

*A Guide to
Security Management
at
Places of Worship*



**GREATER MANCHESTER
POLICE**



Foreword

I commend this booklet to all communities of faith across Greater Manchester.

Buildings, property and equipment are a constant worry as well as a positive blessing to congregations; any help in the safe use, maintenance and protection of them is valuable advice. We are grateful.

All worshippers of all faiths, and their leaders, can be vulnerable both at their places of worship and at home. Sensible measures for prevention and protection are contained here.

Human beings have infinite capacity for creating a sense of community, and for supporting one another. We must, however, be aware of our limitations as human beings, and the infinite capacity of some people to cause harm and distress.

Please make contact with, and give prayerful support to, the Police in your area.

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This booklet generally outlines measures that could be taken to reasonably reduce the opportunity of crime. The recommendations are based on current best practice.

Any crime risk assessment should be based on crime trends and patterns, indicating reasonable, practical and cost-effective measures, which can be incorporated to reduce the risk of crime.

There can never be any guarantee that crime will be effectively reduced.

It is strongly recommended that other statutory bodies are consulted, eg Health & Safety, Fire Prevention, etc., and especially Development Control covered by Town Planning Legislation (consult your local authority Planning Officer).

The guidance on legislation is not meant to be an accurate statement of the law, but to offer guidance only. You would not be able to rely on it to provide a defence to any criminal charge or civil claim.



Risk Management

Introduction

Crime is preventable.

In the business world, crime should be managed like any other aspect of commerce and controlled through management strategies. Security management at a place of worship should be viewed in the same way. Security of the actual place of worship, security of the religious leader's home, security of other workers' homes, and matters of personal safety, should all be afforded concern, care and attention.

It is not just luck that one building, person or community suffers crime and another enjoys a safe environment. It is not just luck that some organisations collapse due to the impact of crime.

Crime has to be considered and embraced in every aspect of daily life. It is too late to consider prevention only after a crime has occurred.

Mitigation of losses

Over recent years many managers of buildings have only been concerned with Loss Prevention and not Crime Prevention; as long as the insurance covered the loss then only basic preventive measures were taken. To their cost, these people discovered that it was impossible to mitigate with insurance all the losses from crime.

This is especially relevant to security at places of worship.

Incidents of damage, burglary, arson or even violence can have numerous implications that would not be covered by insurance.

Risk assessment

The risk of crime has to be determined. Then, if necessary, strategies have to be considered before action is taken either to prevent the potential loss or reduce it to a controllable, manageable level.

“The effectiveness of prevention isn't directly related to how much you spend; it's how effective you analyse your threats and the loss potential”

Without first analysing the risk, then how would you know if you were setting aside an adequate amount of money for security matters? How would you know that you were not spending a great deal of money preventing something that is highly unlikely to occur, but ignoring something from which you stand a high chance of suffering?

The actual "loss" that has to be managed is anything that may reduce your ability to operate effectively in your parish or community.

A common approach to discovering the vulnerable areas to your building and personal safety is to undertake a risk assessment.

As the name suggests this is an approach by which you systematically examine each element of your activities and buildings and draw up a list of the areas in which you might be vulnerable. Against this list you try to discover the likelihood of those risks occurring and the personal, social and financial costs they may pose.

This section and the rest of this booklet provide you with the advice and support to carry out such an assessment.

There are many security infringements that could reduce your effectiveness in any area of your work.

Although a major disaster, such as a fire, is often perceived as the only catastrophe that would seriously threaten your work, even minor "insignificant" issues, in isolation or cumulatively, can have far reaching implications.

These risks are not always static and constant.

Risks have to be continually assessed. For example, a change of fashion or habit with local young people, change of your procedures, or even the purchase of new computer equipment, can be just a few of the considerations that could affect your risk assessment.

The actuality of crime is not the only consideration. The *fear of crime* can affect both public and employees, creating a hostile environment. Sometimes it can take just one rare event reported in the news to make people feel scared, vulnerable and intimidated. Quoting statistics very rarely helps, but interpreting them into a realistic perception will often help restore a balanced perspective.

All persons who are concerned both with the function of the building and also every aspect of administering pastoral care have to assist in identifying the risks you all may suffer - anything from financial loss to anything that could reduce or inhibit the effectiveness of your work..

Security management, and especially risk management, cannot be the responsibility of just one person if it is to be effective.

Finding solutions:

The first step towards effective and efficient security management is to give a person the specific responsibility of Security Officer or Steward (a religious leader / Assistant / Secretary / Administrator / Elder of the church / etc).

This person should co-ordinate a Risk Management Group.

Risk Management Group

The size of the group will depend on the size of the place of worship, the level of public support, and local concerns. However, the Group should be large enough to represent all the main sections of people connected with your faith. Ideally it should include a representative from the surrounding houses (a local Home Watch or Business Watch co-ordinator would be more than suitable).

Try to include young people either from the church or from the local community or youth club. They may have innovative ideas and will welcome the responsibility and trust their inclusion signifies.

One of the first tasks of the Group should be to address these three basic questions:-

- ◆ *What are your risks?*
- ◆ *How often do they happen?*
- ◆ *How serious is the event?*

These three questions will be explained in greater detail.

- What are your risks?

Identify all the risks.

At this stage do not be concerned with solutions, simply list all the *actual* and *potential* threats.

A tour of the building will probably assist in identifying assets. Remember to include items that may not be obviously valuable (for example, a wooden chest used to store robes may be a valuable antique, or a stained glass window may contain irreplaceable glass).

Look at the building with a critical eye. The cost of an external waste bin being set on fire may at first appear to have no financial impact. However, if the bins are stored next to the building, or worse under a canopy, then a fire could destroy the entire building.

Don't limit your list to just material assets and the materials needed to perform a function. Also consider the loss of your service to the community.

Include personal safety in your risk assessment.

Consider lone workers, especially people who travel around the community.

- How often do they happen?

Although burglaries may be rife in a particular area, most people only become aware of a high crime risk when it happens to them. Regrettably, it is only then when most organisations consider crime prevention.

The likelihood of a second or subsequent attack on the same premises within a short time is very high.

This is because the criminals' motivation for the attack will probably remain (eg new computers will be quickly replaced) and the offenders know there is a low risk of getting caught because they have already succeeded once. In addition, many organisations do not respond quickly to an attack - the security will only be improved long after the stock has been replaced.

Many large community buildings are unaware if they suffer from crime because employees, members or volunteer helpers are not encouraged to identify security infringements (actual and potential) and management systems do not always exist to measure the effects.

A security register / diary should always be maintained. If details of incidents are recorded, including every associated cost, then these can always be analysed at a later date to discover trends and identify the most effective preventive action.

Parallels may here be drawn with Health and Safety requirements, although this is beyond the scope of this publication.

“A security register / diary should always be maintained”

The Risk Management Group should be able to answer the following questions:-

- ◆ *How often do they happen - from your own records?*
- ◆ *How often do they happen - from the records of other similar buildings?*
- ◆ *When do you estimate it could occur again?*

You may consider that you have “had your turn” and the incident will never happen, or occur again. But how do you know? Is your opinion based just on your own personal experience? An observation from reading newspapers? Or an informed decision based on crime analysis in the area?

How serious is the event?

Even relatively minor crime incidents can have a major impact.

An example could be a computer stolen in a burglary. In most cases, it is not the actual computer that is of concern (the Primary Costs), nor the repair costs to the building or the lack of work achieved whilst a replacement is sought (the Secondary Costs). It is the suspicion that others now have possession of confidential information, such as pastoral or membership records, and also the fear that people may discover that this information has been removed. It would be exceedingly difficult to mitigate any losses against these "Repercussion Costs" by insurance, as the effects cannot be quantified.

Study your risk assessment list and consider the impact if any one of those incidents occurred. Try to be specific and list what problems any threat would mean.

Include the *value* and the *cost*, but don't limit your list to just financial implications. Consider the loss of a service, the emotional consequences, etc.

If the chance of a particular crime occurring is very low, and the cost of security measures are very high, then it could be more cost effective to mitigate the loss by insurance rather than meet the high preventive costs. That having been said, the subsequent high premiums, secondary losses and associated inconveniences still have to be considered. In this case, improved security costs may prove a wise investment.

The security answers

Detailed throughout this booklet are numerous ideas for a Security Officer and a Risk Assessment Group to interpret for their own situation.

It should be stressed, however, that no one individual measure will prevent crime. Each security measure is part of a system to have an impact by either *detering*, *preventing* or *minimising* the loss.

- A 'Balanced Prevention Strategy'

This is achieved by creating a balanced prevention strategy in which the thief is delayed trying to overcome physical devices whilst in immediate danger of being caught.

This can be illustrated in the example where one office is protected only by barred windows, locked doors and computers secured to the floor. A burglar could enter the building and spend several hours negotiating the security devices undisturbed.

In other office premises the computers are protected by CCTV cameras, extensive alarm systems and the natural surveillance afforded by passing traffic. A burglar may simply force his way into the building in a "smash & grab" style, and escape before any person could react to the incident.

The solution is to incorporate physical security devices that delay a burglar from committing a "smash & grab" offence, but also to install security devices which notify everybody that the building is under attack.

This balance prevention strategy means that they will either give up or be caught (most thieves will not remain longer than 3 minutes after the alarm has activated).

A Balanced Prevention Strategy:

Physical Security v *Being Caught*

- Understanding the crime and criminal

The solution to a threat will be far more efficient if an understanding is achieved of why the crime is, or could, be occurring.

This point could be illustrated by using an example of damage to the building. At first it may appear pointless and without reason. However, criminological studies indicate that there are six motivation categories for damage:-

Cohen's Categories of Vandalism

- ♦ ***Acquisitive*** (as a consequence to a material gain)
eg smashing a window for property inside
- ♦ ***Ideological*** (for publicity, making a point)
eg terrorism, or racial hatred
- ♦ ***Malicious*** (meaningless or wanton damage)
eg very similar to 'Ideological', but without any apparent motivation.
- ♦ ***Play*** (damage by children engaged in play)
eg not just smashing a window with a football, but also bored teenagers loitering on the site and causing fires with cigarettes.
- ♦ ***Tactical*** (damage done for attention, a cry for help, or as means for something else)
eg wants a cell and a meal for the night.
- ♦ ***Vindictive*** (damage done in revenge, or as a grudge against someone or something)
eg youth refused entry to a youth club on site throws a brick through the window.

When it is understood *why* the crime is occurring, or could occur, then the reduction technique is far more efficient.

A brief analysis of the reported crimes against places of worship indicate that most offences of damage fall under the category “Play” (damage by children engaged in play - see above table). The most effective solution would therefore be to address youngsters loitering around the building at the most relevant time - but more of this later!

The next three chapters deal with physical security at the place of worship, security at the home and personal safety. Do not read these in isolation of a risk assessment.

Good security is always part of a large package. Very rarely is there a single “quick fix” solution.

Summary: Risk Management

- ☑ Appoint a Security Officer
- ☑ Create a Risk Management Group
- ☑ Raise awareness without fear
- ☑ Involve the community
- ☑ Conduct a Risk Assessment Survey which:-
 - ☑ *Identifies risks*
 - ☑ *The frequency of the risks*
 - ☑ *The seriousness of the risk*
- ☑ Implement preventive measures which are:-
 - ☑ *identified from the risk analysis*
 - ☑ *part of a “balanced” preventive approach*
 - ☑ *based on an understanding of the causes of crime.*



Security at the Place of Worship

Why Us?

One of the most effective strategies in trying to prevent crime at a place of worship is to ask yourself the question “Why would someone choose my premises?”.

Listed below are a few simple tips to deter offenders from choosing your building, in addition to the many other solutions throughout this booklet.

Working late?

Burglars don't want to be disturbed by people in the premises. You could trick thieves into thinking you are working late or that a meeting is taking place, by leaving selected lights on around the premises.

These may be controlled by switching devices made primarily for domestic use.

They could switch on lights for the identified vulnerable periods (eg Friday evening may have been identified in your risk assessment).

Nothing to steal

If a thief did not want to steal anything from your property, then the level of security would not need to be as extensive.

You can reduce a thief's desire to steal property by permanently marking it in an obvious position (see the Identifiable Property section).

Do not underestimate the importance of keeping valuables out of sight. A computer and printer near a window is nothing more than an advertisement to a thief.

To learn from other organisations, many schools are now learning the benefit of using only audio and video equipment which is not attractive to the majority of thieves eg top loading video recorders and wood grain effect televisions. Alternatively any item can be rendered "undesirable" by, for example, simply painting it orange or green. Some schools always tip a tin of bright paint over a computer's case for this reason (with the internal parts temporarily removed until the paint is dry!).

*“...any item can be rendered
'undesirable' by simply
painting it
orange or green”*

Although this last tip may not be appropriate to all situations, it illustrates the point that as new equipment is purchased the crime risk constantly changes.

Rubbish

Rubbish can provide a ready source of ammunition for arson attacks.

Even if the fire is not malicious, careless litter and rubbish can easily cause accidental fires. Have a look at stairwells to cellars and other similar collecting points for rubbish. One carelessly discarded cigarette could have disastrous consequences.

Carefully consider where all rubbish is stored. If a locked "out-house" type store cannot be arranged, consider a lockable bin or skip.

Alternatively lock and chain waste bins, especially wheeled skips, to a strategically placed post away from the building. If the bins were then set on fire, the damage would be minimal.

Waste paper collections

The storage of paper from charitable waste paper collections can have unforeseen consequences.

Apart from the very real risk of fire, as mentioned in the previous tip, old magazines may encourage young people to frequent the area at inappropriate times and whilst unsupervised.

The design

If your premises have unrestricted access around any of the buildings, then this alone can encourage crime. Trespassers should not be able to walk fully around the building - there should be fenced areas creating private zones.

There are many theories why this reduces crime. For the purposes of brevity these theories won't be discussed in this document. However, it is sufficient to observe that if only simple fences or hedges extend out from the building to the perimeter, or private inner garden areas created, then this will help to reduce crime against the building.

The design of the fences or hedges also has to be considered. See the "Fences" section under the chapter "Outside: First Line of Defence".

Lockable gates could be incorporated in these fences, if access is required at certain times of the day.

Young people loitering in the grounds

If you wish to restrict young people from loitering in the grounds of the building at certain times of the day, then some organisations are discovering new and innovative ways of deterring them.

Playing classical music, or music related to your religion, over external speakers may discourage teenagers not to loiter within hearing distance. Of course there are many other considerations to be discussed before progressing this idea. It would be unfair to expect neighbours to have to listen to music all evening and night!

There are many other techniques that could also reduce annoyance by youths. These are mentioned in several sections of this booklet.

Graffiti

Neglect is infectious. All graffiti should be removed as soon as possible, thus eventually deterring vandals.

A variety of surface treatments are available which will make any graffiti easier to remove. It is often cost effective to protect the more vulnerable areas of walls and fences from any future damage.

Gravel paths & debris

Gravel paths can provide ammunition to people wishing to throw stones at windows.

Similarly, rubbish piles of old bricks have been used to commit damage to the building.

The solution is obvious. Remove all items that could be used to commit crime. Even large stones from a garden rockery have been used to smash windows.

Gardening tools

Similar to the above point, always secure equipment. Very few burglars bring their own tools.

Summary: Why Us?

Why would someone choose your premises?

Available solutions:

- Leave office lights on
- Permanently mark items in obvious position
- Keep desirable items out of sight
- Choose less desirable items (eg silver fronted video players)
- Paint the cases of audio visual items in an unusual colour
- Remove rubbish from the grounds
- Secure waste bins away from the building
- Store waste paper collections away from the building
- Using fences and gates, reduce access around the building
- Discourage youths loitering by playing music
- Remove graffiti as soon as possible
- Remove gravel and other potential missiles from paths
- Secure gardening equipment and other potential burglary tools

Outside - the First Line of Defence

Making thieves feel exposed when they approach your property can help. People passing by your unoccupied property should be suspicious of an intruder before he attempts actually to enter the building.

Similarly, restricting vehicles from being driven right up to the closed building will greatly assist in minimising your loss. What criminal would want to make several journeys, carrying the stock all the way to a car parked some considerable distance away?

Bollards

To restrict vehicles approaching your property consider bollards.

If they have to be removable, consider all the different types on the market. There is little point in installing one that would break if a vehicle drove into it.

Raised concrete flower beds make an aesthetic alternative to bollards, as do ditches and even ponds in the right situation.

Fences

Thorny low hedges and low fencing (or transparent high fences) will increase security, as will outside lighting.

Most burglars break into buildings from the back. Good rear fences or hedges, coupled with a lockable side gate will help. The side gates are best positioned level with the front of the building so that they can be seen.

When choosing the type of fence you should consider the view neighbours or the public have of the front and rear of your property. A high fence may be difficult to climb over but can stop people casually observing your building. A low fence is easy to climb over but enables everybody to see a burglar.

Higher security fencing does not have to look oppressive (in fact, it is suspected that oppressive security can often *increase* crime). A galvanised palisade fence can be painted in colours suitable to the local environment.

*“Fences should not look oppressive
as that, in itself,
could encourage crime”*

A weld-mesh fence is similar to a chain-link type, but far more secure. Whilst being too small to obtain a foothold, the many small holes make the fence appear transparent. It is difficult and time consuming for potential intruders to cut the sections.

For tips on positioning the fence, please refer to the “The design” topic under the previous section “Why Me?”

Barbed wire

Barbed wire may be used to defend your property, but the law puts certain restrictions on its use.

Section 164 Highways Act 1980, says that where on land adjoining a highway there is a fence made with barbed wire in or on it and the wire is a nuisance to the highway, a notice may be issued by the Local Authority for the nuisance to be removed.

Being a nuisance means that it is likely to cause injury to people or animals using the highway.

In practice, most Local Authority Highways Departments usually consider that barbed wire lower than eight feet from the ground could be a nuisance to highway users.

The term "Barbed Wire" means anything with spikes or jagged projections, so would also include razor wire and the wooden carpet gripper strips which have nails sticking up through the wood.

If the barbed wire is not adjoining the highway and an injury results, you could still be faced with a claim for damages under the Occupier Liability Acts. Occupiers of premises have a duty of care, to people entering or using their premises. This duty even extends to trespassers, although it is not as extensive as it is to people lawfully using or visiting the premises. So a burglar, who could not be aware that barbed wire was on top of a fence and injured himself on it, could have a claim against you despite the fact that he was a trespasser.

If you wish to have some sort of barbed wire protecting your property, it may be a good idea to check with your insurance company that they would cover you in the event of a person claiming for an injury caused.

An important consideration is also people innocently hurting themselves on your barbed wire, eg a police officer checking an alarm activation or a young child trying to retrieve a football. This sort of injury could result in unwelcome media attention.

Electric fencing

Electric fencing is not as unrealistic as may be first thought. There are now companies offering this product as a cost effective, viable option. Naturally, the electric fence has to be installed to defined specifications.

A specialist installation company could assist with further enquiries.

Lighting

There are several types of external lighting systems.

- Detector Lights

This type of system uses a sensor which, when it has detected a person in its range, automatically switches on a light. The light is usually a high powered floodlight, but may be any type of lighting unit.

The Quartz Halogen type floodlight coupled to a Passive Infra-Red (PIR) sensor is now very popular, with the prices falling considerably over the last few years.

This type of unit may help to reduce the fear of crime. Visitors or employees using the car park when it is dark feel safer when their surroundings are well illuminated.

The better systems have the sensor in a separate unit from the light. This enables you to have more than one PIR sensor or light, linked together in one system. In any case, remember to fit them in locations where it would be difficult to damage them.

- Permanent Lights

Some people prefer external lighting that comes on automatically at dusk and stays on all night until dawn.

The photocell darkness detector unit can operate any number or style of lights, from ornate coach lights to practical bulkhead lamps.

If low wattage economy bulbs are used these can cost less than 1p per night in electricity.

Siting of these lights is important to ensure that dark shadowed areas are not created. Unlit areas can provide a hiding place for a thief or instil a fear that someone *could* be hiding there.

Ask your group to independently walk around the building and compare notes about the risks they see.

Foliage

Be aware that large trees or bushes can restrict people seeing the building, allowing criminals to work unobserved.

Bushes and trees also restrict available light from your own external lighting or from street lights.

Stone paving

Real stone paving can be extremely valuable. As a result, some old churches have had entire pathways stolen.

Realising that they can never entirely prevent this type of theft, some buildings have decided to sell the stone paving slabs. This has more than paid for a new pathway to be laid and also provide extra money. The replacement path, although giving the same appearance, is a lot safer to pedestrians in wet weather.

Summary:

Outside - the First Line of Defence

Building security starts outside

Available solutions:

- ☑ Make visitors feel exposed whilst approaching the building
- ☑ Restrict vehicles from driving up to the closed building
- ☑ Get good fences or hedges, but maintain aesthetics
- ☑ Understand all the implications before installing barbed wire
- ☑ Electric fencing can be a possibility
- ☑ Consider outside lighting
 - ☑ *Floodlights and/or low wattage lights*
 - ☑ *Manual or automatic (proximity sensors or dusk to dawn)*
 - ☑ *Locate in a position where they can't be damaged*
 - ☑ *Try not to create dark shadowed areas*
- ☑ Look at bushes and trees restricting light and natural surveillance
- ☑ Consider the risk of natural stone paths being stolen

Internal Security

Check insurance

Most insurance companies now insist on a specified level of physical security, detailed in your policy. Check the small print and if in doubt, write to your broker before it is too late. Some insurance companies will offer a discount to secure premises or even conduct security surveys to ensure you obtain appropriate advice.

Doors - external

Locks are only as good as the quality of the wood in the door and frame, or as the fittings of the frame. Before fitting any additional locks it may be better to have a builder or joiner further secure the door frame to the brickwork.

Check your door to see if it has weak wooden panels. Some traditional rear doors which are glazed at the top but have a plywood panel at the bottom can be vulnerable. You can strengthen it by screwing on a piece of 1/2" exterior grade plywood. Cover the screw heads with filler or use security screws (designed not to be unscrewed). If the panel were painted the colour of your door, it wouldn't be that noticeable but is much harder to force.

For a stronger fixture, the new panel can be made out of metal or bolted straight through the door itself using round headed bolts.

Do not forget the hinged edge of all doors. Hinge bolts are metal "lugs" which cannot be retracted, fitted to the hinge edge of the door. When the door is in the closed position, these hinge bolts help to prevent the door being taken out of the frame. This is especially useful if the hinges are exposed (as is the case on most outward opening doors).

Mortise locks

If you have wooden external doors to your property, you are advised to fit a mortise dead lock that needs a key to open it from either side of the door. If you choose one that conforms to British Standards (BS3621) or has at least 5 levers, this should be acceptable.

To disperse the force on a door when someone tries to kick it down, many people fit two mortise locks, widely spaced.

Check the door is thick enough to accept the locks and keep its strength, although it may be better to approach a qualified locksmith for advice.

Do not rely on very old locks. Again, approach a qualified locksmith for advice.

Bolts

Mortise bolts tend to be more secure than the ornate little draw bolts which are suitable only for cupboards, and not as unsightly as a big draw bolt.

With a mortise bolt one key fits all. When it is rotated in the keyhole it makes a bolt shoot out of the door itself into the door frame.

They are most effective when two are placed on a door, one near to the top and one near the bottom.

The key can be used only on the inside of the door, so put them on doors by which you do not leave.

Door drop-bars

Security devices can be specially made.

A metal girder can be dropped into a horizontal bracket on the door frame - on the inside, of course. Although it is not normally necessary, this bar can be secured in position with padlocks. It could even be hinged so that anyone could move the heavy bar out of the way.

Fire doors

Contrary to popular belief, it is usually permissible to fit additional locks to external fire doors. However, when the property is occupied a fire door *must* be capable of being opened in one quick and easy action. Your life may depend on it!

It is usually acceptable to fit extra locks on fire doors as long as you have an established system to ensure the extra locks are taken off when the first person enters the building and not replaced until the last person leaves. A good example could be padlocks fitted to all the fire doors in a factory. The removed padlocks could be held on a peg-board in a prominent place so that the last person to leave can check that they have all been returned. Also on arrival each person can check that the necessary padlocks are on the board.

To ensure that an additionally secured door is always safe, it is possible to secure the door with an electro-magnetic lock which pulls the door into the frame. These aren't as unusual as they sound. They are quickly becoming a very common locking device used with most combination or card swipe mechanisms. The lock is linked into the fire alarm system so that when the fire alarm activates the power to the door is cut off and the door may be opened. If required, a separate push switch can be fitted near the door to allow easy access or egress.

It must be stressed that your personal safety is more important than the safety of tangible assets. If you are in any doubt that you may be compromising the safety of your people in the event of fire, obtain advice from your local fire station.

*“You have to be safe
as well as secure”*

Some fire doors may benefit from having a separate alarm fitted. Staff misuse of fire doors would then be discouraged.

Gated doors

To improve the security of an external door, a metal gate could be fitted externally over the door.

Similar to a traditional side gate from a house, the gate could offer some of the benefits of a roller shutter, but look a lot more aesthetically pleasing.

Roller shutters

Dependent on the individual criminal risk to your premises, it may be appropriate to fit metal security shutters.

The consequences of fitting shutters should be explored from every aspect before a decision is made. For example, shutters may be prohibited by local authority planning requirements; they may restrict the public from actually seeing a burglar in the premises; oppressive shutters may, if everyone fitted them, curb legitimate use of the area due to a perceived fear of crime - especially if they become a target for graffiti.

A shutter on the *inside* of a window can be more effective than one placed on the *outside*, due to the fact that the breaking of the glass would activate the alarm before the shutter is forced. However, if it is the window itself that has to be protected from damage (eg racially motivated attacks may be a concern) then the type of shutter, and its placement, would need to be reconsidered.

Carefully consider the type of locking mechanism fitted. Most shutters would benefit from additional padlocks fitted along the bottom of the shutter, about every 6 to 10 feet. Others are electrically controlled.

All shutters should have an alarm contact fitted so that the alarm is activated at the first moment a burglar tries to gain entry.

Window locks

To obtain the correct type of lock for a wooden framed window, try to choose the sort which does not involve any of the window catches. The type of lock that pulls the window into the frame with a

key is normally stronger. They may even stop a person forcing the window open or leaning through a smaller window to undo it.

If the opening section of the window is quite large, fit two window locks.

Window locks can be supplied and fitted by a locksmith, but most types can be fitted by anybody who can use a screwdriver.

Self-locking window locks are a little more expensive than other types, but may be more convenient to use on windows which are frequently opened and closed (canteen or lavatory windows etc.).

Louvre windows on the ground floor should generally be avoided. If you cannot replace a louvre window, consult a glazing firm who may be able to secure each pane of glass in each frame with strong adhesive.

Remember that windows of upper floors are vulnerable to a climbing burglar and one who brings ladders.

Double glazing

If choosing double glazed windows, it may be preferable to check to see that it is not just the handle that stops a window from opening. Many windows use a number of bolts coming out of the opening frame into the fixed frame, operated when the handle is turned. You should need a key to unlock the window.

Whether your window unit is glazed from the inside or outside you should be satisfied that the glass cannot be removed without it being broken. A good glazier familiar with UPVC frames should be able to secure existing externally beaded frames.

Fitting extra locks to UPVC or aluminium framed doors is usually beyond the DIY amateur. If the door does not lock along its full length, consult a glazier or locksmith for advice, or ask them if they can do the job.

It is advisable to check with the company which installed the double glazing before fitting any additional locks to windows or doors. Unauthorised fitting may invalidate the guarantee.

Glass

Laminated glass is preferable to toughened glass, for security and safety. When broken, toughened glass breaks into many small pieces over the entire pane of glass. Laminated glass will break as normal glass, but will hold in place in the window, slowing down a burglar from entering, or stopping a child from cutting him or her self. The thicker panes of laminate glass are often called "unbreakable".

Georgian wired glass is not a security glass - it is designed for fire resistance.

Polycarbonate, a "plastic" type of glazing material, is unbreakable during normal use. However, the disadvantages are that most types can be easily scratched and usually discolour with age.

Specialist contractors can fit a security film to most types of existing glazing. Apart from affording protection from burglars and bomb blasts, these can often pay for themselves through energy efficiency.

Leaded windows can be protected by secondary glazing. An external pane of glass or polycarbonate will protect the lead and stained glass from damage - whether deliberate or accidental.

Again, consideration should be given to any Local Authority planning permission requirements.

Bars

There is now a wide range of commercially produced "bar" systems designed to protect a window. They range from simple steel bars like something from a prison cell, to subtle folding systems in a variety of colours and finishes which only become obvious when in use.

Some buildings have non-oppressive designs fabricated especially for them, incorporating a religious symbol. These are not as expensive as many people first think and can sometimes be a cheaper alternative.

Such protection does not have to be oppressive - they can even be painted white or made a feature (have a look at historic buildings, especially cathedrals, to see how they used ornate designs to successfully protect windows).

Doors - internal

Locking internal doors while you are away from the building can sometimes stop a burglar from going further into the property, but in other instances the locking of an internal door can result in a lot more damage if the door is smashed down.

An important consideration on deciding if internal doors should be locked, would be whether a burglar alarm is fitted. Burglars know they have limited time if an alarm is sounding, and locked doors may deter them from investigating further.

As with exterior doors consider the strength of the wood in the door and how well the door frame is secured before fitting any lock or bolt.

Keys

Many large public buildings make the mistake of having little or no key control. Do you have a list of everyone who has a key? Do you know how many keys have been circulated? If someone lost a key, would you bother to replace all the keys?

There should be strict control of who borrows keys, a trusted person allocating only that specific key.

Don't leave spare keys for your windows and doors about the building. All keys that have to be used during the normal working day should be retained in a secure cabinet designed for that purpose.

It may be appropriate for your building to use only security keys - keys which can be copied only by a designated locksmith under proper authorisation.

Never leave keys in the door locks. This makes it easy for a burglar to unlock them and remove larger items from your property.

Boxes

Letter boxes give easy access for the both the determined arsonist and the prankster to set fire to a building.

Specially constructed post boxes are available which are separate from the building. Some now have heat sensors and fire extinguishers incorporated.

Safes

If you wish to protect items of high value, check with your insurance company first to see if they recommend any particular type of safe.

Some safes appear cheap to purchase, but are very difficult to fit. Discussing your needs with a qualified locksmith will help.

Smoke generating units

Systems are now available that fill an area with thick smoke in seconds when an intruder is detected, making it impossible to see for more than a half a metre.

These systems are designed to keep an intruder out of a building rather than trap a burglar inside.

This type of security device is constantly being improved. There are now several "types" of smoke making it possible to install these devices in most environments without it damaging your property or stock.

Further advice can be obtained from the manufacturers, or approved alarm companies.

Open porch

Youths can be deterred from loitering in the grounds of the building at certain times of the day by gating off covered areas. These areas, especially large porches, can be protected with aesthetic gates.

They will also afford extra protection to the property doors.

Roof access

Children and young people should not be allowed to trespass on the roof.

The preventive measures depend entirely on the design of the individual building. However products available to assist include:

- ◆ Anti-climb Paint
 - *a non drying thick paint for painting at the back of drainpipes, or along roof fascia boards;*
- ◆ Metal Bars
 - *a metal obstruction, usually in the style of iron railings, which restricts climbing of drainpipes;*
- ◆ Cactus Roof Edging
 - *commercially available mouldings and railings to restrict climbing over a roof edge;*

For similar reasons to the use of barbed wire, carefully consider if a legitimate user of the property could hurt themselves or damage their clothing.

Of greater benefit would be to examine your building for unnecessary walls or fences which afford easy access to the roof.

Large refuse bins also should be chained away from the building (also see notes on fire prevention) so that they do not assist access to a roof.

Lead roof

Is the lead on your roof covered by insurance?

If you cannot secure the roof and therefore stop lead being stolen, consider having it removed professionally and replaced with a modern substitute.

It has been known for the sale of the lead to more than pay for the replacement costs.

You will not need the same level of security if the target is removed.

Secure room

Some places of worship are finding it more cost effective to leave the building open to the public within certain times of the day, but have nothing that could be stolen from these areas.

Instead, a “secure room” is created and valuables are stored in there.

Usually, this type of room would have bars or shutters at the window, no external door, a very secure internal door, an alarm - to name just a few!

The room would normally house the safe and/or steel cabinets for religious artefacts.

Items needed elsewhere in the building (PA systems, electronic keyboards, etc) could be kept on a trolley and wheeled into this room for safety.

Fire

With all this security some people worry about escaping from a fire. Good security is designed to stop burglars getting in, not people getting out. Burglars want to operate quietly without being seen, whereas if there was a fire you want everybody to see and hear you.

Fire prevention may be a requirement in law, although it is obviously within everyone's interest to make sure they are safe. If in any doubt whatsoever, always take expert advice.

Remember to be *safe* as well as *secure*.

Permission?

Remember that whenever considering the use of any external protection, consideration should be given to any Local Authority planning permission requirements.

Your local Planning Department will offer advice before costly mistakes are made.

Summary: Internal Security

Considerations and possible solutions:

- ☑ Check your insurance requirements
- ☑ Check all doors for:
 - ☑ *Secure frames*
 - ☑ *Weak door panels*
- ☑ Improve door security by:
 - ☑ *Hinge bolts*
 - ☑ *Mortise locks*
 - ☑ *Mortise bolts*
 - ☑ *Door drop-bars*
 - ☑ *Create a system to ensure Fire Doors are unlocked whilst occupied*
 - ☑ *Secondary gates over doors*
- ☑ Understand all the considerations before fitting shutters
- ☑ Improve window security by:
 - ☑ *Window locks*
 - ☑ *Choosing the correct type of double glazing*
 - ☑ *Choosing the correct type of glass*
 - ☑ *Protecting leading windows*
 - ☑ *Aesthetic bars - inside or out, folding or fixed*
- ☑ Control key retention
- ☑ Consider risks from a letter box
- ☑ Place items in a safe
- ☑ Smoke generating units everywhere, or just offices
- ☑ Gate off porch areas
- ☑ Restrict access to the roof by:-
 - ☑ *Anti-climb paint*
 - ☑ *Metal bars*
 - ☑ *Cactus roof edging*
- ☑ Explore the possibility of replacing roof lead with a substitute
- ☑ Cannot secure the entire building? Create an inner secure room which houses the valuable items.
- ☑ Never compromise fire safety
- ☑ Always consult Development Control, covered by Town Planning Legislation (consult your local authority Planning Officer).

Alarms

The sight of an alarm box is still a deterrent. Many a burglar, however, doesn't notice an alarm box until the bell starts ringing.

The sound of an alarm will cause most burglars to grab what they can quickly before making their escape, without exploring the rest of the property.

If an alarm is coupled with very good physical security, not only will you reduce the likelihood of an attack, but if the burglar were successful in entering your property you would drastically minimise the amount stolen.

Choosing the correct alarm system can be quite difficult due to the variety of features available.

Which type of system?

In a nutshell, there are two types of alarm system: Type A and Type B.

By law, both types of alarm system should have an automatic cut-off so that the noise does not continue for more than 20 minutes.

Many systems now make it easy for many key-holders to have their own unique alarm code number - a number chosen by each person so that it can be easily remembered. This also means that control can be maintained over who has access to certain areas of a building and changes of key-holders dealt with easily and without cost.

- Type A (Remote Signalling) alarms

A monitored alarm system, also known as a "remote signalling" system or "Police Call", is similar to a Type B system, but is monitored by a private central station 24hrs a day.

On activation the alarm system automatically informs an approved monitoring station somewhere in the country, who will notify the police on a dedicated line. You can give a password or code number to stop a false alarm.

This type of alarm system is particularly suitable for isolated buildings away from residents, or where you do not wish to rely on the assistance of neighbours.

Discuss with the alarm company the various ways in which the alarm system can be protected from attack by a burglar (eg if the phone wires are cut, will the alarm still activate?).

Enquire about the additional annual charge for the monitoring.

- Type B (Audible Only) alarms

If a thief sets off the alarm, or you press a personal attack button, it will ring instantly outside. This system then relies on someone hearing the noise and calling the police as it does not automatically signal to a monitoring station or the police.

The police receive many thousands of such reports every year. Only a few are genuine.

The police have therefore adopted a national policy in relation to reports of Type B alarm activations. To obtain police attendance Type B Alarms require some additional indication that an offence is in progress. This could be the sound of breaking glass, seeing a suspicious person, an unusual light, etc. The police do not rely just on the alarm system itself.

To this aim, we therefore ask people to first check premises before telephoning the police but without putting anyone in danger. Neighbours could look through a window, attend with a friend, look for suspicious signs or noises.

If there is an additional suspicion, then all calls to the police reporting the alarm should be a 999 emergency as you think an offence is in progress.

You are advised to leave key-holder details with your local police. The key-holder may be any person you trust.

The cost of this type of alarm system should be for the installation only, although some customers prefer to take out a service and maintenance contract.

DIY "Bells Only" systems are currently available, but make sure that the system you are considering conforms to BS6707. If you are considering fitting an alarm yourself, you should be fully competent in working with electricity. You should also ensure someone else is totally familiar with the system for the occasions when you are not opening or closing the premises yourself.

Most people prefer to choose an alarm company recognised by their insurance company.

Which alarm company?

- Type A (Remote Signalling) alarms

Police will only attend remote signalling alarms installed by alarm companies whose business is subject to inspection by a recognised Independent Inspectorate organisation.

Currently, these Inspectorates are:

NSI (National Security Inspectorate)
Tel. 0870 20 50000
www.nsi.org.uk

SSAIB (Security Systems and Alarm Inspection Board)
Tel. 0191 296 3242
www.ssaib.org

These organisations publish lists of authorised alarm fitting companies.

- Type B (Audible Only) alarms

The police do not recommend individual alarm companies (or even "recognised" companies). Of course, most of the companies that install Type A alarms also install Type B alarms.

What should I ask?

You should seek answers to the following questions:-

1. Before disclosing personal security details, have I checked the address and credentials of the company and seen proof of identity from their representative?
2. Is the company subject to an independent inspection process and if so by which organisation?
3. Is the installation of an alarm a requirement of my insurance company and if so, is the company acceptable to my insurer?
4. Have I sought written quotations from at least three alarm installers?
5. Type A (Remote Signalling) Alarms only - Can the company representative provide me with a list of police rules for occupiers of premises with alarms and written confirmation that the alarm and the company are currently acceptable to the local police for the transmission of alarm messages from new installations?

6. Does the quotation:

i) specify that the installation will be to British Standard 4737 or BS 7042 (high security systems), or if it is a wire free alarm, BS 6799 clause 6 as amended by NACOSS Code of Practice NACP 12?

ii) include the terms of maintenance and monitoring contracts?

7. Do they operate a 24 hour call-out service and emergency attendance within 4 hours?

Personal attack buttons

- Type A (Remote Signalling) alarms

Personal attack buttons should not be used as an easy way to summon the police, unless you are unable to get to the phone without putting yourself in danger. A "999" call is always preferable.

- Type B (Audible Only) alarms

The only purpose of a personal attack button in a Type B alarm system would be to make a noise, thus attracting attention, and scare the attacker away.

In many situations the noise would scare away drunks, attackers, rowdy persons, etc. However, in some situations it could make an attacker more annoyed.

The only answer is to have good staff training. All staff should know under what circumstances it would be preferable to press the button, why they are pressing it and what happens when they press it.

Designing the system

Remember to try and achieve an alarm system that will activate at the *first* stage of entry into your building, not just when someone has actually entered a room. This could be achieved by having alarm contacts fixed to roller shutters, break-glass detectors over windows, etc. The installing alarm company can advise you in this respect.

Passive infra-red detectors (sensors fitted in the corner of rooms) have a red light that illuminates when it detects someone, regardless of whether the alarm system is switched on or not. It has been found that some intruders will plan their route through a building so that they will not activate the alarm. The alarm engineer can easily disable the light without affecting the sensor's main function.

Generally..

Consider an installation contract carefully before you sign, checking all details. Check whether you own or rent the system, the maintenance contract, the cost and whether the controls could be easily operated.

An alarm system should cause no mess to the decor, since the wiring will be concealed.

False calls will result in the alarm response being withdrawn by the police, which may affect your insurance cover.

Try to avoid false calls. False calls can cause a loss of credibility with neighbours, who may stop taking any notice of your alarm.

Summary: Alarms

An alarm is beneficial in a Balanced Prevention Strategy

- ☑ There are two types of alarm:-
 - ☑ *Type A (Remote Signalling)*
 - ☑ *Type B (Audible Only)*
- ☑ Type A alarms can only be fitted by companies subject to a recognised inspectorate.
- ☑ Know what to ask the company before signing.
- ☑ Understand when to use personal attack alarms and what happens if you do use it.
- ☑ Carefully consider where the alarm triggering devices (eg PIR detectors) should be sited - ideally at the very first point of entry.
- ☑ Check a contract before signing
- ☑ Police have limited their attendance to systems which repeatedly generate false calls.

CCTV

Before you start looking at the many different types of CCTV systems which are available, first ask yourself the questions:-

- ◆ “Why do I want CCTV?”;
- ◆ “What do I want to achieve from a CCTV system?”;
- ◆ “What is the purpose of CCTV?” and
- ◆ “Will the performance achieve my expectations?”
- ◆ “Will it be legal?”

These answers to these questions will be useful if you are considering installing a new system, or improving an old one.

It should be you who is the first one to test your system - not the criminal.

“Why do I want CCTV?”

There are only three objectives in installing CCTV:-

- ◆ *the Anticipation of Offences*
- ◆ *the Prevention of Crime*
- ◆ *the Detection of Offenders*

Each point will be explained in detail:-

- **Objective: Anticipation of offences**

One of the objectives in installing a CCTV system is to anticipate offences about to be committed, so that action can be taken to stop the suspect before a crime is committed.

An example of this objective is where security guards monitor a camera overlooking a car park. When they see suspicious people they either go out themselves to prevent the crime or call the police.

The problem with trying to achieve this objective is that for the system to be effective, someone has to sit monitoring the screens all the time. A receptionist or secretary cannot be expected to constantly monitor the screens whilst doing another job, and then be held responsible for not seeing something happen. Even trained security staff have a limited concentration span of usually around 20 minutes at a time!

It is for these reasons that some advanced systems have had incorporated into them a movement alarm that notifies an operator if something moves within the camera's field of vision.

It is dependent on the individual circumstances whether the image should be recorded. In some situations the person monitoring the screens could switch on the recorder only when something begins to happen. Alternatively, other people prefer to record constantly in case a person misses seeing something (in which case reference should be made to the detection objective).

A CCTV system may be required to verify a caller at a door. This type of situation would also fall under this objective as the occupant has installed the system to anticipate an offender calling and then being able to restrict entry. A person's attention is normally drawn to the screen due to a doorbell or similar and it is usually not necessary to record the image.

- **Objective: Prevention of offences**

Most people considering the installation of a CCTV system have the main objective of trying to prevent crime. That is, they do not want to detect or anticipate offences, only to stop them happening in the first place!

For a CCTV system to be a preventive measure against any potential offender, it is obvious that the criminal has to know that you have a CCTV system. Cameras should be visible and obtrusive - not covert. Warning signs & logos should be placed at all possible points of entry to advertise your system, even if all the cameras are "dummy" units!

Criminological research has shown that CCTV systems are more effective in preventing crime if monitors are placed at the points of entry to a shop or building showing live coverage of that point of entry.

It is for these reasons that some CCTV facilities combine a cheap monitored system - monitors which the public can see - with dummy cameras and many warning signs.

- Objective: Detection of offenders

Time and time again people give the police a recording of an entire floor area and expect them to enhance the picture so that they can get a perfect picture of an offender.

The reality is totally different. The technology does not exist to enlarge and enhance any CCTV picture so that you can, for example, read a newspaper that someone in a crowd is holding.

A TV Camera breaks things down into little squares called pixels. When you zoom in on a recorded picture, all you get is a closer view of these little pixels. This becomes an unrecognisable shape that could be anyone.



With this in mind, you should try and get the best close-up you can with a camera. In a private building, this usually means facing a camera at the door so you will get a clear head and shoulders shot of everyone entering. No matter what then happens, you will have already recorded a good picture to use for identification. Remember, though, that a bright background outside may cause the exposure to overcompensate and silhouette the person in the picture.



When recording on tape the quality of the picture will depreciate the longer the system is set to record. For example a picture from a tape recorded on 36 hour time-lapse, or even "long play", will be appreciably worse in quality than a picture from one recorded at normal speed. Think about how you record video at home and the differences in picture quality.

Remember when using video that you must have a system which outlines how often a tape is used and for how long it is retained. You may wish to keep all recorded tapes for a set time in case offences do not get discovered until a much later time or date.

Also remember that all video tapes have a limited life, as the picture quality becomes appreciably worse with use. The rule should be to use a tape for only 12 recordings using 1 tape or more in a 31 day cycle. The imaging or video recorder itself will also need regular maintenance.

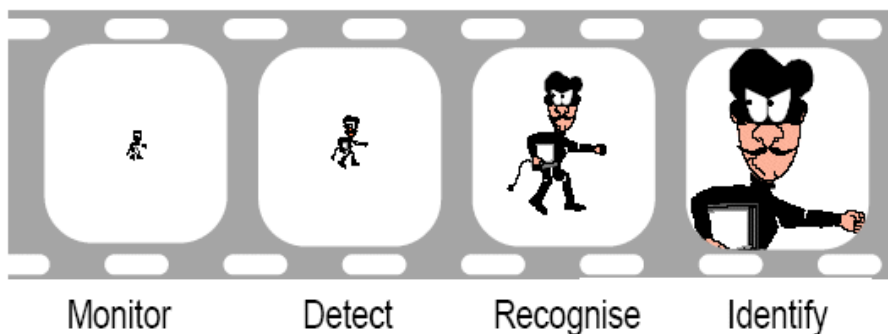
When you are recording images, it is important to ensure that the recorder itself is secure. Both domestic and industrial recording machines are very desirable to a thief, and you don't want the evidence to be stolen!

Do not assume that just because you have a good clear picture of the offender that the crime will be detected and all stolen property recovered. People seem to forget that the offender has got to be recognised by someone. Of all the thousands of CCTV pictures taken every day, very few end up in the news or on a TV crime show!

Question: What do I want to achieve from my CCTV system?

Is your system for:-

- ◆ *Monitoring*
- ◆ *Detecting*
- ◆ *Recognising*
- ◆ *Identifying, or*
- ◆ *Something else?*



Question: "What is the purpose of my CCTV?"

If you are determined to install CCTV then you need to decide:-

- ◆ *What is to be observed: the area to be covered and the purpose of the coverage;*
- ◆ *How are you going to respond to the activity: what is the desired response to an incident;*
- ◆ *What are the conditions under which the system is expected to operate;*
- ◆ *Where the observation is to take place and who will make it;*
- ◆ *What quality of picture is needed for success;*
- ◆ *How the observer is expected to perform in response to incidents;*
(remember that the observer may just be a video or digital recorder!)

Question: Will the performance achieve my expectations?

Having decided to install a CCTV system you need to ensure that it will work. In doing so you need to consider the components which make up a CCTV system:-

- ◆ *Illumination (is it sufficient for your identified needs)*
- ◆ *Cameras*
- ◆ *Transmission*
- ◆ *Switching and Control*
- ◆ *Picture recording and display*
- ◆ *The response and protocols for its use*

If any of these elements fail your system may well be ineffective. Should you be considering a digital recording system you need to ensure that the way in which you record the images can be viewed by those who need to see them. This might be the police, the courts or someone else.

Question: Will it be legal?

It is essential to clarify if your system complies with the law.

For example, the Human Rights and / or the Data Protection Acts may apply to you. Information on both can be obtained from the Internet -

Human Rights Act www.homeoffice.gov.uk/hract/hramenu.htm

Data Protection Act www.dataprotection.gov.uk

And finally...

CCTV should not be perceived as a magic wand for preventing crime - it is just another crime prevention tool from a long list available.

Summary: CCTV

- ☑ The first stage is to answer the questions:-
 - ☑ *"Why do I want CCTV?"*;
 - ☑ *"What do I want to achieve from a CCTV system?"*;
 - ☑ *"What is the purpose of CCTV?"*;
 - ☑ *"Will the performance achieve my expectations?"* ;
 - ☑ *"Will it be legal?"*;
- ☑ There are only three objectives in installing CCTV:-
 - ☑ *Anticipation of Offences*
 - *someone has to actually watch the monitors;*
 - ☑ *Prevention of Crime;*
 - *Cameras should be visible and intrusive*
 - *Consider extra "dummy" cameras;*
 - *Advertise the CCTV system with signs and posters;*
 - *Place monitors in public areas;*
 - ☑ *Detection of Offenders;*
 - *Site the cameras carefully*
 - *Try and obtain a close-up of offenders*
 - *Have a policy to determine how long you retain tapes;*
 - *Have a policy to determine when you change the tapes;*
- ☑ Make sure this system complies with the Data Protection Act and the Human Rights Act
- ☑ Remember that CCTV is only part of a security package
 - not a single solution.

Identifiable Property

If your computer were stolen, would you know its make, model and serial number? If you could find the receipt, you will probably be able to find out the make and model. Unless, however, you've made a special effort to write the serial number down, your computer would be no different from the millions of others stolen all over the country.

If the serial number of a stolen item was known, it could then be circulated throughout the country as stolen, in a similar way to a registration number of a stolen car.

Not only are your chances remote of getting unidentifiable possessions returned, but also without being able to prove an item was stolen it can be very difficult to substantiate a charge against a suspect. Arresting offenders isn't difficult. Getting evidence is!

Don't just restrict your list to highly expensive items like computers and their peripherals. Telephones and fax machines are just as desirable to a thief.

Ultra-violet marking

Available in all good stationers, security shops, etc., are ultra-violet marker pens for about £1.00.

These felt-tip type pens are designed for writing on your property, including audio/visual equipment, in an ink that is invisible to the eye under normal light.

All Police Stations have portable lights that clearly illuminate the writing on such possessions.

By printing your postcode followed by the street number, or the first three letters of your property's name, it is possible to trace an owner from anywhere in the country.

Just a few tips, though. Always mark your items underneath as the postcode can be slightly visible on non-porous surfaces, and try to renew every twelve months. Don't worry about an impending move. Simply postcode your items again. Then the police only have to make two or three phone calls to make to trace an owner instead of two or three thousand.

Branded!

Although secretly marking possessions may be ideal for certain articles, it would be far better to make this identification obvious to a thief, thus deterring the theft in the first place!

There are a variety of systems available, from elaborate branding irons which will emboss your building's name or postcode into the surface, to a kit which includes a pre-arranged stencil and acidic paste for neatly marking any surface.

Systems don't have to be expensive. An inexpensive solution used in some schools consists of making a thin cardboard stencil of their postcode and spraying all equipment with a paint which will "eat" into the surface (car bumper paint is ideal for most plastics). Try it on a sample first!

Photographs

For small items which obviously cannot easily be postcoded with an ultra-violet pen, a picture is worth a thousand words!

Photographing all items against a ruler is better than any detailed description, making it easier to make comparisons with found items.

If you have a video camera with a "Macro" lens (for close-up filming), then video record all your possessions.

Not wanted!

If items are suitably marked so that the true owner is permanently visible, then most criminals would not want to steal them. This has the benefit of reducing the security needed to protect a building.

Forensic coded solutions: Liquid

Becoming increasingly popular is a system of painting a special forensically coded solution over items from large TVs to small computer chips.

This solution is visible only under ultra-violet light.

Each batch of the painting solution is made specifically for just one customer and the code of the paint recorded at the Home Office forensic science laboratory. In the event of the property being stolen and recovered by the police, a tiny paint sample is removed for examination. From this swab it is possible to trace the true owner.

Forensic coded solutions: Spray

It is now possible to install sprinkler devices in buildings so that if an intruder were to activate the alarm, a forensically coded solution would be sprayed over both the intruder and whatever property he is stealing.

The solution is similar to the paint described above in that it is only visible under ultra-violet light.

Warning signs placed around the building are important if a criminal is to be deterred.

Further advice can be obtained from the manufacturers or approved alarm companies.

Asset records

It is imperative to maintain accurate records of all tangible assets, including make, model, serial number, whether identifiable or post coded and the physical location.

If a stolen item were returned to you, it would be necessary for you to state whether that item had been sold, thrown away or stolen.

In the case of computers, the asset record should contain details of authorised operating systems and software installed. This, amongst other reasons, enables a speedy recovery after any incident.

Labels

Advertise to potential thieves that all property is security marked.

Place stickers on the actual item and at potential entry points, including windows.

Summary: Identifiable Property

Visibly marking items with the premise's name and postcode will not only assist the return of recovered items and help substantiate a charge against an offenders, but it can deter the actual theft.

It is important to keep a record of all items, especially for when an item is sold, thrown away or stolen.

Available solutions:

- Ultraviolet marking is invisible under normal light;
- It is possible to brand items with a hot gun or specialist poker;
- Specialist firms make stencils that allow acidic paint;
- Home-made stencils can be used with spray paint;
- Photograph all items, preferably next to a ruler;
- Specialist forensic coded solutions can be dabbed on items;
- Alternatively, automatic forensic coded solutions sprays can be built into the alarm system to identify criminals and property;
- Advertise your security marking by placing stickers and/or posters around the building.

Computer Security

Computers are very attractive to a thief.

The theft of a computer can have far reaching implications. It's not just the replacement of the hardware that is the key issue, nor the interruption of use. It is also the fact that any person could have your data.

The targets

There are many examples of thieves not stealing the entire computer unit, but simply stealing the valuable components within (RAM, SIMMs, processors, hard drives). It is suspected that staff theft is also responsible for the loss of certain components, especially memory chips ("Chip Dipping").

Computer accessories (especially colour and laser printers) may not be as critical to you as a computer, but they are very attractive to a thief. The sight of a desirable printer through an office window may attract unwelcome attention.

Physical solutions

Always ensure keys are removed from lockable computer cases.

There are a number of extra security devices that can physically restrain the computer. Briefly, these include:-

- Cable ties

A cheap, low security restraint which attaches the equipment to either furniture, the wall or floor (a minimum of 8mm diameter cable is recommended). In general, these do not protect the computer's components, but they do deter the casual removal of an item whilst you are distracted.

- Security screws

The replacement of existing computer cabinet screws will go some way to preventing "downgrades" of memory by employees, but the chip thief may still simply smash a way into the processor unit.

- Lock-down plates

Generally, locking the base of the computer to the desk is more secure than using cable devices. It must be stressed, however, that this device tends only to be effective when used as part of a general security package, eg to slow down a thief whilst an alarm is ringing.

This type of device tends not to protect the internal computer components.

- Entrapment devices

These surround the whole computer processor unit, allowing it to be bolted down.

Some devices rely on self-adhesive plates to adhere to the desk, but they are only as good as the laminate on the desk.

Models are also available for securing laptops in vehicles or on a desk. Authorised removal is easy with a key.

The security standard LPS 1214 is applicable to entrapment devices tested by the Loss Prevention Council.

- Security cabinets

These are basically lockable steel safes that house the processor unit, again bolted down for maximum protection.

This device probably offers the most secure environment and is therefore ideal for file servers and critical personal computers.

- Computer alarms

There are a number of electronic devices that can be installed around, or in, the computer.

Loop alarms connect the computer to either "a stand alone" alarm or an existing alarm system.

Movement sensors detect movement of the computer so that the alarm activates only when a unit is unplugged. A common type fits into the expansion slot within the computer and contains various devices to detect movement.

It is always wise to check with your supplier that fitting a device will not invalidate any warranty.

- Data security

Use a disk lock to prevent unauthorised copying or importing of data which may contain a virus.

Make regular back-ups to minimise potential loss in case the worst scenario happens and ensure the back-ups are stored off site (at least 500 metres is preferred).

Remember that even if data is not destroyed in a disaster, access could be denied to all staff for as long as several weeks (as has been the case in terrorist attacks in Manchester).

Summary: Computer Security

Considerations and possible solutions:

- Don't put computer equipment on public show;
- There are many physical solutions to deter theft:-
 - Keeping the unit locked and removing keys*
 - Cable ties*
 - Security screws*
 - Lock-down plates*
 - Entrapment devices*
 - Specialist security cabinets*
- There are many types of internal and external alarms which activate on movement
- Remember your data on removal disks, tapes and CDs is valuable. Lock them away and keep back-ups off the premises.

Access Control

Some criminals won't go to the trouble of breaking into your premises, if they can just walk straight in and steal items.

Bogus callers come in many shapes and sizes. They could be men or women, dressed in overalls or suits.

Not having correct access control not only compromises the security of tangible assets, but it could also:

- ♦ *have the potential for making staff prone to violent attacks;*
- ♦ *place staff possessions at risk from theft: How often are jackets left on a chair in an office with a wallet in the pocket?;*
- ♦ *increase the opportunity for persons to hide on the premises until the building is closed; and*
- ♦ *increase the opportunity for terrorist attack.*

Access control is a difficult area in a place of worship and especially in this area it is impossible to give specific advice. Please read the generic advice for consideration of interpreting to your specific needs.

External entrance

It is good practice to limit the number of outside access / egress points to as few as possible (see Fire Doors in the Physical Security section). This would limit the areas to be controlled, thereby reducing the cost.

An inexpensive way of ensuring doors can only be opened from the inside is to remove door handles from the outside.

Ensure that people do not prop external doors open, especially in warm weather.

Main entrance

It would be inappropriate for most places of worship to have a staffed reception desk. Even with a staffed desk, consideration should be given to when the person tasked with security in this reception cannot be present for any reason from a refreshment break to holiday periods.

It is therefore critical that visitors are limited to specific areas of the building and not allowed to wander into private areas.

Larger buildings can benefit from organising a voluntary rota. Trusted members of your faith take turns to welcome visitors during specific "opening hours". These volunteers do not have to be big security guards; often "street wise" elderly members can be very effective.

Control devices

In situations where there are few users requiring infrequent access, a key controlled lock is cost effective. But for situations with more staff and frequent use, other solutions are available:-

- Coded lock

A coded door lock can be mechanical or electrical. These require a pre-determined code (letters or numbers) to be pressed before the door becomes unlocked.

These systems tend to be effective only in limited use situations not demanding too much pedestrian traffic.

"We're not talking about limiting access to the building - just controlling it to designated areas."

With any lock where all the users share the same code, there will always be potential problems associated with people leaving. Every legitimate user then has to be informed of the new code.

It is not uncommon for the code in a large building to be well know by everyone, employees, paper-boy, window cleaner, office cleaners, etc.

Consecutive or repetitive numbers should be avoided. Codes should be regularly changed.

- Card swipes

Systems in which a personal identity card is used electronically to afford entry to a building are becoming very affordable and a cost effective option for large buildings.

The action of using the card swipe can be used to control a variety of security procedures, from simple door locking mechanisms to turnstiles and alarm system control.

The systems available range from the simple to the elaborate. An inexpensive type uses pairs of cards. One is issued to the person and the other is retained by the management. The act of swiping the manager's card through the doors for which that particular person is permitted automatically authorises that person entry.

More advanced systems are computer controlled and can be used for interrogating the system for a variety of reasons (eg time keeping, lost cards, staff retirement, etc).

In a situation where a greater level of security is needed, a coded lock and card swipe system are relatively common.

Many systems now have had incorporated into them an "anti pass-out" facility, which means that whilst the employee is recorded as being in the building their card cannot be passed to someone else for them to also gain entry.

Internal access

Visitors should be excluded from certain designated areas inside the premises.

These designated areas (eg vestry, church office, robing area, candle store, stock rooms, etc) may be identified because of the risk from racially motivated offences, sabotage (a disgruntled employee), casual and determined staff theft, or sneak-in type offenders.

Summary: Access Control

- Be aware of your access control needs and limitations, identifying private areas;
- Reduce the number of access doors;
- Ensure people do not prop open external doors, especially in warm weather;
- Consider involving the community on a rota basis;
- Coded locks and card swipes can be cost effective, but control of the codes and/or keys *has to be carefully managed*.

Watch Schemes

Protecting buildings with locks, bolts and bars is fine, but you will enjoy greater security and peace of mind if everyone around you is working with you.

Residents in a community possess a very specialised knowledge of their neighbourhood that even the proverbial "Village Bobby" would take years to achieve. A police officer might not recognise someone in your property as a stranger, but an employee or neighbour would.

By letting the police know of anything suspicious you see or hear, you are helping to reduce the opportunities for crime to occur. Even going to the trouble of letting a stranger who is wandering about your area know you're keeping an eye on him helps tremendously.

This is what Watch Schemes are all about.

Watch schemes are about mutual support, being a partnership against criminal behaviour that undermines a community.

Some people think they should not ring the police when they see something suspicious going on as they don't want people to think they're being nosy, intrusive or interfering in other people's concerns. In a watch scheme the participants all agree that they want each other to be vigilant as far as crime is concerned. If you have the phone number of the building next door and you ring up a contact there to check that a suspicious van removing items from the yard is okay, who wouldn't be grateful?

Regular informal meetings help establish methods of targeting resources to reduce crime by focusing on top offenders, sharing information and photographs.

The next stage

Where a place of worship wishes to benefit from joining a watch scheme, it should be incorporated into an existing Home Watch, Business Watch or Farm Watch scheme.

If there are no local watch schemes in existence, then you should consider the benefits of starting a scheme involving your domestic and/or business neighbours.

The benefits to both the place of worship and the community include:-

- ◆ *A central meeting place (here use could be made of the local place of worship);*
- ◆ *An understanding of the needs of the wider community (including issues of race and religion);*
- ◆ *A combining of efforts to deal with the issues of crime and reducing crime;*
- ◆ *Improved community relations and police interaction with the community;*
- ◆ *An understanding of cross boundary problems and answers to those problems;*
- ◆ *Sharing of ideas and responses to crime using common problem solving approaches;*
- ◆ *This is a partnership based approach, involving partners like the Church, the community, police, local authority, etc;*

If you want to start a scheme or find out if one exists in your area, contact the Watch Scheme Administrator at your local Police Station

Summary: Watch Schemes

- ☑ Watch schemes are very effective at reducing crime because they unite the community in a common aim;
- ☑ They have to be maintained and serviced in order to remain effective;
- ☑ Contact your local police Watch Scheme Administrator;

New Build or Renovation

Designing out crime

The police have always recognised that the environment around a building, the construction materials used and internal layouts can all influence criminal behaviour.

The police can assist and advise on "designing out crime" whilst a building is still at the design stage.

The Architectural Liaison Unit (ALU) at police headquarters will provide advice and information for you to incorporate into new or refurbished properties. It is expensive to alter your building structure after it has been built. It's cheaper to re-design walls on paper as opposed to knocking them down and re-building!

If you are considering building new property, or extensively renovating existing property, get free advice first.

Buildings meeting the pre-required level of design and security qualify for the prestigious "Secured by Design" award.

Contact the your local Crime Reduction Advisor for further information.



Security at the Home

Introduction

Although this section can be applied to all houses within a community, it is written specifically for the homes of people tasked with administering to the spiritual care of the community. This includes all the roles within the organisation, not just the one professional leader.

At the very least, you will share the same risk of burglary as any other house in your locality. The risk could be greater, however, as sometimes the houses for community religious leaders tend to be larger than the surrounding homes.

*"There was only one detached four bedroomed house on the entire estate
- and my family lived in it.
Everyone naturally assumed that we were rich. If only they knew!"
(Anonymous religious leader, Manchester)*

Following a lifestyle associated with a religious faith usually means personal money is spent wisely. This can lead some people to assume you are wealthier than others in the immediate locality. Obviously this depends on your area, but it can certainly influence your crime risk.

*"I came from a parish in Dorset where I was the poorest man in the street,
to a place where I was the richest man on the whole estate."
(Anonymous religious leader, Manchester)*

Many of the deterrents detailed in the section “Physical Security at the Place of Worship” are equally applicable to a home.

These sections will therefore not be repeated.

Callers to the Door

The demands placed upon you, and possibly your family, will vary with the requirements of your faith. However, many religious leaders have found that making yourself available 24 hours a day is a major consideration to your safety (not to mention your personal welfare).

Although not relevant to all religions, the following two quotations illustrate these concerns:

"The pattern of Jesus' ministry (and other biblical material) does not exemplify nor require unbounded availability. Our Lord himself frequently sought solitude for quiet and prayer. He also gladly accepted invitations to parties and devoted special time to friends and colleagues."
(Advisory Board of Ministry, 1998)

"The 'when I'm at home I'm available' pattern is dangerous to personal health, marriage, family and friendships. There are too many stories of clergy saying that if they want some peace they have to 'go away' and 'get away out of the vicarage'. This is an obvious recipe for stress-related illness."
(Advisory Board of Ministry, 1998)

Some religious leaders have decided not to encourage casual callers at their home, but hold regular "surgeries" at an office in the place of worship (which, for example, one faith calls a "Vestry Hour"). These times are advertised outside the building, and sometimes outside the home.

You need to determine if, or when, you can be approached at the door of your home. Do you allow, or even encourage, 24 hour availability? What will happen when you have a day off, take time for prayer, meditation, study or preparation, take a holiday, or wish time for socialising or entertaining?

You need to have prepared guidelines and procedures as to how you will treat visitors to your home. It will be too late to decide at the time.

Other residents of the home also need to be clear of procedures for when you are not available.

Doorstep procedures

The design of your door will assist you in assessing callers before compromising your security.

There are several ways this can be achieved:

- **Window**

Perhaps the easiest way is to get into the habit of always looking through a window near the door to see who is calling.

- **Door viewer**

If you do not have glass in your front door, fitting a spy hole door viewer will help. There are a wide variety of designs available.

- Outside light

An outside light over your door will enable you to see a caller if it is dark. Position the light so that it would light up the caller's face, rather than make a silhouette.

- Door chain

If you need to open the door to make further checks, use a door chain. Alternatively, a wide range of other products are available which will stop a caller forcing their way against the door.

Only put on the door chain as you answer the door. Don't keep it on all the time as this could delay your exit in a fire.

- Porch door

An outer locked porch door can provide an informal barrier between you (or other residents of your house who may open the door) and a caller.

Preliminary enquiries can be easily made whilst talking through this locked outer glass door.

Getting assistance

You may consider it useful to have a personal alarm button installed near the door.

All the people who may have to answer the door should be aware of where the alarm is, and what would happen if it were activated.

Does your alarm silently call for assistance or does it simply make a noise?

In many situations the noise would scare away rowdy callers or an attacker. However, in some situations it could make an attacker more annoyed.

The only answer is to discuss it with all the people who may answer the door. All of them should know under what circumstances it would be preferable to press the button, why they are actually pressing it and what happens when they press it.

If the house does not have a burglar alarm system, then a small battery operated unit can be easily clipped nearby for activation.

Whilst you are away

If the religious leader were not present, then people answering the door should be under no doubt on how to deal with unexpected callers.

Without wishing to state the obvious, it would be unwise for vulnerable people to tell a caller that they were on their own. Of course, under these circumstances they should not invite callers into the home.

If the absence of the religious leader, is there "duty cover" provided by colleagues in other areas?

If a rota of "Duty Care Cover" has been organised with other areas, then this list should be available at the door. Pre-prepared cards with the details could be available for hand out.

It should be remembered that a bogus caller can be very insistent and sometimes very intimidating.

Callers dealt with at the door

It is not necessary to invite every caller into your home.

In fact, many people in this situation find it good practice to never invite an unexpected caller into the home, but always make an appointment for a later date.

Your first consideration should be whether to get involved and to what level (do not take responsibility for everyone and everything!). It is important that you decide.

If the problem is beyond your level of support, then you can still be of assistance by providing information.

- Resource sheets

Pre-prepared Resource Sheets have been found to be very useful. These can contain details of useful agencies, eg Citizen Advice Bureau, Alcoholics Anonymous, Relate, etc.

You can find some relevant groups at the rear of this booklet.

A common type of enquiry will probably be more applicable to the Local Authority Social Services Department. Remember that there will always be a duty social worker at any time of the day.

- Requests for money

Religious leaders in some areas receive constant requests for money from unexpected callers at the door.

Although this is an individual consideration, generally "no money" policies tend to work.

If the caller states the money is for food, you could still assist by giving out tins of food, not money. Non-perishable food could be retained from religious festivals (eg the charitable event "Harvest Festival", etc) for handing to persons you consider in need of assistance.

Some religious leaders have stated that they have established a system where volunteers deliver food "hampers" to callers stating they need money to buy food for children. Sadly, the high number of false addresses indicates that the requests are not always genuine.

The police have established systems to assist people without money but in need of transport.

Whatever you decide will be your practice, try to be consistent in your approach to callers. Your safety should always be your main concern. Never feel hesitant in ringing the police - demanding money in a threatening manner is a criminal offence.

Callers invited inside

If you are going to invite a casual caller inside your home, then the following ideas should be considered. They equally apply if you only see people at your home by pre-arranged appointment.

The first consideration is whether it is necessary to have an office at your home, or can you limit work to just your place of worship?

If you decide to have an office to receive callers at your home, then you would be well advised to make this office as separate to the home as is possible. This allows you to decide if callers should encroach on your private life. It also provides a boundary between work and rest - even if this is more of a psychological barrier than a physical one.

Experts in the field of communication inform us that it is beneficial to:-

- ◆ *From the start, set times and limits to the appointment (eg "I have another appointment at...");*
- ◆ *If further discussions are necessary, don't over run - make another appointment;*
- ◆ *Say if the caller's requests or expectations are unreasonable;*
- ◆ *Ask what the caller expects from you;*
- ◆ *"Hold on" to stories*
- ◆ *Have clearly defined rules with all callers - don't contradict yourself;*
- ◆ *Be consistent in your decided approach;*

It is beyond the scope of this document to offer advice in communication skills, especially conflict resolution. However, these are areas which undoubtedly assist in maintaining your personal safety.

- Don't leave alone

Do not leave a caller alone.

Preparation can assist this situation.

Keeping a stock of canned drinks in your office can help, or even a kettle and hot drink making equipment (but kept in a safe place).

- Getting assistance

If you need assistance from other persons within the house, how would you attract their attention?

Of course it is possible, and not unreasonable, to have a discrete personal attack alarm button located in your office. This can be linked into a monitored burglar alarm system so that on activation the police will attend.

However, it is good advice to have a hidden signalling system which can be used to attract the attention of other people within the house.

In its simplest form this can be a simple door bell 'bell-push' screwed under the a desk, but activating a unit in another room.

Preamanged codes can be established. For example:

- ◆ **Three short rings**

Means: "Can someone please disturb us with an excuse?" (asking if want a cup of tea, etc)

Possible Situation: Where an interruption is needed to help diffuse a potentially volatile situation

- ◆ **Two short rings**

Means: "Can someone please come in straight away, I need immediate assistance!"

Possible Situation: Caller isn't violent but immediate assistance is needed (eg caller is getting abusive, or starts taking off clothes, etc)

- ◆ **One short ring**

Means: "Immediate assistance is required - ring the police!"

Possible Situation: Acts of violence, threatening behaviour, etc.

Of course, these are flexible and open to interpretation to your own risk assessment.

An alternative to bell codes could be the use of code words. Simply calling another person in the house by another name could be a discrete way of communicating a pre-determined message.

- Resource sheets

As discussed in the previous sections of dealing with callers at the door, pre-prepared resource sheets can improve your level of assistance.

Summary: Callers to the Door

- ☑ Decide whether you encourage or permit 24 hour availability
- there are alternatives;
- ☑ Have pre-prepared guidelines and procedures for the treatment of visitors and make sure all the residents of your home understand them;
- ☑ At the door considerations:-
 - ☑ *Before opening the door, use a window to see who's there;*
 - ☑ *Fit a door viewer spy hole to a solid door;*
 - ☑ *Fit and use an outside door, so it lights a caller's face;*
 - ☑ *Fit (and use!) a door chain;*
 - ☑ *A locked outer porch door creates an informal barrier;*
 - ☑ *Fit a burglar alarm attack button near the door. Alternatively wall mount a battery personal attack alarm;*
 - ☑ *Does everyone know what would happen if they activated the personal attack alarm?*
 - ☑ *If there is "Duty Care Cover", then make this list available at the door;*
 - ☑ *Some religious leaders make it a rule never to invite strangers into the home without an appointment;*
 - ☑ *If the religious leader were not there, other residents should not invite strangers inside;*
- ☑ Once invited inside:-
 - ☑ *Keep the office separate from your home rooms;*
 - ☑ *Learn communication skills to handle situations;*
 - ☑ *Never leave a caller alone;*
 - ☑ *Keep drinks in your office (cans and a kettle)*
 - ☑ *Establish codes (bells or words) to warn other people in the house.*
- ☑ Generally:-
 - ☑ *Prepare a Resource Sheet or Fact Sheet;*
 - ☑ *Policies of never giving money to unexpected callers tend to work - instead offer food parcels (and make arrangements for the delivery);*

Burglary Prevention

Forget all the myths that a burglar is some type of "Master Criminal" who "cases the joint", studying your movements. In the world away from television, a burglar is usually a young man looking for the easiest way into a home without being seen or disturbed.

There are many things you can do to deter a burglar from breaking into your home. It is a mistake to rely on only one or two deterrents - the more you have, the safer you are.

Read on for details

Lighting

All criminological studies on domestic burglary indicate that the most effective deterrent is to make the house look occupied.

Burglars do not want to be disturbed. You can convince them that someone is at home by having plug-in timer controls for lamps. Technology has now made it even easier with the invention of cotton bobbin sized gadgets that fit between the bulb and the light socket. These automatically switch on the light as programmed.

Don't just have the hall light switched on when you're not in; have the lights switching themselves on in the bedroom, bathroom (not many people get out of the bath to answer the door), kitchen and lounge.

Internal sounds

A plug-in-timer for the radio would provide sounds from the living room. It is better to tune the radio to a station which has more talking than music.

Curtains

Curtains can now be opened and closed electronically, although it is quite expensive.

As an alternative, you can arrange for your curtains to be closed by giving a trusted neighbour a key. Most neighbours never mind the little trouble, as you may be doing the same for them soon.

If curtains are not going to be drawn while you are out, use timer switches on low table lamps around the room, instead of the main ceiling light.

Set the lighting timers to come on when it goes dark, especially if you tend to be late home in Winter.

Summary: Burglary Prevention

- ☑ The previous sections are also relevant to your home;
- ☑ The more deterrents you have, the safer you are;
- ☑ Make the house look occupied when you are out. Leave lights on in the bedroom and bathroom, especially during the Winter afternoons and evenings;
- ☑ Automatic timers can switch on lamps and radios;
- ☑ Get neighbours to close the curtains.

Internal Security

As previously mentioned, the section on security at the place of worship contains many aspects relevant to home security.

In addition to these points are the following areas for consideration:

Patio doors

Sliding patio-doors can be protected by fitting one or two of the popular purpose made locks or a security bar. Again a locksmith's advice would help.

If you are lucky enough to have a patio door that slides on the inside of the fixed panel it can be secured very effectively and cheaply. Put a piece of wood in the full length of the floor track between the door and the frame - on the inside of course. The piece of wood could be made to match the wooden sill. This will make the door difficult to force even with a crow-bar.

It is wise to check that doors which slide on the outside of the fixed panel cannot be lifted off their runners. Some double glazing companies or security firms can fit a metal block onto the frame just above the door in its closed position. This makes it impossible to lift up a closed door.

French windows

If both doors in the french windows open, then remember that the lock which secures one door into the other is only as strong as the door the lock goes into.

The glazed wooden doors in a french window should be protected by fitting mortise bolts to both the top and bottom of each opening door. They should be fitted to go into the frame and not the other door.

If the wood in the door is not thick enough to allow mortise bolts to be fitted, or the style of the doors does not allow it, you may have to consider traditional draw bolts or surface mounted bolts which lock.

Always remove the keys from the locks to stop someone breaking a small pane of glass and entering by using the key.

Keys

It is always wise not to leave spare keys for your windows, doors and car about your home. By forcing a criminal to leave the same way as he entered, you will not only shorten the visit, but minimise your loss. You try getting a TV through a small kitchen window!

Keys kept as spares in case you lose your main set are always best left with a neighbour or friend.

In any instance never leave keys in the door locks (see also Fire).

If you use only one sort of window lock in your home you would be able to keep the one key on your main key ring, and not have to keep a key near every window.

Safes

Hiding belongings might be an inconvenient way to live, but using a hidden safe as a jewellery box can be a lot safer.

Most domestic safes now rely as their main defence on not being easily seen. Safes may be hidden in cupboards or under the floorboards and fastened to the joists.

If you wish to protect items of high value, check with your house contents insurance company first, to see what type of safe they recommend.

Some safes appear cheap to purchase, but are very difficult to fit. Discussing your needs with a qualified locksmith will help.

Dogs

Sometimes a dog can be a deterrent, but most have the instinct to protect their "pack" (the family) and not bother if a burglar calls when you're not at home. The chances are your dog will be a pet and not raised as a guard dog.

Do not rely on just a dog to protect your house, with no other security precautions. Your dog probably will not be in the home when you go on holiday or go out for the day.

On holiday?

Don't advertise in your newsletter / magazine that you will be away from home on holiday. Also consider carefully the message you leave on your answerphone.

It would be more sensible to say something like "...will be unavailable until..." rather than offer too much detail.

Fire

With all this security some people worry about escaping from a fire. Good security is designed to stop burglars getting in, not people getting out. Burglars want to operate quietly without being seen, whereas if there was a fire you want everybody to see and hear you.

It is essential to fit a smoke alarm to give early warning of the outbreak of fire.

It is wise not to lock internal doors that could block your escape route. Also, always keep handy any keys needed to let you get through an external door so as not to delay your escape in an emergency.

The best place for a door key is on your person or at the side of your bed when you retire. Do not leave them in the lock. Window lock keys should be kept near to the window but out of the sight or reach of intruders.

Remember to be **safe** as well as secure.

Summary: Internal Security

In addition to points in previous sections, consider:-

- Patio doors:
 - Fit purpose locks or bolts;*
 - Inside sliding doors can be secured by inserting a piece of wood in the recess;*
 - Ensure they can't be lifted off the runners - additional devices can be fitted;*
- French windows:
 - Lock both doors into the frame - top and bottom;*
- Always remove keys from the lock;
- Don't leave spare keys in your house;
- Check insurance requirements before purchasing a safe;
- Don't tell everyone when you're on holiday (in newsletters, on a telephone answering machine, etc)
- Fire: Your safety is more important
 - Don't lock fire doors when occupied;*
 - Fit a smoke alarm;*
 - Keep keys handy (for doors and window locks);*

Garden Security

The importance of stopping prowlers and burglars from wandering through your rear garden is obvious. The only trouble is that not everybody wants to live with a back garden that resembles a prison, with barbed wire fences around the perimeter.

It's for this reason that most residents prefer to use Mother Nature's own barbed wire, a prickly bush.

A hedge made from a prickly bush would deter most thieves from trying to get through it.

Alternatively, growing prickly bushes next to a fence or wall would also deter most trespassers from climbing over it. It should be noted, though, that they will need to be maintained and can attract litter in certain situations.

Trees

Trees are often chosen for their quick growing ability rather than with a view towards aiding natural surveillance.

Hedges made from *Cypress Leylandii* are ideal for providing privacy, but they may stop neighbours from seeing a burglar breaking into a home after he's pushed through the bushes.

If a holly such as *Ilex Aquifolium* was planted instead, you would still have privacy, but few thieves would get through.

The hawthorn Paul Scarlet (*Coccinea Plena*) not only bears beautiful scarlet coloured blossoms, but has prickly thorns. This is normally the best choice for an average rear garden, as being deciduous, it sheds its leaves in Autumn, letting neighbours see your home in Winter.

Climbing plants

Drain pipes giving access to flat roofs and windows, can easily be protected by barbed wire or anti-climb paint. Think how much nicer a rambling rose such as *Leverkusen*, which grows to about 10' in height and produces pale yellow flowers, would be.

There are numerous other species to suit your needs, whether you want height, colour or scent. Some types are more vigorous in their growth, with *Lawrence Johnston* reaching a height of 30'.

Shrubs

There are numerous varieties of prickly deciduous shrubs, which may be used as an effective barrier. Growing prickly shrubs next to your wall or fence would deter most criminals from climbing over.

Suitable prickly plants:

Berberis x Ottawensis - Medium sized deciduous shrub with green or oval leaves. Red berries in Autumn. Reaches 6'. Good for hedging.

Berberis x Stenophylla - Medium sized evergreen shrub. Golden-yellow flowers in April/May. Berries in Autumn. Reaches 6'. Good for hedging.

Pink Lady (*Chaenomeles x superba*) Deciduous shrub with pink flowers in Spring & yellow quinces in Autumn. Fast grower. Can be trained against a wall.

Common Hawthorn (*Crataegus monogyna*) Fragrant white flowers in May & red "haws" in Autumn. Forms an impenetrable hedge.

Sea Buckthorn (*Hippophae rhamnoides*) Shrub growing up to 10'. Silvery leaves in Summer followed by yellow berries. Plant in groups for pollination.

Winter Sun (*Mahonia x media*) - Vigorous evergreen shrub up to 10' tall. Yellow flowers in Autumn/Winter. Berries in late Winter.

Blackthorn or Sloe (*Prunus spinosa*) - Dense shrub, white flowers in April / May. Good hedging plant.

Firethorn (*Pyracantha Orange Glow*) Evergreen shrub, reaching 16' as a wall shrub. White flowers in May, red berries into Winter.

Firethorn (*Pyracantha "Golden Chamber"*) Vigorous evergreen shrub. White flowers in May, followed by yellow fruits. Ideal as a wall shrub.

"Rubra" (*Rosa rugosa*) Strong perpetual flowering shrub up to 6' tall. Crimson flowers followed by red hips. Forms dense thickets & excellent hedges.

**Summary:
Garden Security**

- Prickly bushes, or plants with a very dense foliage, are an ideal cost effective solution for securing garden perimeters, without looking oppressive;
- Plants can be used to inhibit climbing of drain pipes or access to flat roofs;

Shed Security

With all this security now around your home, don't forget the garage or shed. Any valuable electrical items should be kept in the home if your shed is particularly vulnerable, but if it is, do something about it!

Remember to postcode tools (see "Coded for Keeps"). If it is impractical to postcode with ultraviolet ink because of the wear an item would get with use, consider engraving the postcode.

Padlocks

A good quality hasp & staple with a padlock is important on all sheds and side doors to garages.

Remember to choose a hasp and staple that is bolted to the door and frame for extra strength.

Screw heads

Glue smeared over the heads of screws in the hinges of shed doors or the side door of a garage may stop a thief from simply unscrewing them. Alternatively, replace a couple of the screws in external hinges with a special type that cannot be unscrewed (sometimes called "clutch-head", "anti-tamper" or "coffin" screws).

Windows

When your door is secure, don't forget the windows.

Perhaps the most effective way of securing a shed window is to fit internal bars or grilles.

Cycles

Always lock cycles to something fixed or bulky while in the shed or garage (ladders or workbench), and have them post-coded. Many cycle dealers provide this service for a small charge. Alternatively, contact your local police station for advice.

Lawn mowers

Lawn mowers can cease to be attractive to a thief if you paint your postcode and house number across the top with house paint.

Garden tools

Don't leave tools for the burglar about the garden, like spades, ladders, etc., and ask your neighbours not to either.

Summary: Shed Security

Consider:-

- ☑ Fit good quality padlocks with a hasp and staple;
- ☑ Hinges: Smear glue over the screw heads or bolt through the door;
- ☑ Fit grilles to windows;
- ☑ Lock cycles to something inside the shed;
- ☑ Lawn mowers: Paint on your postcode and house number;
- ☑ Secure garden tools - they help a burglar break in a building.

Other Considerations

Finding your house

If any of the emergency services have to attend your home, make sure they can find you!

It would be wise to step outside your home tonight, and see if your house number is visible from the road. People insist on putting small brass numbers on their front door which can only be seen when you've run up the path.

Summary: Other Considerations

- Make sure the emergency services can easily identify your home from the road, especially in the dark.



Personal Safety

Introduction

Personal safety isn't just for young children and women. It is for everyone.

Children, teenagers, men and women can all find themselves vulnerable to a crime of violence, whether because of their own circumstances, location, age, sexuality, personal beliefs or ethnic origin.

The chances of becoming a victim may be very, very low, but just one crime is one too many.

Traditionally, personal safety advice has tended to consist of comments such as “don't go with a stranger” or “don't go down dark pathways at night”. There is a lot more to personal safety than that.

It is intended to be thought provoking to get you to examine your lifestyle. You do not have to live in fear, wary of everyone and everything. You should simply take precautions so that you are not at risk. In this way you improve your quality of life, not restrict it.

Safety and the religious leader

For centuries, English law declared that attacks on “Clerks in Holy Orders” were sacrilege and punishable by death. Having said that, the sentence was very rarely carried out as the criminal classes treated religious leaders with the same reverence as the elderly and women - they were afforded a rather sentimental respect and, as a consequence, left alone.

Times appear to have changed.

Of course it would be easy to make yourself safe if you never left a self imposed prison cell, never integrating in the community or helping others. However, it is important not to inhibit the spiritual care and mission - but to increase it.

It is therefore very important, more so now than ever, to take time to ensure that you are safe in whatever you do - plan before action.

Further risk assessment

Further to the points mentioned in the “Risk Management” section, you are advised to try and assess how safe you are in every aspect of your role.

Consider both the actual and potential threats to your personal safety when you are:-

- ♦ *At the place of worship;*
- ♦ *At home;*
- ♦ *Travelling;*
- ♦ *At someone's home;*

Consider how your threat assessment changes at certain times of the day.

Do you have to deal with:

- ♦ *Alcohol and Drug Abusers*
- ♦ *Domestic violence*
- ♦ *Aggressive requests for*
 - *money*
 - *food*
 - *assistance*
- ♦ *The mentally ill*

Only when you are fully aware of the potential threats to your safety can you manage the prevention of such incidents effectively.

In the pages of this guide you will find many suggestions to help reduce your chances of becoming a victim of crime.

Although the guide is divided into sections, remember that more than one part may apply to you. Don't restrict your options by reading only one section; some advice may be relevant to everyone but is not repeated in every chapter.

**Summary:
Personal Safety**

- ☑ Personal safety is important for everyone. Even if the chances are very low, one crime is one too many;
- ☑ Personal safety should improve your life, not restrict it;
- ☑ Taking precautions is to everyone's benefit as it allows you to continue your job in the community;
- ☑ Assess the risk. Identify all the areas where you think you may be at risk;
- ☑ Read this section in conjunction with the other chapters, not in isolation.

Avoiding the Situation

Fear of crime

The actual fear of a crime can be far worse than the crime itself. If you're not careful you can end up worrying about something that will never happen. The trick is to be aware of the problem and take sensible precautions, but without worrying too much about it.

Violence on the street is fortunately still rare. We can get a false perspective on the level of street violence because these isolated incidents, being very rare, attract a lot of media coverage.

There's probably very little chance of it happening to you. But, you still have to take the time and trouble to identify the risks. Don't let it take over your life, just prepare by taking sensible precautions to ensure you are safe.

This is the same for everyone. It doesn't matter if you're a 20 stone black belt who gets mistaken for Arnold Schwarzenegger, it still applies to you!

The victim

Recent studies considered the sort of person who becomes a victim of sexual assault or robbery (theft using or threatening violence). People who had projected an air of self-confidence and walked with purpose were not chosen by the offenders questioned. Instead, they picked on people who looked timid, shy and vulnerable; in other words, an easy target.

Taking simple precautions to reduce the opportunity for attack, such as wearing a shoulder bag with the flap facing you and the strap over both your arm and head rather than just the arm, could reduce the chances.

Although a uniform connected with a religion does not make you immune from crime, you may consider that it will make some attackers think twice before acting.

Transport

Although the chances of an attack are still low in most areas, one incident is one too many. So if you find yourself trying to get home alone at night, take precautions.

If you do not drive a car, it is always sensible to arrange a lift home with a friend or relative.

If you have to telephone for a taxi, always try to use a firm you know. Don't get a private hire taxi (they look like a normal car) unless you've booked the car first. Only hackney carriages (traditional black cabs) are insured to carry passengers who have flagged them down. Always sit in the back, preferably behind the driver.

Book the cab by phone, and ask for the driver's name, and the make and colour of car. When the cab arrives ask for the driver's name and company and the name of the customer they have come to collect. Don't volunteer the information first.

On public transport, try to sit near the driver, avoiding an empty upper deck on buses and vacant compartments on trains. If you are pestered by someone, complain to the driver or guard at the earliest opportunity. They can get help by radio, telephone or alarm depending on the type of transport and the nature of the incident.

Walking

If you have no choice but to walk alone, remember the advice you were given when you were young. Walk in the centre of the pavement, avoiding short cuts through dimly lit deserted areas.

It is wiser to walk facing the oncoming traffic where you can be seen and avoid the surprise of a vehicle approaching from behind. It's also very difficult for motorists to pester you if they drive alongside, they have to do it in reverse!

Victims attacked or robbed while walking usually say “He (or she) came from nowhere!”. Of course the attacker didn’t suddenly materialise out of thin air, it was simply that the victims were not fully aware of what was going on around them. Their mind was probably elsewhere and not observing people or dangerous situations.

For this reason some people do not like large hoods on coats which restrict vision.

Try to cover jewellery. Wearing a lot of jewellery when you go out may make you a target.

If you have to carry money, carry only what you need. Keep cheque and credit cards separate from cheque books, although it would make far more sense not to carry items of value when on your house calls.

Do not leave bags unattended. Keep purses and wallets in an inside pocket.

Be brave

If you do suspect you're being followed, cross the street several times if necessary. If you still think you are being followed, walk to the busiest place you can find or knock on somebody's door. If are confident enough, consider turning and facing the person and shouting in your most authoritative voice "Are you following me?!"

Summary: Avoiding the Situation

- ☑ Would wearing a religious uniform dissuade attackers?
- ☑ If necessary, prearrange lifts;
- ☑ Taxis:
 - ☑ *Private hire cars are not allowed to ply for hire;*
 - ☑ *Pre-book with a known firm;*
 - ☑ *Confirm with the driver his name, company and your name;*
 - ☑ *Always sit in the back;*
- ☑ Public Transport:
 - ☑ *Sit near the driver;*
 - ☑ *If pestered by someone, complain to the driver / guard;*
- ☑ Walking:
 - ☑ *Project an air of self-confidence;*
 - ☑ *Be very aware of your surroundings;*
 - ☑ *Don't carry personal bags unless necessary;*
 - ☑ *Walk facing the traffic in the centre of the pavement;*
 - ☑ *Only wear necessary jewellery, watches, etc.*
 - ☑ *If being followed, don't show fear. Cross the street, go to a busy area, knock on someone's door, or even face and question the prowler.*

Driving Alone

Preparation

First things first, make sure the car is fit for the journey. It's no good trying to go along deserted country lanes in a blizzard if you have a car that runs only when it feels like it! Plan your journey and use maps.

If you're going to an area you are unsure about, you don't want to be asking strangers the way.

Tell someone what time you expect to arrive at your destination. Make contact calls to keep them updated if you're delayed.

Get in the habit of checking the spare tyre to make sure it's not flat.

Breakdown

Perhaps the biggest worry for people travelling alone is what to do if the car breaks down. Again, remember the motto "be prepared". If you regularly drive your car alone, you should seriously consider joining a breakdown recovery service. The peace of mind can far outweigh the cost.

A common cause of car breakdowns is running out of fuel. Always make sure you have enough for the journey, plus a little more.

Survival bag

Get yourself a holdall type bag to keep out of sight in the boot (or in the dish of the spare wheel) and put in the sort of things you hope you'll never need. The smaller items can be kept close to hand in the glovebox. These "survival" items include:

- ◆ *a torch;*
- ◆ *jump leads (have you ever left your lights on?);*
- ◆ *an approved fuel can (with fuel in);*
- ◆ *a personal attack alarm (with spare batteries);*
- ◆ *money or a phonecard for a phone box (don't forget a list of useful numbers);*
- ◆ *pen & paper;*
- ◆ *a "Help! Call the Police!" sign (now available from car spares shops to put in the window);*
- ◆ *your car's handbook (this tells you how to solve some simple problems with the car, including changing a wheel and so on);*
- ◆ *over-trousers and a hat (apart from keeping the rain off, they could stop females receiving unwanted attention);*
- ◆ *a copy of the Highway Code.*

The Highway Code offers a lot of useful advice on what to do if you breakdown, especially on the motorway. Did you know that the marker posts on the hard shoulder have an arrow pointing to the nearest telephone? Do you know who answers these telephones? Did you know that you should never wait in the car if you've broken down on the hard shoulder?

Don't forget the useful ploy of waiting in the passenger seat for the breakdown service, giving the impression that someone else may be nearby.

Motorways

Motorways are very safe areas in relation to violent attacks. There are telephones every mile and many areas are covered by CCTV.

In an emergency, park on the hard shoulder and get out by the passenger door. Put on the hazard lights.

Tell the telephone operator if you are alone, and then return to your car. Leave the passenger door unlocked and stand on the banking or verge away from the car, out of danger from the traffic. If you're approached or threatened, get into the car and lock the passenger door.

In traffic

A recent trend in inner city areas is for thieves to open the passenger door of your car while you are stuck in traffic, and steal something, such as a handbag. Use your common sense - don't leave items on show.

Remember to lock all doors (including the boot) whilst you are travelling. This is especially relevant for cars with central locking, although some modern cars now lock the doors and boot automatically.

It's a good idea to always stop far enough away from the car in front so that you can see the other car's wheels. This will give you enough room to pull out quickly if you need to get away.

Being followed?

If you suspect you are being followed (going round a roundabout twice, or a similar ruse, will confirm this) do not be tempted to go faster and outrun your pursuer. Keep driving, sticking to well-populated main roads.

As soon as the situation allows, drive into a busy area where you can contact the police - a petrol station forecourt is ideal. If you do not want to get out of the car, sound the horn to attract attention.

Summary: Driving Alone

- ☑ Make sure the car is fit for the journey;
- ☑ Make sure you have enough petrol;
- ☑ Pre-plan your route;
- ☑ Tell people your expect time of arrival (and make contact calls);
- ☑ Get in the habit of checking your spare tyre;
- ☑ Consider joining a breakdown service;
- ☑ Consider sitting in the passenger seat when waiting for assistance;
- ☑ Carry, in your car, a "Survival Bag" containing necessary equipment;
- ☑ Read the Highway Code on breakdowns - especially on motorways;
- ☑ When driving in traffic:
 - ☑ *Don't have bags on show;*
 - ☑ *Keep all doors locked;*
 - ☑ *Keep far enough away to see the tyres of the car in front;*
- ☑ If being followed, don't drive faster, drive slower. Drive to a busy area (eg petrol station) and contact the police.

Self Defence

What if...

It is always sensible to think about what you would do if you were physically attacked. Are you capable of fighting back or would you co-operate to avoid any further harm? Even if you are physically capable of inflicting harm in self defence, it can be extremely disturbing to know that you've caused serious injury to another human being.

Attacks and rapes by an unknown person are still very, very rare. Although it is impossible to comment on every possible situation, it will probably be better if you try and defuse the situation, rather than meeting violence with violence.

Only you can decide whether to fight back or 'play dead', depending on the circumstances in which you may find yourself. What's the best thing for one person in one instance could be the worst thing for someone else in another.

If someone is trying to snatch your bag, let it go as you may get hurt holding on to it. Try to get a description of the attacker and tell the police immediately.

Shout!!!

If you find yourself face to face with potential attackers, let them know what they are up against. Shout or scream as loud as you can. This is also worth doing even if there is no-one else nearby, as it will probably unnerve your assailants and frighten them off.

Alarm

If you think that you may not have the confidence to shout or scream in this type of situation, then consider buying a personal attack alarm.

Different types are available, from aerosol sirens small enough to fit in a pocket, to the battery operated type that can clip to a belt like a pager. Many people prefer the battery type, as you only have to pull a string and the alarm will keep going even if dropped and stamped on.

If you have any doubts about the deterrent effect of these devices, do you think an attacker would continue to try it on with someone whilst a siren was blasting out of the victim's pocket, pendant or belt? No, we don't think they would either.

Weapons

As you probably know, you are not allowed to carry a personal armoury of knives, knuckle-dusters, rocket launchers or other weapons to defend yourself.

However, a person being attacked has every right to defend themselves with reasonable force and with any means at their disposal. That includes keys, rings and hairspray, to name only a few. Having your car or house keys ready in your hand not only stops you being vulnerable while searching in a handbag or pocket, but could even be used to stop an attacker.

Buying time

The important point to stress if you do fight back, is to take the opportunity to escape while your attacker is nursing injuries and regretting ever starting the whole thing. You have gained some time to run away.

Self defence and the law

The most important point to remember in the use of self-defence is to ask if what you are doing is reasonable.

Under the Criminal Law Act 1967, you may use reasonable force depending on the circumstances, to prevent crime or arrest an offender.

If you are attacked you may defend yourself, but you may only do what is reasonably necessary. You are entitled to defend your family, servant, master, and even a stranger and his property, but where a person is merely trespassing without using force, he or she must be asked to leave before force is used, and no more force than is necessary may be used.

In the case of self-defence, you should also be able to show that you did not want to fight. In most circumstances you must show that you were prepared to withdraw from the situation.

Don't forget, it is you who may be asked to explain in a court of law that the force you used was reasonable.

Summary: Self Defence

- ☑ Are you capable of fighting back? Are you assertive? What would you do if you were attacked?
- ☑ Statistically, being assertive and shouting at an assailant reduces injury;
- ☑ If you can't shout, carry a personal attack alarm;
- ☑ Many people prefer a battery alarm which continues to sound until the pin is replaced;
- ☑ Don't carry weapons - they are unlawful and could be used on you;
- ☑ You have the right to defend yourself with any means at your disposal (eg car keys, hairspray, rings, etc);
- ☑ the purpose of fighting back is to gain time and delay your attacker so that you can run away;
- ☑ Understand the law in relation to self defence.

Nuisance Phone Calls

Less vulnerable

You can reduce the chances of receiving a nuisance call, including calls of a racist nature, by taking a few precautions. If you're a single female don't put "Miss" in the phone book or other public document. Preferably, use non-gender specific titles. Alternatively go ex-directory if at all possible.

Anyone can receive a malicious call as the offenders may dial any telephone number at random. If you got a nuisance phone call, would you know what to do? Would your children know what to do if they answered the phone? Would your reaction deter callers or encourage them? Read on!

Keep in control

The most important thing is to be prepared. Never react, argue or get involved in a conversation (usually bluntly telling the caller the error of his or her way!). Most offenders make the call to get a reaction of some sort, so don't give them satisfaction. It's your phone in your house so you are in control - not them.

As soon as you realise that this isn't a normal call, simply put the handset down near to the phone and walk away. After about ten minutes, simply return to the phone and without listening, replace the handset. You probably won't be bothered again!

Don't try to blow a whistle down the phone - it doesn't work and you'll only give the caller the satisfaction of knowing that they've got a reaction.

If the caller doesn't give up that easily and immediately rings back, don't say anything when you pick it up. A genuine caller would always say something first. If it is the caller again, repeat the steps of letting them run up a phone bill! Callers will get fed up with it before you!

Hello?

One other thing worth mentioning on this subject, is how you answer the phone. The Nuisance Calls Bureau of BT recommend that you never give your name and number when you answer a call. Simply say "hello".

If it's a wrong number, never give the caller your name or telephone number. Ask the caller what number they want and then confirm if they have a wrong number. If you've got children who answer the phone, make sure they know never to tell the caller their details. You wouldn't let a stranger in the street have a conversation with them, so why let them talk with a stranger on the phone?

Further advice

If you want further advice, ring the free BT advice line on

0800 666 700

for a recorded message which runs 24 hours a day.

If the calls are more serious, you can get advice from the Nuisance Call Bureau during office hours, on

0800 661 441

Nuisance calls are becoming rarer, as BT can instantly trace more than 80% of calls.

Making a malicious or obscene call is a criminal offence, so don't suffer in silence.

**Summary:
Nuisance Phone Calls**

- ☑ Do not use gender specific titles in the phone book or in public documents, etc.;
- ☑ Answer a call by saying "Hello!" - not by giving your number;
- ☑ Never react, argue or get into discussions with an nuisance caller;
- ☑ Simply place the handset down on a table near to the phone. After several minutes replace the handset without listening;
- ☑ Ring the Nuisance Call Bureau for further advice.

Racist Incidents

A racist incident is defined as:-

“Any incident that is perceived to be racist by the victim or any other person.”

Racist behaviour is against the law. Tackling racist incidents is a priority for the Police.

All racist attitudes and harassment are unacceptable.

Racial harassment

Racial harassment can include:-

- ♦ *anything which frightens, intrudes or injures you, or someone else and involves an element of racism;*
- ♦ *violence against a person or property;*
- ♦ *racist graffiti - insulting messages scrawled on walls or printed on leaflets or posters;*
- ♦ *people pushing insulting or offensive literature or material through a letterbox;*
- ♦ *phone calls or bullying in the playground.*

Report it!

Report all racist incidents to the police.

Always report incidents to the police as soon as possible, telling them you think you have been a victim of a racist incident. Make a note of who you reported it to and when.

Write down as much as you can remember from the attack or incident including the time, place, description of offender, words used, injuries and so on. Keep all notes and information you have collected in a safe place.

Leave any evidence untouched, such as broken glass, weapons, graffiti, clothes and so on.

If there are any witnesses, ask them for their names and addresses. Ask them to write down all they saw and heard. Make sure you pass these details to the police.

If it helps, contact a friend or neighbour for support and reassurance.

The police can provide interpreters. However, if your understanding of English is not good, try to have an English speaking friend with you when you first speak to the police.

If you do not feel confident contacting the police there are ways of reporting through other agencies such as community centres, local Racial Equality Councils and local authorities. There is a list in the end section of this guide, under “further reading and advice”.

What happens next ?

Any investigation will be supervised by the local police commander and we will keep you informed of the progress of the enquiry. If relevant, we will work closely with other relevant agencies such as Housing and Social Services.

Who else can help ?

- ♦ *Your local Racial Equality Council;*
- ♦ *Your local council;*
- ♦ *Citizens Advice Bureau;*
- ♦ *Victim Support Scheme;*
- ♦ *If you are a council tenant your local housing officer may also be able to help.*

**Summary:
Racist Incidents**

- ☑ Understand the definition of a racist incident;
- ☑ Report all incidents to the police, following our guidelines and suggestions;
- ☑ Know the other organisations which could help you or someone asking your advice.

Lesbian, Gay & Trans Hate Crime

A homophobic or transphobic incident is defined as:

“Any incident that is perceived to be homophobic or transphobic by the victim or other person“.

Many of the points raised under the racist incidents section are also applicable to homophobia. The following points may also be of benefit.

Unfortunately, homophobia and transphobia is still a reality. Cruising grounds can be dangerous places. If you are attacked, get to a safe place as soon as possible. This advice is just the same as in other sections; keep money for a phone, make sure you can get home and so on.

Depending on the severity of the attack, you might want to go to hospital. You don't have to tell the staff how you sustained any injuries.

Report it!

You might want to report the incident to the police. Greater Manchester Police have assured the gay and lesbian community that police officers will not make judgements about you or your lifestyle. If you think they have done, you can make an official complaint.

If you're not confident about reporting an attack to the police, you can phone one of the support numbers (see the “Further Reading and Advice” section at the back of this guide).

These phonenumber are confidential - you can report the incident anonymously if you want.

You can also report homophobic and transphobic hate crimes in confidence through the internet by logging on to the Greater Manchester Police website and following the links for Lesbian, Gay & Trans Issues.

Hate crime needs to be reported if further attacks are to be prevented. Recording can help the police respond to the offence and possibly use the information you give to help someone else in the future.

Summary: Lesbian, Gay & Trans Hate Crime

- ☑ Understand the definition of a homophobic or transphobic crime;
- ☑ The other sections on personal safety are also applicable;
- ☑ If you go to hospital, you don't have to tell them how you sustained your injuries;
- ☑ Report all incidents to the police, following our guidelines and suggestions;
- ☑ Know the other organisations which could help you or someone asking your advice.

Some special notes about...

Mobile Phones

Many people now carry a mobile phone in the interests of their personal safety.

The benefits are obvious, whether walking, driving or travelling on public transport.

However, you should also consider the risks.

Using a telephone limits your awareness of your surroundings. This is especially relevant when driving, but also when walking. Advertising that you have a mobile phone can increase your risk as some thieves want to steal the phone itself.

This is another example of where you have to consider the benefits and threats to your safety on all occasions.

Domestic violence

We acknowledge that domestic violence can occur in any relationship, and we have domestic violence units throughout the Force area.

They are staffed by specially trained officers who can tell you what help is available and will support you whatever you decide to do.

They also have specialist advice leaflets which go into much further detail.

In an emergency (where there's an immediate threat to life or property) call 999. Otherwise telephone the police switchboard on 0161 872 5050 and ask for the family support unit in your area.

Sexual assault

If you are sexually assaulted, you may wish to report it to the police who will ensure that you are given special care and help.

We will take you discreetly to the Sexual Assault Referral Centre at St. Mary's Hospital, Manchester, where specialist doctors and counsellors will give confidential help and advice.

If you wish, you may go directly to the centre or telephone for advice on 0161 276 6515.

The Centre is not exclusively for rape and serious sexual assault by heterosexual males on females. It is for adults and young people of both sexes, including same sex incidents of sexual assault.

Summary:

Mobile phones:

- Carrying a mobile phone can make you safer, but it may also increase your susceptibility to attack;

Domestic violence:

- The police have special units throughout the force that are designed to assist anyone;

Sexual assault:

- The police work closely with the Sexual Assault Referral Centre at St Mary's Hospital;
- The centre is for people of all ages and sex, including same sex incidents.

Sociological Crime Reduction

Introduction

The previous sections of this booklet have concentrated on the many different techniques available to prevent a crime from occurring against any one particular person or location.

Would it not be more efficient, though, if we altered the opinions of the criminals in an area so that they did not want to commit crime? If the many burglars did not want to attack a place of worship, then you would not need to take as many precautions.

Dissuading people from *wanting* to commit crime is called Sociological Crime Reduction.

The criminologist J Bright commented:

"Social Crime Prevention therefore aims to prevent people drifting into crime by improving social conditions, strengthening community institutions and enhancing recreational, educational and employment opportunities"
(Bright, J, 1991:62)

Social crime reduction theories argue that in cultural environments where committing crime is the norm, attitudes have to be changed to truly eliminate, or at least reduce, crime. It holds that, in this way, the causes of crime are removed, rather than simple situational methods which only attack the symptoms.

Throughout the world, social crime reduction appears to be expanding and increasingly becoming recognised as an effective method of controlling crime. However, the police cannot be the sole agents of such a complicated and extensive way of crime prevention.

Schools are the main public agents for educating children and are obviously involved. Similarly, Social Workers, housing authorities, the Health & Safety Executive, etc. all have a part to play. The list is endless.

Section 17 of the Crime and Disorder Act 1998 places a lawful responsibility on all public authorities to reduce crime. Some people consider that religious institutions also have an obligation to actively reduce crime in a community.

Community projects

It is not the place of this booklet to try and attempt to train anyone in sociological crime prevention techniques. Instead, the reader should observe how much the members of their faith are probably already doing in this field.

*"I don't want to put bars on the windows to keep the kids out
- I want to put them up to keep them in!"*
(Anonymous Priest)

If the grounds of your building are troubled with youths loitering in the evening, then is this because there are no facilities for them?

Your place of worship may already have a youth club. Could this be improved so that others would want to be involved?

There are many other projects that you could undertake to dissuade people from committing crime. But you do not have to do this alone. By working with other organisations, from the local authority youth services to the youth development officers of the police, you can increase your potential.

This can only be to the benefit of the security of the building and the community as a whole.

Summary:
Sociological Crime Reduction

- ☑ Sociological crime prevention is all about dissuading people from wanting to commit crime;
- ☑ What are you doing to reduce crime in this way?
- ☑ Do local youths have somewhere to go in the evening?
- ☑ Could you improve social facilities?
- ☑ Do you work with other organisations to this aim?

Moral and Ethical Dilemmas

As a religious leader becomes more involved in the community, situations develop that may cause conflict. Situations may create a personal dilemma through moral, ethical or even lawful conflicts.

It would be impossible to list all the situations which could give rise for concern. However, some illustrations are related below. The examples are all hypothetical, but based on real life situations where a decision had to be made.

How would you cope? What decision would you make?

You may be faced with matters that require your immediate attention and response. Your instant decisions could be argued in law courts for days, the consequences remain with someone for years, or play on your conscience for a life time. It would be wise to consider these situations before they ever occur.

Example 1

A member of the public informs you, in confidence, that someone is an active criminal and gives examples. The person does not wish to “inform on a friend”.

Do you inform the police or keep quiet? Would it depend on how serious the criminal acts were? If so, who would decide what is “serious”? How would your actions vary?

Example 2

A minister attended a house to make funeral arrangements following the “gangland” shooting of a family member. The minister saw members of the family loading guns to avenge the death.

Would you report this to the police? You may be placing you and your family at risk. You may be betraying a trust placed in you.

If you ignored the situation, someone may be assaulted or even murdered - an act you may have been able to prevent.

Example 3

A member of your faith confesses to having committed a criminal act.

What do you advise the person? Does your action depend on the actual crime committed?

What would you do if the criminal act was:-

- An act of theft from the church?
- Breaking into the home of an elderly member of your faith, and stealing treasured possessions?
- Committing a sexual assault on a young child?

Example 4

An elderly member of your faith is house-bound and suffering crime, from racial abuse to distraction burglary.

You comfort her. The crimes continue. Following several more burglaries, she passes away through natural causes.

Did you have a responsibility to ensure she received crime prevention advice?

Did you have a responsibility to advise her yourself on crime prevention? If so, was the advice your own opinion or through education?

There are no easy answers to the above situations. Forethought and discussion with another member of your faith always helps.

Local Police Officers

There is a police officer with particular responsibility for every geographical area. This is in addition to emergency response patrols and 24 hour police cover. The role title varies in different policing regions, but the function does not.

You should make contact with this officer and know him or her well enough to seek advice.

Alternatively, you may find that another local police officer becomes an ideal point of contact. The purpose is still the same, you have to establish networks so that appropriate assistance could be given.

Crimestoppers

0800 555 111

Crimestoppers provides a freephone telephone number where anyone with information on crime or criminal activity can report it to the police but remain totally anonymous.

Although Crimestoppers is not part of the police (it is a registered charity) calls are answered by serving detectives. No other funding is received from central government, with the charity relying totally on voluntary donations.

The officers taking the calls will not ask for the caller's name or any detail, they simply want the information on the crime and the criminal. Should the call result in an arrest and charge, the caller may receive a cash reward which is paid through a code number system which allows the caller to remain anonymous.

Calls are also encouraged from people who suspect a crime is going to be committed.

Anyone with any information on crime should ring the freephone on 0800 555 111.

If you would like further information about Crimestoppers or would like to help the charity in any way, phone Sue Arden, North West Development Manager, on 0161-798 4299 or e.mail sue.arden@btopenworld.com.

Reporting Incidents

Introduction

As you can imagine, the police receive a wide variety of calls.

Calls range from emergency situations, where a life is at risk, to simple routine enquiries.

Police call takers receive extensive training in trying to quickly understand the nature of the call and assess the urgency. This can be quite difficult when the caller may be emotional and distressed. Alternatively they may be calm and collected. People don't always react the same to incidents!

Always try to stay calm, and state your name and role. Answer the call taker's questions and explain the incident as clearly as possible. If you are in danger, make sure the call taker understands this.

Emergency calls

The 999 emergency line should be used for **emergency** calls only, concerning something that has just happened, is happening, or is about to happen. In other words, an incident which needs an immediate response.

From a police perspective, this means assaults, robberies, burglaries, etc and so on, **that are in progress or just about to happen** .

When dialling 999, the BT telephone operator will ask you which emergency service you need.

The Police Call Taker will then want to know:

- ♦ *where the incident is occurring*
- ♦ *what is happening*

The first thing you will be asked is where the incident is occurring. This often seems irrelevant to callers urgently describing an incident, but this information is vital in case the call is cut short.

Always explain both your name and role.

All other calls

All other calls should be made to the Greater Manchester Police switchboard **0161 872 5050**.

The switchboard operator will put you through to the relevant control room or department.

A Graded Response

The call taker in the control room will grade all incidents so that they can allocate resources in the best way. The most urgent incidents are dealt with first.

These are a summary of the guidelines for prioritising calls:

- Grade 1: Immediate Response (police attendance within 10 minutes)

- ♦ *Immediate and real threat to life or risk of serious injury*
- ♦ *Immediate and real threat to property*
- ♦ *Crime in progress and / or there is a likelihood of an arrest*
- ♦ *Vulnerable person is involved and in immediate danger*
- ♦ *Where a level one alarm has been activated*
- ♦ *Where the communications operator perceives the need for an immediate response.*

- Grade 2: Priority Response (police attendance within 1 hour)

The call does not meet the criteria for Immediate Response, but the call taker believes police attendance is required within the hour, and also any of the following criteria apply:

- ◆ *Where the incident is a force priority, but does not meet Immediate Response criteria*
- ◆ *Where the incident involves Repeat Victimisation*
- ◆ *Where the incident involves a member of a Vulnerable Group (eg Hate Crime; Racist Incident; Homophobia; etc)*
- ◆ *Where a witness or other evidence is likely to be lost if response is further delayed*
- ◆ *Where the circumstances require a priority attendance of a policing resource in order to achieve early resolution of the incident or to provide public reassurance*

- Grade 3: Prompt Response (police attendance within 4 hours)

This incident requires police attendance, but a delayed response would not affect the outcome.

- Grade 4: Referred Response (police attendance by mutual arrangement)

This response is intended to address the 'quality of life', non-crime, type of incidents which are better dealt with by locally-based, problem-solving methods by Community Beat Officers, Traffic Officers, Crime Reduction Advisors or partner agencies. It aims to ensure that the types of incidents that have an impact on local communities are dealt with effectively.

This type of incident could be allocated to a local officer who will normally make an appointment within a couple of days.

- Grade 5: Telephone Resolution

This is where the matter can be dealt with telephone, thereby avoiding the unnecessary deployment of a police officer, including:

- ◆ *Telephone advice*
- ◆ *Telephone reporting of certain crimes*
- ◆ *Receiving information or intelligence for recording and appropriate dissemination*
- ◆ *Referring the caller to another agency when appropriate.*

Summary: Reporting Incidents

- In an emergency, or an incident requiring urgent police attention, dial "999"
- 999 calls should be about something that has just happened, is happening, or is about to happen. In other words, an incident which needs an immediate police response
- Examples of such incidents are assaults, robberies, burglaries, or thefts etc, which are in progress, where the speed of the officer's arrival is crucial
- All other calls should be made to **0161 872 5050**
- The telephone operator will want to know the following information:
 - Your name and address*
 - The telephone number from which you are calling*
- Always remain calm and collected
- Answer the call taker's questions
- Give your name and role
- Explain your incident as clearly as possible
- If you are in danger, make sure the Call Taker understands your situation

Further Reading & Advice

Greater Manchester Police

In an emergency (where there's an immediate threat to life or property) call 999

To contact the police at all other times, including general enquiries, call 0161 872 5050 or use a direct dial number if you've been given one.

The number for Minicom users is 0161 872 6633

The website is at www.gmp.police.uk

Crimestoppers - 0800 555 111

- If you think you may have any information about a crime, contact Crimestoppers. Remember that your call is free and anonymous. You may receive a reward.

Other security advice

Greater Manchester Police have other documents available on specialised areas of crime reduction (eg A Guide to Business Security; A Guide to Security in the Healthcare Industry; Counter Terrorist Crime Prevention, etc.). Contact your local police station for further advice.

Child safety

KIDSCAPE

- for a free guide offering further advice on protecting your children and suggestions for coping should a child be abused, send a large SAE to:-
KIDSCAPE, 132 Buckingham Palace Road, London, SW1W 9TR.

ChildLine - 0800 1111

- ChildLine is the free national helpline for children in trouble or danger. It provides a telephone counselling service for any child with any problem 24 hours a day, every day.

Health

National Aids Helpline - 0800 567 123

St Mary's Centre - 0161 276 6515

Personal safety advice

Suzy Lamplugh Trust - 020 8876 0305

National Anti-Stalking Support Association - 01926 850089

Phone calls

BT Assistance - 0800 666 700

- for BT's recorded 24 hour detailed advice message

BT's Nuisance Call Bureau (office hours) - 0800 661 441

Gay and lesbian issues

The Lesbian and Gay Foundation

- Lesbian and Gay Foundation Helpline (North West) 0845 3 30 30 30
www.lgf.org.uk

London Lesbian and Gay Switchboard 020 7837 7324

Hate Crime

The National Hate Crime reporting web site.
www.report-it.org.uk

Drugs

Talk to FRANK
0800 77 66 00
www.talktofrank.com
Drugs information, advice & tips, signpost to local services, drop-in centres & groups

Addaction
www.addaction.org.uk
UK charity working solely in the field of drug & alcohol addiction

ADFAM
0800 917 8282
www.adfam.org.uk
National charity working with families affected by drugs & alcohol

Drugscope
087107 743 682
www.drugscope.org.uk
UK's leading independent centre of expertise on drugs

Lifeline Project
0161 834 7160
www.lifeline.org.uk
Relief of poverty, sickness & distress among these persons affected by addiction to drugs of any kind.

National Treatment Agency (NTA)
08701 555 455
www.nta.nhs.uk
Increasing the availability, capacity and effectiveness of treatment for drug misuse in England. Also publications and guidance for those in the drug treatment sector.

www.drugs.gov.uk
0207 035 4848
Latest news & guidance from government about the Drugs Strategy.

Victim Support

The Greater Manchester Federation of Victim Support Schemes can give you assistance and details of your local scheme - 0161 429 8994 (24hr ansaphone)