

Distraction Burglary Project

Jan 03 – Dec 03

Customer Survey Results



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1. Introduction

Distraction Burglary

Like most Local Authorities we have been aware of the problem for many years and in recent years there has been an increase. Although we didn't have the statistics to support this, we did have anecdotal evidence. We received information from PVP's, District Assemblies, Age Concern etc.

Since the launch of this multi-agency project late last year, considerable progress has been made in the fight against Distraction Burglary (Bogus Callers). Since January 2003 over 1000 vulnerable households have received the Distraction Burglary package, which includes a range of physical security improvements and advice on how to deal with unexpected callers.

This Survey has been carried out in order to evaluate Tameside's approach to solving the problem.

2. Method

A postal questionnaire was sent out to 500 householders, which is 50% of the 1000 households for which work has been undertaken. By the cut-off date of 22nd December 2003, 274 completed forms were returned for analysis, a response rate of 55%. A copy of the questionnaire is included (Appendix 1). The results were tabulated in Excel and charted.

3. Results

3.1 Personal Details

Chart 1: Male/Female

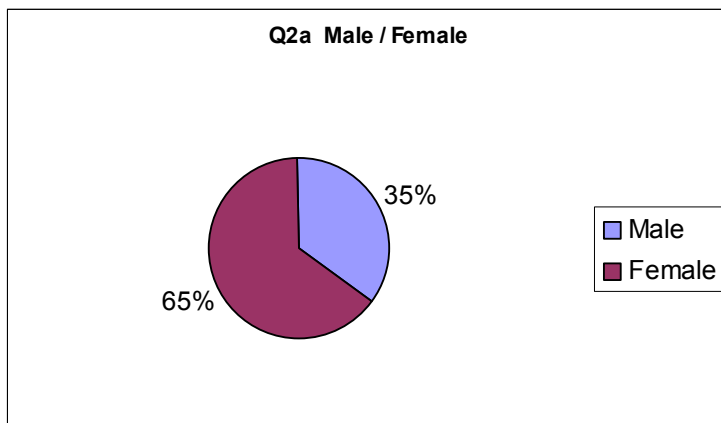
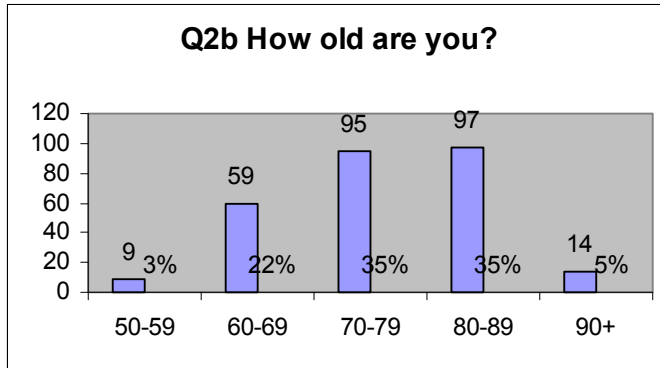
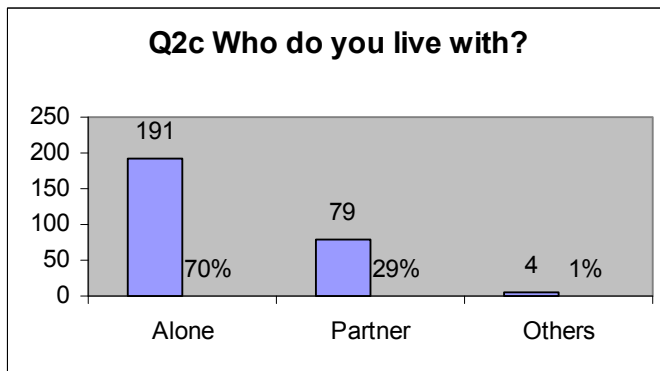


Chart 2: Age



76% of those who responded to this question were over the age of 70. We know from recent Home Office research that the average age of a bogus caller victim is 78 – 82 years of age.

Chart 3: Who do you live with



70% of the people who responded to this question live alone. Research findings have shown that being more isolated i.e those people with smaller social networks, and more likely to be at home all day, may increase the likelihood of being targeted.

Chart 4: Ethnicity

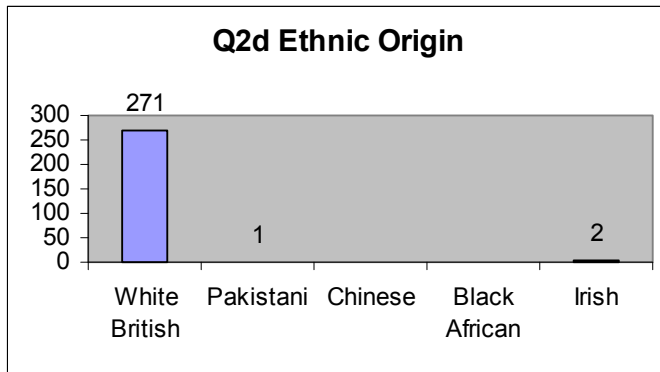
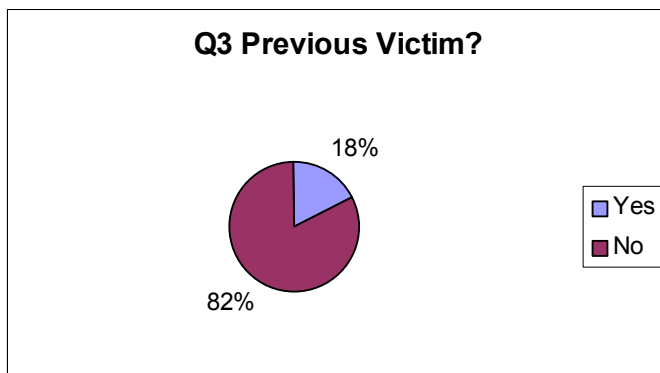
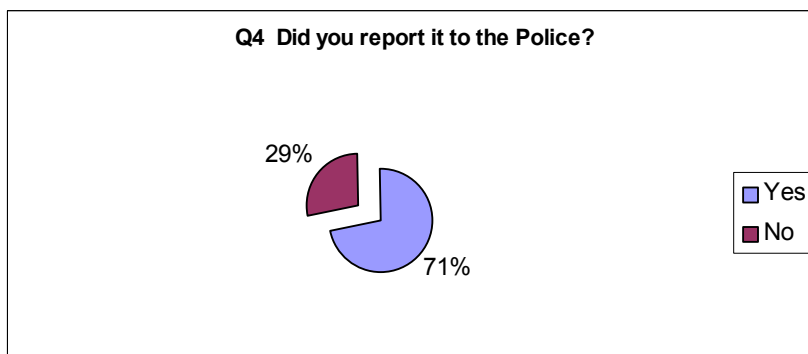


Chart 5: Previous Victim



In response to this question 49 respondents (18%) said that they had been a previous victim. 32 out of the 49 were female (65%).

Chart 6: Reporting

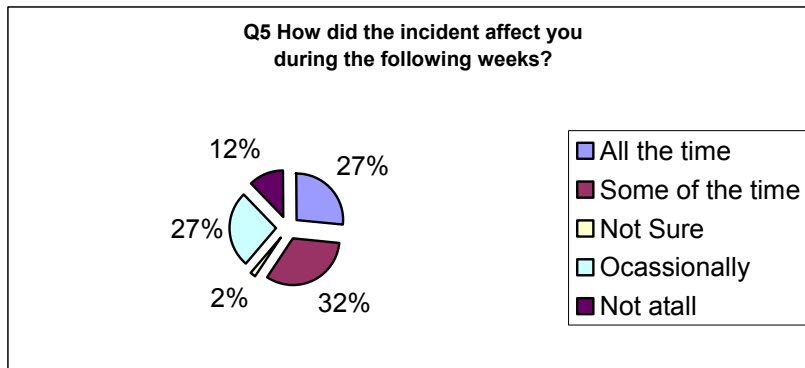


In response to the question "Did you report it to the Police?" (prior to the project) only 29% said that they had reported the incident.

3.2 Fear of Crime

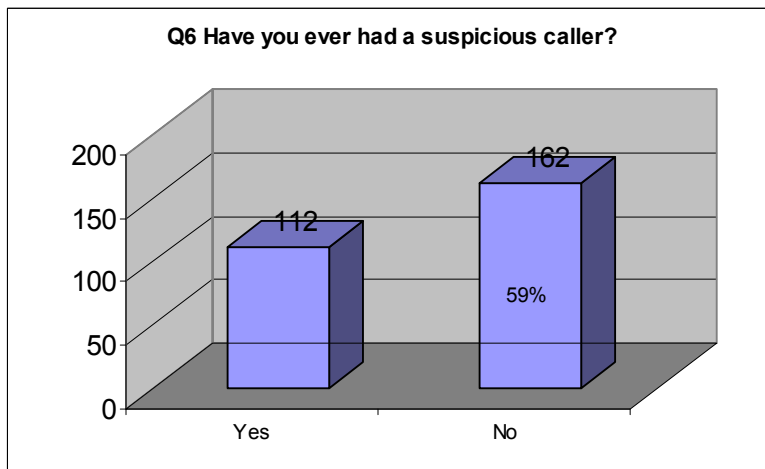
This section attempts to evaluate the impact of the new security devices and awareness training/advice on each resident's fear of crime.

Chart 7: How did the Incident affect you?



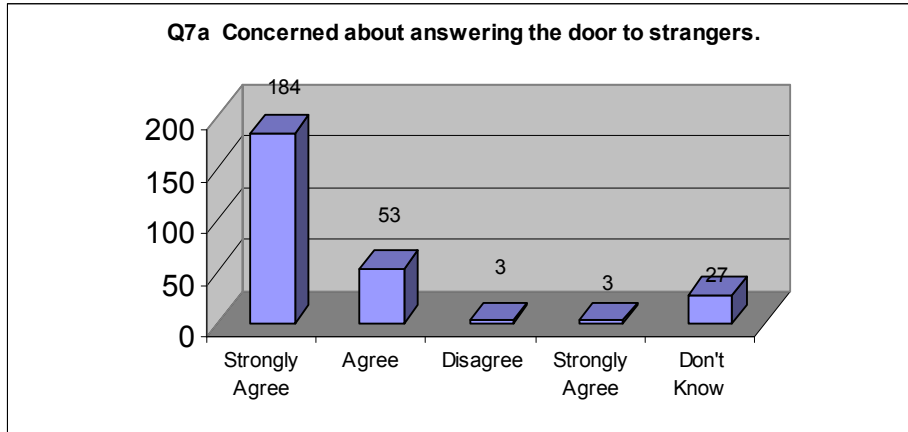
In response to this question 59% of respondents said that the incident affected them in some way or another. 32% saying that the incident affected them all of the time.

Chart 8: Suspicious Callers? (pre - project)



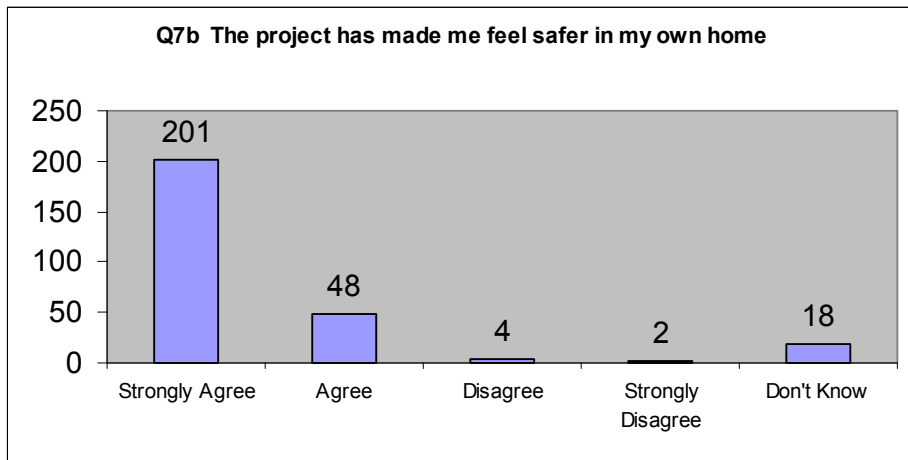
In response to the question “ Have you ever had any suspicious callers that you have sent away?” 41% of the respondents said that they had. Unfortunately we are unable to ascertain as to whether these callers were in fact bogus callers or genuine callers calling at the wrong time of day. This question should have been supported with further questions so that a picture could have been built up around the type of visitors calling i.e Door step salesmen, time of day.

Chart 9: Concerns about answering the door to strangers before the project



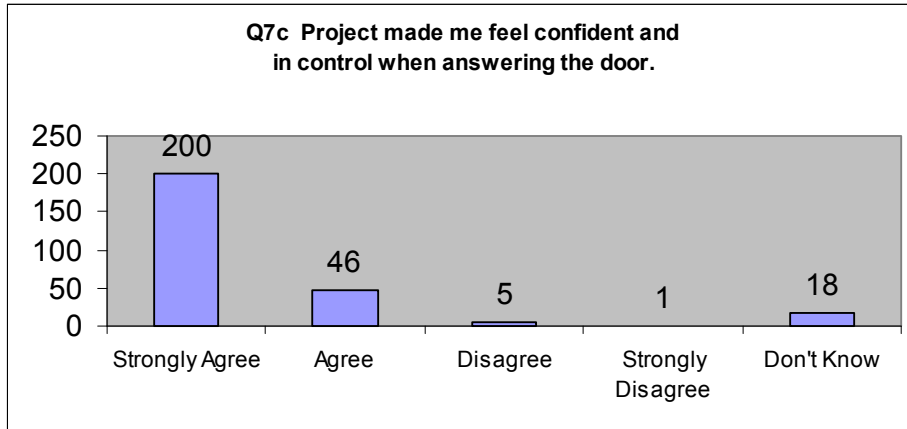
In response to the statement “I was concerned about answering the door to strangers before the project?” 68% said they would **strongly** agree with this comment and 19% agreed with it. Therefore **86%** of respondents were concerned about answering the door to strangers.

Chart 10: Fear of Crime - Post Project



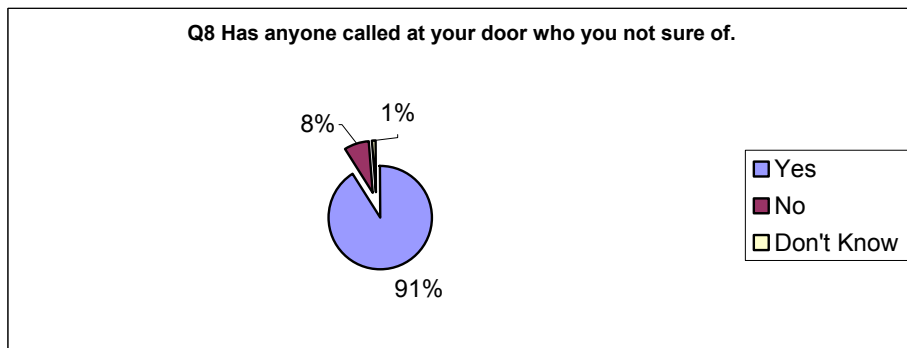
In response to the statement “The project has made me feel safer in my own home” **91%** agreed that it had made them feel safer. (**73%** strongly agreeing)

Chart 11: Fear of Crime – Post Project



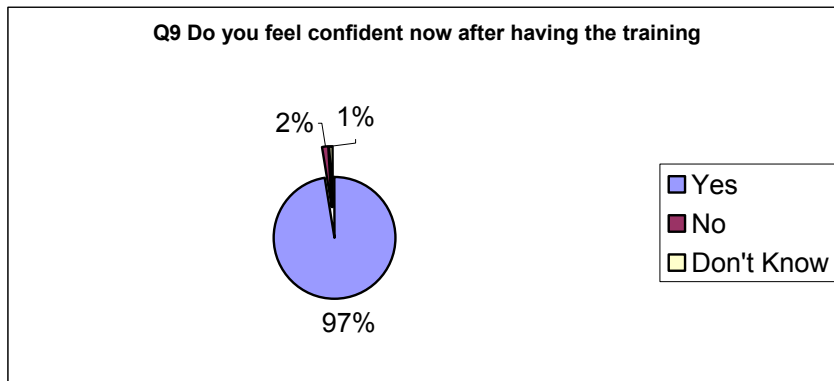
In response to the statement “The project has made me feel confident and in control when answering the door to stranger” Again **91%** agreed that they feel much more confident and in control when answering the door.

Chart 12: Fear of Crime – Post Project



This chart shows that 91% have received calls from strangers. This is not an indication that they were all bogus callers! We are also not aware if these callers had made appointments or shown ID.

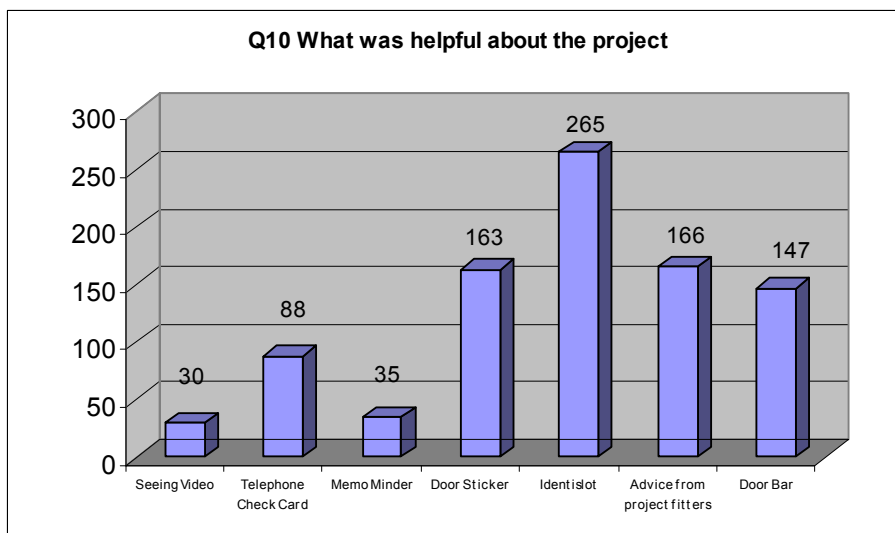
Chart 13: Fear of Crime – Post Project



In response to the question “ Do you feel that you dealt with them confidently following the training and installation of the security devices?” A staggering **97%** said that they felt more confident.

3.3 Security Devices

Chart 14: Security Devices



An overwhelming **96%** said that the Identislot Device was helpful. However, it should be noted that not everybody would have been offered

everything on the list. The individual needs of each resident were left to the discretion of the fitter on the day.

More detailed information on the helpfulness of each device is available on request.

Chart 15: Security Devices

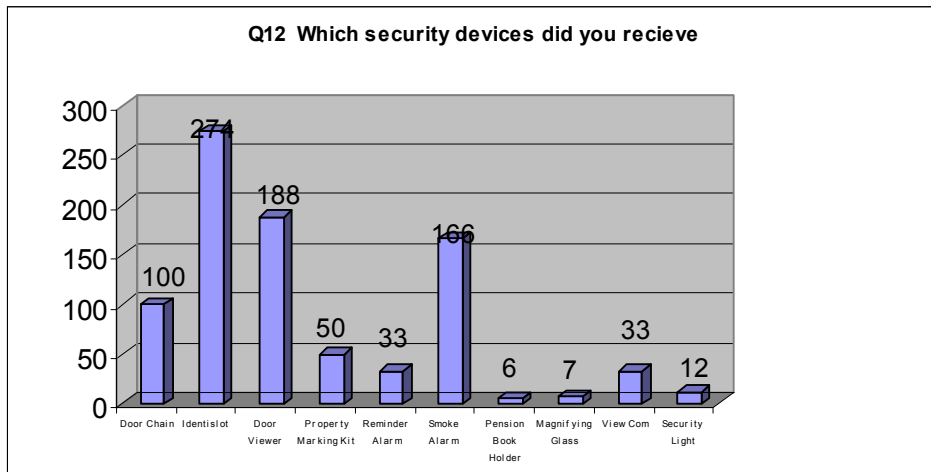


Chart 16: Security Devices

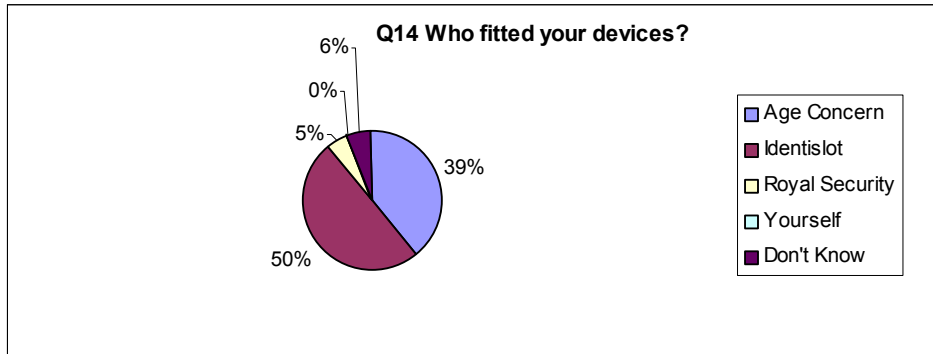


This chart is self-explanatory.

Section 3.4 Contractor

This section deals with a series of questions specifically about the level of the service received from the Contractor.

Chart 16: Contractor



It should be noted that the only Contractor instructed, for the purpose of this survey, was **Identislot Limited**. It would appear that some respondents have misunderstood the question. However, they may have received some services from other agencies in addition to this project.

Chart 17: Contractor

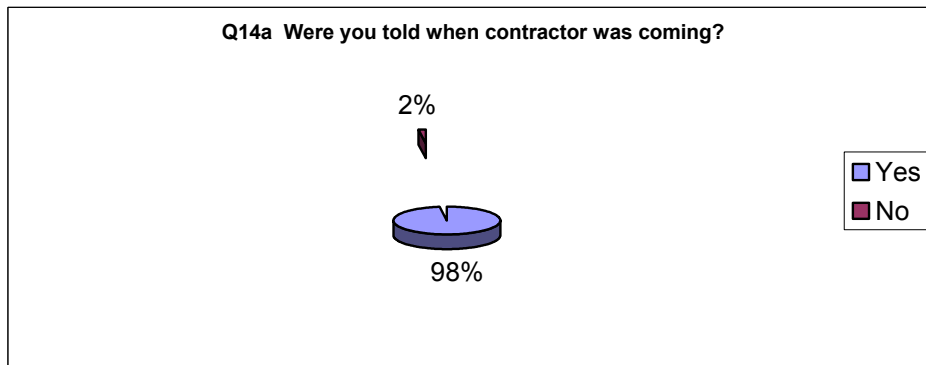


Chart 18: Contractor

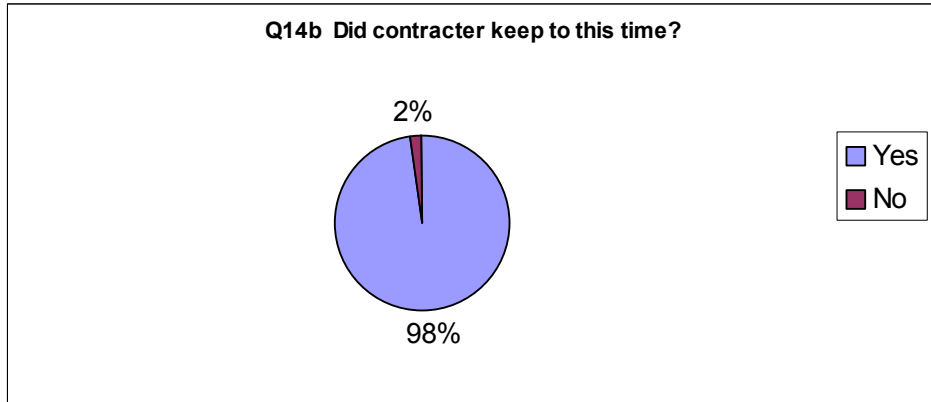


Chart 19: Contractor

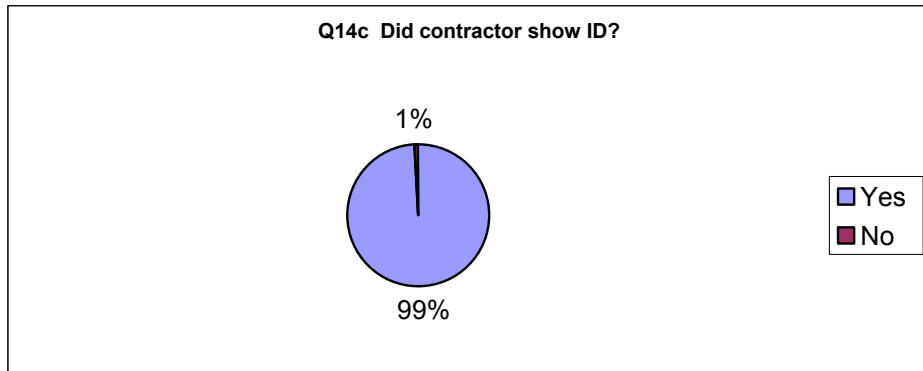


Chart 20: Contractor

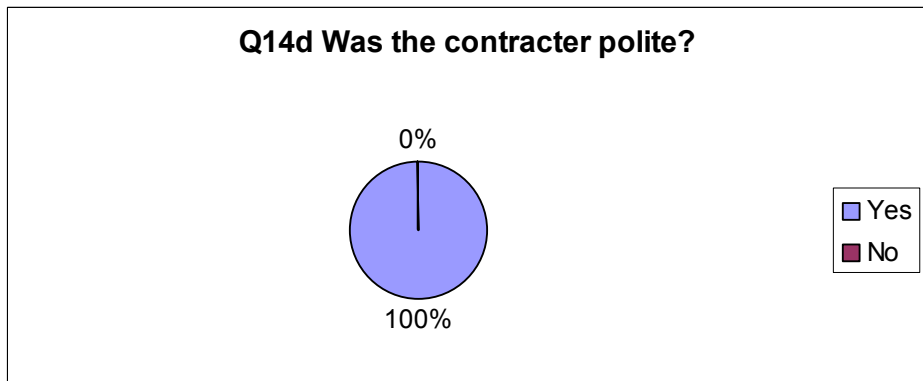
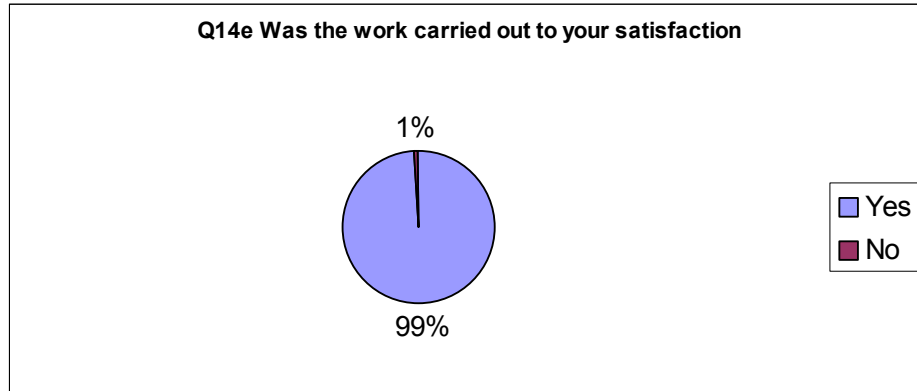


Chart 21: Contractor



Of the 1% (2) negative response, on closer inspection of the data, it would appear that both felt that more security should have been offered and that may be the source of the dissatisfaction.

3.5 Further Comments

A number of respondents commented further. All were very positive and a selection of these quotes are listed below.

“The gentleman who did the job was very polite and very helpful and understanding”

“Services provided are most helpful and reliable. I now sleep nights”

“Thankful, the contractor made sure we understood the work he fitted”

“I am deaf so the door viewer is very good and the sticker. I haven’t had as many at the door since it was fitted”

“Good job well done”

“I found the contractor very helpful and polite, I felt very safe in his presence, I highly recommend him”

“Could not be improved – Excellent explaining everything perfectly – very reassuring. We would like to thank everyone concerned for caring”

“Felt very safe with the contractor”

“Very pleased to have been given these devices – I certainly feel safer in my home – A VERY BIG THANK YOU to all concerned”

“Ban Cold Calling”

“Very nice man & helpful but not enough security fitted”

“I have had monies taken out of my home but can’t say by whom – I think it is a wonderful thing to do and I thank you from the bottom of my heart for all you have done for me”

“At the moment I cannot think of any other ways to improve the project – Very impressed with the advice given”

“I think what has been installed and the advice from the gentleman who fitted the slot was very good. He was a really nice, helpful person”

“The man who came was very helpful and took time to explain everything to me”

“I am very satisfied with every help I have been given – I just have to be aware at all times which is quite hard to do when you get to 87. Thanks for all the help I have been given”

4. Conclusions

Tackling the fear of crime is a priority within the Tameside Crime & Disorder Reduction Strategy. Chart 9 shows that **86%** of respondents were concerned about answering the door to strangers before the project. It is encouraging that **91%** agreed that since benefiting from the project they felt safer in their home and felt much more confident and in control when answering the door.

Although 18% of respondents said they had been a previous victim, only 29% of that figure had reported the incident to the police. Perhaps this is an area for further consideration, however, the awareness sessions and training offered as part of the initiative will encourage reporting in the future.

The results of the questionnaire clearly demonstrate the success of the scheme from the public's perspective. The only dissatisfactions suggested that more security items should be offered such as lighting and locks.

5. Appendix 1: Copy of Questionnaire