

BURGLARY REDUCTION PROJECT

Report of the Chief Executive of Derby Homes

1. SUMMARY

- 1.1 This report updates the Local Housing Boards on the above project and seeks agreement to extend the funding for this work from the end of the current Service Level Agreement in June 2011 by a further two years from July 2011.
- 1.2 The project is designed to increase the security of peoples' homes and thus reduce their living in fear of being a victim of crime. Since 2002, 2,361 homes have had their security improved as a result.

2. RECOMMENDATION

That given the high satisfaction rates with the work done to date and a reduction in fear of crime, the Local Housing Board agrees to extend the funding from the Estate Pride budget to July 2013.

3. MATTER FOR CONSIDERATION

- 3.1 The Burglary Reduction Project has been running since 2002, and is run by the Derby Community Safety Partnership although funded by Derby Homes. There has been a Service Level Agreement (SLA) between Derby Homes and with the Safety Partnership since 2009 and a commitment was given in this SLA to secure 800 homes in the current programme.
- 3.2 Currently, 397 homes have been secured in the current programme and it is on target.
- 3.3 Standard work done by the scheme comprises of:
 - A professional crime prevention survey of the property
 - Fitting of appropriate locks
 - Advice to tenants about security issues (dealing with distraction burglaries).
- 3.4 The scheme has also funded other security improvements such as:
 - SmartWater kits – property marking kits to enable recovery of items stolen from homes.
 - Anti-climb paint on Derby Homes garages and properties.
 - Installation of discrete CCTV cameras in problem areas.

4. CONSULTATION IMPLICATIONS

The project has been well received and we have consulted with users about their satisfaction of the service. The latest feedback records for this year record that all 304 respondents stated that they were less fearful of crime as a result of this project (please see Appendix 1).

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

This decision will impact on the future Estate Pride budgets and this financial commitment will need to be factored into budget preparations up to 2013. It is proposed that the current budget of £80,000 per year be maintained (approximately £100 per property) for the extended period.

6. EQUALITIES IMPACT ASSESSMENT

An Equalities Impact Assessment may need to be carried out for the project especially if the Local Housing Board agrees to extend it by two more years.

The areas listed below have no implications directly arising from this report

- Legal and Confidentiality
- Personnel
- Environmental
- Health & Safety
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

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Background Information: None.

Supporting Information: None.

Appendix 1 Customer Feedback

Appt Date	Office Staff Helpfulness	Was the installer	Overall Score	Are you less Fearful	Comments / Suggested Improvements
01/07/08	Very Helpful	yes	10	Less	we are more secure on the windows and doors
09/11/08	Very Helpful	yes	10	Less	Before he did the work, he explained how everything worked , then when the job was finished , he showed us how to work everything
18/11/08	Very Helpful	yes	7	Less	Two men that came round were very helpful, and made me feel safe and protected, Thank you guys .
08/12/08	Very Helpful	yes	10	Less	Very nice fellow, I feel more safe. Everything the fellow has done makes us feel safer. My husband is disabled, your fellow left me an alarm that you carry around with you .
06/01/09	Very Helpful	yes	10	Less	the service that I received was excellent and I thank all concerned
12/01/09	Very Helpful	yes	10	Less	
20/01/09	Very Helpful	yes	10	Less	Explained how they all worked and demonstrated the functions of what he had installed
02/02/09	Very Helpful	yes	10	Less	Service was very good, could not have been more helpful, very pleased
02/02/09	Very Helpful	yes	10	Less	Explained what he was doing, feel safer in my own home Thanks.
04/02/09	Very Helpful	yes	10	Less	
05/02/09	Very Helpful	yes	10	Less	Very helpful explained alarms and locks really well. Could do with more burglar alarms being supplied to single mums .
09/02/09	Very Helpful	yes	10	Less	Very helpful and tidy , he has a very pleasant manner.
09/02/09	Very Helpful	yes	10	Less	Gave me extra security.
09/02/09	Very Helpful	yes	10	Less	Very Helpful
12/02/09	Very Helpful	yes	10	Less	I know everything is secure now.
15/02/09	Very Helpful	yes	10	Less	Very helpful with the information and in the future if the problems persist
16/02/09	Very Helpful	yes	10	Less	the installer was very professional and helpful
20/02/09	Very Helpful	yes	10	Less	The added security helps with my peace of mind.
23/02/09	Very Helpful	yes	10	Less	Fort Knox has nothing on us now . Thanks
24/02/09	Very Helpful	yes	10	Less	
25/02/09	Very Helpful	yes	10	Less	He was very friendly and made sure that I understood what he wanted to do and how to operate the equipment was very happy with everything offered in this service.
01/03/09	Very Helpful	yes	10	Less	The installer came here weeks ago , he was very helpful , we had been away on holiday and forgot to send the form in
02/03/09	Very Helpful	yes	10	Less	He was very kind , I felt I could trust him. I feel more secure now.
04/03/09	Very Helpful	yes	10	Less	The security installer was very professional and explained everything prior to installation . Additionally he was able to explain security awareness measures , because of his knowledge and expertise. Rod was extremely helpful .I felt like a huge weight was lifted from my shoulders . truly wonderful service.
04/03/09	Very Helpful	yes	10	Less	He explained everything very well , before doing the things he said he was going to do.
10/03/09	Very Helpful	yes	10	Less	Fitter was very polite and explained everything, very good service thanks
01/04/09	Very Helpful	yes	10	Less	knowing I have things to help prevent and deter burglars to try and get into my property
01/04/09	Very Helpful	yes	10	Less	
01/04/09	Very Helpful	yes	10	Less	Window alarms
02/04/09	Very Helpful	yes	10	Less	Knowing that I have things that can deter the burglars getting in to my property makes me feel secure
06/04/09	Very Helpful	yes	10	Less	he explained the measures I could take and also gave advice

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06/04/09	Very Helpful	yes	10	Less	Everything installed was explained in detail
06/04/09	Very Helpful	yes	10	Less	Everything installed was explained in detail and instructions given on how to use, very friendly and professional approach , clean and tidy, Thanks
06/04/09	Very Helpful	yes	10	Less	The fitter explained other measures I could possibly take and advice on smoke alarm being fitted
09/04/09	Helpful	yes	9	Less	
09/04/09	Very Helpful	yes	9	Less	More secure thanks
10/04/09	Very Helpful	yes	10	Less	gave me some good advice thank you
10/04/09	Very Helpful	yes	10	Less	Did a good job inspecting my property , very friendly and gave me lots of good advice Thanks
12/04/09	Very Helpful	yes	10	Less	Fitter explained everything he was doing, also how the alarm worked, showed me the door chain , which I am grateful he fitted as it was one thing that I really needed for security , Thank you very much
15/04/09	Very Helpful	yes	10	Less	
23/04/09	Very Helpful	yes	10	Less	
23/04/09	Very Helpful	yes	10	Less	Get rid of gangs on street corners, it will be helpful to make them pay for what crimes they commit and not just slap their hands, Fitter helpful and polite
28/04/09	Very Helpful	yes	10	Less	
29/04/09	Very Helpful	yes	10	Less	I am very grateful for this service as I am 74 years and disabled and I was treated with courtesy
29/04/09	Very Helpful	yes	10	Less	the service was excellent and thank you
29/04/09	Very Helpful	yes	10	Less	polite , pleasant and gave us useful advice on security(excellent service) added security has given us peace of mind
01/05/09	Very Helpful	yes	10	Less	I am grateful for the service
01/05/09	Very Helpful	yes	10	Less	
01/05/09	Very Helpful	yes	10	Less	an help in this way is an asset
01/05/09	Very Helpful	yes	9	Less	
01/05/09	Very Helpful	yes	10	Less	Well presented and explained Thanks
01/05/09	Very Helpful	yes	10	Less	He introduced himself and showed his ID, then looked around the house and made suggestions on security improvement and then fitted them and locks.
03/05/09	Very Helpful	yes	10	Less	The installer was professional in his manner.
05/05/09	Very Helpful	yes	10	Less	
05/05/09	Very Helpful	yes	10	Less	
05/05/09	Very Helpful	yes	10	Less	Explained everything very well , he was patient with me being disabled and slightly deaf, the security measures he has put in place will deter burglars.
06/05/09	Very Helpful	yes	10	Less	
06/05/09	Very Helpful	yes	10	Less	Locks, alarms and verbal information
10/05/09	Very Helpful	yes	10	Less	
12/05/09	Very Helpful	yes	10	Less	I am very grateful , thank you very much
12/05/09	Very Helpful	yes	10	Less	I feel safe to open doors
12/05/09	Very Helpful	yes	10	Less	very professional in the work carried out
14/05/09	Very Helpful	yes	10	Less	I would just like to thank the gentleman who carried out the work, I feel so much safer
14/05/09	Very Helpful	yes	10	Less	I would just like to thank the gentleman who carried out the work, In my flat I feel so much safer when indoors, also if I do go out I feel that my flat is more secure , Thanks

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18/05/09	Very Helpful	yes	10	Less	
18/05/09	Very Helpful	yes	10	Less	Window alarms and door chain
19/05/09	Very Helpful	yes	10	Less	he made us more aware
19/05/09	Very Helpful	yes	10	Less	I feel safer now with the new safety measures
19/05/09	Very Helpful	yes	10	Less	your man was very friendly, good explanations and discussions. A pleasure to have his visit
19/05/09	Very Helpful	yes	10	Less	Courteous, friendly and efficient, a pleasure to have had his visit
19/05/09	Very Helpful	yes	10	Less	He explained everything really well and was very polite
19/05/09	Very Helpful	yes	10	Less	He made us more security aware thanks
20/05/09	Very Helpful	yes	10	Less	everywhere is secure now
20/05/09	Very Helpful	yes	10	Less	Every where is secure now Thanks
21/05/09	Very Helpful	yes	10	Less	excellent service, thank you
21/05/09	Very Helpful	yes	10	Less	Very Courteous indeed, looked around my property suggested what was required , then got straight on with the job, excellent job done thanks
23/05/09	Very Helpful	yes	10	Less	he explained very clearly and just carried out the work he was doing
26/05/09	Very Helpful	yes	10 - 5 star	Less	I think the service is very good, thank you
26/05/09	Very Helpful	yes	10	Less	We feel more secure now, I think that the fitter was very professional and clean in his work, Thanks again
28/05/09	Very Helpful	yes	10	Less	I thought this service was amazing, they rang me and asked if I wanted extra security
28/05/09	Very Helpful	yes	10	Less	I thought this service was amazing , they rang and asked me if I would like extra security, I didn't even know this service existed. Now I can go to work happy knowing that my windows are secure and my gate is repaired. Thank you very much for the help and the man who came to my house was very helpful and nice.
02/06/09	Very Helpful	yes	10	Less	
02/06/09	Very Helpful	yes	10	Less	window alarms, door locks
04/06/09	Very Helpful	yes	10	Less	very professional in the work carried out
04/06/09	Very Helpful	yes	10	Less	very professional in the work carried out
08/06/09	Very Helpful	yes	10	Less	
10/06/09	Very Helpful	yes	10	Less	no complaints about the service
10/06/09	Very Helpful	yes	10	Less	Alarms and mirror
11/06/09	Very Helpful	yes	10	Less	I thought the mirror on the wall was a very good idea
11/06/09	Very Helpful	yes	10	Less	I thought the mirror on the wall was a very good idea
11/06/09	Very Helpful	yes	10	Less	Very polite and helpful, I thought the mirror on the wall inside my front door was very good , as I can now see anyone without taking my door chain off Thanks
12/06/09	Very Helpful	yes	10	Less	
12/06/09	Very Helpful	yes	10	Less	Door chains, window alarms and locks
17/06/09	Very Helpful	yes	10	Less	
17/06/09	Very Helpful	yes	10	Less	Locks and Alarm fitted
18/06/09	Very Helpful	yes	10	Less	this is a very worthwhile service, especially to the elderly like me

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18/06/09	Very Helpful	yes	10	Less	Paul was very helpful in explaining all the gadgets he was fitting , he left no mess at all , very polite and pleasant in his manner. I had thought my house was pretty secure , but Paul explained things that I had not thought about
19/06/09	Very Helpful	yes	10	Less	
19/06/09	Very Helpful	yes	10	Less	More secure in our own house Thanks
23/06/09	Very Helpful	yes	9	Less	we feel very safe in our house now
23/06/09	Very Helpful	yes	9	Less	we feel very safe in our house now
23/06/09	Very Helpful	yes	10	Less	Fitter was very good , we feel safer in our own house Thanks
25/06/09	Very Helpful	yes	10	Less	
25/06/09	Helpful	yes	10	Less	thanks
25/06/09	Very Helpful	yes	10	Less	Fitter was very helpful and courteous
25/06/09	Very Helpful	yes	10	Less	Very Helpful, feel more secure living o my own now.
27/06/09	Very Helpful	yes	10	Less	It was a pleasure to have Keith install my house alarm , as he was very polite , courteous, professional and explained very well, I am grateful to the police and city council to find such a scheme. Thank you for making my house safe and secure.
29/06/09	Helpful	yes	10	Less	more difficult for them to steal my property
29/06/09	Very Helpful	yes	10	Less	More difficult for people to steal my property Thanks
30/06/09	Very Helpful	yes	10	Less	
30/06/09	Very Helpful	yes	10	Less	
30/06/09	Very Helpful	yes	10	Less	Explained all very well
01/07/09	Very Helpful	yes	10	Less	being on my own it is nice to know you have done as much as you can to protect yourself
01/07/09	Very Helpful	yes	10	Less	was also helpful to have advice on CCTV and alarms
01/07/09	Very Helpful	yes	10	Less	Being on my own it's nice to know you have done as much as possible to protect yourself and your property, the fitter was polite, helpful and informative.
01/07/09	Very Helpful	yes	10	Less	Front door lock, patio door trembler alarm , advice on CCTV and external warning lights
01/07/09	Very Helpful	yes	10	Less	Very pleasant and explained clearly , we feel more secure with alarms on windows and front door
02/07/09	Very Helpful	yes	9	Less	he explained very clearly and just carried out the work he was doing
02/07/09	Very Helpful	yes	10	Less	
02/07/09	Very Helpful	yes	10	Less	Locks and bolt
03/07/09	Very Helpful	yes	10	Less	
04/07/09	Very Helpful	yes	10	Less	
07/07/09	Very Helpful	yes	10	Less	Helpful, friendly and polite
07/07/09	Very Helpful	yes	10	Less	
07/07/09	Very Helpful	yes	10	Less	Helpful , friendly and polite, Knowing that an alarm will go off if the glass is broken at the back of the house calling attention to the intruder
09/07/09	Very Helpful	yes	10	Less	
10/07/09	Very Helpful	yes	7	Less	
10/07/09	Very Helpful	yes	10	Less	could not better the service it was excellent
10/07/09	Very Helpful	yes	10	Less	Went about their business in a caring way, If we asked about anything they put us at ease, Could not have asked for a better service , it was EXCELLENT .

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16/07/09	Very Helpful	yes	10	Less	Because we have alarms fitted
16/07/09	Very Helpful	yes	10	Less	Alarms Fitted Thanks
16/07/09	Very Helpful	yes	10	Less	Because we have alarms fitted
21/07/09	Very Helpful	yes	10	Less	very satisfied
21/07/09	Very Helpful	yes	10	Less	Very satisfied Thanks
24/07/09	Very Helpful	yes	10	Less	thank you for such a service
24/07/09	Very Helpful	yes	10	Less	Thank you for such a service I feel so much safer now, he explained everything to me.
01/08/09	Very Helpful	yes	10	Less	spoke to me instead of down to me
05/08/09	Very Helpful	yes	10	Less	Excellent
12/08/09	Very Helpful	yes	10	less	the property is more secure
13/08/09	Very Helpful	yes	10	Less	I didn't realise in this day and age I could get something so worthwhile for nothing. Keep up the good work
13/08/09	Very Helpful	yes	10	Less	within two days of enquiring about this service I has an officer at my home installing the locks
13/08/09	Very Helpful	yes	10	Less	Very informative everything explained
13/08/09	Very Helpful	yes	10	Less	The fitter was very kind and helpful, after his visit and his explanation and installation of alarms , I now feel more content and safe in my own home. I extend my gratitude to this service and All the people involved .
17/08/09	Very Helpful	yes	10	Less	Extra advice also given
17/08/09	Very Helpful	yes	10	Less	Peace of mind
17/08/09	Very Helpful	yes	10	Less	Peace of mind
17/08/09	Very Helpful	yes	10	Less	He just asked me what I required to be done, and explained what could be done he was very helpful and did his job quickly and efficiently
18/08/09	Very Helpful	yes	10	Less	I feel more secure
18/08/09	Very Helpful	yes	10	Less	I feel more secure
18/08/09	Very Helpful	yes	10	Less	He was very polite and did a good job, I feel more secure
19/08/09	Helpful	yes	8	Less	Thank you
19/08/09	Helpful	yes	8	Less	thank you
19/08/09	Very Helpful	yes	8	Less	Everything explained well and was very kind, I am still fearful , but they have got more deterrents now
21/08/09	Very Helpful	yes	10	Less	Very good, Thank You
21/08/09	Helpful	yes	10	Less	I know how to protect my property now
21/08/09	Very Helpful	yes	10	Less	Very polite and helpful , clean and tidy work and appearance nice, bloke, Feel more secure so no wankers can get in.
24/08/09	Very Helpful	yes	10	Less	
24/08/09	Very Helpful	yes	10	Less	
25/08/09	Very Helpful	yes	10	Less	If anyone tries to get in I know the alarm will go off
25/08/09	Very Helpful	yes	10	Less	you service is very good, could not be better
25/08/09	Very Helpful	yes	10	Less	less fearful as if anyone try's to get in I know the alarms will go off
25/08/09	Very Helpful	yes	10	Less	A little less fearful , because if anyone tries to get in I know the alarms will go off
26/08/09	Very Helpful	yes	10	Less	
26/08/09	Very Helpful	yes	10	Less	Nice to knows somebody cares about the elderly

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26/08/09	Very Helpful	yes	10	Less	
26/08/09	Very Helpful	yes	10	Less	
26/08/09	Very Helpful	yes	10	Less	
27/08/09	Very Helpful	yes	10	Less	explained everything to me
27/08/09	Very Helpful	yes	10	Less	feel a lot safer
27/08/09	Very Helpful	yes	10	Less	
27/08/09	Very Helpful	yes	10	Less	Explained everything to me , we have some terrible people around
28/08/09	Very Helpful	yes	10	Less	I am in a wheelchair and they have put the locks at my level and it's made me feel safer
28/08/09	Very Helpful	yes	10	Less	
28/08/09	Very Helpful	yes	10	Less	he had time to explain each thing in detail
28/08/09	Very Helpful	yes	10	Less	
28/08/09	Very Helpful	yes	10	Less	Because it made me feel more secure as I am wheelchair bound they are easily accessible
28/08/09	Very Helpful	yes	10	Less	He had time to explain each thing he was fitting I detail excellent service
01/09/09	Very Helpful	yes	10	Less	just like to say thank you very much
01/09/09	Very Helpful	yes	10	Less	
01/09/09	Very Helpful	yes	10	Less	just like to say thank you very much
01/09/09	Very Helpful	yes	10	Less	He explained to us in detail what he would be doing for us, he was polite and helpful a real nice chap, would like to say thanks to all.
02/09/09	Very Helpful	yes	10	Less	
02/09/09	Very Helpful	yes	10	Less	
02/09/09	Very Helpful	yes	10	Less	the installer was very professional and helpful
02/09/09	Very Helpful	yes	10	Less	
02/09/09	Very Helpful	yes	10	Less	
02/09/09	Very Helpful	yes	10	Less	Feel safer in my own home . Fitter was very professional , Courteous and helpful
02/09/09	Very Helpful	yes	10	Less	Friendly and helpful , I feel secure in my home
02/09/09	Very Helpful	yes	10	Less	Very clear instructions for all installed items, I was very grateful for this service as I am 74 years old and disabled , I was treated with courtesy by the installer , he explained everything to me adequately and clearly, It is very good that this service is free of charge.
03/09/09	Very Helpful	yes	10	Less	much more safer
03/09/09	Very Helpful	yes	10	Less	very good service and nice to know we are safe
03/09/09	Very Helpful	yes	10	Less	He explained about the back gate lock , every thing else was ok, very good service and it's nice to know we are safer now.
04/09/09	Very Helpful	yes	10	Less	I am very pleased with the service I received
04/09/09	Very Helpful	yes	10	Less	due to your engineers visit and the work they carried out I feel much more secure in leaving the house
04/09/09	Very Helpful	yes	10	Less	Living alone in this property, due to your engineers visit and the work he carried out I feel much more secure in leaving the house unattended whilst I am out. Thanks
09/09/09	Very Helpful	yes	10	less	All I have to do is bang ion the window and the alarm sounds, for disabled hard of hearing people it would be useful for an intercom service, so we know who is at the door before answering, the original chain was of little use to me as it's completely the wrong height and I had to open the door to anyone without the secure protection of a chain.

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10/09/09	Very Helpful	yes	10	Less	
10/09/09	Very Helpful	yes	10	Less	very grateful for the help given, workman was very kind and helpful
10/09/09	Very Helpful	yes	10	Less	
10/09/09	Very Helpful	yes	10	Less	very grateful for the help given, workman was very kind and helpful
10/09/09	Very Helpful	yes	10	Less	I was very distressed after my recent burglary and the installer was comforting and empathic with my feelings, I am grateful to him. The service provided was excellent and I thank all concerned . The only comment I have is in regard to the way the council responded to my distress, Utterly lacking in any human response to an elderly tenant living in sheltered accommodation, having a contact number they failed to notify me of the break in , thought they were alerted by the police, I was on holiday and returned a week later to find hell waiting for me.
10/09/09	Very Helpful	yes	10	Less	very grateful for the help given, workman was very kind and helpful
10/09/09	Very Helpful	yes	10	Less	He was very helpful and polite
11/09/09	Very Helpful	yes	10	Less	I think you have done a good job
11/09/09	Very Helpful	yes	10	Less	At night we now feel very safe and secure which we have not for a long time
11/09/09	Very Helpful	yes	10	Less	I think you are doing a good job
11/09/09	Very Helpful	yes	10	Less	It is nice to see someone who is interested in his work and explained things very clearly, you are doing a great job
12/09/09	Very Helpful	yes	10	Less	The property is more secure
12/09/09	Very Helpful	yes	10	Less	Thanks the property is more secure now
14/09/09	Very Helpful	yes	10	Less	Feel more sure with the locks and alarms
14/09/09	Very Helpful	yes	10	Less	I feel more safe
14/09/09	Very Helpful	yes	10	Less	
14/09/09	Very Helpful	yes	10	Less	Feel more sure with the locks and alarms
14/09/09	Very Helpful	yes	10	Less	I feel more safe
14/09/09	Very Helpful	yes	10	Less	Pleasant and sociable , I feel more safe now thanks
14/09/09	Very Helpful	yes	10	Less	Very helpful, feel more secure with locks and alarms
15/09/09	Very Helpful	yes	10	Less	
15/09/09	Very Helpful	yes	10	Less	
15/09/09	Very Helpful	yes	10	Less	Security light .
16/09/09	Very Helpful	yes	10	Less	man was very helpful and polite and pointed out other things that would help
16/09/09	Very Helpful	yes	10	Less	
16/09/09	Very Helpful	yes	10	Less	
16/09/09	Very Helpful	yes	10	Less	Explained about things and why my alarm wasn't working, The fitter was helpful and polite.
16/09/09	Very Helpful	yes	10	Less	
17/09/09	Very Helpful	yes	10	Less	I think the service is excellent, it makes me feel safer in my own home
17/09/09	Very Helpful	yes	10	Less	I think this service is excellent and definitely makes me feel safer in my home

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17/09/09	Very Helpful	yes	10	Less	I think this service is excellent for everybody, it makes me feel a little bit safer in my own home. This has nothing to do with the crime prevention team, but I think we should have solid front doors, not ones with glass in the top and bottom, I find these doors frightening to have as I am a single parent with a 21 year old son living with me ,and I am so frightened someone is going to get in, have spoken to the council and they will not change it for me
21/09/09	Very Helpful	yes	10	Less	considerate very helpful, gave me the time of day explaining everything
21/09/09	Very Helpful	yes	10	Less	knowing I have more security
21/09/09	Very Helpful	yes	10	Less	Considerate very helpful , gave me time of day , explaining everything
23/09/09	Very Helpful	yes	10	Less	thank you very much for your support since the break in and the care you team showed
23/09/09	Helpful	yes	8	Less	I feel less fearful because of the extra security
23/09/09	Helpful	yes	8	Less	Fitter gave sound advice about how to maximise existing security and explained how to use various products
23/09/09	Very Helpful	yes	10	Less	He explained everything really clearly , Thank you very much for the care and consideration your team have shown since the break in.
24/09/09	Very Helpful	yes	10	Less	very pleased. I feel much safer in my home
24/09/09	Very Helpful	yes	10	Less	brilliant service thank you
24/09/09	Very Helpful	yes	10	Less	So helpful and explained everything, checked everything , extremely polite a gentleman, very pleased I feel much safer in my own home , the key ring attacker alarm is a great bonus
28/09/09	Very Helpful	yes	10	Less	Padlock for gate and window alarms Thanks
30/09/09	Very Helpful	yes	10	Less	thank you for the help I have received
30/09/09	Very Helpful	yes	10	Less	pleased with the service
30/09/09	Very Helpful	yes	10	Less	They were professional and helpful they checked all the security in the property , fitted window alarms which makes me feel so much safer now.
01/10/09	Very Helpful	yes	10	Less	Very good service, thank you
02/10/09	Very Helpful	yes	10	Less	
02/10/09	Very Helpful	yes	10	Less	Good manners.
07/10/09	Very Helpful	yes	9	Less	
07/10/09	Very Helpful	yes	9	Less	Fitted alarms on doors and windows.
08/10/09	Very Helpful	yes	10	Less	
08/10/09	Very Helpful	yes	10	Less	The service from Crime Prevention is very good , the only issue is with the council who have put new lighting on my street and removed one from the end of my drive making it very dark outside my door now, this means I have difficulty seeing properly at night.
12/10/09	Very Helpful	yes	10	Less	feel more secure with alarms
12/10/09	Very Helpful	yes	10	Less	Feel more secure with alarms
14/10/09	Very Helpful	yes	10	Less	
14/10/09	Very Helpful	yes	10	Less	Alarm , smartwater and door mirror
23/10/09	Very Helpful	yes	10	Less	
23/10/09	Very Helpful	yes	10	Less	Thanks very much for all the work done
23/10/09	Very Helpful	yes	10	Less	
23/10/09	Very Helpful	yes	10	Less	More secure. Thanks

Appendix 1 Customer Feedback

23/10/09	Very Helpful	yes	10	Less	Thanks very much for all the work that was done , I am 89 and my wife is 85, we would have been unable to do the work ourselves , the fitter was very clean and efficient, interesting to listen to, he explained about each part as it was being fitted.
23/10/09	Very Helpful	yes	10	Less	Fitted alarms and security marked the property
27/10/09	Very Helpful	yes	10	Less	
27/10/09	Very Helpful	yes	10	Less	Explained everything.
29/10/09	Very Helpful	yes	10	Less	We feel more secure now with better locks and window alarms
29/10/09	Very Helpful	yes	10	Less	We feel more secure now with better locks and window alarms , excellent service and advise given
30/10/09	Very Helpful	yes	10	Less	I feel really secure now
30/10/09	Very Helpful	yes	10	Less	Very informative , explained everything I needed to do , I feel very secure now , as before with living on my own I felt vulnerable with two young children.
01/11/09	Very Helpful	yes	10	Less	The officer was very helpful
02/11/09	Very Helpful	yes	10	Less	I am very satisfied and grateful for your service
02/11/09	Very Helpful	yes	10	Less	I live alone and now feel safer, I am grateful for the service
17/11/09	Very Helpful	yes	10	Less	Feel more protected at the back
17/11/09	Very Helpful	yes	10	Less	Feel more protected at the back
27/11/09	Very Helpful	yes	10	Less	Very helpful
03/12/09	Very Helpful	yes	10	Less	
03/12/09	Very Helpful	yes	10	Less	
07/12/09	Very Helpful	yes	10	Less	
07/12/09	Very Helpful	yes	10	Less	
22/12/09	Very Helpful	yes	10	Less	
22/12/09	Very Helpful	yes	10	Less	Very good Thanks
22/12/09	Very Helpful	yes	10	Less	
22/12/09	Very Helpful	yes	10	Less	Very Good thanks
07/01/10	Very Helpful	yes	10	Less	Service was very good, could not have been more helpful, very pleased
07/01/10	Very Helpful	yes	10	Less	It's fantastic I've got help like this I am so grateful, Thank you very much
26/01/10	Very Helpful	yes	10	Less	Because to me this is all part of the installers job , to be polite and courteous at all times.
28/01/10	Very Helpful	yes	10	Less	Nice to feel your home is secure Thanks
28/01/10	Very Helpful	yes	10	Less	I found that it was easy to communicate with the chaps and thanks to them my home is happy and so am I .Thanks for all your support and help in this matter
08/02/10	Very Helpful	yes	10	Less	Locks and window alarms fitted thanks
10/02/10	Very Helpful	yes	10	Less	I would suggest that this service stays in our society , it is very much needed and I'm glad they called. I would like to see more of this type of service and my installer(Paul)was fantastic and worked very hard , I found him genuinely caring with regards to his job , we need more people like him.
10/02/10	Very Helpful	yes	10	Less	I am very grateful for all the help and confidence that this brings to my wife and myself.
26/02/10	Very Helpful	yes	10	Less	Empathised with my situation and explained everything and listened to me to ensure he did everything possible to help
	Very Helpful	yes	10	Less	He made sure I understood what he was telling me
13.04.10	Very Helpful	yes	10	Less	Only to say that is has given me more confidence as I have been very frightened of being home alone

Appendix 1 Customer Feedback

31.03.10	Very Helpful	yes	10	Less	
28.01.10	Very Helpful	yes	10	Less	I think all homes in high crime areas should have these fitted
16.04.10	Very Helpful	yes	10	Less	I can now see who is at my door before I open it and my sleep is much better
19.04.10	Very Helpful	yes	10	Less	
22.03.10	Very Helpful	yes	10	Less	My security in my house is increased now
	Very Helpful	yes	10	Less	I would just like to say a big thank you from myself and my husband
01.03.10	Very Helpful	yes	10	Less	Service was fantastic and professional thank you again
26.04.10	Very Helpful	yes	10	less	
	Very Helpful	yes	10	Less	I feel more at ease
06.05.10	Very Helpful	yes	10	Less	
06.05.10	Very Helpful	yes	10	Less	Sympathetic and helpful
21.05.10	Very Helpful	yes	10	Less	I feel a lot safer in my own home
02.06.10	Very Helpful	yes	10	Less	
26.05.10	Very Helpful	yes	10	Less	