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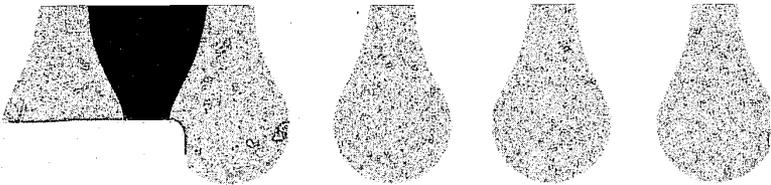
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TABLE OF CONTENTS

112107

<i>Introduction</i>	1
<i>Profiling and Marketing</i>	2
<i>Considerations For Providing Services</i>	3
<i>Inspecting the Property</i>	7
<i>Security Inspection Report</i>	16
<i>Evaluation</i>	18

112107

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INTRODUCTION

Security inspection services can be described as efforts by law enforcement to anticipate, recognize and make an appraisal of the crime risk to a residential or commercial property; then recommend actions which the owner of that property can initiate to remove or reduce the risk. Therefore, the purpose of this guide is to set forth a process for providing inspection services to the public.

PROFILING AND MARKETING

Crime Analysis

Although there are a number of opportunities for marketing, or "selling," a residential security inspection program in most localities, law enforcement should first undertake an analysis of crime to determine where and by whom such services are needed. Even though residential security inspection services should be available to all citizens within a community, it will have little impact on crime reduction unless specifically directed at high risk areas.

Upon identifying existing or potential high crime areas, law enforcement can then begin to profile and catalogue the most likely opportunities for security inspections.

In order to direct a residential security inspection program to where it is most needed, it is necessary to engage in crime analysis in order to identify high crime areas by type of crime as well as emerging or changing crime patterns and trends.

Identifying common characteristics of crime is a major product of crime analysis and an absolute necessity to a residential security inspection program. A review of department offense reports will not only identify patterns and trends, but will also yield valuable victimization data, such as type of structures being burglarized, how they are being entered, the type of property being stolen, if both husband and wife are at work during the burglary, and other types of useful information.

Marketing

There are a number of strategies that a department can employ to advertise its security inspection program. The most common ones include:

- Radio and Television Public Service Announcements

Although radio and television stations are no longer required by the Federal Communications Commission to allocate broadcast time for public service announcements, they nevertheless feel obligated to the community to provide a portion of their time for public service advertise-

ments and programs. These free advertisements of 10, 20, 30 and 60 seconds provide excellent opportunities to make large segments of the population aware of the inspection services.

- Newspaper Advertisements and Feature Stories

Even though free advertisement in newspapers is more difficult to obtain, some will nevertheless provide the space. However, it is more likely they will be willing to feature a story on the benefits of security inspection if asked to do so and supplied the support material.

- Presentations to Community Groups

One of the most direct opportunities to explain the security inspection program to the public is during crime prevention presentations to community groups and organizations. The extent to which the service is promoted should depend on the attendees' vulnerability to crime.

- Business and Industry

Another opportunity for reaching the public is through the largest businesses within the community. Most are willing to advertise security inspection services through employee newsletters, in flyers and on bulletin boards.

- Neighborhood Watch Groups

A number of departments require homeowners to avail themselves of security inspection services as a requirement for participating in Neighborhood Watch. Generally, citizens who participate in Neighborhood Watch are more security conscious than many others and may be more likely to implement recommendations made as a result of the inspection.

Since each of these strategies can be expected to generate requests for security inspection services, careful consideration should be given to the department's ability to respond to the demand for services. Therefore, avoid overselling the program to the extent that the number of requests exceeds the ability to deliver.

CONSIDERATIONS FOR PROVIDING SERVICES

Prior to embarking on a security inspection program, law enforcement must recognize the basic requirements for scheduling, conducting and following up on inspections. Attention to the following requirements and cautions will result in a more useful service to the recipient. They include:

Initial Contact

- Upon being requested to conduct a security inspection, negotiate and commit to a date and time. Attempt to schedule the inspection as soon as possible to capitalize on the citizen's obvious interest.
- Outline what the inspection entails, making certain the citizen understands the parameters of the inspection. Ask if there are any other security concerns that need to be addressed.
- Inform the citizen that they will be provided a written report which identifies security weaknesses and makes recommendations for improvement. Give them an idea when they can expect the report. Again, timing is important since their interest should be at a peak immediately following the inspection.
- Law enforcement agencies that provide inspection services realize that they do so at the risk of their recommendations not being implemented. Therefore, it is necessary to suggest to the citizen that, although they are not obligated to implement the recommendations, the inspection is of no value unless they take action.
- Citizens requesting inspection services should understand that the responsibility for implementing the recommendations is theirs and that the law enforcement agency cannot serve as a broker for obtaining locks, alarms, etc.
- One of the most critical concerns relative to providing security inspection services is the confidentiality of the findings. Assure the citizen that information obtained from the findings will be kept in the strictest of confidence and under lock and key.

- Inform the citizen that it is likely that he/she will be contacted within 45-60 days after the inspection to assess its usefulness.

The Inspection

- The inspecting officer should present a professional appearance, be well-groomed and courteous. The inspection should be conducted in a business-like manner with a minimum of idle conversation. Avoid giving the impression of being hurried. Don't express interest in the contents of the residence or remark on the value or quality of property and furnishings.
- A professional approach to conducting an inspection increases the credibility of the officer and enhances the likelihood that recommendations will be implemented.
- Avoid negative comments about the lack of security in the home. The intent of the inspection is to correct security deficiencies—not make the homeowner feel guilty about them.

Negative Phrases

- You should have . . .
- Why didn't you . . .
- This is useless . . .
- I can't believe that . . .

Positive Phrases

- You may wish to . . .
- We recommend . . .
- We suggest/encourage . . .
- Please consider . . .

- Since the homeowner has expressed an interest in security by virtue of their request for a security inspection, the law enforcement agency should furnish them with a complete packet of crime prevention material relative to home and neighborhood security as well as personal safety.

The Report

- With respect to oral and written communications, assume the homeowner knows little about security. Speak and write in terms they can understand without being condescending.

Explain the meaning of terms with which they may be unfamiliar, i.e.:

Double-cylinder deadbolt lock	Hollowcore door
Strike plates	Level extension flush bolt
Active leaf/inactive leaf	Cylinder rim spring bolt
Springbolt locks	Others
Polycarbonate sheets	

- Just as recommendations concerning improved security should obviously relate to the potential risk to the homeowner, they should also correspond to their ability to implement them. Therefore, recommendations should be reasonable and attainable even if optimum security is compromised. Recommendations which are too costly, require reconstruction, or diminish the aesthetic value of the property are not likely to be considered by the homeowner. Even a few unrealistic suggestions may destroy the credibility of the entire report.
- An important and often critical issue in a security inspection program is the extent to which the homeowner understands that the law enforcement agency assumes no liability for what may occur as the result of implementing recommendations. Therefore, it is imperative that the homeowner recognizes and accepts the fact that a crime may occur even though all of the security recommendations are implemented.
- The report itself should include a signed statement by the homeowner accepting the fact that the inspection and implementation does not guarantee future victimization.
- Within 45 to 60 days after the inspection, the department should call the homeowner or send a postcard expressing the hope that the recommendations were useful and that they had been acted upon. Regardless of the methods used, the recipient of the service should be given an opportunity to comment on its quality and worth. Follow-ups will also serve to reinforce the need to take action.

INSPECTING THE PROPERTY

Preliminary Fact Finding

The starting point for the inspection should begin, not at the residence, but at the station house, where the officer has access to crime data which will assist in revealing the extent to which the resident's neighborhood is at risk.

Obviously, the task of collecting data is made easier by the existence of a crime analysis unit. However, the lack of such a unit should not be considered a major obstacle, since relevant crime data are readily available in every department.

Therefore, during this preliminary fact-finding phase, the officer should:

- Determine the level and type of crimes reported in the homeowner's neighborhood.
- Analyze the reported crimes to identify trends and patterns.
- Check known offender files, or you can utilize the aid of police investigators to identify known criminals living in the vicinity of the residence.

Armed with these few facts the officer is prepared to begin the inspection with at least an idea of the types, nature and characteristics of the crime risks.

ZONE 1: Neighborhood

The actual security inspection should begin several blocks from the residence. Although the inspection process at this point is more perception than form, there are key security variables within the neighborhood which should be considered.

Anticipating Criminal's Route to Target Residence

The inspection officer should attempt to anticipate the criminal's approach to the residence; i.e., from a major thoroughfare, through an alley, via a side street, from a nearby densely populated area, or through adjoining woods. Naturally, this process is

enhanced by the officer's familiarity with the area's travel patterns and population.

Assessing the Physical Environment

The extent to which the neighborhood and the residence to be inspected are vulnerable to crime is often dependent on the physical variables present in the neighborhood. Such variables can serve as natural defenses against crime or can increase opportunity for crime. Among others, they include:

- Dwellings situated on their lots to enhance observation of neighbor's property
- Layout of roadways
- Vehicular and pedestrian traffic patterns
- Existence of privacy fences
- Heavily treed and shrubbed yards
- Size of lots
- Extent to which neighborhood is in transition

Identifying Physiological Factors

Physiological factors within a neighborhood are essentially perceptions that visitors have as the result of the physical environment around them. To a potential criminal, such factors may play a prominent role in his decision to commit a crime there, or elsewhere. Essentially, it is one way in which the criminal determines his own personal risk of detection and apprehension as a result of committing the crime.

Although the number of factors may vary according to the neighborhood and the individual criminal, some of the more common ones include:

- The presence of a Neighborhood Watch organization designated by signs or window decals.
- The extent to which front yards or stoops appear to be used as family gathering or recreation areas. Often, such uses are an indicator of interaction among neighbors, implying a greater concern for the neighborhood and a willingness to observe and report crime.

- The degree to which the public, semi-private and private areas of a neighborhood are defined. Public areas are considered to be streets and sidewalks whereas semi-private areas are generally considered front yards and other open spaces. Back yards of residences are considered to be private areas. Under the best circumstances, the potential criminal will feel conspicuous in even the public areas, which make it unlikely that he would venture into the semi-private or private areas of a residential property. Accordingly, the intruder must assess the degree to which he is conspicuous, or suspicious, as he moves from one area to the next.
- Of primary importance is the absence of vehicles parked in driveways or along the street, an indicator that the neighborhood is comprised of families in which both the husband and wife work. Such neighborhoods are generally at risk, since the neighborhood is vacant between 8 A.M. and 6 P.M. five days a week.

ZONE II: Property Boundaries

Based on the facts obtained from the department-generated data and the observations from the neighborhood, the inspecting officer should now have the basic information on which to gauge the degree to which the property to be inspected is vulnerable to crime.

This information, along with that which will be developed at the site of the residence, will dictate the recommendation to lessen or remove the opportunity for crime.

Although consideration has been given to conditions in the neighborhood which may contribute to crime or act as defenses against it, the inspecting officer should consider the property boundary as the first line of defense, since the property owner has at least partial control over it.

Clearly defined property lines can have the affect of making the unwanted intruder feel conspicuous in moving from a public to a semi-private area. The prevalent ways to define property boundaries are constructed barriers, such as fences and walls, or by selected

planting of trees and shrubs. Other less expensive ways include mulched areas, flower gardens or ground-cover plants of a different nature or texture than the adjoining property.

Some major points to consider while inspecting the property boundaries include:

- Is tree foliage at least four to six feet above the ground level?
- Are trees spaced a sufficient distance apart to allow observation?
- Are shrubs no higher than three to four feet above ground?
- Is pedestrian traffic from the street to the property directed via a path, walkway or opening in fence or shrubs?
- If property line barriers are present, do street lights, lamp-post or porch light illuminate the open space on the property side of the barrier?
- If property is surrounded by other home sites, are outbuildings on adjacent property locked in order to prevent the intruder from obtaining ladders, crowbars, and other burglary tools?
- Are neighbors' window shades or blinds opened to give the impression to an intruder that they could be observed?
- Is the address of the residence prominently visible from the street, and if applicable, from the alley?

ZONE III:

Open Space/Yards

The next line of defense against the intruder is the open space or yard. It is through this space that an intruder must travel before he enters the structure. Although generally overlooked, the yard or open space can have a deterring affect on the criminal.

Some major factors to consider while inspecting this area include:

- Are there walkways to direct family and visitors to dwelling and outbuildings? Such walkways should be placed or redirected through the open spaces to enhance observation.
- Are outbuildings secured to prevent theft of property or to acquire tools to break into the residence?
- Are ladders secured in outbuildings or chained with a lock?

- Can large areas of the yard be illuminated without creating shadows?
- If there is a fence between the front and back yard, is it less than three to four feet in height and less than 50 percent opaque?
- Are there natural hiding places in the yard?
- Is the back yard observable from neighboring property?
- Is property left in the yard?
- Are foundation shrubs trimmed to prevent concealment?
- If trees are located close to the residence, can they be scaled to gain entry to an upstairs window?

ZONE IV: Exterior

If the would-be intruder has selected his target, moved unobserved into the yard, he is now ready to attack the structure itself. The challenge to the inspecting officer is to identify vulnerable openings and determine cost-effective and reasonable ways to delay and hopefully defeat the intruder.

Although there is no best place to start this phase of inspection, logic suggests beginning at the main entrance and completing each side until a complete circle has been made around the residence.

Some major security points include:

- Is there a light at the main entrance and is the bulb protected? Is it at least 40 watts?
- Is there a storm door and does the lock work properly?
- Is the door at the main entrance constructed of solid wood?
- Is the door hinged on the outside and can the hinge pins be removed?
- Does the door contain glass panels and can you look into the dwelling?
- Is there glass around the door opening?
- Standing at the front entrance, note whether you can easily be seen from the street or adjoining property.
- Are windows vulnerable to entry due to concealment by shrubs, etc.?
- Can you look through front windows and readily observe valuables inside the residence?

- Are windows covered with screens/storm windows?
- Distance of windows to the ground.

Right and Left Sides

As you move to the right side of the structure, check:

- Vulnerability of windows as described above.
- If there are window air conditioners, can they be easily removed or pushed inside to gain entry?
- Are basement windows hidden from view by shrubs, and are they secured with bars?

Garage: Exterior

Garages are often prime targets for intruders since, once inside, they are able to spend the necessary time to gain entry into the residence. Furthermore, attached garages often create angles that prohibit or diminish observation. Therefore, an inspection of the garage should include these obvious security points:

- Ease with which the garage door closes and locks.
- Does the garage door open via an electronic device?
- Is there an exterior security light, and is the bulb protected?
- Does the garage create opportunities for concealment of any of its three sides?
- Are garage windows secured and are they observable from the neighboring property?
- If there is a standard door leading to the garage, is it solid wood or metal clad?
- Is there an auxiliary lock?
- Can the walls of the garage be scaled by lattice work, etc., to gain entry to an upstairs window?

Garage: Interior

The most crucial security consideration inside the garage is the door leading to the living area of the residence. In many homes, such doors are hollow-core and inadequately secured, even though it is

one of the most vulnerable areas in the residence. Therefore, special consideration should be given to the type of door, how hinged, and whether it contains an auxiliary lock.

Rear of the Residence

The rear of the dwelling is perhaps the most vulnerable area, especially if the back yard is obscured by a privacy fence, high shrubs or thick trees. Other man-made structures that may inhibit observation are screen porches, decks with privacy screens, arbors, etc. The more vulnerable the area, the greater need for security.

In analyzing the security needs in the rear of the dwelling consider the following:

Porches

- If there is a screened porch, can you see through the screen from the outside?
- Can the screen door be locked?
- Is it possible to climb up the porch to enter an upstairs window?

Doors

- Are doors observable from the neighbor's property?
- Is lighting adequate and protected?
- Are there glass panels in the door?
- Is the door solid wood and does it contain an auxiliary lock?
- Can the screws securing the locking device be removed from the outside?
- If the door is hinged from the outside, are the hinge pins removable?
- Are there glass-panel double doors?
- If there is a sliding glass door, can it be pried from the track?

Crawl-Space Doors

- Is the crawl-space door secured with an adequate lock and clasp device?

ZONE V: Interior

In terms of defenses against crime, the interior phase of the inspection is an extension of what has been noted on the outside. Since the inspecting officer needs access to private areas of the home, it is necessary to be accompanied by the homeowner.

Beginning with the entrance, the officer should proceed to each room in the home until the inspection has been completed.

Some of the more prevalent security considerations include:

Doors

- Is there a peephole in the front door?
- Are doors at least 1¾ inches thick?
- Are the plates sufficient and do they have at least 3-inch screws?
- Open and close doors to determine if door frames are tight and steady.
- Are there deadbolt locks and, if keyed from both sides, is the key readily accessible but out of reach of someone breaking a glass panel in the door?
- Is the inactive door of double doors secured with bolts at the top and bottom? Shake it to determine if it will withstand pressure.
- Are sliding glass doors secured with a wood or metal bar screwed inside the upper track to prevent prying it out of the tracks?
- Do interior basement and garage doors have a security bolt or auxiliary lock?

Windows

- Determine which windows are most vulnerable.
- Remember that crescent locks on windows serve to keep the upper and lower windows together. They provide little security.

- Are vulnerable upstairs and downstairs windows pinned to prevent entry?
- Are some windows painted shut?
- Are there shades or blinds on all windows?
- Can the family vehicle be seen from bedroom windows?
- Can outbuildings be seen from bedroom windows?

Other Physical Conditions

- Is there a central hall or room through which an intruder must use to gain access to the rest of the residence? (If there is sufficient risk, it may be practical to recommend the purchase of an inexpensive motion alarm to detect an intruder as he moves through the area.)
- Can garage and basement lights be turned on from the living area of the home?
- Can exterior floodlights be turned on inside the residence?
- Is there a closet or room that could serve as a secure area for family valuables if the risk dictates it?
- Are telephone cords long enough to allow movement in an area of the residence while on the phone?
- Are emergency numbers posted nearby telephones?

Property

- Can family valuables such as silver or other precious metals be seen from the outside or from the entrance foyer?
- Has property been marked for identification and has it been inventoried?
- Are important papers stored in a fire-resistant lock box and hidden from view in a bathroom, kitchen cabinet, attic or other inconspicuous place?
- Are extra sets of keys hidden out of sight?

SECURITY INSPECTION REPORT

As has been described, there are five zones of potential vulnerability for every residence with distinct security considerations for each one. Just as each zone should be inspected, they should also be addressed in the report. Because risk and areas of vulnerability are different for each neighborhood and residence; it is necessary that the security inspection report be structured in a way to allow for the many different situations and conditions.

The following structure narrative format represents one way to present the report.

Security Inspection Report Form

I. Assessment of Crime Risk

Include a brief statement about crime in the neighborhood.

II. Security Inspection Zones

A. Zone I: Neighborhood

1. Security Findings/Problems/Recommendations

B. Zone II: Property Boundaries

1. Security Findings/Problems/Recommendations

- a. Front
- b. Right side
- c. Rear
- d. Left side

C. Zone III: Open Spaces

1. Security Findings/Problems/Recommendations

- a. Front yard
- b. Side yard
- c. Back yard
- d. Detached garage/outbuildings

D. Zone IV: Exterior of Dwelling

1. Security Findings/Problems/Recommendations

- a. Front
- b. Sides
- c. Rear
- d. Attached garage (Include interior)

E. Zone V: Interior of Dwelling

1. Security Findings/Problems/Recommendations

- a. Living area
- b. Kitchen area
- c. Sleeping area
- d. Basement
- e. Personal property
- f. Family security practices

EVALUATION

The most direct way to evaluate, or assess the impact of a security inspection service is to determine the residential burglary rate for the entire jurisdiction and compare it against the burglary rate for residences that have been inspected and the recommendations implemented.

To make such an assessment, it is necessary to first determine the total number of households in the jurisdiction by type of dwelling—detached single-family and multiple-family units. Normally this information is available in government planning offices.

Next, determine the rate for each type of crime, i.e., one burglary for every fifty detached single-family dwellings. Generally, burglary, rape and larceny are offenses most affected by a security inspection program.

To compare the jurisdiction rate against those inspected, undertake a periodic review of department offense reports to match addresses reporting crimes against those that have been inspected.

Contact the victimized homeowner to determine if the pertinent recommendations were implemented. Next, calculate the rate for residences burglarized that implemented pertinent recommendations and compare them against the total households in the jurisdictions.

The task of matching addresses is much easier if records are computerized. If a department has computer capabilities, all that is necessary to accomplish the evaluation process is to add the addresses of residences inspected and program the computer to match addresses of those burglarized.

Departments without automated capabilities may wish to consider periodic evaluations using a representative sample and projecting for the total jurisdiction.