

# Investigating the practical support needs of burglary victims

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Crime Concern would like to thank all the managers, workers and volunteers from Victim Support across England and Wales who took part in the research.

|                   |   |
|-------------------|---|
| Primary audience: | Everyone in Victim Support  |
| Action:           | This report addresses a gap in research about the kinds of practical support burglary victims need. It makes recommendations which will help Victim Support and other agencies support victims of burglary. |
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| Coverage:         | All of Victim Support   |

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## Executive summary

Victim Support and Direct Line commissioned this report, *Investigating the practical support needs of burglary victims*, as a first step to address the identified gap in research about what kinds of practical support burglary victims need.

The research looks at how Victim Support, and the organisations it works alongside, could improve the scope, coverage, effectiveness and quality of practical support for burglary victims in the future.

Both quantitative and qualitative research techniques were used to gather the views of Victim Support managers, volunteers and burglary victims. Case study research was also carried out. This will help local Victim Support branches to learn from the successes and challenges others have experienced when setting up projects to support the practical needs of victims.

The research generated a great deal of information about the impact of burglary, the practical support needs of victims and about current services available across England and Wales. The research not only adds to our knowledge, but makes a number of recommendations which will help Victim Support and other local agencies involved in supporting victims of crime.

## The impact of burglary

Although burglary is always a serious crime, its impact, including its longer-term emotional and psychological effect, will vary enormously from victim to victim.

Consultation with victims through a postal survey revealed that:

- two thirds of victims were at home when the burglary actually took place and a quarter had been burgled before
- almost a quarter of victims surveyed had no insurance when they were burgled, the most common reason being that they 'could not afford it'
- a high proportion of victims experience a range of emotional responses to the incident including anger, shock, worry and fear
- burglary can have a high emotional and financial impact; 60% of victims said that they were emotionally affected and 40% financially affected 'very much' or 'quite a lot'
- a quarter of victims did not upgrade their security after they were burgled
- only a minority of victims had received practical and financial help to upgrade their security after the incident.

## Practical support needs of burglary victims

The victims consulted in this research most commonly wanted a combination of both practical help and emotional support after the burglary. The project identified the key practical support needs of burglary victims as:

- timely help to secure the property immediately after the incident (eg door and window locks)
- help to repair any other damage caused by the burglary
- help to secure the property more extensively in the medium to long term
- financial assistance to replace stolen items
- practical help with filling in claim forms (eg to insurance companies).

## Meeting the practical support needs of burglary victims

The primary focus of the services Victim Support provides to burglary victims is emotional support to help them deal with and recover from victimisation. However, for burglary victims, the research identified that one of the most effective ways of providing emotional reassurance is to provide practical help, in particular by securing the home to prevent re-victimisation.

The majority of local Victim Support charities consulted were unable to directly provide free or subsidised home security improvement services. But a high proportion were able to help older or disabled victims to get this kind of support by referring them on to services provided by other national charities such as Help the Aged, Age Concern and Care and Repair.

Overall the coverage of home security improvement services across England and Wales is patchy and access to practical help is very much dependant on where a victim lives. The research highlighted that provision of this kind of service was particularly limited for victims from low-income households, a group identified as particularly vulnerable to victimisation and re-victimisation.

## Case studies of projects providing practical support to burglary victims

The research looked at a number of case studies which highlight the impact that Victim Support can make through offering practical support to a wide range of victims – either directly or by working in partnership with other agencies. The projects examined focus on a range of issues including: proactive and reactive ‘target hardening’<sup>1</sup>; support for victims of distraction burglary; and multi-agency approaches to tackle burglary and support victims.

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<sup>1</sup> Target hardening is a form of situational crime prevention where preventative measures are put in place to reduce the opportunity for crime. It is assumed that if for example a property is made more secure, the increased effort required from the offender to be able to gain entry is such that they will be deterred from doing so.

The projects also demonstrate that many local Victim Support charities extend their support to victims through innovative uses of funding. Lack of funding is one of the main threats to the sustainability of this kind of project. Partnership working is key to success. By working in partnership, not only are projects more sustainable, but victims of crime benefit from the range of support that the various agencies can provide.

## Recommendations and key points

The results of this research can be used to influence Victim Support services both nationally and at a local level. In particular, it recommends that guidance is developed to help Victim Support staff and volunteers prioritise the provision of practical support to victims based on agreed criteria. In general, there is a need for greater coverage of practical support for victims across England and Wales. In the context of limited resources, Victim Support should increase its involvement with local crime and disorder reduction partnerships (CDRPs) and community safety partnerships<sup>2</sup> to represent and raise the profile of the needs of burglary victims.

Other recommendations focus on how Victim Support can build on its current expertise in supporting burglary victims, specifically by:

- developing robust monitoring and evaluation frameworks
- more effectively capitalising on current provision and increasing capacity
- developing mechanisms for knowledge sharing across England and Wales.

Future research into how to appropriately support children and young people who experience burglary, burglary victims from black and minority ethnic (BME) communities, refugee communities and victims who do not report burglary to the police would be beneficial.

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<sup>2</sup> These statutory partnerships are known as CDRPs in England and as community safety partnerships in Wales. For the purposes of this report, the term CDRP is used to refer to both.

# I Introduction

- I.1 The British Crime Survey (BCS) shows that the number of domestic burglaries in England and Wales hit an all time high in the mid 1990s. Ten years later the number of domestic burglaries estimated by the latest BCS has fallen by over half (57%) between 1995 and 2004/2005<sup>3</sup>.
- I.2 In many areas burglary is given less priority because of the progress made in reducing the number of incidents, coupled with a focus at the national and local CDRP level on tackling other priority issues such as violent crime and anti-social behaviour.
- I.3 Domestic burglary affected an estimated 756,000 households<sup>4</sup> across England and Wales during 2004/05 according to the BCS. Police recorded crime figures for domestic burglary over the same period stood at 321,500.
- I.4 Domestic burglary remains a high-volume crime and one of the most common crimes for which victims are referred to Victim Support for information, practical help and emotional support. 257,439 domestic burglaries were referred to Victim Support in 2004/2005, accounting for 20% of total referrals during that period.
- I.5 The impact of burglary on victims has been the subject of a number of research projects. The Burglary in Britain (2000) report<sup>5</sup>, commissioned by Victim Support and Direct Line, examined in detail existing research about the risk of burglary and the financial and emotional impact on victims. The report identified a number of research gaps including the need to investigate how practical support and advice could help particularly vulnerable victims and help to reduce repeat victimisation.
- I.6 A literature review is currently being undertaken on behalf of Victim Support to build on the Burglary in Britain report and examine advances in research over the last five years. Interim findings suggest that there continues to be a lack of research into the practical support needs of burglary victims.
- I.7 This report, *Investigating the practical support needs of burglary victims*, was commissioned by Victim Support and Direct Line as a first step to address the gap in research that had been identified, in particular, to consider how Victim Support and its partner organisations could improve the scope, coverage, effectiveness and quality of practical support to victims.
- I.8 This research project was designed to gather information that is useful and relevant to Victim Support, the insurance industry and other statutory and voluntary organisations involved in helping victims of burglary.
- I.9 As well as this research report, the findings will be used to develop practical toolkits to help local Victim Support branches and their partners in supporting burglary victims.

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<sup>3</sup> Nicholas, S. et al. *Crime in England and Wales 2004/2005* (Home Office statistical bulletin; 11/05) London: Home Office, 2005 ([www.homeoffice.gov.uk/rds/pdfs05/hosb1105.pdf](http://www.homeoffice.gov.uk/rds/pdfs05/hosb1105.pdf)).

<sup>4</sup> The BCS includes offences against private households only.

<sup>5</sup> Tarling, R. and Davison, T. *Victims of domestic burglary: a review of the literature* London: Victim Support, 2000 [www.victimsupport.org.uk/vs\\_england\\_wales/about\\_us/publications/burglary\\_in\\_britain\\_report.pdf](http://www.victimsupport.org.uk/vs_england_wales/about_us/publications/burglary_in_britain_report.pdf).

## 2 Methodology

- 2.1 The research was carried out using a combination of quantitative and qualitative research techniques, specifically:
- a victim postal survey
  - structured interviews with Victim Support area or borough managers
  - focus groups with Victim Support volunteers
  - case study research of burglary-specific projects and initiatives.

### Quantitative research

#### Victim postal survey

- 2.2 A postal survey of burglary victims from three Victim Support areas was carried out. The survey was designed by Crime Concern to explore the following key issues:
- the financial and emotional impact of burglary victimisation
  - the impact of burglary on children and young people
  - the support needs of victims immediately after a burglary
  - the support that victims actually received immediately after a burglary.
- 2.3 The survey was distributed to burglary victims from South Yorkshire, Nottinghamshire and Sussex, who had been referred to Victim Support in the period June–August 2005. As an incentive to take part in the research, victims were offered the chance to enter a free prize draw (contributed by Direct Line) when they returned a completed victim survey.
- 2.4 A copy of the survey is provided in Appendix I. The survey was sent to a named person from each household referred. For data protection reasons, Crime Concern was unable to analyse the original sample database on the basis of sex, age and ethnic origin.
- 2.5 The victim survey was sent to 2,584 victims. 545 completed surveys were returned within the survey period, a response rate of 21%. 37% of responses were from South Yorkshire, 37% Nottinghamshire and 26% from Sussex<sup>6</sup>.
- 2.6 The 545 completed surveys returned were analysed using the quantitative data analysis package SPSS (Statistical Package for Social Sciences).

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<sup>6</sup> The surveys were not sent to areas in equal proportions: 1,214 were sent to victims in Nottinghamshire, 738 in South Yorkshire and 632 in Sussex.

## Qualitative research

### Structured interviews with area and borough managers

- 2.7 Crime Concern conducted structured interviews with a sample of Victim Support area and borough managers. The core themes explored through the structured interviews were:
- how support for burglary victims was prioritised
  - the impact of burglary and the support needs of victims
  - local services available to burglary victims, both practical and emotional
  - partnership working with CDRPs and other key partners
  - opportunities and challenges to providing practical support to burglary victims.
- 2.8 Interviews were carried out using a structured interview template devised by Crime Concern. This meant that all interviewees were asked the same questions and allowed researchers to compare and contrast findings across Victim Support areas in a systematic way.
- 2.9 A random sample of managers from Victim Support areas was achieved by using a standard sampling formula on an Excel database of contacts. This allowed researchers to include a cross-section of managers throughout England and Wales and made sure that areas asked to take part in the research had an equal chance of selection.
- 2.10 A total of 45 Victim Support areas were initially contacted to take part in the research, 32 area/borough managers agreed to take part and were interviewed by telephone<sup>7</sup>. Therefore over a third of all Victim Support area and borough managers took part in the research. The areas that took part in the structured interviews are detailed in Appendix 2.

### Focus groups with victim support volunteers

- 2.11 Victim Support relies upon its network of around 10,000 volunteers who give up their time to support victims of crime. In order to tap into their wealth of first hand knowledge and experience of the support needs of burglary victims, a number of focus groups were organised.
- 2.12 Crime Concern designed and facilitated a series of seven focus groups with volunteers from seven Victim Support areas during September and October 2005. (See Appendix 2 for details of the areas that took part.) The focus groups were made possible by the assistance of Victim Support staff who helped to set up and host them.
- 2.13 An eighth focus group was originally planned, but unfortunately did not take place because of practical issues that arose.

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<sup>7</sup> A number were unable to take part in the research, primarily due to staffing shortages and the prescribed timescales of the research.  
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- 2.14 The focus group format allowed volunteers to share their experiences of supporting burglary victims in local communities. As well as discussing their experiences of the practical support needs of burglary victims, volunteers were asked to identify successful approaches in their local area by Victim Support and other statutory and voluntary agencies, and to think about gaps in service provision and ways in which services could be improved.

## **Case studies of projects providing practical support to burglary victims**

- 2.15 Case study research was included in the project to look at examples of projects or initiatives that provide practical support to burglary victims and have been developed by, or in partnership with, Victim Support across England and Wales.
- 2.16 Case studies were identified through structured interviews with area and borough managers or where projects contacted Victim Support's National Office directly in response to a call for contributions to the research.
- 2.17 Crime Concern contacted 14 projects in total to investigate their possible participation in the research and successfully developed case studies on eight projects. The information was gathered through telephone interviews with project managers and workers and desk-based research reviewing documentation from the projects.
- 2.18 The level of information gathered varied between the selected sites, reflecting the varying scale and scope of the projects that took part. Where possible 'user testimonials' were gathered to demonstrate evidence of the impact of the projects.
- 2.19 Some projects examined are clearly very well regarded by users. However, the case study research was not undertaken using an evaluative framework or intended to hail projects as 'best practice'. Rather, the aim of the research was to begin to explore the range of approaches that have been developed to support the practical needs of burglary victims, highlighting successes, challenges faced and lessons learned.

### **3 Impact of burglary and support needs of burglary victims – findings from the victim survey**

- 3.1 The postal survey of victims was developed to gain a victim perspective on a range of issues linked to the financial and emotional impact of burglary, and the associated support needs of victims. The findings of the victim survey are presented in full below.

#### **Demographic profile of victim survey respondents**

- 3.2 The demographic profile of the victims who responded to the postal survey was:
- 60% of respondents were female, 37% males and 3% chose not to answer
  - 34% were aged 65 or over (22% 75 years old or over), 31% between 45 and 64 years old, 27% aged between 25 and 44 year of age. Only 6% of respondents were under 25 years old.
  - the vast majority of respondents were white (90%)
  - 63% of respondents had been burgled within the last three months of completing the survey, 31% between three and six months.

#### **Details of burglary**

- 3.3 Half of the victims surveyed said that the offender used force to enter the property (for example by breaking through a door or window).
- 3.4 47% were at home when they were burgled but were unaware that the burglary was taking place. 10% were at home when the burglary took place and actually saw the offender. 4% were at home and aware that they were being burgled but did not see the offender (n=542).

#### **Repeat victimisation**

- 3.5 26% of victims surveyed indicated that they had been a victim of burglary more than once in their current home (n=522). At the 95% confidence level, the confidence interval is +/- 3.4% (ie we can be 95% certain that if every burglary victim in the three research sites responded to this question, the 'true' value would be within 3.4% of this figure).

#### **Loss of possessions, damage and financial impact of burglary**

- 3.6 Victims were asked to consider overall, how much they felt financially affected by the burglary. 40% (+/- 3.8) of victims said that they were affected 'very much' or 'quite a lot' (n=514).

## Items stolen through burglary

- 3.7 As expected, the vast majority of victims surveyed, 86% (+/-2.6%), said that they had possessions stolen during the burglary. The most common items taken were:
- cash, chequebooks or credit cards (53%)
  - jewellery (31%)
  - electrical equipment (23%).
- 3.8 Of those victims who had property stolen, 30% estimated that the value of the property lost through the burglary was in excess of £1,000 (n=464). 50% lost property worth between £100 and £999.

## Damage to property

- 3.9 50% (+/- 3.8) of victims said that there was damage to their property as a result of the burglary, for example to doors, windows or furniture (n=521).
- 3.10 Damage to property caused by the burglary also has a financial impact. Of those victims whose property was damaged, 53% estimated the financial cost of the damage was between £100 and £999. 12% suffered damage to property costing in excess of £1,000 (n=251).

## Insurance

- 3.11 The financial impact of burglary for victims who do not have contents insurance or do not have adequate insurance to cover their losses can be devastating. Almost a quarter of victims, 23% (+/- 3.3%), did not have any contents insurance at the time that they were burgled (n=503).
- 3.12 Analysis of those with insurance by housing tenure revealed that owner-occupiers are much more likely to have contents insurance than those renting either from a private or social landlord. 93% of owner-occupiers said that they had contents insurance at the time of the burglary (n=313), compared to 48% of those renting from a private or social landlord (n=169).

## Analysis of victims without insurance

- 3.13 Over half (57%) of victims who did not have contents insurance when they were burgled said that the reason was that they 'could not afford it'. Other common reasons were 'thought it was not worth it', 'did not think property was at risk' and 'had not got round to arranging or renewing policy'.
- 3.14 Only 19% of victims who were not insured at the time of the burglary said that they had since purchased contents insurance (n=108).

- 3.15 Not surprisingly, the majority of those who said that they did not have contents insurance when they were burgled because they 'could not afford it', had not purchased insurance since the burglary.
- 3.16 22% of those without insurance estimated that the value of the items lost was between £100 and £499, 22% between £500 and £999, and 17% estimated loss of possessions worth over £1,000 (n=116).

### **Victims with contents insurance**

- 3.17 77% (+/- 3.3) of victims did have contents insurance at the time that they were burgled (n=503). Of those with insurance, two thirds had made a claim against their insurance after the burglary. Of those that made a claim on their insurance, 18% said that their insurance did not adequately cover their loss as a result of the burglary.
- 3.18 The three most common reasons for not claiming on household insurance were:
- the value of the property stolen did not meet the insurance excess or was of little monetary value, therefore, not worth it
  - the victim claimed on other insurance (additional statements suggest that this was mainly in relation to mobile phone insurance)
  - nothing was taken.

### **Emotional impact and victim responses to burglary**

- 3.19 Victims were asked to think about the emotional responses they and other members of their household, in particular children, experienced as a result of the burglary.
- 3.20 Overall, victims surveyed most commonly said that they felt angry, shocked, worried and fearful or scared after the burglary. Table 1, overleaf, presents the findings in more detail and examines differentiation based on whether the victim was male or female.
- 3.21 The way male and female victims felt after the burglary was broadly similar. Female victims were slightly more likely to say that they felt 'worried', 'fearful or scared' after the burglary, while male victims were slightly more likely to say they felt 'targeted'.
- 3.22 Victims were also asked if they experienced any physical responses to being burgled. Over half of victims (57%) said that they experienced 'difficulty sleeping' after they were burgled. Other common responses experienced were 'depression or anxiety' (35%), 'feeling tearful' (26%) and 'feeling more aggressive' (26%).

**Table 1 How victims felt after the burglary, including analysis of responses from male and female victims**

| <b>How victims felt after the burglary</b> | <b>All %<br/>(n=545)</b> | <b>Male %<br/>(n=202)</b> | <b>Female %<br/>(n=329)</b> |
|--|--------------------------|---------------------------|-----------------------------|
| Angry                                      | 72%                      | 72%                       | 73%                         |
| Shocked                                    | 55%                      | 50%                       | 58%                         |
| Worried                                    | 43%                      | 39%                       | 46%                         |
| Fearful or scared                          | 39%                      | 28%                       | 46%                         |
| Targeted                                   | 26%                      | 31%                       | 23%                         |
| Helpless                                   | 22%                      | 23%                       | 20%                         |
| Fearful or afraid for children             | 13%                      | 10%                       | 15%                         |
| Guilty or ashamed                          | 7%                       | 7%                        | 7%                          |

NB Multiple responses are possible, categories were predetermined.

3.23 Table 2, below, presents the findings of victims' experiences after the burglary in detail and draws comparison between male and female victims. Again responses were broadly similar, but female victims were more likely to be 'tearful' or experience 'increased or reduced appetite', while male victims were more likely to experience feeling 'more aggressive' and 'increased use of alcohol, drugs or medication'.

**Table 2 What victims experienced after the burglary, including analysis of responses from male and female victims**

| <b>What victims experienced after the burglary</b> | <b>All %<br/>(n=545)</b> | <b>Male %<br/>(n=202)</b> | <b>Female %<br/>(n=329)</b> |
|--|--------------------------|---------------------------|-----------------------------|
| Difficulty sleeping                                | 57%                      | 54%                       | 59%                         |
| Depression or anxiety                              | 35%                      | 36%                       | 34%                         |
| Increased or reduced appetite                      | 8%                       | 4%                        | 11%                         |
| Tearful  | 26%                      | 12%                       | 34%                         |
| Felt more aggressive                               | 26%                      | 35%                       | 21%                         |
| Increased use of alcohol, drug or medication       | 7%                       | 12%                       | 5%                          |

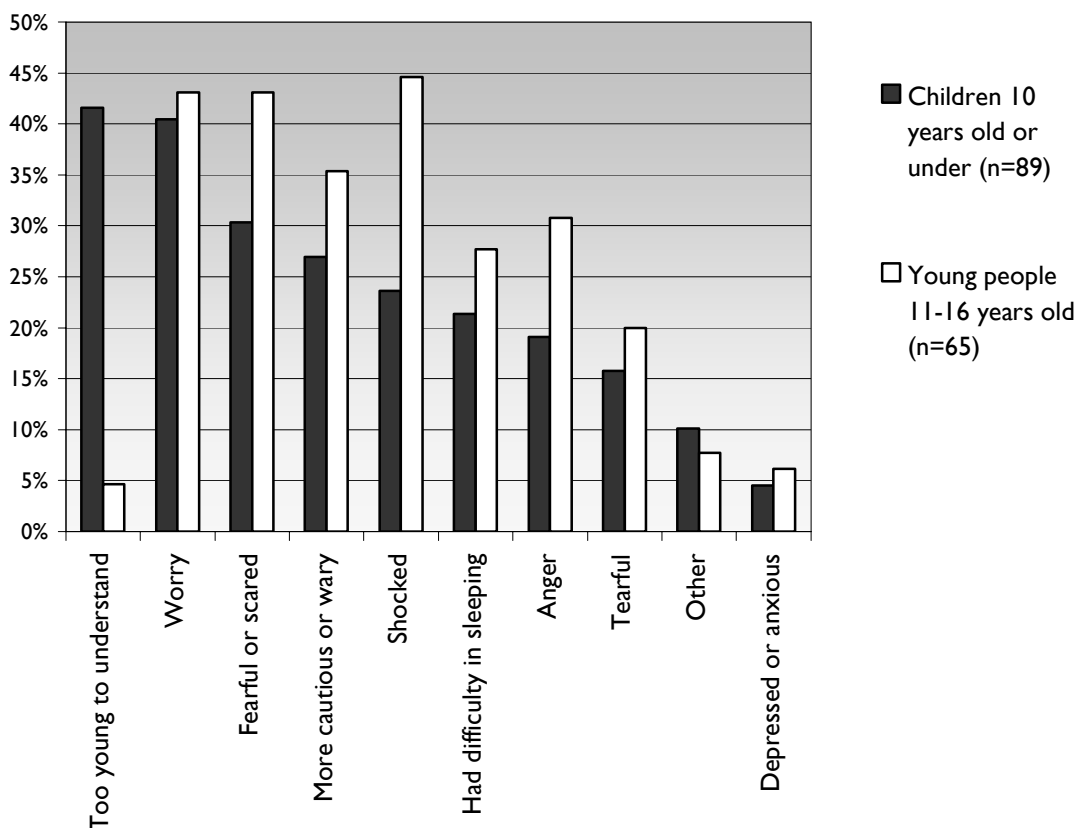
NB Multiple responses are possible, categories were predetermined.

- 3.24 Victims' additional comments demonstrate the range of individual reactions victims can experience after being burgled. For example, a number made comments such as "I'm not bothered. It happens", while for others, the incident had a clear emotional, psychological and physical impact.
- "I am scared to leave my home and have flashbacks to the ransacked rooms."
  - "I have suffered from tinnitus since I was first burgled."
  - "The burglary brought on angina and breathlessness."
  - "I couldn't stay in my own home afterwards."
- 3.25 This picture of the emotional impact of burglary is confirmed by victims' estimations of the overall effect. 60% (+/-3.8) of victims surveyed said that overall they felt emotionally affected 'very much' or 'quite a lot' by the burglary (n=519).

### **Children and young people's responses to burglary**

- 3.26 A burglary incident can have multiple victims as there may be more one person living in the affected household. The police often only record the head of household as the victim, which can mask the true number of victims. Children and young people in particular are not generally recorded as victims of burglary.
- 3.27 The 'Burglary in Britain' report (2000) highlighted the need for further research into the impact of burglary on children. A recent literature review, which is being carried out on behalf of Victim Support and nearing completion, has found that this gap in research remains.
- 3.28 Although it was not possible to survey young people directly, victims surveyed for this research were asked about the impact of the burglary on children and young people living in their household.
- 3.29 21% of victims surveyed said that they had children and/or young people living in their household at the time of the burglary. (6% had children aged ten or under, 6% young people aged 11-16 years old. 9% had both age groups.)
- 3.30 Over half of those with children aged ten or under, said that they felt fearful or afraid for their children after they were burgled.
- 3.31 Chart 1, overleaf, outlines the reported responses of children and young people to burglary.

**Chart I Children and young people's responses to burglary**



3.32 As demonstrated in Chart I, almost half of victims surveyed with children aged ten and under, said that the children were ‘too young to understand’. However, a high percentage reported children’s responses as ‘worry’, ‘fearful or scared’, ‘more cautious or wary’ and ‘shocked’.

3.33 Similar responses were reported for young people aged 11-16. In addition, a high proportion in this age group was also reported to experience ‘anger’ (31%).

## Practical responses to burglary

3.34 According to the BCS the level of home security is the most important predictor of the likelihood of a household being burgled: “Households where there were no home security measures were far more likely to have been victims of burglary than those where there were simple security measures such as deadlocks on doors and window locks”<sup>8</sup>.

3.35 To explore this further, victims surveyed were asked about the level of home security they had before the burglary and whether they had installed further security measures since the burglary.

<sup>8</sup> Nicholas, S. et al. *Crime in England and Wales 2004/2005*. (Home Office statistical bulletin; 11/05) London: Home Office, 2005  
[www.homeoffice.gov.uk/rds/pdfs05/hosb1105.pdf](http://www.homeoffice.gov.uk/rds/pdfs05/hosb1105.pdf)

## Levels of home security before the burglary

3.36 At the time the burglary took place, 54% of victims surveyed had window locks in place, 48% had double or deadlocks and 32% had outdoor sensor lights<sup>9</sup>.

## Home security installed after the burglary

3.37 Following a burglary the most common security measures installed were window locks (19%), double lock or deadlocks (19%), burglar alarms (16%) and security chains on the door (15%).

3.38 Over a quarter of victims (28%) said that they had not installed any of the seven common security measures listed<sup>10</sup> since they had been burgled.

## Support needs of burglary victims

3.39 Victims were asked about the sort of support that they wanted immediately after they were burgled and the type of support they actually received from local agencies.

3.40 The most common types of support that respondents said that they wanted immediately after they were burgled were:

- 'information from the police about case progress' (39%)
- 'advice on how to improve security' (28%)
- 'help in reporting the incident to the police' (26%)
- 'someone to talk to about it' (22%).

3.41 One in five respondents said that they did not need any help immediately after they were burgled.

## Types of support received

3.42 72% of victims surveyed said that they received 'help, support or advice' from the police, 71% from Victim Support and 15% from an insurance company. It should be noted, however, that due to the nature of the sample, all victims surveyed had originally been referred to Victim Support by the police. Only a handful of victims (under 3%) said they had received support from the other local agencies listed, which included local authority housing and social services departments, Neighbourhood Watch, neighbourhood wardens and employers.

3.43 Help from friends and family was the other key source of support identified by victims themselves, indicating that these informal support mechanisms are very important to help victims deal with the burglary on an emotional and practical level.

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<sup>9</sup> A number of survey questions enabled victims to provide multiple responses to a question; therefore percentages do not add up to 100%.

<sup>10</sup> Security measures listed were: window locks, double locks or deadlocks, burglar alarms, security chains, outdoor sensor/timer lights, indoor sensor/timer lights and window bars/grilles.

3.44 The most common types of support victims surveyed had received after the burglary were:

- 'information from the police about case progress' (35%)
- 'advice on how to improve security' (32%)
- 'leaflet providing general advice for burglary victims' (29%)
- 'someone to talk to about it' (20%).

3.45 The proportion of victims who received practical support was much lower.

- 14% received practical help with installation of improved security measures.
- 6% received other practical help (eg clearing up).
- 6% received help to claim insurance or compensation.
- 2% received financial help to improve security.

Analysis was carried out to identify whether victims who indicated that they wanted specific types of help after the burglary, actually received that help. Table 3 presents analysis of all categories of help, support and advice discussed. For example, just over half of victims who said that they wanted 'practical help with installation of improved security measures', received that help after the burglary.

**Table 3 Analysis of type of help, support or advice victims wanted immediately after the burglary and the proportion of those who wanted and received it.**

| Type of help, support or advice wanted  | Number of victims who said they wanted help (n=545) | % of victims who wanted and actually received that help |
|---|---|---|
| Information from the police about case progress                                   | 210   | 51%   |
| Advice on how to improve security   | 150   | 69%   |
| Help in reporting the incident to the police                                      | 140   | 56%   |
| Someone to talk to about it   | 122   | 60%   |
| Practical help with the installation of improved security measures                | 91  | 55%   |
| Leaflet providing general advice for burglary victims                             | 87  | 62%   |
| Protection from further victimisation   | 79  | 22%   |
| Financial help with improving security  | 70  | 14%   |
| Help to claim insurance or compensation   | 51  | 47%   |
| Other practical help (eg clearing up)   | 31  | 32%   |
| Someone for children or young people living in your household to talk to about it | 14  | 7%  |

- 3.46 Respondents were asked whether they or any other members of their household still required help, support or advice to deal with the effects of the burglary. 9% of victims said that they still needed help (n=509). The majority of those wanted help with making their property more secure. Examples of some of the responses are provided below.
- “I can’t afford better locks or window locks because I don’t have a job.”
  - “I need financial support to repair damage and improve security.”
  - “Installation of window locks ... financial assistance to pay bills and repay a loan I had to get to pay for my spectacles and the other money that was stolen which was to pay my bills the next morning.”
  - “I am intending to install a burglar alarm but need some information on various alarms suited to my needs as I am OAP and it needs to be fairly simple and easy to cope with.”
- 3.47 Other common ongoing needs highlighted by respondents related to the need for further emotional support.
- “I need moral support – perhaps from a [support] group of people experiencing similar situations.”
  - “Anything that can help me deal with the mental aspect and psychological effect on me.”
  - “Help to deal with what happened. I feel helpless and powerless and anxious about what’s being done.”
- 3.48 Some victims expressed a desire to move out of their property.
- “[I need help] from my GP. I am depressed and scared it will happen again. My family gives me help and support. I would move if someone would help me get a property.”
  - “[I need help] to move. The estate I live in is under a demolition, I’m having to live in rubbish tip – only seven homes left in the crescent. It’s spooky at night [vandals].”
  - “I am happy with the support that Victim Support gave me. We have moved to a safer house now with your help.”
- 3.49 Others wanted information on how their case is progressing with the police.
- “Would have liked more update from the police especially as I found out information on the burglary [and] felt let down by police.”
  - “Would like to know what happened with the case.”
  - “To know what happened in the police investigation.”
- 3.50 One respondent highlighted the importance of Victim Support offering support to others in the household.
- “I was contacted and asked if I need help which was good but nothing was asked about my wife who felt very violated after the burglary. I do feel that Victim Support should inquire about everybody in the household.”

## 4 Meeting the support needs of burglary victims

- 4.1 This section considers the practical support needs of burglary victims from the perspective of Victim Support area managers and volunteers. It examines the current scope for Victim Support to meet practical support needs, the role that other local agencies can play, and gaps in current local service provision as a whole.
- 4.2 The findings are primarily based upon consultation with Victim Support area managers and volunteers in local areas, using qualitative research methods, ie structured interviews and focus groups.

### Impact of burglary and identified support needs

#### Impact of victimisation

- 4.3 Managers and volunteers were asked to describe the impact that burglary has on victims in the immediate and longer term.
- 4.4 The emotional impact of burglary was highlighted by all consulted. A whole range of possible emotional responses that victims may experience immediately after they have been burgled were identified, most commonly:
- shock
  - anger
  - resentment
  - feeling of bereavement and loss
  - fear
  - distress
  - loss of sense of security
  - feeling violated
  - feeling invaded
  - lack of trust in others
  - feeling vulnerable
  - confusion
  - resilience
- 4.5 The emotional responses to burglary can range from feelings of resignation (that burglary happens, it's unavoidable) to feelings of great trauma resulting in victims not wanting to leave their homes or wanting to move and leave their current home for good. Managers and volunteers highlighted that, for the majority of victims, the emotional impact of victimisation will subside over time. However, some victims experience ongoing emotional responses such as feelings of loss, vulnerability, fear and the mistrust of others.
- 4.6 It was stressed that burglary victims can respond in a number of ways and it is difficult to generalise as the impact of burglary varies enormously from victim to victim. The impact of victimisation is generally linked to the victim's own personal circumstances which can affect their coping mechanisms and recovery from the burglary. In addition, burglary often affects more than one person in a household, each of whom may have different responses to victimisation and need different levels of support.

- 4.7 The potential impact of burglary can be summed up under the following headings.
- Emotional impact – fear, distress etc (see 4.4 above)
  - Physiological impact – physical symptoms brought on by the incidents, for example, inability to sleep, depression, increased blood pressure
  - Financial impact – due to the loss of possessions (particularly for those who have no insurance or who are under-insured), damage to property and the need to upgrade security to prevent re-victimisation
  - Social impact – the victim may withdraw from their local community, be frightened to leave the house, or mistrust others around them in the community.

## Supporting vulnerable victims

- 4.8 Managers and volunteers considered whether certain victims require a greater level of support as a result of the nature of the burglary itself or whether certain sections of the community require greater levels of support.
- 4.8 In the experience of many managers and volunteers, the following circumstances surrounding a burglary can often result in the victim requiring more extensive practical and emotional support.

**Table 4 Support needs relating to the nature of burglary**

|  |   |
|--|---|
| <b>Aggravated burglary</b>                             | Victims of aggravated burglary often require intensive emotional support and practical help to seek medical help and compensation. Some cases go to court; therefore the victim may require prolonged support through the process.  |
| <b>Burglary where the victim is at home</b>            | Victims who are at home when the burglary occurs and who may come face-to-face with their offender often experience high levels of trauma. Victims fear for their own personal safety and ‘what could have happened’.   |
| <b>Burglary artifice</b>                               | Victims of burglary artifice have often interacted with the offender, which can have a high impact on feelings of safety and also result in feelings of guilt and self-blame.   |
| <b>Burglary involving repeat victimisation</b>         | Generally the more often a victim is burgled the more vulnerable they will feel and the more support they will need on an emotional level and a practical level to prevent re-victimisation.  |
| <b>Burglary involving extensive damage to the home</b> | The damage caused to the home as a result of the burglary (eg ransacked rooms) can have a greater impact on victim than the possessions actually taken. Victims may need practical support to deal with the damage caused along with emotional support to deal with the trauma. One volunteer gave an example of a young women who was burgled. Her bedroom was turned over and pictures of her were left laid out on a bed causing great distress and feelings of being personally targeted. |

- 4.10 Many Victim Support managers stressed that it is ‘dangerous to generalise’ about the support needs of certain sections of the community. For example, a high number of managers and volunteers were keen to dismiss the assumption that elderly victims automatically have greater support needs than younger victims, stating that many elderly victims recover quickly and have a strong survival instinct.
- 4.11 Taking into account this caution into account, Table 5 details the groups that were identified as likely to need greater levels of support.

**Table 5 Sections of the community requiring enhanced support**

|  |   |
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| <b>Low income households</b>               | The financial impact is often greater for this group. The victims are less likely to be insured, less able to replace stolen items and less able to afford to repair the property and improve security to prevent further victimisation. Burglary may compound other issues in a person’s life eg unemployment, poverty.  |
| <b>Victims living in high crime areas</b>  | Communities in high crime areas are at higher risk of victimisation and repeat victimisation. Communities are more likely to experience issues relating to low income households – see above. If there is a spate of burglaries in a community, those who have not been a victim may also experience fear, which in some cases (even in high crime areas) can grow out of proportion with risk.   |
| <b>Those who live alone/single mothers</b> | Women and older people in particular may feel more vulnerable if they live alone. The emotional impact can be greater for these victims, eg feeling isolated, targeted and more vulnerable. Some people who live alone may lack the support network of family and friends that is identified as a crucial aid to recovery.  |
| <b>Vulnerable adults</b>                   | Vulnerable adults, those with learning difficulties and disabled victims may require a higher level of support to deal with the impact of the burglary eg to secure properties, repair damage and fill in insurance and other forms.  |
| <b>Elderly</b>                             | Many suggested that it is a myth that elderly people are disproportionately affected by burglary compared to other groups. Elderly people can be very resilient and some respond and recover very quickly. However, it was also highlighted that older people are seen as not taking up as much support as in the past; this is because often they don’t want to make a fuss, especially with their families. They believe that they may be seen as not coping or not able to live independently. In addition, elderly people were identified as particular targets of distraction burglary. The loss of possessions of sentimental value that cannot be replaced was also identified to be particularly difficult for elderly victims. |

|   |  |
|---|--|
| <p><b>Children and young people</b></p>                             | <p>Children and young people can be affected by a burglary in a range of ways. They can be very resilient, but for some burglary can be traumatic, resulting in a range of responses eg nightmares, bed wetting, wanting to sleep in their parents' bed, not wishing to go to school, not wanting to leave parents. A whole range of issues were identified by managers and volunteers around the support needs of children.</p> <ul style="list-style-type: none"> <li>• Parents often try to keep burglary a secret. However this can result in the child thinking that they have done something wrong or imagining that something worse has happened.</li> <li>• Children are often affected not so much by the loss of possessions but the fact that someone has been in their home.</li> <li>• Parents often don't know how to deal with the children's responses. In some cases the parent's response to the burglary may be transferred to the child.</li> <li>• In some cases the burglary can have an impact on the child's relationship with their parents, eg feeling that they have not protected them.</li> </ul> <p>In addition young people who do not live at home can be affected and left feeling particularly vulnerable eg students away from home with limited support.</p> |
| <p><b>Refugees and people with English as a second language</b></p> | <p>Communities may lack knowledge of and access to support mechanisms in the UK. They may be seen as easy targets and become repeat victims, but at the same time can be less likely to report the incidents to the police and less likely to be insured. Refugee communities can suffer particular emotional stress as they have come to the UK for security and have then suffered further victimisation. Victims for whom English is a second language may need greater assistance, as it can be more difficult to seek both practical help and emotional support. Information needs to be translated and translators will need to help the victim deal with various agencies such as the police, insurance companies and lock fitters.</p>   |
| <p><b>Black and minority ethnic (BME) people</b></p>                | <p>BME communities may be less likely to report crimes to the police and seek help from support agencies. A manager gave the example of work with a local Korean community: "They tend to deal with things within their own community rather than seek help from police, Victim Support and other agencies". Language barriers may also be an issue for some BME communities.</p>  |
| <p><b>Housing tenants</b></p>                                       | <p>It was highlighted that those in rented accommodation often get a poorer response, as landlords are reluctant to respond or do so slowly, therefore increasing fear of re-victimisation. Delays in carrying out repairs to external doors can put the victim at particular risk of re-victimisation.</p>  |

4.12 It was generally agreed that the above groups may require a greater level of emotional support to recover from the burglary. In terms of practical support it was highlighted that, in particular, victims who are elderly, females living alone and low-income households would benefit from financial assistance, such as free or subsidised lock fitting services, help to repair damage and to replace stolen items.

## Practical support needs of burglary victims

- 4.13 Immediately after a burglary had taken place all managers interviewed highlighted that victims often require practical help to secure the property eg by repairing locks or replacing windows. Other key practical support needs identified were the provision of financial assistance, assistance to claim insurance, filling in forms and providing practical advice on how to secure property more extensively.
- 4.14 Other common practical support needs identified were help with:
- claiming compensation
  - replacing stolen or damaged items
  - cancelling debit or credit cards
  - identifying all the items stolen in the burglary
  - replacing personal documentation, for example benefit documentation
  - valuing items stolen, eg jewellery.
- 4.15 The medium to longer term practical support needs of victims were identified as providing help and advice to secure properties more widely, ie beyond the repairing of initial damage caused and looking at levels of security overall.
- 4.16 Signposting victims to other agencies was also identified as an important role of Victim Support in the medium to longer term. This might involve helping victims link into community groups for ongoing support and social networks eg Age Concern, or specialist agencies such as counselling or medical services.
- 4.17 Managers and volunteers highlighted that practical support can be one of the most effective ways of supporting burglary victims emotionally. Helping victims to secure their home usually makes the victim feel safer. It can also be particularly helpful for children and young people, as one volunteer put it, “If children actually see someone come to put locks and bolts on doors and windows, they feel better that the burglar will not be able to come back”.

## Victim Support provision for burglary victims

### Prioritising burglary

- 4.18 Area managers were asked whether burglary is considered a priority in their area. Over half of the Victim Support local charities consulted (19 out of 32) said that burglary was a priority for their area. Many said that it was a priority because burglary is one of the key crime types across the area and levels of burglary are still high.
- 4.19 Nine areas did not consider burglary a priority for their area. A range of reasons for this were given including:
- serious crime is the priority
  - burglary in the area is down or at a low level

- burglary is not prioritised by the police and referrals are down as a result of positive action referrals (ie where VS only receives a referral where victims have specifically requested support).

4.20 The remaining area managers said that they do not consider crimes in terms of priorities but aim to support all victims equally.

## **Practical support provided by Victim Support**

4.21 The research examined the practical support that Victim Support is able to offer across England and Wales.

### **Lock-fitting services**

- Of the 32 area managers interviewed, six said that their area runs a lock-fitting service for victims of burglary and a further three areas work in partnership directly with other local agencies to provide lock-fitting services.
- The majority (20) said that they do not run or work directly in partnership to provide such a service but can refer to other organisations who can help secure properties. However, these organisations were almost entirely charities dedicated to helping older people, eg Care and Repair, Help the Aged and Age Concern.
- Only three of the areas consulted said that there was no provision of lock-fitting or security-enhancing services in their area.
- Where Victim Support does give practical help to enhance security, the type of service offered varies enormously from area to area. Some Victim Support branches coordinate teams of lock-fitters offering services to a wide range of burglary victims. Such projects are made possible by large funding allocations from sources such as the Neighbourhood Renewal Fund and Safer Stronger Communities Fund. Other Victim Support branches help victims enhance security on a much smaller scale, for example, one branch had acquired security hardware using donations from the police and other local agencies. This hardware is then fitted by 'practical volunteers' who are actively recruited in the local area.

### **Other help to improve home security**

- The majority of volunteers consulted said that they are able to refer victims to police crime prevention officers who will visit the victim and inspect properties to give advice on improving security. However, in high crime areas it was suggested that the police response is variable, and victims living in particularly disadvantaged neighbourhoods would not even receive police visits when they reported the incident.

## **Financial assistance**

- A minority of Victim Support branches said that they were able help victims access 'hardship funds' to replace stolen items where the victims are identified as particularly in need. The hardship funds referred to were usually in the form of one-off charitable donations to the local Victim Support branch or local charitable trust schemes. For example, in one area Victim Support is able to apply for funds from a local trust on behalf of the victim, as individuals are not eligible to personally claim assistance.

## **Other practical help**

Volunteers highlighted a range of other types of practical activities that they will carry out to support victims, as well as giving emotional support.

- Volunteers will contact and follow up local authority housing and housing associations on the victim's behalf to get repairs to the property arranged.
- With the consent of victims, volunteers said that they will refer them to health services (eg for depression) or to other appropriate services such as professional counselling (if needs are identified during their visits to the victim).
- Volunteers in one area also highlighted that they help victims to keep records of victimisation, such as dates and times burgled, if necessary. One volunteer gave an example of a victim who was being continually harassed and burgled but was too afraid to report the incidents to the police.
- Victim Support workers and volunteers will also undertake preventative activities occasionally, distributing leaflets to advertise a lock-fitting service or conducting awareness raising campaigns (eg of bogus callers where crime hotspots are identified).
- Volunteers visiting victims of other crime types also offer advice about improving home security as a preventative measure to make them feel safer, for example, victims of domestic violence or hate crime.

## **Partner agency provision for burglary victims**

4.22 A range of agencies were identified as having an important role in supporting the practical and emotional needs of burglary victims. Volunteers' views and experiences of the current support that agencies provide and the potential to improve that support are provided in the table overleaf.

**Table 6 Role of local agencies in supporting burglary victims**

|   |   |
|---|---|
| <p><b>Police</b></p>                              | <p>Generally, Victim Support personnel said that they work well with local police in responding to burglary victims. But volunteers highlighted a number of areas where police contact with victims could be improved or enhanced.</p> <ul style="list-style-type: none"> <li>• The initial police contact with a victim is crucial to how a victim responds. A lack of contact can make victims feel more vulnerable. So, for example, if police take a long time to respond, victims can feel like they don't care about them.</li> <li>• It is important that police keep contact up after an initial visit, to reassure the victim that their case is being dealt with seriously and to manage expectations. Volunteers reported that this often doesn't happen.</li> <li>• Sometimes victims are told not to touch anything until a crime scene investigator visits their home to take fingerprints. It can, in some areas, take days for the officers to arrive; in the meantime the victims have to live in the mess created which can be very distressing.</li> <li>• Many members of the community don't report burglary to the police; and in some neighbourhoods those that do don't expect much support. Common reasons for not reporting burglary to the police were:             <ul style="list-style-type: none"> <li>o a perceived lack of police action if they did report</li> <li>o many victims have no insurance or are under-insured.</li> </ul> </li> <li>• Police don't even always visit the victim and crime scene. Volunteers recalled cases where police ask a victim to come in to the police station and report the burglary. This gives the impression to the victim that the police don't care.</li> <li>• Some volunteers felt that the police response differs across geographical areas and from officer to officer.</li> </ul> |
| <p><b>Local authority housing departments</b></p> | <p>"The local authority has a huge responsibility to prevent and support burglary victims". Volunteers highlighted that many communities are run down and burglary is just one of the crimes affecting local people. Local authorities need to 'design out' crime in neighbourhoods, secure council properties and install alarm systems. Local authorities can improve their service to victims by:</p> <ul style="list-style-type: none"> <li>• liaising with Victim Support to get repairs done after a burglary</li> <li>• doing some very basic things to prevent victimisation. For example if the refuse collectors leave bins in gateways rather than putting them back in place, it advertises the fact that no one is at home.</li> <li>• replace external doors damaged by burglars. Free lock-fitting</li> </ul>  |

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|  | <p>services can often only fit locks if the door has been replaced. If this is the responsibility of the council it can be difficult to get it done quickly, which holds up the process of securing the property and making the victim feel safe.</p>   |
| <b>Housing associations</b>                      | <p>Volunteers consulted suggested that, in their experience, housing associations could do more; “they are generally very slow on uptake to secure properties”. If external security doors on blocks of flats are left unrepaired it can leave houses vulnerable even when individual properties are secured. (Also see comments above about local authority housing departments.)</p>                                    |
| <b>Social services</b>                           | <p>Social services can provide support to those who require special support eg disabled victims. However, often victims are very reluctant to get social services involved, particularly if they feel vulnerable or are elderly; “this is because of the ultimate fear that social services are going to remove them from their homes into more supported care or change their lives in ways that they did not want”.</p> |
| <b>Voluntary organisations</b>                   | <p>Organisations such as Age Concern, Help the Aged, Care and Repair can offer invaluable support, in particular to elderly people and often to other vulnerable members of the community.</p>  |
| <b>Banks, building societies and store cards</b> | <p>Some victims forget to cancel cards or do not know how to cancel cards when bags, purses or wallets have been stolen during a burglary. Banks, building societies and stores do not appear to make it an easy process for someone else, such as a volunteer, to help the victim through the process.</p>   |
| <b>Neighbourhood Watch</b>                       | <p>Neighbourhood Watch can play a useful role in supporting the needs of burglary victims by:</p> <ul style="list-style-type: none"> <li>• encouraging neighbours to keep an eye on each other’s property</li> <li>• providing a support network for vulnerable members of the community.</li> </ul>  |

|                            |   |
|----------------------------|---|
| <b>Insurance companies</b> | <p>Volunteers offered a range of suggestions as to how insurance companies can improve their services to clients who have been victims of burglary.</p> <ul style="list-style-type: none"> <li>• They could make claim forms easier to complete or provide support workers and/or improved advice lines to enable victims to get necessary information and complete claims.</li> <li>• They could provide general advice about whether or not the level of cover is insufficient eg where to start to seek support or advice on what to do and which companies to approach for replacements.</li> <li>• Companies will often only offer like-for-like cover under an insurance policy and often the victim needs improved replacement doors, locks, or window security to make them feel safer after the burglary.</li> <li>• Victims still sometimes find that insurance companies attempt to wriggle out of claims or find loopholes where they can so that they do not have to pay out a claim. This often causes more unnecessary stress for the victims and further feelings of victimisation</li> <li>• premiums often go up the year after victims have made an insurance claim. Often victims feel that the insurance premium increases are not in proportion to the claim that they have made</li> <li>• inappropriate offers of replacements can sometimes be made to victims, eg vouchers offered to cover sentimental or unique jewellery.</li> </ul> |
|----------------------------|---|

## Partnership working

- 4.23 The level of involvement of local Victim Support branches in CDRPs was variable across England and Wales. A number of area managers reported 'excellent links' with local CDRPs and are represented on various strategic sub-groups focused on burglary and distraction burglary. Other managers reported that they feel marginalised and viewed as a service provider rather than an equal partner in the crime reduction agenda.
- 4.24 Partnership working in Victim Support areas where there are multiple CDRPs is a challenge and can be extremely resource intensive if staff are asked to represent victims on a number of sub-groups. The experience of some managers interviewed in such areas is that they have good links and work in partnership with some but not all of the CDRPs in their area.
- 4.25 Victim Support branches reporting strong links with their local CDRP were more likely to be successful in securing funding from the local partnership.
- 4.26 Partnership working also enables Victim Support branches to influence local decision-making about the support needs of burglary victims. This is particularly important where Victim Support does not have the resources to provide additional practical support to victims themselves.

## Funding opportunities

- 4.27 The availability and accessibility of funding is crucial for Victim Support to develop new, and sustain existing, projects for burglary victims. But the majority of area managers were not aware of funding opportunities available to resource further practical support for burglary victims (although some managers said that they had not been actively searching for additional funding).
- 4.28 A minority of Victim Support branches consulted can access hardship funds from ad hoc trusts or other charitable organisations. Others receive donations from victims or other organisations which allow them to provide additional financial assistance to burglary victims.
- 4.29 Local authorities, CDRPs, local strategic partnerships, the Lottery Fund, and the European Social Fund were all mentioned as possible sources of funding for burglary initiatives in the future. However, it was not clear how far many managers were currently actively exploring these avenues.
- 4.30 The difficulties associated with one-off short-term funding pots was a particular concern of many.
- “Local funding comes from the borough, for example the youth offending team, crime reduction team and community safety partnership. The problem is that all the funding is short term; there is no funding longevity allowing us to develop sustainability. This is associated with shifting government priorities”
  - “To get funding we need to put together a project plan to develop a new scheme which is very time consuming. Nobody is interested in putting money into existing schemes”.
- 4.31 In general there was a feeling that burglary is not currently prioritised at the local and national level, which has a knock on effect on the availability of funding to support burglary victims. This is partly attributed to the fact that in many areas there has been a reduction in the number of recorded burglary incidents, reflecting national trends.
- 4.32 The availability of funding to support burglary victims has also been affected by changes to the way that central government funds local CDRPs through the single pot Stronger Safer Communities. Dedicated funding schemes such as the Reducing Burglary Initiative no longer exist. Local CDRPs now allocate central funding to priorities set out in their three-yearly crime, disorder and drugs strategies. Agencies seeking funding for burglary projects must therefore compete with other crime priorities.

## **Opportunities and barriers to providing practical support**

4.33 Area managers identified a number of opportunities and barriers for Victim Support in working more effectively to provide practical support to burglary victims.

### **Limited funding for burglary projects**

- Burglary is not currently a priority for many CDRPs and funding dedicated to supporting burglary reduction is no longer available.
- Funding that is allocated for work with burglary victims is short term, which puts the sustainability of projects at risk. As one area manager put it (referring to a target hardening project), “We have the bones of a service which should now be mainstreamed. The service should not have to worry about money and sustainability, but be more concerned with building and expanding on existing provision.”
- Another difficulty faced by Victim Support is securing local funding in non-unitary authorities. “It’s a lot of work to put together a project proposal to seek funding when there are four CDRPs in the area.”

### **Lack of awareness of Victim Support**

- Many managers and volunteers suggested that there is a lack of understanding about what Victim Support does and the value it can bring to victims and crime reduction more generally. “Unfortunately Victim Support still conjures up images of tea and sympathy. The range of services that we can offer is not appreciated and this can affect our funding potential and partnership working.”
- Police communication with victims about Victim Support was also a concern for some. “We need to train the police to talk appropriately about Victim Support to victims, to recognise their support needs and make sure that a referral takes place and the information supplied is sufficient.”

### **Lack of empathy for burglary victims**

- Despite the wealth of research demonstrating the devastating impact that burglary can have on victims, there is a general lack of empathy among local statutory service providers for burglary victims. This can, in turn, affect the service victims get and the priority given to supporting their needs.

## **Need for more information on ‘what works’**

- There is a need for greater awareness between Victim Support areas and branches about good practices developed to support victims of burglary and other crimes. As one manager put it: “Victim Support branches need to stop reinventing the wheel. Although initiatives may not always be directly transferable, we need better information on what works. A database of projects nationally would be helpful.”

## **Gaps in practical support for burglary victims**

Volunteers identified a range of gaps in local services available to burglary victims.

- lack of financial assistance for victims
- poor coverage of lock-fitting and home security improvement services
- lock-fitting services cannot provide other support that is needed (eg there is often a need for gardens to be tidied or secured. Untidy or insecure gardens can be a sign to offenders that there is an elderly or vulnerable person living in the property.)
- provision for victims who do not speak English or for whom English is not their first language, eg translated leaflets and access to translators.

## 5 Case studies of projects giving practical support to burglary victims

- 5.1 This section examines in detail a range of projects and initiatives designed specifically to support burglary victims in sites across the UK. They highlight different approaches adopted, successes and lessons learned.
- 5.2 This section features the following case studies.
- 1 Bobby Van Trust, Gwent
  - 2 PRIDE, Leicester and Rutland
  - 3 Lock-fitting Scheme, Southwark
  - 4 Crime Reduction Project, Merseyside
  - 5 Victor Project, Redcar and Cleveland
  - 6 Safer Home Project, Rotherham
  - 7 Target Hardening Project, Stockport
  - 8 Distraction Burglary Forum, Warwickshire
- 5.3 A summary of some of the overarching findings of the case study research, in particular lessons learned, are detailed below.

### Funding

- The nature of short-term funding has meant that all projects struggle to achieve project sustainability. While it seems to be easier to secure funding for capital outlay (alarms, locks etc) it is much more difficult to secure funding for revenue (for example, employing administrative staff). Some projects rely heavily upon the work of volunteers to inspect work once it has been carried out.
- There are some innovative practices around funding. Projects have bid for Community Chest money and one project is about to become a Social Enterprise which will enable the expansion of services to provide target hardening to benefit private landlords (by offering competitive rates) and generating income to support the project in the longer term.
- Getting access to multiple funding streams has allowed projects to sustain and develop services.

### Partnership working

- Partnership working seems to be the key to the success of these projects. By working in partnership, not only are projects more sustainable, but victims of crime benefit from the support that the various agencies can provide.
- Where some Victim Support areas are not in a position to run a project independently, they can play an important coordination role.

- All projects are endorsed and work effectively with the police. Most referrals to the projects are either by the police or Victim Support.

## **Sustainability**

- In an environment where burglary may not be top of the list of local priorities, projects have adapted to attract funding available for other priority crimes. In particular, improving home security fits alongside supporting victims of domestic violence and hate crime.

## **Impact of practical support**

- Testimonials from service users show that getting practical help makes people feel safer and has a clear positive emotional impact for victims.
- A number of the case study projects report reductions in local burglary rates and repeat victimisation and while they are obviously not taking all the credit for this, they feel that their work has a direct impact.

# Case study I Bobby Van Trust, Gwent

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| <p><b>Project background and brief</b></p> | <p>The Gwent Bobby Van Trust has been operating since 1998 and is a registered charity employing five professional carpenters, managed by the trust’s manager. The trust is run by a consortium of Victim Support, Age Concern and Gwent Police. It was the first Bobby Van project in the United Kingdom.</p> <p>The scheme offers a dedicated service providing free home security for victims or those at risk of burglary. Referral to the scheme is aimed at people aged 60 or over, but also includes people under 60 who are vulnerable, at risk and/or in fear of burglary such as people with disabilities, and those subject to domestic violence or racist and homophobic attacks.</p> <p>The scheme was originally set up in order to combat high levels of fear of crime in the local community and respond to the lack of target hardening services in Gwent for vulnerable victims. Initially Gwent Police funded the employment of a carpenter to install non-electrical security devices to anybody aged over 60. The huge demand for the service led to the project being established as an independent charity in 2002 and expanding its service by employing a team of carpenters and a dedicated manager.</p> <p>The project receives 40% of its referrals from the police but also works proactively to raise public awareness (through talks and advertising) which means that 40% of people self-refer to the project who are not necessarily victims of crime. A further 20% of referrals come from Age Concern, Victim Support, Women’s Aid and Mind.</p> |
| <p><b>Key aims and objectives</b></p>      | <p>The overall aim of the scheme is to “protect the elderly, vulnerable and disadvantaged people in Gwent”.</p> <p>To achieve this aim, the scheme:</p> <ul style="list-style-type: none"> <li>• gives advice and installs security devices including: door locks, chains, spy holes, window locks, personal attack alarms, property marking and dummy CCTV cameras</li> <li>• issues ‘neighbourhood packs’ to nominated households to prevent burglary through bogus callers (in conjunction with the police). The pack includes a poster informing callers that if they are not a recognised caller they must contact a specified neighbour who can identify that they are genuine.</li> </ul> <p><b>Scheme targets</b></p> <ul style="list-style-type: none"> <li>• The project sets each carpenter a target to visit four homes a day.</li> </ul>   |

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| <b>Management</b>   | The project has independent charitable status and employs a dedicated operational manager and five carpenters.  |
| <b>Key partners</b> | <p>Partnership working between the project, Gwent Police, Age Concern and Victim Support has been essential to the setting up and ongoing success of the scheme. As well as these lead partners, the scheme is supported by each of the five unitary authorities across Gwent and Gwent Shrievalty Police Trust.</p> <p>The police work proactively to prevent potential burglaries by identifying hotspot areas and vulnerable victims, and notify the scheme of areas that would benefit from target hardening.</p> <p>The project also works closely with the fire service. While visiting homes, carpenters identify residences that do not have a working smoke alarm. The fire service have given training and funding for the project to install smoke alarms into the houses it visits through its target hardening work.</p>   |
| <b>Funding</b>      | <p>Initially Gwent Police funded the scheme. The expansion of the scheme was possible with funding from a range of sources.</p> <ul style="list-style-type: none"> <li>• In 2002, the scheme set up as an independent charity and was granted £260,000 from the National Lottery enabling the purchase of four new vans and the employment of three more carpenters. The five unitary authorities across Gwent fund the operational costs of the scheme (wages, administration etc).</li> <li>• In 2004 Gwent Police recognised the success of the project and committed funding for another carpenter with a remit to visit burglary victims and hotspot areas (streets that have experienced between three and four burglaries).</li> <li>• The project received a £25,000 grant from the Welsh Assembly to purchase an unmarked vehicle to enable it to visit domestic violence victims. This is largely in response to the increase in the number of domestic violence victims (an increase of 400% over the last three years) the scheme has visited.</li> <li>• In 2005, the project applied for Lottery Funding for the next three years and local councils have agreed to fund the project for a further three years to cover operational costs.</li> <li>• While the project provides a free service for burglary victims, donations are accepted. It currently receives between £3,500 and £4,000 a year in donations.</li> </ul> |

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| <p><b>Monitoring and evaluation of impact</b></p> | <p>While the project has not been independently evaluated, it boasts low levels of re-victimisation for its burglary victims.</p> <ul style="list-style-type: none"> <li>• Of the 20,000 homes secured in Gwent, only 0.3% (87 houses) have been burgled twice. This compares to a national average of 15%.<sup>11</sup></li> </ul> <p>Monthly reporting includes relevant statistics relating to: types of crimes committed, vulnerable victims, referrals etc.</p> <p>Partners in the scheme say that it provides great ‘reassurance to recipients’ (Newport Community Safety Partnership quotes in the <i>Crime and disorder audit 2005</i>) and is demonstrated by victim testimonials, for example:<br/> “Your service has given me great peace of mind and is a godsend, not only to me, but I am sure to many others like me who are fearful in their own homes”.</p>  |
| <p><b>Lessons learned</b></p>                     | <p><b>Key successes</b></p> <ul style="list-style-type: none"> <li>• The project was the first Bobby Van scheme of its kind.</li> <li>• The project has helped to reduce burglary rates by 40% in Gwent.</li> <li>• The work of the project is endorsed by the positive testimonials it receives from its victims.</li> </ul> <p><b>Key challenges</b></p> <ul style="list-style-type: none"> <li>• As yet the project has failed to successfully engage black and minority ethnic groups (BME) and would like to work closer with these vulnerable communities.</li> <li>• One of its major challenges has been sustaining funding. While the project has significantly decreased burglary rates in the Gwent area, fundraising has been difficult. The project has to continually promote the scheme to local councils and rely on the support and endorsement from Gwent Police along with the positive testimonials from victims to raise and sustain the profile of its work.</li> </ul> |
| <p><b>Future plans</b></p>                        | <p>While the current remit of the project will continue, there will be a greater emphasis on work with victims of hate and homophobic crimes.</p>   |
| <p><b>Contact details</b></p>                     | <p>The Gwent Bobby Van Trust<br/> Divisional Police Head Quarters<br/> Cardiff Road<br/> Newport<br/> NP20 2EH<br/> 01633 245202</p>  |

<sup>11</sup> The proportion of victims who were victimised for burglary twice or more in the past 12 months from BCS interviews. 2004/2005 BCS.

## Case Study 2 PRIDE, Leicester and Rutland

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| <p><b>Project background and brief</b></p> | <p>PRIDE (Protection and Reassurance Initiative to Defend the Elderly) was set up in 1992 to provide reassurance to older people who are subject to distraction burglaries.</p> <p>Leicestershire Police originally developed the scheme to reassure older people locally who said that they felt unsafe in their own home due to burglary victimisation. A low-cost, simple to use, maintenance-free help alarm system was designed. The system, when installed, enables an elderly person to call for assistance quickly if they feel threatened.</p> <p>Though PRIDE was originally set up by the local police, it quickly developed into a full multi-agency partnership and became an independent charity in 1994.</p> <p>The system consists of an alarm box and strobe light fitted to the exterior of the house and wired to a small control panel inside. The householder carries a key fob to activate the alarm system if there is a perceived threat or problem where assistance is required. The system is not designed to protect the property when left unattended but to summon help quickly when required. But the visual effect of an alarm box on the outside of the house has a deterrent effect.</p> <p><b>Criteria</b></p> <ul style="list-style-type: none"> <li>• PRIDE alarms are available to anybody aged 60 or over, and people who are disabled, who live in Leicestershire or Rutland.</li> <li>• Each alarm costs £160 to install and while victims of crime do not have to pay for the service, donations are accepted.</li> </ul> <p>The majority of referrals come via the police and Victim Support. Self-referral is another mechanism, as family members learn about PRIDE and contact the project on behalf of an elderly relative. Local councils running elderly complexes also commission the installation of alarms into their properties.</p> |
| <p><b>Key aims and objectives</b></p>      | <p>The overall aim of the scheme is to “reduce the fear of crime for the elderly and disabled people in their own homes by providing a PRIDE alarm”.</p>   |

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| <p><b>Management</b></p>                          | <p>In 2005, PRIDE relinquished its charitable status and became a sub-group of Victim Support Leicestershire and Rutland in a move to make the scheme more sustainable. As an independent charity PRIDE had difficulties generating revenue and in recruiting and retaining its volunteers (essential to visit victims and change batteries in the alarms when necessary). Victim Support had a ready pool of trained volunteers that were able to complete these tasks on behalf of PRIDE.</p> <p>PRIDE currently employs a project co-ordinator, administrator. Installation of the alarms is sub-contracted to a local security alarm company. Volunteers visit each home after the installation of each alarm.</p>   |
| <p><b>Key partners</b></p>                        | <p>PRIDE work in close partnership with Leicestershire Constabulary as both the project co-ordinator and administrator are based at the police station and the project receives 'in kind' office materials, the use of telephones and photocopying facilities.</p> <p>North West Leicestershire District Council authorises the alarms and commission PRIDE to fit them in their own properties for vulnerable tenants.</p> <p>PRIDE also works in close association with social services and Help the Aged. The scheme refers on any elderly person identified as needing extra support with home security to the Help the Aged handy van which provides a target hardening service.</p> <p>Pride has representation on the burglary focus group of the CDRP.</p>   |
| <p><b>Funding</b></p>                             | <p>In 2001, PRIDE successfully raised £64,000 from the Community Fund (previously called the National Lottery Charities Board).</p> <p>The scheme also receives additional funding from some local parish councils who pay for the installation of alarms for the vulnerable. Lloyds TSB has also donated money to the project.</p>  |
| <p><b>Monitoring and evaluation of impact</b></p> | <p>Initially a pilot scheme was set up in an area where vulnerable elderly people lived. Ten systems were installed. Monitoring was carried out over a period of four months before the official launch. The pilot scheme was successful in reducing the fear of crime for the elderly participants. Further follow-ups of the pilot area nine months later showed that residents had greater peace of mind and increased self-confidence knowing that help could be called quickly if required.</p> <p>PRIDE's sub-committee consisting of staff from Victim Support, a local councillor, representatives from the voluntary sector, East Midlands Housing Association and the police, currently monitors the project. The group meets quarterly and analyses recorded data about the number of alarm installations, local incidents of burglary artifice and</p> |

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|                               | <p>funding.</p> <p>User testimonials demonstrate the scheme’s popularity.</p> <ul style="list-style-type: none"> <li>• “I cannot describe the sense of security it gives me.”</li> <li>• “It has given me a feeling or reassurance and confidence to face the future.”</li> <li>• “We are very pleased ... particularly as we have been burgled twice and vandalised in the garden only this month. It gives us more confidence.”</li> </ul> <p>The scheme also has the support of local representatives.</p> <ul style="list-style-type: none"> <li>• “We have had some very positive feedback from some tenants who have had the benefit of PRIDE alarms and I know it has made elderly residents feel very much more secure” (a local councillor).</li> </ul> |
| <p><b>Lessons learned</b></p> | <p><b>Key successes</b></p> <ul style="list-style-type: none"> <li>• The product is a popular, user-friendly device that has proved successful in reducing the fear of crime in the elderly.</li> </ul> <p><b>Key challenges</b></p> <ul style="list-style-type: none"> <li>• The project is reliant upon volunteers to visit people after installation and re-visit homes to complete a battery change every two years.</li> <li>• Funding has been a major challenge. While funding for capital expenditure has been less problematic, securing long-term funding for revenue is more difficult.</li> </ul>  |
| <p><b>Contact details</b></p> | <p>The Pride Project<br/> c/o Coalville Police Station<br/> Ashby Road<br/> Coalville<br/> Leicestershire<br/> LE67 2QG<br/> 0116 2580688<br/> www.pridealarms.org.uk</p>  |

### Case Study 3 Lock-fitting Scheme, Southwark

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| <p><b>Project brief and background</b></p> | <p>Victim Support Southwark’s lock-fitting scheme provides free home security and advice services for victims of crime and vulnerable people on low income in the London Borough of Southwark. The scheme was developed as a practical response to the identified need of victims in the borough.</p> <p><b>Eligibility criteria for the free service</b><br/>Residents of Southwark who are on a low income and either a victim of crime or are vulnerable to crime.</p> <p>Those eligible to claim as being vulnerable to crime include:</p> <ul style="list-style-type: none"> <li>• senior citizens</li> <li>• people with disabilities</li> <li>• people subject to domestic abuse</li> <li>• people subject to homophobic abuse</li> <li>• people subject to racial harassment or anti-social behaviour</li> <li>• those in receipt of benefits,</li> </ul> <p>Security fittings may include; mortise locks, bolts, door strengthening products (London or Birmingham bars, letterbox guards, security chains and mirrors, intercoms) window locks or alarms and restrictors, smoke and personal attack alarms. Victims of hate crime can have fireproof letterboxes or bags fitted. All security fittings provided are to British Standard as recommended by insurance companies.</p> <p>All staff involved in the scheme are Victim Support trained, including the carpenters, enabling a holistic response to be provided. Victims are referred to other relevant services or support networks if appropriate.</p> <p>The scheme aims to respond to local need. For example, due to a high number of distraction burglaries in the borough, particularly among vulnerable groups such as the elderly, the service extended provision to enable the installation of intercom systems.</p> <p>The scheme also promotes the use of a ‘password’ provided in advance to enable people to authenticate callers. This has significantly helped to reduce the number of distraction burglaries in the borough. The local authority has helped with this process and produced a register approving the services of selected tradespeople so that victims can feel confident that they are using registered professionals to undertake work in their homes.</p> |
| <p><b>Key aims and objectives</b></p>      | <p>The aim of the service is to “provide a quick response to victims of crime (within five working days) and to provide relevant support dependent upon a person’s need, in order to reduce vulnerability and re-victimisation”.</p>  |

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|  | <p>By providing security improvements the scheme aims to leave residents reassured and with peace of mind by minimising the risk of:</p> <ul style="list-style-type: none"> <li>• break-ins and distraction burglary</li> <li>• harassment in the home</li> <li>• re-victimisation</li> <li>• fear of crime among elderly and vulnerable residents.</li> </ul>   |
| <b>Management</b>                          | Victim Support manages the scheme. The scheme employs two carpenters, a co-ordinator and an administrator.   |
| <b>Key partners</b>                        | The scheme was developed in partnership with Southwark Council and the local Metropolitan Police Service.  |
| <b>Funding</b>                             | The scheme has applied to a number of different funding sources that include: Lottery funding, Neighbourhood Renewal and Southwark Housing. They received approximately £1,300 in personal donations in 2004/2005 from victims.  |
| <b>Monitoring and evaluation of impact</b> | <p>All victims visited through the scheme receive a satisfaction questionnaire. It asks victims to comment on the validity of the work. High response rates (40%) show that 90% of victims feel safer once the lock-fitting service is in place.</p> <p>The scheme has proved highly successful, significantly decreasing the number of distraction burglaries. It reported that within a five-week period, there were no distraction burglaries in an area targeted by the scheme.</p> <p>Testimonials from users demonstrate the impact of the scheme.</p> <ul style="list-style-type: none"> <li>• “Free, kind, quick, friendly from start to finish. Efficient, great psychological help – a scheme that shows care and real practical help too”.</li> <li>• “Friendly, helpful service. Work was done quickly and efficiently. I felt immediately safer.”</li> <li>• “Very helpful, I was extremely happy with the staff who helped me. They were non-judgmental at all times. I feel much more safe and secure.”</li> </ul> <p>According to Victim Support volunteers who refer to the service: “The service means that victims can be referred and repairs arranged within 24 hours. The speed of service is really important to reassure and make the victim feel safer. There is a big fear of re-victimisation. Being able to offer something really practical helps victims. Because the service is free of charge, it also helps emotionally as many victims are low income households.”</p> |

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| <b>Lessons learned</b> | <p><b>Key successes</b></p> <ul style="list-style-type: none"> <li>• The scheme has been successful, reducing the vulnerability of victims by providing a holistic, responsive service. Victim Support has also become more established through advertising and promoting the work it undertakes.</li> <li>• Partnership working is an important prerequisite for the success of the scheme. Obtaining ‘buy in’ and commitment from all key agencies has been key to meeting the needs of victims and reducing the vulnerability of crime.</li> </ul> |
| <b>Future plans</b>    | <p>Victim Support has applied for Big Lottery funding to improve 50 vulnerable homes in the borough. It is hoped that the use of volunteers to replace fencing, cultivate gardens, undertake external repairs to houses and generally improve local environments will deter burglars who identify and target vulnerable properties due to their bad condition.</p>  |
| <b>Contact details</b> | <p>Victim Support Southwark<br/> 62 Borough High Street<br/> St Margaret’s Court<br/> London<br/> SE1 1XF<br/> 020 7378 8886</p>  |

# Case Study 4 Crime Reduction Project, Merseyside

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| <p><b>Project background and brief</b></p> | <p>The Crime Reduction Project, managed by Victim Support, was set up in 2001 to provide target hardening services to victims of burglary (focusing on repeat victimisation) across the Wirral.</p> <p>The project offers a security survey to victims of burglary and provides advice on home security and the installation and demonstration of security equipment. Once the work is completed a volunteer inspector visits the victim to check the work is completed to a satisfactory standard.</p> <p>The service is free to all victims of burglary or attempted burglary and people living next to a house that has been burgled.</p>  |
| <p><b>Key aims and objectives</b></p>      | <p>The aim of the project is to provide a target hardening service for any Wirral resident who has been affected by, or lives in fear of, burglary and to prevent repeat victimisation.</p> <p>The project has a target to reduce burglary by 25% in the Wirral area.</p> <p>The main remit of the project is to:</p> <ul style="list-style-type: none"> <li>• install crime reduction equipment</li> <li>• demonstrate and explain the equipment</li> <li>• carry out inspections and satisfaction surveys</li> <li>• raise awareness on community safety issues</li> <li>• conduct community safety presentations to the community.</li> </ul> <p>The project’s main focus is to support victims of burglary. However, additional funding has been secured enabling the project to also provide services to victims of domestic violence and hate crime.</p> <p>The project requires a crime reference number before it undertakes relevant work. They work predominantly (although not exclusively) with victims who have reported their crimes to the police.</p> <p>The project receives the majority of its referrals from the police (73%); the remaining referrals are received via neighbourhood wardens or self-referral.</p> |

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| <b>Management</b>                          | <p>Victim Support directly employs all project staff. These include: a project manager, surveyor, joiner, administrator and a volunteer inspector. Victim Support also contracts work to three electrical and alarm engineer firms, one building contractor and a metal engineering firm.</p> <p>All personnel are vetted and CRB checked, carry ID and wear a uniform showing that they perform work on behalf of Victim Support. They are all trained to Victim Support levels 1 and 2 and work to an agreed code of practice.</p>   |
| <b>Key partners</b>                        | <p>The project works closely with a range of key local partners, in particular the police. The project also works closely with the fire service, trading standards, neighbourhood wardens, community support officers, social services, registered social landlords and Wirral Executive Safer Mersey Partnership.</p> <p>The project manager sits on three of the task groups of the community safety partnership (volume and property crime, violent and hate reduction and anti-social behaviour).</p>  |
| <b>Funding</b>                             | <p>In 2001, Victim Support worked in partnership with the police to draw up a business plan of the project and successfully applied for Neighbourhood Renewal funding.</p> <p>The project currently receives funding from the Neighbourhood Renewal Fund, Housing Market Renewal Initiative and Wirral Community Safety Partnership. It is supported by Merseyside Police and the Metropolitan Borough of Wirral.</p> <p>Additional funding from the community safety partnership is secured for work undertaken by the project for its work with victims of anti-social behaviour.</p>  |
| <b>Monitoring and evaluation of impact</b> | <p>The project submits monthly and quarterly returns to the Housing Marketing Renewal Initiative. It records the actual reduction of burglary in five of its most deprived wards as identified by its funders.</p> <p>In terms of victim satisfaction, a volunteer inspector visits the victim once target hardening has been completed. He inspects the work and completes a victim satisfaction form.</p> <p>Testimonials from users demonstrate the impact of the scheme.</p> <ul style="list-style-type: none"> <li>• “Thank you for giving me the confidence to stay in my home alone. I could not have done this without your help.”</li> <li>• “Thank you all at this wonderful project. To be secure and the extensive work done has reassured me. I feel a lot more secure within my home.</li> </ul> |

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| <b>Lessons learned</b> | <p><b>Key successes</b></p> <ul style="list-style-type: none"> <li>• To date the project has provided a service to more than 5,000 households.</li> <li>• The project has had a dramatic impact in stopping repeat victimisation, reducing burglary by 37%.</li> <li>• One of the key successes is the high volume of victim satisfaction with the service.</li> </ul> <p><b>Key challenges</b></p> <ul style="list-style-type: none"> <li>• Local dynamics were initially difficult between Victim Support and the Crime Reduction Project, impeding effective partnership working. One of the major challenges related to funding that went directly to Victim Support. The project therefore had to invoice Victim Support for payment, which proved complex and timely. The issue is now resolved.</li> </ul> |
| <b>Future plans</b>    | <p>The project has applied for more funding from Neighbourhood Renewal as current funding is set to run out in March 2006. The project aims to develop into a social enterprise to ensure sustainability and continuation of a fully comprehensive service in the community providing crime reduction advice and installations to victims who have been affected by or live in fear of crime.</p> <p>Knowledge of the local area and crime hotspots (through effective partnership working with the police) has enabled the project to provide a business case for the provision of target hardening to local social landlords' properties at a competitive rate as a way to generate further funding.</p>  |
| <b>Contact details</b> | <p>Victim Support – Crime Reduction Project<br/> 29a Seaview Road<br/> Wallasey<br/> CH45 4QN<br/> 0151 638 3880<br/> <a href="http://www.crimereductionproject.co.uk">www.crimereductionproject.co.uk</a></p>  |

# Case Study 5 Victor Project, Redcar and Cleveland

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| <p><b>Project background and brief</b></p> | <p>The Victor Project was set up in 2004 with a wide remit to support vulnerable victims and witnesses.</p> <p>The main thrust of the project is to provide outreach support to vulnerable victims and witnesses in preparation for court hearings, specifically providing advice on court procedures, arranging pre-court meetings and assisting with police liaison. The service is available for anyone who may be in distress during the judicial process or considered to be vulnerable or intimidated.</p> <p>A second focus of the project is to work proactively with local police and other agencies to prevent and reduce the number of distraction burglaries in the Redcar and Cleveland areas. The project installs panic alarms, security door chains, window locks, tamper alarms and CCTV to victims and vulnerable residents.</p>   |
| <p><b>Key aims and objectives</b></p>      | <p>The project aims to support vulnerable victims and witnesses in Redcar and Cleveland by:</p> <ul style="list-style-type: none"> <li>• working with the police in their doorstep and burglary operation; Operation Strongbow (set up in 2003 specifically to tackle distraction burglars and bogus callers)</li> <li>• offering support for witnesses and victims in Operation Sabre (Cleveland constabulary’s largest ever operation which is an intelligence-led attack on curbing drug dealing)</li> <li>• offering drop in surgeries to support vulnerable or intimidated communities</li> <li>• taking part in anti-social behaviour awareness-raising days in schools</li> <li>• participating in community, police, racial and anti-social behaviour task group meetings.</li> </ul> <p>The project receives referrals primarily through the police and a smaller proportion through trading standards and the local housing authority. 25% are self-referrals.</p> |
| <p><b>Management</b></p>                   | <p>Victim Support manages the project and employs two project workers.</p>   |
| <p><b>Key partners</b></p>                 | <p>The project works in close association with the police and trading standards (Operation Strongbow).</p> <p>Project workers sit on the CDRP’s burglary task group. They also hold monthly surgeries for Mind (mental health charity) and Sure Start.</p>   |

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| <b>Funding</b>                             | <p>The project started in April 2004 after receiving two-year funding from Neighbourhood Renewal Fund. It also received £5,000 Community Chest money that was used to buy eight covert CCTV cameras. Labour costs associated with fitting security equipment are given 'in kind.'</p> <p>A bid is currently being submitted to the Neighbourhood Renewal Fund for further funding.</p> |
| <b>Monitoring and evaluation of impact</b> | <p>The project has commissioned an external evaluation. Neighbourhood Renewal requires the project to submit a quarterly report.</p>   |
| <b>Lessons learned</b>                     | <p><b>Key successes</b></p> <ul style="list-style-type: none"> <li>• The project has successfully worked in partnership with organisations that support vulnerable groups, such as Mind.</li> </ul> <p><b>Key challenges</b></p> <ul style="list-style-type: none"> <li>• Short-term funding means that there is uncertainty about the project's future.</li> </ul>                    |
| <b>Contact details</b>                     | <p>Victors Project<br/>       88 Westgate<br/>       Guisborough<br/>       TS14 6AP<br/>       01287 630009</p>   |

# Case Study 6 Safer Homes Project, Rotherham

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| <p><b>Project background and brief</b></p> | <p>The Safer Homes Project is a target hardening project, providing free installation of security equipment for victims of burglary, fear of crime and domestic violence, and those who live in council properties.</p> <p>The project was established in 2003 to provide a partnership response to victims of burglary from Victim Support, Age Concern, Yorkshire Housing Foundation and Rotherham Metropolitan Borough Council.</p> <p>Police burglary scene assessors visit the victim’s home and complete a security assessment for the property. The information is then passed to Victim Support Rotherham (responsible for monitoring the Safer Homes Project) who then report to the appropriate authority for action.</p> <ul style="list-style-type: none"> <li>• Age Concern concentrates on the over 55s in council and private tenures.</li> <li>• Yorkshire Housing Foundation’s Rotherham Stay Put scheme concentrates on properties where domestic violence has taken place.</li> <li>• Rotherham Metropolitan Borough Council looks after its own properties in respect of burglaries and domestic violence.</li> </ul> <p>Work undertaken by the project includes the fitting of panic alarms, door and window alarms and locks and PIR alarms linked to the Rothercare Lifeline scheme to act as a burglar alarm.</p> <p>In 2004, the South Yorkshire Fire and Rescue Service joined the Safer Homes Project and now supply smoke alarms to the three service providers for installation, where necessary, when carrying out increased security work.</p> |
| <p><b>Key aims and objectives</b></p>      | <p>The project aims to reduce burglary in Rotherham by improving the household security of victims of crime, elderly, disabled, and vulnerable people and victims of domestic violence in all tenure homes across Rotherham.</p> <p>The Safer Homes Project provides:</p> <ul style="list-style-type: none"> <li>• pro-active programmed security work in vulnerable areas</li> <li>• security to domestic violence victims living in owner-occupied and private/social landlord accommodation</li> <li>• panic alarms (and some PIR alarms) initially for victims of domestic violence</li> <li>• expansion of the Safer Homes Project to all home tenures for the over 55s and key safes for 30 people considered to be vulnerable</li> <li>• free smoke alarms from the fire service to be fitted along with security measures as part of the Safer Homes project.</li> </ul>  |

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| <b>Management</b>                          | <p>The project is managed and co-ordinated by Victim Support Rotherham.</p> <p>Age Concern, Rotherham Home Improvement Agency and Rotherham Metropolitan Borough Council Housing Services carry out the security work depending on the circumstances of the victim and crime.</p>  |
| <b>Key partners</b>                        | <p>Key partners involved in supporting the work of the Safer Homes Project are Rotherham Metropolitan Borough Council, South Yorkshire Police, Rotherham Age Concern, South Yorkshire Fire Service, Rotherham Domestic Violence Task Group, Rotherham Home Improvement Agency, Rothercare and the Community Safety Unit.</p> <p>The Chairman of the Safer Homes Project is a local police inspector.</p>   |
| <b>Funding</b>                             | <p>Funding comes from a variety of sources, including the borough council's Neighbourhood Fund, the Safer Stronger Communities Fund, and Rotherham 2010 Ltd. The Domestic Violence Task Group, Rothercare and South Yorkshire Police provide additional smaller pots of funding.</p> <p>The Safer Homes Project is always looking for opportunities to top up its funding and provide additional support to those identified in need of target hardening.</p>  |
| <b>Monitoring and evaluation of impact</b> | <p>The Safer Homes Project provides regular monitoring information to Rotherham Metropolitan Borough Council linked to funding. The council also requires the project to submit a regular six monthly evaluation report. There are no additional funds for the project to commission an independent evaluation at this stage.</p> <p>Success is measured in terms of number of properties secured, the number of domestic violence victims made to feel safer and the geographical areas targeted by the pro-active programmed work (which is usually determined by South Yorkshire Police crime scene assessors).</p> <p>Evaluation and satisfaction questionnaires are conducted by telephone with the vast majority of victims receiving the target hardening security support and these are often broken down according to which agency provided the target hardening provision. A recent analysis of 135 user satisfaction forms revealed that:</p> |

|                        |   |
|------------------------|---|
|                        | <ul style="list-style-type: none"> <li>• 88% of respondents were ‘very satisfied’ with the work</li> <li>• 67% of respondents said that they felt safer after the work had been completed and had moved up levels on the fear of crime matrix</li> <li>• only 4% of respondents said that they had been a repeat victim since the work had been completed.</li> </ul> <p>In each case where repeat victimisation had occurred, assessment revealed that the types of incident could not have been prevented with added security. However, Victim Support ensured that the appropriate advice and support was offered to each of these tenants at the time of completing the evaluation questionnaire, eg offering emotional and practical support from a Victim Support volunteer, or referring to other agencies such as South Yorkshire Police</p> <p>The project is firmly linked into the Safer Rotherham Partnership, according to the project’s Chairman, Inspector Nottingham: “The Safer Rotherham Partnership’s target for the next three years [2005-2008] is to reduce domestic burglary ... by 35% compared to the figure for 2003-2004, and the work carried out by the Safer Homes Project plays an important role in reducing repeat burglaries and improving security to reduce crime and the fear of crime.”</p> |
| <b>Lessons learned</b> | <p><b>Key successes</b></p> <ul style="list-style-type: none"> <li>• The project secured 376 properties during 2004/2005.</li> <li>• The project is particularly beneficial to victims of domestic violence, who feel that they are making a positive link with someone and generally feel safer as a result of the security support.</li> </ul>  |
| <b>Future plans</b>    | <p>Rotherham Metropolitan Borough Council is moving towards an Arms Length Management model (ALMO), and South Yorkshire Police are realigning themselves with neighbourhood working. Planning and operation by the Safer Homes Project will attempt to take into account all these new methods of working (likely in 2005/2006).</p> <p>The Safer Homes Project hopes to secure future funding to maintain the levels of support offered as well as expanding according to any further funding opportunities.</p>   |
| <b>Contact details</b> | <p>Victim Support Rotherham<br/> 18 Doncaster Road<br/> Town Centre<br/> Rotherham<br/> South Yorkshire<br/> S65 1DU<br/> 01709 361076</p>  |

# Case Study 7 Target Hardening Project, Stockport

|  |   |
|--|---|
| <p><b>Project background and brief</b></p> | <p>The Target Hardening Project offers all burglary victims in Stockport free home security upgrades, irrespective of age, income or location.</p> <p>Victim Support set up the project in 1996/1997, initially from a very small funding allocation provided by the council, to install victims' homes with door chains and door viewers. The project survived on police and council under-spend for the first few years of operation. Since 2002/2003 the project has attracted resources from the Safer Stockport Partnership funding streams.</p> <p>The project offers services to all burglary victims in Stockport, although in reality, approximately only one third of burglary victims take up the offer of support. (One third of burglary victims do not want it, one third do not respond.)</p> <p>Current funding allows for approximately £200 to be spent on each house, which results in approximately 500 houses being target hardened a year. Money is also set aside to partly refund victims who choose to carry out their own target hardening.</p> <p>75% of the project funding has to be spent on victims of burglary and 25% can be spent on victims of other acquisitive crimes (eg replacing door locks for robbery victims) or on those people who are particularly vulnerable (eg domestic violence victims).</p> |
| <p><b>Key aims and objectives</b></p>      | <p>To offer all burglary victims in Stockport free home security upgrades, irrespective of age or income or geographical location.</p>  |
| <p><b>Management</b></p>                   | <p>Stockport Victim Support manages and co-ordinates the target hardening scheme. Three levels of worker provide the target hardening support.</p> <ul style="list-style-type: none"> <li>• Victim Support volunteers – carry out basic security checks and low level work</li> <li>• basic workers – comprising two ex-fire service officers and one ex-police officer who do 'ladder work' and receive a minimum salary and expenses</li> <li>• contractors – comprising businesses: two gardeners, one alarm fitter, one locksmith to carry out complicated or skilled work.</li> </ul>  |
| <p><b>Key partners</b></p>                 | <p>The key partners for the scheme are the council, Safer Stockport Partnership and the police.</p> <p>The target hardening scheme has also formed strong links with the fire service, Stockport against Racism, the crime and disorder groups, the domestic violence forum, the Bogus Official Action Group and Age Concern.</p>   |

|   |  |
|---|--|
| <p><b>Funding</b></p>                             | <p>The project initially survived on police and council budget under-spend. In 2002/2003 the project made its first large bid for funding from local community safety funding. Their applications for subsequent years' funding have provided:</p> <ul style="list-style-type: none"> <li>• £60k in 2002/2003 from the Safer Communities Initiative</li> <li>• £90k in 2003/2004 from Building Safer Communities</li> <li>• £128k in 2004/2005 from Building Safer Communities</li> <li>• £128k in 2005/2006 from Safer and Stronger Communities.</li> </ul> <p>As an example of the breakdown of costs to fund the scheme in 2005/2006:</p> <ul style="list-style-type: none"> <li>• of the £128k funding, £25k is used for salaries, admin and office costs and £103k is used on target hardening and security materials, eg locks and alarms.</li> </ul> <p>Salary and support costs are kept low in the project by using three levels of worker support for the target hardening; Victim Support volunteers, basic workers and contractors.</p>  |
| <p><b>Monitoring and evaluation of impact</b></p> | <p>Due to the funding provided, quarterly monitoring and evaluation reports are provided to the Safer Stockport Partnership and they have to submit a detailed yearly project plan which sets out their milestones. A more detailed annual evaluation report is also expected; however an independent evaluation has not been carried out due to the finite and restricted funding of VS.</p> <p>Success is measured in terms of properties target hardened, target hardening by victim type and target hardening by crime type. Stockport Victim Support also feels that their current worker/contractor/volunteer set-up also provides a suitable cost-effective method of supporting a large number of victims.</p> <p>The project sends out satisfaction questionnaires to all those supported,. Feedback from users demonstrates the impact of the work.</p> <ul style="list-style-type: none"> <li>• “I would like to thank you for the support and security work which you have carried out on my property. It has meant a great deal to me and made me feel a lot more secure and safe within my own flat.”</li> <li>• “It is really appreciated and is absolutely fantastic [to] see the support that is there when people like myself become victims. Also it is really good to know that there is always help out there if you need it”.</li> <li>• “We wish to express our gratitude for the welcome assistance received from Victim Support following our recent burglary. We cannot speak too highly of the service which has made our home so much safer.”</li> </ul> |

|                        |  |
|------------------------|--|
|                        | <ul style="list-style-type: none"> <li>• “We are both pensioners (85 and 75 years respectively) and this is the first occasion on which we have been eligible for assistance. We highly recommend Victim Support and GMP for instigating this programme and hope that it will continue to the benefit of others.”</li> <li>• “I am amazed and delighted with the whole service offered in its entirety. From the initial phone call to the installation being completed I am most impressed. My wife and I now feel much safer in our home. Thank you.”</li> </ul>   |
| <b>Lessons learned</b> | <p><b>Key successes</b></p> <ul style="list-style-type: none"> <li>• Very few repeat victims as a result of the target hardening work undertaken – approximately a 0.2% repeat victimisation.</li> <li>• Very satisfying how people feel when they receive this service and this is a positive selling point to gain further funding from the council and the Safer Stockport Partnership for the project.</li> <li>• Being able to use 25% of funding to support victims of other acquisitive crimes, rather than just burglary victims.</li> </ul> <p><b>Key challenges</b></p> <ul style="list-style-type: none"> <li>• Negotiating with the council and not accepting ‘no’ as an answer.</li> <li>• Expect the council to treat you as a partner in crime reduction and not merely as a service provider (but this is often hard to combat).</li> <li>• No job security and only acknowledge funding provided on a year-to-year basis. This limits the ways in which you can employ skilled fitters, which is why the employment of ex-fire and police officers is useful because they are not relying on a regular income.</li> </ul> |
| <b>Future plans</b>    | <p>Safer Stockport Partnership want to provide £20k additional funding in 2006/2007 because the funding for the Stockport Victim Support target hardening scheme will then meet their capital expenditure requirement of the Safer and Stronger Communities funding provision. The target hardening scheme feel that £148k of funding is reaching their maximum potential, because of the difficulties involved in getting workers who could support the initiative in its current capacity.</p> <p>After 2006/2007, future plans are not known due to the nature of the funding provision.</p>  |
| <b>Contact details</b> | <p>Victim Support Stockport<br/> Newbridge House<br/> 28 Tamworth Street<br/> Stockport<br/> SK1 2PB<br/> 01614779597</p>  |

## Case Study 8 Distraction Burglary Forum, Warwickshire

|  |   |
|--|---|
| <p><b>Project background and brief</b></p> | <p>The Distraction Burglary Forum for Warwickshire County Council was set up 2004 in response to a need to work in partnership within the county with distraction burglary crime.</p> <p>Victim Support Warwickshire was originally invited to participate in the forum because of their relevant knowledge and experience of the type of support such victims would need.</p> <p>The forum meets bi-monthly to look at the support needs for victims of distraction burglary and how relevant support can be developed or tied in to their needs. The partners at the forum are able to highlight the crimes, the impact, and the measures that are currently being used on a county basis and thereafter develop suitable responses to these needs. The county council take the lead responsibility for looking at the needs and researching models of good and best practice from around the country that could successfully respond to the needs identified.</p> <p>The forum has funds of £30,000, which is used to fund specific projects that meet the needs and suitable responses. The forum also meets to review the continual updates provided on the success and effectiveness of the projects that they are supporting. To date the forum has funded:</p> <ul style="list-style-type: none"> <li>• plays acted by children and young people about the dangers and circumstances of distraction burglary for the benefit of the elderly around the county</li> <li>• setting up a phone line for potential victims of rogue traders to use to help check which companies are authentic</li> <li>• the supply of personal alarms</li> <li>• production of a calendar to raise awareness</li> <li>• a lock-changing service.</li> </ul> |
| <p><b>Management</b></p>                   | <p>Warwickshire County Council takes the lead co-ordination role and also chairs the forum. Terms of reference have been developed to cover the operation and role of the forum.</p>  |
| <p><b>Key partners</b></p>                 | <p>Key strategic partners in distraction burglary crimes are involved in the forum, including: the police, community safety team, county council strategic unit, county council media department, Crimestoppers, Neighbourhood Watch, Age Concern, Victim Support.</p>  |
| <p><b>Funding</b></p>                      | <p>The forum attracts a yearly amount of £30,000 (Safer and Stronger Communities funding) from the county council, which is promised for three years, but reviewed every year.</p>  |

|  |   |
|--|---|
| <b>Monitoring and evaluation of impact</b> | The forum receives and reviews continual updates on the projects that it funds.   |
| <b>Lessons learned</b>                     | <p><b>Key successes</b></p> <ul style="list-style-type: none"> <li>• The right people seem to be sitting around the table to discuss the needs and the necessary responses for distraction burglary victims. The forum seems to be able to action things appropriately and effectively.</li> <li>• The forum's focus is now moving more to the effects of fear of crime.</li> </ul> <p><b>Key challenges</b></p> <ul style="list-style-type: none"> <li>• Originally the forum was quite a large group formed of representative agencies, which made it difficult to keep manageable. Over the 18 months however, the group has naturally reduced in numbers and is now much more manageable and a more effective group of key agencies.</li> <li>• As a not-for-profit agency, Victim Support cannot put any further funding into the group, which other agencies may be able to from time to time.</li> <li>• Current demands from the forum are manageable, but Victim Support can only offer limited support due to other demands and commitments.</li> </ul> |
| <b>Future plans</b>                        | The forum has been operational since April 2004 and is likely to exist until March 2007. Further funding after March 2007 is likely to rely on the availability of funding via the county council and/or partner agencies.  |
| <b>Contact details</b>                     | Victim Support Warwickshire<br>Area Office<br>124 The Parade<br>Leamington Spa<br>Warwickshire<br>CV32 4AG  |

## 6 Conclusions and recommendations

- 6.1 The findings from the consultations with burglary victims and Victim Support workers and volunteers sends some strong messages to practitioners concerned with reducing crime and supporting victims of crime. Burglary may not be a top priority at the national and local level; however those who are affected by burglary continue to have support needs and those most in need typically live in disadvantaged communities, are on low income and, for a number of reasons, do not have access to traditional, informal support mechanisms.
- 6.2 The survey of victims revealed that almost two thirds were at home when the burglary actually took place and a quarter had been burgled before. According to Victim Support managers and volunteers these circumstance often result in victims requiring greater levels of emotional support and practical help.
- 6.3 The financial impact of burglary is also high for many victims, particularly those who do not have insurance. Almost a quarter of victims surveyed had no insurance when they were burgled, the most common reason being that they 'could not afford it'. The financial burden of burglary can mean that victims struggle to afford to replace stolen items or to secure their property to prevent re-victimisation. Low-income households were identified as one of the key priority groups requiring practical help and financial assistance.
- 6.4 Victims' responses to burglary have been well documented in the past and this research confirms the findings that a high proportion of victims experience a range of emotions including anger, shock, worry and fear. Burglary can also have a physiological impact on victims resulting in difficulty sleeping, depression and anxiety, tearfulness and increased aggression.
- 6.5 The research highlights some interesting findings about the impact of burglary on children and young people. Although the scope of the research did not allow for them to be consulted directly, parents or guardians who responded to the survey highlighted a range of emotions that they experience. Victim Support managers and volunteers confirmed this finding and added that for some young people the effects are considerable, yet for a number of reasons their support needs are least likely to be picked up and addressed.
- 6.6 The BCS identifies home security as the most important predictor of burglary victimisation. Approximately half of the victims surveyed did not have window locks or double or deadlocks on doors when they were burgled. Again finance was an issue for victims. Over a quarter did not subsequently install additional security measures after they were burgled, which may leave some vulnerable to re-victimisation.
- 6.7 Victims commonly wanted a combination of practical help and advice to improve security, help in dealing with the police and emotional support ie 'someone to talk to' (in particular those without recourse to support from family and friends).

- 6.8 Victims most commonly said that they received help from Victim Support and the police after the burglary. Only a minority received help from other agencies such as local authority housing departments, neighbourhood wardens etc. Only a small percentage of victims received any practical help with the installation of improved security measures and even fewer received financial help to improve security – two of the key support needs of burglary victims identified by Victim Support managers and volunteers.
- 6.9 The research identified that the likelihood of a victim needing support is most commonly related to the nature of the burglary (eg an aggravated offence, burglary artifice or if the victim was at home) and the personal circumstances of the victim (eg low income household, lives alone or in high crime area).
- 6.10 The majority of areas consulted were in a position to refer some victims on to free or subsidised home security improvement services. However, in many cases these services were only available to older or disabled victims. As such, there is a gap in practical support for many low income households affected by burglary and unable to repair damage, replace stolen items and secure their properties.
- 6.11 The case studies demonstrate the impact that Victim Support can make independently or working in partnership with other agencies to offer practical support to a wide range of victims.
- 6.12 The case studies also demonstrate how Victim Support can build the capacity of local providers by identifying needs and kick-starting projects, which once established, can be independently sustained.
- 6.13 Funding is clearly an issue for the level of support that can be provided. Projects that do attract funding have to continually search for additional income to secure their future. Some interesting approaches have been developed to overcome these difficulties, for example, generating revenue by offering home security improvements at competitive prices to those who are victims who do not qualify for free support.

## **Recommendations**

The research generated a great deal of information about the support needs of burglary victims, and the ability of Victim Support and other local agencies to respond. The findings also have a number of practical applications for Victim Support at a strategic and operational level.

### **Developing criteria to identify vulnerable burglary victims**

It is recognised that the impact of burglary, including its longer-term emotional and psychological effects, will vary enormously from victim to victim. The assumption that elderly victims are disproportionately affected by burglary is partly challenged by this research. A number of other groups of victims were highlighted as needing practical support.

Victim Support should consider developing guidance to assist staff and volunteers, as well as the police and other local agencies, to identify such victims and prioritise support appropriately and consistently.

## **Extending the provision of practical support for burglary victims**

Victims who receive practical support are reported to benefit emotionally; therefore it may not be helpful to make a distinction between emotional and practical support in relation to burglary. A holistic support package for burglary victims, to help them feel safer and reduce likelihood of re-victimisation, would include both emotional and practical support.

Victim Support should look at ways of extending the coverage of practical schemes (particularly those helping victims to secure their homes), whether by seeking funding directly or by influencing the services provided by local agencies through partnership working.

## **Partnership working**

Partnership working is crucial for local Victim Support charities, to help get funding for operational activities, and to represent the needs of victims and keep burglary on the agenda at the strategic level. Local Victim Support charities not linked in to local CDRPs should identify the most appropriate forums with which to engage in view of limited resources.

## **Capacity building**

Projects offering practical support to burglary victims reported difficulties in attracting funding in the context of competing priorities of crime reduction. Case studies show that 'target hardening' projects can also benefit victims of domestic violence and hate crime. Victim Support charities that provide target hardening services should consider widening their remit to cover victims of other crimes where appropriate.

## **Measuring success**

The monitoring and evaluation of burglary projects run by Victim Support charities varies enormously. This can affect the capacity to demonstrate their impact and attract further funding. Victim Support's National Office should consider providing guidance to its members on monitoring and evaluation techniques to ensure that projects can measure success in a planned way.

## **Knowledge sharing**

The research demonstrates that Victim Support branches across England and Wales have developed a range of services to support burglary victims. Knowledge sharing across Victim Support's members about such projects would be advantageous and help those setting up new projects or tackling new issues to learn from the experiences of others – particularly important in the context of limited resources.

An online database containing brief descriptions of projects, including key information such as funding arrangements and contact details would be beneficial. Information will always be time limited, but if updated on an annual basis, would provide a useful reference point for local branches and provide Victim Support's National Office with a document detailing practical support across England and Wales.

## **Promoting the services of Victim Support**

Victim Support nationally and locally should seek to promote the range of services that they can offer to burglary victims. The national *Victims' code of practice*, which comes into force in April 2006, sets out the services victims can expect to receive from the criminal justice system. It states that the police must ensure that all victims can access information about local support services. Specifically, police must explain to victims that their details will be passed on to Victim Support unless they are asked not to.

Although these working arrangements are not new, the launch of the code may give Victim Support an opportunity to highlight its services. In respect of burglary, highlighting the importance of the police giving victims accurate information and providing referral information which is detailed enough to enable the identification of vulnerable victims.

## **Future research**

Further research into the types of support that would benefit children and young people who experience burglary would be helpful – ideally using peer research to gather their views and identify what help they would have liked to deal with the burglary.

The research also highlighted gaps in knowledge around the most effective ways to help burglary victims from black and minority ethnic communities, refugee communities and those who do not report burglary to the police, to access support from Victim Support and other local agencies.



## Burglary victimisation survey

Thank you for helping us by filling in this questionnaire. Most of the questions only require you to place a ✓ in the appropriate box.

Unless otherwise stated, all the questions relate to your most recent experience of being burgled in your current home.

### About the burglary ...

#### 1. When did the burglary happen?

- |  |   |
|--|---|
| <input type="checkbox"/> <i>Less than 3 months ago</i> | <input type="checkbox"/> <i>1 to 2 years ago</i>    |
| <input type="checkbox"/> <i>3 to 6 months ago</i>      | <input type="checkbox"/> <i>3 years ago or more</i> |
| <input type="checkbox"/> <i>7 to 12 months ago</i>     |   |

---

#### 2. Did the burglar enter your house using force (eg breaking through a door or window)? Please ✓ one only.

- Yes  
 No  
 Don't know

---

#### 3. Were you or a member of your household at home when you were burgled?

Please ✓ one only.

- No  
 Yes at home but unaware of burglary taking place  
 Yes at home and aware of being burgled  
 Yes at home and saw the offender

---

#### 4. What sorts of things were taken? Please ✓ all that apply.

- Nothing  
 Electrical equipment (eg TV, computer)  
 Jewellery  
 Cash, cheque books or credit cards  
 Food or alcohol  
 Tools  
 Furniture or other household equipment  
 Personal documentation (eg passport)  
 Antiques or collectables  
 Other

---

#### 5. Please estimate the value of property that was taken from you during the burglary Please ✓ one only.

- |                                     |  |
|-------------------------------------|--|
| <input type="checkbox"/> Nothing    | <input type="checkbox"/> £1000-£4999   |
| <input type="checkbox"/> Under £100 | <input type="checkbox"/> £5000 or over |

- £100-£499  Don't know  
 £500-£999

**6. Was there any damage to your property (doors, windows, furniture etc)?**

Please ✓ one only.

- Yes  
 No

**7. Please estimate the value of damage to your property that occurred as a result of the burglary** Please ✓ one only.

- Nothing  £1000-£4999  
 Under £100  £5000 or over  
 £100-£499  Don't know  
 £500-£999

**8. Was it the first time that you had been burgled in your current home?** Please ✓ one only.

- Yes  
 No ( → *If you answered no, please now go directly on to Question 10*)

**9. If not, how many times have you been burgled before?** Please ✓ one only.

- Once  
 Twice  
 Three or more times

**About your home ...**

Referring to the most recent time you were burgled if it has happened more than once ...

**10. What security measures did you have in place at the time when your home was burgled?** Please ✓ all that apply.

- Burglar alarm  Window locks  
 Double locks or deadlocks  Window bars or grilles  
 Outdoor sensor or timer lights  Security chains on door  
 Indoor sensor or timer lights  None of the above

**11. Have you installed any of the following security measures since you became a victim of burglary?** Please ✓ all that apply.

- Burglar alarm  Window locks  
 Double locks or deadlocks  Window bars or grilles  
 Outdoor sensor or timer lights  Security chains on door  
 Indoor sensor or timer lights  None of the above

**12. At the time you were (last) burgled, did you have household contents insurance?** Please ✓ one only.

- Yes  
 No ( → *If you answered no, please now go directly on to Question 16*)

**13. If yes, did you claim on your insurance?** Please ✓ one only.

- Yes
- No ( → *If you answered no, please now go directly on to Question 15*)

**14. Did your insurance adequately cover you for your loss as a result of the burglary?** Please ✓ one only.

- Yes ( → please now go directly on to Question 18)
- No ( → please now go directly on to Question 18)

---

**15. If you did not claim on your insurance, why not?** Please ✓ all that apply.

- Excess meant it was not worth it
- Too much paper work
- Thought premiums would increase
- Did not want to lose no claims bonus
- Thought claim would be unsuccessful
- Too embarrassed
- Thought insurer would make me increase security
- Other, please specify...

.....  
.....  
( → please now go directly on to Question 18)

---

**16. If you did not have insurance, why not?** Please ✓ all that apply.

- Did not think property was at risk
- Could not afford it
- Did not know how to get or arrange insurance cover
- Had not got around to arranging or renewing policy
- Refused by insurance company
- Thought it was not worth it
- Other

---

**17. Have you purchased household contents insurance since you were burgled?**

Please ✓ one only.

- Yes
- No

### About how the burglary affected you ...

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**18. How did you feel after you were a victim of burglary?** Please ✓ all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> Angry             | <input type="checkbox"/> Targeted                       |
| <input type="checkbox"/> Shocked           | <input type="checkbox"/> Guilty or ashamed              |
| <input type="checkbox"/> Fearful or scared | <input type="checkbox"/> Fearful or afraid for children |
| <input type="checkbox"/> Helpless          | <input type="checkbox"/> Other, please specify          |
| <input type="checkbox"/> Worried           | .....   |
|  | .....   |

---

**19. Did you experience any of the following after the burglary?** Please ✓ all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> Difficulty sleeping           | <input type="checkbox"/> Felt more aggressive                         |
| <input type="checkbox"/> Depression or anxiety         | <input type="checkbox"/> Increased use of alcohol, drug or medication |
| <input type="checkbox"/> Increased or reduced appetite | <input type="checkbox"/> Other, please specify...                     |

- Felt tearful* .....
- .....
- .....

**20. Overall, how much would you say you were emotionally affected by the burglary?** Please ✓ one only.

- Very much*
- Quite a lot*
- Just a little*
- Not at all*
- Don't know*

**21. Overall, how much would you say you were financially affected by the burglary?** Please ✓ one only.

- Very much*
- Quite a lot*
- Just a little*
- Not at all*
- Don't know*

**About how the burglary affected children or young people in your household...**

The next few questions are about the impact of the burglary on children and young people living with you...

→ if there are no young people aged 16 years old or under living in your household, please go directly to Question 26 on the next page.

**22. Are there any children aged 10 years old or under living in your household?**

Please ✓ one only.

- Yes*
- No ( → If you answered no, please now go directly on to Question 24)*

**23. How did they react to the burglary?** Please ✓ all that apply.

- Too young to understand*
- Anger*
- Worry*
- More cautious or wary*
- Shocked*
- Fearful or scared*
- Had difficulty in sleeping*
- Depressed or anxious*
- Tearful*
- Other, please specify...*
- .....
- .....
- .....

**24. Are there any young people aged 10-16 years old living in your household?**

Please ✓ one only.

- Yes*
- No ( → If you answered no, please now go directly on to Question 26)*

**25. How did they react to the burglary?** Please ✓ all that apply.

- Too young to understand*
- Anger*
- Worry*
- Had difficulty in sleeping*
- Depressed or anxious*
- Tearful*

- More cautious or wary
- Shocked
- Fearful or scared
- Other, please specify...  
.....  
.....  
.....  
.....

**About the support you would have liked after you were burgled...**

**26. What sort of help, support or advice did you want immediately after you were burgled?** Please ✓ all that apply.

- Did not need any
- Help in reporting the incident to the police
- Information from the police about case progress
- Advice on how to improve security
- Practical help with installation of improved security measures
- Financial help with improving security
- Help to claim insurance or compensation
- Other practical help (eg clearing up)
- Someone to talk to about it
- Someone for children or young people living in your household to talk to about it
- Protection from further victimisation
- Leaflet providing general advice for burglary victims
- Other, please specify...  
.....  
.....  
.....

**About the support you did receive after you were burgled...**

**27. Were you offered help, support or advice from any of the following agencies after you were a victim of burglary?** Please ✓ all that apply.

- Police
- Victim Support
- Insurance company
- Local Authority
- Community or Neighbourhood Wardens
- Neighbourhood Watch
- Employer
- Local Authority Housing Department
- Local Authority Social Services Department
- Other, please specify...  
.....  
.....

**28. What sort of help, support or advice did you receive immediately after you were burgled?** Please ✓ all that apply.

- Did not need any
- Help in reporting the incident to the police
- Information from the police about case progress
- Advice on how to improve security
- Practical help with installation of improved security measures
- Financial help with improving security
- Help to claim insurance or compensation
- Other practical help (eg clearing up)
- Someone to talk to about it

- Someone to talk to children or young people living in your household about it
- Protection from further victimisation
- Leaflet providing general advice for burglary victims
- Other, please specify...

.....  
 .....

**29. Do you or members of your household still need help, support or advice to deal with the effects of the burglary?**

- Yes
- No ( → If you answered no, please now go directly on to Question 31)

**30. If yes, what sort of help, support or advice do you need?**

.....  
 .....  
 .....  
 .....  
 .....  
 .....  
 .....

**About you and your household...**

**31. Are you**

- Male
- Female
- Transgender
- Prefer not to answer

**32. Which of the following age groups do you fit into?**

- 15 or under
- 16 to 24
- 25 to 44
- 45 to 64
- 65 to 74
- 75 and over
- Prefer not to answer

**33. Which of the following ethnic groups best describes you?**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>White</b></li> <li><input type="checkbox"/> British</li> <li><input type="checkbox"/> Irish</li> <li><input type="checkbox"/> Other. Please specify</li> <li>.....</li> <li><input type="checkbox"/> <b>Black or Black British</b></li> <li><input type="checkbox"/> Black Caribbean</li> <li><input type="checkbox"/> Black African</li> <li><input type="checkbox"/> Other. Please specify</li> <li>.....</li> <li><input type="checkbox"/> <b>Asian or Asian British</b></li> <li><input type="checkbox"/> Indian</li> <li><input type="checkbox"/> Pakistani</li> <li><input type="checkbox"/> Bangladeshi</li> <li><input type="checkbox"/> Other. Please specify</li> <li>.....</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Chinese or other ethnic group</b></li> <li><input type="checkbox"/> Chinese and Chinese British</li> <li>.....</li> <li><input type="checkbox"/> <b>Mixed</b></li> <li><input type="checkbox"/> White &amp; Black Caribbean</li> <li><input type="checkbox"/> White &amp; Black African</li> <li><input type="checkbox"/> White &amp; Asian</li> <li><input type="checkbox"/> Other. Please specify</li> <li>.....</li> <li><input type="checkbox"/> <b>Other ethnic group. Please specify</b></li> <li>.....</li> <li><input type="checkbox"/> Prefer not to answer</li> </ul> |
|---|--|

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**34. Is your property...**

- |   |   |
|---|---|
| <input type="checkbox"/> <i>Owner occupied</i>              | <input type="checkbox"/> <i>Rented from a social landlord (eg Council or Housing Association)</i> |
| <input type="checkbox"/> <i>Rented from a private owner</i> | <input type="checkbox"/> <i>Other</i>   |

**Thank you for completing the questionnaire**

## Appendix 2

### Victim Support areas involved in the research

#### Victim postal survey

- Nottinghamshire
- South Yorkshire
- Sussex

#### Structured telephone interviews

- Bromley
- Cheshire
- Dorset
- Gateshead (Northumbria)
- Gloucestershire
- Guildford
- Gwent
- Hampshire (Eastleigh N Winch, Gosport & Southampton branches)
- Harrow
- Hertfordshire
- Islington
- Kingston upon Thames
- Lambeth
- Lancashire
- Lewisham
- Lincolnshire
- Merseyside
- Merton
- Middlesex
- Northants (Eastern)
- North Staffs
- Oxfordshire & Buckinghamshire
- Shropshire
- South Wales
- Suffolk
- Surrey
- Teesside
- Tower Hamlets
- Waltham Forest
- Wandsworth
- Westminster
- Wiltshire

#### Focus groups

- Bexley
- Cambridgeshire
- Greater Manchester
- Nottinghamshire
- Southwark
- South Yorkshire
- Warwickshire

#### Case study research

- Greater Manchester (Stockport)
- Gwent
- Leicester and Rutland
- Merseyside (Wirral)
- Southwark
- South Yorkshire (Rotherham)
- Teesside (Redcar and Cleveland)
- Warwickshire