

CRIME PREVENTION POLICY

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Crime Prevention

POLICY SUMMARY

This document explains how Norfolk and Suffolk Constabularies personnel should give crime prevention advice to the general public.

GOVERNANCE

Owning Department:	Community Safety (Norfolk) / County Partnership and Prevention Hub (Suffolk)
Policy Owner (Role):	Chief Insp Community Safety & Insp Neighbourhood Policing (Crime Prevention) & DOCO Team (Norfolk) / County Partnership and Prevention Hub Insp (Suffolk)
Assurance Rating:	Low

AUDIT TRAIL

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Legal Basis:

Legislation **specific** to the subject of this policy is listed below:

- Common Law duty to prevent crime

Other relevant legislation and documentation which you should be aware of includes:

- Human Rights Act 1998
- Equality Act 2010
- Crime and Disorder Act 1998
- Health and Safety at Work Act 1974
- General Data Protection Regulation (GDPR) and Data Protection Act 2018
- [Data \(Use and Access\) Act 2025: data protection and privacy changes - GOV.UK](#)
- Freedom Of Information Act 2000
- The Civil Contingencies Act 2004
- Martyn's Law | ProtectUK
- College of Policing – Code of Ethics
- College of Policing – Authorised Professional Practice
- Norfolk and Suffolk Constabularies’ Standards of Professional Behaviour
- Security Systems Policy

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1. Introduction and Aims

- 1.1 This document explains how Norfolk and Suffolk Constabularies personnel should give crime prevention advice to the general public.

2. Applicability

- 2.1 Unless otherwise stated, this document applies to police officers (including officers of the Special Constabulary) and members of police staff (including police support volunteers) who are involved in advising on crime prevention.

3. Statement of Policy

- 3.1 Norfolk and Suffolk Constabularies recognise that its officers and staff are often asked to give crime prevention or crime reduction advice during the course of an investigation into a reported crime or incident. This document is not intended to deter this practice but to assist in setting out a clear structure in order to provide a quality service to the public on how best to protect themselves against the further commission of a crime.
- 3.2 This document has been formally agreed via the approved policy development/review process. It will be maintained by the Community Safety Department (Norfolk) and the County Partnership and Prevention Hub (Suffolk), in conjunction with the Central Policy Unit.
- 3.3 The document is intended to promote equality, eliminate unlawful discrimination and actively promote good relations regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, economic or family status.

4. Risk Assessment/Health and Safety Considerations

- 4.1 The only risks associated with this procedure relate to the reputation of the organisations. Officers and staff must be aware that victims of crime will consult Norfolk and Suffolk Constabularies for information which will assist them in reducing their exposure to becoming a victim of crime in the future.
- 4.2 Officers and staff must ensure any advice given complies with the requirements detailed within this policy and procedure. A failure to do so may result in reputational damage and expose the Constabularies to litigation.
- 4.3 In the first instance, members of the public requesting crime prevention advice should be directed to the First Principle Crime Prevention Advice pages of [Crime](#)

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[prevention advice | Police.uk](#), where they will find crime prevention information that has been developed by Designing Out Crime Officers (DOCOs) to help people protect themselves and their property.

- 4.4 Where a crime prevention survey is undertaken by a specialist officer or member of staff (see paragraph 4.3), they should remind the occupant that installation of any security equipment may require them to consider contacting appropriate persons in relation to planning and building regulations, fire regulations and health and safety regulations.
- 4.5 Before attending non-police property to give security advice or carry out a survey, all officers and staff must consider a risk assessment and whether conflict management or other specialist training is required.

5. Procedure

- 5.1 Staff and officers may be approached by members of the public to provide general advice on home, business, and vehicle security, as well as personal safety. Such guidance can offer reassurance and help reduce the risk of individuals becoming victims of crime. Members of the public should always be directed to the First Principle Crime Prevention Advice section of [Crime prevention advice | Police.uk](#) or recognised Police and/or Government websites dedicated to crime prevention, such as [Secured by Design](#).
- 5.2 Norfolk and Suffolk Constabularies have a number of officers and staff trained and qualified in specific roles that can give specialist crime prevention advice and undertake surveys:
 - **Crime Prevention Officer** (accredited to ProQual Level 3 Award in Crime Prevention) (*Norfolk only*) – for general crime prevention, site security and personal safety advice.
 - **Designing Out Crime Officers** (DOCO) (accredited to the ProQual Level 5 Diploma in Crime Prevention) – who can provide specialist crime prevention advice through environmental design, Secured by Design principles, and the application of Crime Prevention Through Environmental Design (CPTED).
 - **Counter Terrorist Security Advisers** – provide preventative advice concerning the possibility of terrorist attacks. Further information is available from ProtectUK | Home.
 - **Firearms Licensing Officers** – security of firearms.

6. Advice to be given

- 6.1 Norfolk and Suffolk Constabularies recognise the importance of providing sound advice concerning crime prevention. Therefore, advice should not be given

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without proper consideration of the circumstances and, in particular, officers and staff should comply with the following:

- Make sure they are aware of the current crime trends in the area including any prevalent methods used to commit crime. Best advice should be based on the information received, local knowledge, and an assessment of the risks posed to the particular member of the public.
- Gather information from the occupant concerning:
 - Their daily routine, including when the premises are unoccupied.
 - Any high value or high-risk items stored within the premises.
 - Any information regarding specific vulnerabilities to the person or environment.
- Give a range of options to deal with the problem, taking care not to prioritise the options. The recipient must be made aware that advice is provided to the best of our ability and that implementation of the advice given is not a guarantee that they will not be a victim of crime in the future.
- Where information is provided about suppliers of goods or services, it is important to make it clear that this information should not be construed as a personal recommendation, but merely as details of companies who may be able to satisfy the occupants, owners, managers or responsible persons' security needs. Where advice or information is provided, this must be for 'Secured By Design' approved products only.
- Remind occupants that installation of any security equipment may require them to consider contacting appropriate persons in relation to planning and building regulations, fire regulations and health and safety regulations.
- Verify whether or not there are any specific insurance conditions requiring a particular level of security.

6.2 Advice at this level is based largely upon common sense, however officers and members of staff must be sure as to the accuracy of information they are providing, particularly where they provide an interpretation concerning legislation.

6.3 In particular, the installation of a CCTV system providing additional security for a domestic property will not automatically amount to a breach of the Human Rights Act 1998, even where it is capable of recording the activity of individuals beyond the boundary of that property, provided the view set within the system was both reasonable and necessary to providing the additional security. Occupiers should be directed to current Information Commissioner's Office (ICO) guidance regarding domestic CCTV systems and data protection responsibilities.

6.4 If the officer or member of staff requires more detailed advice, they should refer the matter to a Crime Prevention Officer, DOCO or another appropriate specialist department.

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- 6.5 Under no circumstances should negative advice be provided, e.g. “given the circumstances, I do not feel you need an alarm system”.
- 6.6 Where technical advice is required concerning intruder alarms, the installation of CCTV or any other electronic security product, the matter would be better referred to a Crime Prevention Officer or a DOCO.
- 6.7 Advice concerning initiatives such as ‘[Secured by Design](#)’ and the ‘[Safer Parking Award - Park Mark](#)’ must be referred to a DOCO.
- 6.8 Any written record of the crime prevention advice given must include the following:
- Any security advice or information contained in this letter, report, or email (including attachments), suggests measures that may be useful in deterring and/or delaying criminal activity. Implementation of the advice given is not intended as a guarantee against becoming a victim of a crime in the future. Where the information contains details of the suppliers of goods or services, this information should not be construed as a personal recommendation, but merely as details of companies who may be able to satisfy your security needs and directed to Secured By design products.
 - No contract, either express or implied, has been entered into between you and Norfolk or Suffolk Constabulary, their officers, staff, agents, or servants.
 - Norfolk and Suffolk Constabularies cannot be held responsible for any disputes arising from contracts entered into between you and such companies.
- 6.9 Officers and staff should consider whether premises fall within the scope of the Terrorism (Protection of Premises) Act 2025 and refer occupiers to Martyn’s Law guidance where appropriate.
- 6.10 The intention should be to reduce crime, the fear of crime and deter and prevent future incidents, whilst reassuring the public that our advice is up to date, cost commensurate, balanced, and proportionate to the problem.
- 6.11 Crime prevention advice should be proportionate, evidence-based and utilise a problem-solving approach, taking account of vulnerability, repeat victimisation, community impact and identified local crime patterns.

7. Requesting a Survey

- 7.1 Crime prevention surveys are no longer offered to members of the public as a matter of course. Members of the public requesting crime prevention advice should be directed to the First Principle Crime Prevention Advice pages of the respective Constabularies’ public website (Norfolk site / Suffolk site).

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7.2 Where the need for a crime prevention survey has been identified by an officer or a member of police staff, these will be completed by a suitably trained Crime Prevention Officer (*Norfolk*) / DOCO (*Suffolk*) (see paragraph 4.3). Internal referrals for crime prevention surveys should be made by email to:

- Norfolk: crimepreventionsurveyrequests@norfolk.police.uk
- Suffolk: DOCO@suffolk.police.uk