

JELD-WEN®

TURNING THE KEY  
TOWARDS BETTER  
SECURITY



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## GUEST FOREWORD

**Turning the Key Towards Better Security is an important paper which investigates how to elevate standards for door security across the board. Naturally this aligns with the work that Secured by Design has done and continues to deliver to improve the security of buildings and their immediate surroundings to provide safe places to live, work, shop and visit.**

Police Crime Prevention Initiatives (Police CPI), who own and administer the Secured by Design (SBD) initiative, has worked for many years with the government to embed crime prevention into the planning process and establish police recognised security standards in the building and construction industry. Prior to 2015 there was no formal requirement for homes to be secure in the Building Regulations but Police CPI, operating as a bridge between industry and government, worked with the government to ensure a minimum level of security for all new homes via Part Q and Approved Document Q of the Building Regulations.

Whilst Part Q is an important driver for security standards, and the technical standards within the accompanying Approved Document Q and SBD are the same, the SBD requirements call for all door and window products to be fully certificated. This ensures that the company fabricating the doors or windows has been subject to factory production controls protocols and

regular product test audits by the certifying authority to ensure the continued quality and security needs are met. Approved Document Q asks for testing only, which is a critical difference as products that have not achieved third-party certification may not take account of any changes to the product components, the security standard or the manufacturing process and, in some cases, have been proven to fail in situ.

The consistently high reductions in burglary rates and anti-social behaviour which Secured by Design developments and properties have seen over the years is based on the use of certificated products rather than those that are just tested to the relevant standard. This highlights the importance of those manufacturers like JELD-WEN who are working with us as members of Secured by Design. They are investing in the future to ensure safe and secure buildings that promote cohesive and sustainable communities for generations to come.

**Jon Cole**  
*Chief Operating Officer*  
Police CPI



# EXECUTIVE SUMMARY

## TURNING THE KEY TOWARDS BETTER SECURITY

**Burglary is a serious problem for UK residents. And even though evidence suggests that domestic burglaries have declined over the past year<sup>1</sup>, this costly and often traumatising experience is still part of a harsh reality for thousands of Britons.**

To put this into context, it's estimated that in the year ending March 2022, there were 192,060 police recorded home burglaries across England and Wales. This equates to an average of 526 home burglaries a day<sup>2</sup>.

Even more sobering, is that the average cost of a domestic burglary in the UK is £3,030 – approximately £1,190 of which is attributed to the reduction in the quality of life of its victim, due to the associated physical and emotional trauma<sup>3</sup>.

Fortunately, armed with the above stats, there are specific measures that landlords, developers, local authorities and housing associations can take to help ensure better security and safety for residents.

One of the most effective of these is, perhaps, the most obvious: the 'humble' front door. Specifying a secure door design that has been designed to meet the rigorous standards of enhanced security performance, as defined by the UK police security initiative **Secured by Design (SBD)**, offers not only one of the most effective forms of physical security but can be a massive deterrent for burglars.

Yet, it appears that the importance of ensuring tenants have a secure front door sits low on landlords' priority lists<sup>4</sup>. The entrance to a dwelling remains a prime target and one of the most effective access points for burglars. Adding to the issue is a common misconception amongst residents in multiple occupancy homes that their dwelling will be protected via the security that comes from a communal entrance point.

While the "Approved Document Q: security, dwellings" was introduced to improve UK security standards for doors and windows installed in new dwellings under Building Regulations, the consensus is that it failed to tackle the retrofit market. Other criticism surrounds the lack of a mandatory installer qualification and maintenance oversight, along with poor awareness amongst residents. This sits alongside a challenging economic situation and an ongoing cost of living crisis, both of which provide potential drivers for increased crime.

As a leading door manufacturer committed to enabling better protection for everyone, we feel incredibly passionate about our role in driving greater awareness around the importance of secure door design. We also believe that by working together to drive innovation, collaboration and best practice, we can elevate standards for door security across the board.

This paper focuses on the outcomes of our recent survey (sample size 1,000) amongst UK tenants living in housing association or local authority accommodation, to gauge their views and experiences regarding the level of security and safety within their homes. Drawing on the insights gained, it aims to summarise the current status quo and what needs to change to finally **Turn the Key Towards Better Security**.



# MORE THAN JUST A DOOR

**An entrance door offers one of the first lines of defence against intruders, not just in terms of offering a physical barrier but also acting as a deterrent.**

Thieves are typically opportunistic and will take advantage of 'weak spots' in a house, quickly noticing a worn out or substandard entrance door that is easy to force open. If the door looks highly secure and appears to be reinforced with anti-theft features, they'll most likely think twice about trying to gain entry.

Yet, doors remain one of the most underrated security features. In fact, while recent years may have seen soaring demand for high-tech security solutions, such as CCTV and video doorbells, secure door design remains largely overlooked outside of current regulatory guidance.

Shocking statistics have revealed that **74% of burglars enter through the front door**<sup>5</sup>. Even more sobering, however, is that 21% of all burglars do not even need to 'break in', as the door is already open<sup>6</sup>.

Clearly there is a huge job to be done in ensuring this simple yet vital and highly effective level of precaution is taken, whether residents are home or not. The good news is that increasing security can be straightforward – the first step is to select the right door.

## ABOUT JELD-WEN

JELD-WEN is the UK's largest manufacturer of high-quality timber doors and doorsets. Reputed for quality and craftsmanship, JELD-WEN products are manufactured in the UK, rigorously tested with fire safety and security at the forefront, and then certified by independent third parties to the highest standards.

As part of this approach, JELD-WEN offers Secured by Design (SBD) PAS24 options on all its flat entrance doorsets, which come with multi-point locking and factory glazed with laminated glass units. All JELD-WEN UK SBD-approved doorsets are fully accredited under the BWF-Certisecure and BWF-Certifire schemes, ensuring a comprehensive approach across design, manufacturing process and performance testing. This provides quality assurance of both products and procedures.

A unique serial number on each door and doorset allows for full traceability of information and a greater pathway of accountability, right back to the date of manufacture. Dual scope certification ensures that fire and security performance have been validated by independent third-party experts. Comprehensive fitting instructions and a certification data sheet offer the highest level of fire safety further down the supply chain.

As a business, JELD-WEN has invested over £1million to date in the development and testing of its doorsets in the UK as part of its longstanding commitment to ensure best-in-class product performance, each and every time. JELD-WEN UK is part of the global JELD-WEN group, established over 60 years ago and the world's leading doorset manufacturer, operating in 19 countries.

WHAT’S THE DIFFERENCE BETWEEN A STANDARD DOOR, DOORSET AND A SECURE DOORSET?

BS EN 12519 defines a doorset as “supplied complete with all essential parts from a single source and for which the main intended use is the access of pedestrians”.

Traditional Door	Doorset	Secure Doorset
<ul style="list-style-type: none"><li>– components arrive unassembled, and can be supplied from various sources for on-site assembly</li></ul>	<ul style="list-style-type: none"><li>– supplied with frames and other essential parts of a door, such as hinges, latch, door closers, side panels, letter plates</li><li>– complete door assembly from a single source, and in most cases from a controlled factory</li></ul>	<ul style="list-style-type: none"><li>– a doorset that is proven to resist physical attack by a casual or opportunist burglar; or</li><li>– a bespoke doorset incorporating construction features that are proven to reduce crime</li></ul>

Doorsets can not only save time and resource when it comes to installation – due to being fully assembled in the factory and arriving to the site ready to be hung – but they can also be specified in their entirety to meet various performance requirements, including the prevention of theft, fire, noise or intruders.

Door panels sold alone require other components to complete the assembly, which can often be just as

important in offering protection as the door itself, and must be compatible as per the manufacturer’s instructions to offer adequate security.

Crucially, a front door is only as secure as the locking system it uses. After all, even the most robust door can be vulnerable to burglars if it has a flimsy lock that can be easily picked, drilled or snapped.







The installation of a pre-assembled doorset requires less dependency on the joiner's expertise, is more reliable, and reduces the risk of errors. All components are tested, certified, and guaranteed to be compatible with the door from a controlled factory setting, offering better peace of mind.

## THE STAR COMPONENT

The TS007 British standard is a technical specification that was introduced in 2011 in response to lock breaking methods being increasingly shared online. It was the first security test that measured attack specifically against cylinder components, and looks to enhance the level of security offered by front entrance doors.

Any doorset is required to reach the 3\* rating as part of a PAS24 assessment, through one of two ways:

### 3\* HIGH SECURITY PROFILE THUMBTURN CYLINDER

- This provides the maximum level of protection against the most common methods of lock attack, including drilling, picking, bumping, snapping and plug extraction.
- The door will usually feature a multipoint locking system, which bolts the door leaf into the frame and locks at multiple points to create a tighter seal along the length of the door.

### 2\* HARDWARE PLUS 1\* CYLINDER

- 3\* can also be achieved by fitting a 1\* cylinder in combination with 2\* hardware, such as a door handle.
- A 2\* handle will usually have extra security features to protect the keyway, enlarged backplates, and more robust fixings. When used in conjunction with a 1\* cylinder, this approach is viewed as equally secure from a PAS24 perspective.

If a lock is not installed by an experienced locksmith, or is incompatible with a door / door frame, its performance may be compromised and can be at risk of deteriorating prematurely.

# REGULATION AND ACCREDITATION

## a) Approved Document Q

Introduced in 2015, Part Q of the Building Regulations, specifically the accompanying Approved Document (ADQ), provides guidance on the measures taken to resist unauthorised access to any dwelling and any part of a building from which access can be gained to a flat within the building.

Approved Document Q states that all easily accessible doorsets (including communal entrance doorsets) that provide access into a building should be 'secure doorsets' and outlines standards for doorsets and windows to resist a physical attack by a burglar by being both sufficiently robust and fitted with appropriate hardware.

One of the crucial elements introduced was that 'secure doorsets' should, as a minimum, either:

- 1) be of a design successfully tested to PAS24:2012. This means the design is able to withstand a cylinder and hardware attack test in line with specified requirements which exceeds those of even European Standards; OR
- 2) designed and manufactured in accordance with detailed requirements set out in its Appendix B<sup>7</sup>

Importantly, Approved Document Q only applies to new residential dwellings, including those formed by a material change of use (for example an old office block converted into residential flats). It also currently refers to PAS24:2012.

Now under consultation, Approved Document Q was due to be updated in 2023 – to instead refer to the latest PAS24:2022 edition and, as generally expected, to evolve to apply the same rules to replacement windows and doors. Although this has now been delayed, work remains underway with further progress expected in early 2024. It will likely result in the creation of a new version of PAS24, possibly designated as PAS24:2024.

## b) PAS24

PAS24 specifies test methods and acceptance criteria for the enhanced security performance requirements of doorsets and windows intended to resist the type of attack normally associated with casual or opportunistic burglars.

The newest version, PAS24:2022, as currently under review and expected to be replaced with an updated version, came into effect on 20 September 2022. This supersedes the previous PAS24:2016, which is now withdrawn.

It was developed with collaboration from organisations such as: Association of Chief Police Officers (now the National Police Chiefs Council), Association of Composite Door Manufacturers, Building Research Establishment, British Woodworking Federation, Council for Aluminium in Building, Door and Hardware Federation, Glass and Glazing Federation, Master Locksmiths Association, RISC Authority, Steel Window Association and others.

It applies to all new externally accessible doorsets and windows as manufactured and prior to installation.



### c) Secured by Design (SBD)

Put simply, SBD is the only way for companies to obtain police recognition for security related products in the UK.

A product with SBD accreditation must meet or exceed requirements to prevent crime to a 'Police Preferred Specification' in line with the relevant security standard for that type of product.

SBD attributes the use of products that are independently certificated to recognised security standards as having been responsible for the consistently high reductions in crime that have been achieved, as verified by numerous independent academic research studies.

More recently, SBD has campaigned for the design specification of the flat entrance doorset to provide high levels of resistance against both security and fire. This is dual certification and has become a SBD requirement in the wake of the Grenfell tragedy, to provide assurance that a door's performance encompasses security, smoke and fire control. This requirement also goes beyond Building Regulations.

Crucially, SBD stipulates that dual certification should only come under the responsibility of one single certification body to ensure that the doorset design specification is identical to that of the samples used throughout fire and security testing. While SBD 'dual certification' traditionally involved testing security and fire, it now also includes smoke.

It is important to note that PAS24 and SBD are independent of each other. However, most SBD products must meet PAS24 standards as a minimum, alongside other SBD requirements.

For example, a SBD-approved door can only be provided as a complete doorset with specific hardware fitted according to what was tested in the PAS24 assessment. The doorset must be installed correctly, in accordance with the manufacturer's instructions/certificate, and maintained as required.

## WHAT IS SECURED BY DESIGN?



SBD is the official UK Police flagship initiative supporting the principles of 'designing out crime'.

Much of the housing stock built during the 1960s, '70s and '80s boom was built quickly and cheaply, with little consideration given to security. Yet crime was also increasing significantly, particularly burglary.

In response, the Police Service set up SBD in 1989 to help increase the security of buildings and their surroundings, in turn ensuring these are safe to live and work in.

Part of SBD is a 'product based accreditation scheme' called the 'Police Preferred Specification' which works as an external body alongside the security industry to provide a measurable recognised standard for the quality of all security products that can deter and reduce crime.

SBD also actively responds to trends in crime and gives input into new security standards. This means that SBD certification is constantly evolving to focus on emerging risks and new technology.

Alongside this, SBD partners with a wide range of organisations, including government, standard authorities, trade associations and manufacturers to ensure that 'designing out crime' is considered at all stages of a product's life cycle and remains a priority within the wider security framework.



# MANUFACTURING AND CERTIFICATION

**An SBD-approved doorset should be considered a security essential and the best crime prevention for any building.**

With this, there are a number of key components that go into ensuring a SBD-approved doorset offers the intended high level of security:

## A FULL-SIZE DOORSET ASSEMBLY

Before any doorset can be considered by SBD, it has to be first certified by the PAS24 accreditation through a certification scheme.

To achieve this, a complete doorset (i.e. a complete door assembly consisting of the door frame, door leaf (or leaves), hardware and any integral side panel or fanlight) must be independently tested to PAS24:2022 and certified by a UKAS-accredited scheme to certify that it is fit for purpose and compliant, having been produced through a controlled and consistent process.

**United Kingdom Accreditation Service (UKAS) is the government-backed accreditation body designed to assess organisations that provide inspection testing and certification services.**

This process will involve the manufacturer constructing a full-sized doorset assembly design, which will then be tested as a whole at a UKAS-accredited facility in accordance with the requirements specified in PAS24 Annex A&B and BS 6375 Part 1, 2 and 3.

## PUT TO THE TEST

When a doorset is PAS24 tested it will go through a number of intense and rigorous tests to assess the security performance to see it meets minimum standards, including:

### Mechanical loading testing

- Scenario: Crow bars are used to generate pressure and force access through door.
- Test: One pneumatic ram pushes at the door, whilst another pulls in the other direction.
- Objective: Assess whether the doorset sample is able to withstand a sequence of loading tests without allowing entry.

### Hard and soft body impact testing

- Scenario: An intruder body charges or attempts to kick down the door.
- Test: For soft body impacting, a 30kg sand bag is used to strike the door leaf at three different points above floor level, with a 50kg sand bag used to simulate hard body impacting in the same way.
- Objective: Assess the door assembly's resistance to impacts from both a soft body and a hard body.

### Manipulation testing

- Scenario: An opportunistic burglar attempts to gain access by tampering with hardware.
- Test: A prescribed set of tools, such as a screwdriver or chisel, are used to attempt to gain entry by disengaging the locks or hinges on the door. This test usually lasts around three minutes.
- Objective: Establish that there is no weakness or inherent vulnerability in the doorset design that would permit entry as consequence of manipulation from the outside.

## Hardware attack testing

- Scenario:** Manual attacks made to hardware, including attempts to remove, dislodge or damage the cylinder and lock.
- Test:** Engineer attempts to attack the door handle area with a prescribed set of tools for around three minutes.
- Objective:** Ensure that the door handle area is not overlooked as part of overall testing.

## Cycling testing

- Scenario:** Impact to the door is repeated over time.
- Test:** Apply 50k cycles of a measured force to assess the performance of the doorset.
- Objective:** In line with BS 6375-2 (2019), ensure the doorset can withstand a minimum closing and opening duty cycle of 50k cycles.

## Weather tightness testing

- Scenario:** Heavy rain and wind impact presses against the door.
- Test:** Place a pressure chamber where varying levels of air pressure are exerted on the opening sash. The door is then tested for water tightness by spraying the exterior face with a jet of water and checking for leakages.
- Objective:** For flat entrance doorsets that are exposed to weather conditions, measure air permeability, water tightness and wind resistance against the industry standard BS 6375-1 (2015). Minimum wind resistance is 800 Pa.

For interior doors, ensure they can withstand exposure to a pressurised situation.

## Fire testing

In the case of dual certification, the doorset will also be subject to fire resistance testing for a specified length of time in accordance with a test procedure as specified in BS 476-22:1987 and BS EN 1634-1:2014.

## ON-SITE INSPECTION

Alongside the above testing, the manufacturer will be audited by its chosen UKAS-accredited certification body. If the doorset passes the test, and the factory audit confirms manufacturing processes are in place to ensure production consistency, then doors constructed to that exact specification can be accredited under the same third-party certification.

On approval, the manufacturer will receive a certificate and be able to display a third-party certification label/tag (depending on the scheme). This will include a unique number enabling full traceability of its specification detail and manufacturing history.

For dual certification, as stipulated by SBD, this will clearly illustrate that the doorset meets FD30 or FD30(S) (or higher e.g. FD60(S)) and PAS24. This provides peace of mind that both fire and security have been evaluated by specialists with equal weighting – and that the doorset specification can perform from both a fire and security standpoint.

To maintain certification, regular inspections of the manufacturer's production facility will take place to ensure the correct practices are maintained over time, so as to provide a secure and reliable product.



# INSTALLATION AND MAINTENANCE

## INSTALLATION

The importance of correct installation is crucial to how an entrance door will perform in the event of a break in or, for dual certified doorsets, a fire.

In many cases, the slightest gap between the door and frame, using the wrong seal, or even the wrong type of hinge can render the doorset not fit for purpose.

Despite this, there is currently no legal requirement for the installation of secure doors or even fire doors to be undertaken by an individual with any specific training, qualification or accreditation – just a basic level of competence. Notably though, SBD stipulates as best practice that doorsets should be installed by third-party certified installers referencing the manufacturer's installation instructions.

To help with this, each doorset should come with its own manufacturer installation instructions and certification data sheet, which set out the exact requirements of every component needed to ensure compliance. However, due to the wide range of variables involved, there is still considerable scope for installation to go wrong.

## MAINTENANCE AND INSPECTION

Most entrance doors are used several times a day, some much more. In external settings, they are also exposed to weather conditions. As such, regular maintenance to ensure operational integrity and durability is crucial.

However, a general 'fit and forget' mentality continues to expose doorsets to a host of potential issues that could impact their ability to perform as intended.

Foremost is the wide scope for misuse, damage and vandalism over a product's lifetime. Then there are more unique but equally common incidences.

It may be, for example, that a door has been retrofitted with a cat flap or a new letterbox, or customised with some new handles. In many cases, these seemingly small changes have the potential to seriously undermine a door's security performance and, worse still, fire/smoke resistance.

Importantly too, only doorsets supplied as a complete product from a single source will deliver the performance standard for fire safety, security, thermal transmittance and other criteria. However, all too often, there can be a tendency for busy landlords or building operators to 'deviate from the recipe' by using different hardware or product variations along the way – unaware of the ensuing non-compliance.

To place a typical door installation into context; the opening will usually require a continuous minimum depth around the 70mm mark; the door frame jamb will need to be fixed to the wall at no less than three points along the jamb and spaced not more than 600mm between the centres and penetrate the wall to a minimum 50mm depth; and then there will also be specific fire stopping requirements between the wall and frame as detailed in BS 8214.

Door assemblies also have to be installed in accordance with BS 8214, where requirements vary dependent on the wall itself, for example, if it is made of timber or blocked masonry, moving or fixed.

The result is a minefield of specific and sometimes highly technical considerations, which, while likely well ingrained for certified installers, can prove overwhelming and incredibly challenging for non-experts. In some cases too, it may be that non-specialist installers are not even aware of the manufacturing instructions and standards that need to be adhered to.

The good news is that the Fire Safety Act now makes it a specific legal requirement to check fire doorsets at certain intervals. As part of this maintenance routine, focus must be placed on ensuring every fire doorset is fit for purpose in line with manufacturers' instructions with any incorrect installations to be rectified and any repairs made. Though not specified, the likelihood is that any obvious security issues may be picked up in the process.

But, while certainly a step in the right direction, questions surround the feasibility of Responsible Persons (landlords, housing associations, building operators) being able to conduct such vast volumes of checks at regular intervals. It also remains to be seen how any issues will be tackled during the interim periods.

Further focus surrounds a low awareness about door security and safety amongst residents, with it all too common for doors to be left propped open – invalidating their security and fire safety performance – simply for ease of entry.



# WIDER FACTORS

## COST OF LIVING CRISIS

Since late 2021, prices for many essential goods in the UK increased faster than household incomes, leading to a burgeoning cost of living crisis.

Then, the war in Ukraine contributed to energy prices rising to record levels, followed by inflation hitting a 41-year high in October 2022, which still sits well above the Bank of England's two per cent target.

Although wages have grown at the fastest rate since records began, they are still playing catch up with previous price pressures, and many families are preparing for a long winter ahead.

This is most prevalent within the most deprived areas of the UK, with research showing that many low-income families are going without essentials and struggling to feed their children<sup>8</sup>.

As the cost of living crisis threatens to push more people into poverty, there are rising concerns about a correlating impact on crime as offenders try to make money through offending. One recent study shows that 76% of UK adults think that rising levels of poverty will lead to an increase in crime<sup>9</sup>.

## CRIME RATES

Despite government pledges to tackle burglary and car crime, a recent analysis by the House of Commons has revealed that every type of theft is on the increase<sup>10</sup>.

Across all crimes, there were a total of 4.1 million notifiable offences in the first nine months of 2022 – up from 3.7 million during the same period the year before. This constitutes an increase of 12 per cent in one year, the highest figures since at least 2014.

According to the analysis, domestic burglary rose six per cent to 142,430 during this period, but this did not exceed pre-pandemic levels.

The latest Crime Survey for England and Wales (CSEW) from the Office for National Statistics reveals domestic burglary decreased by 30 per cent in the year ending March 2023 compared with the year ending 2020 (pre-pandemic)<sup>11</sup>. However, the same report shows that March 2023 saw a four per cent increase in domestic burglaries in contrast to March 2020.

## NEIGHBOURHOOD DEPRIVATION

Although extensive studies on the topic are scarce, it is widely accepted that tight knit communities – where neighbours have forged strong bonds and look out for each other – generally experience less crime.

One global study suggests that in cohesive neighbourhoods that score highly on collective efficacy – the combination of mutual trust and shared expectations for action – crime rates were 40 per cent lower than those in low scoring neighbourhoods<sup>12</sup>.

Meanwhile, studies have shown that Neighbourhood Watch schemes – where communities come together to proactively act against crime – can significantly reduce crime rates, particularly when it comes to burglaries.

However, while some UK neighbourhoods remain tightly knit and operate effective Neighbourhood Watch schemes, evidence suggests that Britain's community spirit is waning, particularly as social media replaces face-to-face interaction. It's estimated, in fact, that one in 10 UK adults – equivalent to around five million people – don't know any of their neighbours by name<sup>13</sup>.

Alongside this, evidence suggests that those living in more deprived areas are likely to experience a weaker sense of attachment to their neighbourhoods. This is found in a decline in social infrastructure – such as shops, youth clubs, community centres and charities – amongst Britain's poorest areas, which limits opportunities to meet and engage in community life<sup>14</sup>.

Another attributing factor is the high turnover rate within the growing private rented sector. It is estimated that there are now 4.61 million private renters in England alone<sup>15</sup>.

## THE MODERNISATION OF CRIME

The typical modern burglary has changed significantly over recent years. Far from the 'smash and grab' concept of the years gone by, today's burglars are increasingly becoming more sophisticated and targeted.

Most burglars are now combining traditional techniques like physical surveillance with 21st-century tools, including the significant information widely available online over social media, as well as through subscription databases.

According to recent research, one in 12 Britons had been burgled after posting their location on social media<sup>16</sup>. Other risks surround posting images of particularly high value goods, giving burglars more knowledge and information about the particular content within a property and belongings a person has. Ex-burglars have also admitted to proactively targeting users of 'new home' posts, many revealing either an address, street sign, the layout of the property or even pictures of keys, which can easily be replicated by a locksmith.

With this in mind, landlords can work together with their residents to ensure best practice and foster better security for all.

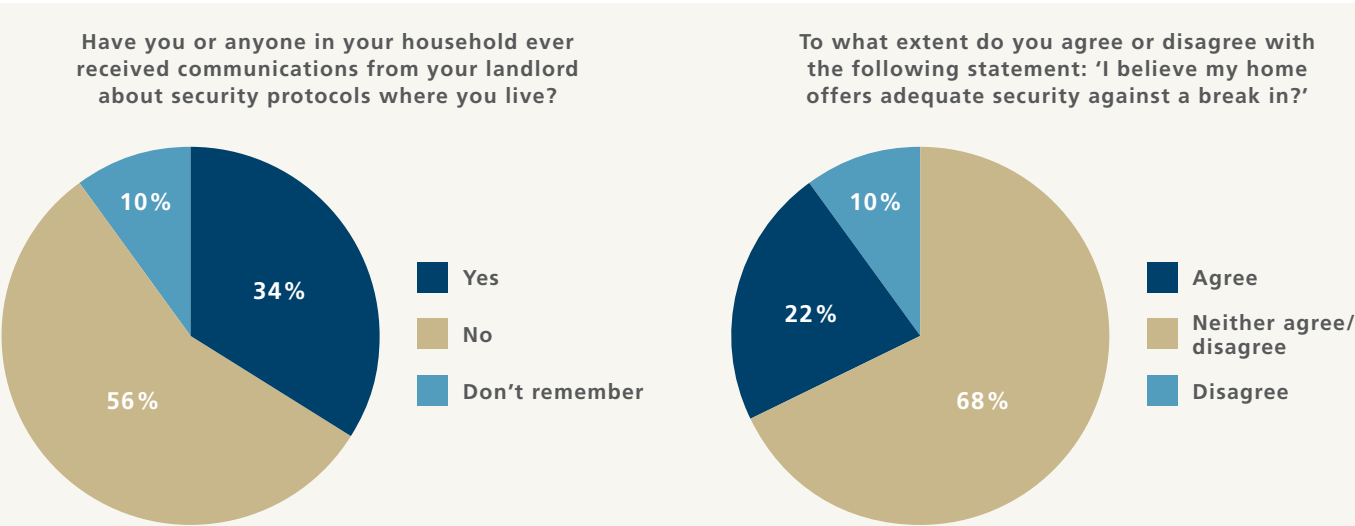


# RESIDENTS RESPOND

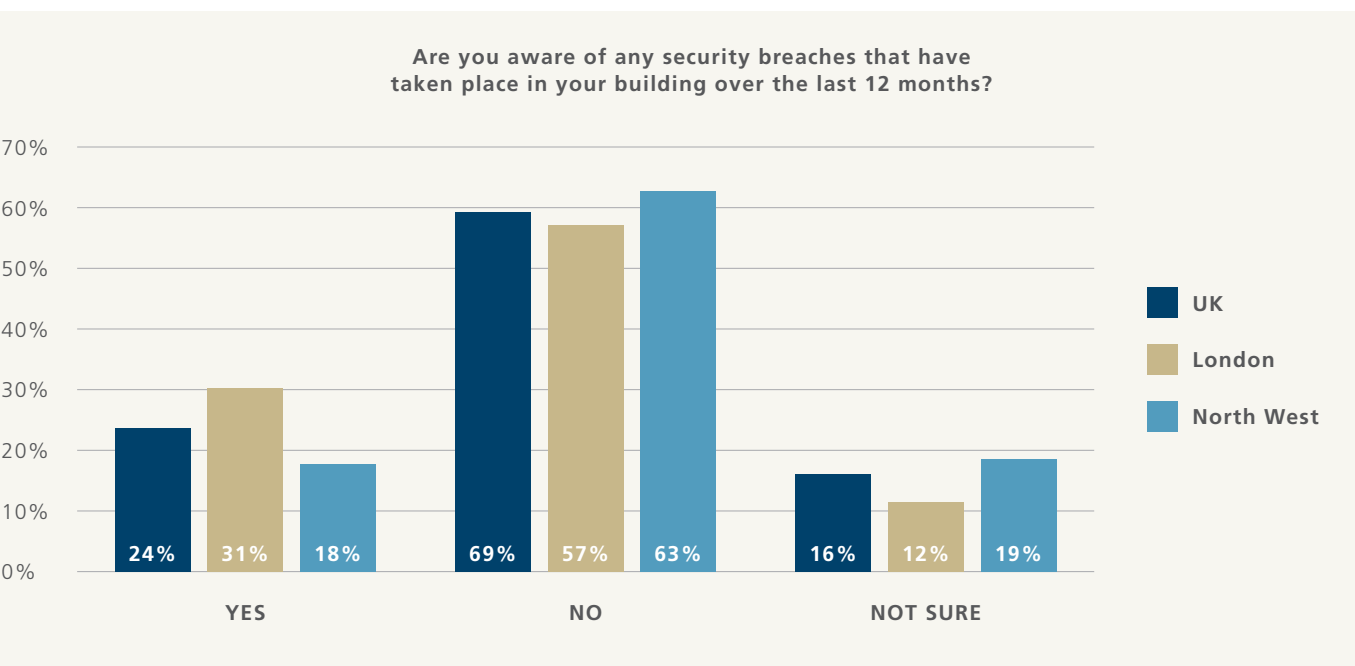
In September 2023, JELD-WEN conducted a survey of 1,000 social housing tenants across the UK. This explored how secure they felt within their homes, and how important it was for their front door to offer a high level of security.

The study found that **two thirds (66%) of residents have never, or do not recall, receiving any communications about security protocols.** Meanwhile, **1 in 10 residents do not believe their homes offer adequate protection against a security breach.**

This is despite the government’s commitment to ensuring landlords engage with their tenants to ensure they feel safe and secure in their homes, and **almost a quarter (23%) of residents raising security concerns to their landlord.**



More concerning, is that **24%** of tenants living in multi-occupancy properties have experienced a security breach over the last twelve months, rising to **31%** for those living in London.

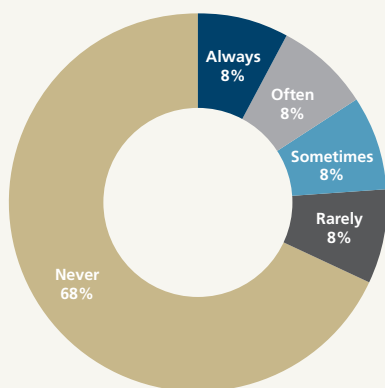




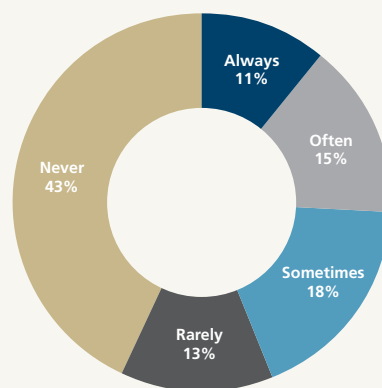
**Almost half (47%) of all respondents felt that crime was increasing in their area**, of which a further 47% had taken matters into their own hands by purchasing CCTV, recording doorbells, additional locks and security lights to make their homes feel more secure.

Worryingly though, **32%** of respondents admitted to leaving their front door unlocked overnight (rising to 55% of those living in London), with **1 in 10** housing association residents ‘always’ leaving it open. **More than a quarter** of all respondents (26%) said that during the day, the front door would be left unlocked either ‘always’ or ‘often’ – despite this being the most common timeframe of opportunity for thieves.

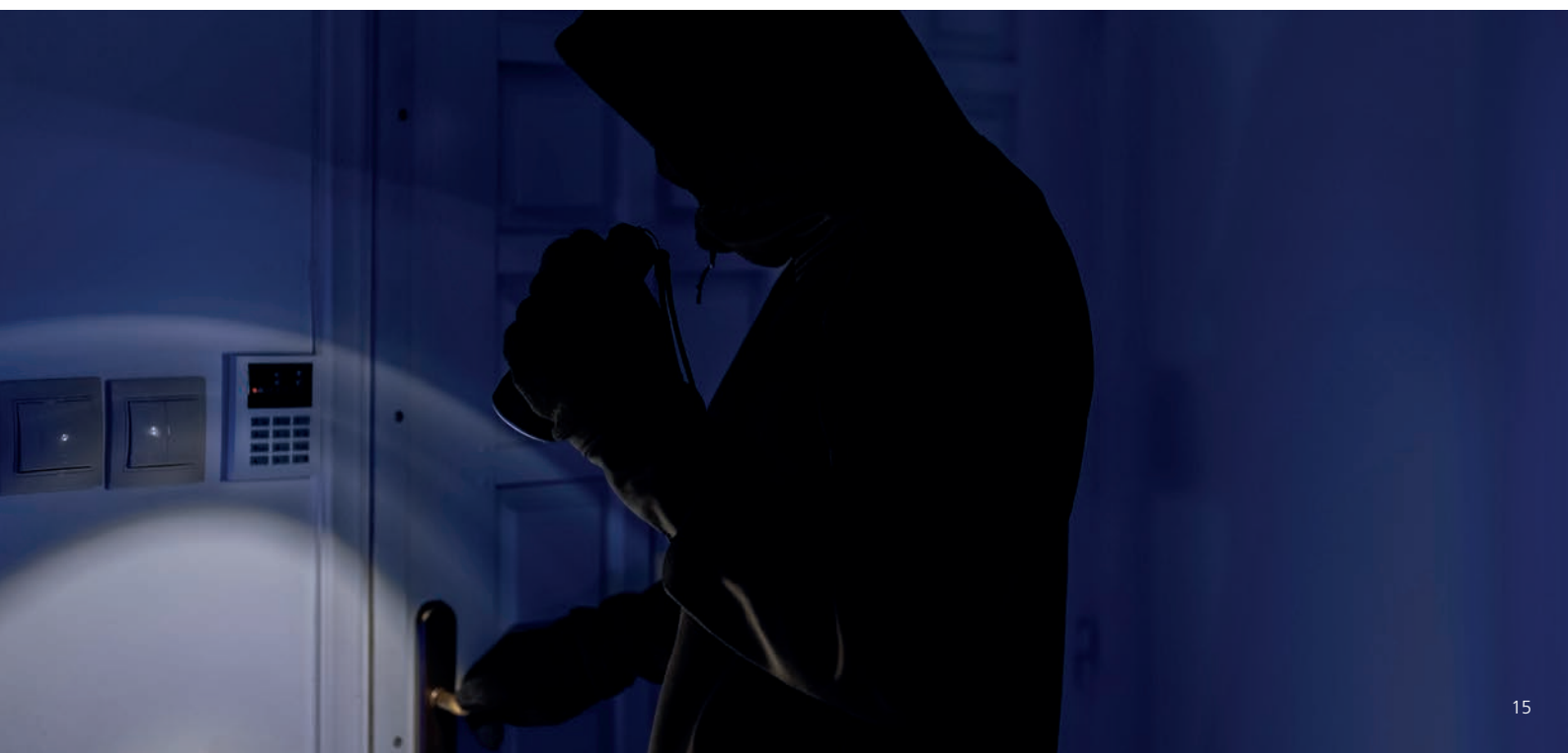
How often do you leave your front door unlocked overnight?



How often do you tend to leave your front door unlocked during the daytime?



The survey also found that **a quarter** (24%) of respondents felt their front door wasn’t secure. Interestingly, this comes as an overwhelming majority asserted that security from break-ins (80%) and fire protection (48%) are the most important functions of a front door, further reinstating the growing case for dual-certification doorsets as standard practice.



# A DIFFERENT APPROACH

**A secure front door can only perform as intended if it is installed, maintained and used correctly. No matter how much research and development, technical expertise, innovation, testing and investment goes into developing and bringing an exceptionally secure door design to the market – it is likely to fail at the final hurdle if it is poorly installed or inadequately maintained.**

Even now, in light of updates to Approved Document Part Q, our research suggests that there is also a big job to do in tackling a lack of awareness around secure door design to help curate better and safer practice amongst residents too.

To address this and ensure every entrance door has the opportunity to perform as intended, JELD-WEN proposes the following:

- ✓ The introductions of a legal requirement as part of Building Regulation for the use of third-party certified doorsets in order to ensure best-in-class practice and product consistency across the board. This is already a SBD stipulation.
- ✓ The introductions of a legal requirement as part of Building Regulation reforms for dual certification of doorsets as standard. This is already a SBD stipulation.
- ✓ The introduction of a legal requirement for all doorset installation and maintenance work to be conducted by qualified, credited installers validated through a UKAS-accredited certification scheme. We propose that this would work in a similar vein to the Gas Safe Register, whereby only registered installers can legally work on gas-related appliances, and the scheme is supported with a team of inspectors who monitor that gas work is being undertaken competently and safely.
- ✓ That Approved Document Q reforms extend to apply the same rules to replacement windows and doorsets. This is a stipulation expected to come into effect following the current consultation period.

Alongside this, JELD-WEN continues to advocate the 'Golden Thread' approach to ensure the traceability of doorsets throughout their lifecycle. We support this not only with our rigorous testing and certification but also with the individual labelling of doorsets so that key information is easily available during maintenance or replacement work. We would advocate that this becomes a regulatory requirement in the near future.

In the meantime, our hope is that other manufacturers go beyond compliance in this remit to ensure better traceability, transparency and, in turn, accountability across the board.



# SECURESET: SOLID, SAFE AND SECURE

In March 2022, JELD-WEN launched SecureSET – a breakthrough doorset solution that has been specifically designed to help social housing providers raise security and fire safety standards.

Ensuring the ultimate all-in-one solution for superior protection against crime, fire and smoke, a SecureSET flat entrance doorset features a solid timber core door leaf with integrated intumescent and smoke seals within the frame, combined with security rated hinges, multi-point locking system and an optional letter plate.

The SecureSET range is dual certified to provide 30-minute fire, smoke protection and security protection as listed under the CertiSecure (CS5059) and (CF5965) certification schemes. As such, it provides full compliance with the PAS24 security standard, BS476:22 fire resistance and BS476:31 smoke penetration, and achieves Secured by Design accreditation. This sits alongside full compliance with Approved Document M, B, E, L and Q of the Building Regulations.

Style is accounted for too. Available in popular moulded and laminate designs, SecureSET can be suited to other doorsets within a property to offer a co-ordinated and high-quality look throughout.

Flexibility is another benefit, with customers able to choose from a wide range of standard and bespoke made-to-measure sizes, and modular 30-minute fire rated and PAS24 side and top light unit options.

This major launch follows a recent six-figure investment in testing infrastructure to ensure the absolute highest standards are met.





# CONCLUSION

**Our homes should be places we feel safe and secure, somewhere we can unwind, switch off and feel adequately protected from the risk of intruders.**

Yet, the risk of a burglary – a particularly traumatic crime, which can have a devastating and lasting effect on its victims – remains as prevalent as ever.

At the same time, burglars and the techniques they use are becoming more sophisticated and effective, while the early indicators suggest the escalating cost of living crisis could cause UK house burglaries to increase.

Fortunately, secure doorset design and installation can provide part of the response and, when done correctly, can make a significant impact in deterring or preventing the risk of a burglary. It is fundamental, however, to tackle the installation qualification gap, address maintenance challenges and promote a much greater level of awareness of security risks amongst residents.

Looking to the future, along with the recommendations presented in this paper, JELD-WEN's hope is that Building Regulations evolve to become tighter, evolves to pay due diligence to replacement doorset products and leverages the insight and ambition that is clearly evident within the sector. As an industry, we must also continue to forge deeper collaboration and share innovation to support best practice and drive change.

Together, our hope is that we can create a future where dual certification is the norm and each SBD approved doorset is installed, used and maintained as intended each and every time, helping to turn the key towards a new chapter of enhanced security and better protection for all.





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