

Strengthening Communities Scrutiny Sub-Committee

Reducing Fear of Crime in Harrow Scrutiny Review

Report of the Scrutiny Review Group

March 2006

Review group

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1	Acknowledgements	4
2	Executive Summary and Recommendations	5
	<i>Executive Summary</i>	5
	<i>Recommendations</i>	5
3	Introduction	7
	<i>Methodology</i>	7
	Table 1: Questions considered by delegates at the conference	8
4	National policy context	9
	<i>Crime and Disorder Act 1998</i>	9
	<i>Mainstreaming</i>	9
	<i>Forthcoming changes</i>	10
	<i>The future role of Overview and Scrutiny</i>	10
5	Key Findings	12
	<i>MORI survey findings</i>	12
	<i>Drivers of the fear of crime in Harrow</i>	12
	<i>Quality of Life</i>	14
	<i>Fear of crime matrix</i>	15
	Table 2: Fear of crime matrix (Q37 MORI survey and CRIS Data for 2004-05).....	16
	<i>Scattergram of CRIS per 1000 Population and Fear of Crime</i>	17
	<i>Media and Communications</i>	18
	<i>Police Presence and Visibility</i>	20
	<i>Unsupervised open space</i>	21
	<i>Young People</i>	21
	<i>Dark</i>	23
	<i>Public transport</i>	25
	<i>CCTV</i>	26
	<i>Provision for vulnerable groups</i>	26
	<i>Confidence in the criminal justice system</i>	27
6	Conclusion	28
7	Recommendations	29
8	Glossary	31
9	Bibliography	32
	Appendix A – Project scoping	34

Appendix B – Data use and limitations	38
Appendix C – Drivers of fear of crime	39
Appendix D – Feedback from conference – summarised issues and solutions	42
Appendix E – Feedback from conference – detailed results: Workshop 1 – identifying issues.....	43
Appendix F – Feedback from conference – detailed results: Workshop 2 – identifying solutions	45
Appendix G – Feedback from conference – detailed results: Young people	47
Appendix H – Feedback from conference plenary	51
Appendix I – Safer Harrow Management Group (current)	53
Appendix J – LGBT Forums in London.....	54
Appendix K – Responses from Harrow town centre and Wealdstone town centre	56

1 Acknowledgements

- 1.1 The review group would like to thank all those who helped us in this review by giving up their time and sharing their experience and views with us.
- 1.2 We would like to thank the Harrow residents who gave up an evening to attend our Reducing Fear of Crime in Harrow conference, which we held on 19 January 2006. This important event informed many of our recommendations. We would like to thank officers from council and partner organisations who attended this event as panel members or who helped to make this event a success by facilitating groups.
- 1.3 Particular thanks go to Ian Pearce, Crime Reduction Manager and Gareth Llywelyn-Roberts, Group Manager (Community Safety Services) for their valuable input and support throughout our review. We would also like to thank Dean McStay (Crime Reduction Officer) and Gemma Bowler (GIS Development Officer).
- 1.4 We would also like to thank the individuals who gave evidence during the course of the review:
 - Chief Superintendent Bob Carr, Borough Commander, Harrow Police
 - Gareth Llywelyn-Roberts, Group Manager (Community Safety Services), Harrow Council
 - Ian Pearce, Crime Reduction Manager, Harrow Council
 - Peter Brown, Group Manager (Communications), Harrow Council
 - William Goddard, Media and Communications Manager, Harrow Police
 - Inspector David Allen, Harrow Police
 - PC Michael Waring and PC Jon Welsh, Bexley Police (on behalf of Bexley Community Safety Partnership)
- 1.5 This report has been compiled by scrutiny Councillors named on the cover of this report. The views expressed are solely theirs.

2 Executive Summary and Recommendations

Executive Summary

- 2.1 In 2004-05 Harrow was the second safest borough in London in terms of recorded crime. However, the council's June 2005 MORI quality of life survey demonstrated that concerns about crime were paramount for Harrow residents. It identified that nearly 79% of residents said that the level of crime was the most important thing in making somewhere a good place to live. 53% of respondents said that the level of crime was the thing most in need of improvement. Furthermore, the survey showed that fear of crime has a moderate impact on 42% of residents and 24% a high impact.
- 2.2 Faced with the concern that fear of crime is impacting on quality of life, this review intended to look at how the council and its partners can make Harrow feel safer. At its meeting held on 13 April 2005, the Strengthening Communities Scrutiny Sub-Committee agreed to undertake a review of reducing fear of crime in Harrow. This project has been the main area of focus of the Sub-Committee for 2005-06.

Recommendations

- (1) The review group recommends that the Safer Harrow Management Group (SHMG) give consideration to the setting up of a specific strand within the Safer Harrow Management Group (SHMG) for the tackling of fear of crime, as it cuts across a number of the existing strands;
- (2) The review group recommends that the Safer Harrow Management Group (SHMG) take all available opportunities to actively engage existing and new partners in crime and disorder reduction in Harrow – for example British Transport Police, Transport for London.
- (3) The review group recommends that (a) future surveys be developed in accordance with the council's community engagement strategy and forthcoming toolkit in order to ensure that it becomes standard practice to consult appropriate agencies on questions to be included in surveys; (b) standard information management practices be developed (for example raw survey data should be passed to the Safer Harrow Management Group (SHMG) in order to allow in depth analysis with other datasets such as crime/health data); (c) that questions addressing fear of crime be developed using research and best practice in order to avoid generating fear in respondents.
- (4) The review group recommends that further consideration be given to: (a) Investigating enhancing personal safety awareness and training to the over 60 year old population. Harrow's population is nearly twice the national rate; (b) Enhancing provision of preventative support to victims of crime ; (c) Investigating the targeting of community led personal safety campaigns to the Asian population.
- (5) The review group recommends that further work be undertaken on (a) the drivers of fear of crime; (b) developing the fear of crime matrix as a tool to identify local fear issues and devising area specific approaches to the tackling of fear of crime
- (6) The review group recommends that there should be far greater systematic communication of crime and community safety performance information to demonstrate to the community that Harrow is a safe borough.

- (7) The review group recommends (a) That as far as possible the Safer Harrow Management Group (SHMG) should undertake to issue joint press releases on matters that relate to crime and disorder reduction – appropriate mechanisms should be developed and releases should be branded predominantly with the Safer Harrow logo; (b) That a senior officer from relevant partner organisations should be identified to lead on communications matters and the Safer Harrow communications strategy; (c) Mechanisms should be developed and governance arrangements strengthened to enable member input into strategy; (d) That steps be taken to ensure that there is co-ordination between partners on engagement at the neighbourhood level relating to community safety and reducing fear of crime – this will include but may not be limited to the Safer Neighbourhood teams, any area consultation by the council as well as the neighbourhood renewal agenda. Such an approach represents best practice.
- (8) The review group recommends that the council place a bid for inclusion in year two of the roll-out of the single non-emergency number and that this be enmeshed in developments of the council's First Contact project.
- (9) The review group welcomes moves to expedite the introduction of the Safer Neighbourhood teams and recommends that scrutiny receive future reporting on its implementation and effectiveness.
- (10) In the light of the report of the Public Green Spaces review, the review group recommends that the council develop the 'capable guardians' concept but enhance it through the more formalised support of both police Safer Neighbourhoods teams, volunteers and council staff, when appropriate.
- (11) The review group supports the council's efforts to improve street lighting through the bid for public finance initiative funding and recommends that scrutiny be kept in touch with developments relating to the bid and contingency plans should it be unsuccessful.
- (12) The review group recommends that there needs to be greater awareness in Harrow that the CCTV van exists and also greater communication of when it has been involved in successful convictions or has acted deterrent. This information needs to be placed in the wider context of activity that is being taken to prevent crime to demonstrate that this is only one element of that activity.
- (13) The review group recommends that action be taken to set up a LGBT forum in order to provide reassurance to the LGBT community but also to provide a means through which that community can be consulted.

3 Introduction

3.1 Harrow is an ethnically and culturally diverse borough, situated in northwest London. Harrow is a low crime borough – in 2004/05 Harrow had the second lowest total crime rate per 1000 population as well as the second lowest violent crime rate per 1000 population in London. Other achievements included lowest rate per 1000 population for assaults, the highest reduction in residential burglary, the highest detection rate for residential burglary and for motor vehicle crime. Harrow also had the third highest detection rate for street robbery.¹

Methodology

3.2 The scope of our review is included within this report as Appendix A.

3.3 Stage one of our review was a desktop analysis exercise. We sought to analyse crime and fear of crime in the borough through mapping and by using the Home Office's fear of crime matrix. We also used the Home Office guidance on drivers of fear of crime to identify potential factors driving fear of crime in Harrow. These areas of our work are detailed in the key findings section of this report.

3.4 Stage two was intended to bring an area-based and demographically-based focus to our review. We wanted to test assumptions relating to fear of crime as well as our initial findings from stage one. To do this we:

- Examined existing work undertaken by the council rather than duplicate existing work.
- Attended a meeting of the Partnership with Older People (POP) panel.
- Attended community events in Harrow town centre (community engagement consultation, 28 October 2005) and Wealdstone high street (Safer Neighbourhoods police surgery 2 December 2005) to meet with local residents to discuss safety.
- Held a joint meeting with scrutiny members undertaking a review of public green spaces to explore security matters associated with open space (8 December 2005).

3.5 Our conference, stage three of our review, enabled us to present the evidence we had gathered so far from stages one and two and to test it. The event also allowed service partners to respond to the findings and to offer a response, and where appropriate, challenge. Findings from this process are detailed in our key findings section and Appendices E – H.

3.6 The group of young people who attended the event also considered the same questions as the other groups but the methodology was adapted slightly to make it more interactive. Findings from the young people's group can be found in Appendix G.

3.7 The rest of our report details the outcomes of this work and our recommendations.

¹ Presentation from Borough Commander Ch. Supt Bob Carr, Harrow Police, 13 July 2005.

Table 1: Questions considered by delegates at the conference

Session 1 - What affects how safe you feel in Harrow?

The group might like to think about:

- The environment
- Your local community/street/local area
- Travelling on public transport
- Going out
- Staying in
- What the papers say
- Anything else that you think affects your quality of life

Session 2 - What solutions can you think of that would improve how safe you feel in Harrow?

The group might like to think about:

- Things the police, the council and other organisations could do
- Things your street or your community could do
- Things you could do yourself

4 National policy context

Crime and Disorder Act 1998

4.1 The Crime and Disorder Act 1998, as amended by the Police Reform Act 2002, sets out statutory requirements for responsible authorities to work with other local agencies and organisations to develop and implement strategies to tackle crime and disorder and misuse of drugs in their area. These statutory partnerships are known as Crime and Disorder Reduction Partnerships (CDRPs). Currently, the responsible authorities are the police, the local authority, the fire authority, the police authority and the primary care trust. They are required to work together to carry out an audit to identify crime and disorder and misuse of drugs problems in the area and to develop strategies to address them. Partners are required to work with local education and probation authorities and invite co-operation with local private, voluntary, and community groups, as well as the community itself.²

Mainstreaming

4.2 Section 17 of the Act recognises that there are key partners who have responsibility for the provision of a wide range of services to and within the community. In carrying out these functions, section 17 places a duty on them to do all they can reasonably do to prevent crime and disorder in their area. The level of crime and its impact is influenced by the decisions and activities taken in the day-to-day of local bodies and organisations. The responsible authorities each have a key statutory role in providing their services and, in carrying out their core activities, can significantly contribute to reducing crime and improving the quality of life in their area. Section 17 is aimed at giving crime reduction a focus across the wide range of local services and putting it at the heart of local decision-making.³ It means that community safety becomes an institutional responsibility, rather than resting with particular officers, in the same way that equal opportunities has been mainstreamed.⁴ Awareness and ownership need to take root at four levels. Authorities should consider how to generate a culture which:

- Promotes community safety among staff within local partnerships
- Aligns departmental planning with the development of community safety strategy
- Aligns corporate processes to reflect community safety priorities
- Ensures a coherent framework for services.⁵

The table below gives examples of how community safety problem solving methods could be embedded.

Using problem solving methods in service planning ⁶			
Service Area	Location	Offenders	Victims
Development control, Planning and Buildings	<ul style="list-style-type: none"> • Target hardening by designing out crime • Adoption of Secured by Design standards & liaison with police at design stage etc. 	<ul style="list-style-type: none"> • Reduced opportunities for crime to be committed 	<ul style="list-style-type: none"> • Reinforcing community confidence and reducing fear • Increased use of facilities

² Home Office Crime Reduction Centre. Partnerships mini site. <http://www.crimereduction.gov.uk/regions00.htm>. Accessed 6 February 2006.

³ Home Office. *Crime and Disorder Act 1998, Section 17*. <http://www.crimereduction.gov.uk/legislation26.htm>. Accessed 6 February 2006.

⁴ Local Government Association/NACRO. (no date). *Crime and Disorder Act 1998 - section 17: a briefing for local authorities on the implementation of section 17 of the Crime and Disorder Act 1998*. p. 13

⁵ Ibid, p. 6

⁶ Home Office. *Crime and Disorder Act 1998, Section 17*. <http://www.crimereduction.gov.uk/legislation31.htm>. Accessed 6 February 2006.

	<ul style="list-style-type: none"> • Risk assessment for potential impact on new developments to existing environment 		
Licensing/public entertainment	<ul style="list-style-type: none"> • A consideration of impact on existing provisions, local population etc. • Regulation of public order • Links to drugs and alcohol • Reduction Strategy group • Use of drop in facilities for the young or vulnerable 	<ul style="list-style-type: none"> • Reduced opportunities for crime • Increased risk of being caught • Diversionary activity 	<ul style="list-style-type: none"> • Reinforcing community confidence and reducing fear • Increased safety • Responsible use of facilities • Less public disorder • Diversionary activity

Forthcoming changes

4.3 The Police and Justice Bill, currently before parliament, has wide ranging implications for crime and disorder reduction partnerships in Harrow. The White Paper 'Building Communities, Beating Crime: a better police service for the 21st century' (CM 6360), published in 2004, set out central Government's strategy for strengthening the ability of the police and their partners to prevent, deter, detect and reduce crime. It set out three objectives to achieve this:

- To spread neighbourhood policing to every community with improved police responsiveness and customer service
- Modernisation of the police workforce to ensure that the service is fully equipped and able to deliver these changes
- Greater involvement of communities and citizens in determining how their communities are policed.⁷

4.4 The Bill includes Police reform (including amendments to the powers and duties of community support officers), amendments to powers of Police and establishes Her Majesty's Chief Inspector for Justice, Community Safety and Custody. With reference to crime and anti-social behaviour the bill includes amendments to the Crime and Disorder Act 1998, the role of overview and scrutiny committees, parenting orders and anti-social behaviour injunctions.

4.5 One of the main drivers behind the Bill was a review⁸ of the partnership arrangements set out in the Crime and Disorder Act. Changes will include splitting the strategic and operational decision making roles of the crime and disorder reduction partnerships (CDRPs), with at least some of the strategic functions resting at the LSP level; the precise detail is to be considered further.⁹

4.6 The Bill also proposes the strengthening of the information-sharing requirement on partners (s115 of the Crime and Disorder Act 1998).¹⁰ The review group welcomes this development and hopes that a spirit of information sharing can stretch to the joint working relating to future surveys on reducing fear of crime.

The future role of Overview and Scrutiny

4.7 The powers of the Overview and Scrutiny Committee are to be extended to encompass the work of the crime and disorder reduction partnerships (CDRPs). A last resort

⁷ Police and Justice Bill (119). (2006). *Explanatory Notes*.

<http://www.publications.parliament.uk/pa/cm200506/cmbills/119/en/06119x--.htm>. Accessed 26 January 2006.

⁸ Home Office. (January 2006). *Review of the Partnership Provisions of the Crime and Disorder Act 1998 – Report of Findings*.

⁹ Ibid, p. 2, p. 11

¹⁰ Ibid, p. 3

mechanism called the 'Community Call for Action'¹¹ is to be introduced, whereby the ward Councillor is expected to use informal methods to seek resolutions to community safety problems raised by local people. The scrutiny committee is expected to have a role in difficult cases that have not been resolved through the informal mechanisms available to the ward Councillors.¹²

- 4.8 The bill itself indicates that the Councillor who is asked to consider the matter by the resident may refer the matter to the relevant committee; if the Councillor does not, the individual can refer the matter to the executive. The executive must consider it and may refer it to the relevant committee. The relevant committee may make a report and recommendations.¹³
- 4.9 Scrutiny will play a key role as a check and balance on community safety decision-making, tackling cross cutting issues and support partnership working. This form of 'scrutiny plus' is intended to involve the police, fire and primary care trust (PCT), who will have a duty to consider recommendations from scrutiny and report back on action taken or the reasons for not acting.
- 4.10 The Bill extends the definition of section 17 of the Crime and Disorder Act 1998 to include antisocial behaviour, behaviour adversely affecting the environment and substance misuse.¹⁴ The changes potentially required by the Police and Justice Bill represent an excellent opportunity for the council and its partners to tackle reducing fear of crime in the round.
- 4.11 Consequently, the review group recommends **(1) that the Safer Harrow Management Group (SHMG) give consideration to the setting up of a specific strand within the Safer Harrow Management Group (SHMG) for the tackling of fear of crime, as it cuts across a number of the existing strands; (2) that the Safer Harrow Management Group (SHMG) take all available opportunities to actively engage existing and new partners in crime and disorder reduction in Harrow – for example British Transport Police, Transport for London.** The excuse that a problem falls into another organisation's remit and therefore 'nothing can be done' must become an excuse of the past. Compulsory national standards for partnership working will be developed which will outline the expectations on each partnership and each individual partner (including the roles and responsibilities of partners and chief officers). The Bill also proposes allowing the list of responsible authorities under the 1998 Act to be extended by secondary rather than primary legislation.¹⁵ However we believe that partnership working is more effective when it is driven by positive relationships where partners see the mutual benefits from pooling efforts.

¹¹ Home Office. (2006). Respect Action Plan, p. 27

¹² Home Office. (January 2006). *Review of the Partnership Provisions of the Crime and Disorder Act 1998 – Report of Findings*. p. 19

¹³ Police and Justice Bill (119), Part 3 – Crime and anti-social behaviour, section 15

¹⁴ Home Office. (January 2006). *Review of the Partnership Provisions of the Crime and Disorder Act 1998 – Report of Findings*. p. 9

¹⁵ *Ibid*, p. 23

5 Key Findings

MORI survey findings

- 5.1 Almost 79% of respondents thought that 'low level of crime' was important in making somewhere a good place to live. By ward, the highest percentages of respondents identifying a low level of crime as their top priority were in Hatch End, Wealdstone, Belmont and Canons. 53% thought that low level of crime was one of the top 5 priorities, which needed improving. Many residents do think that low levels of crime are important but fewer residents believe it to be one of the areas that most need improvement. The highest percentages of respondents per ward were in Rayners Lane, Roxbourne and Wealdstone.
- 5.2 In response to a free text question on what would most improve the local area 25% answered with either more policing/better policing/reducing crime. Even in the areas where these answers were highest, there were fewer crime related responses than non-crime related responses. The highest percentage of respondents per ward who answered with a crime related response was in the southwest corner of the Borough and Wealdstone, Belmont and Edgware.
- 5.3 Comparing these findings with the community safety baseline statistics, the volume of incidents for Rayners Lane were not in the highest four wards for any of the specific crime types shown when mapped to ward. Roxbourne was in the highest four wards for all of the crime types. Wealdstone was in the highest four wards for three of the four crime types. Compared with anti-social behaviour, Rayners Lane does not feature as a high incident ward, Roxbourne has a high number of environmental anti-social behaviour and Wealdstone has a high volume of interpersonal and public space anti-social behaviour.¹⁶

Drivers of the fear of crime in Harrow

- 5.4 Stage one of our review involved analysis of the drivers of fear of crime as identified by the Home Office. This piece of work highlights following areas where Harrow appears to differ from the overall national picture:
- Public perceptions about key environmental signals – the percentage of respondents reporting a concern is nearly twice the national level
 - Public perceptions about the level of physical disorder – the percentage of respondents reporting a concern is twice the national level
 - Public perceptions about the level of anti-social behaviour – the percentage of respondents reporting a concern is over twice the national level
 - Population over 60 – twice the national average
 - Number of people reporting being victimised – three times the national level
- 5.5 The full analysis is included in our report as Appendix C. There is a note of caution with the results as some of the data is incomplete and the results are from multiple surveys. However, the analysis is a starting point to build on and helps to give a more accurate picture of what is driving the fear of crime.
- 5.6 The review group acknowledges that significant efforts have been made in order to improve key environmental signals and reduce physical disorder such as graffiti. In addition the survey on which these measures were based was carried out in 2004, which means that it may not fully reflect the impact of the New Harrow Project roll out across the

¹⁶ Source: GIS officer analysis of MORI data.

borough. Looking at attitudes towards services, the MORI survey indicated that approximately one fifth of residents think that overall performance has improved over the last three years and satisfaction levels for a number of key services has improved, including keeping land clear of litter and refuse, collection of household waste and local recycling facilities. Satisfaction with environmental services increased considerably. However, when considering 'reducing crime and maintaining community safety', more residents felt that partners had been unsuccessful than successful (36%/32%). The survey did not include questions relating to perceptions of anti-social behaviour or physical disorder.

- 5.7 More work needs to be done in Harrow to ensure there is an adequate evidence base to analyse fear of crime levels in the future. At present, we know that residents have a high fear of crime and although this review has begun to investigate drivers the Safer Harrow Management Group (SHMG) needs to further explore underlying causes of this fear and apply problem solving techniques.
- 5.8 Consideration should be given to including specific questions on the Home Office drivers of fear of crime in future MORI quality of life surveys to improve assessment of the drivers of fear of crime.¹⁷ In developing these questions, attention should be taken to research projects such as *Measuring the fear of crime with greater accuracy*¹⁸ which have considered the wording and structure of questions exploring fear of crime. Such approaches may help to design questions which do not create unnecessary concern or create a previously non-existent concern in the respondent. For example, when conducting our conference we focused questions around safety issues rather than fear.
- 5.9 **Therefore the review group recommends (3) that (a) future surveys be developed in accordance with the council's community engagement strategy and forthcoming toolkit in order to ensure that it becomes standard practice to consult appropriate agencies on questions to be included in surveys; (b) standard information management practices be developed (for example raw survey data should be passed to the Safer Harrow Management Group (SHMG) in order to allow in depth analysis with other datasets such as crime/health data); (c) that questions addressing fear of crime be developed using research and best practice in order to avoid generating fear in respondents.**
- 5.10 As a result of this analysis, **the review group recommends (4) that further consideration be given to:**
- **(a) Investigating enhancing personal safety awareness and training to the over 60 year old population.** Harrow's population is nearly twice the national rate.
 - **(b) Investigating enhancing provision of preventative support to victims of crime.** Analysis of the drivers of fear of crime showed that 65% of respondents to the Crime and Drugs Audit Survey reported being victimised. Evidence that we received from officers highlighted the lack of support for victims of anti-social behaviour (victimisation that may not have been recorded as crime). The most reliable predictor of future victimisation is past victimisation.¹⁹

¹⁷ There is a need for analysis at the Harrow level. For the purposes of BCS analysis, London is divided into two areas (inner and outer) and analysis is not available at the local level. Information on fear of crime available at the Audit Commission's area profiles covers the whole of the MPA.

¹⁸ Farrell, S. (2003). *Measuring the fear of crime with greater accuracy*. *British Journal of Criminology in 2004* (44, 127-32). <http://www.esrcsocietytoday.ac.uk/ESRCInfoCentre/ViewAwardPage.aspx?AwardId=2288>. Accessed 24 February 2006.

¹⁹ Crime Reduction toolkit: Fear of crime; *Problem: they feel vulnerable*, <http://www.crimereduction.gov.uk/toolkits/fc0203.htm>. Accessed 1 February 2006.

- **(c) Investigating the targeting of community led personal safety campaigns to the Asian population.** Home Office analysis of the British Crime Survey suggests that Asian communities are more fearful of crime and are more likely to express worry about a range of different types of crimes, even when local factors are taken into consideration.²⁰ Further analysis should be undertaken locally to assess the impact of ethnicity on fear of crime.

5.11 The review group supports the proposal for submitting a bid to the Big Lottery Fund for the purposes of securing support for projects addressing fear of crime in the areas identified through analysis of the drivers of fear of crime.

Quality of Life

5.12 The MORI Survey asked a number of questions on public views on quality of life in Harrow, service opinion and how improvements could be made. Analysis has been undertaken on the raw depersonalised data, which was specified to ward.

5.13 Question 37 asked respondents “how much is your own quality of life affected by fear of crime, on a scale of 1 to 10 where 1 is no effect and 10 is total effect on your quality of life?” In order to identify patterns from the data, the answers for the ratings of 6 and above were aggregated together and worked to a percentage rate to portray a picture of the number of negative responses for the ward in relation to total number of answers per ward.

Fear of Crime Rates per Ward				
Ward	Percentage Fear of Crime	Rank Fear	CRIS per 1000 population	Rank CRIS
Edgware	50.00	1	74.96	7
Wealdstone	47.15	2	109.34	3
Roxbourne	46.21	3	93.27	4
Harrow Weald	42.99	4	77.53	6
Kenton West	42.75	5	60.52	16
Greenhill	42.06	6	214.93	1
Rayners Lane	39.32	7	62.16	14
Queensbury	39.09	8	63.95	12
Kenton East	38.18	9	53.60	19
Belmont	36.21	10	50.18	20
Harrow on the Hill	35.51	11	84.74	5
Hatch End	35.29	12	49.81	21
West Harrow	34.81	13	73.17	8
Pinner	33.33	14	66.76	11
Canons	29.71	15	55.49	17
Roxeth	27.83	16	70.22	9
Stanmore Park	27.59	17	62.64	13
Headstone South	24.03	18	70.15	10
Pinner South	23.36	19	55.26	18
Marlborough	20.86	20	111.98	2
Headstone North	19.64	21	61.86	15
TOTAL HARROW	53.33		76.80	

²⁰ Home Office. (2001). *Home Office Research Study 223: Crime, Policing and Justice: the Experience of Ethnic Minorities - Findings from the 2000 British Crime Survey*. p. 105

High Rate **High Rank**

Low Rate **Low Rank**

5.14 The table above shows that when ranked, the wards with the highest fear of crime rate were Edgware, Wealdstone, Roxbourne and Harrow Weald. The four wards with the lowest fear of crime rates were Headstone South, Pinner South, Marlborough and Headstone North. The four wards with the highest crime rates were Greenhill, Marlborough, Wealdstone and Roxbourne. Greenhill has a fairly small residential population but a large footfall or daytime population and therefore the rates for Greenhill when the denominator is population often appear high.

Fear of crime matrix

5.15 The fear of crime matrix shown below is a tool developed by the Home Office to identify local fear issues and indicate the approach best suited to their particular area.



High crime, high fear: In areas of high crime, high fear can be considered to be a rational response. The priority in these areas is therefore crime reduction programmes to reduce fear of crime.

High crime, lower fear: Where crime is high but fear is low, good communication and raising local awareness is required, such as encouraging crime prevention in a way that does not encourage fear.

Low crime, low fear: This is the ideal position.

Low crime, higher fear: This represents the constituency for fear of crime. A coherent fear of crime strategy could influence public views and perceptions, significantly reduce fear of crime and improve the quality of life.²¹

5.16 The Scattergram on the next page was used to distribute the CRIS data against the fear of crime data in order to categorise the different wards and to populate the fear of crime matrix with ward data. The mean CRIS per 1000 population level and the mean fear of crime percentage level from Question 37 of the MORI survey were used as reference points for this division, though other reference points may also be appropriate. There are general conclusions that can be drawn from analysing the data in this way, by fitting wards within Harrow into the categories within the fear of crime matrix. It should be borne in mind that crimes within the CRIS data did not necessarily happen to the same people as those questioned in the MORI Survey therefore we should not presume that the fear of crime is dependent on the level of crime within the wards but seek to look for patterns that may guide further work in this matter.

5.17 These results are merely an indication and the information used for this report must be supplemented by further analysis on fear of crime in Harrow in order to draw firm

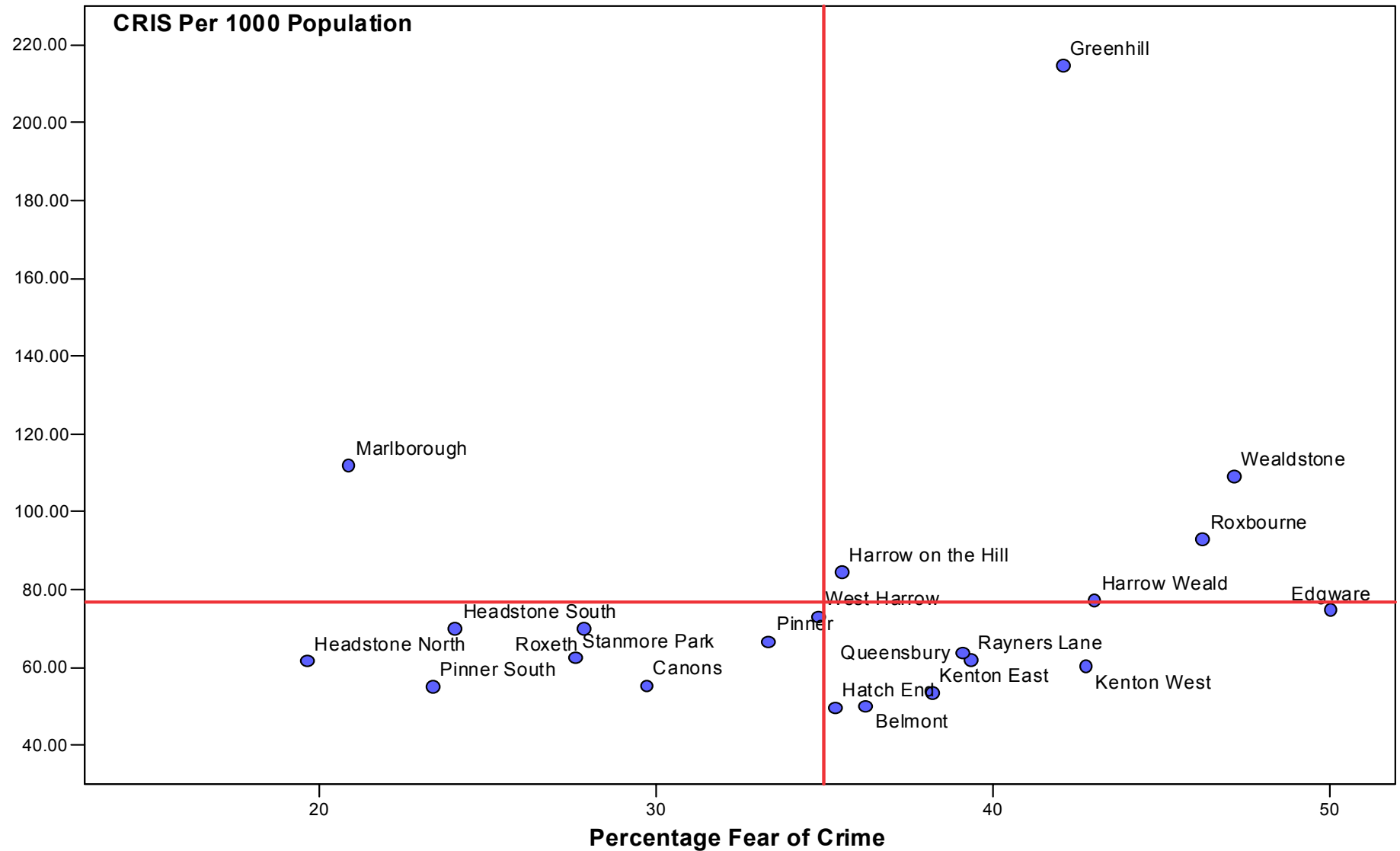
²¹ Source: Home Office. *Fitting in to the Fear of Crime Matrix*. <http://www.crimereduction.gov.uk/toolkits/fc0101.htm>. Accessed 3 February 2006.

conclusions. Further information on data use and limitations is included in Appendix B. However, we believe that this has been a very valuable exercise and that there is scope for this tool to be used.

- 5.18 The review group recommends (5) that further work be undertaken on (a) the drivers of fear of crime and (b) developing the fear of crime matrix as a tool to identify local fear issues and devising area specific approaches to the tackling of fear of crime.

Table 2: Fear of crime matrix (Q37 MORI survey and CRIS Data for 2004-05)		
Higher	Learning Zone Marlborough	Crime Reduction Programmes Greenhill Wealdstone Roxbourne Harrow on the Hill Harrow Weald
Crime	Ideal Canon Pinner South Headstone North Headstone South Roxeth Pinner Stanmore Park West Harrow	Constituency for Fear of Crime Kenton West Kenton East Queensbury Hatch End Belmont Rayners Lane Edgware
Lower		
	Lower	Higher

Scattergram of CRIS per 1000 Population and Fear of Crime



Media and Communications

- 5.19 Studies analysing crime reporting the national printed media have illustrated that news stories are overwhelmingly about serious violent crimes against individuals rather than property crimes in which violence has not occurred. In addition, crime news focuses predominantly on reports of specific cases rather than wider trends, causes or policy issues.²² Whilst such studies focus on the national press, it is clear that there is scope to influence reporting on local performance, and our meeting with council and Police communications officers highlighted the benefits of communicating performance information to the public in order to bolster the message in the public consciousness that Harrow is one of the safest boroughs in London. This was supported by evidence gathered at the conference, where one group identified the need for regular reporting of local crime statistics in the media. Apart from providing reassurance greater reporting would also improve local accountability.
- 5.20 **The review group recommends (6) that there should be far greater systematic communication of crime and community safety performance information to demonstrate that to the community that Harrow is a safe borough.**
- 5.21 A study examining newspaper and crime reporting and the fear of crime asking volunteers to keep diaries of their experiences and anxieties over time found that local reporting of crime, whilst provoking feelings such as disgust, was not associated with increased levels of anxiety. However, information about “very localised events, often acquired through word of mouth rather than the media, was much more significant in influencing diarists’ anxiety.”²³ This is supported by anecdotal evidence gathered through our meeting with the Partnership with Older People (POP) Panel, where examples were given relating to the impact of crime on friends or relatives being spread by word of mouth and often discussed for some years after.
- 5.22 Scrutiny councillors in Durham explored fear of crime in the county and considered the issue of reporting of community safety messages. The evidence gathered by that review appeared to indicate that agreeing protocols between the partnership and the local press were not helpful; the media felt they had a right to report items they considered the public would be interested in (there was also a commercial slant to this as well) and this reduced the benefit of a protocol if it would be broken when the media wanted to report a ‘juicy’ story. The review found that for the community safety partnership, a more pro-active management of news (good and bad) seemed a much better way of reducing fear of crime.²⁴ Evidence we received from officers from Bexley highlighted the importance of a proactive approach to media liaison. Press releases are produced readily and with photos. Press releases for the community safety partnership are sent out from council press office after being signed-off and checked by council, police, Bexley Community Safety Partnership designated staff and the Chair of the partnership; communications are consistently branded. A simple A4 leaflet details the ‘eight ways to report crime in Bexley’.
- 5.23 The Police and Justice Bill seeks to make crime and disorder reduction partnerships (CDRPs) more visible to communities. The duty to report annually to the Home Office is to be replaced with a duty to report regularly to the community. As a result, regular reporting

²² Reiner, R. (2001). The Rise of Virtual Vigilantism: crime reporting since World War II. *Criminal Justice Matters*, 43 (Spring), p. 4-5

²³ Roberts, M. (2001). Just Noise? Newspaper and Crime Reporting and the Fear of Crime. *Criminal Justice Matters*, 43 (Spring), p. 12-14

²⁴ Durham County Council. (April 2005). Report of the Scrutiny Sub-Committee for Promoting Strong, Healthy and Safe Communities – report of the Scrutiny Working Group. *Who’s afraid of crime? An investigation into the Fear of Crime in County Durham*.

should be considered as part of the local strategic partnership's () communications strategy.²⁵ In Harrow consideration should be given to linking into the wider community engagement agenda. The Respect Action plan indicates that senior representatives of the crime and disorder reduction partnerships (CDRPs) will be expected to hold regular Q&As which would be open to the public, community groups and the media.²⁶

5.24 The review group welcomes the appointment of the Harrow Police media and communications officer. However it would be unreasonable to expect one officer to take responsibility for all 'Safer Harrow' communications. As reducing fear of crime and promoting community safety messages is a partnership responsibility, that partnership therefore has a responsibility to develop a co-ordinated response to communications which does not rely on one agency; individual partners will continue to have communications duties that are rightly discharged separately. The Police and Justice bill also suggests that there will be a greater role for the HSP to play regarding communication about partnership activity more generally – therefore a concerted effort may need to be made by partners to resolve this issue. Such approaches will need to take into consideration the council's community engagement strategy and the work undertaken by the Overview and Scrutiny Committee's review of community engagement.

5.25 The review group recommends (7):

- **(a) That as far as possible the Safer Harrow Management Group (SHMG) should undertake to issue joint press releases on matters that relate to crime and disorder reduction – appropriate mechanisms should be developed and releases should be branded predominantly with the Safer Harrow logo.**
- **(b) That a senior officer from relevant partner organisations should be identified to lead on communications matters and the Safer Harrow communications strategy;**
- **(c) Mechanisms should be developed and governance arrangements strengthened to enable member input into strategy.**
- **(d) That steps be taken to ensure that there is co-ordination between partners on engagement at the neighbourhood level relating to community safety and reducing fear of crime – this will include but may not be limited to the Safer Neighbourhood teams, any area consultation by the council as well as the neighbourhood renewal agenda. Such an approach represents best practice.**

5.26 The review group believes that there is a need to find out how much fear of crime is influenced by events (both in the distant past and more recently) which are not reported. Many letters in local papers have focused on the lack of response from the police (such as the difficulty of contacting the police by phone) and the resulting perception that it is of no use reporting crime. This might in part explain a difference between low reported crime and fear of crime. The review group notes that the Metropolitan Police accepts the problem and that regional call centres are in the process of being introduced.

5.27 Forthcoming national developments will include a single national non-emergency number, through which the public can report non-emergency issues of policing, crime and anti-social behaviour (such as vandalism, noisy neighbours, graffiti, fly tipping and abandoned cars).²⁷ The review group welcomes the proposals to introduce a single non-emergency number and believes that in conjunction with the improvements already in train relating to

²⁵ Home Office. (January 2006). *Review of the Partnership Provisions of the Crime and Disorder Act 1998 – Report of Findings*. p. 18

²⁶ *Ibid*, p. 19; Respect Action Plan, p. 27

²⁷ Home Office. (2005). *Neighbourhood policing: your police, your community, our commitment*. Home Office Communications Directorate. p. 8

contacting this police, this should help to provide a greater level of reassurance to the community. **The review group recommends (8) that the council place a bid for inclusion in year two of the roll-out of the single non-emergency number and that this be enmeshed in developments of the council's First Contact project.**

Police Presence and Visibility

- 5.28 A perceived lack of police presence was considered to be a significant influence on feelings of safety in Harrow by attendees at our conference; unsurprisingly therefore increased police presence was considered to be an important solution. Many respondents to the "Safety and the Senior Citizen" survey advocated a greater police presence to feel safer. More precisely, this was inferred to mean needing 'someone there in case I need help'.²⁸ This was supported by evidence gained from the review group's attendance at the POP Panel, where the need to see more policing on foot was raised, and questionnaire results from Harrow Pensioners Forum.
- 5.29 A major development facing policing is the neighbourhood policing approach, known as Safer Neighbourhoods in London, which is a central government policy commitment. The benefits of such an approach are more visible and accessible police, with resources dedicated to a specific ward, as well as giving local people more say and increasing local accountability for community safety.²⁹ In Harrow there are eight Safer Neighbourhoods teams in operation in Greenhill, Edgware, Pinner, Roxbourne, Roxeth, Marlborough, Wealdstone and Kenton West. Teams will be rolled out to the remaining thirteen wards by April, two years earlier than expected.
- 5.30 Evidence received by the review group from Bexley Community Safety Partnership highlighted the benefits obtained from the presence of resources dedicated to individual wards, for officers were able to continuously engage with their community and target specific local problems using problem solving approaches. Officers also reported that the teams had had an impact on fear of crime. Evidence received from Harrow Police highlighted the challenges for the police in undertaking reassurance policing with very limited resources in the wards without the Safer Neighbourhoods teams, so the review group is pleased to note that the rollout has been greatly speeded up.
- 5.31 The Harrow Police Borough Commander demonstrated to us that in the wards where Safer Neighbourhood teams have been rolled out reporting of lower level crime has gone up, which is considered to be the result of increased police visibility and communities developing relationships with their local officers.³⁰
- 5.32 The Safer Neighbourhoods initiative has a high profile because of the national commitment – delegates at our conference referred to Safer Neighbourhoods, and the rollout was identified by partners attending the conference as the means through which the visibility of police officers will increase, as well as the ability of the police to provide reassurance to the community.
- 5.33 **The review group welcomes moves to expedite the introduction of the Safer Neighbourhood teams and recommends (9) that scrutiny receive future reporting on its implementation and effectiveness.**

²⁸ Heather, J. *Safety and the Senior Citizen*. (Harrow Community Safety Strategy Group, 1997). p. 3

²⁹ Home Office. (2005). *Neighbourhood policing: your police, your community, our commitment*. Home Office Communications Directorate. p. 5

³⁰ Presentation from Borough Commander Ch. Supt Bob Carr, Harrow Police, 13 July 2005.

Unsupervised open space

5.34 Concerns relating to unsupervised open space and anti-social behaviour in open spaces were raised at our conference. Public green spaces in Harrow have been the subject of a review by the Environment and Economy Scrutiny Sub-Committee this year. We held a joint meeting to consider issues surrounding security and reducing fear of crime in parks, which was attended by officers from the Metropolitan Police in Bexley and Harrow.

5.35 The Public Green Spaces review group was informed of Harrow's plans for increasing levels of security in Harrow. Although crime in Harrow's parks is at a low level, increased security in parks is something which local residents support.³¹ The Public Green Spaces report stresses the promise in the capable guardian approach (empowering stakeholders who can monitor behaviour in parks and challenge those who are behaving inappropriately) but we too accept that members of the public might not feel safe or comfortable challenging anti-social behaviour.

5.36 In the light of the report of the Public Green Spaces review, the review group recommends (10) that the council develop the 'capable guardians' concept but enhance it through the more formalised support of both police Safer Neighbourhoods teams, volunteers and council staff, when appropriate.

Young People

5.37 We believe that it is unfortunate that young people are perceived as being the perpetrators of crime anti-social behaviour. This is disproportionate to the true threat and in reality young people are more likely to be the victims of crime rather than the perpetrators, as highlighted by the *Crime and Drugs Audit 2004* as well as national research.

Victims³²

- **Violence against the person:** white European males aged 14-36 appeared most frequently in the dataset
- **Sexual offences:** white European females aged 12-20
- **Robbery:** white European males aged 13-18
- **Burglary:** white European males aged 24-60
- **Residential burglary:** the victim profile reflects the demographics of the borough
- **Street crime:** males are around four times more likely than females to become the victims of robbery in Harrow, with those aged 13-18 being most at risk
- **Snatch thefts** are usually committed against females aged 13-23
- Older or more vulnerable members of the community are more likely to be affected by **artifice burglary** than the majority of residents. Statistics show that the majority of victims are white females aged between 78 and 92 years old.

5.38 The Youth Crime Prevention Plan points out that there are approximately 22,230 young people aged 10-17 living in Harrow. Of these, approximately 300 are either at risk of offending, offending at a low level or committing anti-social behaviour. Of these 300 young people approximately 21 were persistent young offenders in 2004.³³ This information helps to put concerns into context. Our conference also demonstrated that young people are also concerned about the same things as adults – these include:

- Public transport
- Alcohol/drugs/drunkenness in public places

³¹ Harrow Council. (2005). *Strategic Leisure Report*. p. 22; data gathered from separate focus groups.

³² Kennison, PC. Feast, N. and Lupton, K. (2004). *Safer Harrow Crime and Drugs Audit 2004*. Middlesex University. p. 37-38

³³ Harrow Council. (2005). *Youth Crime Prevention Plan*.

- Dark
- Environmental factors
- Groups of people
- Media reporting

5.39 Concerns specific to young people included bullying, physical violence and mobile phone theft.

5.40 Relating to anti-social behaviour, graffiti was a particular issue that was debated at the conference. Community involvement in parks is seen, at the national level at any rate, as a method for solving anti-social behaviour by generating ownership and pride, rather than as an end in itself.³⁴ The issue was also explored by the Public Green Spaces review group, who reported that the presence of graffiti alone could make some park users feel threatened, yet it was also argued at the conference that graffiti (street art) is a social and artistic activity.³⁵ It was proposed that open spaces and parks should be for the use of all sectors of the community and that options such as graffiti walls should be considered in order to allow young people to express themselves. This debate is explored in greater depth in the Public Green Spaces report. We agree with the review group that the council and its partners must engage effectively with young people to deliver age-appropriate and usable facilities, and to limit conflicts of use between different groups of teenagers and potential anti-social behaviour concerns.

5.41 A number of other concerns were raised with reference to the end of the school day. We are pleased that efforts are being taken by the police, through the Safer Schools officers to respond to such concerns and we hope that this valuable work will continue. Other projects such as BusBeat, where transport staff are trained to work as special constables, should also help to alleviate problems after school hours and also help to improve relations between the police and Harrow young people.

5.42 We have received some positive evidence on the benefits of inter-generational activity. The Trans-Age Project is affiliated to the Partnership with Older People (POP) panel and is based in Harrow Association of Voluntary Service (HAVS). The project seeks to highlight the importance of young people developing relationships with older people. The project has been running for over six years, with its first volunteer coming forward in January 2000. Seven volunteers were in place by April 2000, and the project has continued to grow ever since. Both young and older people act as volunteers, underlining the project's aim to facilitate contact between the generations. This point was also raised by the POP Panel who identified the importance of encouraging greater inter-generational mixing.

5.43 The project is aimed at mainly retired people aged 50 and above to offer, voluntarily, a variety of skills to young people. There are currently over 100 such volunteers who visit around 46 first, middle and high schools in the borough of Harrow. The idea is for them to pass on skills and expertise from their working lives, such as arts and crafts, cooking, computer expertise, reading, writing and numeracy. Additionally, three chess clubs have been created, while many volunteers are able to use their home language such as Gujarati in communicating with the young people. There is also a need for some Eastern European languages – Russian and Polish for example. Commitment is requested for one or two hours per week, for a minimum period of six months. The need for “continuity” is referred to, in order for young people to get to know and trust the volunteer.

³⁴ CABE Space. (2005). *Decent Parks? Decent Behaviour?* p.15

³⁵ The Public Green Spaces review group concluded that the practice of “tagging” (the marking of initials or a sign on a surface) is anti-social as it relates to demarcating territories rather than artistic expression.

5.44 Alternatively, young people also volunteer to communicate with older people in a number of settings, such as residential homes and day centres. This can, for instance, involve playing board games or passing on ICT skills. Around 60 young people have been registered under this scheme since June 2005. “Older and younger people have never been so segregated, with few opportunities for contact. This lack of contact allows each generation to see itself as separate rather than part of one large community. This is what the Trans-Age Project is aiming to address.”³⁶

5.45 The review group believes that there is scope for further inter-generational working in order to increase community cohesion. Harrow has a larger than average older population and that this is considered by the Home Office to be a driver of fear of crime. National research suggests that the proportion of people avoiding going out because of fear of crime was clearly the highest for those aged 75 and over. Furthermore, older women were more than twice as likely to avoid going out than older men.³⁷

Dark

5.46 68% of MORI survey respondents said that they felt ‘fairly safe’ or ‘very safe’ in the area they live. At home after dark, 69% of respondents said that they felt ‘fairly safe’ or ‘very safe’. However, looking at walking alone after dark, 37% said they felt ‘a bit unsafe’. When combining ‘a bit unsafe’ with ‘very unsafe’, negative responses were 64%.

5.47 This highlights a distinction between people’s feelings of safety in general and feeling safe after dark. Further analysis by age shows that for the answer of ‘a bit unsafe’ the percentages of respondents within the age groups were fairly even. The 18-24 age group gave this answer the most frequently. For the answer ‘very unsafe’ the highest response rate was from the 65 or more category, although the 55-64 age group followed closely behind. For all age groups, over 60% of the respondents felt ‘unsafe walking alone after dark’. This would indicate that the factor of daylight has a large effect on how safe people feel.

Question 31: Overall, how safe do you feel... walking alone in the area you live after dark?							
		Age					
		18 to 24	25 to 34	35 to 54	55 to 64	65 or more	Total
Very safe	% within Age	7.5%	7.0%	4.4%	3.5%	2.1%	4.7%
Fairly safe	% within Age	25.6%	29.6%	32.3%	28.3%	25.3%	29.2%
A bit unsafe	% within Age	42.5%	36.2%	38.0%	37.6%	37.5%	38.0%
Very unsafe	% within Age	22.9%	25.3%	24.4%	28.9%	30.6%	26.2%
Not stated	% within Age	1.5%	1.9%	.9%	1.6%	4.5%	1.9%
	Count	266	483	903	311	467	2430
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

5.48 Concerns about the dark were also paramount at our conference, both in terms of disliking being out in the dark and also the in connection with street lighting. We received comments from a number of residents about relating to disliking being out in the evenings when there are few people around. These included

- “Street lighting needs improving in some areas.”
- “I can’t let my daughter go out in the evening. It’s very scary.”

³⁶ Age Concern Harrow. *Intergenerational volunteering*. <http://www.acharrow.org.uk/IntergenVol.htm>.

³⁷ Anderson, S. (1998). *Older People, Crime and Crime Prevention*. Social Research Unit, System Three. p. 24

- “Not enough streetlights – very dark even at 6 o’clock in the evening.”
- “Fear of walking in the dark alone.”
- “Feel safer when shops, pubs and clubs open late in the town.”
- “Meetings arranged by council which finish 9/9.30 on a winter’s night – bad for car-less attendees. Should arrange transport.”

5.49 The POP Panel commented on overhanging trees blocking light, or street lighting not working. This is a potential area of joint working between the council and local housing associations. It was suggested that fear was magnified by darkness. Street lighting was also associated with improvements to the physical environment that help to make people safer such as cutting back overgrown bushes and shrubs, and cleaner pathways and alleyways. The condition of the footpath was also raised by POP and at the conference.

5.50 The ‘Safety and the Senior Citizen’ report suggests that older people who are less physically able, fear of falling is a factor when such groups are asked about how safe they feel outside the home. For this group “[a] sense of security here is likely to be as related to frailty and fear of accident as to fear of victimisation.”³⁸ For those wanting to go out more than they did, most were unable to for reasons of poor health and transport problems (and not fear of crime).³⁹ Nonetheless, those who are less physically able may also feel they would be less able to be assertive if confronted. This supports our view that there is scope for greater analysis of *what* people are worried about – whether it is crime or ‘lifestyle’ concerns, such as tripping on pavements.

Question 31: Overall, how safe do you feel...?				
Ward⁴⁰	In the area where you live?	Walking alone in the area you live after dark?	When you are alone in your own home after dark?	CRIS Rank
Belmont	27	68	28	20
Canons	36	69	40	17
Edgware	47	69	36	7
Greenhill	33	69	38	1
Harrow on the Hill	21	68	22	5
Harrow Weald	36	69	37	6
Hatch End	16	57	29	21
Headstone North	24	59	24	15
Headstone South	17	55	20	10
Kenton East	35	64	32	19
Kenton West	32	68	31	16
Marlborough	34	68	23	2
Pinner	19	53	21	11
Pinner South	26	59	18	18
Queensbury	33	67	34	12
Rayners Lane	29	72	38	14
Roxbourne	52	84	29	4
Roxeth	28	69	39	9
Stanmore Park	17	51	21	13
Wealdstone	43	81	39	3
West Harrow	31	57	21	8
Not stated	36	73	21	
Total	31	66	29	

³⁸ Heather, J. (1997). *Safety and the Senior Citizen*. Harrow Community Safety Strategy Group. p. 7

³⁹ *Ibid*, p. 20

⁴⁰ The percentages of respondents who said they felt unsafe or very unsafe have been calculated to ward rather than just the counts of respondents. This omits differences in response rates per ward when analysing the data.

High Percentage

High CRIS Rank

Low CRIS Rank

- 5.51 The table reflects the distribution of wards shown in the quality of life section of this report. This was particularly apparent in Wealdstone, which showed percentages ranking in the top four for each of the questions. Roxeth, Edgware and Roxbourne had a high rate for two of the three questions, as did Greenhill and Harrow Weald. It was clear that walking home after dark was more of an issue to respondents than the other two questions.
- 5.52 Local authorities have been invited to bid to the Department for Transport for public finance initiative (PFI) funding in recognition of the nationwide backlog of street lighting maintenance. The proposed project seeks to provide replacement of street lighting and illuminated street furniture that is currently managed by the council to improve the street lighting infrastructure and lighting levels over five years. The scope includes the management, operation and maintenance of the stock (including the provision of energy) over a 25-year project life. It is anticipated that 73% (11,351) of the existing 15,467 columns will need to be replaced to reach the required standards of street lighting,⁴¹ together with the installation of 4,087 additional columns (36% increase on existing stock) within the first five years. In addition, 3,070 of the illuminated signs ('keep left' bollards and related street furniture) would be replaced.⁴² The expression of interest highlights the potential benefits in relation to reducing crime and fear of crime and improving road safety and quality of life (such as encouraging people to use the streets at night).
- 5.53 An expression of interest has been submitted on behalf of Harrow Council to the Department of Transport. If this is successful, the procurement process will continue, with a target contract start date of May 2008.⁴³
- 5.54 The review group supports the council's efforts to improve street lighting through the bid for public finance initiative funding and recommends (11) that scrutiny be kept in touch with developments relating to the bid and contingency plans should it be unsuccessful.**

Public transport

- 5.55 Concerns about public transport raised at the conference were quite wide ranging. Our analysis of the drivers of fear of crime suggest that Harrow is in a similar position to the rest of London. Concerns included:
- Association with anti-social behaviour – bus stops located near pubs/clubs and for younger people disliking travelling with drunk people
 - Location and safety at bus tops and train stations – also related to the lighting issue
 - People arriving by tube to commit crime
 - Poor timetables on Sundays making it difficult for people relying on public transport to get around
- 5.56 The issue of public transport is closely related to issues around personal safety (particularly at night). Members of the POP Panel stated that they felt unsafe when using the tube or local transport. The positioning of crowded bus stops near cash points was also raised.

⁴¹ BS 5489-1:2003/EN13201

⁴² Harrow Council. (February 2006). *Expression of interest for street lighting PFI credits*.

⁴³ Ibid. p. vii

5.57 The London Mayor's recent announcement of additional transport police, to be focused on the overground stations on the tube and Bakerloo/Silverlink may help to address some of these concerns.⁴⁴ These challenges cut across local partners and strengthens the argument for increased partnership working.

CCTV

5.58 CCTV was identified as a solution to concerns about safety by a number of groups. The review group is concerned that this not a panacea for resolving safety concerns but recognises the benefits that it brings, particularly in areas such as the town centre where there is a high footfall. Significant investment has already been made in terms of the improvement of the CCTV room and developing its capacity. A mobile CCTV camera is already in use and this is deployed using intelligence relating to where offences are occurring.

5.59 The review group recommends (12) that there needs to be greater awareness in Harrow that the CCTV van exists and also greater communication of when it has been involved in successful convictions or has acted deterrent. This information needs to be placed in the wider context of activity that is being taken to prevent crime to demonstrate that this is only one element of that activity.

Provision for vulnerable groups

5.60 The Home Office crime reduction toolkit relating to fear of crime stresses that groups who consider themselves vulnerable should be reassured that they do not have to cope with fear alone. For LGBT (lesbian, gay, bisexual and transgender) groups fears are not irrational as they can be more vulnerable to some crime such as hate crimes. The toolkit advises that the first step is to develop positive policies to tackle hate crime to encourage the reporting of these crimes and taking positive action against perpetrators. Third party reporting centres enable victims to report to agencies other than the police.⁴⁵

5.61 Analysis of the Home Office drivers of the fear of crime highlighted a potential gap in provision in Harrow in relation to groups representing LGBT residents. Nationally there is a strong governmental focus on increasing the capacity and engagement of the voluntary and community sector as a means to addressing community safety concerns. There is a very active community and voluntary sector in Harrow. There are active Partnerships for Older People, the Multi-agency Forum on Racial Harassment, Refugee Forum and Domestic Violence Forum. There are no groups identified for lesbian, gay, bisexual and transgender communities in Harrow presently. Although there is a hate crime officer, it is not clear whether the current remit extends to LGBT.

5.62 One of the concerns raised by some of the young people at our conference related to discrimination through racist or homophobic language. Evidence received by the review group from GALOP, a community safety charity for London's LGBT community, highlighted that twenty-four of the thirty-three London boroughs have LGBT forums of some form (see Appendix J) whereas the remaining nine, including Harrow do not. Forums have been established by local authorities, the Police, Crime and Disorder Reduction Partnerships, LGBT Community members or a combination of some of all of the above.

5.63 GALOP co-ordinates a project called Linking London, which is funded by Government Office London (GOL) and the Metropolitan Police Service (MPS). One of its main aims is

⁴⁴ Greater London Authority. Press release. (7 February 2006). *Mayor's budget announcement: 'Safer stations, safer neighbourhoods'*. www.london.gov.uk/view_press_release.jsp?releaseid=7004. Accessed 10 February 2006.

⁴⁵ Crime Reduction toolkit: Fear of crime; *Problem: they feel vulnerable*, <http://www.crimereduction.gov.uk/toolkits/fc0203.htm>, accessed 1 February 2006.

to ensure that there are LGBT consultative bodies in every London Borough. A business case for the project was submitted to the review group as evidence. The aims of the project include increasing understanding and hate crime reporting, community engagement, cohesion and providing forums in which consultation can take place.

- 5.64 The review group recommends (13) that consideration be given to developing mechanisms through which the lesbian, gay, bisexual and transgender (LGBT) community can (a) be consulted; and (b) provided with reassurance. This may involve setting up an LGBT forum or adapting or expanding existing provision.**

Confidence in the criminal justice system

- 5.65 A number of solutions identified at the conference related to improving confidence in the criminal justice system. These included ensuring that the community sees that crimes are punished, ensuring the safety of people informing the authorities of crime, benefits from community sentencing and restorative justice.
- 5.66 The review group believes that confidence in the criminal justice system could also be improved by improving communication through the press about the results of arrests and prosecutions. The review group is also of the view that there are benefits arising from undertaking projects or communications activity which help the community better understand the system.
- 5.67 A recent example of such a project is *Local Crime: Community Sentence*, a project organised by the Magistrates Association and the Probation Boards Association, which aims to raise public awareness about the effectiveness of community penalties. A programme of interactive presentations to local community groups including older people's groups, students, business groups, Neighbourhood Watch, Victim Support and women's groups successfully raised confidence in community sentences. Case-study based talks that were given to over a thousand participants across England and Wales have shown that over 65% of people who thought prison worked for low level offenders at the start of the presentation, had changed their minds by the end and nearly 90% of the participants felt more confident in community sentences as an effective response.⁴⁶

⁴⁶ Probation Boards Association (17 October 2005). Press release: Community based sentences win confidence of the public. <http://www.probationboards.co.uk/Facing%20Crime/ownmind.htm>. Accessed 27 February 2006.

6 Conclusion

- 6.1 A number of those we have received evidence from have alluded to the impact of social change. Generally speaking, there is a perception that car use has increased and hence there are fewer pedestrians out on the pavement. With the increased pace of life there is also the perception that people have less time to get to know each other and therefore are less likely to look out for each other's wellbeing. Though responsibility for addressing crime is the responsibility of the Police, the review group recognises that responsibility for addressing factors such as fear of crime stretches beyond the Police to other local partners, including the council and beyond. For this reason we are also in favour encouraging community engagement and involvement in community safety in a wide variety of means. These include membership Neighbourhood Watch, encouraging active community and residents associations and other less traditional means of engagement. The Overview and Scrutiny Committee's recent Hear/say review of community engagement in Harrow has explored such matters in greater depth and we would argue that the crime and disorder reduction partnership should engage with the principles explored within that report.
- 6.2 We believe that main areas of focus for reducing fear of crime in the borough are improving communications and further developing partnership working. In some respects, Harrow is not untypical of the boroughs or areas that face fear of crime, yet we believe that this does not mean it should make us complacent about its relevance to local people. The MORI survey demonstrates that crime is the top issue for local people and although the link between the level of crime and fear of crime is not straightforward, some people may perceive it to be so. Improving communication relating to the work already going on and improving communication when people try to contact the council and partners should contribute to improving quality of life in Harrow.

7 Recommendations

- (1) The review group recommends that the Safer Harrow Management Group (SHMG) give consideration to the setting up of a specific strand within the Safer Harrow Management Group (SHMG) for the tackling of fear of crime, as it cuts across a number of the existing strands;
- (2) The review group recommends that the Safer Harrow Management Group (SHMG) take all available opportunities to actively engage existing and new partners in crime and disorder reduction in Harrow – for example British Transport Police, Transport for London.
- (3) The review group recommends that (a) future surveys be developed in accordance with the council's community engagement strategy and forthcoming toolkit in order to ensure that it becomes standard practice to consult appropriate agencies on questions to be included in surveys; (b) standard information management practices be developed (for example raw survey data should be passed to the Safer Harrow Management Group (SHMG) in order to allow in depth analysis with other datasets such as crime/health data); (c) that questions addressing fear of crime be developed using research and best practice in order to avoid generating fear in respondents.
- (4) The review group recommends that further consideration be given to: (a) Investigating enhancing personal safety awareness and training to the over 60 year old population. Harrow's population is nearly twice the national rate; (b) Enhancing provision of preventative support to victims of crime; (c) Investigating the targeting of community led personal safety campaigns to the Asian population.
- (5) The review group recommends that further work be undertaken on (a) the drivers of fear of crime; (b) developing the fear of crime matrix as a tool to identify local fear issues and devising area specific approaches to the tackling of fear of crime.
- (6) The review group recommends that there should be far greater systematic communication of crime and community safety performance information to demonstrate to the community that Harrow is a safe borough.
- (7) The review group recommends (a) That as far as possible the Safer Harrow Management Group (SHMG) should undertake to issue joint press releases on matters that relate to crime and disorder reduction – appropriate mechanisms should be developed and releases should be branded predominantly with the Safer Harrow logo; (b) That a senior officer from relevant partner organisations should be identified to lead on communications matters and the Safer Harrow communications strategy; (c) Mechanisms should be developed and governance arrangements strengthened to enable member input into strategy; (d) That steps be taken to ensure that there is co-ordination between partners on engagement at the neighbourhood level relating to community safety and reducing fear of crime – this will include but may not be limited to the Safer Neighbourhood teams, any area consultation by the council as well as the neighbourhood renewal agenda. Such an approach represents best practice.
- (8) The review group recommends that the council place a bid for inclusion in year two of the roll-out of the single non-emergency number and that this be enmeshed in developments of the council's First Contact project.

- (9) The review group welcomes moves to expedite the introduction of the Safer Neighbourhood teams and recommends that scrutiny receive future reporting on its implementation and effectiveness.
- (10) In the light of the report of the Public Green Spaces review, the review group recommends that the council develop the 'capable guardians' concept but enhance it through the more formalised support of both police Safer Neighbourhoods teams, volunteers and council staff, when appropriate.
- (11) The review group supports the council's efforts to improve street lighting through the bid for public finance initiative funding and recommends that scrutiny be kept in touch with developments relating to the bid and contingency plans should it be unsuccessful.
- (12) The review group recommends that there needs to be greater awareness in Harrow that the CCTV van exists and also greater communication of when it has been involved in successful convictions or has acted deterrent. This information needs to be placed in the wider context of activity that is being taken to prevent crime to demonstrate that this is only one element of that activity.
- (13) The review group recommends that action be taken to set up a LGBT forum in order to provide reassurance to the LGBT community but also to provide a means through which that community can be consulted.

8 Glossary

CCTV	Closed Circuit Television
CDRP	Crime and Disorder Reduction Partnership
CRIS	Crime Recording Information System
HPPCG	Harrow Police and Community Consultative Group
HAVS	Harrow Association of Voluntary Service
HSP	Harrow Strategic Partnership (Harrow's local strategic partnership)
LGBT	Lesbian, Gay, Bisexual and Transgender
LSP	Local strategic partnership
POP	Partnership with Order People
SHMG	Safer Harrow Management Group (the crime and disorder reduction partnership in Harrow)

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Appendix A – Project scoping

1	SUBJECT	Reducing fear of crime in Harrow
2	COMMITTEE	Strengthening Communities Scrutiny Sub-Committee
3	REVIEW GROUP	Councillor Thammaiah (lead) Councillor Seymour (deputy lead) Councillor Nana Asante Councillor Ann Groves Councillor Lavingia Councillor Janet Cowan Councillor Mrs Kinnear Councillor Vina Mithani
4	AIMS/OBJECTIVES	<ul style="list-style-type: none"> To explore the perceptions and beliefs in relation to fear of crime which affect the normal activities and freedoms and/or mental or social wellbeing of Harrow people To contribute to the development of the LAA and setting of priorities for the SHMG sub-group dealing with ASB and liveability issues
5	MEASURES OF SUCCESS OF REVIEW	<ul style="list-style-type: none"> Measurable reduction in fear of crime in Harrow (as measured through the MORI survey) Measurable contribution to the mainstreaming of s17, Crime and Disorder Act 1998 across the breadth of council and partner activity Contribution to the delivery of LAA objectives – identified through the review Increase in balanced media reporting of crime issues in the borough Improved local perceptions through – use of visible resources, education, provision of Information
6	SCOPE	<p>The three sub-headings identified were drawn both from the pre-scoping session and from Home Office guidance on fear of crime:</p> <p><u>Demographic risk profile</u></p> <ul style="list-style-type: none"> Does fear of crime differ across the borough? Does fear of crime affect some groups of the population more than others? Exploring demographic make-up of the community – (a) what are the resources available to address fear of crime, (b) are they effective, and (c) are they appropriately targeted to areas of the borough or particular groups where the problem is more pronounced? <p><u>Perceptions of social control/influence</u></p> <ul style="list-style-type: none"> Level of public confidence in the criminal justice system and

		<p>related factors e.g. police visibility</p> <ul style="list-style-type: none"> • Level of public concern about lack of social control over local issues e.g. terrorist attack, gang wars – is it local or regionally based? • Level of communication provision to keep the public well informed • Level of community involvement and sense of community empowerment • Reassurance given to vulnerable groups (role of the community; links to community cohesion agenda) • Rebuilding confidence after victimisation • Target hardening – extent to which residents feel that they are able to make informed judgements about risk (role of individual) <p><u>Perceptions of the Physical Environment</u></p> <ul style="list-style-type: none"> • Public perception of ASB in Harrow • Public perceptions about key environmental signals e.g. graffiti, litter, vandalism, un-repaired damage, poorly developed town centres, street lighting, shabby surroundings • Public perceptions about public safety on public transport
7	SERVICE PRIORITIES (Corporate/Dept)	To reduce the impact of ASB and fear of crime by improving quality of life and the public realm through the ASB Strategy and Liveability Agenda (Priority Area 1, Safer Harrow Crime, Drugs and Disorder Strategy 2005-2008)
8	REVIEW SPONSOR	Lynne McAdam, Service Manager Scrutiny
9	ACCOUNTABLE MANAGER	Gareth Llywelyn-Roberts, Group Manager – Community Safety Services
10	SUPPORT OFFICER	Heather Smith, Scrutiny Officer
11	ADMINISTRATIVE SUPPORT	Scrutiny team
12	EXTERNAL INPUT	<p>Partners – Harrow Police, Fire Service, Probation, Youth offending Service, Primary Care Trust, Drug Action Team (DAT), Neighbourhood Watch and the voluntary sector.</p> <p>Harrow Strategic Partnership – Safer Harrow Management Group, ASB Strategic Group</p>
13	METHODOLOGY	<p>Stage 1 – Desktop analysis</p> <ul style="list-style-type: none"> • Analysing crime and fear of crime in the borough through mapping and the fear of crime matrix • Needs/activity assessment to identify projects underway and resources available in Harrow <p>Stage 2 – Series of area-based and demographically-based focus groups (e.g. BME, women, age) The aim of the focus groups will be to test assumptions relating to fear of crime as well as the initial findings from the</p>

		<p>needs/activity assessment. The areas of focus will be those detailed under the three headings in the scope. The needs/activity assessment should inform the focus groups and the focus groups should then inform further work on the needs/activity assessment and the formulation of recommendations.</p> <ul style="list-style-type: none"> • Test local perceptions about crime linked to three areas of focus identified in the scope of the review • Identify potential solutions • Results of the focus groups to be analysed based on assessment of current activity and assessment of need. <p>Analysis of focus group findings – do the findings agree with the needs/activity assessment?</p> <ul style="list-style-type: none"> • Joint meeting with members of the public green spaces review to explore security issues associated with public green spaces. <p>Stage 3 – Conference</p> <ul style="list-style-type: none"> • To present evidence gathered from the focus groups and to test it (i.e. ‘this is what the focus groups tell us, is this correct?’). Evidence also presented in Harrow People • To allow service providers/partners to respond to the findings of the focus groups and to offer a response, and where appropriate, challenge. The conference would also represent any opportunity to respond to any communications or resource based findings from the focus groups. • Allowing those present to develop recommendations or solutions that can be implemented locally based on the evidence gathered. <p>Stage 4 – Formulation of recommendations</p> <ul style="list-style-type: none"> • Formulation of recommendations and final report. • Publication of findings
14	EQUALITY IMPLICATIONS	The review group will need to need give active consideration to (a) its own engagement with the community (b) the targeting fear of crime activity and communication to ensure that all sections of the community have been given appropriate attention.
15	VALUE FOR MONEY IMPLICATIONS	Identifying best practice elsewhere – does Harrow’s activity represent value for money? Does the public perceive activities undertaken as value for money?
16	ASSUMPTIONS/ CONSTRAINTS	Officer and Member resources Tight timescale for reporting
17	TIMESCALE	Final report to be ready to go to the Sub-Committee on 24 January 2006.
18	RESOURCE	Resource commitment to be confirmed following project planning

	COMMITMENTS	<p>meeting (to be scheduled).</p> <p><u>Scrutiny members</u></p> <ul style="list-style-type: none"> - Attend meetings and visits to gather evidence - Encourage community participation - Determine recommendations and main thrust of report <p><u>Scrutiny team</u></p> <ul style="list-style-type: none"> - Develop and manage the review - Carry out research - Arrange/service member outreach and activity - Draft reports <p><u>Urban Living</u> (and partners as appropriate)</p> <ul style="list-style-type: none"> - Advise on work programme - Supply relevant evidence/data and undertake needs/activity assessment - Comment on draft reports
19	REPORT AUTHOR	Review group supported by Scrutiny Officer

Author

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Appendix B – Data use and limitations

A MORI Public Opinion Survey was distributed in April 2005 asking a number of questions on public views on quality of life in Harrow, service opinion and how improvements could be made.

There are limitations to the datasets used within this report. CRIS data from the Crime Recording Information System and is provided to the GIS Team within the Crime Reduction Unit to geocode using a cleaning product called Infoshare. Although Infoshare does address match fairly accurately, there may be certain anomalies due to the lack of address information within the raw data. Some of the datasets when raw were not fully mappable. The maps should be viewed as indicative of the information within Harrow, not as quotable statistics. CRIS data is copyright Metropolitan Police.

The MORI Survey results for questions 2, 3, 21 and 32 and 37 were correlated with the ward Based CRIS figures using the Spearman's Rank correlation tool. None of the results were found to be significant therefore we can only assume that there is a loose relationship between the datasets which cannot be proven statistically (the results therefore have not been included in this report).

The other factor to bear in mind is that the crimes within the CRIS data did not necessarily happen to the same people as those questioned in the MORI Survey therefore we should not presume that the fear of crime is dependent on the level of crime within the wards but seek to look for patterns that may guide further work in this matter.

The rates which show the fear of crime levels here are derived from Q37 of the MORI Survey which asked ' How much is your own quality of life affected by fear of crime, on a scale of 1 to 10 where 1 is no effect and 10 is total effect. The answers of this question were aggregated to ward and the answers, which spanned from 6 to 10 were then analysed, as these were the people who most thought that fear of crime affects their quality of life. These were then calculated as a percentage of the total respondents for their respective wards and were ranked to show the highest fear to the lowest fear according to question 37. Rank 1 shows the highest fear of crime.

The rates for the crime calculations were mapped and aggregated to Ward level then population statistics were used to calculate the rate per ward per 1000 population. This is a more fair way of comparing the crime data and puts into context the crimes according to the population. The crime rates per 1000 population were then ranked, with 1 being the highest count of CRIS data per 1000 population (shown in the colour coded tables).

The scattergram of CRIS Per 1000 Population plotted against the fear of crime gives an indication of patterns but this information must be supplemented by further evidence on fear of crime in Harrow in order to draw conclusions.

Appendix C – Drivers of fear of crime

The Home Office have identified a number of drivers that cause the fear of crime to be high in a community. The below will be assessed and analysed to identify what is driving the fear of crime in Harrow.

Driver of Fear of Crime	Local Assessment	National Assessment	Comment
Public Perceptions about level of Physical Disorder	Vandalism graffiti being a problem 68% Rubbish and litter being a problem 51% Abandoned or burnt out cars 49% Composite rating = 56% (Source: BVPI Survey 2004)	Vandalism graffiti being a problem 28% Rubbish and litter being a problem 30% Abandoned or burnt out cars 12% Composite rating = 23% (Source: British Crime Survey 2004/05)	The Harrow rate is twice the national rate and particularly high for perceptions of vandalism and graffiti.
Number of population on low income	2.3% claimants at job centres 7.1% claim income support (Harrow Profile)	16% (British Crime Survey)	Harrow is lower than the national average.
Number of population with a registered disability	3.74% (Census 2001)	5.52% (Census 2001)	Harrow is lower than the national average.
Number of population who are single parents	7518/79112 = 9.50% (2001 Census)	14% (British Crime Survey)	Harrow is lower than the national average
Number of population who are HA/council tenants	Housing association tenants =4.10% Council tenants = 7.03% (2001 Census)	Housing association tenants =5.95% Council tenants = 13.24% (2001 Census)	Harrow is lower than the national average.
Number of population living in inner city environment	Inner London density rate is 87/1000. Only Rayners Lane ward is above this rate. So only 4.85% of the population live in an inner city environment.	12% (British Crime Survey)	Harrow is lower than the national average.
Number of Population over 60 years old	39362/206814 = 19.03% (2001 Census)	10% (British Crime Survey)	Harrow is nearly twice the national rate
Number of population who are women	106861/206814 = 51.67% (2001 Census)	51.18% (2001 Census)	Harrow has a similar rate to the national level
Number of population who live in high crime areas	No Data available	No data available	
Number of population who have already been a victim of crime	65% reported being victimised (Crime/Drugs Audit Survey)	27% reported being victimised (British Crime Survey)	The Harrow rate is nearly three times the national rate.
Provision of support to vulnerable groups, like Older People, people with disabilities, BME, Refugee, Gay and Lesbian groups and Women	There is a very active community and voluntary sector in Harrow. There are active Partnerships for Older People, Multi-agency forum on Racial Harassment, Refugee Forum, Domestic Violence Forum and Community Cohesion. There are no groups	Nationally there is a strong governmental focus on increasing the capacity and engagement of the voluntary and community sector as a means to addressing community safety concerns. Much government funding and support is	The involvement of the voluntary and community sector in not only delivering on Safer Harrow initiatives but also being actively involved in strategic decision making, through sitting on all Safer Harrow partnership groups,

	identified for Lesbian, Gay, Bisexual and Transgender communities in Harrow presently. The support given to these groups is unsystematic and unplanned and they are not an integral partner in delivering initiatives across all Safer Harrow priorities (source: Assessment made by Officers)	given to the voluntary and community sector and specific schemes set up to enhance the capacity of this sector to be an integral partner in community safety (source: Assessment from Home Office website)	needs to much more robust, planned, systematic and engaging.
Level of communication provision to keep the public well informed	<p>43% of residents indicate being informed about the council but there is not a specific community safety rating. (MORI SURVEY 2005)</p> <p>The perception of Safer Harrow agencies is that the local media heighten fear of crime by not providing balanced news articles. There are very limited resources allocated to enhance public reassurance - £10k home office funding. The main vehicle for promoting public reassurance is the council magazine 'Harrow People'. The council have not allocated a specific communications person. The Police now employ a communications person. There is no joined up Safer Harrow action plan to help reassure the public. (Source: Officer assessment)</p>	The Home Office and key national agencies contribute significant resources to keep the public well informed about community safety initiatives. The Home Office provide a free publication catalogue that local partners can use to provide public reassurance. The national TV media provide a more balanced perspective of issues where as some of the print media heighten fear of crime with their articles. (Source: Officer assessment)	A joined up Safer Harrow communications action plan needs to be developed, resourced and decisions need to be made on who will be responsible for delivering Safer Harrow communication priorities.
Level of community involvement and sense of community empowerment	<p>Rating of Influence decisions 19%</p> <p>Involved in decisions 18%</p> <p>Working together people influence decisions 49%</p> <p>Composite target =29% (MORI SURVEY 2005)</p>	No data available	
Public perceptions of ASB being a problem	<p>Noisy Neighbours 21%</p> <p>Teenagers on streets 57%</p> <p>Vandalism graffiti being a problem 68%</p> <p>Drug dealing 64%</p> <p>Drunkenness 50%</p> <p>Rubbish and litter being a problem 51%</p> <p>Abandoned or burnt out cars 49%</p> <p>(Source: BVPI Survey 2004)</p>	<p>Noisy Neighbours 9%</p> <p>Teenagers on streets 31%</p> <p>Vandalism/ graffiti 28%</p> <p>Drug dealing 26%</p> <p>Drunkenness 22%</p> <p>Rubbish and litter 30%</p> <p>Abandoned or burnt out cars 12%</p> <p>(Source: British Crime Survey)</p>	Harrow is over twice the national rate.
Public perceptions about key environmental signals e.g. graffiti, litter, vandalism, unrepaired damage, poorly	<p>Vandalism graffiti being a problem 68%</p> <p>Rubbish and litter being a problem 51%</p> <p>Abandoned or burnt out cars 49%</p> <p>Rating of Clean Streets worse 42%</p>	<p>Vandalism/ graffiti 28%</p> <p>Rubbish and litter 30%</p> <p>Abandoned or burnt out cars 12%</p> <p>Composite ASB rating = 23%</p>	Harrow is nearly twice the national rate.

developed town centres, street lighting, shabby surroundings	Rating Parks and open spaces worse = 25% Rating Shopping facilities worse = 15% Composite rating = 42% (source: BVPI Survey 2004)	(source: British Crime Survey)	
Public perceptions about public safety on public transport	11% victims of crime on public transport (source Crime/Drugs Audit survey) 34% indicate that public transport has worsened (source: BVPI Survey 2004)	36% rate personal security on public transport as being rather poor or very poor. (Source: Department for transport 2002)	Harrow is slightly under the national rate, which is positive.
Level of Public confidence in the Criminal justice system	53% rate it fair or better (source Crime/Drugs audit survey)	46% confident levels (British Crime Survey 2004/05)	Harrow is slightly above the national rating which is positive.
Level of public concern about lack of social control over local issues e.g. terrorist attack, gang wars – is this a local concern or a regional concern?	No data available	No data available	

Appendix D – Feedback from conference – summarised issues and solutions

Group number	Issues (top 3 in bold)	Solutions (top 3 in bold)
4	<ul style="list-style-type: none"> • Underage drinking/drugs (5) • Police presence (4) • Unsupervised open space (3) • Dark and isolated areas (3) • Lack of social network (2) • Access through Underground (1) 	<ul style="list-style-type: none"> • Increasing profile of authority (4) • Increasing parental responsibility (3) • Increasing fear of punishment (3) • Youth activities (2) • Community intelligence gathering (2) • Enforcement of licensing laws (1) • Education (1) • Community involvement (0)
5	<ul style="list-style-type: none"> • Lack of police (9) • Young people/misbehaviour/ASB (5) • No go areas (3) • Travelling families (2) • Bins (burglars gaining access) (2) • Condition of footpath (2) • CCTV (1) • Over development (1) • Parking control (1) • Street lighting (1) • Rubbish (0) 	<ul style="list-style-type: none"> • More police visibility (6) • More visible Safer Neighbourhood teams (6) • Re-open local police station (5) • Young people discipline (2) • Neighbourhood Watch (2) • Parking regulations advertised (1) • Bins placed inside (1) • Be streetwise (1) • CCTV (1) • Condition of footpaths (1) • Activities for young people (1) • Car park lighting (0) • Park security (0)
6	<ul style="list-style-type: none"> • Police presence (10) • Lighting/CCTV (8) • ASB (4) • Speeding (2) • School discipline (2) • Use of business (1) • Youth facilities (1) • Unreported crime (1) • Communicating statistics (0) 	<ul style="list-style-type: none"> • More funding especially for CCTV (4) • Individuals and community (4) • Police presence (3) • Control of young people (3) • Use of schools in educating (3) • Neighbourhood Watch (3) • Local environment (2) • Young people's facilities (1) • Involvement of local business (1) • Tackle speeding (0) • School buses (0)
7	<ul style="list-style-type: none"> • CCTV (5) • Social activities (4) • Physical environment (4) • Public transport (3) • End of school (3) • Drugs and alcohol (3) • Media (0) 	<ul style="list-style-type: none"> • Zero tolerance (6) • More and better CCTV (3) • Community involvement (2) • Schools (2) • More facilities/activities (2) • Better environment (2) • Support for victims (1)

Appendix E – Feedback from conference – detailed results: Workshop 1 – identifying issues

Police Presence (identified by 3 groups)

- Difference in police in Harrow and Hillingdon – better in Hillingdon.
- Poor police response – 45 minute waiting time.
- No visibility of police in Rayners Lane.
- Lack of police in the area.
- We do not have police; if you call them they take about 20 minutes or so to come.
- It's good to see PCSOs and police.
- More supervision wanted in stations, car parks and parks.
- Insufficient police foot patrols between 6 and 10pm in Edgware.
- Lack of information following criminal damage.
- Harrow is about 70% safe, but still more to do like more police around
- Like to see police more often.
- Police response to incidents.
- Lack a visible police presence on the beat at night.
- Most importantly, more police presence and ready response to crime.
- Police presence – more foot patrol.
- Not enough police patrolling streets.
- No police presence and poor/no response to calls. Like to see police more often.
- Police response to incidents.
- Lack a visible police presence on the beat at night.
- Most importantly, more police presence and ready response to crime.
- Police presence – more foot patrol.
- Not enough police patrolling streets.
- No police presence and poor/no response to calls.
- Police presence in the local community with youth clubs.

CCTV (identified by 3 groups)

- Lack of CCTV at present.
- More CCTV needed 24 hours a day.
- Make use of business who use CCTV.
- CCTV around central Harrow.
- CCTV monitoring would cut down crime.
- Lighting in alleyways.
- More CCTV cameras in known crime areas.
- Better street lighting and CCTV – especially on pathways between stations and home – usually very isolated.
- Lighting (streets, shops).

Public transport (identified by two groups)

- Underground links to youth coming into area to commit crime, before leaving anonymously.
- Going out on streets becoming dangerous, especially station side or near fish & chip shop.
- Feel safe at some railway stations but not others.
- Unlit bus stops.
- Safer public transport.
- Tube stations near pubs and bars.
- Poor bus timetables on Sundays for non-drivers.

Communication/media (two groups)

- Papers always “latch on” to bad news and hype it up. News, good or bad, should be reported truthfully.
- Communicating statistics - papers should state regular crime statistics i.e. monthly.

Unsupervised open spaces (two groups)

- Unsupervised parks are used for gathering in late afternoons/early evenings.
- ASB, criminal damage and graffiti in Woodlands open space. Often alcohol fuelled.
- Scooters driving in parks.

Physical environment (three groups)

- Vandalism in the streets.

- Need a cleaner environment – clear up dog mess.
- Rubbish.
- Condition of footpath
- Over parking and over development of area causing accidents and crime.
- Incorrect location of local parking in front of houses prevent access for residents.
- The number of refuse bins in front gardens which make it easy for burglars to access the rear of house.

Drugs and alcohol related anti-social behaviour (three groups)

- Feel unsafe when people are drinking in public on the streets.
- Behaviour of other people.
- Anti-social behaviour clampdown.
- Croft Park misbehaviour by teenagers.
- Loutish, drunken behaviour; urinating in the street; alcohol
- People drinking/doing drugs.
- Young people using alleyways to do 'bad activity', i.e. drugs.
- Rootless youth on the streets late at night – drugs and alcohol often involved, defecating and urinating.
- Teenage alcoholic access via off licences who they intimidate; all-night drinking; noise and criminal activity.

Darkness/street lighting (4 groups)

- Improve street lighting.
- Street lighting needs improving in some areas.
- Busy roads, possibly not that well lit, of people returning home are easy grounds for thieves (phones, handbags, watches).
- Darkness.
- I can't let my daughter go out in the evening. It's very scary.
- Not enough streetlights – very dark even at 6 o'clock in the evening.
- Meetings arranged by council which finish 9/9.30 on a winter's night – bad for car-less attendees. Should arrange transport.
- Fear of walking in the dark alone.
- Feel safer when shops, pubs and clubs open late in the town.

Community (two groups)

- Need friendship; a sense of belonging; community service.
- More activities needed for young people and older folk.

Young people (four groups)

- When high school finishes, fights spill on to the streets.
- Control hooliganism on buses on school runs.
- Crowds of youngsters at end of school day at bus station.
- School discipline.
- Lack of youth facilities at no cost.
- I can't let my daughter go out in the evening. It's very scary.
- Groups of youths late in Wealdstone.
- Large groups of youths gathering around shopping areas.
- Feel unsafe – too many large groups of young people, walking towards you, or on corners.

Speeding/motor offences (two groups)

- Speed of cars.
- Speeding both ways in Courtenay Avenue and using service roads as rat runs.
- Children driving cars, often unlicensed.

Other (three groups)

- People not reporting crimes.
- Travelling families.
- Fear of people being mugged.

Appendix F – Feedback from conference – detailed results: Workshop 2 – identifying solutions

Increasing the profile of authority (identified by one group)

- More visible authority – “fear of detection”. Involves police, park keepers, wardens, station staff.
- Continuous presence of someone in authority.

Greater Police visibility (three groups)

- Police presence in every ward and local area.
- Increase the number in the police workforce and the diversity in terms of area specialisation.
- More visible police presence in the community.
- The presence of police needs to be visible.
- More responsible police.
- More police.
- More visible police – we hear them but do not see them.
- More police.
- Police action to be undertaken more quickly.
- More visible Safer Neighbourhood teams
- Better communication between police, council and general public.
- Police and councillors making themselves more available to residents.
- All wards to have Safer Neighbourhood Teams: 1 sergeant, 2 PCs, 3 PCSOs.
- Local area coordinators.
- Community safety teams in more areas.
- More joined up police work (BTP-MP).
- Police to improve response to reported crime.
- Police increase patrolling; respond quickly; give priority to mugging & burglary.
- More police seen walking the streets.
- Police to show their presence at busy times, like school closing times.
- More police on the streets, day and night.
- Policing – Bobbies on the beat.
- More police presence.
- Police presence.
- Need to re-open local police stations.

CCTV (four groups)

- CCTV in isolated places, i.e. pathways and alleyways.
- Council should earmark more funding to combat crime.
- More funding to purchase and monitor CCTV.
- More funding for CCTV.
- More CCTV – especially in crime hot spots.
- CCTV.
- CCTV.
- CCTV near stations.

Confidence in criminal justice system (2 groups)

- Crime must be seen to be punished.
- Police informers when threat to safety occurs – e.g. member of public as an informer.
- Zero tolerance – New York crime went down quickly and the environment improved.
- Re young offenders, make youths do more community service and be made to apologise personally to their victims (if they agree).

Community involvement

- Whole community should take action about the youth.
- Car sharing.
- Council to support street and community initiatives.
- Others need to be more vigilant and put necessary pressure on police and the Council.
- The Council should organise events in local neighbourhoods and wards.
- Neighbours should be encouraged to know one another.
- More activities for young and old in the local community, across racial, cultural etc boundaries.
- As a parent you are responsible for your child.

- Get local businesses involved in local communities.

Neighbourhood Watch

- Support community-led things such as Neighbourhood Watch.
- Encourage more people to run Neighbourhood Watch groups.
- More neighbourhood watch!
- Neighbourhood watch need a direct contact with police.
- Encourage residents to be voluntary street wardens.
- Neighbourhood watch coordinators – must be organised by police and council.

Role of individual

- Be streetwise
- Store refuse bins out of sight.

Education

- Education via school, youth groups and at home.
- Safety campaigns organised by the council.

Young people

- Youths at stations and on streets should be better controlled and dispersed.
- My Watch has indicated they would like a 9pm curfew in place for under-16s.
- More discipline and control at schools.
- We need more challenges for young people at school and at home.
- Tackle ASB outside schools – through the schools themselves, the police (CPSOs) and parents.
- Improved facilities for younger people; increased funding for this.
- Use empty school premises in holiday times for young people.
- More activities for young people outside of school hours.
- More activities for youth groups.
- Provide supervised venues with games for youngsters (table football, pool, table tennis etc) – should be cheap or free.
- Schools to educate kids on behaviour in public (in shops, on buses, on the street).
- School buses to key local areas.

Physical environment

- Improve the surrounding area's streets – make them look nicer.
- Cleaner streets.
- Better lit streets; overgrown branches of trees cut; cleaner pathways & alleyways.
- Council to monitor condition of footpaths.

Darkness/street lighting

- Improve street lighting.
- Better lit streets; overgrown branches of trees cut; cleaner pathways & alleyways.

Open spaces (2 groups)

- More facilities for teenagers in parks.
- Council to lock park gates before it is dark.
- More money spent on local parks and gardens, ensuring permanent park keepers are there for security.

Enforcement (3 groups)

- Enforcement of licensing laws.
- Positive enforcement of underage drinking laws, i.e. inspections and covert surveillance.
- Council should publicise regulations re parking to avoid blocking of residents' access to their houses.
- Something to reduce the speed of cars on school routes (speed cameras).
- More speed cameras on main roads (Courtenay Avenue); speed humps in service roads.

Appendix G – Feedback from conference – detailed results: Young people

The young people's group consisted of an ethnically diverse group of young people between the ages of 11 and 25. They included individuals with Downs Syndrome, visual impairment and special needs. Group members attended a number of Harrow schools/colleges as well as the Duke of Edinburgh scheme.

The group was facilitated by a Safer Schools Officer and the council's Youth Crime Prevention Officer. The group was also joined by Cllr Janet Cowan.

This was a worthwhile activity, which generated interesting responses. Within the review group's final report it is intended to use this feedback as part of other evidence gathered through events such as the APSIG and the Children's Fund 'Safety' survey with younger children.

What affects how safe you feel in Harrow?

Public transport

Those over the age of 15 said:

- People become cramped in the bus and end up overreacting.
- Waiting for taxis

Those aged 14 and under said:

- Walking on my own, especially through alleyways or Harrow train and bus stations.
- Fear of being attacked on public transport.
- Travelling on the bus with drunken older people.
- Transport – stuck in train carriage with a stranger. On the bus – “rude boys”, people who make too much noise, surrounded by people you don't trust, people attacking you for phones.
- People talk to you about weird things when you are at the bus stop.

Alcohol/drugs/drunkenness in public places

Those over the age of 15 said:

- The Junction
- People I see as young as 13 or 14 smoking drugs such as cannabis or cigarettes.

Those aged 14 and under said:

- Parks – drunk people, gangs, graffiti.
- Adults and older teenagers that drink alcohol on buses make me feel uncomfortable.
- Drunk people outside the pub when it's closing.

Dark

Those over the age of 15 said:

- Going home from nightclub.

Those aged 14 and under said:

- Dark parks at night.
- Parks are empty – no-one goes there.
- Fear of walking alone in the dark.
- Walking through my house in the middle of the night.
- Being alone or in the dark.

The environment

Those aged 14 and under said:

- The environment – bus station, road lighting.
- Graffiti on bus stops and broken glass make it look uncared for.
- Smashed glass at bus shelters/phone booths.

- Debris on the street, e.g. glass bottles, beer cans, old furniture.

Bullying

Those over the age of 15 said:

- Hearing homophobic or racist comments on the bus or train, in the pub or at college.
- The language some people use.
- Discrimination specifically racist and homophobic language towards the young people.

Those aged 14 and under said:

- People bully by sending text messages – not only physical, but verbal too.
- Bullying – stealing phones, texting.
- I see people with mental disabilities being bullied, e.g. being cornered and having bananas chucked at them.

Groups of people

Those under the age of 15 said:

- Large groups of people.
- Gangs do what they want to.
- People in large groups.
- The people around me make me feel unsafe.
- People wearing hoodies; rowdy people who shout out at people.
- People creeping up behind me – particularly as I'm visually impaired.
- Large groups of people (mainly teenagers), in parks at any time of day.
- The people in our neighbourhood.
- People bomb in famous places and countries.
- Gang of teenagers staring at me.
- Rapist attackers, bullies, thieves, freaks.

Media

Those over the age of 15 said:

- The news.
- Newspapers.
- The media in general does nothing much to help, i.e. news stories and television programmes. Radio makes you even more scared!
- The news shows how easy it is to get hold of drugs or weapons.
- Media – happy slapping videos.

Those aged 14 and under said:

- Things I see in the newspapers – murders, attacks, crime.
- What's written in the media.
- Hearing about local crime makes you afraid to go somewhere again.

Physical violence

Those over the age of 15 said:

- Getting mugged at night.
- Fear of getting pick-pocketed.
- Pickpockets, murders, gangs, stabbings, bullying.
- Getting attacked.
- The influence of rappers, smoking or taking drugs, attacking or killing people.
- People who have been under the influence of a substance which affects them mentally – scares, intimidates, creates awkward situations.
- My friends tell me people in High School get killed every month.

Those aged 14 and under said:

- Young people doing graffiti in the town centre.
- People carrying around weapons.
- People smash balls on people's car windows.
- Fear of gangsters.
- Fear of weapons.
- Fear of being killed.
- Fear of being shot.
- Fear of being burgled.
- Fear of stalkers.
- Stalkers.
- When you see people committing a crime, no one is able to do anything.

- Don't feel safe going out on my own during the day.

Mobile phones

Those over the age of 15 said:

- Why shouldn't I be able to use my phone wherever I want to?

Those aged 14 and under said:

- Mobile phones.
- I don't like answering the phone.
- Fear of mobile being nicked.
- Feel afraid when talking on phone in street.

Other

Those over the age of 15 said:

- Feels like it's got worse in past few years.
- Stereotypes of youth.
- Laws which restrict our freedom of speech scare me!

Those aged 14 and under said:

- Punk – freaky clothes people.
- Don't feel safe crossing the road.
- I feel safe at school and on school outings.

Priorities

The young people were asked to identify what affects how safe they feel in Harrow and these ideas were recorded on post-it notes. The group then considered the issues identified and categorised them as having a high, low or medium impact. Responses have been categorised into age groups:

- 14 and under
- 15 and over
- Both age groups

If such an exercise were to be repeated it would be beneficial to separate the young people into separate 'younger' and 'older' age groups to avoid the older young people exerting a greater influence because of age – for example 'people wearing freaky clothes' was felt to be a top priority for a younger participant but was categorised in the bottom category by the group collectively.

Priorities		
Top	Middle	Bottom
<u>Issues identified by both age groups:</u> <ul style="list-style-type: none"> • Physical attacks (rape/being drugged) • Being alone • Park at night • Fear of stalkers/being followed • Racists (fear of discrimination and stereotypes) • Being bullied/picked on 	<u>Issues identified by both age groups:</u> <ul style="list-style-type: none"> • Young people in large gangs – rowdy vandals are intimidating • Waiting for a taxi • Headlines in the newspapers <u>Issues identified by 15 plus age group:</u> <ul style="list-style-type: none"> • Smoking drugs in public • Adults drunk in public • Graffiti Tags – offensive vandalism • Bullied on a mobile phone • People carrying weapons in the town centre <u>Issues identified by 14 and under age group:</u>	<u>Issues identified by 15 plus age group:</u> <ul style="list-style-type: none"> • Smoking • Litter • Debris on the roads • Young people wearing hoodies – those sort of people who commit crime • Kicking football at cars <u>Issues identified by 14 and under age group:</u> <ul style="list-style-type: none"> • People in freaky clothes

	<ul style="list-style-type: none">• How we are in the media• Hearing homophobic comments	
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Appendix H – Feedback from conference plenary

Groups 2 and 3 (young people)

- The young people reported that they were concerned by the use of racist and homophobic comments.
- They were also worried about others carrying weapons, and pointed out that young people were more likely to be victims when these were involved. They advocated the use of amnesty bins where weapons could be dumped.
- Although graffiti could be an eyesore, the group also believed that it could be classified as art. The Executive Director (Urban Living) added that research had generated the idea of creating 'street art' boards, such as existed in Wealdstone, where graffiti would be permitted to happen. There was a definitional distinction between graffiti and street art, which was a modern expression.
- A greater use of 'stop and search' and making people aware of 'Crimestoppers' numbers were also promoted. The Borough Commander suggested that when police officers were polite and professional in the way they conducted 'stop and search', members of the public were more likely to appreciate why it was necessary.

Group 4

Key issues: Underage drinking/drugs; police presence; unsupervised open space.

Key solutions: Increase profile of authority; increase parental responsibility; increase fear of punishment.

- The Group Manager, Community Safety Services explained that licensing controls were now under the jurisdiction of the council.
- The Executive Director (Urban Living) outlined the extensive work that the council had undertaken in recent years to create a feeling of safety in open spaces. This involved being able to be seen by others by, among other things, removing foliage. Parks needed to be suitable for everybody to use.
- The Borough Commander described plans for rolling out Safer Neighbourhood Teams in Harrow in April 2006. This was good news for Harrow, since they would be highly visible and work closely with the local authority.

Group 5

Key issues: Lack of police; young people misbehaviour/ASB; no go areas.

Key solutions: More police visibility; more visible Safer Neighbourhood Teams; reopen local police stations.

- On the subject of the possibility of reopening police stations, it was explained that Pinner had been reopened and was manned by people trained in the community. The use of volunteers ensured police could be deployed on the streets. There were plans to replicate what had been done at Pinner in Edgware.
- The borough was near to having Safer Neighbourhood spaces in parks. These would not operate on a 9 to 5 basis – there would be greater flexibility.
- The Executive Director (Urban Living) explained that work was being undertaken to identify locations in parks for a police presence – for example in Canons. He placed an emphasis on the need for joint-working in order to find sustainable solutions.
- The Deputy Leader suggested the importance of Safer Neighbourhood teams not only existing in parks, but in other community spaces. For example, people would 'feel' safer by seeing police in the town centre, thereby reassuring them to go into parks.

Group 6

Key issues: Police presence; lighting/CCTV; ASB.

Key solutions: More funding especially for CCTV; individuals and community; police presence; control of young people.

- The Executive Director (Urban Living) stated that most lighting in Harrow did not meet required standards. There was a programme in place to replace substandard lights.
- The Deputy Leader advocated tackling the environment from 'the ground up'. The local community could be empowered to take ownership of their local area.
- The chair of the HPPCG suggested that there would never be enough money or resources to facilitate all improvements. Therefore, there was a need for greater community involvement to combat crime and demotivate criminals.

- The Deputy Leader explained that directing funding for fighting crime came through the GLA. It was not, therefore, possible to promise an increase in this funding, but Harrow was still nonetheless looking at better ways of spending the money it had. It was a question of priorities.
- Regarding CCTV, the Borough Commander cited the state of the art CCTV van employed in Canons Park.

Group 7

Key issues: CCTV; physical environment; more activities for younger people & older folk.

Key solutions: Zero tolerance; more and better CCTV; community involvement; schools.

- The Group Manager, Community Safety Services explained that visits had been made to schools to discuss crime and the environment, with a view to creating sports and diversionary facilities.
- The MPA independent member suggested that 'zero tolerance' operated in a different context in New York. The Borough Commander added that the reason it appeared to work in New York were the higher resources and different rules by which it operated. There was a central issue of the type of society we live in and that this was an issue that stretched beyond Harrow.
- The concept of 'respect' and concern for the victims of crime was highlighted.

Appendix I – Safer Harrow Management Group (current)

Chair of the Safer Harrow Management Group: Harrow Police Borough Commander, Bob Carr

Aim: To make Harrow the safest borough in London by March 2008.

Who's involved: Harrow Council, Harrow Police, Harrow Primary Care Trust, Fire Service, YOT, Schools, DAT, London Probation Service, Crown Prosecution Service, Transport for London, Voluntary and Community groups

Why: The Crime and Disorder Act (1998) as amended by the 2002 Police Reform Act places statutory responsibility on local authorities, police, fire service and health authorities to produce and implement a joint strategy to tackle crime, drugs and disorder. It also places responsibility on local authorities to produce a Youth Justice Plan.

How: A four-stage problem-solving approach based on the crime reduction SARA model is used to ensure a reduction in crime, drugs and disorder is achieved:

1. Scanning: **Crime, Drugs & Disorder Audit (every 3 years)**

(Details the level and pattern of crime and disorder and the priority areas to be tackled in the borough) go to www.harrow.gov.uk/community-and-living/crime-prevention/ to view a copy



2. Analysis: **Crime, Drugs & Disorder Reduction Strategy (every 3 years)**

(Describes how the partnership will build a safe environment by tackling the priority areas identified in the crime audit) go to (from June) www.harrow.gov.uk/community-and-living/crime-prevention/

Priority areas for 2005-2008 include:

- **ASB, liveability and public realm** – (Head of Community Safety Services, Harrow Council, Gareth Llywelyn-Roberts)
- **Property Crime** –(Superintendent Richard Freeman, Harrow Police)
- **Violent Crime** - (Detective Chief Inspector Allan Aubeelack, Harrow Police)
- **Drugs and Alcohol** - (Director of Public Health, Harrow PCT, Jean Bradlow)
- **Young people and a Safer Harrow** - (Group Manager – Youth Service, Harrow Council, Richard Segalov)
- **Community Involvement and Diversity** - (Chair of the Harrow Police Community Consultative Group, Sonoo Malkani)
- **Priority Offenders** - (Head of Probation for Harrow and Hillingdon, Hermione Wright)



3. Response: **Crime/Drugs Reduction Action Plans (every year)**

(Sets out the specific targets, outcomes and monitoring arrangements for the priority areas identified in the audit and strategy and use **Home Office Funding** to implement initiatives to meet targets)



4. Assessment **Monitoring and Evaluation**

The action plans are monitored through the Safer Harrow Management Group that meets every three months. There are three main devices for monitoring the performance of the Safer Harrow Partnership

- 1) **Steering group monitoring/performance processes**
- 2) **Seven Strategy leads reporting to the SHMG**
- 3) **Home Office Funding Quarterly progress reports that must be submitted**

Appendix J – LGBT Forums in London

Boroughs with LGBT Forums	Boroughs without LGBT Forums
<ol style="list-style-type: none"> 1. Barking and Dagenham 2. Barnet 3. Brent 4. Bromley (2006 launch) 5. Camden 6. Croydon 7. Enfield 8. Hackney (Hate Crime Forum) 9. Haringey 10. Hillingdon 11. Hounslow (Homophobic Crime Stakeholders Group) 12. Islington 13. Kensington and Chelsea 14. Kingston upon Thames (to be re-launched) 15. Lambeth 16. Lewisham 17. Merton 18. Newham 19. Redbridge 20. Southwark 21. Tower Hamlets (recently commissioned) 22. Waltham Forest 23. Wandsworth 24. Westminster 	<ol style="list-style-type: none"> 1. Bexley 2. City of London 3. Ealing 4. Greenwich (the borough has a part time Homophobic Hate Crime worker) 5. Hammersmith and Fulham 6. Harrow 7. Havering 8. Richmond upon Thames 9. Sutton

Nearly three-quarters of London Boroughs have a LGBT Forum

- 24 London Boroughs have or have recently commissioned the establishment of LGBT Forums
- 2 of these are staff forums and only open to council employees
- Linking London has been fundamental in the establishment and/or development of seven LGBT forums
- Some boroughs have more than one LGBT forum

Forum membership

- 15 LGBT forums have members from statutory, voluntary and community sector agencies and community members.
- 5 groups contain just community members
- 5 groups contain just statutory, voluntary and community sector agencies
- 2 groups contain just council staff

Remit

- The majority of LGBT forums look at all issues which LGBT communities in their borough
- 5 LGBT forums focus on Hate Crime and Harassment only. However, in the boroughs of three of these groups there is another LGBT forum looking at wider issues
- Forums have been established by local authorities, the Police, Crime and Disorder Reduction Partnerships, LGBT Community members or a combination of some of all of the above.

Eleven London Boroughs do not have a LGBT forum

Youth groups and groups that are entirely social and have not been included in this list so although an area may not have an LGBT forum this does not mean that there is no local LGBT voluntary or community sector provision.

With so few residents it is unsurprising that City of London does not have a LGBT forum.

Source: Evidence submitted by GALOP

Appendix K – Responses from Harrow town centre and Wealdstone town centre

Grouping	Harrow Town Centre	Wealdstone
Police presence	<ul style="list-style-type: none"> • “I think police presence is important.” • “We do need a visible presence of police or community officers on the beat, particularly where people congregate like Harrow bus station. This would make people feel safer.” • “I very rarely see the police around on the quieter roads, such as where I live. I feel very apprehensive about walking around and would love to see a more active police presence in my area. It would help with burglary and street crime.” • “The police should bring more vehicles.” • “I would like to see more policemen walking around.” • “We need better policing.” • “We need an increased police profile.” 	<ul style="list-style-type: none"> • “We need a visible police presence – encourage the use of community officers.” • “Community police should walk around in singles rather than pairs. If there are two of them, often they are talking and you feel embarrassed to interrupt them.”
Young People	<ul style="list-style-type: none"> • “Harrow would be a lot safer if the police controlled the youths – stop them hanging around and being idle.” • “Young people need to be treated as part of the community – not a threat to it. Voluntary community groups need more support, particularly those dealing with young people.” • “Me and my sister get the train home and some other kids get our train. They are bad and sometimes shout and chuck stuff.” • “Teenagers can be messing about [around the bus station] with very little public protection.” 	<ul style="list-style-type: none"> • “There should be more education in schools, teaching children greater respect and good manners. I avoid using buses at the start and end of the school day, because school children do not queue properly.” • “Groups of young people can serve to frighten older people.” • “Play classical music at Harrow bus station because children hate it, causing them to avoid the station and stop congregating inside it.” • “Children and teaching in schools are important focus points. Very young children now use bad language. The indiscipline and bad manners of children is intimidating to others. There seems to be a lack of control over children and teenagers. Respect is vital.” • “Children need to be able to go out in groups without the perception that they are causing trouble. A dispersal area for troublemakers is good but cannot actually get them off the street. The important thing is to understand young people, to understand where they congregate and make it safe.” • “There are plenty of good things about Harrow: cleaning, transport, churches and mosques, reasonable council tax etc. But this is spoilt by gangs of violent young people.”

Activities for Young People	<ul style="list-style-type: none"> • “[Young people] should have a youth centre where they do arts and crafts, and maybe a work incentive to teach good morals, i.e. within the church or Age Concern.” • “Young people commit crime because they do not have enough to do – so give them more to do.” • “Holidays and gyms are too expensive – so allow greater use of leisure centres in half term.” • “Get a graffiti artist in - develop graffiti walls.” 	<ul style="list-style-type: none"> • “Young people become frustrated when there are no activities to take part in. More youth clubs would ease the ‘restlessness’ in young people, and stop them congregating on streets.” • “There are not enough challenges for young people to earn money.”
Physical Environment	<ul style="list-style-type: none"> • “Car parks feel unsafe at night.” • “I never go out other than during daylight hours. Even waiting at bus stops is worrying in case of attack or theft.” • “I wouldn’t go out after dark alone because I’m more aware of what’s going on around me.” 	<ul style="list-style-type: none"> • “I do not go out at night.” • “We need safer street lighting in Harrow – this has not been put right by the council.” • “Some places need more lighting.” • “There are overgrown trees and bushes – it is safer to walk in the middle of the street.”
Drugs / Alcohol	<ul style="list-style-type: none"> • “There are too many drinking outlets in Harrow.” • “Drugs are getting worse – especially on the Pinner Estate.” 	<ul style="list-style-type: none"> • “There are too many pubs.”
Perception and ‘feel’ of local area	<ul style="list-style-type: none"> • “It doesn’t feel as safe as it used to. Some areas look really run down.” 	<ul style="list-style-type: none"> • “Wealdstone is home to a lot of empty shops and gives the impression of an area in decline and lack vibrancy.” • “There is a feeling that Wealdstone is neglected and run down. Plans re business development are not coming to fruition.” • “Wealdstone requires a new diversity of shops to regenerate the area.”
Discipline		<ul style="list-style-type: none"> • “There is a need for better discipline. People committing crime ought to be faced with a degree of humiliation.”
Deterrence		<ul style="list-style-type: none"> • “Police should use CCTV signs as a deterrent.”
Graffiti		<ul style="list-style-type: none"> • “There is a problem with graffiti in Wealdstone. If people can deface property, what is to stop them abusing people?”
The wider picture		<ul style="list-style-type: none"> • “Fear of crime has a lot to do with the times we live in. In an era of suicide bombers, people generally feel less safe.”
Media	<ul style="list-style-type: none"> • “I get my information on crime in the borough from reading the local newspapers.” 	<ul style="list-style-type: none"> • “A lot of the discrepancy re fear of crime and actual crime relates to media reporting. We need more positive news stories to appear in the local press.” • “The perception of Harrow being unsafe comes from today’s popular culture as well as media reporting.”
Awareness	<ul style="list-style-type: none"> • “There needs to be more publicity about precautions and awareness. Fear of crime is not something that bothers me a great deal but I do take sensible precautions. Prevention is best. These precautions are both with my handbag when I am out in crowded places and by carefully locking the house and car before leaving them.” 	
Understanding / Interaction with others		<ul style="list-style-type: none"> • “People must have respect for their surroundings and others in the community.”

		<ul style="list-style-type: none"> • “We need to understand others’ cultures, otherwise we naturally feel threatened by fear of the unknown.” • “Personal interaction with other cultures should be encouraged, enabling people to understand more about those with whom they live. This should be done without it looking socially engineered by the council.”
Positive experiences	<ul style="list-style-type: none"> • “I have not experienced any crime and have lived here for two years.” • “I find Harrow a generally safe area, particularly in town centres.” • “The bus station has improved.” 	<ul style="list-style-type: none"> • “The dispersal order seems to have worked in Wealdstone.”