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**Hawki**



## Security Review Report

Project Iris

21 March 2018, version 1

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## **EXECUTIVE SUMMARY**

### 1. Introduction.

a. The client manages a series of four adjoining apartment blocks in London N6. There has been a spate of burglaries recently including entry via the balconies into two apartments on the second floor. Consequently, the directors of the Man Co, several residents and the management company have raised concerns over the security of this listed building.

b. The management company commissioned Hawki to do a one-day security review of the property which took place at site on 20 March 2018. During this visit, Hawki met a director of the Man Co, a staff member from the management company and briefly met/discussed security issues with two other residents. The review has been limited to providing advice on recommended security measures that can be implemented. [It should be noted that the review does not include a full in depth security audit that would normally have taken 4-5 days].

c. There is always a balance of the level of security needed, the fact that the building is a residence and not a prison, costs and future budget. Therefore the advice provided below is offering a variety of ideas and solutions for the stakeholders to discuss, agree and implement accordingly.

### 2. Scope of Work. The scope of the work is defined as: “to look at the security of the apartment block and provide a list of advice to improve security measures”.

### 3. Incidents. Burglary (as per paragraph 1a).

### 4. Threats. The main threat identified is burglary.

### 5. Vulnerabilities:

- a. Ground floor apartments.
- b. Balconies.
- c. Window panes.
- d. Front and rear doors on the ground floor and basement.
- e. Hedges and over grown areas of the gardens.

### 6. Aims:

- a. Deterrence measures against the identified threat.
- b. Mitigate against burglary creating a safer area for residents.
- c. Ability to provide security agencies archived evidence for follow up investigation.
- d. Create systems to trigger potential incidents prior to them occurring or becoming worse.
- e. Ensure the estate is compliant with law and legislation.

## **MITIGATING MEASURES**

### 7. Types of Security Measures. The four main ways to mitigate threats are by:

a. Physical Measures. Physical measures deter and prevent incidents from occurring. These include: fences, barriers, walls, locks, doors, windows, bollards, etc.

b. Electronic Measures. Electronic devices alert personnel that an incident has occurred. These include: CCTV, intruder alarm, access control, fire detection, etc.

c. Manpower. Manpower resources support the other measures in deterring an incident, detecting when an incident has occurred and positioned to react immediately to mitigate any further effects. Manpower resources include: internal staff (management, dedicated security personnel, other staff, response personnel), on-site residents, and external organisations (emergency services).

d. Procedures. Procedures in place to apprehend an intruder, manage a medical incident or deal with a fire once one of the above measures has been triggered. These include procedures in the event of: security breach, fire/salvage, medical, emergency lock-down, etc.

8. Proactive Measures and Reactive Measures. The recommendations cover a security solution that has proactive and reactive measures – that is, proactive measures deter and detect potential incidents, and reactive measures capture evidence for follow up investigation.

## **AUDIT & RECOMMENDATIONS**

9. Access Control.

a. Comment. The access control has a non-descript button on each of the apartment blocks' front and rear ground floor doors access control panel to allow tradesmen access into the buildings between 0700-1200. It is understood that two residents wish for the timeframe to be extended until 1900, however this facility has been set up to allow tradesmen access to communal areas of the estate and it is the responsibility of each resident to control access of people for their needs into the building themselves.

b. Recommendations. It is understood why this has been set-up, however, it is recommended that a key access code is more secure than the current set-up.

10. Basement Rear Door and Windows.

a. Comment. The door has two internal bolts that can easily be left open and it is also easy for an intruder to break the glass and enter the building undetected. Some of the windows have bars that provide added protection but some do not and are easy to break and enter. The current procedure is understood to be that the cleaner checks all locks before leaving.

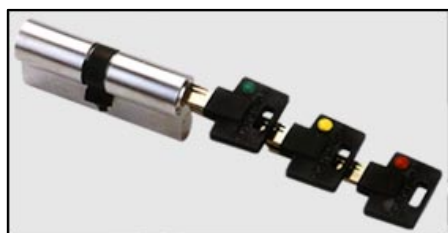
b. Recommendations. To install a mortice lock to the door and fix security bars/grill/mesh across the door glass and all windows that do not have bars; could install blast film too. Install 3x hinge bolts in each of the entrance doors.

11. Internal Basement Doors.

a. Comment. Each hallway has a locked door leading to the basement. These doors are being replaced with £2700 fire doors. The current doors have a self locking type lock, with key access from the hallway and manually opened from the basement side.

b. Recommendations. To ensure that the new replacement doors have mortice locks, and key operated on both sides. An idea is to install a MUL-T-LOCK cylinder and key system (see below).

MUL-T-LOCK Variable Combination Cylinder 3 in 1. This cylinder is built to allow a change of combinations by the insertion and operation of the next key in a sequence of 3 keys. Introduction of each new key invalidates the previous key combination. When all 3 combinations have been used, the cylinder may be reset by a MUL-T-LOCK authorised locksmith. The product is packaged with the 3 key types, colour-coded and clearly marked in a sequence, to guide the customer in correct usage. First use the green set of keys. Whenever the combination needs to be changed, start using the yellow key (then the green key will automatically be cancelled). Once again it may change the combination by applying the same process with the red key (the yellow key as well as the green will automatically be cancelled).



## 12. Safe Keys.

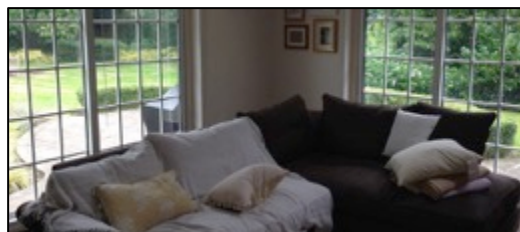
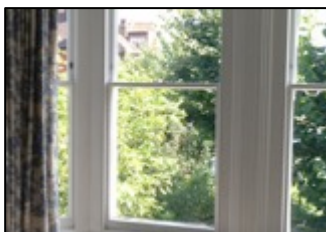
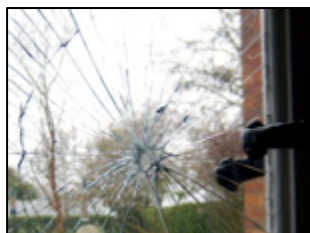
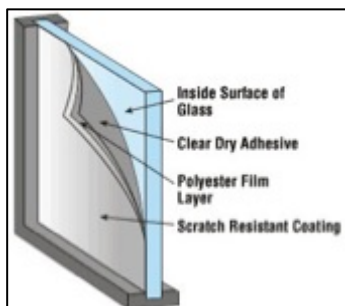
a. Comment. There is a key safe (4-digit code) at the entrance to the first block that holds keys to that front door and to the door to the basement. On the wall down to the basement is a second key safe (3-digit code) that has keys to all communal access doors to the four blocks in the loft and basement. This is in case of emergencies for such companies like plumbers, utilities, electrical, gas, water, etc, to gain access to those areas.

b. Recommendations. When the code has been given out to a utility company, the codes to the key safes to be changed to another combination.

## 13. Front and Rear Entrance Doors.

a. Comment. Some of the doors have mesh-glass, and other doors normal glass. It is easy for an intruder to break the normal glass on the entrance doors, unlock the mechanism and enter the building. The closing mechanism on the doors does not always close the door in the locked position (it was noted that the mechanisms have been tightened many times, so could be close to warn out).

b. Recommendations. To affix 'Blast Resistant Safety Film' on glass panes adjacent to lock mechanisms. In each of the front and rear doors, to install 1 2 or 3 concealed door hinge closers (note: worth trialling one door first to check effectiveness and number of door hinge closers).



examples from [www.windowfilm.co.uk](http://www.windowfilm.co.uk)

(1) Supplier. The Window Film Company UK Ltd, 25 Britton Street, Clerkenwell, London, EC1M 5TY, 020 3582 4858, [www.windowfilm.co.uk](http://www.windowfilm.co.uk)

## 14. Apartments.

a. Comment. It is easy for an intruder to break the normal glass on the windows, particularly the larger panes. Access to the balconies is relatively easy. It is possible to tailgate a visitor through the ground floor doors and thereby gain access to the apartment front doors.

b. Recommendations.

(1) Intruder Alarm. Each apartment to have an alarm installed, approved by National Security Inspectorate (NSI), previously known as NACOSS. Alarm to have control pad, door contacts, window vibration sensors, motion PIR sensors, and for balconies an external PIR motion sensor with 'animal immune' capability. For apartments that have alarms already installed, recommended that these are checked to ensure sensors cover doors (door contacts), rooms (PIRs), windows (vibration sensors) and balconies (external PIR).

(a) Supplier. Will Stewart, Stewart Security, 020 3198 7018, will@stewartsecurity.co.uk, www.stewartsecurity.co.uk = for CCTV, Intruder Alarms, and Access Control. Able to offer group discount on annual maintenance service.

(2) Front Doors. Front doors to be robust and have heavy duty appropriate ironmongery locks and bolts. For apartment front doors that only have a self closing latch lock, to install two other mortice locks top and bottom/above and below. For front doors with clear glass to either replace with wire mesh glass, or replace with safety laminate glass, or affix 'Blast Resistant Safety Film' on the window panes. Install 3x hinge bolts in the door.



(3) Windows. Either install burglar bars over windows, or shutters, or replace clear glass with safety laminate glass, or affix 'Blast Resistant Safety Film' on the window panes – at minimum, ensure windows have vibration sensors linked to the intruder alarm. Ensure all windows have window locks and window ventilation locks, (examples below). Keys to window locks should not be left in the lock but in a secretive location.

(a) Supplier. The Window Film Company UK Ltd, 25 Britton Street, Clerkenwell, London, EC1M 5TY, 020 3582 4858, www.windowfilm.co.uk



(4) Balconies. Install a domestic external light PIR activated when a person is on a balcony – suggest that the Man Co agrees common design for all balconies for the Grade II listed building. Install ironmongery on all the balcony plinths to increase the difficulty of mounting/climbing on to the balcony (it is recognised that this may look unattractive and not be a popular idea). For alarms/PIRs, see alarms above.

## 15. Gardens.

a. Comment. Foliage can both assist and hinder security. The two main areas of concern for the security of the estate are the hedges and the overgrown area in the southwest corner of the property. It is very easy for an intruder to hide among the foliage making it difficult for residents to see and detect an intruder. It is better to have hedge/fence along the boundary for privacy, and the garden areas to be open so that residents can view all areas easily for potential intruders. This style of garden layout deters intruders and makes access to the building more difficult.

b. Recommendations.

(1) Hedges. To be ultra safe, remove the hedges that are in between each block; alternatively reduce the height of the hedges to maximum 2 to 3 feet so that a 5'3" person can view a person on the other side of the gardens. (Note: the ground undulates so the hedge height needs to reflect this).

(2) Foliage. To remove the dense foliage and redesign the south and southwest corner with, for an example, a rose garden. Some of the foliage could be replanted, for example the laurel hedges moved to the boundary along with a fence to provide a securer boundary with the Heath.

## 16. Lighting.

a. Comment. All external lighting has been approved for replacement; the management company are waiting for quotes. Lights are on timers from last light to first light. Bright security lights are not recommended nor needed, those type of lights are more for industrial and security type buildings – it is like having a car's full-beam lights on when dipped-lights are quite sufficient to give correct lux levels for visibility along the paths and entrances. The security light on PIR overlooking the turning circle is fine as it lights up when required a large area that does not intrude on apartment's light pollution. Lights with PIRs are effective to cover dead-spots to alert when someone is there, but not in an area where that light shines into an apartment, i.e. turning on-off thereby irritating a resident. Residential warm light is more appropriate that provides the correct lux levels for residents' safety, while deterring potential intruders, and improves the quality of day-night CCTV camera footage – changing lights on/off often interrupts/delays CCTV camera recordings at night. Note: the site visit was in daylight hours so the light effectiveness over the estate was not reviewed.

b. Recommendations. While changing over the lamps in the light fittings, ensure that the replaced light system covers all pathways, entrances, and does not give off light pollution to residents or neighbours. In dead-spots (where applicable, e.g. the turning circle), install lights with PIR.

## 17. CCTV Cameras.

a. Comment. The estate does not have any operable CCTV cameras. Unmanned CCTV cameras characteristics include: deter potential intruders, provide post-incident analysis, provides incident evidence. The CCTV system can either be stand alone with the cameras wired back to an on-site DVR with monitor, or be IP based with storage held off-site and managed by a CCTV service provider.

b. Recommendations. To install a CCTV camera matrix across the estate; depending on cost, can install a lower number of cameras initially and increase this in following financial years. There should be a minimum of 4 cameras covering each side of the estate – a more comprehensive CCTV matrix would include coverage of building front and rear door entrances, paths, gate to the Heath, vehicle entrance, turning circle, pedestrian entrance, and overlooking the gardens. A camera can be installed at a lower level along the vehicle entrance to capture VRNs. For dense foliage, install Infra Red (IR) CCTV cameras (unless the dense foliage is thinned out).



(1) Supplier. Will Stewart, Stewart Security, 020 3198 7018, [will@stewartsecurity.co.uk](mailto:will@stewartsecurity.co.uk), [www.stewartsecurity.co.uk](http://www.stewartsecurity.co.uk) = for CCTV, Intruder Alarms, and Access Control.

(2) Budget Costs. There are several systems, but recommended to have an IP based system; two examples are:

(a) Wired-in System with IP Access. £250 per camera, £500 for the DVR = £2000 + cost of WAP broadband + installation.

i. Notes: wired-in cameras to onsite DVR and screen (if required), and also then linked into a WAP (via broadband) to view online.

ii. Management Company log-in rights to view and rewind and download recorded footage; residents could be provided with log-in access to view cameras live streaming (note: more complicated if residents given log-in rights to also be able to rewind and download recorded footage).

(b) Cloud Based System. £35 per month per camera = £2000 per year + cost of WAP broadband + installation.

i. Notes: cameras linked to WAP broadband to cloud server to view online, rewind and download recorded footage.

18. Signage.

a. Comment. There are a few signs stating “Private” (e.g. entrance from the street and the gate to the Heath), however it is reported that non-resident cars are parked for periods of time and there is no clear statement on the legal rights.

b. Recommendations. To erect signs with clear terms and conditions of entry onto the private property. Legal advice is recommended. Example wording is:

PRIVATE LAND - No public right of way. This site is managed and operated by Mainstay Group Limited. Parking is only permitted for:

- Residents' vehicles
- Guests of residents for a maximum of 12 hours
- Trades vehicles for a maximum of 30 minutes
- Failure to comply may result in the vehicle's keeper details being requested from the DVLA and enforcement action taken that may incur additional costs for which the driver will be responsible

19. Flat 51.

a. Comment. We were asked to visit Flat 51 as there are concerns over a door to the external balcony where the balcony has been removed. The door is an internal door, flimsy construction, has 2x small lavatory type locks, and overall it is easy to break and enter. There is a door contact on the door but no connected on the frame.

b. Recommendations. To replace with an external door with associated locks and hinge bolts, or close off the aperture if a door is no longer required. Alarm company to re-establish an operational door contact on the door with the apartment's alarm system.

20. Miscellaneous.

a. Data Protection. It is recommended that the client checks that it is compliant with the Data Protection Act.

b. Reporting and Communication Procedures. Check and if necessary update the reporting process.

c. Anti Climb Paint. It is not recommended to use anti-climb paint as the criminals gained access by other means in the previous incidents.



## **SUMMARY**

21. It is evident that building complex is fairly easy to gain access into, either as tradesman or tailgating a resident. On the spectrum of security where on the left is a “Public Library” and on the right is “Fort Knox”, the aim is to find a spot in the middle for a residential building where residents want to live their daily lives, have guests visit, and for tradesmen to conduct their daily business. The importance is for residents to feel safe, deterring potential criminals while not incurring huge costs in the process.

22. The two security layers that each apartment has is a) the access control to the building, and b) the apartments’ own security. It is incumbent on each apartment to have robust enough measures that deter criminals while maintaining compliance with their insurance cover. In conjunction with this, there are certain measures that the Man Co can do to supplement the apartment’s security measures to make it more difficult for criminals to gain access. In summary, the following is recommended:

- a. Apartments. All apartments to have an intruder alarm, strong front door with associated locks, and better security on the windows and balconies.
- b. Building. Improve the security to the access doors and windows, improved process for the management of the keys, install an effective matrix of CCTV cameras with easy access to recorded imagery, and effective atmospheric lighting that provides reassurance but deters criminal activity.
- c. Gardens. Cut back dense foliage to create a more visible space that enhances the neighbourhood watch principles and use planting more effectively along the boundaries and gate access points.
- d. Signs. Erect signs at entrance to clarify control/ownership of the estate.
- e. Law and Legislation. By compliance with law and legislation, the estate will have the required measures in place to minimise potential litigation.

**Hugh Martin**  
**Hawki Worldwide**

## Our services

### Asset protection action to prevent loss

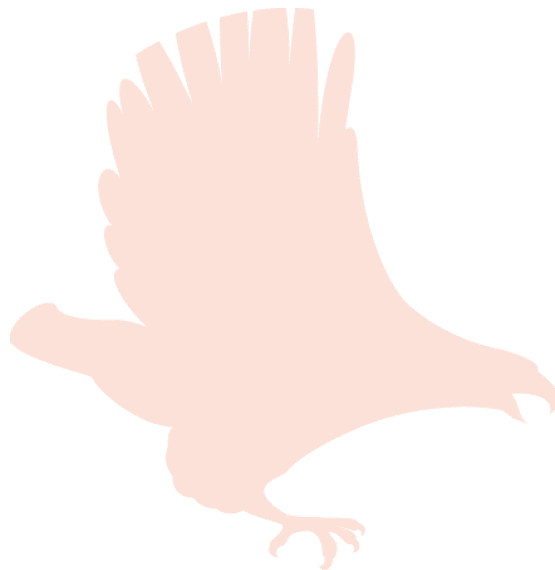
- Security and consultancy
- Land-based infrastructure
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### Personnel protection action to protect life

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- Travel advice and security
- Life support services
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