



THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

Royal Borough of Kensington and Chelsea (RBKC) Housing Management

Home Security Offer

November 2020 – November 2023

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Author	Janet Seward
Responsible Officer	Assistant Director of Neighbourhoods and Assistant Director of Property Services
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Equality Impact Assessment	-

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2 Overview

- 2.1 This offer sets out the Royal Borough of Kensington and Chelsea (RBKC) Housing Management Services approach to offering support, practical advice and information to residents on home security.
- 2.2 In the context of this offer, 'home security' means the safety of residents in their homes and local area.
- 2.3 This offer outlines clear guidance for residents on home security concerns including the reasonable steps residents can take to keep their property safe and secure.
- 2.4 This offer aims to:
 - Provide advice, reassurance and practical help to residents on safety and security concerns.
 - Establish a security-conscious environment for residents.
 - Identify problems from residents and offer advice on how to deal with them.
 - Protect RBKC homes.

3 Related Documents

- ASB Policy
- ASB Procedure
- ASB Equality Impact Assessment
- Community Safety Strategy
- Domestic Abuse Policy
- *Hate Crime protected characteristics list*
<http://www.legislation.gov.uk/ukpga/2010/15/section/4>
- Designing Out Crime Supplementary Planning Document
[RBKC Designing Out Crime](#)

4 Policy Statement

- 4.1 The scope of this offer applies to:
 - RBKC Housing Management residents
 - RBKC employees
- 4.2 This offer relates to all RBKC Housing Management tenants and housing stock. It aims to resolve security issues, where there are any, and help communication between residents and officers where security concerns need to be addressed.

- 4.3 RBKC Housing Management will, in partnership with the Community Safety Team and other agencies, provide additional information and practical advice on home security to ensure residents are safe and secure in their homes.
- 4.4 RBKC Housing Management considers security and crime prevention in refurbishment and renewal programmes and in grounds maintenance and landscaping works.
- 4.5 RBKC Housing Management will investigate any reports that are made about residents feeling unsafe at home or in their local area.
- 4.6 RBKC Housing Management are provided with the appropriate skills to effectively deal with residents' enquiries and concerns about safety issues.
- 4.7 The Housing Management Team will promote the aims of the offer and provide resources for implementing it into practice.
- 4.8 RBKC Housing Management's Neighbourhood, Environmental Services and Property Services teams will carry out and deliver this offer to support residents and provide options that can be considered for home security.
- 4.9 RBKC Housing Management manages its own internal and external CCTV across its housing estates. We manage access to CCTV images in line with the legal basis for processing data and system purpose, whilst taking account of protecting individuals personal data. The key purpose includes deterring and investigating crime, fraud and antisocial behaviour. The Police routinely request images to investigate reports of crime.

5 Position Statement

- 5.1 The Community Safety Team are leading the development of an RBKC CCTV Strategy, setting out a borough wide approach to CCTV services and provisions. This strategy, currently in early development, will focus on improving community safety. Residents of RBKC, Council representatives and Police are represented in discussions through a CCTV Advisory Group.

6 Duties and Responsibilities

- 6.1 Property Services will ensure that repairs to restore the security of a home or block are completed within the required target time. This can include but is not limited to door entry systems, garage gates, doors and windows on the ground floor or other areas of vulnerability.
- 6.2 Neighbourhood Services Coordinators will listen to resident concerns and work closely with the Repairs Team and will flag and report any non-standard requests to Property Services concerning security for consideration, where required. Each

case must be assessed on its own merits, and discretion may be exercised, depending on the circumstances affecting the individual case.

- 6.3 Where Property Services are unable to consider non-standard requests, it may be possible to bid for these under the Estate Improvement budget process for your home, which is managed by Environmental Services. This is subject to feasibility and estate wide consultation.
- 6.4 The Neighbourhood Team will notify the Housing Management Team of significant home security incidents and how they can be resolved to improve the general safety of residents.
- 6.5 Neighbourhood Services Coordinators can liaise and work closely with statutory agencies on addressing resident safety and identifying where resources may be required for home security concerns.
- 6.6 Neighbourhood Services Coordinators can work in partnership with the Community Safety Team, Community Wardens and Police on supporting crime prevention in local areas. This can include liaising with the Community Safety Team to accompany us on site visits for a collaborative approach, where appropriate.
- 6.7 Neighbourhood Services Coordinators will attend local resident meetings and listen and engage with residents on home security and antisocial behaviour concerns. The Community Safety Team and Community Wardens can also attend these meetings and other local housing events to provide support and advice on home security.
- 6.8 Neighbourhood Services Coordinators can liaise with dedicated Ward Officers on security concerns, antisocial behaviour and improving general safety in local areas.
- 6.9 Neighbourhood Management work in partnership with the Community Safety Team who can provide advice and propose security recommendations, where applicable.
- 6.10 Property Services can take into consideration security and crime prevention (Designing Out Crime) when designing refurbishment and renewal projects in order to reduce crime and the fear of crime on estates.
- 6.11 Environmental Services considers security and crime prevention when designing landscaping.
- 6.12 Environmental Services will ensure that schemes have sufficient long-term funding to maintain their standard, where applicable.
- 6.13 Environmental Services will respond appropriately, where there is sufficient evidence that trees and bushes and other landscaping items are a safety or security concern to residents within reason.

6.14 Environmental Services can provide a high standard of grounds maintenance to deter vandalism and encourage pride and safety in an area.

7 Home Security Strategy

7.1 General advice to give residents about burglary

Preventing burglaries

- To prevent a burglary, alterations to your front door must not be made to compromise its security. All new doorsets are fire rated and to PAS 24 Enhanced Security Standard. This standard is recognised by Secure by Design which is the UK Police Initiative to reduce burglary and crime by better design solutions. Any retro fitting or bespoke physical security items onto an existing fire rated doorset will compromise the fire and security integrity. If you are unsure if your door has been replaced, please contact the Housing Response team who will know where to direct your enquiry.
- Close all windows and lock external doors when you go out even for a short time. Most thefts happen during the day and take only a few minutes.
- Fit locks on ground floor windows. Make sure you always know where the keys are in case of emergency, such as a fire.
- Close windows on the ground floor and near pipes or flat roofs at night or when you leave the room.
- Never leave keys under a mat or on a string inside the letterbox.
- If you have a shed or garage, ensure these are always locked.
- Never leave notes for callers saying you are going to be away from your home.
- Make your valuables less attractive to thieves by using a police approved forensic marking solution, only visible under Ultraviolet (UV) light.
- Enquire about SmartWater via the Metropolitan Police. The Police will visit and talk through how to use SmartWater on items and how to register it. Full details can be found at:
<https://www.met.police.uk/police-forces/metropolitan-police/areas/about-us/about-the-met/campaigns/MetTrace/how-to-use-smartwater/>.

Security gates

A security gate must not be fitted to your property for the following reasons:

- The Grenfell Tower Phase 1 Inquiry recommends that all fire doors (including a flat entrance fire door set – door and frame) are checked not less than three-monthly to ensure that self-closing devices are fitted and in working order.
- In order to enable visual inspection, door closers have to be on the outside of front entrance fire doors and the installation of a security gate may affect the working of the door closer.
- All new doorsets are fire rated and to PAS 24 Enhanced Security Standard. Recognised by Secure by Design, these doorsets provide a higher standard of security and removes the need for a security gate.

What you should do after a burglary

- Call the Police immediately. Calling the Police is always the first thing you should do after a home burglary.
- Evaluate your property and belongings and check what is missing.
- Call your contents insurance company.
- Call your bank.
- Notify others.
- Clean up and repair the damage **but** if the police intend to visit, wait until they have visited, or they tell you that you can clean up to avoid interfering with any forensic evidence.
- Look after yourself and any members of your household.
- Apply preventative measures.

What we do after a burglary

If you have a crime number from the Police:

- We will consider boarding up and securing the property if required.
- We will consider replacing or repairing glass or doors where required.

If you do not provide a crime reference number, then you may be charged for the work.

7.2 What you can do when there are threats to personal safety in your home and on your estate

If you are involved in a serious or violent incident and you need help, please contact 999 immediately.

If you feel unsafe or your safety is compromised, you should contact the Housing Response team on 0800 137 111, who will record and assign your report to the appropriate Neighbourhood Services Coordinator who will contact you with a view to investigate the matter. Alternatively, you can email any queries or concerns to HM-NeighbourhoodBusinessSupport@rbkc.gov.uk.

Our Caretaker service operate 9am-4pm (during weekdays) and can offer general reassurance and presence on estates and provide vital information to support the Neighbourhood Services Coordinators in their enquiries.

We will always look to work with partners to resolve resident concerns, where appropriate. This may include referring your concerns to external partners to reduce the fear of crime.

7.3 Anti Social Behaviour (ASB) or Hate Crime

If you have any allegations in relation to ASB, these matters are considered and treated seriously by RBKC Housing Management and investigated fully as per our ASB Policy.

During an investigation, where we have sufficient evidence in regards to an individual (regardless if they are a RBKC resident or not) who is perpetrating ASB on our estates or affecting our Housing Management function, we will consider resolving these incidents, by utilising our tools and powers available to us under the Anti-Social Behaviour, Crime and Policing Act 2014.

RBKC Housing Management will use all appropriate tools, to address reports of ASB and minimise nuisance going forward.

RBKC Housing Management will respond to reports of ASB from any source, including, but not limited to:

- Residents
- Councillors
- Police
- Housing Management Staff
- Community Safety Team
- Environmental Services
- Adults and Children's Services

Reports can be made directly to your designated Neighbourhood Services Coordinator within the Neighbourhood Management Team, via email, phone or by visiting one of our local housing offices. Reports can also be emailed to the relevant Neighbourhood Team:

HM-HousingNorth@rbkc.gov.uk or HM-HousingSouth@rbkc.gov.uk.

If you are unsure of your Neighbourhood Services Coordinator's contact details, you can contact the Housing Response team who can log your report and provide their contact details to you. Alternatively, you can send a message via our website.

Full details at <https://www.rbkc.gov.uk/housing-management/your-home>.

More information can be obtained from the ASB Policy [here](#).

Victim support

You can visit the victim support website www.victimsupport.org.uk or call 0808 168 9111.

Citizens Advice

You can visit the Citizens Advice website www.citizensadvice.org.uk or call 0344 411 1444.

7.4 Domestic Abuse

If you are a survivor of Domestic Abuse, there are agencies you can talk to in strict confidence. RBKC Housing Management, the Police or the domestic outreach service can help with a safety plan and a way to leave safely.

Please speak to your Neighbourhood Services Coordinator for advice and support.

If you need to leave your home immediately:

- In an emergency, always dial 999.
- If possible, go and stay with someone you know and trust, where you feel you will be safe.
- Emergency accommodation may be available, particularly if you have children, are pregnant or are vulnerable due to age or disability.
- If it is safe to remain in your home, make sure your Neighbourhood Services Coordinator is aware of the situation so that they can discuss options with you, such as referring to the RBKC Sanctuary Scheme.

When a tenant flees domestic abuse and has left and is safe, if the perpetrator remains, RBKC Housing Management will consider taking legal action to take possession of the property.

RBKC Sanctuary Scheme

The RBKC Sanctuary Scheme is a scheme for anyone who is affected by domestic abuse and aims to enable households at risk of violence to remain safely in their own homes. The scheme can include offering options on improving the safety and security in your home such as recommending target hardening works, where applicable.

The Community Safety Team will work with the Neighbourhood Team and other partnership agencies including the MPS Safeguarding MARAC Team and Designing Out Crime Team where intervention is required through the RBKC Sanctuary Referral Process.

Useful contacts

National Domestic Violence Helpline

0808 200 0247 (24-hour freephone)

Police Community Safety Unit

A specialist unit dealing with all domestic abuse, including same sex domestic abuse. Trained officers investigate cases, take statements, and give advice on legal options and safety issues, as well as putting victims of domestic abuse in touch with local support services.

MARAC

MARAC stands for Multi Agency Risk Assessment Conference. It is a meeting where professionals share information (including Neighbourhood Management)

on very high-risk cases of domestic violence and put in place a risk management plan. Any agency which is a member of the MARAC can make a referral.

Angelou Partnership

An advocacy service, commissioned by RBKC, that tackles issues of violence and abuse affecting women and girls. This service can offer support ranging from increasing safety to providing emotional support and advice on legal options.

Tel: 0808 801 0660 / 0208 741 7008

Email: angelou@advancecharity.org.uk or advice@wgn.org.uk

Full details at: <https://www.rbkc.gov.uk/community-and-local-life/community-safety/support-services-angelou-partnership>

Safe Spaces Scheme

UK SAYS NO MORE is working with Boots UK, Superdrug pharmacies, Morrisons pharmacies and other independent pharmacies to provide Safe Spaces in their consultation rooms for people experiencing domestic abuse.

<https://uksaysnomore.org/safespaces>

7.5 Additional or non-standard (enhancement/improvement) work to your home to ensure your safety

If you consider that you require additional works to be carried out in your home to ensure your long-term safety, we will visit and assess your request.

Where the request is for non-standard works, the Neighbourhood Team will assess and detail whether the work is appropriate for your long-term safety and if the case is sensitive; the request will be flagged to the Repairs Team for consideration. Suitability for non-standard/additional works is assessed on a case by case basis.

7.6 Callers to your home

To ensure safety in your home, ensure that:

- All RBKC staff and contractors carry an identification card (including gas or electricity suppliers and the water board will also carry one). If a caller claims they are RBKC staff or a contractor working on behalf of RBKC, you can always call our Housing Response team to check that they are who they say they are.
- Always ask callers to prove their identity even if they have an appointment with you.
- Never let anyone into your home unless you are completely satisfied that they are who they say they are.
- If you are not sure of their identity, you can always ask them to wait outside while you make a call to the company they claim to work for and check that they are who they say they are.

- If a caller leaves when you challenge them, call the Police immediately.

Crime Prevention Officers at your local police station are always happy to give you more advice about protecting your home. They can also help if you want to set up a Neighbourhood Watch Scheme www.ourwatch.org.uk/get-involved or telephone 0116 402 6111.

7.7 Insuring your home

While RBKC insures the building you live in, it is your responsibility to insure your personal possessions. This is known as contents insurance and is stated in your tenancy agreement.

While some people hope that nothing will happen to their belongings and don't take out contents insurance, things can go wrong unexpectedly. Contents insurance covers most of your household goods and contents for such things as damage caused by fire, theft, water, vandalism or floods. It also covers replacement of external locks if your keys are lost or stolen and the contents of your freezer or if there is a power cut and food has spoiled.

RBKC has a contents insurance scheme with Royal Sun Alliance and details can be found on the RBKC website:

<https://www.rbkc.gov.uk/housing/housing-management/about-your-home/home-contents-insurance>

8 Equalities Statement

The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods and as a community leader. The Council's policies, procedures and day to day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.

Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability and age is not acceptable: the Council will take action to ensure no person using the council's premises or services receives less favourable treatment or is disadvantaged by requirements or conditions that cannot be justified. The Council will tackle inequality, treat all people with dignity and respect and continue to work to improve services for all service users.

The legal framework for the Council's approach is provided by the Equality Act 2010 and specifically by the Public Sector Equality Duty, under which a public authority must work consciously to eliminate discrimination, harassment, victimisation and to advance equality of opportunity and foster good relations between people with differing characteristics.

Further detail on the Duty, and the Council's approach to fulfilling its requirements, can be found at www.rbkc.gov.uk.

9 GDPR & Data Protection

As a directorate of RBKC, Housing Management shares the commitment to ensure that all data is:

- processed lawfully, fairly and in a transparent manner
- collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices
- relevant and limited to whatever the requirements are for which the data is processed
- accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay
- stored for as long as required, as specified within RBKC's Records Retention policy
- secured with appropriate solutions, which protect the data against unauthorised or unlawful processing and accidental loss, destruction or damage.

For further information about the Council's commitment to the General Data Protection Regulations (GDPR), visit the Council's website at www.rbkc.gov.uk.

10 Compliance, Monitoring & Review

10.1 The overall responsibility for the approval of this document sits with the Housing Management Team.

10.2 This offer will be reviewed every 3 years, or when legislative or regulatory changes take place that could affect it. The next review will take place by:

November 2023

11 Version Control

Version	Purpose	Author	Date
1	Final sign off - HMT	JS, RB	13/11/20