

CPTED Ontario Newsletter

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www:cptedontario.ca

CHAIR'S MEMBERSHIP LETTER

Dear Members,

An amazing amount of time has passed since our October conference. Your Board has met twice since that time and plans are well underway for this year's conference at the Lamplighter Convention Centre scheduled for October 19th to 21st with the theme "eyes and feet on the street". This year's conference will feature speakers from across North America and will build on the two day format that was so well received in Ottawa.

I would like to thank Bill Van Ryswyk, the conference organizing committee and the welcome and session speakers for their hard work and tremendous dedication. I would also like to thank those who took time out of their busy schedules to be part of the conference. This includes a contingent of officers from Halifax, Nova Scotia, and Gatineau, Quebec. To them and each of the over 125 people in attendance, a big vote of thanks! I would finally like to offer a special thanks to those who took time to fill out a survey or attend the Annual General Board meeting. We truly value your feedback.

With respect to the Board meeting, I would like to acknowledge the new members to our Board and thank those who completed their service. Leaving the Board are Cst. Jim Lawson of Toronto Police and

Cst. Gregg Davidson of Halton Regional Police. Your efforts and contributions, including Jim's suggestion of our name, were greatly appreciated.

New to the Board are Inspector John Periversoff, who is the Regional Manager for Community Policing for the Ontario Provincial Police, Western Region Headquarters; Shane Rechner, Resources Protection Manager, Sears Canada Inc., Ontario West Region and Cst. Arthur Wong of the Ottawa Police Service. I would also point out that Bill Van Ryswyk has taken on the role of vice-chair.

Now a little housekeeping. We recently sent out a number of membership renewal notices along with a business survey. To those who have renewed their membership or returned the survey, we thank you. For those who haven't had the opportunity, we urge you to renew now!

We are happy to announce that zone meetings are planned for the Ottawa and Toronto areas. Please check out the upcoming events section of the newsletter for more details about these meetings.

Some of you may have noticed that our web-site had not been updated. This occurred due to negligence on the part of our webmaster who has since been replaced. We apologize for any inconvenience this may have caused.

Finally, it is my pleasure to report that since the conference

I have been corresponding with the Chair (now past Chair) of the Florida CPTED Network, Dorinda Howe. For those who don't know, the Florida CPTED Network was the first state (or provincial) organization of its kind and served as the inspiration and model for the development of CPTED Ontario.

Dorinda advises me that the idea of developing a close working relationship with CPTED Ontario was enthusiastically embraced at meetings of the annual general membership and the Board. It is expected that this will lead to an exchange of speakers at our respective workshops and an offer of complimentary conference registrations. For further information about the Florida CPTED Network, please check out our web-site and hit the Florida CPTED Network link.

Tom McKay
Chair



**CPTED
Ontario**

Crime Prevention Through
Environmental Design

ANALYZE THIS

Doug Henrich B.Sc., C.P.P., & Tom McKay, B. Comm.

CPTED analysis holds that we gather crime analysis, demographic and land use information, make observations and conduct resident or user interviews. Yet in the case of resident or user interviews very little is written about the process by which we gather *and* communicate this critical piece of information.

In recognition of this and other shortcomings, including our relative abilities to identify key stakeholders, conduct quality interviews, extract useful information and connect with end users for the purpose of developing a buy-in, we have proposed a formula for conducting focus groups.

The focus group should be considered in circumstances where the need to develop a forum for the efficient gathering and conveying of information exists. This would include large apartment or residential developments, institutional settings such as hospitals or offices where professional time is at a premium.

The focus group will provide the opportunity whereby users of the property can convey their perceptions, feelings, needs and reactions. This can best be accomplished through a nominative group technique that enables participants to answer three questions: "What is working well?", "What is not working well?", "What would it look like if it were working exactly as you wanted it to be?". These questions should be dealt with one at a time by having participants brainstorm answers. The facilitator should record all responses on flipchart paper that is posted on the walls of the area as each sheet is completed. Once answers have been provided for all brainstormed questions, the group should review the responses and provide descriptive headings for what they see as the root problem. Typically, these headings will range from five to seven categories and may include such things as physical security, communication, training, equipment, and resources. It is important

that the participants be the ones who categorize the responses and group the responses accordingly to ensure overall buy in and acceptance of the eventual proposals. As key stakeholders, the group members will be more responsive to suggestions that they felt they had a role in providing.

TIPS ON CONDUCTING A FOCUS GROUP

Four elements are critical to the success of a focus group. They are:

- Group Composition
- Focus Group Facilitator
- Confidentiality
- Followup

Group Composition

We have found that the most effective focus groups have been those comprised of a heterogeneous grouping of 8 to 15 stakeholders. To ensure a proper mix, operational front line staff (Maintenance, Cleaners, Security, Landscapers, Building Operators, Mailroom staff, etc.) should be grouped with administrative personnel (Receptionists, Administrators, etc.) and middle management (Supervisors, Managers, Lead hands, etc.). Care must be taken that the mix of the group does not inhibit candid feedback from the group. In this regard, senior management and the President, CEO, etc. should be interviewed individually or collectively as a separate focus group. Responses from the focus group can be very candid provided the facilitator has set the proper context and has adequately covered confidentiality and follow up provisions.

The alternative to the heterogeneous grouping is a homogeneous groups that is based on job function and/or level of responsibility. It has been our experience, however, that this grouping tends to be least effective as the most outspoken members of such groups invariably tend to dominate the

discussion. The facilitator should review the most effective group compositions with the client prior to scheduling the focus group.

Focus Group Facilitator

Ideally, the Focus Group Facilitator should not be the same person conducting the Physical Security Review and/or CPTED Review. The focus group is best conducted before the CPTED or physical security review. If the focus group is run independent of the Physical Security and/or CPTED Review, it can serve as a very effective benchmark to assess the need and/or practicality of these reviews. The facilitator can be an employee of the organization conducting the review but should be completely independent of the area(s) being addressed. We have found that for the purposes of CPTED Reviews, Focus Group Facilitators should have extensive Police and/or Security knowledge to enhance their credibility with the participants and to ensure that the group remains on task.

While it is important that all participants be allowed to express their opinion, it is crucial that the group remain on track. Too often poor facilitation of such groups allows them to degenerate into a "gripe session" where no productive suggestions are unearthed.

It is also important to acknowledge all persons who participated within the Focus Groups. For this reason, it is usually prudent to record the names and positions of those attending such sessions. Occasionally, for confidentiality purposes, such information may not be gathered or documented within the report.

Focus Group Confidentiality

Focus Groups will not be successful unless all participants are willing to say what is on their minds. At the outset, the facilitator should lay down certain ground rules such as no participant

can criticize what another member is saying, it is not the role of the focus group to establish the feasibility of their suggestions, discussions in the focus group should be kept confidential, follow up questions can be asked but only for the purpose of clarity, flip charts will remain in the possession of the facilitator, copies of the focus group portion of the report should be made available to all participants, and the only information coming from the focus group is written down on the flip chart paper.

Group members will only “open up” if they trust the facilitator and have confidence that he or she has enough integrity to maintain such confidentiality. For this reason, senior management should be cautioned not to form a focus group unless they are prepared to follow through on some of the issues raised.

Follow up

It is very important that Focus Group attendees receive feedback on the results of their meeting. At the very least, each group member should receive a copy of the portion of the report relating to their Focus Group. For large institutions, a number of focus groups may be needed. In such circumstances, it is appropriate for members to only receive that portion of the overall report that relates to their specific focus group and the overall recommendations resulting from the review of all of the focus groups. Focus group members understand that it may not be feasible to follow through on any or all of their recommendations. Such decisions and rationale must be brought back to the group or they will, most likely, feel that their input was not considered.

Conclusion

The use of focus groups is not a new technique. What is new is the facilitation methodology and linkage to CPTED Reviews that we propose. Such groups have been successfully used in institutional, hospital, commercial and residential settings. In most cases, the recommendations arising from the focus groups validate what will be identified by the CPTED Review.

News in Brief ...

CPTED BC

It seems there is a fledgling movement to organize a CPTED British Columbia. Our Chair was recently approached for a copy of our by-laws which will hopefully help in kick starting that organization.

The Hamilton Police Service has just completed its first in house CPTED course during the week of February 3rd. The course was developed and taught by Csts. Art Quinn and Kathleen Durant and the instructors were very encouraged by the feedback. Congratulations to the Hamilton Police Service and Art and Kathleen.



Bill Van Ryswyk and Tom McKay making early morning announcements at the 2002 CPTED Ontario conference held at the Nepean Sportsplex in Ottawa.

UPCOMING EVENTS

CPTED Ontario Zone

Meeting Thursday, February 27th at the Frank McKechnie Community Centre, 310 Bristol Rd., Mississauga in the Active Living Studio between 9:00 a.m. and 12:00 p.m. Contact Tom McKay to RSVP at 905-453-2121, ext. 4025 or thomas.mckay@peel.police.on.ca.

Eastern Ontario Zone

Meeting: March 3 start: 1.p.m. 2 Constellation Street, Ottawa Contact Cst Art Wong for directions and RSVP to 236-1222 ext 5865 or e-mail WongA@ottawapolice.ca

2003 CPTED Ontario

conference. “Eyes and Feet on the Street”. Sun. Oct. 19th - Tue. Oct. 21st. Best Western Lamplighter Inn & Conference Centre London, Ontario. Contact John Periversoff at 519-652-4150 or john.periversoff@jus.gov.on.ca for further information.

York Regional Police

CPTED Course, June 23rd - 28th, 2003 (tentative). Contact Sgt. Wendy Heaver at 905-830-0303, ext. 7907 or 579@POLICE.YORK.ON.CA for further information

CPTED Ontario DIRECTORS 2002 - 2004

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CPTED Ontario membership form

CPTED Ontario is dedicated to reducing the fear and incidence of crime as well as improving the quality of life by promoting the implementation of Crime Prevention Through Environmental Design (CPTED) principles in Canada. CPTED Ontario was conceived and developed to provide a venue for like-minded people to meet, regularly interact and share their CPTED and professional experience. CPTED Ontario members come from a variety of disciplines including law enforcement, government, the design professions, the security industry and the academic world.

Benefits of becoming a CPTED Ontario member include:

- * access to our web site and internal directory,
- * regular zone meetings and
- * an annual Workshop where you can learn about the latest CPTED developments or take in an introductory session.

To become a member of CPTED Ontario simply fill out the membership form below:

CPTED Ontario Membership Form

I/We wish to become a: (*Choose one*)

Corporate Member \$250.00/year ___ Individual Member \$25.00/year ___

Student Member \$10.00/year ___

Name (*please print*): _____

Organization: _____

Occupation: _____

Address: _____

Postal Code: _____

Phone: _____ **Fax:** _____

E-mail: _____

Send your cheque or money order payable to CPTED Ontario, c/o 7750 Hurontario Street, Brampton, Ontario L6V 3W6 Canada, or for further information contact Tom McKay at 905-453-2121, ext. 4025, or email thomas.mckay@peelpolice.on.ca

CPTED Ontario is a division of the CPTED Institute



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Crime Prevention Through
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