

## **Report on the work of the Cambridgeshire Police Shrievalty Trust in 2016/17**



### **Introduction**

The Trust continues to operate The Cambridgeshire Bobby Scheme, which has helped in excess of 25,000 older, vulnerable and disabled people who are the victims of crime and domestic abuse victims, or who feel at risk of becoming a victim and are concerned about home and personal security.

The Scheme operates throughout Cambridgeshire and Peterborough, maintaining an urgent response to victims which has significantly reduced the repeat victimisation rate amongst the people it has visited.

The Scheme receives referrals from a wide range of organisations, including the police. Two security advisors visit the homes, assess the security and fit high quality, appropriate security devices in consultation with the homeowner. They also carry out a home fire safety check and fit smoke alarms and give crime prevention advice and reassurance. Their work helps overcome the shock and trauma of crime or the fear of crime, and restore feelings of safety, peace of mind, well-being and self - confidence. This enables many older people to live independently for longer than they otherwise might. The Scheme is able to reduce the rate at which elderly and domestic abuse victims of crime believe they are unsafe in their own homes and transfer to institutional or refuge care. For domestic abuse victims, feeling safe in their own homes allow them and their children to continue living in their own home and ensures current support networks are maintained in the local community.

### **Activity**

As both of our vans are over 10 years old and have a lot of mileage, we were able to replace one of the Bobby vans in the summer and are hoping to replace the other in the summer of 2017. We have continued to work very proactively with Cambridgeshire Fire & Rescue Service and Age UK. We carry out home fire safety checks at every visit, complete a risk assessment and fit smoke alarms if necessary. The forms are returned to the Fire Service for any follow up action required. The Age UK handyperson scheme sends us referrals for installing key safes, including immediate response visits for hospitals discharging patients. With cyber crime on the increase we decided to expand our work in this area. We attended a cybercrime prevention seminar organised by the police, an online training course and now give advice and guidance at our visits and when we give talks to groups.

We are also now receiving referrals for hate crime victims who meet our age criteria. We liaise regularly with the Police Victims and Witness Hub to ensure we receive all the referrals possible as well as the police cyber crime and technical support department to keep up to date with the latest information. We attended all the police briefings in all the police stations to raise their awareness and to encourage them to mention the scheme at every visit they make. At the Trustee strategy meeting held in January, it was agreed to organise a domestic abuse practitioners workshop with key agencies to see what the Bobby Scheme could contribute in order to enhance our service and achieve the “best” model. This was held in March at Police Headquarters. Following this session, we have updated and enhanced our procedures in relation to domestic abuse referrals.

We have now been in our Yaxley office for a year and are well settled. Our landlords, The Police Federation, have made us very welcome and we cannot thank them enough for their hospitality.

### **A selection of examples of case studies of residents visited in 2016/17**

1. An elderly lady living on her own had popped out for one hour. When she came home she found her side gate unbolted and open and the kitchen window forced. She was very upset as the offenders had stolen quite a few sentimental items. After a friendly, reassuring chat over a cup of coffee and an explanation what the scheme could do to help, window and door alarms, door chains, a bolt and padlock on the side gate were fitted. The lady was extremely relieved to have the devices fitted and said it was the best she had felt since the day the incident had happened.
2. An elderly gentleman was sitting in his lounge when there was a knock on the front door. A young lady asked if she could use his toilet as her car was broken down. He invited her in and she went upstairs. After some time she came into the lounge, sat on the settee, and after some chatting she asked to use the toilet again. She came down after quite a long time, kissed the victims cheek and left. A number of items had been stolen including a laptop, money and watches. We visited and fitted door chains, window and door alarms, put signage on the door and gave the victim advice and leaflets about door step callers. The victim said he felt so much more secure.
3. A lady had her purse stolen in the city market. She was very upset about what had happened and she had lost confidence in going out shopping. The scheme fitted door chains, window and door alarms and gave her an anti-purse dipping cable, purse alarm, bag alarm, handbag hanger and a secret pocket. The victim said the visit had restored her confidence and she would be returning to the city market. She could not speak highly enough of all the help she had been given.
4. The domestic abuse victim was being harassed by partner and his family who lived nearby. They had keys to the property and posting threatening notes through the letterbox. We visited, sealed the letterbox and fitted an external mailbox, fitted window and door alarms, padlocks, bolts, chain to the gate and changed the door locks. The victim was very appreciative and said without the schemes help she would not have felt safe or secure.
5. Mother and four children previously lived with the perpetrator of domestic abuse. They have now separated and the perpetrator has left the house. However, it appears that he is continuing to turn up at the house. The victim is frightened and feels unsafe. She wanted

help to make her home more secure so she could feel safe again. She reported that she feels her ex partner is gaining entry into the home and moving things and taking things. The scheme fitted door chains, alarms to all the doors and windows, changed the door locks, re-positioned the gate, repaired the gate latch and fitted a padlock.

- The victim and her husband are separated since last September. She lives in a block of flats. The perpetrator has attended the flat, pushed over the victim and sexually assaulted her. The victim has asked her landlord who will not change locks and make any security changes. The scheme visited and changed door locks, fitted door chains, window and door alarms and gave the victim a personal attack alarm. Also blanked letterbox and fitted external mailbox.

**Bobby Scheme Visits in Cambridgeshire in 2016/17**

	2016/17
Victims	558
Non Victims	453
Repeat Victims	2
Key Safes	220
Domestic Abuse Victims	230



The Trustees envisage being able to protect a similar number of homes in 2017/18. We continue to strive to keep our overheads at a low level through careful management of our costs and improved purchasing of security devices.

**A selection of some of the feedback from beneficiaries in 2016/17**

The feedback received from beneficiaries is exceptionally positive, many people stating they feel much safer, more confident and have greater peace of mind in their own homes.

Examples of feedback by beneficiaries have included:

- *An absolutely fabulous service. I feel much more confident and secure because of all the devices. I will feel safe which I have not felt for a while.*
- *This is a marvellous scheme. We received very good and reassuring advice and are so grateful for the items fitted. The scheme should be available nationally to older people. Excellent service for people who have been traumatised by burglarised entry*
- *Brilliant scheme that will make a big difference to not only my security but to my sense of security. I now have far more peace of mind about the security of my house and garden.*
- *Thank you for your help and assistance. It is the first time Ive laughed since the burglary*
- *The Bobby Scheme has surpassed my expectations. I expected a report, instead we had help with alarms, security and reassurance – excellent, outstanding service*
- *We would like to thank you for the recent visit to our father. He was kind, helpful and very good with our 94 year old father and the service he provided deserves commendation. The visit followed a number of unwanted calls and harassment of a vulnerable elderly person living on his own. Your security visit, improvements and reassurance was just what was needed – an excellent service.*
- *Your visit has really helped me because I feel scared at night time. You explained everything to me. It helped to have someone to talk to and reassure me that I am not a target.*
- *Before the scheme came to my property, I was so terrified to even leave my house or sleep due to past experiences with my partner. Now having the safety measures in place I feel such a relief and feel I can now live in my property without the anxiety and fear, or not knowing if somebody is entering my property*
- *prior to installation of the BS I was experiencing anxiety and was anxious my perpetrator would be able to gain access. Now I feel safer and more secure*
- *Steve is very efficient and a lovely man. He has made me and my son feel very safe in our home. I cant wait to go to bed and actually get a whole night's sleep*
- *It is great for me as an IDVA to see how the BS really does change lives. My client looks visibly relieved after alarms and chains had been fitted*
- *I have felt unsafe to return to my house until now when I have had my safety measures put in. My client has not been able to stay at her home as she has felt unsafe, however, now security is in place she feels much safer returning to her house*
- *I am so pleased with the safety alarms. My daughter will sleep so much better knowing alarms are set. Peace of mind for me as her mother and lovely for the children to feel safe*

## **Publicity**

We continue to raise the awareness and profile of the charity whenever and wherever we can by giving talks to a wide range of groups, such as Carer groups, Friendship groups, Camsight, WI groups, day centres, ladies groups, Care Network over 60s groups, sheltered housing groups, that have requested a visit. We have attended many community events over the year - the Senior Citizens Forum in Peterborough, the Mental Health awareness week event, Fenland Golden Age meetings, Cambridge Dementia Alliance, South East Parish Patch meeting, Victim Services

Forum at Police Headquarters, flu clinics, the Cambridge Community Foundation RESTORE programme for domestic abuse meeting, scam conference.

The scheme works with many other agencies and organisations to ensure residents receive the best service possible. We have met with many different agencies this year to ensure we are co-ordinating our work as effectively as possible, such as the Alzheimers Society and Peterborough Energy. A number of agencies, including trainee police officers and staff from the Office of the Police and Crime Commissioner, have gone out with the security advisors on their visits to see at first-hand the impact our work has on people. We continue to be part of the Community Navigator programme run by Care Network, and members of the Health & Wellbeing Network, the Peterborough Dementia Action Alliance and the Foundation for Social Improvement and we send and receive referrals from a wide range of services, including Age UK Cambridgeshire & Peterborough. We liaise regularly with the Bedfordshire Police Partnership who run a very similar Bobby scheme in order to share best practice.

We again attended the annual Rawlinsons Charity Conference held in Peterborough. As part of small charity week in June B & Q in Peterborough allowed us to put up a display in their store. We organised a community awareness event in Yaxley in September and invited a range of other agencies/organisations such as the Fire Service, Age UK, Safelocaltrades and Neighbourhood Watch.

We celebrated 15 years of service with a royal visit. On September 23, HRH the Duke of Gloucester visited the scheme at Cambourne Police Station to recognise the work of the charity. Lord Lieutenant Sir Hugh Duberly received the Duke and presented him to the Chair of Trustees, and the Trust staff, who explained the work of the scheme and the impact their work has on the most vulnerable people in the county. He also met partners and beneficiaries of the charity. The acknowledgement from the Duke of Gloucester, for our work, makes the effort our small team put in, all worthwhile!

Our website is regularly reviewed and updated and our weekly Blog page highlights our activities. We have set up a Facebook page and link in with the police internal messaging pages. We also have written articles in local newsletters and magazines.

We were interviewed on Radio Cambridgeshire and it was featured very successfully on their 7am slot. We were able to mention the increase in number of referrals and the need for further funding to enable us to continue this critical area of work. BBC Look East also interviewed us to support their feature on domestic abuse.

## **Funding**

As a small charity with four staff, two are part time, funding is a concern and we are continually seeking year on year funding to support its work. For victims' the service is free and for non – victims a contribution towards the cost of £30 is requested. However, this contribution is waived if there are any financial difficulties. It costs the charity on average £130 for elderly victims and £180 for domestic abuse victims to work at each home.

Our approach to fundraising conforms to recognised standards. We do not work with any

professional fundraisers or commercial participants, all fundraising is carried out in house. Our funding this financial year has come from a wide range of organisations in the form of grants and donations, including Gift Aid donations from beneficiaries of the scheme. Funding this year has been given by the following:

The Office of the Cambridgeshire Police and Crime Commissioner, Cambridgeshire Fire & Rescue Service, Department for Communities and Local Government, Cambridge City Community Safety Partnership, Safer Peterborough Partnership, Fenland Community Safety Partnership, The Pye Foundation, Cambridgeshire Community Foundation, Dulverton Trust Fund, East Cambridgeshire Community Fund, ESRI Charitable Fund for Cambridge, Hopkins Homes, Huntingdonshire District Council Community Chest, Stuart Allen Memorial Fund, Huntingdon Freeman's Trust, DG Marshall Trust, Nationwide Building Society, Ely Freemasons, Peterborough Playgoers, Cambridge Jesus Lane Quakers, Victim's Hub, Little Abington Parish Council, Police Service Centre, Police Force Control Room, Luminus Group Community Fund, monthly donation from George Coomber, and other generous individuals.

This support is greatly appreciated by the Trustees as without it, the Trust would not be able to continue to support victims and people who feel at risk of becoming a victim.

### **Our Future Plans**

We wish to maintain our existing work and continue to provide a high quality service to older and vulnerable victims of crime. There is no other agency providing a similar service as we provide an immediate resource in safeguarding vulnerable victims.

We wish to maintain our work with domestic abuse victims to reduce incidents and costs to refuge care

We wish to extend our proven model by intervening more proactively, preventing crimes from occurring and increasing our service to vulnerable people who feel at risk, to reduce burglary rates and improve feelings of safety and reassurance. We are exploring working with hate crime victims and victims of cyber crime.

Our work with domestic abuse victims has widened our remit to not just include older members of our community. We would like to reach further to continue to assist more sectors of the community for their right to feel safe within their own homes. Our experience and expertise in assisting our older residents to reduce fear of crime, reduce crime and allow them to live as normal life as possible has proven invaluable.

We would like to develop proactive initiatives with hard to reach communities and extend our service to them

We wish to improve efficiency in dealing with incidents of repeat victimisation and fear of crime through a co-ordinated, joined up response and establish more partnerships with statutory, voluntary organisations and local business

### **Conclusion**

The Trustees intend that during the coming year, the Bobby Scheme, will continue to help victims over 60 years, domestic abuse victims and people who feel at risk of becoming a victim who are disabled, vulnerable or over 65 years. It will also work ever more closely with Cambridgeshire Constabulary, The Cambridgeshire Fire & Rescue Service and other key

organisations, to deliver a broad ranging citizen focussed service, meeting the aspirations of both those organisations and the aims of the Trust.

### Bobby Scheme visits from April 1<sup>st</sup> – August 31<sup>st</sup> 2016

From April 1<sup>st</sup> – August 31<sup>st</sup> the scheme has visited and secured the homes of 469 people. These include:

- 201 elderly victims of crime,
- 169 elderly, vulnerable and disabled people who felt at risk of becoming a victim, and
- 99 victims of domestic abuse. Of these 99 victims, there were 126 children living in the same homes.

Of the 201 elderly victims of crime:

- 14 were over 90 years of age, one over 100
- 57 were over 80 years of age
- 65 were between 70 – 80 years of age

- 55 were between 60 – 70 years of age
- 10 were under 60
- 26 were victims of distraction burglary / rogue trading
- 131 were female

Of the elderly and vulnerable :

- 209 lived alone
- 183 were disabled

Two repeat victims:

- Shed burglary [ burglary previous]
- Attempt – not accessed victim said window alarms stopped them entering