10 years. As part of this programme we have always received a small number of referrals for victims of hate crime, domestic violence and those caught in the repercussions of gang crime. Over the past two years, however, HEET has been receiving more of these urgent referrals and we do not always have the capacity to respond. We are now receiving two or three such referrals each week. We believe that there are a number of reasons for this:

a) Cut backs to other services mean that HEET is increasingly the only organisation locally that can provide practical support to victims of these crimes and respond appropriately to such referrals.
b) HEET's reputation as an organisation that will deal sensitively, flexibly and efficiently with these referrals has grown.
c) Waltham Forest and the Police are getting better at encouraging victims to report these crimes.
d) Waltham Forest has gone from being the 47th most deprived local authority in 2004 to being the 15th most deprived in 2015. The strain of multiple deprivation is one of the factors that leads to hate crime, domestic violence and participation in gangs. Recorded hate crime increased by 24% between 2013 and 2014 with major increases in race, homophobic and faith related hate crimes. Waltham Forest has the 5th highest incidents of recorded crime in the country. Over the past 2 months HEET has been approached by 5 organisations asking if we can take referrals for victims of these crimes.

A grant would enable us to:

i) Train our staff, in particular our surveyor and handypersons, to better support victims of hate crime, domestic violence and gang crime. Training will enable us to respond even more sensitively and appropriately to victims, provide an understanding of the laws around these crimes so we can give basic advice and encourage victims to make reports.
ii) Employ and train a specialist handyperson to deal with these domestic violence, gang and hate crime referrals. This will be someone that can respond quickly and sensitively to referrals and provide a package of advice and security measures that goes beyond our standard target hardening package to include measures such as security lights, anti-arson letterboxes, locks suitable for people with a disability etc.

The project will address the identified needs by:

PROVIDING VICTIMS WITH SAFER HOMES WHERE THEY FEEL SAFE: The overall aim of the project is to ensure that the victims of domestic violence, hate and gang crime are safe at home. Feeling safe in your home is essential to the physical, psychological and emotional well-being and health of victims. Victims are also much more likely to be able to rebuild their lives and avoid issues, such as homelessness and psychiatric ill-health, if they have a safe home to return to.

ADDING VALUE TO THE WORK OF OTHER AGENCIES: Enabling support agencies like Solace, the Police and Victim Support to make referrals for home security measures enhances and adds value to their work. Additional training, provided through this grant, will equip HEET with the skills to reinforce the messages that support agencies are providing. Victims are more likely to report crimes and seek legal redress if they are hearing a consistent message repeated by different people. It is therefore useful for HEET to repeat the key messages of support agencies after the initial crisis is over and the victim is in their own home as well as providing practical support to make the home safer.

REDUCING REPEAT VICTIMISATION: By making it harder for perpetrators to enter a victim's home the project will reduce the number of repeat offences. 73% of domestic violence incidents, for example, are repeat incidents. Improving home security will reduce this.

BUILD HEET'S CAPACITY TO SUPPORT VICTIMS: Grant funding will build HEET's capacity to respond to incidents quickly and avoid repeat incidents before they escalate - a victim of domestic violence whose partner has a set of keys to their property, or someone threatened with an arson attack, will be seen and supported on the day it is reported. Training will also enable HEET to better understand the home security needs of victims of these particular crimes. The methods that a burglar or bogus caller uses to gain entry are not necessarily the same as those used by perpetrators of domestic or hate crime so the measures put in place to prevent entry and reassure the occupier may well be different. The project will also build HEET's capacity to specify and fit specialist security measures that meet the needs of people with a disability or hearing impairment.

Victims will all have been referred to us by a support or crime prevention agency such as Solace, Victim Support, Stay Safe East, the Police, Fire Brigade, Ashiana Network or Haven. A package of target hardening measures 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, security lights, anti-arson letterboxes and sneak alarms.

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** crime by protecting potential victims. In the case of domestic violence victims this will predominantly be preventing re-victimisation. For victims of hate crime and those caught in the repercussions of gang crime our work will prevent the escalation of threats by removing the opportunity to easily attack someone in their home.

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

The project specifically addresses issues of domestic violence, hate crime and violence associated with gang crime.

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 & HEALTH QUESTIONNAIRE - In order to assess how safe victims feel before and after works have been carried out on their home we will ask victims to complete a self-evaluation safety and health questionnaire before and six months after our intervention.

REPEAT VICTIMISATION - The safety questionnaire will also 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.

BUILDING HEET's CAPACITY - HEET staff will evaluate the training provided at the time of delivery and then be asked to evaluate the impact this has had on their working practices six months later.

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. This team have been delivering target hardening projects and training will equip them with the specialist knowledge to give additional support and advice for victims of domestic violence, hate and gang related crime. Most 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 Solace, Victim Support, Stay Safe East, the Police, Fire Brigade, Ashiana Network or Haven that provide advice and emotional support to victims. 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. We are aware that working with the victims of violent crime potentially places our staff at risk should the perpetrator present themselves at the property whilst we are working there. To minimise this risk we always take advice from the referral agency with regards to the precautions we should take. Mostly we are able to carry out work whilst the perpetrator is in police custody or subject to an exclusion order. 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.

For victims of hate/gang crime and domestic violence we would like to provide an enhanced package of measures. For example we don't normally fit security lighting as part of our service but would do for victims of Hate Crime. Also we get a number of referrals from Stay Safe East for people with a disability that are suffering from hate crime and they often need locks/door views etc. that are especially adapted for someone with a physical disability. The unit cost for victims of hate/gang or domestic violence crimes is therefore higher than the standard target hardening project and work out at £200 per property. The costs vary considerably but work our approximately as follows:

Survey & advice (1-1½ hours)	£25
Locksmith labour (2½ - 4 hours)	£80
Security products (locks etc)	£90
Other (admin, insurance, travel)	£ 5
Unit cost	**£200**

A target hardening project that secures **100 homes would therefore cost £20,000** but this could be scaled up or down (150 homes = £30,000, 50 homes = £10,000, 10 homes = £2,000).

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 the victims of violent crimes 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 £200 to secure one home against a violent offender. The smallest project HEET could deliver would cost £200.

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. We would expect to secure the homes of 2 – 3 households each week. Over a 12 month period we would expect to secure about 120 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