



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.

All entries must be received by noon on **Friday 25th 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: Tackling Insecure Burglaries in the Wigan Borough
2. Key issue that the project is addressing: Domestic Burglaries through means of an "Insecurity"

Author contact details

3. Name of application author: John Hutchison
4. Organisation submitting the application: Wigan and Leigh Community Safety Partnership
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Secondary project contact details

8. Name of secondary contact involved in the project: Paul Whitemoss
9. Secondary contact email address: p.whitemoss@wigan.gov.uk
10. Secondary contact telephone number: 01942 827389

Endorsing representative contact details

11. Name of endorsing senior representative from lead organisation: Ian Harrison

12. Endorsing representative's email address: i.harrison@wigan.gov.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: Government Office North West

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).*

To be filled in when full application complete (below).

Scanning:

In mid year 2007, the Partnership's Monthly Tactical Business Group were presented with data confirming that Insecure Burglaries were posing an increasing threat and despite successive attempts to reverse an upward trend had thus far failed to make an impact. At October 2007, Insecure Burglaries were running at 32% of the total Domestic Burglaries. The issue was scanned and all Partners agreed that further analysis and a response was urgently required.

Analysis:

Further analysis confirmed the nature and extent of the threat. The transparent nature of the crime, primarily confirming the lack of capable guardianship on the part of the victim as the key factor, made the failure of the previous victim focussed responses all the more frustrating. Analysis against the key characteristics of Victim, Offender and Location added further value to understanding the issue. The analysis confirmed that the response would need to refocus our efforts on improving capable guardianship amongst the potential victim communities as the key element of the response.

Response:

Six objectives were set out. The proposition was "If residents within a surrounding area are fully, directly and quickly informed of the nature, timing and threat of repeat of an Insecure Burglary and informed of their opportunities for protection, then an improved response can be expected and a reduction achieved"
The response consists of three stages of communication and contact with residents living within the vicinity of an Insecure Burglary. The first stage is a letter that provides the anonymised detail of a neighbour's recent victimisation and offers a repeat victimisation warning and a range of situational protection advice. The second stage is a hand – delivered postcard. The third stage provides a renewed enforcement focus. It is an efficient and cheap tactic which is owned and delivered by a range of Partners and is easily replicated and sustainable.

Assessment:

To date there has been a significant reduction in the total and proportion of the Burglary total represented by Insecure Burglaries. This is currently running at 24% (since the start of the scheme). This is monitored on a daily basis. 14,774 letters have been sent out. 1762 postcards have been delivered. Only 2 sites have reached stage 3. A survey of affected residents has been conducted with very positive results. It is presumed that some sort of combination of collective efficacy, improved situational measures and offender deterrent is working. Further evaluation is planned.

State number of words: 395

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.

1. Scanning:

Domestic Burglary has remained a priority for Community Safety Partnership since the initial Audit and Strategy in 1998 identified it as a high volume crime. Successive consultations have confirmed that it is of significant concern to the general community and victims alike. 60.4% of the individuals questioned during the Citizen Panel in June 2007 stated that they were very worried or fairly worried about having their home broken into and something stolen.

Insecure burglaries is a sub set of the main crime type and is defined as those burglaries where offenders have gained access to a property by means of an open or unlocked door or window. They often take place whilst people are in the house. Police recorded crime data on reported burglaries showed that Insecure Burglaries had featured as a growing threat over successive months and years. The trend for this is shown in the table below: -

Wigan	Insecure	All Burglaries	%
2004/2005	444	2038	21.8%
2005/2006	465	1696	27.4%
2006/2007	578	1624	35.6%

The problem had featured as a recurring theme within successive Tactical Assessment and Problem Profile documents throughout this three year period.

Insecure Burglaries (I.B's) had therefore been identified by the multi agency Partnership Business Group as an area in need of improvement. The group was agreed that a reduction in I.B.s would make a positive contribution to the overall Burglary Reduction target and, in turn a contribution to the BCS X 10 Local Area Agreement targets. Burglary dwelling accounted for 10% of the Wigan Divisions' BCS 10 crime.

All the stakeholders around the Partnership table, Police, Council Departments, Wigan and Leigh Housing, Victim Support, Probation, Drugs services, Fire and Rescue, Youth Offending Team had an interest in the reduction of insecure burglaries and supported the focus. It was also identified that there was the potential for achieving a significant public reassurance benefit if a reduction could be made. Additionally it would benefit the general public as some insurance companies will refuse to insure individuals if they have been victims of 2 or more insecure burglaries.

Police crime data, Wigan and Leigh Homes residents' information, Wigan Council mapping systems were all used to identify the victim, locations and any potential offender details.

It was evident that a high proportion (32.7%) of properties targeted were council owned and by working together we could improve home security at these tenancies. It was also anticipated that by using tenancy data better we could educate those at risk from this type of offence at a more personal level. This could improve levels of reassurance and probably be used as a means to gather intelligence on active suspects from residents.

2. Analysis:

The analysis contained in the Tactical Assessments and Problem Profiles had already measured the extent of the problem in some detail. Every burglary reported is followed by a visit from a police officer to take the crime report and the victim is also asked to sign the crime report to confirm the details. This information is then inputted onto the Greater Manchester Police (GMP) computerised system, checked to ensure it is National Crime Recording Standard (NCRS) compliant, and is also evaluated by specially trained police officers within GMP, in order to ensure the burglary reports' accuracy and validity.

It was then possible to interrogate the data to identify the insecure burglaries as these are marked "INS" within the

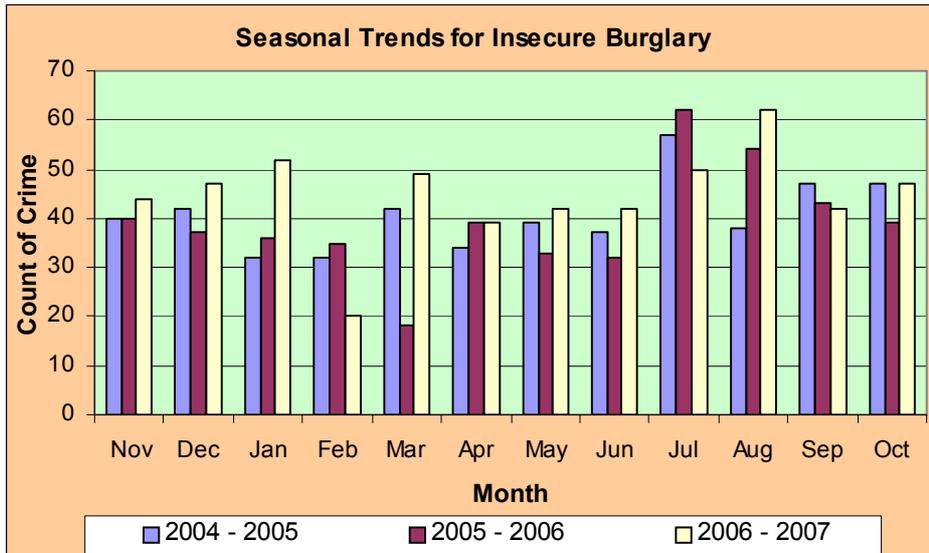
Modus Operandi (MO) mean field of the crime report. A search was also conducted on the MO text field (of the crime report) to ensure the figures and numbers of insecure burglaries were accurate.

Nature

The nature of the offence was transparent and simple. Insecure Burglaries offered a low risk opportunity for those offenders anxious to commit acquisitive crime. Unaware or unconcerned potential victims were widespread.

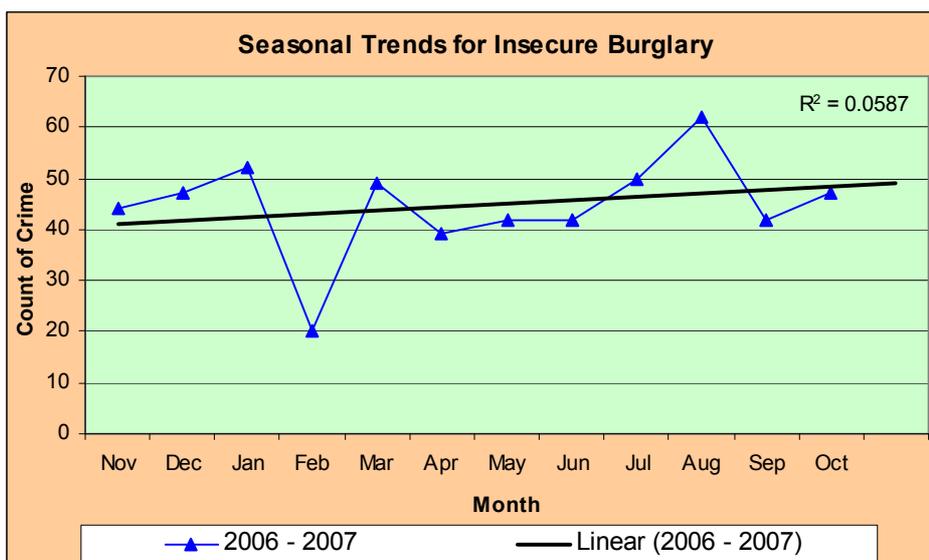
Extent and Trends

Three years worth of police crime data was analysed to identify the extent and any seasonal trends that might be associated with insecure burglaries. The analysis showed that there is an increased risk of an insecure burglary during the months of July and August, with the other months of the year attributing relatively equal percentages. shares: -



Prior to the commencement of the operation in November 2007 in the year to date, there had been 324 victims of an IB, which equated to 2.32 IB's per 1000 households in the Wigan borough.

The 12 months prior to the start of the scheme showed that there had been an increasing trend in relation to insecure burglaries and the forecast was for this trend to continue: -



Concentration

There was no outstanding picture of concentration for Insecure Burglaries that differed from the patterns expected when analysing concentrations of Domestic Burglary as a whole. IB's featured as a part and parcel of the residual hotspots for the crime as a whole.

Previous responses

Previous responses to the problem had been of a general nature and not sufficiently targeted to the right areas at the right time. They included:

- Distribution by PCSO's of the "Footprint leaflets" through open windows warning of the danger of insecure premises.
- Other general leaflet, poster, promotional items and booklet - based advertising campaigns
- Advertising slots on the local radio station
- Police patrol plans.
- Target Hardening in selected areas (which completely missed the point!)

These responses had not been sufficiently monitored or subject to any evaluation. It is also likely that there was an information overload and the message delivered was simply not credible. On later reflection the responses had also ignored the critical value of the proper engagement of victims and neighbours, so that they were able to act as capable guardians. We were lacking a cutting edge whereby residents would understand that they were in imminent danger and would take the obvious protective steps.

Further analysis

In order to achieve the identified objectives, it was necessary to carry out further analysis into the factors that generated insecure burglaries.

Victims

Victim (Age, ethnicity, sex, property stolen) characteristics were examined in order to build up a victim profile. However, due to the actual nature of the offence it was difficult to identify any prevailing or outstanding factors. The items stolen were often concealable, removable, available, and disposable. Property left within close proximity to the doors and windows was at the greatest risk of being stolen as items further within the properties would have increased the risk to the offender. Additionally, the insufficient awareness and protection by victims seemed to act as a crime enabler. The general public often have the perception that if they are within their own home then a crime is unlikely to occur. When people are at home, inside their own premises, it is not usual for them to "lock themselves in", so the doors are effectively insecure whilst people are inside or around the premises. The majority of households now have external doors that have a 5-lever deadlock mechanism. However, this type of lock mechanism has a handle on the outside of the door that has to be lifted in order for the door to be locked with the relevant key. Only then is the door secure.

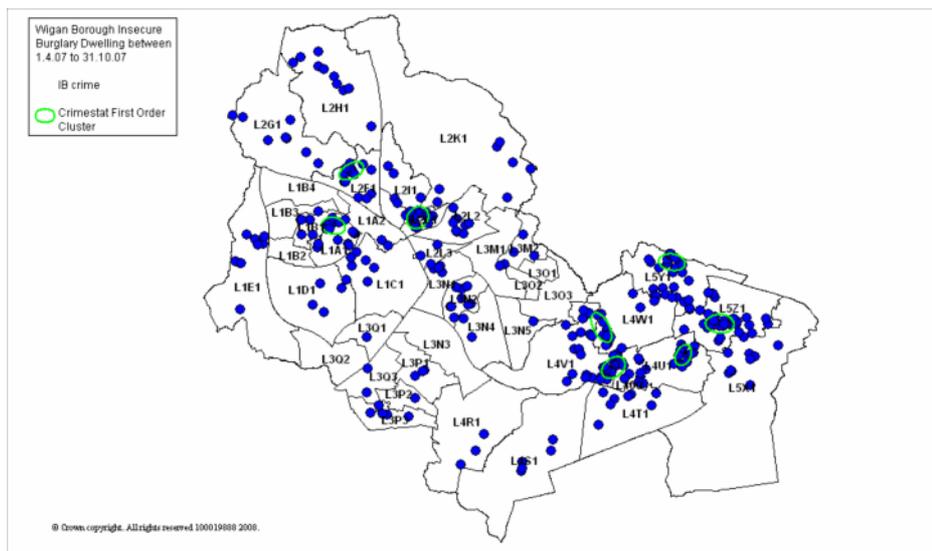
Offenders

The crime typically was the result of providing an easy opportunity for offenders with the lack of a capable guardian. Offender interviews revealed that criminals who committed insecure burglaries could identify the properties easily with open windows and doors. This is as you would expect, but the 'professional' criminals could identify properties with **closed but unlocked** front doors from the pavement on the street. This obviated the need for them to actually "try" the door and decreased the risk to the offender even more. The offenders interviewed stated that locked front doors would have the handle at 90°, however, if the door wasn't locked then the handle would be lower. It was also concluded that offenders often target houses within a fairly small area and a review of repeat victimisation literature was conducted.

Locations

A mapping system was used to identify hotspot areas for this particular type of crime. Further location information (area, building type, Vulnerable Localities Index, housing stock) were all examined to identify any factors that could increase the prevalence of the insecure burglaries. Wigan and Leigh Homes' properties were the only factor to show a disproportionate amount of offences compared to the borough average rate. Of the Insecure burglaries that had occurred across the Wigan Borough since the start of April 2007, there were 8 first order cluster areas identified via

Crimestat software. Each had 10 offences: -



Repeat Victimisation

There had been 2 properties that were repeat victims between April 2007 and October 2007. There were 13 streets that were responsible for 34 IB crimes, which equated to 10.49% of the IB offences.

In summary, whilst there was valuable location and offender information, the heart of the problem and the opportunity for resolution lay with focussing our efforts on the Victim and Potential victims

3. Response:

The following objectives were set:

- To reduce the overall numbers of insecure burglaries across the borough
- To reduce repeat incidents in particular areas
- To trust residents with real time crime information
- To reassure the community of Partnership action and to promote more community spirit in terms of vigilance and collective efficacy
- To get residents to undertake protective situational measures
- To encourage neighbours to cooperate with the enforcement agencies, provide intelligence and to report anything suspicious.

After further consideration of the relative failure of the general responses used to date it was agreed that all the analysis pointed to the need to make a further attempt to engage the potential victims in a more direct and credible way.

The proposition was that, "If residents within a surrounding area are fully and quickly informed of the nature, timing and threat of repeat of an Insecure Burglary and informed of their opportunities for protection, then an improved response can be expected and a reduction achieved"

The response needed would highlight the problem of insecure burglaries and capture people's interest to ensure that they took notice of advice given to reduce the problem. One way to do this would be to make the issue personal and directly related to an individuals' neighbourhood. It should deploy real time crime information to ensure a greater impact and with the aim of influencing their protective behaviour and improve the situational prevention methods.

A further envisaged "trump" card was the potential value of communicating the threat of repeat victimisation. It was also agreed that we should advertise an easy point of contact for the receipt of community intelligence and / or the

provision of reassurance.

The final response devised contains all these elements and is simple and inexpensive. The scheme was started on 13th November 2007. The response consists of three stages:

Stage 1. Letter to residents

On receipt of a Police recorded IB identified and forwarded on the day to the Community Safety Team (CST), an analyst reviews the location and decides a polygon on an appropriate area boundary of approximately 150 households. This is created by scanning OS low level maps and judging where the actual risk of further victimisation is likely, applying the Near Neighbour risk hypothesis. This set of households is forwarded by CST to the Council's main IT Department where the Internal Geographical Information System generates the addresses of all properties. The automated letter production, addressing and postal system is quick, simple and relatively cheap. Residents at these addresses are then sent a standard letter informing them that an insecure burglary has occurred in their area at a particular date and time and warning them that the burglar may well try to target other houses in the same area.

The letter reads as follows:

"Dear Resident,

Stop press... security warning

We are writing to warn, advise and help you and your neighbours. Within the last couple of days there has been a burglary near your home. This burglary happened because the offender got into your neighbour's house through an: Open front door..... Open back door..... Unlocked front door..... Unlocked back door..... Open window.....Unlocked upstairs window...X

The burglary took place on Monday 12th November between 10.15 a.m. and 12.00 noon.

This is what is called an "Insecure" burglary. That means that the offender got into the house by going through an unlocked door or open window.

We know from the pattern of burglaries that this burglar or their associates may well try again to burgle another home in the same vicinity, very soon. This is why we are writing to you.

Please do everything you can to protect yourselves from this. You should:

- *Keep your doors and windows closed and locked when you're out!*
- *Make sure you have locked doors and windows at night – every night.*
- *Key operated locks should be fitted to all your windows and doors.*
- *Fit good quality deadlocks to your exterior doors.*
- *Install a movement sensitive light outside your external doors.*
- *Fit a light timer devise for you main rooms.*
- *Have a chain and peep hole on your front door.*
- *Fit a letterbox restrictor to prevent people stealing mail or accessing your locks.*
- *Keep your keys out of view but in an easily accessible place.*
- *Ask for callers' identification.*
- *Fitting a Burglar alarm will greatly improve your household security.*
- *Register you property FREE on line by logging on to www.immobilise.com*
- *Protectively mark your valuable property. You can do this simply by using an Ultra – violet pen to mark your property with your full postcode.*

- You can get further advice and information by going to the Partnership's website at www.saferwigan.org.uk

Especially we are asking that if you have any information on a suspect or offender, you should tell your local Police team. Their number is 0161 856 7225.

If you would prefer you can call Crimestoppers on 0800 555 111. This is for information on suspects or known offenders and is completely confidential. Increasing numbers of arrests are being made through this channel.

To reassure you – the rates of burglary have fallen by 42 % in the last three years so you should not be fearful. Overall burglary in the Wigan & Leigh area is increasingly rare.

Finally, if you would like a visit from your local Police team because you have information that could be useful to them please do ring them. You can contact them on the local Police number above.

Yours sincerely

Lee Bruckshaw
Divisional Commander, Wigan Division
Greater Manchester Police”

Stage 2. Hand delivered Postcard

After a second IB occurrence within an area that has already received a stage 1 letter then a postcard, customised to that area and is hand delivered by PCSO staff. They door knock and make personal contact and offer advice where possible. The postcard includes pictures of a burglar walking through an unlocked door and climbing through an open window. The message on the back of the card is as follows:

“Dear Mum,

I'm having a lovely time here in

It's really easy to make plenty of extra money because people round here keep on leaving their doors and windows open and unlocked so I can just walk in and help myself to whatever I want!

I know the residents have been sent a letter by the Community Safety Partnership telling them how they can make their houses more secure but there are still plenty of people who haven't taken the advice, which is great for me!

Anyway, lots of love and bye for now,
Rob. X ”

The postcard is short, humorous and snappy, making it more appealing and easy to read, and aimed to double the “threat”. Furthermore, this method of distribution also gives residents the opportunity to discuss local issues as part of the reassurance agenda as well as generating further intelligence.

Given that the evidence suggests that offenders often work the same “patch” which may well be close to home, it is likely that the offender who committed the crime will also have received a letter or postcard, offering diffusion of benefit. This could therefore potentially deter the offender from committing another burglary due to perceived increased risk and protection. The dual approach taken combines the promotion of situational crime prevention (getting people to lock their doors and look out for suspicious behaviour) with a more deterrent focused approach by potentially including the offender in the mail shot.

Stage 3- Offender focus

To date there have been only two incidents where there have been 2 further IB's within an area that has already received stage 1 and 2 interventions. The approach adopted is to apply a focussed Police Patrol plan on that “patch”

and concentrate investigative and enforcement resources onto suspect offenders in that vicinity. This approach will be tested further by a new response that will make direct contact with suspects and known local offenders and offer a combination of “carrot and stick” services between the Offender Management Unit and the Drugs and Resettlement services.

Assessment:

The current assessment is that whilst burglary figures as a whole have fluctuated, insecure burglaries have reduced compared with figures from the same period the previous year. Although there have been some exceptions, the general trend of insecure burglaries, week on week since the start of the project has been downwards. This is true both when compared with the same weeks in the previous year and with the previous average proportion of total burglary of 35%. Several weeks have shown reductions to below 20%, with one week a rate of 4%. The table below summarises the results to date.

	Date	Current Yr			Prev Yr		
		Insecure Burglaries	Domestic Burglary Total	Proportion of IB/DB	Insecure Burglaries	Domestic Burglary Total	Proportion of IB/DB
2007-8	12 Nov - 18 Nov	9	27	33%	11	34	32%
	19 Nov - 25 Nov	11	41	27%	13	38	34%
	26 Nov - 2 Dec	6	21	29%	11	37	30%
	3 Dec - 9 Dec	10	34	29%	11	46	24%
	10 Dec - 16 Dec	6	38	16%	17	37	46%
	17 Dec - 23 Dec	4	25	16%	9	33	27%
	24 Dec - 30 Dec	5	27	19%	6	23	26%
	31 Dec - 6 Jan	15	48	31%	16	46	35%
	7 Jan - 13 Jan	5	30	17%	17	60	28%
	14 Jan - 20 Jan	15	36	42%	11	44	25%
	21-Jan - 27 Jan	6	25	24%	9	32	28%
	28 Jan - 3 Feb	10	30	33%	8	18	44%
	4 Feb - 10 Feb	10	33	30%	2	16	13%
	11 Feb - 17 Feb	9	31	29%	6	24	25%
	18 Feb - 24 Feb	10	49	20%	5	25	20%
	25 Feb - 2 Mar	5	40	13%	6	24	25%
	3 Mar - 9 Mar	3	24	13%	10	37	27%
	10 Mar - 16 Mar	3	27	11%	9	25	36%
17 Mar - 23 Mar	6	28	21%	20	49	41%	
24 Mar - 30 Mar	1	25	4%	8	29	28%	
2008-9	31 Mar - 6 Apr	10	31	32%	9	34	26%
	7 Apr - 13 Apr	6	23	26%	14	40	35%
	14 Apr - 20 Apr	7	27	26%	11	29	38%
Total		172	720	24%	239	780	31%

Face to Face Survey

There is also evidence that the scheme is reassuring residents. A face to face survey of 50 residents in the community after the original 10-week pilot indicated that residents appreciated receiving the letters with many claiming that the letters made them feel safer. Some residents claimed that they felt as though “someone was looking out for them” by letting them know there was a problem in their area and advising them how to combat it. 80% said they had found the scheme reassuring and helpful.

Over 50% of respondents claimed to have taken some action to make their property more secure as a result of receiving the letter. Of those who had not taken any direct action, many claimed that although they had not taken action, they were now more aware of issues in the neighbourhood and were more vigilant in terms of the basic security than they had been previously.

Two people specifically said receiving the letter had made them look out for neighbours. This suggests that the scheme may encourage neighbourliness and increase community spirit, although this is yet to be fully evaluated.

In terms of disseminating information round the borough, over 70% of those questioned claimed to have passed on the information in the letter, or discussed the letter with either relatives, friends, neighbours or colleagues. This

resident – led collective efficacy is encouraging.

In addition several Homewatch schemes have been or are being formed. Several intelligence reports have been received on likely offenders.

A further full evaluation is scheduled to be completed after 6 Months of the scheme in May. This will include a further full face to face survey with residents. It will also include rigorous statistical testing including linear regression tests to flesh out whether the observed reductions are robust and tests for displacement. However, monitoring is ongoing daily and reported to the Partner Agencies via the Partnership Business Group. For example the 2 individual properties identified that have had 2 burglaries within the time of the operation are being case managed. There are also 2 properties that have had 3 burglaries in the same geographical since the start of the operation and these will be subject to Stage 3 response. Displacement to other crime types and other MO's for burglary have also been considered and is also regularly monitored. For example there has been a slight increase in force and smash MO (3%) during burglary offences.

To date there have been 67 less IB offences compared to Wigan Division IB figures for the similar period in 2006-2007. This equates to a cost benefit saving of over £218,956 (2003/4 average cost of crime figure of £3,268 reported by Kate Bowers and Shane Johnson, 2004). The initial response to each Insecure Burglary costs £64.17. !

Conclusion

The initial conclusions are that we have achieved the objectives set out in part. There is no doubt that something is "going on"!

Monitoring will be continued on a daily basis and the full evaluation in May will uncover further valuable information that can test out the hypothesis. The Partnership Business group is delighted with the impact of the scheme to date and will plan further increments and improvements to the scheme on the back of constant review and evaluation.

State number of words used: 3483

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

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. 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 25th April 2008.