



## **Target hardening across Wales**

Scoping the existing provision and assisting in developing and improving services for victims of domestic abuse

November 2016

# Contact

## **Welsh Local Government Association (WLGA)**

The WLGA's primary purposes are to promote a better local government, its reputation and to support authorities in the development of policies and priorities which will improve public service and democracy.

It represents the 22 local authorities in Wales with the 3 fire and rescue authorities and 3 national park authorities as associate members.

### **Welsh Local Government Association**

Local Government House, Drake Walk, Cardiff CF10 4LG

Tel: 029 2046 8600

[www.wlga.wales](http://www.wlga.wales)

## **WLGA Homelessness and Supporting People Networks**

The Local Authority Homelessness and Supporting People Networks are made up of local authority managers and practitioners working in the field from across Wales. Their central aim is to improve homelessness and supported housing services.

### **WLGA Homelessness and Supporting People Networks**

c/o City & County of Swansea Council, Housing Options, 17 High Street, Swansea, SA1 1LF

Tel: 01792 533102

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## Executive Summary

This report was produced following a piece of work carried out for the Wales Domestic Abuse Housing Related Support Modernisation Group to inform and provide recommendations for partner organisations represented in the group including Welsh Government, local government and domestic abuse service providers.

The work scoped the current target hardening provision across the 22 Welsh local authorities and found that although there are some very good practice examples of pathways and processes for delivering target hardening there is inconsistency in the management of the response. Funding is ad hoc and inconsistent and there is an issue with the capital and revenue elements of target hardening leading to unreliable provision. There are inconsistencies in the provision of target hardening across different tenures creating a “post code lottery”. Provision of other services such as floating support or victim support is inconsistent and there is sometimes a lack of follow up of victims.

This report makes the following recommendations:

- That funders consider the timeliness of grant funding in order for providers to effectively plan for the provision of target hardening
- That there is consistent provision in capital and revenue funding in order

for providers to deliver an ongoing service

- That Supporting People Teams follow best practice to fund target hardening installation for those in private rented or owner occupied properties where required
- That landlord permission to fit target hardening as and when it is required is written into the Landlord Model Contract in order to avoid delays in provision
- That local authorities and regions share good practice with colleagues in order to develop a more consistent approach Wales wide
- That local pathways have a single point of access in order to offer victims a full range of options including housing related support
- That victims are followed up post intervention in order to evaluate the effectiveness of the approach and the intervention
- That schemes involve all local agencies and there is a specified referral route shared with all partners
- That all victims, irrespective of tenure, continue to receive target hardening and support without charge
- That the wishes of the victim are always respected when offering and providing help
- That all victims are offered housing related support alongside target hardening measures

# Introduction

This report was produced following a piece of work carried out for the Wales Domestic Abuse Housing Related Support Modernisation Group to inform and provide recommendations for partner organisations represented in the group including Welsh Government, local government and domestic abuse service providers.

The scope of the work will focus on the use of target hardening as a homeless prevention tool allowing victims of domestic abuse to remain in their own homes should that be their choice. We recognise that there are many other factors surrounding the perpetration and perpetuation of domestic abuse but for the purposes of this report these sit outside of our remit.

In November 2013, the Domestic Abuse Housing Related Support Services Modernisation Group was re-convened in order to take forward the recommendations outlined in its original implementation plan created in May 2012.

The Welsh Domestic Abuse Services Modernisation Project Implementation Plan identified target hardening as a means of preventing homelessness but recognised there were concerns in the allocation and availability of this resource:

## Section 1

### **Preventing homelessness through Target Hardening and re-housing Perpetrators**

- a) Allocation of resources to expand and develop Target Hardening services, to allow victims to remain in their own homes when appropriate and safe, as evidenced through SPOPs and Homelessness Strategies
- b) That every victim who wishes to access Target Hardening is able to do so in their local authority regardless of tenure

**More information available from**  
***Source - Welsh Domestic Abuse Services Modernisation Project Implementation Plan***

Target hardening is now identified as a homelessness prevention tool in the new Housing (Wales) Act 2014 and the accompanying Code of Guidance.

## Section 64

### **How to secure or help to secure the availability of accommodation**

- (2) The following are examples of what may be provided or arranged to secure or help to secure that suitable accommodation is available, or does not cease to be available, for occupation by an applicant
- (e) security measures for applicants at risk of abuse

**More information available from**  
***Source - Housing (Wales) Act 2014***

## Guidance:

### Section 12.13

The following is a list of interventions that local authorities ought to have in place as a minimum set of available interventions. Local authorities have flexibility to provide interventions, including commissioning with other local authority areas, but it is paramount that local authorities consider the individual needs of the applicant when developing interventions.

- Domestic abuse services – support to source the most appropriate domestic abuse service, including but not limited to support through personal safety advice, target hardening and help to find a refuge placement if appropriate, considering all the risks to the applicant

**More information available from  
*Source - Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness (April 2015)***

Where target hardening works best it is a multi-agency victim centred initiative which aims to enable survivors at risk of violence to remain safely in their own homes by installing enhanced security measures and accompanying provision of support to victims of domestic abuse. (CLG, 2014). It should be seen as one of a range of options to help to protect victims of domestic abuse alongside support in the community, access to refuge provision, involvement of the police or other statutory services and

programmes for perpetrators of domestic abuse.

It is generally considered good practice to make available a 'spectrum' of services available to victims and their children, including traditional accommodation-based services such as women's refuge (which should be used sparingly for individuals and families when, based on a risk assessment, other accommodation options are not safe) and floating support, provided to victims in their own home and 'target-hardening' services that improve the safety and security of the property.

**More information available from  
*Source - Domestic Abuse and Housing in Wales Factsheet (CIH Cymru 2013)***

Target hardening measures should not be seen as a replacement for domestic abuse refuge provision but as one option in a range of measures available for victims of domestic abuse. Victims' safety is not just about the physical space they occupy in their own homes, although this, of course, helps increase the feeling of safety. Previous research shows that target hardening is most effective when issued in combination and least when it only involves issuing an alarm or phone, or changing a lock. We would encourage all providers to note the guidance issued by DCLG in 2014 [Supplementary guidance on domestic abuse and homelessness](#)

We also recognise however that practice has also moved on now since this guidance was issued and multi-agency initiatives should now be more focussing on targeting the cause of the problem, i.e. the perpetrator – since then DVPOs have been introduced, coercive control is now a criminal offence, for example, which impact on target hardening and preventative strategies.

In order to develop the availability and use of target hardening as one tool to prevent victims from becoming homeless and keep them safe in their own homes the Domestic Abuse Housing Related Support Modernisation group carried out an exercise to map the provision of target hardening equipment and the processes for delivering this across Wales in order for LAs and other agencies to identify where it best sits and better utilise this resource as one of a suite of options to keep victims of domestic abuse safe where appropriate.

## **Information Gathering**

**Exercise:** Target Hardening equipment is held by a variety of agencies including local authorities, Registered Social Landlords RSLs, Domestic Abuse Coordinators DACs and Community Safety Partnerships. It is also funded through a variety of sources including Welsh Government, Supporting People, Police and Crime Commissioners and Community Safety and is fitted by a variety of agencies.

It was necessary to map, across the local authorities, who holds the equipment, who has the responsibility for fitting it, and how the resource is funded (capital and revenue) in order to share good practice and make recommendations for the continuity of this vital service.

This project questioned agencies across all of the 22 local authority areas in order to identify where target hardening equipment is held and what is available. It sought to find out how this equipment is funded and how sustainable this funding is. It also identified who, if anyone, co-ordinates the identification of need and the provision of the equipment and how this is fitted. The revenue funding was also identified.

In this way we sought to identify good practice in purchasing and fitting target hardening as well as any gaps in provision or potential gaps in future funding.

A copy of the questionnaire which was used to gather this information can be found in **Appendix 1**. The questionnaire was circulated to the Supporting People Lead, Housing Options Manager, Domestic Abuse Coordinator and Community Safety Partnership Manager in each local authority in order to ensure that all of the information available in each local authority was collected and that partners within the local authority could target the best person to complete the questions. The feedback from these questionnaires has been collated to inform the findings of this report and local feedback was also used during

regional workshops in order to summarise the current provision and inform discussions about taking this work forward.

**Workshops:** Following the information gathering exercise the responses from each local authority area were summarised and used as part of a series of workshops. A brief summary of the responses by local authority can be found in **Appendix 2**. These workshops were delivered on a regional basis across the Supporting People regional footprint to bring together partners from across the regions in order to share good practice with regards to target hardening and encourage the continued development of target hardening services. We are very grateful to Anglesey County Council for funding these workshops through their housing legislation implementation transitional funding 2015/16.

Each workshop focussed on an initial discussion surrounding the cost of domestic abuse to individuals, their children, statutory services and society, and the ways in which we can tackle domestic abuse and support victims and their children to get help and be safe. It is important to note as has already been mentioned that this usually involves a range of services and interventions and no one intervention can resolve the issue of domestic abuse. It is also important that we appreciate a victim's journey out of abuse can take time and that we continue to engage with victims and support them throughout this journey.

Target hardening alone cannot solve the problem and many victims may need and/or want to stay in refuge accommodation in order to feel safe and have the time and space to begin to deal with their thoughts and feelings surrounding the abuse. Any target hardening measures should always be offered alongside other services in the community such as specialist floating support, outreach services or access to specialist help and the intervention of the police should be offered to the victim should they want this. It is also important to remember that the level of abuse seldom stops and often gets worse once a victim discloses it and leaves the abusive situation. Measures need to be put in place to counteract this and protect the victim as far as possible. Feeling safe is as important as being safe and therefore it is important to realise that certain measures although ineffective on their own may provide victims with the sense of safety and are therefore a necessary and an important feature of helping someone to return to some sense of normality.

Once these issues had been discussed during the workshops the group was presented with a good practice example of a target hardening response from one local authority. This was the DASS (Domestic Abuse Safety and Security) Scheme which exists in Swansea. The referral process of this scheme can be found in **Appendix 3**. There was an opportunity to discuss the pros and cons of this example before discussing the

current situation of the target hardening response in each of the local authorities with the region. Having been presented with their current situation local partners were then able to discuss how they could develop this response and improve on it to better assist victims of domestic abuse in their area. These discussions lead to the formulation of “next steps” for each area. These steps can also be found in **Appendix 2.**

## Findings

The questionnaires were analysed and the results can be seen in **Appendix 4.** There was a wide range of responses and varying levels of provision across the country. Lots of different partners were involved and there was very little consistency.

In some areas the target hardening provision was co-ordinated by the Domestic Abuse Co-ordinator or the Community Safety Team within the local authority and in other areas it was the responsibility of the police or fire service. Where there was good practice it was evident that partners communicated with one another and had an agreed referral route, but it could also be seen that some projects worked in isolation and other partners in the local area knew very little about what was available or how to access it.

There was wide variation across the country in what equipment was available and provided to victims. Some areas only

provided alarms whereas other areas had a whole range of safety equipment they were able to provide and fit. In some areas this provision was available to anyone living within the borough whereas in other areas it was very tenure specific. Those who had the poorest access to the provision of target hardening were those living in owner occupied or privately rented tenancies. It was often stated that it was difficult to obtain the permission of the landlord prior to fitting safety measures and therefore it was not always possible to provide target hardening in these tenancies. Some RSLs would provide safety measures to their own tenants but there was a postcode lottery in this provision.

The funding of target hardening equipment is very ad hoc. There seems to be no consistent or continuing stream of funding and providers are sourcing what funding they can as and when it becomes available to keep schemes going. The further complication of capital versus revenue funding for the provision and fitting of target hardening equipment only adds to the difficulty of securing a reliable, ongoing funding source. Funding is often only made available towards the end of the year, as slippage from other grants becomes available. This can make it very difficult to plan. However, in no area were tenants or home owners asked to contribute to the cost of target hardening measures.

Target hardening is fitted by a range of providers including Care and Repair, in-

house Local Authority or RSL maintenance teams, neighbourhood wardens and private contractors. All respondents stated that the fitters were DBS checked and many offer specific training relating to domestic abuse for those fitting the equipment. The response times are generally very quick, often with a 24 to 48 hour turn around. Target hardening cases tend to be priorities and treated as urgent.

The links with housing and homelessness were patchy with some housing solutions teams offering target hardening, where appropriate, as a prevention measure and others being unaware of the availability of target hardening as an appropriate response. Some local authorities were using homelessness prevention funding to pay for target hardening in order to keep people in their own homes whereas others were not aware that this was possible.

Despite the lack of funding and provision in some areas, all respondents stated that the need for target hardening as a homelessness prevention tool and a safety measure for victims to allow them to stay in their own homes was high and the need always outstripped the provision.

Across the country there were several examples of good practice. The Swansea model was used as a good practice example during the workshops but there were also others. The flow chart for the referral process in Swansea can be seen

in **Appendix 3**. This model was good because it involved a wide range of partners with everyone being aware of their role within the system. There was one referral route in, which could be accessed by a wide range of referrers and one team dealing with a referral to contractors, although a range of contractors carried out the work depending on tenure. This scheme provided for tenants in all tenures and owner occupiers and there were no restrictions to accessing the scheme. The accommodation outcomes of those helped by the scheme were collected six months after the intervention.

Other good practice identified included the Vale of Glamorgan who carry out an interview with participants following on from the interventions to ascertain how safe they are feeling following the intervention. Several RSLs will fund and fit equipment for tenants in their own properties. Caerphilly offers a range of packages from bronze to gold depending on the level of need and risk. Conwy and Denbighshire and Neath Port Talbot both have structured referral routes which can be accessed by a range of partners and fit to any tenure. Rhondda Cynon Taf co-ordinate their scheme through the One Stop Shop so that there is one referral route in and all referrals can be managed in one place. Other good practice also exists across the country.

## Next Steps

The findings from the questionnaires were summarised and presented to the relevant local authority areas at each of the regional workshops. Partners were able to discuss current practice and develop a way forward either locally, sub-regionally or regionally in order to develop and improve the response. The summaries for each local authority can be seen in **Appendix 2** along with the agreed next steps from the workshops.

Where there were already schemes in place for delivering target hardening, plans were made to share the referral route and options more widely with a range of partners in order to benefit as many victims as possible. This meant raising awareness of schemes with partners and widening the scope of referral partners into the schemes. Plans were also put in place by several areas to look at the outcomes from the work done and the difference it had made to the lives of those who were helped.

Several areas agreed to work together to develop joint responses in order to improve the target hardening provision. It was agreed that the Local Authorities Homelessness Network Senior Project Officer would provide assistance to those areas who wanted to develop their response and improve their provision. Where good practice existed it was agreed that this could be shared rather than “re-inventing the wheel”.

The Domestic Abuse co-ordinators across Mid and West Wales decided to work together to produce a region wide strategy with local responses. A Gwent wide approach would be assisted through the Gwent Domestic Abuse Co-ordinator utilising the regional Community Safety Partnership. A scheme already exists across Conwy and Denbighshire (Safer Homes Scheme) and it was agreed to work across these two local authorities to develop and widen the scope of this project. Anglesey and Gwynedd share a Domestic Abuse Co-ordinator and it was agreed to work across these two Local Authorities to develop a joint service including a range of partners within the area. Cwm Taf planned to share the approach developed in Rhondda Cynon Taf with Merthyr Tydfil in order to improve the response across the region and develop a consistent approach across the region.

The Domestic Abuse Housing Related Support Modernisation Group will need to carry out further work following these workshops in order to identify the progress that has been made in developing and improving the provision of target hardening.

## Recommendations

- That funders consider the timeliness of grant funding in order for providers to effectively plan for the provision of target hardening
- That there is consistent provision in capital and revenue funding in order for providers to deliver an ongoing service
- That Supporting People Teams follow best practice to fund target hardening installation for those in private rented or owner occupied properties where required
- That landlord permission to fit target hardening as and when it is required is written into the Landlord Model Contract in order to avoid delays in provision
- That local authorities and regions share good practice with colleagues in order to develop a more consistent approach Wales wide
- That local pathways have a single point of access in order to offer victims a full range of options including housing related support
- That victims are followed up post intervention in order to evaluate the effectiveness of the approach and the intervention
- That schemes involve all local agencies and there is a specified referral route shared with all partners
- That all victims, irrespective of tenure, continue to receive target hardening and support without charge
- That the wishes of the victim are always respected when offering and providing help
- That all victims are offered housing related support alongside target hardening measures

# Appendix 1

**Target Hardening Questionnaire:** The Welsh Domestic Abuse Services Modernisation Project Implementation Plan identified target hardening as a means of preventing homelessness but recognised there were concerns in the allocation and availability of this resource.

Target hardening (TH) is now identified as a prevention tool in the new Housing (Wales) Act 2014 and the accompanying Code of Guidance.

The Domestic Abuse Housing Related Support Modernisation group is mapping the provision of TH equipment across the country in order for LAs and other agencies to identify where it sits and better utilise this resource to prevent homelessness and enable victims to stay in their homes.

Target Hardening equipment is held by a variety of agencies including Local Authorities, RSLs, DACs and Community Safety Partnerships. It is also funded through a variety of sources including WG, SP, PCCs and Community Safety and is fitted by a variety of agencies.

We need to map across the LAs who holds the equipment, who has the responsibility for fitting it, and how the resource is funded (capital and revenue) in order to share good practice and make recommendations for the continuity of this vital service.

Please could you provide **Joy Williams** [joy.williams@swansea.gov.uk](mailto:joy.williams@swansea.gov.uk) with the following information by **24<sup>th</sup> January 2016** in order to do this:

1. Who does the TH equipment sit within your LA area?
2. What type of equipment is available (e.g. alarms, locks, spy-holes, mobile phones etc.)?
3. Which agencies are able to access this service? (Service providers, social services, housing, police)
4. How is this equipment accessed, how does someone apply for it?
5. Is there a co-ordinating agency responsible for TH in your area?
6. Where does the funding come from for this equipment (Capital)?
7. Who fits the equipment in your area?
8. How is the cost of fitting funded (Revenue)?
9. Do you or have you ever use Care and Repair to fit TH?  
Why / why not?
10. To what tenure of property will you fit TH?

11. Do you ask tenants or homeowners to contribute to this service, if so what?
12. What do you currently spend on an annual basis on TH (2015 – 16)?
- Capital  
Revenue
13. Is TH offered as a reasonable step when a victim approaches the LA housing service?
14. Is TH offered as a matter of course when a victim approaches other services in your area?
15. What is the timescale between requesting TH and the fitting of the equipment?
16. What would you estimate the current level of need for TH by service users is in your area?
17. If TH is not available what alternatives do you offer?

## Appendix 2

Local Authority	Current position	Next steps
Anglesey	<ul style="list-style-type: none"> <li>• Managed by IDVA and PPU</li> <li>• Some funding from Community Safety Partnership</li> <li>• Lack of capital equipment</li> <li>• Fit to all tenure based on level of risk</li> <li>• Not <b>routinely</b> offered as a reasonable step</li> <li>• Response within 3 days</li> <li>• “Skyguard” available</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness raising with housing</li> <li>• Awareness raising with MARAC partners</li> <li>• Joint service with Gwynedd, 1 DAC and 2 LAs. Develop shared pathway</li> <li>• Develop links with RSLs</li> <li>• Identify what equipment is already available and how it can be utilised</li> <li>• Awareness raising with 3<sup>rd</sup> sector</li> </ul>
Blaenau Gwent	<ul style="list-style-type: none"> <li>• Managed by Community Safety Team with a referral pathway</li> <li>• Funded through LA general fund with additional grant funding from Welsh Government</li> <li>• Fitted by Care and Repair</li> <li>• Fit to all tenure apart from PRS</li> <li>• Gold – emergency, 24 hours</li> <li>• Silver – within 4 days</li> <li>• Bronze – within 1 week</li> <li>• Used as a suite of options in conjunction with other services</li> </ul>	<ul style="list-style-type: none"> <li>• Share Blaenau Gwent pathway document with rest of Gwent LAs</li> <li>• Develop a regional unified pathway</li> <li>• What will the assessment look like?</li> <li>• Who will carry out installation?</li> <li>• Develop QA – feedback from victims</li> <li>• Investigate securing ongoing funding sources</li> <li>• Ensure collecting information needed by funders</li> </ul>
Bridgend	<ul style="list-style-type: none"> <li>• Referral scheme soon to be managed by Calan DVS</li> <li>• Assessment and fitting carried out by Care and Repair, timely response</li> <li>• Funding through Community Safety Partnerships funds</li> <li>• RSLs provide TH to own properties</li> <li>• Scheme provides TH to other tenures</li> <li>• Referring organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Promote the service – eflyer to partners</li> <li>• Include a step to make victims aware of information sharing trail</li> <li>• Develop more robust monitoring</li> <li>• Develop “shopping list”</li> </ul>

	include Housing Options, Police and Calan DVS	
Caerphilly	<ul style="list-style-type: none"> <li>• Managed and facilitated by Community Safety Team</li> <li>• Accessed by all agencies in LA</li> <li>• Fitted by Care and Repair</li> <li>• Funded on an ad hoc basis; PCC, WG etc</li> <li>• Bronze, Silver Gold packages</li> <li>• Fitting is within 1 week. Not treated as emergency</li> <li>• Linked to reasonable steps in housing</li> </ul>	<ul style="list-style-type: none"> <li>• Share Blaenau Gwent pathway document with rest of Gwent LAs</li> <li>• Develop a regional unified pathway</li> <li>• What will the assessment look like?</li> <li>• Who will carry out installation?</li> <li>• Develop QA – feedback from victims</li> <li>• Investigate securing ongoing funding sources</li> <li>• Ensure collecting information needed by funders</li> </ul>
Cardiff	<ul style="list-style-type: none"> <li>• 3 RSLs with own response and funding</li> <li>• LA fit to council tenants and PRS/owner occupied</li> <li>• Response for all within 5 days</li> <li>• Looking to develop a co-ordinated local response to referral and funding</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a single point of access MASH</li> <li>• Improve quality of referrals</li> <li>• Need to develop prior assessment of properties</li> <li>• Develop use of DVPOs</li> <li>• Incorporate review process into system - what happened?</li> <li>• Standardisation with other services e.g. Fire and Rescue fireproof letterboxes</li> <li>• Identification/description of perpetrator to inform/protect workers</li> <li>• Increase/improve level of stock carried</li> <li>• Include provision of personal alarms</li> </ul>
Carmarthenshire	<ul style="list-style-type: none"> <li>• Skyguard alarm service</li> <li>• Alarms co-ordinated through Carmarthenshire DA forum,</li> <li>• each provider has individual responsibility for allocation</li> <li>• No reported TH to properties</li> </ul>	<ul style="list-style-type: none"> <li>• Develop Dyfed Powys regional approach</li> <li>• Regional pathway / Local delivery</li> <li>• Improve numbers and use of Skyguard alarms</li> <li>• DACs to prepare and outline model</li> <li>• Investigate possible funding sources and scope Care and Repair costs</li> <li>• Hold a further regional meeting with police, PCC, CSP, LA housing, SP, Care</li> </ul>

		and Repair to develop model
Ceredigion	<ul style="list-style-type: none"> <li>• Rely on Dyfed Powys Police</li> <li>• Alarms are available based on need identified by MARAC</li> <li>• Housing will provide on a case by case basis</li> <li>• Fitted by police or local contractors</li> <li>• Fitted to all tenures</li> <li>• Fitted asap, safe place provided in the interim</li> </ul>	<ul style="list-style-type: none"> <li>• Develop Dyfed Powys regional approach</li> <li>• Regional pathway / Local delivery</li> <li>• Improve numbers and use of Skyguard alarms</li> <li>• DACs to prepare and outline model</li> <li>• Investigate possible funding sources and scope Care and Repair costs</li> <li>• Hold a further regional meeting with police, PCC, CSP, LA housing, SP, Care and Repair to develop model</li> </ul>
Conwy	<ul style="list-style-type: none"> <li>• Safer Homes Scheme</li> <li>• Funded by PCC</li> <li>• Managed by DAC</li> <li>• Scheme employs own fitter CRB checked</li> <li>• Fit to all tenures</li> <li>• Generally turned around in 24 hours</li> <li>• Unknown whether offered as a reasonable step</li> </ul>	<ul style="list-style-type: none"> <li>• Improve promotion of Target hardening provision particularly with statutory agencies</li> <li>• Scope what is actually available/happening in the area</li> <li>• Link in with fire service</li> <li>• Housing Solutions to utilise as a reasonable step</li> <li>• Links to Victims' Hub</li> <li>• Develop involvement of RSLs</li> <li>• Develop a coherent process for utilising Safer Homes</li> <li>• Work through the DAC to integrate the scheme</li> </ul>
Denbighshire	<ul style="list-style-type: none"> <li>• As Conwy</li> </ul>	<ul style="list-style-type: none"> <li>• As Conwy</li> </ul>
Flintshire	<ul style="list-style-type: none"> <li>• Managed by neighbourhood warden scheme</li> <li>• Funded through LA Housing and Public Protection</li> <li>• Fit to all tenures</li> <li>• Offered as a reasonable step by Housing Solutions</li> <li>• 8 hour response rate</li> </ul>	<ul style="list-style-type: none"> <li>• DAC to continue to input into the scheme</li> <li>• Link into Victims' Hub</li> <li>• Awareness raising with partners</li> <li>• Sharing of pathway with all providers</li> <li>• Develop information pack for each areas contacts etc.</li> </ul>
Gwynedd	<ul style="list-style-type: none"> <li>• Accessed via MARAC referral</li> <li>• Resourced through Care and Repair and PVPU North Wales Police</li> <li>• Some funding from PCC</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness raising with housing</li> <li>• Awareness raising with MARAC partners</li> <li>• Joint service with Anglesey, 1 DAC and 2 LAs. Develop</li> </ul>

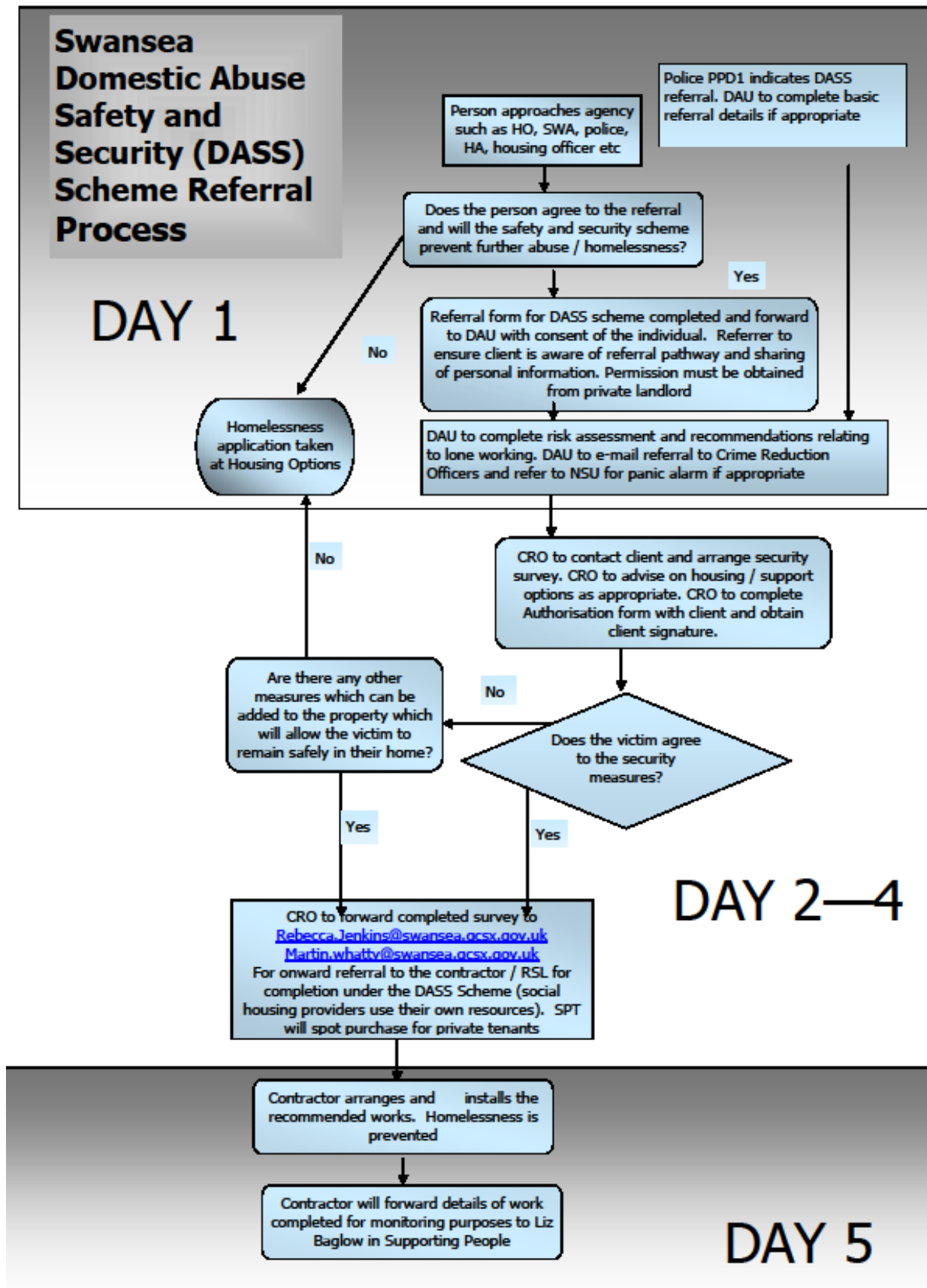
	<p>through Community Safety Partnership</p> <ul style="list-style-type: none"> <li>• “Skyguard” and personal attack alarms</li> <li>• Generally fit to council tenancies</li> <li>• Not currently offered as a reasonable step, would require a referral to MARAC</li> </ul>	<p>shared pathway</p> <ul style="list-style-type: none"> <li>• Develop links with RSLs</li> <li>• Identify what equipment is already available and how it can be utilised</li> <li>• Awareness raising with 3<sup>rd</sup> sector</li> </ul>
Merthyr Tydfil	<ul style="list-style-type: none"> <li>• No co-ordinating agency</li> <li>• Historically a “Homesafe Project” which carried out TH</li> <li>• RSLs provide a service to their own tenants</li> <li>• Co-ordinated in house by RSLs through Community Safety or ASB teams</li> <li>• Fitted by in-house maintenance teams</li> <li>• Dealt with as urgent cases</li> </ul>	<ul style="list-style-type: none"> <li>• Negotiate with Care and Repair to fit for Merthyr Tydfil</li> <li>• Develop a similar referral route as RCT to involve the One Stop Shop</li> <li>• LA to meet with RSLs to discuss their involvement in the process and how they can help with sustainability etc.</li> <li>• Develop a regional approach, align MT pathway with RCT pathway</li> <li>• Use transitional funding, SP and RSLs for revenue funding</li> </ul>
Monmouthshire	<ul style="list-style-type: none"> <li>• Currently no service</li> </ul>	<ul style="list-style-type: none"> <li>• As Torfaen</li> </ul>
Neath Port Talbot	<ul style="list-style-type: none"> <li>• Community Safety team manage referrals</li> <li>• Care and Repair and Knights Security Services carry out fitting</li> <li>• Funding through Crime Prevention Partnership grant</li> <li>• Scheme fits to all tenures</li> <li>• Referrals made by any agency in NPT</li> <li>• Feel safe scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Promote the scheme more strategically</li> <li>• Provide awareness and training for supporting people and housing solutions teams</li> <li>• Develop “shopping list”</li> </ul>
Newport	<ul style="list-style-type: none"> <li>• Co-ordinated by DA unit within Information Station</li> <li>• Accessible by all support agencies</li> <li>• Funded through Welsh Government DA grant</li> <li>• Fitted by Care and Repair to owner occupied and PRS</li> <li>• Fitted by social landlords to their own tenancies</li> <li>• Fitting costs tend to be borne by landlord</li> </ul>	<ul style="list-style-type: none"> <li>• Share Blaenau Gwent pathway document with rest of Gwent LAs</li> <li>• Develop a regional unified pathway</li> <li>• What will the assessment look like?</li> <li>• Who will carry out installation?</li> <li>• Develop QA – feedback from victims</li> <li>• Investigate securing ongoing funding sources</li> <li>• Ensure collecting information</li> </ul>

		needed by funders
Pembrokeshire	<ul style="list-style-type: none"> <li>• Service offered to victims of crime by police</li> </ul>	<ul style="list-style-type: none"> <li>• Develop Dyfed Powys regional approach</li> <li>• Regional pathway / Local delivery</li> <li>• Improve numbers and use of Skyguard alarms</li> <li>• DACs to prepare and outline model</li> <li>• Investigate possible funding sources and scope Care and Repair costs</li> <li>• Hold a further regional meeting with police, PCC, CSP, LA housing, SP, Care and Repair to develop model</li> </ul>
Powys	<ul style="list-style-type: none"> <li>• No facility at present</li> <li>• DA services under review</li> <li>• Would refer to police or fire service</li> </ul>	<ul style="list-style-type: none"> <li>• Develop Dyfed Powys regional approach</li> <li>• Regional pathway / Local delivery</li> <li>• Improve numbers and use of Skyguard alarms</li> <li>• DACs to prepare and outline model</li> <li>• Investigate possible funding sources and scope Care and Repair costs</li> <li>• Hold a further regional meeting with police, PCC, CSP, LA housing, SP, Care and Repair to develop model</li> </ul>
Rhondda Cynon Taf	<ul style="list-style-type: none"> <li>• Co-ordinated by the Oasis Centre (IDVA &amp; one stop shop)</li> <li>• Fitted by Care and Repair, treated as urgent</li> <li>• Referrals through a pathway managed by Oasis Centre</li> <li>• Funded through Community Safety Partnership and housing transitional funding</li> <li>• Fit to all tenancies with owner's permission</li> <li>• Offered as a "reasonable step"</li> </ul>	<ul style="list-style-type: none"> <li>• Develop improvements to basic process</li> <li>• Care and Repair to continue with existing contract</li> <li>• Develop conversations with RSLs</li> <li>• Improve information gathering to include numbers, monitoring of outcomes, support offered and received</li> <li>• Care and Repair to order additional equipment to use across region</li> </ul>
Swansea	<ul style="list-style-type: none"> <li>• DASS scheme multi-agency project</li> <li>• DAU, Crime reduction</li> </ul>	<ul style="list-style-type: none"> <li>• Build on current good practice</li> <li>• Expand scheme and Supporting People to be more</li> </ul>

	<p>officers, housing, supporting people and RSLs</p> <ul style="list-style-type: none"> <li>• Initial assessment by CRO prior to any work</li> <li>• Landlords fund and fit to own tenures</li> <li>• SP fund fitting to PRS and owner occupied</li> <li>• Outcomes monitored by SP</li> </ul>	<p>systematically involved</p> <ul style="list-style-type: none"> <li>• Develop closer links with housing options</li> <li>• SWP to develop capacity – training community support officers. Develop consistency and timeliness</li> <li>• Train LA assessment staff to Home Office standards</li> </ul>
Torfaen	<ul style="list-style-type: none"> <li>• LA don't fit equipment</li> <li>• RSLs fit to own tenancies</li> <li>• DAC Developing Gwent wide approach in conjunction with RSLs</li> </ul>	<ul style="list-style-type: none"> <li>• Local meeting of partners to share practice</li> <li>• Re-introduce and utilise local CSP</li> <li>• Develop single point of access for referrals</li> <li>• Identify a "fitter" for non-RSL tenancies and commission</li> <li>• Identify funding for revenue of PRs, owner occupied tenancies</li> <li>• Identify where the equipment will sit</li> <li>• Feedback to local VAWDASV and Safer Monmouthshire groups</li> </ul>
Vale of Glamorgan	<ul style="list-style-type: none"> <li>• Managed by community safety team and co-ordinated by DAC, referral pathway in place</li> <li>• Funded by LA</li> <li>• Fitted by in house team</li> <li>• Fit to all tenure</li> <li>• Need to be in receipt of support to access service</li> <li>• Prioritised levels of support</li> </ul>	<ul style="list-style-type: none"> <li>• Re-evaluate referring agencies – SP, SWP, Atol-y-Fro, FACT, RSLs; to include Llamau and Housing Solutions</li> <li>• Investigate development of target hardened adapted properties</li> <li>• Improve recycling</li> </ul>
Wrexham	<ul style="list-style-type: none"> <li>• Co-ordinated through Performance, Improvement and Partnerships (PIPs) team in consultation with DAC</li> <li>• Service currently provided through Care and Repair but moving to Fire and Rescue service</li> <li>• Funded by PCC, often run out of funds</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to develop and improve current target hardening pilot</li> <li>• Improve offer of follow-up support for victims</li> <li>• Investigate "what difference has target hardening made?"</li> <li>• Improve partnership with LA housing</li> <li>• Involve LA housing in provision of repairs etc. –</li> </ul>

	<ul style="list-style-type: none"> <li>• Not fitted in PRS or on joint tenancies</li> <li>• Not offered as a reasonable step but referred to specialist DA service</li> <li>• Generally fitted within 48 hours</li> </ul>	encourage them to take a lead
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## Appendix 3



## Appendix 4

### 1. Who does the TH equipment sit within your LA area?

Community Safety Partnership
Local authority Care and Repair and the local branch of the Protection of Vulnerable Adults unit (PVPV) of the Police.
Currently all referrals for equipment in the local authority go through IDVA or the PPU.
I understand that the Police were responsible for the target hardening equipment and still have some equipment however from my understanding they have ceased administering Target Hardening equipment. However, in the last couple of weeks they have offered what remaining equipment they have to organisations to utilise.
Some with the Police and some with LA Domestic Abuse Forum.
The County Council's Neighbourhood Warden Service.
We have never loaned equipment but I presume it would be the Social Inclusions Unit at the council.
Local Authority tenants and tenants of Housing Associations will have basic security costs as recommended by the Crime Reduction Officer supplied, fitted and paid for by the individual landlord. Equipment for owner occupiers and service users living in private rented accommodation are fitted and supplied by the Local Authority and paid for by the Supporting People Programme Grant.
Managed By the Community Safety Team
Community Safety Team – in the Housing Association
Local Care and Repair, the Community Safety Partnership at present it will then move across to the Domestic Abuse facility – one stop shop and it will be held there. Also the PPU has Texos mobile phones for high risk victims.
The LA mainly relies on the Police for this. Unfortunately the housing options team has no access to TH equipment however we could use transitional monies whilst it is available.
This is currently with our DLO
The LA mainly relies on the Police for this.
Items stored at DA Unit within Information Station and can be accessed by agencies providing support
The equipment sits with Care and Repair who belong to the local Housing Association.

**2. What type of equipment is available (e.g. alarms, locks, spy-holes, mobile phones etc.)?**

Window and door alarms, door and window locks, door chains and restrictors, security lights and cameras, door intercoms and fire guards.
Skyguards (allocated to the local branch of the Protection of Vulnerable People unit of the Police, personal attack alarms and door braces (allocated to the Police, Womens Aid and local providers) as well as locks – which are given to local Care and Repair for installation purposes.
Locks aren't available in the LA anymore. Skyguards (personal safety alarm) and door braces are available through the police for people with high risk.
Unsure. I believe Skyguards.
We have Skyguard alarms Police have some equipment, Tecos mobiles... Skyguard alarms
Window Alarms, personal alarms, door brace, arson reduction equipment, lock barrels, Police can allocate GPS alarms.
We fit extra locks, security lighting etc. at our own expense. We have CCTV equipment. We would be unable to provide things like mobile phones etc. as we do not have budget.
Service users benefit from the professional advice of a crime prevention officer following a comprehensive crime prevention and security survey of their property, recommendations may include additional or replacement windows / door locks, installation of security lights, door viewers, personal attack alarm, door jammer, sash jammer and where relevant onward referral to the fire service for a specialist fire survey and additional fire safety equipment, provision of a Home Safety pack. All referrals are assessed by the Police Domestic Abuse Unit for the installation of a panic alarm linked to a police emergency response and a police marker on the property.
Window locks, Window shock alarms, Personal panic alarm, Door chain, Door Viewers (wooden only), UPVC Window Sash Jammers, PIR lighting, Hinge Bolts (wooden door only), Down Stairs Window Locks, Panic room
Alarms, Locks, Spy holes, Cameras, Letterbox – fire proof alarms
Driveway alarms, window alarms, door braces, security lighting, cameras, spy-hole and door chain, sash jammers, door wedges, PIR alarm, personal attack alarms.
Replacement locks, TECSOS alarms (mobile signal operated), Skyguard alarms for those at greatest identified risk of harm (operates on satellite signal). These are held by Police.
Locks, chains, spy holes the authority is currently considering option of using alarms linked to or Community Alarm Service
We secure windows and doors, fit security lights if needed, supply and fit fire proof letter boxes and add additional locks if necessary
Door braces, personal alarms, window/door alarms, can safes, candle safes, money wallets, alarmed door wedges, door handle alarms
Door locks, window locks, security lights, lead lined letterboxes, window sensors, fire door (part of local project specifically around homelessness prevention).

**3. Which agencies are able to access this service? (Service providers, social services, housing, police)**

Llamau, BAWSO, Victim Support, Banardos, Police and local authority.
Police, Independent Domestic Violence Advisor (IDVA), MARAC agencies (can request an installation if authorised at a MARAC meeting or it can be instigated on their behalf by the Police), local Care and Repair (for installation purposes).
Service providers such as IDVA, the Police, Social services
Unsure. I understood when the Police were leading Target Hardening any organisation was able to utilise the equipment such as DA Providers, IDVAs, local authority and 3 <sup>rd</sup> sector organisations. I believe DA providers still have sky alarms that they are able to access depending on associated risks
The Skyguards have been allocated to all DA providers as well as Flying Start and the police and IDVAs to provide to service users, however, any agency could request an alarm.
All Partner Agencies
We accept referrals from all of the main agencies.
Support workers, housing, police, social services, etc.
Supporting People, Atal Y Fro, Police, FACT (Families Achieving Change Together)
Only Housing Association stock
All agencies – GPs, health, all statutory and non-statutory services, self-referral. This service is for owner occupier and private rent the latter subject to authorisation from the landlord. Referrals where the victim resides in a RSL property are forwarded to the RSL.
Replacement locks are accessible only for victims of crime at present. This has changed since the removal of the Bobby Van scheme during 2014. At that time the service was more widely available to any victim of domestic abuse or burglary. Skyguard alarms and Tecsos alarms are available based on an identified need via the MARAC process. These are in constant demand and we struggle to identify funding to cover the need. In respect of housing options, all equipment purchased would be done on a case by case basis dependent upon an identified need and not based on an actual crime.
This is open to any agency working with a victim of domestic abuse. We provided a service for our tenants, PRS tenants and owner occupiers.
We accept referrals from all of the main agencies.
We often have requests from Women's Aid, Police, the tenant, and support agencies
Any agencies throughout the local authority providing support to victims
The local IDVA Service and drop in (One Stop Shop) which is for both men and women experiencing domestic abuse.

#### 4. How is this equipment accessed, how does someone apply for it?

Referrals are submitted to the Community Safety Team and then referred to local Care and Repair.
Via a MARAC referral. However, IDVA or Western PVPU can also request this service on behalf of their clients who are resident in the local area.
The equipment is given dependant on every case. Police have the sole responsibility of the Skyguards, but the person is referred though service providers like IDVA or MARAC. There are no self-referrals for the equipment and its people at high risk who receive them.
Unsure, now that the Police have ceased to administer it. I believe DA providers allocate alarms to persons based on a risk assessment.
Skyguard alarms are allocated based on risk, alarms are offered by DA providers to service users other agencies working with victims of domestic abuse could also request an alarm such as social services etc.
Referral made direct to Neighbourhood Wardens service by agency or individual.
Referral to the Neighbourhood Officer or alternatively we would carry out the assessment ourselves.
The referrer will complete a referral form and email to a secure email address in the Police Domestic Abuse Unit. The referral form contains information including name, address, telephone number, date of birth, landlord details and any information which may pose a risk to the service user or someone else. The police only provide advice and information to help us decide what is needed. There are no complaints or reports made against the person causing the problems unless the service user wants to make a complaint to the Police.
The victim must be receiving support from one of the above referring agencies. Referral forms are emailed to the Domestic Abuse co-ordinator within the Community Safety Team which is then monitored and forwarded to the LA Housing Maintenance Team which are contracted to carry out the work.
Anyone working within the Housing Association
Referral form. Currently sent to the DAC and the DAC forwards to Care and Repair. This process will change as a local provider is taking over from the DAC all other elements of the process will remain the same. Medium and high risk only. We will undertake target hardening for any risk as long as the perpetrator is not residing at the address. If late afternoon then suitable short term measures are provided to the victim (providing the agency referring or the victim can collect them) such as window alarms, door brace, door wedge until the next day when Care and Repair can call out.
Via Police call out. In respect of the housing options equipment it could be accessed if it was felt a better option to enable the client to remain in their home rather than move to another location.
A request form in sent to a single point of contact within the LA Housing Services
Via Police call out.

As above – through a request
Via individual agency i.e. Women’s Aid/ RSL/ MARAC process. Request to DA Unit. Dependant on target hardening required.
Referral pathway exists; form is completed by the one stop shop and sent to Care and Repair (the Provider).

**5. Is there a co-ordinating agency responsible for TH in your area?**

The Community Safety Team co-ordinates the funding, referrals and monitors the project.
In respect of lock-fitting services – local Care and Repair will co-ordinate this upon receipt of a referral.
Police do not co- ordinate the alarm or referrals as the referrals come from agencies but Police are responsible for delegating them.
Unsure. I would presume that LA domestic abuse forum and Housing would be responsible as key partners in preventative measures
LA domestic abuse forum have overall responsibility for the Skyguard alarms, however, each partner allocated alarms has a SLA and are responsible for the allocation
Neighbourhood Wardens.
No
The Scheme is a partnership between Safer LA Partnership, the Local Authority Housing Department, Supporting People Team, Police Domestic Abuse and Crime Reduction Units and local Registered Social Landlords (Housing Associations)
Community Safety- Domestic Abuse Co-ordinator
The Domestic Abuse Co-ordinator currently manages this project but this will change over the next few weeks and a local provider will manage this and they are based at the Domestic Abuse One-stop-shop.
No. although the housing options team obviously deal with TH on a case by case basis.
Not yet we are working towards this. It is planned that the process will be as described above
No
No
We usually coordinate with our partners but carry out the work ourselves
DA Unit based within Information Station
The one stop shop manager

## 6. Where does the funding come from for this equipment (Capital)?

The work is funded on an ad hoc basis when funding becomes available. Funding has previously been via the Office of the Police and Crime Commissioner and Welsh Government.
The project is revenue funded and the funding source for the lock-fitting service in the local is the regional Police and Crime Commissioner fund which provides the funds to the Community Safety Partnership, who then commission the service of lock purchase and installation by local Care and Repair. Welsh Government have provided funds to the Community Safety Partnership for the purchase and commissioning of Skyguards and personal attack alarms, which in turn, is co-ordinated by the PVPU unit of the Police.
The Community Safety Partnership provides funding for another provider to carry out this work, this is REVENUE FUNDING.
I am unaware of any specific monies allocated to TH in the local authority, however money is provided from WG for preventative measures under the new homeless legislation.
Initial set up for the Skyguard from the WG capital funding so the alarms and the monitoring were paid for in advance.
5k allocated by local authority housing towards domestic abuse target hardening service and directly from local authority Public Protection funding.
From repairs budget
Local Authority tenants and tenants of Housing Associations will have basic security costs as recommended by the Crime Reduction Officer supplied and paid for by the individual landlord. Equipment for owner occupiers and service users living in private rented accommodation is supplied by the Local Authority and paid for by the Supporting People Programme Grant.
Local authority - £25,000 ongoing
From various sources in the past such as Welsh Government, Police and Crime Commissioner, underspends from Supporting People.
Periodic one-off grant funding. Previous funding came from the Community Safety Partnership. Since the advent of the Office of the Police and Crime Commissioner, our CSP does not have such funding to offer for the future. For the housing options team the money comes from either transitional monies or the spend to save budget.
Periodic one-off grant funding. Previous funding came from the Community Safety Partnership. Since the advent of the Office of the Police and Crime Commissioner our CSP does not have such funding to offer for the future.
From repairs budget
We pay for it
Ring fenced grant funding for past three years via Welsh Government.
The service we provide sits within the Community Safety Partnership within the local authority which provides the funding.

## 7. Who fits the equipment in your area?

Local Care and Repair
Local Care and Repair in respect of lock-fitting. The Police or IDVA will demonstrate to clients how to use and operate the Skyguard and personal attack alarms.
There are no longer locks available in the LA, however the Police or IDVA show the Person how to use the equipment given.
Police were responsible but this now has ceased. Each DA provider would now be responsible for the equipment including installation.
Each agency is responsible for allocating the alarms
Neighbourhood Wardens.
Our contractors
Equipment for Local Authority tenants, owner occupiers and service users living in private rented accommodation is fitted by the Local Authority. Equipment for Housing Association tenant is fitted by the relevant Housing Association.
LA Housing Maintenance Team
Local Care and Repair.
Police generally. Where there is a specific need identified via the MARAC process social landlords can occasionally be called on to provide some aspects of target hardening. It would depend on the type of TH equipment that required fitting as well as the tenure, but in general we would use either the police or local contractors
DLO or Community Alarms depending on the equipment required
Police. Where there is a specific need identified via the MARAC process for very high and high risk victims social landlords can be called on to provide some aspects of target hardening.
Our contractors
We fit it
Support workers from various agencies, Care & Repair
Care & Repair (Service Provider)

## 8. How is the cost of fitting funded (Revenue)?

It is included in the job cost.
The local Community Safety Partnership
N/A there isn't a service for lock fitting locally
Unsure.
Through the Neighbourhood Warden service which is centrally funded by LA.
From repairs budget
Local Authority and Housing Associations fund from within their own budgets Owner Occupiers / Private rented accommodation is funded via Supporting People Programme Grant
Set budget available
Currently, the Community Safety Partnership funds this but in the next few weeks it will be funded through Housing Renewal – 'Private Sector Housing Renewal and Disabled Adaptations Policy 2015' (Domestic Abuse and Domestic Violence Grant (HSG)).
If fitted by the housing options team we would pick up the cost if considered

appropriate.
Unknown
From repairs budget
Through our maintenance budget
Completed by staff from various agencies therefore assume funded from within their own budgets
Fitting is included in the cost that is paid for the service that Care and Repair provide

**9. Do you or have you ever use/d Care and Repair to fit TH?**

**Why / why not?**

Yes
Yes – see above.
In the past when locks were available yes.
Not as far as I am aware. Why / why not? Unsure. I would assume that the reason was that police were the lead agency.
No
No
No. Why / why not? Not aware they are able to offer this service to us
The Local Authority previously utilised Care and Repair for some works completed on private rented and owner occupied properties. Care and Repair provided a cost effective and responsive service however Local Authority Corporate Building Services now undertake all work. Corporate Building Services are also responsive and for some pieces of work are also more cost effective. Why / why not? More cost effective to use the Local Authority Corporate Building Services.
Not applicable. Why / why not? Target Hardening service available
Yes Why / why not? They are the only agency available to us due to lack of local choice. They have existing SLAs with the LA for other grants and repairs.
No, though Care and Repair is an agency that could be considered in the LA if funding was available for this. Why / why not? Revenue funding would be required and funding has not been identified since the Bobby Van service ended during 2014.
No Why / why not? It doesn't fit with our model of delivery
No Why / why not? Not aware they are able to offer this service to us
No Why / why not? We weren't aware they could provide this service
Care & Repair Service has been used in the past where victim occupies privately owned or rented property
Yes, see above Why / why not? Our previous service provider terminated their business and so when looking for a new provider, it was discovered that RCTCBC already

had a service level agreement with Care and Repair in relation to the safety of older people resident in RCT so it made perfect sense to use them
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**10. To what tenure of property will you fit TH?**

All tenures.
Council properties, in the main (not to private properties under lease or license if the agreement does not permit such installation of equipment – but efforts will be undertaken to do so if safe and no lasting damage is incurred as a result of such installation to the best of my knowledge).
Across all tenures based on levels of risk
Should be tenure neutral based on risk
Any, the alarm is mobile so used in and out of the property
Any Property
Our core social housing stock, sometimes to properties that are privately owned and leased to us but this is a grey area and we are in discussions with the council about this.
All tenures
Private rental, home owners, Housing Association and Council Property. In regards to a private rental, the Home owner will need to sign a letter to confirm the additional safety measures in the property. If the home owner does not agree, target hardening work will be refused by the community safety team.
To any property type after a full assessment is undertaken by Care and Repair who have been trained by South Wales Police Tactical Officer in undertaking target hardening. We request RSLs to target harden their own properties.
RSL's or private sector as long as the landlord agreed.
Council Tenants, PRS and Owner Occupied, RSL tenants are dealt with by their respective landlord
Our core social housing stock, sometimes to properties that are privately owned and leased to us but this is a grey area and we are in discussions with the council about this.
We have assured, assured short hold and secure tenancies only – we fit to all of them
TH is fitted across all tenures via various agencies. i.e. Care & Repair, RSLs
This would be across the whole range, but in providing the service, we have to consider the legalities (e.g. where there is joint ownership/private landlord

**11. Do you ask tenants or homeowners to contribute to this service, if so what?**

No
Not as far as I am aware.
No
Unsure but it is unlikely
No
No cost to homeowners
No
No
No
No

Tenants and homeowners are now more likely to pay for this themselves privately due to a lack of such a service in our area.
No
No
It depends of the individual case – not usually for DV cases.
No response
No, this does not happen. But with social landlords, we link in to ascertain if they can cover the cost.

## 12. What do you currently spend on an annual basis on TH (2015 – 16)?

Capital ...It varies each year depending on the funding
Revenue .....An estimated cost of £4,666.83 is incurred (total of £7,055.33 was expended in 2015/16 across 2 LAs on behalf of the Community Safety Partnership during 2015/16)
Community Safety Partnership expenditure - £2,388.50 (estimated).
Unknown
Capital ...n/a 2014/17 the initial set up and cost of monitoring was approximately £9,500 for 3 years and that paid for 31 alarms, roaming sims, 24hour monitoring, support and faulty alarms replaced.
The LA employs four Neighbourhood Wardens part of their duties is to assess and install low level security equipment in the properties of those who are vulnerable or victims or crime (of any sort). Approximately £8,000 allocated for the reassurance service and £5,000 for the domestic abuse service from LA Public Protection.
Do not have any figures available
Revenue - £1,600 up to Dec 2015(equipment and fitting) for Owner Occupier and PRS. Costs for work completed on HA's and the Local Authority is not routinely captured however if needed could be obtained.
Capital unsure as they are items that we have had in stock for a few years purchased through various budget underspends and funding. When current stock is exhausted, Care and Repair will order the equipment on our behalf. Revenue around £6,000
No set budget however each case is assessed on its merits.
Capital in excess of £10,000
No funding allocation for current financial year (2015/16) however previous years has seen an allocation of approx. £3k
Capital- We do not break down into capital and revenue but proposed expenditure will be around £8,000.

## 13. Is TH offered as a reasonable step when a victim approaches the LA housing service?

This is not via the housing department but through Community Safety funding. Target hardening is offered to victims of domestic abuse and anti-social behaviour.
I am not aware as to whether the LA Housing Services have an agreement in place for the referral and installation of target hardening equipment. However, if they do not offer this service, they could refer a client to MARAC and upon referral this could be undertaken as part of a safety plan.

There was no information presented to evidence that this was being offered. However, it should be noted that both MARAC and IDVA would undertake the necessary action, and this could be seen as a preventative step minimising the risk and numbers of people presenting to housing with such needs. There is also an excellent working relationship between the Authority and the designated Domestic Abuse Provider (who also provide the IDVA service).
Not at present due to a lack of knowledge of what is available in the area.
N/K
Yes
Yes
Yes – target hardening is offered as an option however if the service user refuses as they would still feel unsafe alternative solutions would be offered.
Providing they are receiving support from either Supporting People, local providers, Police or FACT.
Depends on circumstances at time of referral
It is offered by Housing Solutions team, Police and local provider.
Yes through options officers
Yes
Unknown
Yes
N/A
Is considered where appropriate however may not always be an appropriate reasonable step dependant on victim's situation
I believe that Housing Advice would not offer clients accessing their service target hardening. Historically there have been times where Housing Advice has provided us with some funding.

**14. Is TH offered as a matter of course when a victim approaches other services in your area?**

Unknown
Not to my knowledge, however contact with other agencies might serve as a “trigger point” for the installation of lock-fitting or the distribution of Skyguard services if said agencies are MARAC partners.
Not as a matter of course but if the victim is accessing MARAC
Unknown
The alarms would be offered if available and dependent of risk and safety planning
Yes, very consistent referrals from partner agencies
Possibly not but we have just reviewed our procedure and are rolling out training to ensure that staff are aware of potential signs of DA and who to refer it to.
Yes
Only when receiving support from the referring agencies, and if applicable to the victim and their family.
Yes
Awareness raising around target hardening is an ongoing process. Most agencies are aware of this process.
Yes housing options would automatically consider this as an option within the prevention tool box
Yes
No. We lack the funding to offer a comprehensive service. This can of course increase reliance on refuge accommodation.
Possibly not but we have just reviewed our procedure and are rolling out training to ensure that staff are aware of potential signs of DA and who to refer it to.
Any support worker within DA services will safety plan where risk identified.
No, this is not the case.

**15. What is the timescale between requesting TH and the fitting of the equipment?**

Approximately one week but it is not an emergency service.
Not sure, however in emergency situations, I would stipulate that this would be done within 24 – 48 hours. In other circumstances, I doubt that this would be undertaken in less than 7 days, however in certain instances, the installer will need to ensure that the time of lock-fitting is convenient and safe, so it might be a time which is longer than a week, but perhaps, mutually agreed between the service-provider (i.e. the installing agency) and the client.
Depends on the circumstances, immediately or within 3 days
Unknown
As soon as possible. There is no formal timescale agreement in place.
8hour response rate, will attempt to visit the same day as referral if possible.
No set target but we would endeavour to do it as a priority
Works completed by the Local Authority are treated as an emergency and a response is provided within 24 hours. Works are routinely undertaken inside office hours however upon specific request completion of works outside office

hours will be undertaken.
Urgent referral (within 48 hours)
Priority referral (within 72 hours)
Standard Referral (within 96 hours)
48 hrs to five days
The victim is contacted the same day as Care and Repair receives the referral and the property assessment and fitting of items are carried out at the same time – on the first visit. This is done depending on victim availability. Care and Repair are normally able to attend on the same day as receiving the referral (depending on the time of day).
Asap, whilst waiting for the TH to be installed a safe place would be sorted.
1-3 days urgent 3-5 days less urgent
Not Known
No set target but we would endeavour to do it as a priority
We usually fit it within the week
At earliest opportunity after risk has been identified at a time agreed between support worker and victim
This timescale would vary, dependent on the workload of Care and Repair, occupier not being present upon attendance of Care and Repair, however urgent referrals will be prioritised.

**16. What would you estimate the current level of need for TH by service users is in your area?**

When we have funding to run the scheme the demand is always high.
HIGH need. To give an illustration of this, out of 20 allocated Skyguard units, 19 are currently leased out.
the level of need is considered as being high in the LA
Unknown. I would imagine that there is a demand for TH and this is something we would like to explore further as a county.
High
Low
Figures up to Jan 2016 - 78 service users across all tenures have benefited from target hardening measures.
Estimated 2-5 properties are referred a month. As the project is relatively new in the Vale, we are seeing a steady increase.
We do not have complete data on this. When the local Bobby Van service was put at risk we checked from existing Domestic Abuse specialist services how many requests has been made in the previous 6 months for target hardening. At that time (May 2014) 28% of IDVA clients (high and very high risk) needed target hardening and 3% of West Wales Domestic Abuse service's clients required target hardening.
Low
We have weekly requests – I wouldn't be able to specify the number

**17. If TH is not available what alternatives do you offer?**

Victims are supported via the domestic abuse agencies and victim support but no other target hardening equipment is available.
If lock-fitting were not to be available, the client would be provided with low-

level target hardening such as door braces and personal attack alarms, if these were available at time of referral.
Skyguard and if this isn't available then they unfortunately have to wait
We have good services around domestic abuse such as outreach, floating support, temporary accommodation, and a good housing advice team. We have robust procedures around DA such as MARAC and a strong forum where we adopt a multi-agency approach to tackle DA.
Not applicable- Target Hardening is available
If it is late evening and Care and Repair are unable to go out until the next day or if the referral is received late Friday evening, we provide victims with some measures they can fit themselves (not all victims will accept refuge) such as, door braces, window alarms, door wedges, etc.
Victims have to pay for the service themselves.
Victims have to pay for the service themselves or flee their home and move into refuge
TH is usually available when required from the various TH providers (RSL, DA Unit, Police, Fire Service) however where this cannot be provided then assessment of alternatives undertaken i.e. alternative accommodation/interim accommodation/refuge accommodation.