

making**singapore**safe

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Thirty Years of the National Crime Prevention Council

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Thirty years is generally considered a generation, when children grow up, become adults and have children of their own.

Crime prevention in Singapore is not the work of one generation, but many.

There are the volunteers who pound the beat alongside police officers, routinely risking their own lives to assure the safety of those they protect.

There are the residents who gather to patrol their own neighbourhoods and keep an eye on each other’s families and properties.

There are the corporations and individuals whose donations make crime prevention education possible.

And there are the “instant” volunteers — civic minded people who step up to the plate to stop a crime or help a victim in distress.

All their contributions help to keep us safe.

This book is dedicated to all of them.

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MESSAGE



MR. LEE HSIEN LOONG
Prime Minister of Singapore

When we set up the National Crime Prevention Council 30 years ago, we hoped to change mindsets and encourage the private and people sectors to take more responsibility for preventing crime.

Ever since, the Council has worked closely with the Police, industry and grassroots organisations to equip Singaporeans with the knowledge to prevent crime, plus the skills to become crime prevention ambassadors themselves.

From the Neighbourhood Watch Zones to the Community Safety and Security Programme, we have created a movement of volunteers with the passion to help fight crime, who put their heart and soul into keeping their community safe and dream up new ideas to energise more to join their cause.

This is an excellent example of active citizens partnering the Home Team, giving Singapore many years of good security and one of the lowest crime rates in the developed world.

I congratulate the National Crime Prevention Council on 30 years of making Singapore safe. This anniversary book captures the Council's history and contributions and is a fitting tribute to the Council's critical role in preventing crime in Singapore.



MESSAGE

MR. TEO CHEE HEAN

Deputy Prime Minister
Coordinating Minister for National Security
& Minister for Home Affairs
Patron-in-Chief, National Crime Prevention Council

Singapore's success in keeping crime low is due not only to an effective and professional Police Force but also to a supportive public reflected best in the longstanding partnership between the Police and citizens in a body such as the National Crime Prevention Council.

Council members have served with quiet dedication, acting as a bridge between the Police, and the private and people sectors. The Council helps the Home Team reach out to and engage different segments of the community — including senior citizens, youths and foreign workers — in working together to prevent crime.

Looking ahead, we will face new transnational threats from organised crime and in cyberspace. New approaches and methods will be needed to deal with these new challenges alongside the current crime and ongoing security threats. Only with an informed and engaged community will we be able to reach consensus on how we can continue to keep Singapore a safe and secure home for all.

The consultative forum that the National Crime Prevention Council provides on issues of law and order has been very useful for forging public consensus as well as providing feedback to the Home Team on regulatory issues. It will have to continue to play this crucial role.

Singaporeans should also join me in thanking the volunteers who make up the Council. Their collective contributions are celebrated here. They are truly an invaluable part of the Home Team family, helping us to shoulder the mission of keeping Singapore safe and secure.



FOREWORD

DR. SHAW VEE MENG, *PBM*
Patron, National Crime Prevention Council

I am delighted to offer my support and congratulations in this milestone year of the National Crime Prevention Council's 30th Anniversary.

Since 1981, members of the Council, past and present, have been fully committed to the promotion of crime prevention in Singapore. I joined the National Crime Prevention Council as a member in 1983 and am honoured to be made the Patron since 2005. The Council has come a long way since it began three decades ago, and this cannot be possible without the many individuals and organisations who believed in our mission and came forward to provide assistance as well as advice.

This book commemorates and records the National Crime Prevention Council's developments and accomplishments over the past 30 years. The fight against crime has been and will continue to be challenging but I am confident that the Council will remain committed and determined to forge ahead.

I wish staff, members, partners, donors and supporters of the Council a meaningful 30th Anniversary, and look forward to even more milestones being achieved in the coming years. To the people who have built and sustained this dynamic and valued organisation over time — congratulations on a job well done.



PREFACE

MR. TAN KIAN HOON

Chairman, National Crime Prevention Council

As the National Crime Prevention Council celebrates its 30th Anniversary, I am again reminded of the strong foundation my predecessors and past councils had laid for NCPC.

Over a span of 30 years, council members have been contributing ideas and solutions. They have sacrificed invaluable time to fulfill the mission of NCPC in keeping the crime rate low in Singapore.

The publication of this book is a meaningful way to commemorate the first 30 years of NCPC's work. It will bring back special memories for the many individuals whom NCPC has had the privilege of working with. This book is also a testimony and reminder of the fact that crime prevention is a shared responsibility.

The role of NCPC has evolved over the decades, with the population growing from over 2 million to now over 5 million. In 2002, as the newly appointed Chairman of NCPC, I launched the Crime Prevention Ambassadors (CPA) scheme for senior citizens. It quickly became an effective means of equipping elderly Singaporeans with practical crime prevention tips. The success of this scheme eventually led to the launch of NCPC's CPA programme for youths and foreign workers.

The pervasiveness of IT, Internet and social media have and will continue to bring about new and more challenges. The evolution of the Neighbourhood Watch Zones and Community Safety and Security Programmes are a reflection of the changes needed to engage with and involve the community. My fellow council members and I agree that our work is always on-going but truly satisfying.

I would like to record my sincere thanks to our partners, sponsors and volunteers who have worked with NCPC over the last 30 years. I acknowledge and thank our council member Ms Susan Sim, Chairperson of Research Committee, for her effort, time and devotion in the research and writing of this book.

NCPC will continue to work closely with all stakeholders to tackle crime together in an ever-changing security landscape. We need to take stock, re-look and think ahead of those with criminal intent. There is also a need to benchmark with best practices world-wide so that we can strive to remain effective. The how-to will come naturally once all stakeholders are convinced that they are the ones who, in the end, stand to gain in successful crime prevention efforts.

HAPPY 30TH ANNIVERSARY, NCPC!



1

A Bold Social Experiment

FEAR OF RISING CRIME

THE 1980s began on a note of grave disquiet for those responsible for the policing of Singapore. Crime rates were up. Police morale was down. Social controls were slipping as urbanisation gained pace.

“Let criminals be shamed in public, says minister”, screamed a newspaper headline in June 1981. Newly appointed Minister for Home Affairs, Mr. Chua Sian Chin, told Singaporeans that crime could not be eradicated unless its root cause — falling moral standards — was tackled head-on.

“We must immediately arrest this downward slide of our moral standards and norms of good social behaviour. We must reverse this trend by mobilising public opinion to create a social ethos in Singapore, wherein those who violate accepted codes of conduct are frowned upon and wrong-doers are made to feel a deep sense of shame for their misdeeds.”¹

Finding such a long-term solution to the problem of crime would be one of the major challenges of the National Crime Prevention Council that was to be launched on 4 July 1981, Mr. Chua promised.

The new Council would also help build close ties between the public and the Police.

But while the Singapore Police Force was viewed very favourably by the majority of people, the Police as an institution was then in poor shape.

Police morale was so low that in 1980, the Prime Minister sent in a team of systems engineers led by Deputy Prime Minister Dr. Goh Keng Swee to study the problem. Their report led to sweeping changes.

“For many reasons, they were demoralised,” Permanent Secretary Cheong Quee Wah, who was sent in to revamp the Police in 1981, recounted in an Oral History interview.²

The military was upgrading its equipment. But “the Police was not able to get financial support even for replacement of the patrol cars ... They were still driving the old cars around, trying to catch those who drove fast cars.”³

Teachers and nurses were getting salary increments, but not the Police, whose salaries remained low. Promotion prospects were poor. Good officers resigned. Few wanted to join the Police Force.

Recruitment standards were so low that until 1980, almost anybody who wanted to join the Force was accepted. Professionalism went down.

Not surprisingly, there was little rapport between the Police and the public. The Police were to be feared. The man in blue was a favourite bogeyman of exasperated parents, who told their children the Police would arrest them if they were naughty.

A survey of crime prevention behaviour and attitudes of the public in 1981 showed a strong fear of crime. On two key indicators commonly used by criminologists to measure fear of crime — feeling unsafe walking alone after dark and worrying about becoming a victim of crime — 51% said they worried a lot about victimisation and only 60% said they felt reasonably safe walking alone anywhere in Singapore at night. Half thought crime in Singapore was “really more serious than most people think it is” and another 87% wanted more police patrols to prevent crime.⁴

But the public realised even then that it too played an essential role; 80% of respondents affirmed that they would furnish information to the Police to assist in the arrest or conviction of criminals. One third voted for improvement of co-operation between the Police and public as the most urgently needed approach to preventing crime. For most respondents, it was a far more

30 YEARS AGO . . .

“There are developments in our fast changing society and environment that will always push the crime rate up. With urbanisation our people tend to develop a rather faceless, impersonal and even perfunctory relationship with each other. It lacks the warmth, concern and cohesiveness of the old traditional communities, whether in the village or parts of our old city. The break-up of the extended family units has loosened family ties. The elders in the family have now less opportunity to bring their influence to bear upon the younger family members and to inculcate in them the values and norms of good social behaviour of our Asian cultures. With growing prosperity we see sections of our population being afflicted by the “get rich quick” syndrome. This is manifested by the long queues for applications of new share issues or for booking private housing or shopping units, not for investment but in the hope of making quick and easy money. All these indicate that there is a general lowering of our moral and social standards.”

Mr. Chua Sian Chin, Minister for Home Affairs,

at the Opening of the National Crime Prevention Campaign and Exhibition, 1 June 1981

important priority than strengthening moral education in schools, improving the quality of the Police, or playing down the importance of materialistic gains in life.

With population density shifting to the Housing and Development Board (HDB) estates, a new approach to policing the emerging heartlands was required. In June 1983, the first Neighbourhood Police Post (NPP) was opened in Toa Payoh, heralding a new era of community policing inspired by the Japanese *koban* system. The policeman was now not just a law enforcer, but also a friend rendering assistance to the community.

Yet crime rates continued to rise through the 1980s, peaking in 1988, when the rate per 100,000 population hit 1,643, the highest it has ever been.⁵

Three decades on, crime rates have been halved, from 1,310 per 100,000 population in 1984 to 650 per 100,000 population in 2010. (What do these rates mean? See Chart No. 1 on page 25.)

Public confidence in the Police is rock solid. In the large scale Sample Household Survey carried out by the HDB in 2008, the Police Force was most trusted among the formal institutions, such as law courts, religious institutions and government agencies, that residents placed high confidence in. The top score suggests residents are comfortable turning to the Police

for help and perceive it as doing a very effective job.⁶

Global business leaders like this. In the 2010–2011 Global Competitiveness Report prepared by the World Economic Forum, respondents ranked crime and theft, along with government instability, as among the least problematic factors for doing business in Singapore.

A 2010 survey of 3,400 international business and leisure travellers by the FutureBrand global consultancy in partnership with BBC World News ranked Singapore the safest country in Asia, behind only Switzerland and the four Scandinavian countries, but ahead of Japan.⁷



Police service at your door — one of the strategies of the Neighbourhood Police Post system to help improve Police-community relations and increase public participation in the fight against crime.

TODAY ...

“ Our communities possess an in-built ability to discourage deviance and to maintain order. Our communities — with their shared values, established norms of behaviour, and bonds of cooperation and trust built over successive generations — are the greatest vaccine against crime and wrong-doing. Partnering with the community is central to the successful policing of Singapore. Without public confidence in the Police and community participation in crime prevention, Singapore cannot hope to be even half as safe as it is.

The World Economic Forum, in its latest Global Competitiveness Report 2010-11, ranks Singapore as the third most competitive economy in the world, behind Switzerland and Sweden ... The WEF also collected data on areas specifically related to crime and public order. Respondents were asked to what extent the Police can be relied on to enforce law and order. Singapore ranks second in the world for this measure, behind only Finland.”

Commissioner of Police Ng Joo Hee
Singapore Police Force Annual 2010



Policing with the Community: Grassroots initiatives like Citizens on Patrol help make Singapore one of the safest countries in the world.

Thirty years ago, faced with rising crime and a fearful public, the Home Affairs Minister challenged Singaporeans to create a social ethos of close cooperation between the public and the Police to deter criminals and prevent crime.

Today, we celebrate the strong community partnership and sense of public spirit that has allowed the Police to proudly proclaim that for the past five years, 4 in 10 arrests for major crimes have been with the help of ordinary members of the public. It is an achievement that never fails to amaze his foreign

counterparts, says Mr. Wong Kan Seng, Minister for Home Affairs from 1994 to 2010: “They were quite amazed that the public is willing to help the Police stop a crime. Even when a crime is being committed, they are willing to risk themselves to solve the crime. So when I tell my foreign counterparts this, they say, hey, we don’t see that in our country.”⁸

What changed in the last 30 years? And what part has the National Crime Prevention Council played in making Singapore one of the safest cities in the world?



Captain V, a mascot that was used in 1985 to urge the public to work with the Police to fight crime.



Mr. Sugino Kazuo
Secretary-General of The Japanese Association in Singapore
Member of the National Crime Prevention Council since 2004
Council Treasurer, 2007–2011

“ The Japanese community and other expatriate communities enjoy the high standard of security here, they feel very much free and comfortable moving around in Singapore. It is fundamental for attracting investors to come here and to bring their families to live here. Without this high standard of safety and security, the Singapore economy will be very much affected. ”



Mr. Liam Wee Sin
Chief Operating Officer, United Overseas Land Group Ltd
Member of the National Crime Prevention Council since 2003

“ I believe that Singapore’s image and reputation as a relatively crime-free country for living and conducting business is in part due to our tenacious efforts in crime prevention. Perpetuating a community-wide culture of crime prevention and awareness has definitely boosted investor and business confidence in Singapore, in turn enhancing Singapore’s competitive edge in the global economy. ”

“Low Crime doesn’t mean No Crime” ... But It’s Never Been High Either

SINGAPORE CRIME STATISTICS are compiled from reports to the Police, which publish the data annually online on www.spf.gov.sg. In terms of total crimes reported, the count has never exceeded 50,000 in any single year. The highest number of cases ever reported was 46,753 in 1988; the lowest recorded was 25,356 in 2001.

The incidence of violent crime is also very low. In 2010, violent crimes such as robbery, murder, assault and rape accounted for less than 15% of all cases reported. The main crime classes are theft and commercial crimes. Thefts from shops, dwellings and motor vehicles, snatch thefts and car thefts collectively accounted for 59% of all cases reported in 2010. Cheating offences, including impersonations and scams, was number two at 11.3% of all crimes in 2010.⁹

How do these statistics stack up against other

developed countries? To enable international comparisons, crime rates are measured using total population as base. The Department of Statistics counts total population as Singapore residents and foreigners staying in Singapore for at least one year.

In the early 1980s, our crime rate surpassed Japan, widely lauded then, as now, as a developed industrialised country that bucked international trends in rising crime patterns. But by 2000, Singapore’s crime rate had fallen to 720 per 100,000 population, whereas Japan’s was hitting a record high of 1,925.5. Both countries have since experienced falling crime rates. Japan’s crime rate in 2009 was 1,335.7 per 100,000 population, of which thefts accounted for 76% of all crimes.¹⁰

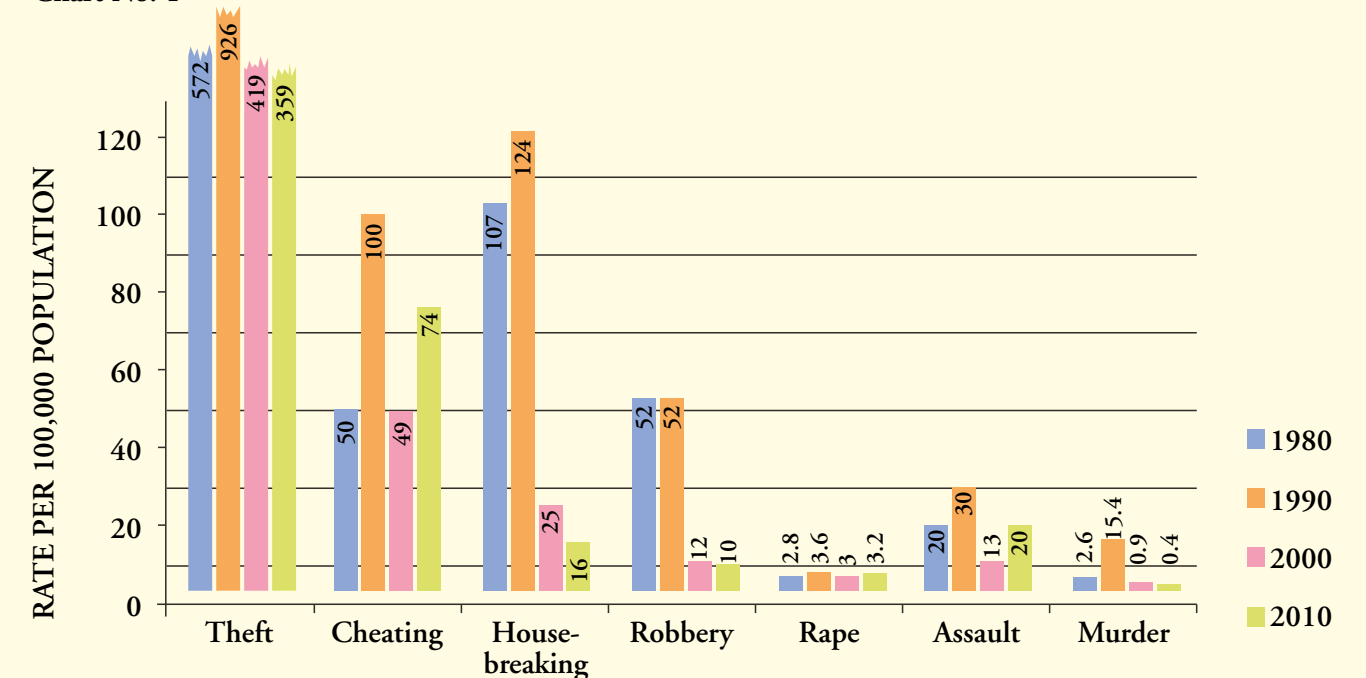
Singapore, on the other hand, is now in its 12th consecutive year where the crime rate has remained below the 1,000 crimes per 100,000 population mark.

Comparisons of crime trends are often invidious because of differences in crime recording practices. However, major offences such as robbery, murder and housebreaking tend to be reported in most developed countries. It is thus possible to draw a meaningful picture of underlying crime trends by comparing specific major crimes across countries

recorded by the United Nations in its Annual Crime Surveys. As Chart No. 4 on page 27 shows, the incidence of violent crime in Singapore is very low compared to Western countries such as the United States, England and Finland, but we are more prone to robbery than Japan.

Crime Rates for Major Offences in Singapore (1980–2010)

Chart No. 1



Overall Crime in Singapore (1984–2010)

Chart No. 2

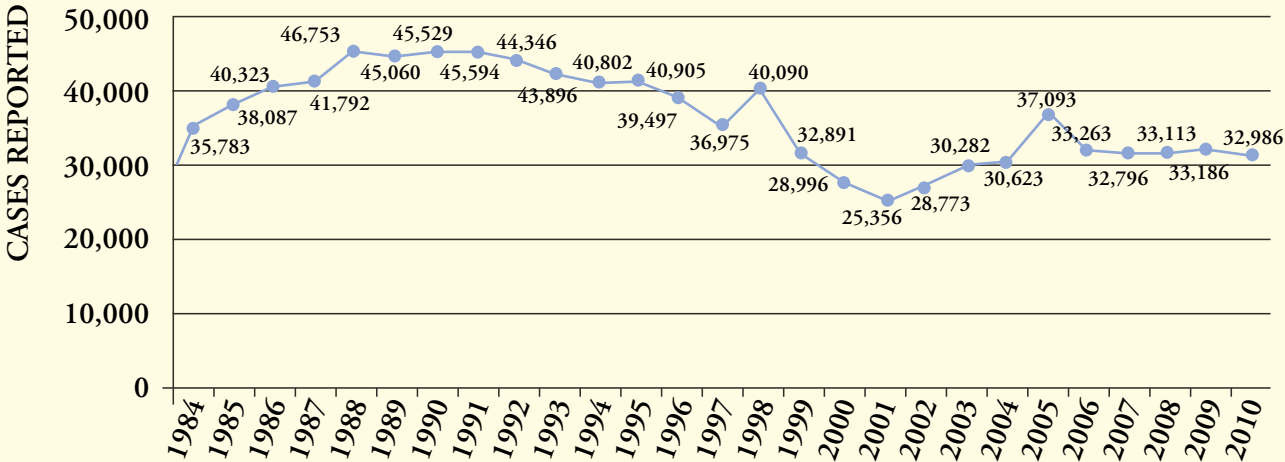
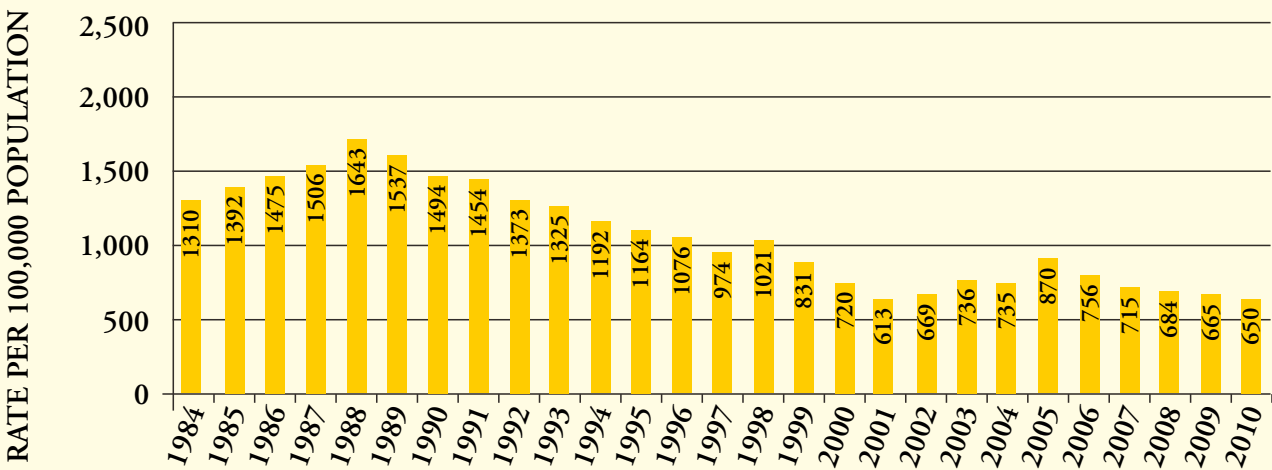


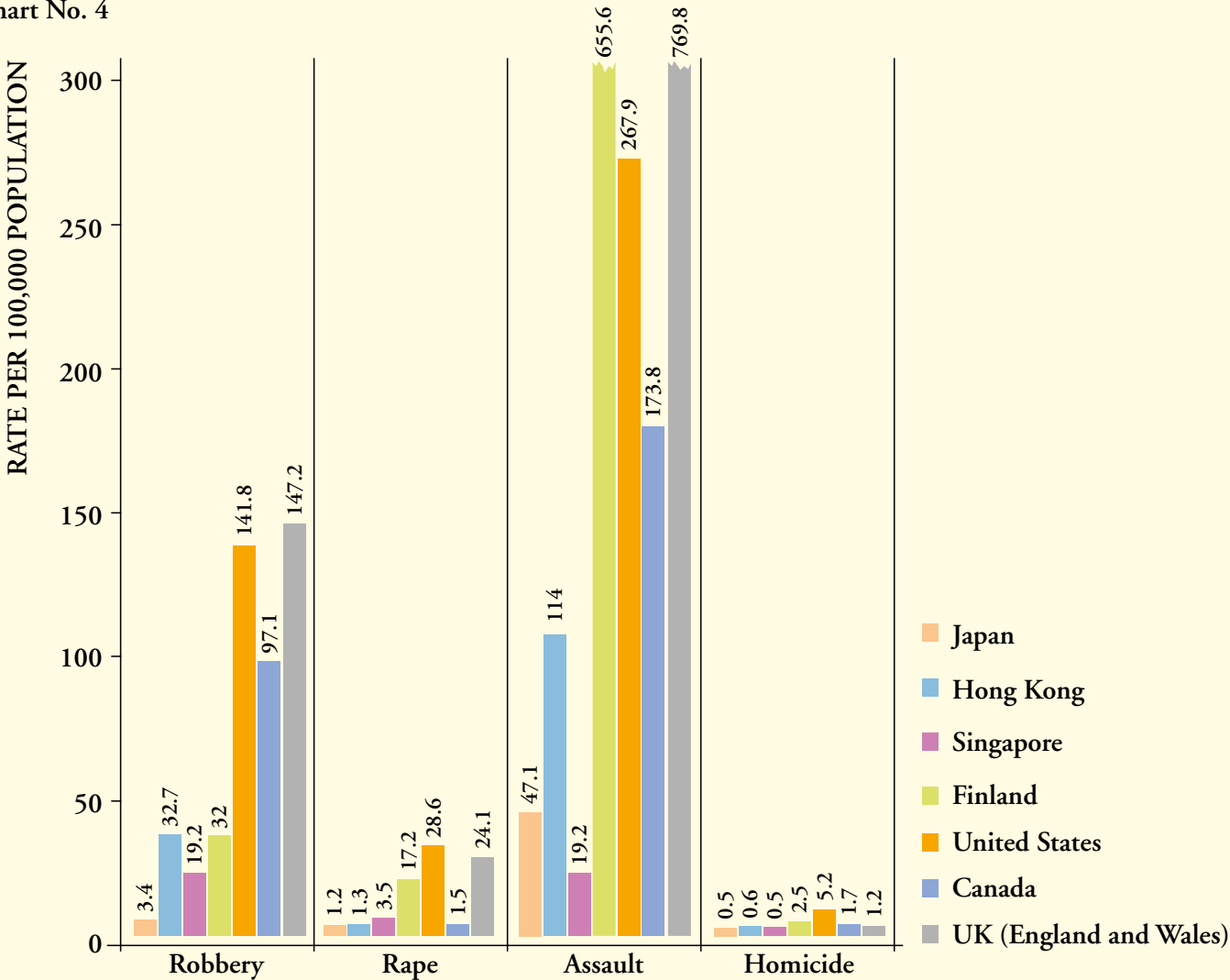
Chart No. 3



Note: Data before 1984 is not included, as total sizeable offences rather than total cases reported was used to calculate crime rate in the preceding years.

Crime Rates for Major Offences by Country, 2008

Chart No. 4



Note: The latest statistics for Hong Kong are for 2004.

HARNESSING THE COMMUNITY

WHAT TOOK PLACE in the early 1980s was a very fundamental change in the philosophy of policing in Singapore. The Singapore Police had been holding crime prevention exhibitions since 1968. But when the crime rate suddenly jumped by 25% in 1979, and by another 18% in 1980, especially in the “preventable crimes” of robbery, housebreaking and theft, new measures to control crime became urgent. The Police took “a real hard look at” its policing doctrine and, backed by the political leadership, embarked on a dedicated effort to “harness the community” in fighting crime, recalls Prof. S. Jayakumar, who became Minister of State for Home Affairs in September 1981, and took over from Mr. Chua in 1985.

“We don’t only mean in terms of the residents in HDB estates but also how do we harness the private sector? We had to reach out also to the shops, hotels, and other enterprises and show them that there are certain things that they themselves could also do. In other words, don’t automatically rely on the Police to do everything. There are certain self-help measures, some basic things you can do in terms of systems, in terms of precaution, that you can take to assist in reduction of shoplifting and so on.”¹¹

In 1981, the Police launched two initiatives:

1. Introduction of the Neighbourhood Watch Scheme (NWS) in June 1981
2. Launch of the National Crime Prevention Council (NCPC) in July 1981

These were initiatives designed to encourage the public to get away from “the Police has to do his job and the rest of us have nothing to do with it” mindset, notes Prof. Jayakumar.

“You notice around that time we kept highlighting and publicising instances where crimes were solved with the help of the public. In fact we were monitoring this. Mr. Chua and I used to get monthly statistics of crimes that had been solved with assistance from members of the

public, particularly where members of the public went out of their way to help nab, chase after snatch thieves or suspected molesters who tried to flee; passersby and good Samaritans who helped to call the Police.”

Indeed improving public cooperation with the Police had been a recurrent theme in Minister Chua Sian Chin’s public speeches as far back as 1973, when he began his 12-year stint as Minister for Home Affairs.

Assisting the Police was not only the civic duty of the citizen, but also “in his own personal interest”, Mr. Chua warned in 1973 with his usual hard-hitting candour. “If every citizen were to be only concerned and pre-occupied with his own affairs and does not bother to call the Police if he were to see his neighbour being assaulted and robbed, then crime must flourish to the detriment of every law-abiding citizen ... If you want your neighbour to come to your assistance in times of need you must in turn be prepared to come to his aid when he needs it.”¹²

In October 1981, Mr. Chua took the search for a comprehensive strategy further. Impressed with the low crime rate in Japan, he led a small group of police officers to Japan to study its *koban* policing system. A month later, he invited a Japanese police study team to spend two weeks here studying how the *koban* system might be successfully implemented in Singapore.¹³

SINGAPORE GOVERNMENT PRESS RELEASE

Speech by Mr. Chua Sian Chin, Minister for Health and Home Affairs, at the opening ceremony of the Open House Programme at Beach Road Police Station on 30 March 1973 at 7.30 p.m.

6. Assisting the Police is not only the civic duty of the ordinary citizen but it is also in his own personal interest. If every citizen were to be only concerned and pre-occupied with his own affairs and does not bother to call the Police if he were to see his neighbour being assaulted and robbed, then crime must flourish to the detriment of every law-abiding citizen. Many often forget that there might just be the one time that a neighbour's call to the Police would save his property or even his life. Therefore, if you want your neighbour to come to your assistance in times of need you must in turn be prepared to come to his aid when he needs it. It has been shown that in a neighbourhood where the residents know each other and are co-operating in a joint effort to keep down crime, the whole neighbourhood becomes a more secure place to live in.

7. It has often been said that people turn a blind eye to crime even when they see it being perpetrated because they do not want to get "involved". This attitude of mind is alright in a Colonial society where everyone is for himself. But in an independent Singapore whose very survival is dependent on the effort of its own people, everyone of its citizens must be involved in maintaining its well-being. By ringing the police and coming forward with valuable information does not involve a citizen with much time and effort. Getting the police to the scene of the crime early can prevent a great deal of pain and suffering and even save someone's life.

“ We went over to Japan to study the *koban* system, and I remember one *koban* officer telling us that if parents bring a little kid saying their pet cat has gone missing, and the child is crying because of the missing pet, the police officer has to drop whatever he's doing and try his utmost to try to find the cat. Because if he succeeds, he has won over that family, and the child and parents would consider policemen as friends. That story had a big impact on me because it encapsulates this whole thing about community policing.

In other words, it's not the criminal, the offender against the Police, but rather the Police and the community on one side against the offender. So that story encapsulates the Japanese philosophy that policemen are not part of an alien outfit but part of a community and his job is to get to know the city organisations, the residents and the people within the precinct. So he's a friend, he's part of the landscape, he's part of us. So if something strange happens, it will be second nature for people to cooperate as their interests are the Police's interests.”

Prof. S. Jayakumar
Minister for Home Affairs (1985–1994)

RADICAL NEW STYLE OF POLICING

By 1983, the Police was ready to implement what Minister Chua Sian Chin called “a radical change of doctrine and style of policing”.

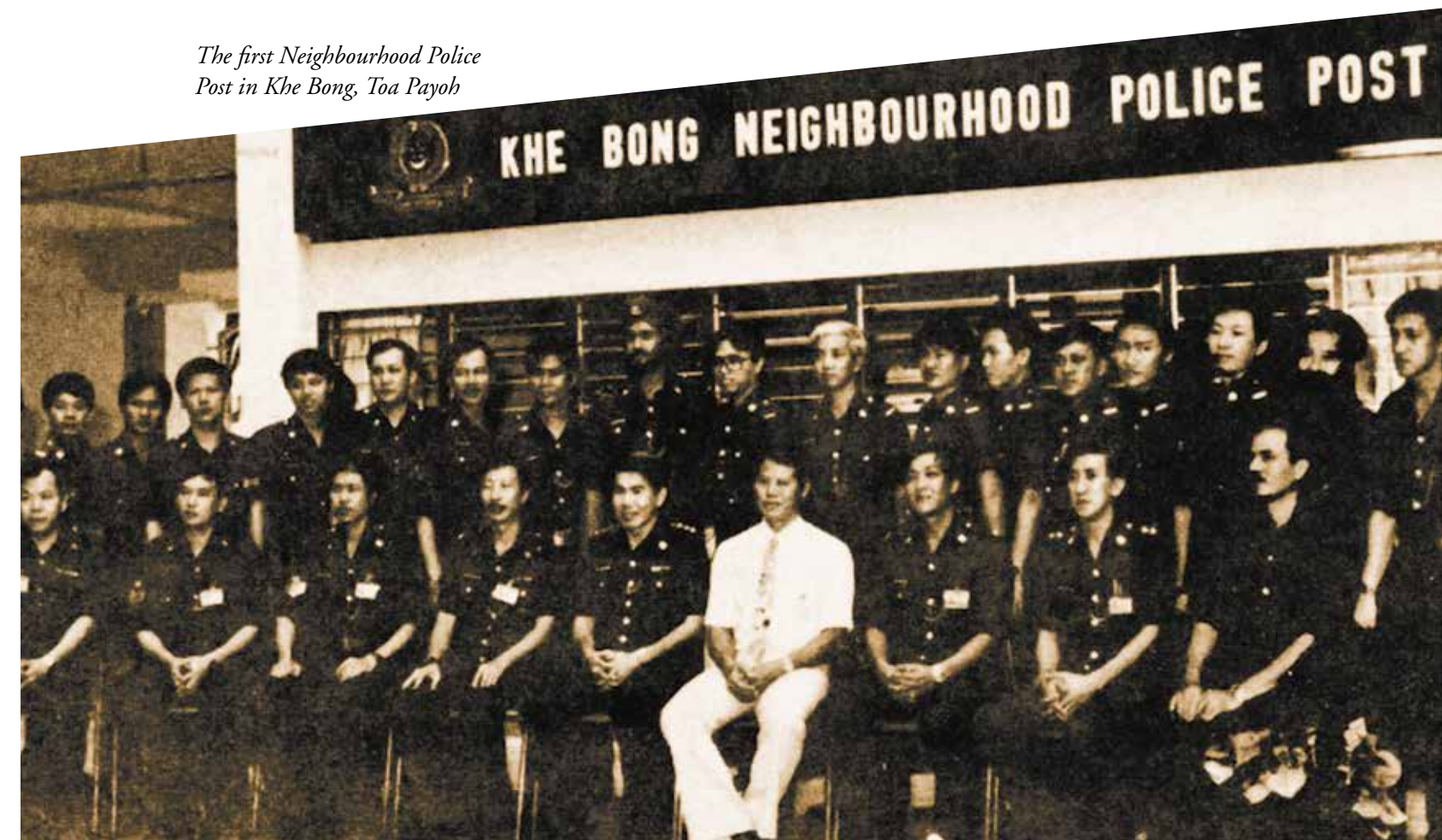
The first Neighbourhood Police Post (NPP) was rolled out in June 1983 in Khe Bong in the new Toa Payoh housing estate. By the end of the decade, there were 90 NPPs throughout the island as the public responded positively to the idea of having a policeman literally at the foot of the block.

Policing in Singapore was no longer just about enforcing the law and catching criminals, but rendering service to the public. The neighbourhood policeman’s job was to get to know his residents well. He not only visited homes and offices to provide crime prevention advice, but also performed time-saving services like recording change of addresses on national identity cards. He was the friendly face you called if a thief snatched your radio from an open window or your neighbour threw water onto your drying laundry from his flat above.

But community policing, Singapore style, was designed to do more than institutionalise the image of the Police as friends. As one of the foremost experts on modern policing, Prof. David Bayley, wrote in the *Police Life Annual* in 1983: “In the end, the great virtue of Neighbourhood Police Posts is their adaptability, their capacity for responding to needs articulated by local committees. They are put into neighbourhoods to grow with neighbourhoods, interacting with people over time to create new levels of safety and security.”¹⁴

This community-oriented policing has evolved over the last 30 years. But although the network of NPPs has succeeded in weaving a fabric of trust between the public and the Police, it is the complementary work of the Residents’ Committees, the Neighbourhood Watch and the National Crime Prevention Council that have collectively built a culture of self-help empowering Singaporeans to take responsibility for securing their own communities, whether from criminals preying on the elderly or terrorists seeking to build bombs.

The first Neighbourhood Police Post in Khe Bong, Toa Payoh



4 JULY 1981: A NEW PHASE IN CRIME PREVENTION

THE NATIONAL CRIME PREVENTION COUNCIL was launched on 4 July 1981 with four objectives designed to establish it as the key coordination body for raising public awareness and adoption of effective crime prevention measures:

- (1) To promote public awareness of and concern about crime and to propagate the concept of self-help in crime prevention
- (2) To study, develop and improve crime prevention measures suitable for adoption by the public
- (3) To recommend, encourage and promote the adoption by the public of such measures
- (4) To co-ordinate the efforts of other interested organisations

But Home Affairs Minister Chua Sian Chin had much higher expectations than propagating the concept of self-help in preventing crime. Inaugurating the Council at the Hyatt Hotel that day, he exhorted members to take a long-term view. Sharing crime prevention techniques was not enough.

The real challenge was to create a social ethos that would “bring people closer together by forging common bonds on the basis of their identity of interests. It must be based on the principle that group interests be placed above individual interests. Only with such a group identity firmly established will the social pressure exerted by the group on a wrong-doer to deter him from repeating his offence be effective”.

Mr. Chua decried crime prevention measures that encouraged people to go their separate ways such as locking themselves up in their own homes. These were but temporary palliatives that would end up undermining the efforts to create a desirable social ethos, which was crucial not only to keep crime down but also to sustain the general well-being of the Singapore nation.

Otherwise “we would end up with a society which is either over-policed or where law and order has broken down”.¹⁵ He set the Council three “short term” tasks:

1. Use its influence to persuade the building industry to pay more attention to the provision of minimum

security standards in the design of buildings, particularly commercial and office buildings.

2. Persuade the insurance industry to seek agreement among all insurance companies not to issue insurance policies indiscriminately, to only provide coverage on the condition that minimum security standards are maintained by the insured.
3. Try to raise the professional standards of the services provided by the security agencies, by persuading the commercial firms who employ these agencies that in the long run it is worthwhile to pay more for such services and get better security.

The Government could of course have legislated or regulated these measures into place. But in an interesting twist to the concept of pressure group lobbying, Mr. Chua suggested that the Council was an experiment in seeing if Singaporeans could be persuaded to accept measures not through force of law, but through persuasion based on the merits of the case. “We can then be assured of a more conscientious response and avoid a perfunctory implementation.

“The Council so constituted is in the best position to obtain the voluntary acceptance by the majority of firms in the industries concerned.”

The record so far:

- In 2003, the NCPC issued the *Crime Prevention through Environmental Design Guidebook* as a reference for planners, building professionals, security agencies and homeowners to incorporate suitable crime prevention and security measures in their planning and design of their building and infrastructure projects.
- The Minister's wishes could not be forced upon the insurance industry given the *laissez faire* nature of the market, but his message was circulated to all members of the General Insurance Association, who were urged to bear in mind their social responsibility and what each could do by way of judicious underwriting to contribute towards a safer environment in terms of crime prevention. By and large, says former GIA President Hwang Soo Jin (who was the first NCPC Deputy Chairman), insurers are careful in not indiscriminately providing covers, especially in the areas of (a) Fire safety at home and at work place; (b) Road safety; (c) Crime prevention for homes, commercial premises and industrial premises; and (d) Industrial safety.¹⁶
- In its first Public Seminar on Crime Prevention in 1984, the Council advised companies and estate

management committees to hire properly trained security guards. But it could not mandate the level of professional training they should receive. Indeed, the costs involved meant that it was only in the heightened security environment post-911, that the Government could introduce mandatory training for security officers (SOs) in June 2005. Four years later, the Private Security Industry Act was operationalised in April 2009, requiring all SOs to be licensed and to carry a common identification card.

Mr. Chua's 1981 short-term tasks "for this new phase in which the public will play an increasing role in crime prevention" were perhaps more visionary than practicable for a non-government organisation. But what the Minister did set in motion 30 years ago was a search for a sustainable framework to balance the often competing needs of the law and order imperatives of the regulator, the commercial interests of industry, and the rising expectations of Singaporeans for a higher quality of life. The National Crime Prevention Council was perhaps the first working prototype of a successful tripartite partnership that now characterises much of how Singapore regulatory agencies, including the Police, carry out their work in consultation with industry and the public.

For the Singapore Government, this tripartite framework has gained increasing salience in developing strategies for engaging the private industry and the public to take greater responsibility for social control and national security issues as key stakeholders. The private security industry, for instance, has become a crucial partner in providing manpower to safeguard key installations against terrorist threats. The physical protection services that armed auxiliary guards from Certis Cisco and Aetos Security firms provide have made it possible for Singapore to stage large-scale events like the F1

and Youth Olympics without massive increases in the size of the Police Force. Today, many private security firms provide the guards who patrol the perimeter security and man the security control rooms of government buildings and commercial enterprises. A legally binding code of conduct to raise the standards of behaviour of such private guards has become crucial and it was a tripartite partnership between the Ministry of Home Affairs as regulator, security practitioners and key buyers of security services who together developed the code as well as strategies to enhance the professionalism of the industry.

“The NCPC was formed before I became a Member of Parliament. But I thought then that it was a very interesting way, very innovative way of engaging the community, getting prominent people, getting active people who want to play a role in crime prevention, involved. In other countries that would be very much left to the Government or the Police. But in this instance, the Police initiated it and they found a group of volunteers who are business leaders and professionals, to come in and set up a council whose job is to promote crime prevention and complement the work of the Police. I thought it was a very good idea.

“Because of their experience, the Council members are able to draw on resources from many sectors. So when you get people from the businesses — and it's not just one type of business or industry — you draw on the experiences of people from different industries, and depending on the kind of problems they face, they get the right volunteers.”

Mr. Wong Kan Seng
Minister for Home Affairs (1994–2010)

THE FIRST COUNCIL MEMBERS

SINGAPOREANS first learnt of the proposal to set up a National Crime Prevention Council in the Minister's Addendum to the President's Address at the opening of the 5th Parliament on 9 February 1981.

The Council would consist of influential representatives from the commercial, manufacturing, construction and insurance sectors, the security industry, the Police and the Ministry of Home Affairs, the statement said.

Internal memos show this structure was modelled on the Home Office Standing Committee on Crime Prevention set up in the United Kingdom in 1967 "to enable representatives of commerce and industry to discuss problems of crime prevention, and to make recommendations". This Committee had been successful in negotiating with the motorcar industry to fit all new motorcars and light vans with anti-theft devices beginning in 1970.¹⁷

With Minister Chua Sian Chin himself taking an active interest, it was decided the following bodies would be represented on the Council:

- NTUC
- General Insurance Association of Singapore
- Singapore Institute of Architects
- Singapore Hotel Association
- Retail Merchants Association
- Association of Banks
- Singapore Manufacturers' Association
- Goldsmiths & Jewellers' Association
- Ministry of Home Affairs
- Singapore Police Force
- Residents' Committee Central Secretariat, Prime Minister's Office

As for the NCPC Chairman, Mr. Chua stressed that he should be "a capable person, with sufficient drive to ensure that the NCPC play an active role, in assisting the Ministry on crime prevention measures".

Mr. Hwang Soo Jin recalls being asked by Mr. Chua if he would be the first NCPC chairman. But he declined because he had other commitments, being the Deputy Speaker of Parliament and Chairman of the Public Accounts Committee of Parliament, as well as being active in the General Insurance Association. But he was persuaded to take on the Deputy Chairmanship "on account of the very close relationship between the insurance industry and the Police Force".¹⁸



The NCPC logo was designed by Mr. Thomas Koh, the Art Director of Grant Kenyon and Eckhardt Pte. Ltd, an international advertising and public relations firm, which provided his services free of charge. Introduced to the public on 27 March 1982, it gave the NCPC visibility and immediate recognition value. With the addition of the name "National Crime Prevention Council" in 1983, the logo has remained largely unchanged over the last 30 years, except during the 20th and 30th anniversary years, when dates were added.



Mr. Michael Yeo
Chairman of the National Crime Prevention Council, 1985–2002
Member of the National Crime Prevention Council, 2002–2007

“ We were all new to crime prevention work. It was clear the Council had the backing of the Police and the unstinting support of the Minister. But they gave us a free hand to explore programmes. We brought the private sector way of doing things — less regulation, not constrained by rules and regulations. But we were very impressed by the dedication of the police officers, who took the problem very seriously. There was no interference by the Ministry, so as Council Chairman, I felt an even heavier responsibility to get results. When the public started coming forward to help the Police, we could say it was the indirect result of the NCPC’s work and programmes like Crime Watch. It was a very rewarding experience.”

“ The NCPC is both message and medium.”

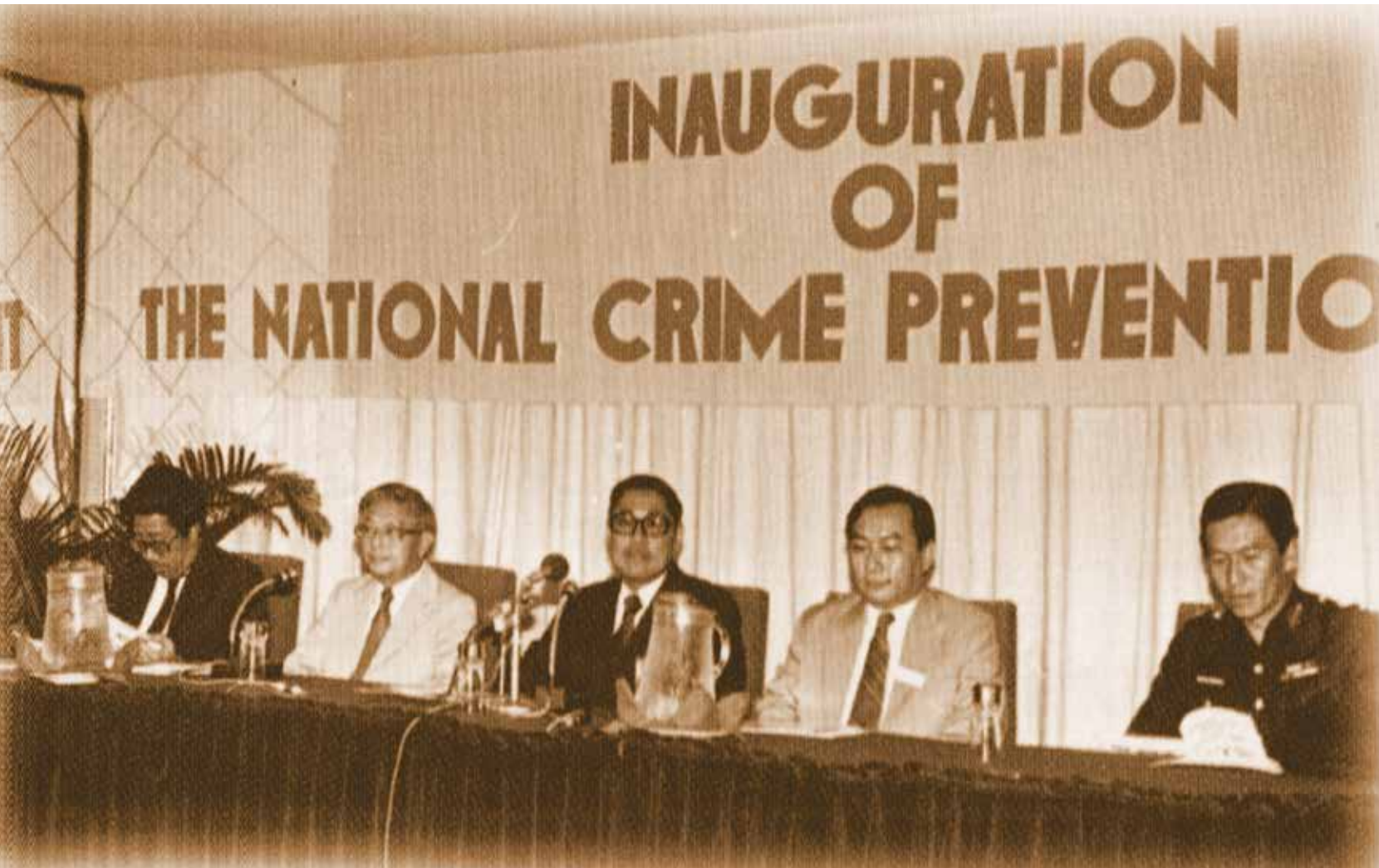
Associate Professor Ho Peng Kee
Senior Minister of State for Home Affairs (2001–2011)

The prominent personalities invited to the very first meeting of the NCPC’s founding Board of Directors on 16 July at the Shell Auditorium in the UOB Building were:

- | | |
|---------------|--|
| Chairman | Mr. Stephen Sim
<i>Member of the Public Service Commission</i> |
| Vice-Chairman | Mr. Hwang Soo Jin
<i>Immediate Past President, General Insurance Association</i> |
| Members | Mr. Cheong Quee Wah
<i>Permanent Secretary, Ministry of Home Affairs</i> |
| | Mr. Goh Yong Hong
<i>Commissioner of Police</i> |
| | Mr. Ong Kok Min
<i>Director, Prime Minister’s Office</i> |
| | Mr. Steven Goh
<i>Chairman, Singapore Retail Merchants Association</i> |
| | Mr. S C Huang
<i>President, Singapore Hotel Association</i> |
| | Mr. Frank Wong
<i>Managing Editor, Sin Chew Jit Poh</i> |
| | Mr. Zainal Abidin bin Rasheed
<i>Editor, Sunday Times</i> |
| | Mr. Ong Leng Chuan
<i>Chairman, Singapore Manufacturers’ Association</i> |

- | | |
|-----------|---|
| | Mr. Kenneth Chen
<i>President, Singapore Institute of Architects</i> |
| | Mr. Peter Vincent
<i>President, NTUC</i> |
| | Mr. Chua Kim Yeow
<i>President, Association of Banks of Singapore</i> |
| | Mrs. Julie Tan
<i>President, Singapore Council of Women’s Organisations</i> |
| | Mr. M J McMahon
<i>Managing Director, National Semi-Conductor Electronics</i> |
| | Mr. Michael Chai
<i>Deputy Commissioner of Police</i> |
| Secretary | DSP George Palmer
<i>OC, Crime Prevention Branch, CID</i> |

The first meeting started on a tentative note, as members tried to work out what the Council’s priorities should be. How was it to show immediate tangible results and sustain a long-term programme to educate the public on crime prevention and help strengthen police efforts in this regard? How could it plan on creating an atmosphere where people felt safe and still change complacent attitudes of the people? And then there were the nuts and bolts of running an organisation. How were activities to be funded?



At the NCPC inauguration ceremony, from left to right: Cheong Quee Wah, Stephen Sim, Chua Sian Chin, Hwang Soo Jin, Goh Yong Hong.

FUNDING THE NCPC

The Government made very clear from the beginning that it would not pay for the NCPC's work; a request for an annual grant of \$150,000 was turned down. Neither would the Government match dollar-for-dollar donations solicited by the Council. The Finance Ministry did, however, approve the NCPC as an Institution of Public Character and to provide tax-deductible incentives for donations to the Council.

The NCPC was forced by necessity to turn to the private sector for donations. A fund-raising membership drive to raise \$1 million was started in 1981. In its first year, 10 companies and foundations donated \$20,000 each to become founder patrons. The Singapore Turf Club contributed \$200,000 in the second year. With generous corporate support, the \$1 million target was reached within three years. But expenses have also increased as the Council expanded its scope. Today,

the Singapore Tote Board/Singapore Pools provide much of the funds required for the Council's key crime prevention programmes like Crime Watch.

The NCPC also uses fund-raising drives to draw attention to its message. The first movie premiere it held, of "Dragonslayer" on 10 November 1982, raised only \$14,385 but earned a big media splash. More innovative ways to solicit donations included a Gold Sweep in 1989 that raised more than \$1.45 million, exceeding the target of \$1 million. An annual Charity Golf Tournament was introduced in 1997 and reaches out to local SMEs as well as the Japanese community.

All Council members serve on a pro bono basis and the Executive Director who oversees daily operations and a small secretariat staff of six is seconded from the Singapore Police. The secretariat shares office space with the Police Public Affairs Department. Administrative costs are thus kept to a minimum.



SEMINARS, EXHIBITIONS ...

FROM ITS INCEPTION, the NCPC decided that it would not only raise awareness through talks, seminars and exhibitions, but it would also provide members of the public with the knowledge and tools to protect themselves from crime as well as set high standards for the institutionalisation of physical security measures in work and public places.

But Council members had to educate themselves about Singapore's crime trends first. The first briefing they received from the Criminal Investigation Department (CID) of the Police showed that crime was trending upwards in all the preventable offences categories — robbery, burglary, theft from dwellings and vehicles, and molestation of women and children. Eighty percent of robberies in 1980 took place in the streets and other places with public access; this meant they might have been prevented with public vigilance and basic precautions. Three times more burglaries occurred in private residential premises than in public housing.



Goh Yong Hong and Stephen Sim trying out a theft resistant lock

The Police did free crime surveys for private houses, industrial and commercial premises, but few house-owners and companies took up the advice to install security measures.

So the early emphasis was on encouraging the public to join Neighbourhood Watch groups, buy good locks to secure their homes and vehicles, and on convincing the commercial and industrial sectors that it was more cost-effective to prevent crime.

Certain crime sprees, such as a series of smash and grab robberies at goldsmiths in 1987 and several murders and robberies at construction sites in 1992-1994, led the NCPC to set up task forces to look into security at such premises. (See pages 52–55.)



Mr. Eric Low Siak Meng

Executive Chairman, Aptitude Management Consulting Pte Ltd

Member of the National Crime Prevention Council since 1997

Council Vice-Chairman since 2002

Chairman of the Parents, Children and Youth Committee

But the NCPC did not just react to crime trends. It saw its mission as that of setting in place good practices in safety and security. Among notable successes — the launch of the Hotel Security Charter in 1996, and the *Crime Prevention Through Environmental Design (CPTED) Guidebook* in 2003. CPTED is based on the idea that physical design can induce greater social interaction and surveillance, thus reducing the opportunities for crime.

Some of these initiatives have since become standard industry practices in Singapore, and in some cases, have evolved over the last decade to meet new challenges such as international terrorism.

“I feel passionately involved in NCPC work because our message is for everybody in Singapore, that crime prevention is something everyone can participate in and take responsibility for. Imagine if there were lots of petty theft. Other efforts to make Singapore clean, green ... will be impaired. If we don't stop crime at its roots, things will get ugly.”

For example, the NCPC and the Singapore Hotel Association organised the first crime prevention seminar for hotel executives in 1982. Today that forum has evolved into both an annual security conference to recognise exemplary hotel staff and hotels that meet the gold standard for security, as well as an industry safety and security watch group that shares information and advice on terrorist threats.

The Hotel Security Charter evolved into a Hotel

Security Manual in 2003, providing tips on anti-terrorist measures in addition to better security for guests. When the Mumbai attacks of November 2008 showed the vulnerability of hotels to commando-style raids and hostage-taking by terrorists, the tripartite partnership of the Police, NCPC and the Singapore Hotel Association rolled out SS 545 Singapore Standard for Hotel Security — the first national standard on hotel security in the world.



Mr. Khoo Boon Hui

President of Interpol

Senior Deputy Secretary, Ministry of Home Affairs

Commissioner of Police, 1997–2010

Member of the National Crime Prevention Council, 1997–2010

“Community Policing in Singapore has developed beyond the “policing in the community” phase that many countries are practising to “policing with the community”. This is evident in how the authorities work with community groups both at the local and national levels to solve a wide range of problems. However, to progress to the next stage of development where the groups are able to identify their own security issues, the authorities may have to provide more resources, e.g. expertise and funding, to the community organisations and groups that are ready to take the initiative. This will also help wean community groups from their over-dependence on the authorities taking the lead in problem-solving.”

What is Crime Prevention?

CRIME PREVENTION is about reducing the opportunities for crimes to occur, increasing the costs, and reducing the potential benefits of offending. Given limited resources, crime prevention efforts are mostly focused upon targets that are most likely to be victimised, and upon situations, locations and environments that may facilitate crime.

Many crimes are opportunistic in nature and can be prevented by an individual taking sensible precautions, such as locking up his house or motor vehicle and not leaving valuables unattended in public, avoiding dark alleys at night, or verifying the identity and purpose of unknown visitors before allowing them into the house. Neighbours can look out for each other and challenge strangers loitering in common areas.

Criminologist Graham Farrell suggests we look at the animal kingdom to see how techniques to protect oneself against harm can be found naturally. “Animals protect not just themselves as individuals, but also their

kith, kin and even whole communities against others of the same species as well as predators,” he writes in the *Encyclopedia of Criminology and Deviant Behavior* (2000). See examples on pages 49–51.

Most crime prevention programmes are based on the idea that “crime is at least in part caused by factors relating to targets and the environment, and that influencing such factors can reduce crime”.¹⁹

This victim-oriented approach is thus concerned with “the anticipation, recognition and appraisal of crime risk, and the initiation of action to remove or reduce those risks”.²⁰

Publicity campaigns to provide knowledge of how criminals operate is a crucial aspect of this crime prevention approach. Equally vital is the recognition by the public, and especially potential victims, that preventing crime is everyone’s responsibility — not just of the Police — and they can help themselves by taking pre-emptive action, where possible. And

people seem to listen; crime rates dip in the immediate aftermath of crime prevention campaigns as vigilance increases.

There is no single approach that can eliminate crime; modernisation and globalisation have spawned

ever-more imaginative ways for criminals to con victims and overcome sophisticated security systems.

But when crime rates decline, fear of crime usually falls too. Our quality of life improves when we feel free to go about our lives without fear of being harmed.



PROTECTIVE SURVEILLANCE

- ◀ Troupes of baboons post perimeter guards to look out for predators.
- ▶ We use security guards, alarms and closed-circuit television (CCTV) to protect our properties and ourselves.



PROPERTY MARKING

- ◀ Cheetahs spray the high points of their territory to deter others from raiding their food stores hidden in trees.
- ▶ We mark our properties with ink, etchings, brandings, watermarks or labels to prevent theft and trespassing.





STRATEGIC TARGET REMOVAL

- ◀ Squirrels hide their hoard of nuts so it is not stolen and eaten by others. The lioness carries her cubs away from potential danger.
- ▶ We keep our valuables in safes and do not flaunt money in public. Women's shelters allow victims of domestic abuse to escape from their abusers.



TARGET HARDENING

- ◀ The triceratops dinosaur, rhinoceros, stag beetle and armadillo are hard targets because of protective armour casing and physical strength.
- ▶ We protect our properties with high fencing and control access with biometrics and keycards. We secure our computers from intrusion by installing anti-virus software.



ENVIRONMENTAL DESIGN

- ◀ Rabbits and rodents hide in burrows and complex warrens that they dig in the ground to protect themselves from predators.
- ▶ We place street lighting strategically, design buildings with sight lines that eliminate hiding places and shift traffic flow around banks and shops to minimise isolated routes.



COMMUNITY COOPERATION

- ◀ Elephants associate in herds for protection from predators. When threatened, members surround the calves to protect them.
- ▶ We form Neighbourhood Watch and Citizens on Patrol to protect our communities and deter criminals.



Goldsmith Robberies in 1987–1988

In 1987, 11 goldsmith shops were robbed in daring daylight heists. The CID solved eight of the cases within months, recovering loot worth \$1.08 million.²¹

The NCPC too swung into action, setting up a Task Force with representatives from the Singapore Jewellers' Association and the Police to monitor the problem. The NCPC's Commercial Premises Sub-committee started regular dialogues between shop owners and the Police to facilitate rapport so that advice on preventive measures could be channelled effectively to those who need it.

Then NCPC Chairman Michael Yeo recalls that the robbers would smash the display cases and grab the jewels while accomplices armed with guns or long knives held up the shop staff. "We urged the goldsmiths to use display cases with strengthened glass and to install a burglar alarm system."²²

The NCPC Commercial Premises Sub-committee had in fact studied the problem and drawn up a list of preventive measures and procedures for jewellers, goldsmiths and pawnshops back in 1984. There had been four goldsmith robberies in 1980 and one in 1981. Among the additional physical security measures goldsmiths were encouraged to install were smash proof glass showcases for high value jewellery, surveillance cameras placed strategically to cover risk areas, and a robbery alarm system with multiple panic buttons in several locations so that the Police could be silently alerted to a robbery in progress.

Faced with a real threat, more goldsmiths began to invest in their shop security, and with the Police rounding up the robbery gangs in quick succession, the crime spree soon came to an end.

The Straits Times, 26 August 1988

Hunt for man behind gems heist hotting up

By BRENDAN PEREIRA

POLICE have intensified their hunt for the Singaporean "mastermind" and two other suspects involved in this year's biggest goldsmith heist.

The Straits Times learnt that several raids were conducted last night to flush out the man behind the \$1.2-million smash-and-grab robbery at the Chip Lee Goldsmith in Block 106, Yishun Ring Road, two weeks ago.

"We have established the identity of the mastermind. We believe he is still in Singapore," said a senior police officer.

The fresh leads came after detectives brought back a suspect, a 33-year-old Singaporean, from Johor Baru yesterday.

He and another suspect, nabbed in Kuala Lumpur, were arrested last week after their details were given to the Malaysian police by the Singapore CID.

The second suspect, a Malaysian, is being ques-

tioned by Kuala Lumpur police about his involvement in firearm robberies in the Selangor and Federal Territory areas. He will be brought back to Singapore tomorrow.

The suspect brought back to Singapore is also wanted for a recent firearm robbery in Malaysia.

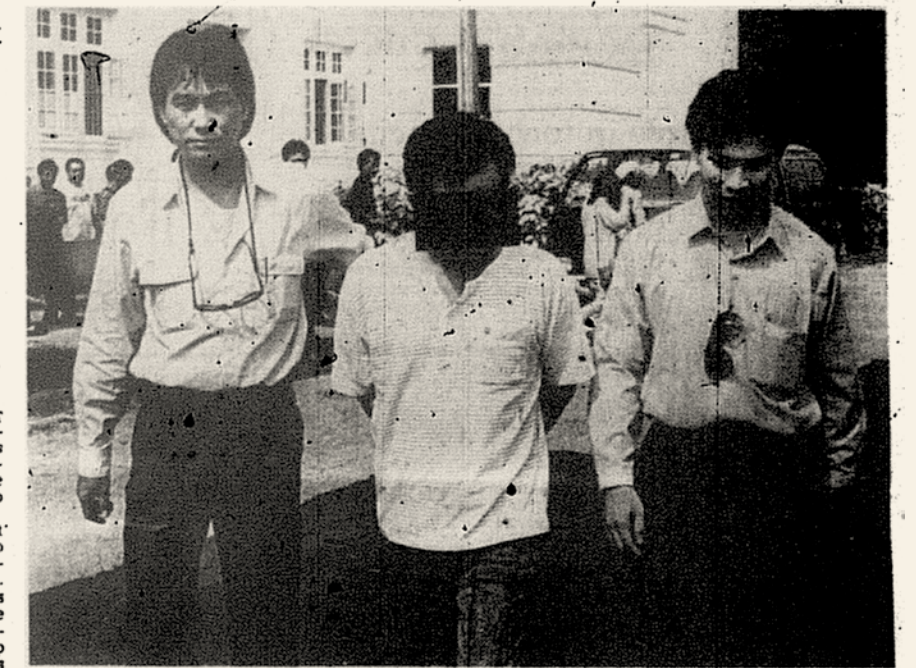
About \$70,000 in various currencies, believed to be from the sale of the jewellery stolen from the Chip Lee Goldsmith heist, was recovered from his car.

In the robbery, four men charged into the Yishun shop with three guns and an axe.

States on the lookout

Another accomplice waited behind the wheel in a getaway car.

Police sources said the five men are members of a Pan-Malaysian gang, who are believed to be responsible for a number of recent firearm robberies, most of them in West Ma-



A suspect being escorted by CID officers outside the Johor Baru court yesterday.

laysia. The Malaysian police have alerted the various states to be on the lookout for the rest of the gang.

"We have the descriptions of the suspects. We are working closely with Singapore CID," a senior Malaysian police officer told The Straits Times yesterday.

Singapore CID Director Assistant Commissioner Chua Cher Yak yesterday said the co-operation of

the Malaysian police was instrumental in helping them to crack the case.

"Our efforts would have come to nought if they had not responded to our request. We are most grateful for their assistance and we want to place this on record," he said.

Mr Chua cited the arrest of the second suspect in Kuala Lumpur as a classic example of good co-operation on the part

of Malaysian police.

He said: "When we positively identified the hide-out and requested them to raid it, they immediately obliged."

Mr Chua also praised the shrewd investigative skills of Inspector Samadi Aman, Sergeants Ng Bah Tee and Khoo Han Thiew and Constables Keong Hoon Ang and Lee Lai Heng for identifying the suspects a few hours after the Aug 8 heist.

"We hope to round up the remaining three suspects, including the mastermind, soon," he said.

For the CID's Organised Crime Branch, which investigates major robberies, it was the sixth consecutive success this year against jewellery robbery gangs.

"The excellent record represents our commitment to solve the high-profile crimes," said Mr Chua.

Murders and Thefts at Construction Sites in 1992–1994

To this day, former Deputy Prime Minister and Home Affairs Minister Wong Kan Seng still remembers the spate of murders committed by a gang stealing theodolites from construction sites. A theodolite is an optical instrument used in land survey. The spree began in late 1992, and soon after Mr. Wong became Home Affairs Minister in January 1994, the gang killed its seventh victim, a security guard at a work site in Zion Road.

“When I became Minister, one of the problems faced then was murder at the construction sites, due to theft of theodolite. We needed to do something about it. Apart from Police investigations into the murders, the NCPC played a big role in educating contractors,” he recalls.²³

NCPC Chairman Tan Kian Hoon was then 1st Vice-President of the Singapore Contractors Association Ltd and he helped the NCPC engage with the construction industry to adopt measures to

enhance security at work sites. Although not then a Council member, Mr. Tan was co-opted into the Worksite Access Control Committee that the NCPC set up in September 1994 to persuade and assist contractors to implement security measures such as controlled access with perimeter hoardings and secured gates, and worker identification pass system to deter unauthorised visitors and illegal immigrants.

By then the Police had arrested the suspects, a group of 18 Thai nationals hiding out in foreign worker quarters, and recovered 10 sets of stolen theodolites. But the NCPC continued to work with the industry to heighten security, including the safety of the workers themselves.

“Situations like that give an example of how the NCPC evolves, how it looks at issues, and then forms groups and task forces to look into specific areas,” notes Mr. Wong.

The Straits Times, 25 February 1994

Work site murders and robberies: 18 nabbed

By Tan Ooi Boon

EIGHTEEN Thai nationals were arrested on Wednesday in connection with a spate of murder cum survey equipment theft cases.

The arrests gave police the break they have been waiting for since the first such crime in late 1992.

Said the director of the Criminal Investigation Department (CID), Mr Khoo Boon Hui: “With the arrest, I believe the police will be able to solve some recent murders which happened at construction sites.”

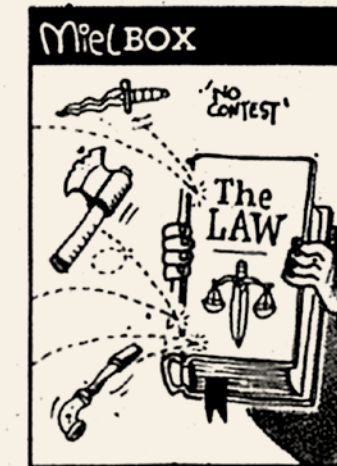
In all seven such murders, which occurred over the past 15 months, costly land survey equipment was stolen.

In the last incident in January, a 61-year-old security guard was killed at a construction site in Zion Road.

The culprits left little or no clues.

The breakthrough on Wednesday came after police received information on the whereabouts of the suspects.

About 90 officers from the CID and the Special Operations Command, comprising Task Force and Dog Unit troopers, raided workers' quarters off Science Centre Road at about 6.30 am.



Forty-three foreigners were rounded up but only eighteen were detained for further investigation into the rob-and-kill cases.

The police said that of the 18 men, who are all Thais aged between 22 and 28, seven had stolen survey equipment from a Tuas construction site.

But no one was hurt during that theft, which happened five days ago.

During the raid, police seized 10 sets of survey equipment which cost close to \$80,000.

Police believe the culprits had intended to ship them to Thailand.

Other items seized includ-

ed axes, knives, choppers, iron pipes and a golf club.

At a briefing yesterday, Mr Khoo said that the other seized items, which were mostly found hidden underneath mattresses, were “not the usual things found at construction sites”.

He said: “We are checking whether such weapons have been used in the crimes because each is capable of being used to commit murders.”

Early investigation revealed that the 18 suspects had remained in Singapore illegally, for between one month and a year, after their social visit passes expired.

Most of the men were unemployed, but had stayed at the quarters to avoid suspicion and pass off as workers.

The police believe some had given the group information on sites which kept survey equipment.

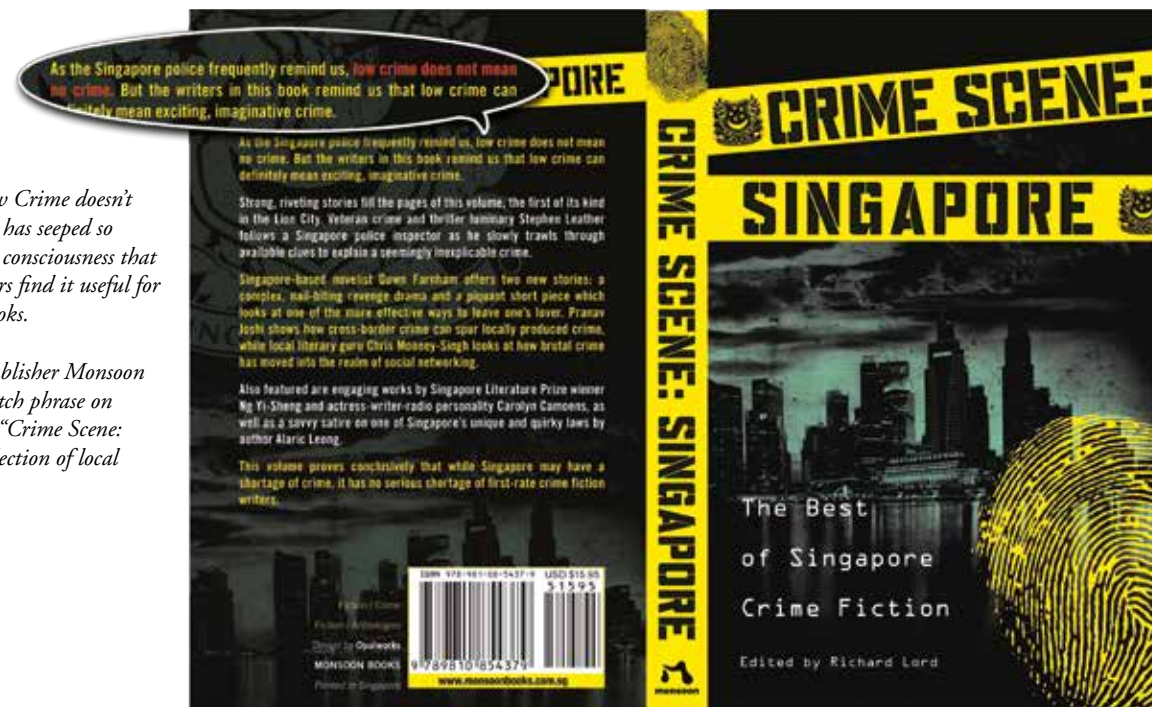
He called on contractors to check their sites to ensure that the quarters do not become havens for criminals and illegal immigrants.

Mr Khoo said that police will intensify investigations until those responsible for the crimes are caught.

He said: “I do not want people to be complacent because there may be another group which is also responsible for the crimes.”

... AND TAG-LINES

OF PUBLIC EDUCATION CAMPAIGNS in Singapore, perhaps the most memorable tag-line is that of “Low Crime doesn’t mean No Crime”. The NCPC first popularised this slogan during the annual festive anti-crime publicity blitz in 1996 to remind the public there was no room for complacency despite declining crime rates.



The tag-line “Low Crime doesn’t mean No Crime” has seeped so much into public consciousness that even fiction writers find it useful for blurbing their books.

In 2010, local publisher Monsoon Books used the catch phrase on the back cover of “Crime Scene: Singapore”, a collection of local crime fiction.



The Annual Festive Crime Prevention Campaign was started in December 1984 as crime rates traditionally went up during the year-end festivities. “Don’t Let Criminals Celebrate at Your Expense” was the snazzy reminder.

The themes soon revolved around the idea that preventing crime was everyone’s responsibility. It was the community versus crime. In 1987, “Together we can stop crime” was introduced. That turned into “Crime Prevention: A Shared Responsibility” in 2002. With crime rates falling every year, the NCPC returned

to “Low Crime doesn’t mean No Crime” in 2006. As Prof. Ho Peng Kee notes, it is a great tag-line because it is “easily remembered but very prominent in meaning”.

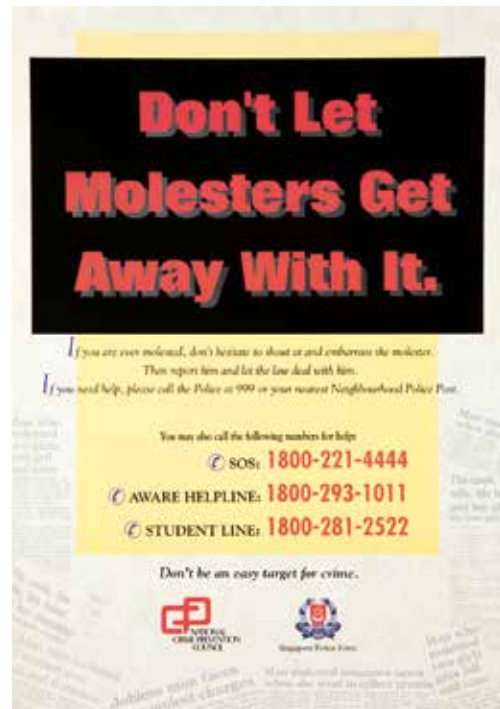
“Even though our crimes rates are low and lower than most cities, we must recognise the fact that there is still crime and we have to be mindful of its existence because it harms our society,” says the former Senior Minister of State for Home Affairs.²⁴

MORE THAN A PUBLICITY MACHINE ... LOBBYING FOR SPECIAL VICTIMS

NCPC ACTIVITIES have also led to the creation of special interest groups. The first public activity the NCPC undertook was a public forum on “Violence against Women” that it co-organised with the Singapore Council of Women’s Organisations (SCWO) on 8 November 1981.

Rapes were then rarely reported, but the crime statistics showed that molestation of women and children was on the rise.

The 1981 forum drew 198 women, including junior college students. So many ideas were thrown up that the forum became the first of a decade-long campaign by the NCPC and the SCWO to lobby for special measures to prevent violence against women and within families, culminating in the establishment of the Society against Family Violence in 1991.



A poster aimed at educating women on what to do if they were molested

The campaign, the first of several sustained efforts the NCPC was to launch to protect vulnerable members of society, shows how the NCPC became a useful platform for its constituent parts to mobilise the public and lobby for measures to enhance safety and security on behalf of their various memberships. With the President of the SCWO a founding member of the Council, and chairman of its Women and Children Committee, the NCPC was able to engage with the various women’s groups in Singapore, as well as the Police, churches, trade unions, teachers, Samaritans, lawyers et al to educate potential victims on what they could do to protect themselves and to campaign for preventive measures like increased surveillance of lifts in public housing estates and increased resources to help battered women and victims of sexual crime, including changes to police procedure for such reporting.

As other women’s advocacy groups, such as AWARE, which was founded in 1985, began taking up the cause of violence against women, the NCPC shifted its focus to youths-at-risk.

Inculcating in students and young people the values of crime prevention is a natural imperative for any anti-crime group. Get them young is the usual injunction.

Founding NCPC Chairman Stephen Sim was a scout leader, and drawing from the scouting playbook, he convinced the NCPC and the Police to support a Crime Prevention Proficiency Badge for Scouts and Guides. Launched in March 1982, the programme was extended to the National Police Cadet Corps the following month. Now, up to 10,000 students take a proficiency test to win the badge each year.

In the early 1990s, the NCPC, worried by global trends which showed rising numbers of youth offenders, decided to move upstream to prevent criminality by reaching out to youths-at-risk. The campaign was and remains multi-faceted. There is deterrence — such youths are shown the realities of prison life so they learn that crime is not cool. There is pre-emption — troubled kids are identified and invited to adventure learning camps to foster positive attitudes and build self-esteem. There is peer mentoring by student leaders and gentler, kinder enforcement by school teachers inducted into the Honorary Volunteer Special Constabulary programme.

Today, helping youths-at-risk is a nation-wide effort, coordinated by the National Council for Youth Guidance and Rehabilitation.

Licensing Bar-Top Dancing ... Entrepreneurial Self-Policing



BAR-TOP and pole dancers have the NCPC to thank for their hobby. Until July 2003, a licensing condition stipulating that “dancing is strictly confined to the dance floor” led to the Police issuing court summons to night spot licensees who allowed their patrons to dance on bar-tops in their outlets. Clubbers and commentators decried the stringent rules as stifling creativity, and even then PM Goh Chok Tong weighed in on the debate. “Perhaps we shall allow dancing on bar-tops,” he said in his National Day Rally speech in August 2002.

The Advisory Panel on Licensing (APL), formed under the auspices of the NCPC in November 2001, swung into action. Led by long-serving members of the NCPC and comprising a cross-section of the community — media, academia, law, universities, student unions — the APL’s job is to gather and provide feedback to the Police on licensing conditions, policies and regulations.

The APL began soliciting feedback from club and pub owners on the Licensing of Entertainment Outlets (Nightspots) in Singapore in September 2002. In the midst of consultations, one government minister was quoted in the media as warning that violence would result from lifting the dance floor restrictions.

Current APL chairman Gerald Singham, a lawyer who has been a Council member since 2000, recalls thinking “they want us to provide reasons not to allow bar-top dancing.” Nonetheless, the APL approached the issue with an open mind and looked into not just bar-top dancing — a fad then sweeping top clubs in Western cities — but also whether extending the opening hours and lifting rules that barred performers from mingling with patrons might in fact foster a more vibrant nightlife without creating law and order problems. The SARS crisis of 2002 had driven tourists away and there was a nation-wide effort to rejuvenate the entertainment industry and reinvent Singapore as the London of Asia.

“We surveyed more than 1,000 pub owners and patrons and saw how bar-top dancing could be conducted safely in Shanghai,” says Mr. Singham. “And we made the recommendation to allow bar-top dancing in pubs that put in the necessary safeguards, including a pole to stabilise the bar-top. That led to the popularity of pole dancing!”²⁵

Then APL chairman Michael Yeo, who was NCPC Chairman from 1985 to 2002, led a study trip to Shanghai, Beijing and Hong Kong. “We were surprised Shanghai allowed bar-top dancing. But after we reported on how they managed to make it safe, the Police agreed with us to relook the licensing conditions.”²⁶

On 24 March 2003, the Panel released its recommendation that the authorities allow bar-top dancing as well as nightspots not located in residential areas to stay open for 24 hours, stating:

“The APL believed that licensing should aim at facilitating legitimate business activities and not stifling their initiatives or businesses. The APL felt that some of these rules and regulations were too stringent and out-dated. While once useful in the past, some may not be as relevant today. The APL also felt that the Police, being the main licensing authority, should also allow owners, operators and patrons to assume more responsibility over the operation of the outlets. The APL felt that bar-top dancing is one area where operators could assume more responsibility. Interestingly, a survey conducted by APL showed that not every operator is in favour of bar-top or tabletop dancing. 48% of the respondents were not in favour of bar-top dancing compared to the 44% in favour of bar-top dancing.”

The APL also placed the onus on nightspot owners and patrons to police their own activities to prevent over-crowding, noise pollution and accidents.

“With the relaxing of the rules and regulations, the APL further recommends that nightspot operators should shoulder more corporate responsibility. For example, should an operator allow bar top dancing, he must ensure

that bar top is structurally safe for people to dance on. Should it collapse, he may face civil liability and/or prosecution by the relevant authorities.

Similarly, patrons must accept their fair share of responsibility towards their personal safety. If the nightspot has prominently displayed its capacity with a signage at the entrance, the patrons must decide whether they want to enter or remain, given the crowd size. It should be a conscious and informed decision by the patrons.”

Between 2002 and 2004, the APL also reviewed licensing conditions for computer gaming centres, and spa and massage establishments. But it is the Panel’s recommendation to lift the ban on bar-top dancing that captured global attention, and instilled faith in the public consultation process.

The Singapore Government’s Feedback Unit celebrated the APL as one of 19 successful examples of how public feedback influenced policy-making in a 2005 publication, *Shaping Our Home — Turning Ideas into Reality*. The changes the APL recommended and accepted by the Police “contribute to Singapore’s attractiveness, both to tourists and locals. More importantly, the results stress that the public has a significant role to play in shaping the rules and policies that affect them,” it said in a chapter titled “Party On!”²⁷

Today, many of us might wonder what the fuss over bar-top dancing was about. Some of us have never felt inclined to boogie on a bar-top and never will. The police ban on bar-top dancing arose from a reflexive concern over public safety — what if a dancer fell off or the bar-top collapsed, or sexual predators took advantage of exuberant dancers, or patrons fought over inappropriate comments or ogling of their partners?

But the idea that the Government could tell us where we could or could not dance in public became, for many, symptomatic of the over-policing of society. Without strict controls, would law and order naturally break down? Minister Chua Sian Chin warned of such a possibility in 1981 when he inaugurated the National Crime Prevention Council. Unless the public realised it too had a stake in the safety and security of all, and took active responsibility, it was strict enforcement or societal collapse.

The creation of the NCPC was to forge a middle path — moral suasion by members of the public who themselves decide what is or is not acceptable social behaviour. As Interpol President and former Commissioner of Police Khoo Boon Hui points out: “The NCPC is unique as it has representation from the various key sectors of the community that have concerns over crime. It is therefore able to provide

feedback on crime trends highlighted by the Police and also suggestions from their sectors on how to address their crime concerns. It is also able to collectively facilitate the implementation of programmes designed to alleviate such concerns.”

Mr. Khoo, who as Police Commissioner was a member of the NCPC for 13 years, lauds in particular the useful bridging role the NCPC plays in helping the Police reach out to industries that tend to resent the regulatory aspects of policing.

“In some of these sectors, a direct approach by the Police would have been less effective, for example, dealing with places of entertainment, hotels, as the Police would have been perceived as a regulator imposing its ideas on them. Also, some communities, for example, foreign workers, the Internet community, may be coloured by their pre-conceived notions of the authorities.”²⁸

FIGHTING PHONE SCAMMERS ... EMPOWERING THE ELDERLY

“HELLO, I have your son. If you want him back, pay me \$100,000. Give me your handphone number and I will call you with instructions.”

Once a “ransom” amount is agreed upon, the anxious parent is told to remit the money to an overseas bank account or remittance service. Meanwhile, the kidnap victim remains blissfully unaware at school or at work.

In 2007, four people were cheated of \$80,000 by what Police began to call the “kidnap hoax” phone scam. By the end of 2008, conmen using this same ruse had cheated 80 worried families, netting almost \$1 million in all. A variety of other phone scams swindled another 650 people of more than \$10 million between 2007 and 2008.

The lottery con required “winners” to make an advance payment to claim prize monies, and the impersonation scam deceived victims who were told by callers claiming to be law enforcement officials into paying money to exonerate themselves from alleged crimes.

Some of the con artists had to vary their modus operandi when the NCPC got into the act. Working with the Police, the NCPC produced 50,000 pamphlets on how not to fall prey to phone scams and distributed them at banks and remittance agencies. In June 2008, the NCPC also collaborated with Western Union, a leading cash remittance service, to launch the Security Awareness and Fraud Education (SAFE) programme. Under this programme, Western Union redesigned its money transfer forms to include fraud prevention information to prompt people to ask the right questions before transferring money to strangers.

The tellers were also taught to spot potential victims of scam artists.

The anti-scam publicity led to a variation of the kidnap hoax. Instead of cash remittances or bank transfers, victims were told to hand over the ransom money at pre-arranged locations. This increased the risks of capture for the offenders, especially when potential victims, forewarned now of such scams, teamed up instead with the Police to trap the conmen.

By end 2009, the number of successful phone scam cases had fallen by more than half, to 212 cases and \$3 million in losses. The dip continued in 2010, with 189 cases. But victims still lost a total of \$4 million, 95 per cent of which were taken in lottery scams that promised huge winnings or luxury cars.

What also did not fall, but rose instead in 2009, was the number of elderly victims. Their continued susceptibility is a cause for concern, for many of these

“ NCPC anti-crime messages are everywhere in Singapore. In this region, our NCPC is probably one of the most active crime-fighting organisations. It does sustained and meaningful work. It could probably do even more, but that is a function of budget. ”

Assistant Commissioner (V) S. Lakshmanan
Commander, Volunteer Special Constabulary

phone scammers are part of transnational syndicates based overseas, and despite international police collaboration, are unlikely to go away while there are victims to be bilked. Prevention is paramount in dealing with con artists.

The NCPC had started a Security for Senior Citizens Committee in 1999 to look into crime prevention programmes for the elderly in anticipation of the graying of Singapore's population. In response to increased cases of cheating of victims above 60 years old, it held a series of Senior Citizens Crime Prevention Chit-Chat sessions to teach them not to become easy victims.

This drive led to the launch of the Crime Prevention Ambassadors (CPAs) for Senior Citizens in September



This poster exposes one of the ruses that conmen use to convince the elderly to part with their money.

2002. Recognising that peer bonding and mentoring could be more effective in crime prevention education, senior citizens are appointed as CPAs to work with the Police to reach out to more senior citizens. The CPAs are trained to speak at workshops and chit-chat sessions on crime trends targeting their age group, particularly cheating and phone scams, as well as robbery, snatch theft, pick pocketing and illegal betting.

The total number of elderly victims of crime fell to 301 persons in 2010, a decrease of 22%. Most were victims of robbery, snatch theft and cheating. The timely arrest of the “bogus electrician”, who was responsible for at least 113 cases of theft in dwelling, very likely prevented more victims as he liked to target the elderly alone at home.

Much work is still required to educate not just the elderly, but also people of all ages, of the deviousness of scam artists who constantly vary their routines to prey on the greed, fear and sympathy of ordinary folks. It is a continuous game of cat and mouse, as the phone scammers simply move on to the next victim when rejected by one. The latest statistics from the Police show the conmen are not going away anytime soon; they cheated 110 victims of \$2.6 million in the first six months of 2011, a 21% increase in cases reported compared to the same period the previous year.



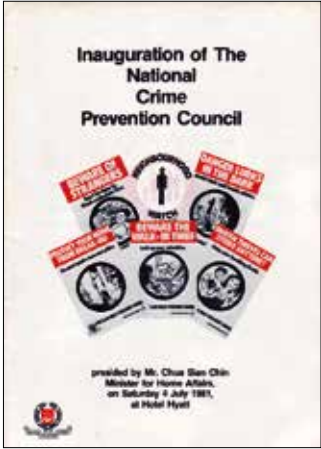
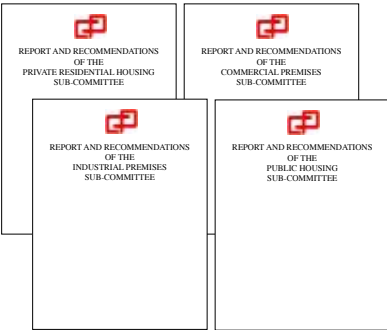
CPA Outreach at Suntec City, 2009

“ I once got a call from a Chinese lady saying I had won a big prize and she asked for my bank account number and my contact number. But I knew what it really was about so I simply ignored her and the subsequent calls after that. I have shared with other senior citizens how to be careful and prevent crimes, especially with regard to scams. Similarly we will advise them to watch the young ones at home when they use the computers or the Internet, and teach them about the frauds and scams that are conducted online.

However sometimes the much older folks may not be as receptive to what we have to share as they feel that they have gone through more in life, that they have eaten more salt than we have eaten rice, as they like to say. Still, the CPA programme is a good one and as long as people want to listen, we are definitely most willing to share.”

Lawrence Tan Lee Peng, 52,
Senior Citizen Crime Prevention Ambassador

Milestones — The First Decade

1981  Inauguration of The National Crime Prevention Council provided by Mr. Chua Sien Chin Minister for Home Affairs, on Saturday 4 July 1981, at Hotel Hyatt 16 Jul First NCPC Council meeting chaired by Mr. Stephen Sim 8 Nov Forum on “Violence Against Women” organised with the Singapore Council of Women’s Organisations (SCWO)	1982  27 Mar Introduction of the NCPC logo to the public  27 Mar Launch of Crime Prevention Proficiency Badge for Scouts & Guides 24 Apr National Police Cadet Corps join the Crime Prevention Proficiency Badge programme 9 Jun Crime Prevention Seminar for hotel executives organised with Singapore Hotel Association (SHA) >>	12 Jun Official Opening of the Police Crime Prevention Display Room @ Pearl’s Hill Terrace by Chairman of NCPC 17 Jun Crime Prevention Seminar for industrialists, organised with the Singapore Manufacturers Association (SMA) 24 Jun Crime Prevention Seminar for department stores, supermarkets and shopping complexes organised with the Singapore Retail Merchants’ Association Inauguration of Security Liaison Committees for retail industry (later known as Crime Prevention Committees) 10 Nov Film premiere “The Dragonslayer” under patronage of Minister of State for Home Affairs Prof. Jayakumar to raise funds for NCPC	1983 9 Feb Press conference appealing to the public to take extra precautions during the Chinese New Year festivities Launch of car window engraving scheme and supplementary locking systems for motor-cycles 13 Apr–4 May Four security workshops for hotels organised by SHA and the Police with NCPC 19 Jun Forum cum exhibition on “Violence Against Girls” jointly organised with the SCWO. Distribution of 10,000 leaflets on prevention of crimes against women and girls	1984  REPORT AND RECOMMENDATIONS OF THE PRIVATE RESIDENTIAL HOUSING SUB-COMMITTEE REPORT AND RECOMMENDATIONS OF THE COMMERCIAL PREMISES SUB-COMMITTEE REPORT AND RECOMMENDATIONS OF THE INDUSTRIAL PREMISES SUB-COMMITTEE REPORT AND RECOMMENDATIONS OF THE PUBLIC HOUSING SUB-COMMITTEE 14 Jul Public Seminar on “Crime Prevention — Everyone’s Interest and Responsibility” & Launch of NCPC Reports and Recommendations for Public Housing, Private Housing, Industrial Premises and Commercial Premises 8 Dec Symposium cum Exhibition on Crime Prevention for Condominiums/Highrise Apartments 19 Dec Launch of the 1st Annual Festive Season Crime Prevention Campaign	1985 21 Jun Launch of Security Devices Promotion and Security Index 1985 Inaugural Publication 29 Dec Launch of Neighbourhood Watch Community Signboard Award to recognise HDB blocks with more than 80% participation
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Milestones — The First Decade

1986	1987	1988
Dec '85–Feb '86 Three-month nation-wide multi-media campaign with the theme “Don’t Let Criminals Celebrate at Your Expense” Launch of formal crime prevention education programme in primary and secondary schools 7 Jun Launch of Security Device Display Centres Project to make security devices easily available for purchase  30 Nov First telecast of Crime Watch television programme watched by record 1.3 million people	Dec '86–Feb '87 Festive Season theme: “Be Careful. If You Don’t Bother, the Criminal Will.” 23 May Forum and exhibition, “Stop Violence Against Women”, launching year long education programme, which ends with release of resource handbook “Men, Women & Violence”	Jan First Neighbourhood Watch Group Leaders’ Convention links 79,000 NWG groups

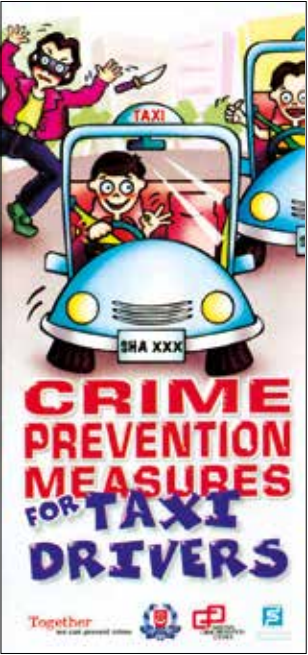
1989	1990
23 Jan NCPC Gold Sweep raises more than \$1 million	Dec '89–Feb '90 Stop Vehicle Theft Campaign held in conjunction with annual festive season campaign, with vehicle locking devices and car alarms sold at Esso service stations



Milestones — The Second Decade

“I do think crime prevention methods of the past are still relevant today — that is, mainly, to strengthen the lines of defence, and make it difficult for the successful commission of the crime. There are changes in the hardware to make the devices more pleasing, environmentally friendly and blend in with the surroundings.”

Mr. Tng Bee Huat
Executive Director, National Crime Prevention Council, 1991–1996

1991	1992	1993	1994	1995	1996
16 Mar Crime Prevention Gala to evaluate effectiveness of crime prevention programmes for students; attended by 1,000 young people 17 Apr The Society against Family Violence launched by the SCWO 2nd Task Force working with the NCPC Women’s Sub-Committee 12 Oct Launch of Crime Prevention Transitlink Farecards at Orchard MRT Station 29 Nov Launch of the 7-11 chain’s Crime Prevention Month to promote awareness among staff of its 62 outlets	 6 Nov Launch of <i>Taxi Drivers’ Handbook on Crime Prevention</i> 1992–1993 Introduction of the card-controlled lobby security system in Woodlands HDB pilot project and view panels in lift doors in new HDB blocks and estates being upgraded	14 Aug Flag Day collects \$66,429.16 to support projects organised by the Children, Youth and Women Committee	29 Jul Launch of <i>Mr. Policeman Is My Friend</i> in kindergartens Sep Establishment of the Worksite Access Control Committee to promote crime prevention at construction sites	Police Crime Prevention leaflets are included in HDB’s Welcome Package for new flat owners	Jul Launch of video advising foreign workers on crime prevention and consequence of committing crime, shown as part of their Construction Safety Orientation Course 4 Nov 56 hotels sign Hotel Security Charter pledging to tighten security on premises and upgrade staff training Launch of Hotel Security Award — national recognition for hotels which maintain high security standards 16 Nov Launch of Crime Prevention Campaign 1996–1997 with theme “Low Crime doesn’t mean No Crime” to remind public to be vigilant despite declining crime rate

Milestones — The Second Decade



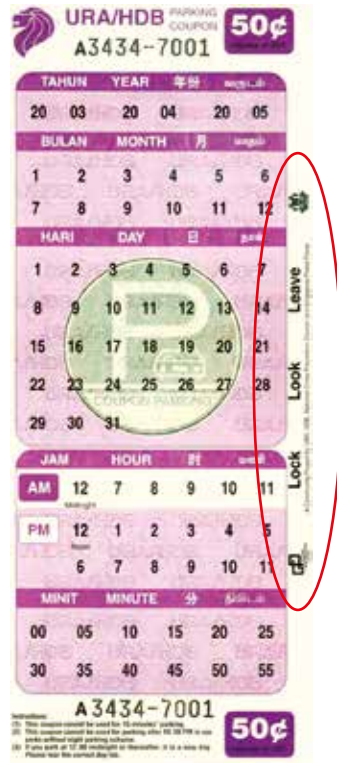
NCPC Vision Statement for 2000 and Beyond
“We are a national body working in partnership with the community and the Police to keep Singapore safe and secure through crime prevention.”

1997	1998	1999		2000	
Pilot launch of the Neighbourhood Watch Zone scheme in 26 NWZs NCPC, the Police and Singapore Contractors Association (SCAL) begin security audits of worksites 6 Jul First fund-raising Charity Golf Tournament 16 Jul Launch of Gangfile Video to warn youths of consequences of joining gangs for distribution to schools, ITEs and polytechnics 8 Nov Launch of 200 taxis with crime prevention slogan “Low Crime doesn’t mean No Crime” as part of annual festive blitz	3,000 car park signs installed in 456 HDB multi-storey carparks to urge vehicle security 31 Jul Launch of 15-min video “Prison Me? No Way!” to put teenagers off crime 12–17 Oct Study tour to the Malaysian Crime Prevention Foundation (MCPF), the Asian Crime Prevention Foundation (ACPF), and the United Nations Asia and Far East Institute (UNAFEI) in Japan 28 Nov Launch of the Home Team Workbook series and CD <i>Safe and Secure — That’s Our Singapore</i>. Replaces the <i>Dear Mr. Policeman</i> series	Series of Senior Citizens Crime Prevention Chit-Chat sessions Leaflets titled “Live your Golden Years with Crime Prevention” given out to senior citizens First Crime Prevention Competition for students in essay writing and logo design 23 Jan NCPC Vision Crafting Retreat leads to adoption of vision statement for 2000 and beyond 16 Jul Forum for Crime Prevention Committees to advise on latest crime trends and security measures; attended by 140 CPC chairmen	>>	12 Mar First NWZ Day to reward members and encourage active participation 1 Apr Debut of Malay Crime Watch “Jejak Jenayah” on Channel Suria 18 Apr Seminar on the “Involvement of youths in crime and drugs” for 150 school principals and operation managers Sep Study trip to Denmark and Finland to learn how they prevent crime	 18 Nov Launch of <i>The Public Spirit</i>, a book commissioned by Police and NCPC to thank members of public who helped the Police fight crime Visit from the Malaysian Crime Prevention Foundation 2 Dec Second NCPC Retreat crafts vision statement for millennium — “Making Singapore Safe and Secure for All”

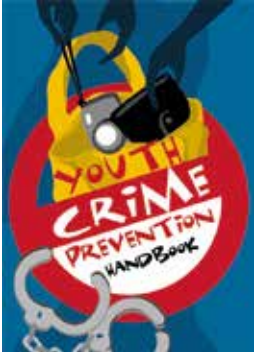
Milestones — The Third Decade

“Beginning 2000, there was a trend of thefts from vehicles, stealing things from the vehicles ... I managed to convince HDB, URA, SPF and NCPC to put the tag-line “Lock Look Leave, A community project supported by URA, HDB, NCPC and SPF” on the extra space available on each parking coupon. This was started in 2002; it’s still in production now. A few hundred thousand coupons are used a year, so you can imagine how often you can remind people.”

Mr. Lee Chee Chiew
Executive Director, National Crime Prevention Council, 2000–2005

2001	2002		2003		
1 Apr Launch of Tamil version of Crime Watch on Vasantham Central 15 Jul Launch of video entitled “Live Your Golden Years with Crime Prevention” 22 Jul Launch of the Crime Prevention Display Bus Nov Formation of the Public Advisory Panel on Licensing (APL) under NCPC	URA and HDB begin to print crime prevention message on parking coupons  >>	7–8 Mar Visit to Malaysian Crime Prevention Foundation at their invitation. Council members called on MCPF chair Dato Sri Najib Tun Abdul Razak 14–20 Apr Visit to Australia at the invitation of the Australia Federation Police 18 May Launch of Japanese language edition of <i>Crime Prevention</i> — <i>Do You Know How?</i> at the Japanese Association of Singapore 28 May Launch of poster to raise vigilance among public while conducting transactions in banks 29 Jun Launch of NCPC corporate brochure at 20th Anniversary Celebration Dinner to reflect softer, more people-oriented approach to crime prevention education >>	Sep Crime Prevention Website Design Competition for students attracts 63 group entries 18 Sep APL releases report on licensing of computer gaming centres 22 Sep Launch of the Crime Prevention Ambassadors for Senior Citizens project 15 Oct Construction Safety Campaign 2002: “Crime Prevention — A Home Away From Home” video shown in 7 languages 17 Oct Council helps to organise the 9th Asian Professional Security Association (APSA) Conference Visits by Hong Kong Police and Malaysian Crime Prevention Foundation	9 Jan Video conference with Indian Police during its “Crime Prevention Management — Multi Pronged Approach” seminar 7 Feb Launch of 6-episode Tamil social drama, Rehai, to reach out to the Indian community on a weekly basis via Vasantham Central 15 Feb Security Shield for Hotels: A Workshop for Hotel Owners and Operators co-organised with the Police and SHA to explore ways to keep hotels free from terrorism 16 Feb Launch of NWZ Mobilisation System, using SMS to alert volunteers in the event of fires or bomb threats, to assist in crowd control and evacuation 3 Mar Screening of Crime Watch telecasts on TV Mobile on SBS buses, expected to reach out to another 1 million viewers >>	24 Mar APL releases recommendations on Licensing of Nightspots, including bar-top dancing 28 Apr Crime Prevention through Environmental Design (CPTED) Seminar 13 Sep APL releases recommendations on licensing of spa and massage places 27 Sep Insert of crime prevention booklet in VCD “Caught in the Web” distributed to 10,000 parents by the Parent Advisory Group for the Internet (PAGI) 5 Nov NCPC awarded the State-Province Programmes of the Year Award by the International Society of Crime Prevention Practitioners (ISCPP) 18 Nov Charity Gala Premiere of “After School” — a movie commissioned by the NCPC

Milestones — The Third Decade

2004		2005			2006	2007
4 Jan First Crime Prevention Mural project sees “Lock, Look, Leave” murals painted in 20 multi-storey carparks in 4 HDB estates Apr ’04–Mar ’05 Production of VCD “Stay Alert and Live Your Golden Years” in English, Mandarin, and dialects NCPC works with Rediffusion to provide radio sets to 400 households and 9 senior citizens’ activity centres to access dialect programmes 2 Oct Movie “After School” packaged as VCD with discussion guide for secondary schools and tertiary institutions 8 Oct Launch of <i>Foreign Workers’ Handbook on Crime Prevention</i> at Construction Safety Conference >>	18 Oct Neighbourhood Retail Security Conference held in Mandarin to reach out to shops in HDB heartlands  21–24 Nov 1st International Crime Prevention Conference addresses security challenges of the 21st century 25 Nov Inaugural ASEAN Hotel Security Conference organised with SHA NCPC receives Programme of the Year Award from International Society of Crime Prevention Practitioners for its CPA programme for Senior Citizens and annual festive anti-crime campaign Tan Kian Hoon named International Volunteer of the Year	 5 Apr Launch of Retail Security Charter to harness support of retailers to implement security programmes Jul–Aug Postcard design competition to foster anti-shop theft values among students “Stay Alert and Live Your Golden Years” video produced in Tamil and Malay 29 Oct–4 Nov Visit to London to study community policing strategies and counter-terrorism measures >>			Feb NCPC participates in seminar on building international cooperation against terrorism in Jakarta 25 Feb At annual retreat, Council embraces counter-terrorism efforts as part of strategic thrust 6 Mar CPA programme receives Institute of Public Relations of Singapore’s best public service campaign award Jul Special commemorative stamps to mark 25th anniversary	 20 Jul Launch of <i>Youth Crime Prevention Handbook</i> 10–13 Sep Study visit by Abu Dhabi Police to learn working of NCPC  29 Nov–1 Dec Camp Evo I conducted for 70 at-risk youths and student leaders to build positive life attitudes through adventure learning

Milestones — The Third Decade



2008		2009		2010		2011
50,000 pamphlets with advice on phone scam prevention distributed at 18 banks and police stations 50,000 flyers on prevention of theft of motorcycles and fuel distributed through insurance companies and trade associations Mar Special premiere of movie “Untraceable” to highlight cyber crime Installation of crime prevention table talkers in eating places to remind patrons to be vigilant 5 Apr Launch of <i>The Untold Stories</i>, a collection of real life stories based on inmates, at the National Youth Congress 18 Jun Launch of Security Awareness and Fraud Education (SAFE) programme to educate public on scams >>	18 Jun Western Union prints scam prevention advisories on remittance forms 19 Jun–17 July Great Singapore Sale crime prevention campaign launched with messages on MRT platform screen doors and on Zo Cards Aug Top 10 winners of National Crime Prevention Skit Competition 2008 uploaded on YouTube to reach out to youths 28 Aug Launch of <i>Crime Prevention for Hotel Employees Handbook</i> 23 Oct Taxi Operators’ Association Roadshow to present prototype CCTV for taxis to address crimes against taxi drivers 26 Nov Visit by Shandong Province Public Security Bureau to study Council	Borderless Project to encourage NWZs to pool grants for crime prevention projects Launch of pilot project in Geylang to test out anchor locks to prevent theft of motorcycles Crime Prevention Assembly Show (CPAS) for primary school students fully booked Door stickers with tag-line “Be Alert! Be Wary of Strangers! Be Safe!” in four languages given to senior citizens Launch of i-Witness to appeal for information on unsolved crimes; available on Facebook and YouTube Dialogue sessions on Council’s work with visiting delegations from PRC, Hong Kong and Australia Launch of pilot programme “Foreign Worker Crime Prevention Ambassador” in dormitories >>	Feb–Mar NCPC conducts National Cyber Wellness survey to study Internet habits and attitudes on cyber safety of youths 13 Aug Launch of SS 545: Singapore Standard for Hotel Security — a world first — to set minimum standards for hotel safety and security management system	 May Creation of NCPC Page on Facebook 5 Jun–12 Jul World Cup Anti-Illegal Betting Campaign to educate public that online betting is illegal 5 Aug Launch of Project “X-Ah Long” hotline to respond to rise in loan shark activities and harassment 6 Nov Facebook Photo Contest in conjunction with the Annual Festive Season Anti-Crime Campaign	 20 Mar Launch of Bicycle Security Labels to curb bicycle thefts  8 Apr Launch of Cyberonia Cyber Safety Virtual Park to teach students cyber wellness	



THE POLICE, THE COMMUNITY AND THE NCPC

Working Together for a Safer Singapore

by Mr. Ng Joo Hee,

Commissioner of Police, Singapore Police Force

Member of the National Crime Prevention Council since 2010

OUR WORK

THE SINGAPORE POLICE FORCE'S WORK is to protect the people who live in Singapore from crime and all manner of criminal harm.

We achieve this either through detection, or by deterrence and prevention. The first is, of course, familiar and the most publicly visible. But it is the latter combination that is actually the more effective, and therefore the more preferred. In crime and public safety, as in public health, prevention is always better than cure.

As Commissioner of Police, I have only one performance indicator, which is the safety and security of the five million citizens and residents of Singapore.

And by any measure, we in Singapore are fortunate to live in a very safe country. Indeed, in terms of the absence of crime and personal safety from crime, there are few safer places in the world than here. This is, of course, not an accident, or entirely due to good fortune.

A crime-free and orderly Singapore requires a police force that is clean, diligent and committed to its mission. It requires police officers who believe that their work is both noble and significant, and that it makes a real difference to the lives of many others. And, most important of all, it requires that the communities we police trust us to do a good job, and want to help us, and to join with us, to do an even better job.

THE COMMUNITY

Singaporean communities possess an in-built ability to discourage deviance and to maintain order. Certainly, our communities — with their shared values, established norms of behaviour, and bonds of cooperation and trust built over many years — are the best vaccine against crime and wrong doing.

Partnering with the community is central to the successful policing of Singapore. Without public confidence in the Police and pervasive community participation in crime prevention, Singapore cannot hope to be even half as safe as it is.

Year after year, we are heartened by the assistance that the general public gives to the Police. In the last year, fully a third of all arrests made by the Police were, directly or indirectly, a result of such assistance. There are now close to 800 Neighbourhood Watch Groups in Singapore. Added to this are numerous Community Safety and Security Programmes, Safety and Security Watch Groups, and countless other Police-community partnerships. All are formed and led by citizens and volunteers determined to keep their local neighbourhoods, estates and businesses free from crime and disorder.

The Singapore Police Force moved to a neighbourhood policing model in a big way in the mid

1980s. Since then, we have witnessed a long period of sustained reduction in crime. The crime rate of 650 cases per 100,000 population achieved in the last year, 2010, was less than half of what was experienced 20 years ago. 2010 also recorded the twelfth consecutive year in which the crime rate in Singapore has remained below 1,000 cases per 100,000 population. The signs are good that we may yet see record low crime numbers as 2011 draws to a close.

Although this long-term decline in crime cannot be entirely attributed to proactive policing and preventive strategies, I am nevertheless convinced that our perseverance in working hand-in-hand with Singaporean communities is the main reason we continue to enjoy living in a low-crime environment.

TERRORISM

Sadly, we no longer just fight crime. Police forces all over the world find ourselves having to deal with a new enemy in the form of the Jihadist terrorist. The terrorist is a formidable adversary, much more so than the regular-flavoured criminals we are more familiar with.

But the terrorist must not be allowed to succeed, for he is intent on extracting catastrophic consequence, satisfied only with wanton destruction and massive loss

of innocent lives. The terrorist can only be successful if he is able to plot and plan while hiding undetected within our communities. This is his Achilles heel, and a weakness that we as public protectors have to exploit to the fullest extent.

And so, it is only through winning the trust of the communities we police, and enlisting their help and assistance, can we ever hope to uncover the terrorist and stop him in his tracks. As such, it is the case that, in the age of terrorism, community policing is not just the best inoculation against crime, but also our best bet against the madness that is Jihadist Terrorism.

COMMUNITIES IN CYBERSPACE

As if that is not enough, modernity delivers another challenge — that posed by a ubiquitous Internet. Communities are no longer just a physical phenomenon; they also exist in cyberspace. Increasingly, virtual communities are as real and as significant as the brick and mortar variety. For a growing number, the virtual communities that they inhabit may actually be of greater importance.

Unfortunately, there are also criminals and crime in the virtual world. Unfortunately too, the harm caused by crime committed online is all too real, and comes in the form of loss of life and the misappropriation and

destruction of property in the physical world.

Admittedly, the Police are still infants at replicating the success we have enjoyed with community policing in the communities in cyberspace. For sure, online communities are also fertile ground for deploying many of the community-centred policing strategies that have proven to be so successful in the physical world. And as a police force, we will have to establish the same kind of trust and cooperation we share with real-world communities within communities that exist online. This will be the next challenge for those of us who believe in the great power of community policing to make our world, both here and in the ether, a safer place for all.

THE NCPC

The Police hold the National Crime Prevention Council to be a key collaborator in keeping Singapore safe and secure. And an enduring one too, as the Council marks its 30th year.

Unbeknownst to many, the Council has, for three decades now, been a devoted driver of crime prevention and public safety in Singapore. Without a doubt, the Council's persistent cajolery, steady programming support and practical intervention have directly reduced the opportunities for harm and wrong-doing on a national basis.



Consistent efforts by the Police to reach out to the public have led to high trust in the Police and greater public willingness to help fight crime.

The Council has always maintained an ambitious range and is active in many areas. Its generous funding has made the long-running Crime Watch, on TV in four languages, a perennial Singaporean favourite. The Neighbourhood Watch movement which forms the foundation for community watch in Singapore was seeded and is sustained by the Council, and continues to grow new chapters year after year. The Council's community outreach typically touches 100,000 of the young and elderly every year, coaching the more

vulnerable on protecting themselves from falling prey to crime. Whether setting standards for hotel security or working with operators of public transportation, constructors and retailers, the Council has been steadfast in its mission and in its desire for a safer Singapore.

The Police are greatly thankful for these and other good work too many to mention. We congratulate the Council on a job well done, and celebrate with it this most significant of milestones.



2

A Pictorial History of Crime Prevention

THE FOUR DS OF PREVENTIVE EDUCATION

IT IS an unpalatable truth, but crime is often committed by opportunists who prey on a victim's negligence or carelessness. Eliminating the risks that lead to crime is therefore likely to lower the chances of someone falling victim.

Recognising this, the National Crime Prevention Council and Singapore Police work closely to ensure that the public is aware of and equipped with primary crime prevention knowledge and responses that increase their chances of keeping safe. Most crime prevention techniques are fairly easy to learn and to apply. More importantly, the knowledge can be internalised and become second nature.

This belief forms the basis for many of the anti-crime publicity campaigns that are among the most enduring initiatives by the NCPC since its formation.

The NCPC and the Police use a variety of mediums to reach different targets and achieve various public education objectives, including the promotion of

civic-minded behaviour such as looking out for fellow residents and the community.

Platforms such as talks, exhibitions, posters and edutainment programmes such as Crime Watch are used to promote the four Ds of crime prevention:

- Deterrence (deter would-be criminal from committing an offence by taking precautionary and additional steps like installing alarm systems, CCTVs, dead bolt locks, etc.)
- Detection (enabling the ability to detect would-be criminal activity at its onset to mitigate further damage or loss)
- Delay (extra measures/steps that delay would-be criminals in their attempts to commit crime, and increasing the chance of detection and the apprehension of criminals)
- Detention (expeditious response to the crime scene and the ability to contain any intrusion that increases the likelihood of detention/arrest of the culprit)



Crime prevention resources distributed by NCPC over the years are available for download from www.ncpc.gov.sg.

Collaterals such as posters are used in particular to highlight and put in sharp focus the five preventable crimes — robbery, housebreaking, snatch theft, theft of/from motor vehicles, outraging of modesty) — and the modus operandi used by criminals to commit these crimes. The posters seek to persuade the public to adopt behaviours that will help reduce the chances of them becoming victims of crime. They also show how Neighbourhood Watch groups, Citizens on Patrol and the use of CCTVs and locks can achieve the four Ds of crime prevention.

Some of the posters also adopt an offender-oriented approach, consisting of deterrent messages that warn of the severity of consequences. Displayed in public areas and commercial facilities where certain types of crimes take place, such posters aim to provide visible reminders that crime does not pay.

Up to the early 80s, the Police tied up with corporate sponsors to produce crime prevention posters. Soon after the NCPC launched its first festive season crime prevention campaign in December 1984, it began working with the Police to design four-sheet posters to highlight its multi-media publicity campaigns, which hitherto had relied mainly on radio talks, 30-second

spots on television and posters produced by the Police. The NCPC logo soon took pride of place alongside the Singapore Police crest in the posters.

Today, dozens of publicity collaterals, such as posters, brochures, flyers, pocket-size booklets and postcards, are jointly produced and distributed by the NCPC and the Police during the yearly crime prevention campaigns, as well as at ad-hoc publicity campaigns targeted at various crimes.

Most of these annual crime prevention campaign posters are designed in-house to keep costs down. Even without the benefit of professional creative talent, these posters have become memorable for their colour, diversity of design, themes and tag-lines. They remain vivid reminders of the common methods of operations of criminals, providing quick tips that help people prevent themselves, their family and friends from becoming unwitting victims.

Indicative of the publicity value of such public messaging, the Fox Crime cable TV channel, then newly launched in Singapore, teamed up with the NCPC in 2007 to produce two posters with messages to be vigilant while out partying and to secure homes while on holiday.

1985–1995

The first poster designed by the NCPC was distributed in 1985. It was reminiscent of poster designs typical of that era, with hand drawn illustrations. Subsequent posters, although somewhat rudimentary and raw, were colourful and contained many details and comic styled conversation bubbles, appealing to a wide range of audience. Some, like the “Be Alert” posters, featuring watchful eyes were styled after crime prevention poster designs produced by overseas law enforcement agencies, but with Asian features.



The very first NCPC crime prevention poster was a four-sheet that bore the tag-line “Don’t Let Criminals Celebrate at Your Expense”. It was put up strategically at 20 highly-trafficked areas during the second Festive Season Crime Prevention Campaign that ran from December 1985 to February 1986.

The tag-line “Together we can stop crime” was introduced in 1987, aiding in the recall of the posters and message. The tag-line was also aimed at rallying the community to work together for the prevention and detection of crime, that it was the community versus crime, not just criminals versus the Police.

RESEARCH BY **Kittybond Koo**, *Head, Heritage Development Unit, Ministry of Home Affairs*

POSTER COLLATION BY **James Lau Chuan Haur**, *Community Involvement Division, Police Operations Department*

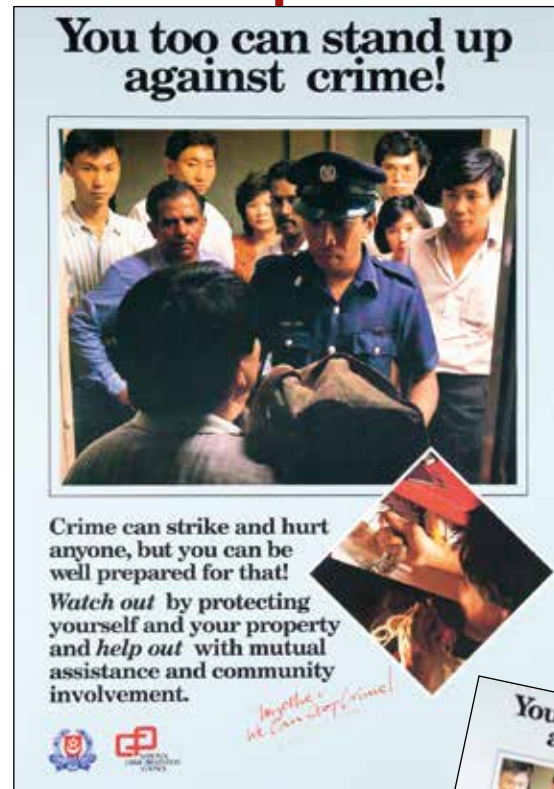
PHOTOGRAPHY AND IMAGE-EDITING BY **Zhuo Zehai**, *Heritage Development Unit, Ministry of Home Affairs*

ASSISTED BY **Jason Choo**, *Heritage Development Unit, Ministry of Home Affairs*

1996–2000

“Low Crime doesn’t mean No Crime” was introduced in 1996, becoming one of the most remembered tag-lines in crime prevention education. Produced in the four official languages to ensure a greater reach among the public, the tag-line reminded people not to let their guard down, despite the decreasing crime rate. In 1998, as crime rates surged back up, a more pro-active sounding “Together we can prevent crime” was introduced.

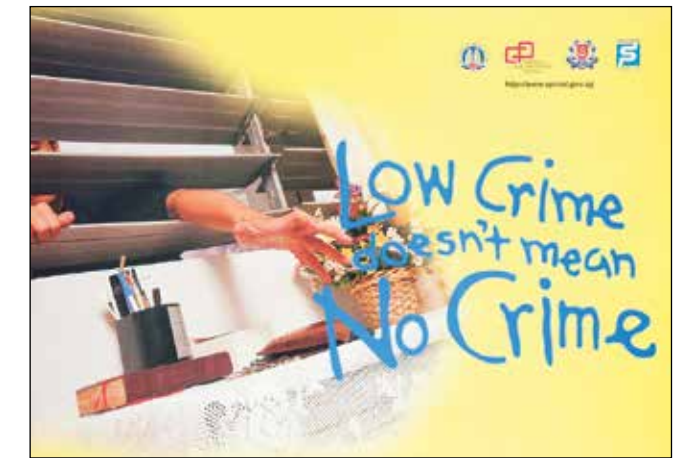
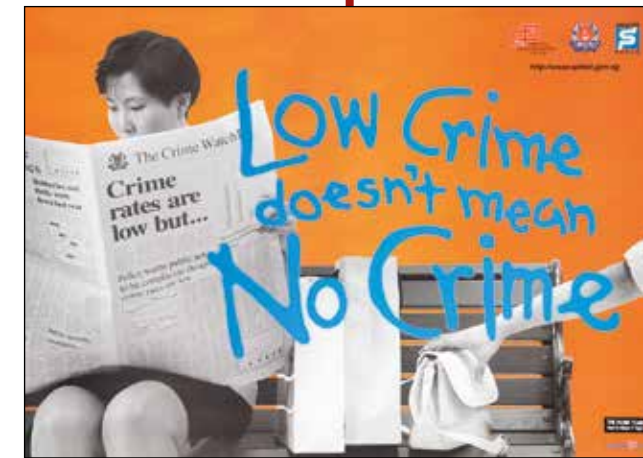
1993



1994



1996



There was also a push to recruit Neighbourhood Watch groups with the introduction of the Neighbourhood Watch Zone Pilot Scheme in April 1997.

In 1998, a series of posters encouraging civic-minded individuals to join the Neighbourhood Watch Scheme (NWS) was distributed to Residents' Committees and displayed in public areas. Sponsored by CISCO and presented in various languages, they not only argued the merits of the programme, but also showed how NWS members could prevent crime and conveyed the message that a community that worked together regardless of race, language or religion was a happy one.

1997

NWZ LOGO




Old NWS Logo (1981)

New NWZ Logo (1997)

LAUNCH OF NWZ PILOT SCHEME

Date: 27 Apr 1997 (Sun)
Time: 10.00am
Venue: Basketball Court opposite Bishan East Zone 1 RC Centre, Blk 112 Bishan Street 12

Guest-Of-Honour: Mr Wong Kan Seng, Minister for Home Affairs and MP for Bishan - Teo Pooah GRC

28 RCs (Police stations have volunteered for the NWZ Pilot Scheme)

• Aljunied Zone 2 RC	• Kallang East Zone 5 RC
• Bishan East Zone 1 RC	• Macao Road Zone 7 RC
• Bishan East Zone 2 RC	• Marina View Garden RC
• Bukit Merah Central RC	• Mount Faber Zone 6 RC
• Clementi Zone 4 RC	• New Town East Zone 8 RC
• Hong Kah North Zone 4 RC	• New Town East Zone 9 RC
• Jurong Zone 6 RC	• Pong Ah Zone 2 RC
• Jurong Zone 8 RC	• Pong Ah South Zone 7 RC
• Kallang Zone 1 RC	• Serangoon North Zone 5 RC
• Kallang Zone 2 RC	• Teck Chow Zone 6 RC
• Kallang Zone 3 RC	• Teck Chow Zone 7 RC
• Kallang Zone 4 RC	• Thomson Road Zone 1 RC
• Kallang Zone 5 RC	• Thomson Road Zone 2 RC
• Kallang Zone 6 RC	• Thomson Road Zone 3 RC
• Kallang Zone 7 RC	• Thomson Road Zone 4 RC
• Kallang Zone 8 RC	• Thomson Road Zone 5 RC
• Kallang Zone 9 RC	• Thomson Road Zone 6 RC
• Kallang Zone 10 RC	• Thomson Road Zone 7 RC
• Kallang Zone 11 RC	• Thomson Road Zone 8 RC
• Kallang Zone 12 RC	• Thomson Road Zone 9 RC
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• Kallang Zone 15 RC	• Thomson Road Zone 12 RC
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• Kallang Zone 92 RC	• Thomson Road Zone 89 RC
• Kallang Zone 93 RC	• Thomson Road Zone 90 RC
• Kallang Zone 94 RC	• Thomson Road Zone 91 RC
• Kallang Zone 95 RC	

1998

Civic-minded citizens:

your key to success of the

Neighbourhood Watch Zone Scheme.



Even the best trained and best equipped police force in the world can only do so much to prevent crime. People have to play their part too. So how does the scheme work?

Someone from your Residents' Committee (RC) or Neighbourhood Committee (NC) is appointed to lead the Neighbourhood Watch Zone. He is the Liaison Officer (LO). He will be assisted by Assistant Liaison Officers (ALOs), who are either community volunteers or appointed from your RC or NC. The LOs and ALOs work closely with the Neighbourhood Police Centre (NPC) officers. They will coordinate and implement crime prevention programmes to strengthen the community's sense of security.

有公民意识的公民：邻里守望相助分区计划成功之道。

世界上装备精良的警察部队可能做到的只是预防犯罪的一部分。人们也应该负起一部分的责任。此计划是如何运作的呢？我们会从居民委员会或邻里委员会中推选一人担任联络员。联络员会协调和监督分区计划的工作。联络员会由社区义工或从居民委员会或邻里委员会中推选。联络员会密切与邻里警察中心的工作。他们将协调和实施各种预防犯罪计划以加强社区的安全感。他们也将领导分区计划的各项推行工作以加强社区的安全感。











Together

we can prevent crime



The period 1998 to 2000 also saw greater emphasis on the artistry of the layout and more creative copy to make the public stop to think about the message. Given that most people are visual beings, disseminating information on crime prevention was a challenge as there was just too much content clamouring for attention. The messaging had to evolve, become smarter, more succinct and easily understood. Anything less could mean the laundry list of crime prevention tips risked being ignored.

1998



1999

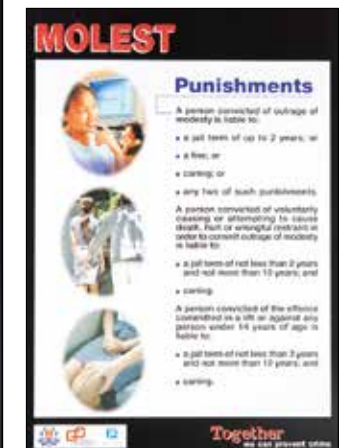
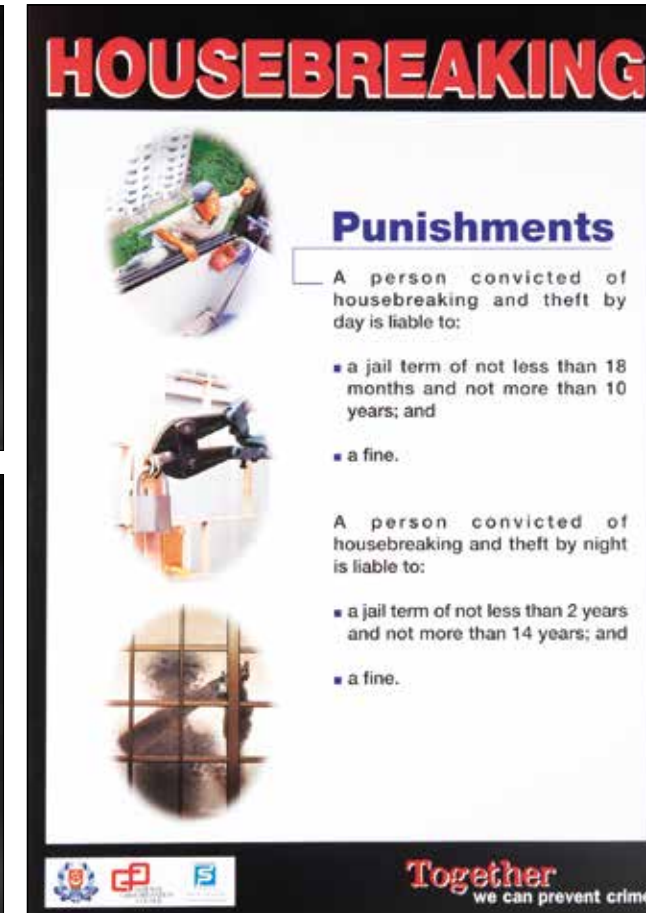
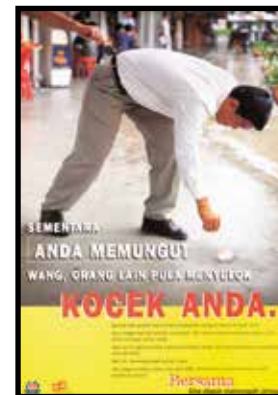
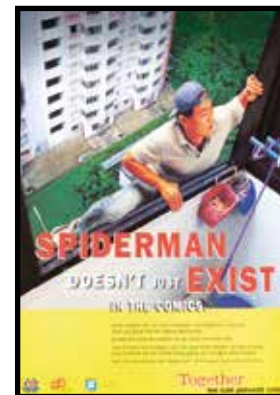
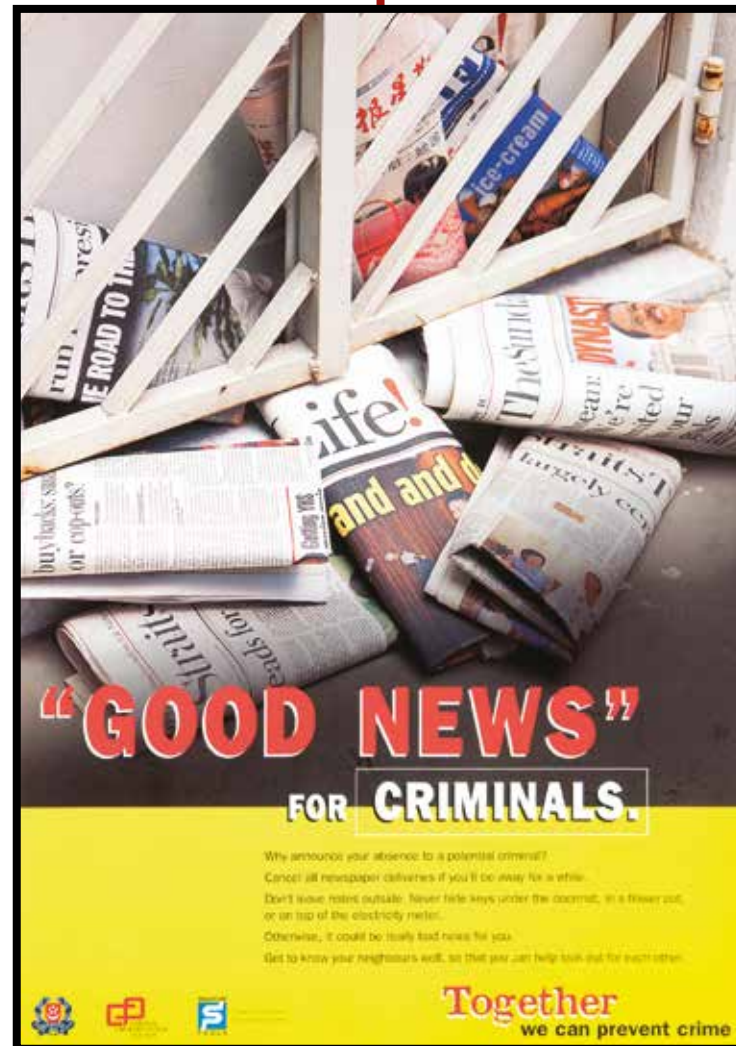


The Sponsored Series

Between 1998 and 2000, Singapore Pools and Nokia each sponsored a series of posters.

Both sponsors also collaborated on a “prevention and punishment” series in 1998.

1998



1999



MORE CRIMES CAN BE PREVENTED WITH YOUR HELP.

BE ALERT.

LOOK OUT FOR EACH OTHER.

Together we can prevent crime

<http://www.spinet.gov.sg>



SENJAGA BERTAMBAH-MATI.
SALING
BERHATI-HATI.

Bersama



Saling Bantu



Saling Bantu

1999-2000

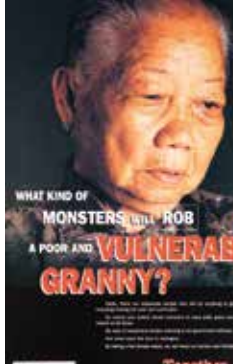


TO YOU, IT'S A SPACIOUS BALCONY.

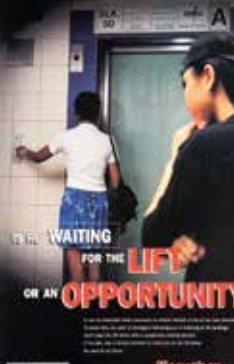
TO HIM, IT'S AN OPEN DOOR.

Together we can prevent crime

You'd be surprised how many ways a burglar can get into your home. No matter how high it is. That's why you should lock all doors and windows when there's nobody around, even if it's only for a short while. Never leave notes announcing your absence. Or hide keys outside your premises. Ask your neighbours to keep an eye on your home when you're away.



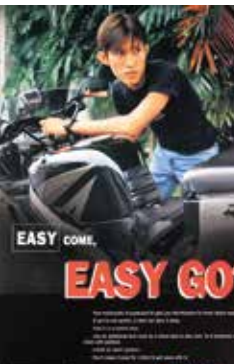
WHAT KIND OF MONSTERS WILL ROB A POOR AND VULNERABLE GRANNY?



IS HE WAITING FOR THE LIFT OR AN OPPORTUNITY?



YOU'RE NOT THE ONLY ONE SHOPPING FOR THE BEST DEALS.



EASY COME, EASY GO?



PICKING YOUR CAR TO A HE.

The Neighbourhood Watch Series (2000)

In 2000, a drive to publicise the work of the Neighbourhood Watch programme led to a multi-lingual series, with every poster carrying headers in all four official languages.

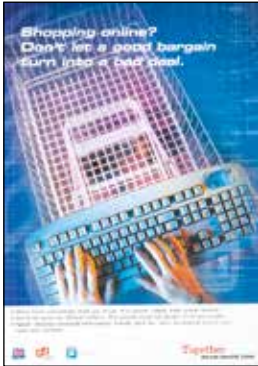
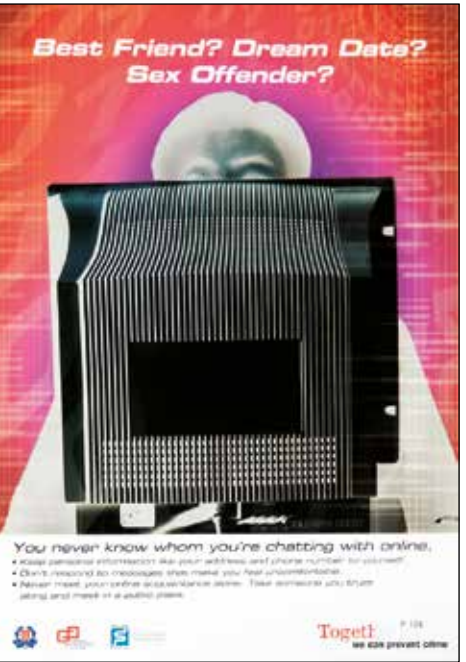
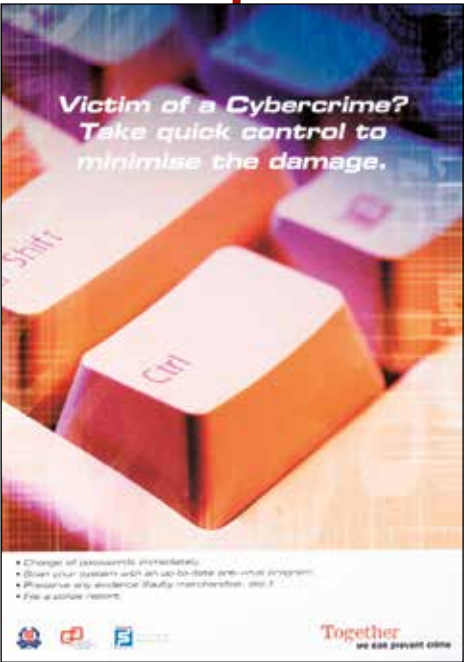
2000



The Cyber Safety Series (2000–2001)

The widespread use of technology and the World Wide Web led to Internet scams and cyber crimes such as the sexual grooming of children by predators. Cautionary advice and tips on cyber wellness were produced quickly in response to the rising reports of such crimes.

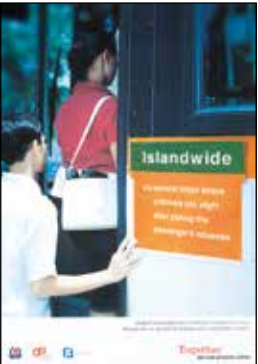
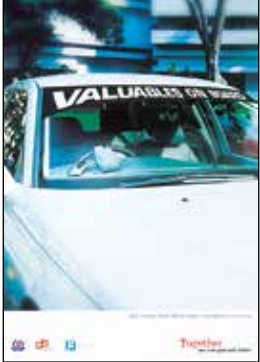
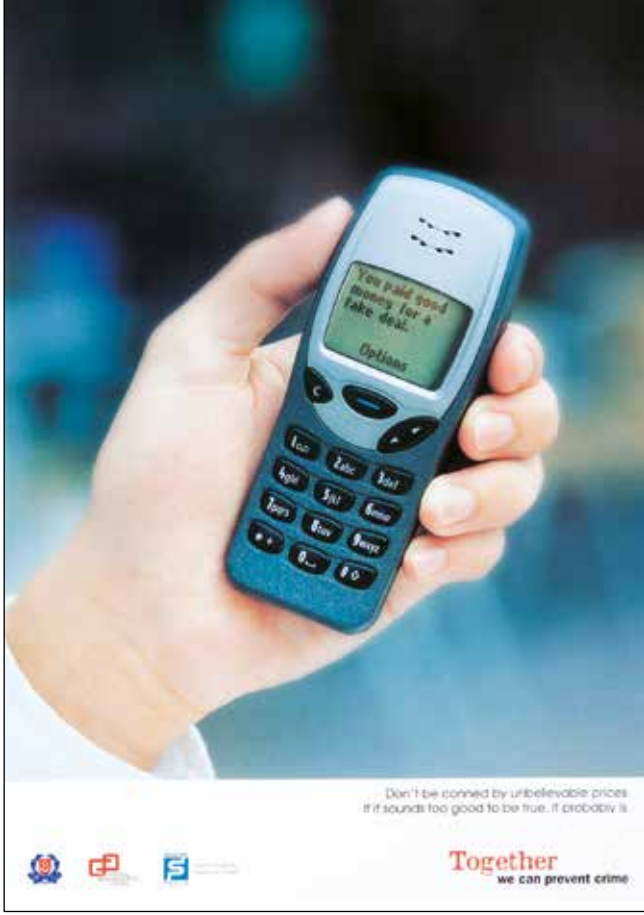
2000–2001



2001

As crime rates sank to a record low in 2001, humour was used to drive home the message of continued vigilance.

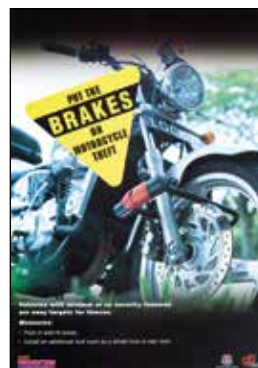
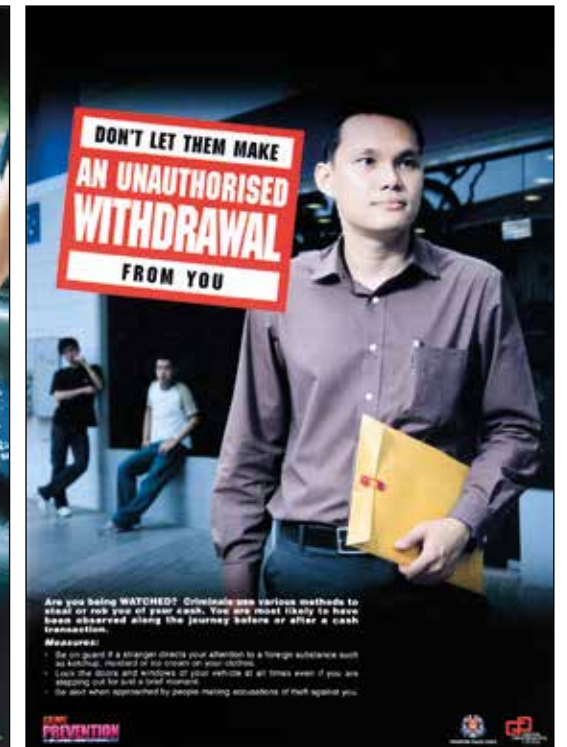
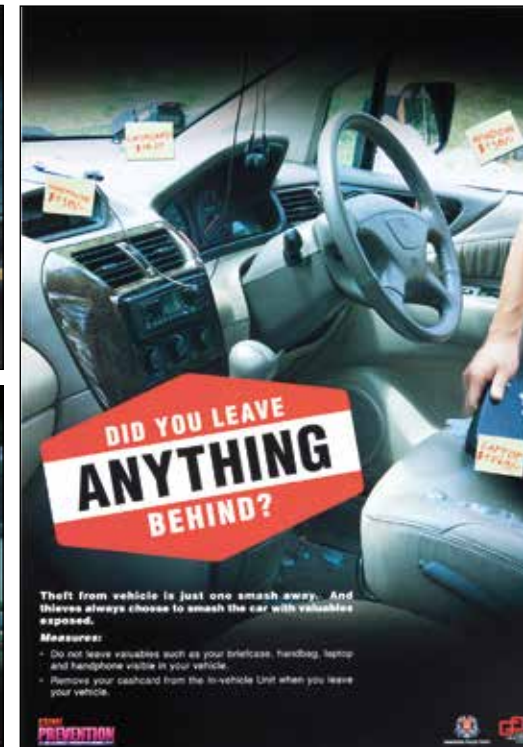
2001



2002–2007

In the aftermath of the discovery of a local Jemaah Islamiyah terrorist network in 2001-2002, a national community engagement programme took root, and community safety and security programmes became popular. The tag-line “Crime Prevention is a Shared Responsibility” was introduced in 2002 to rally the public to work together.

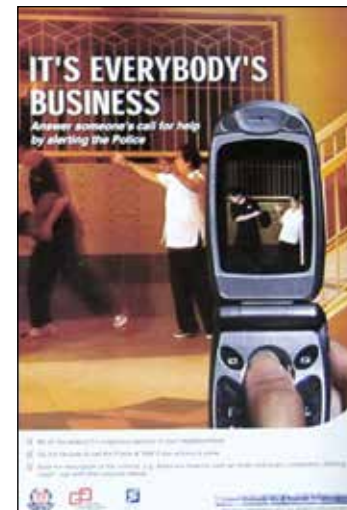
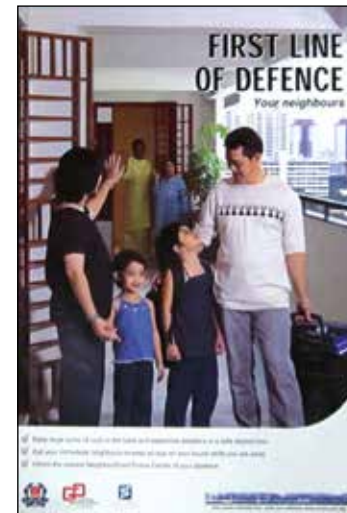
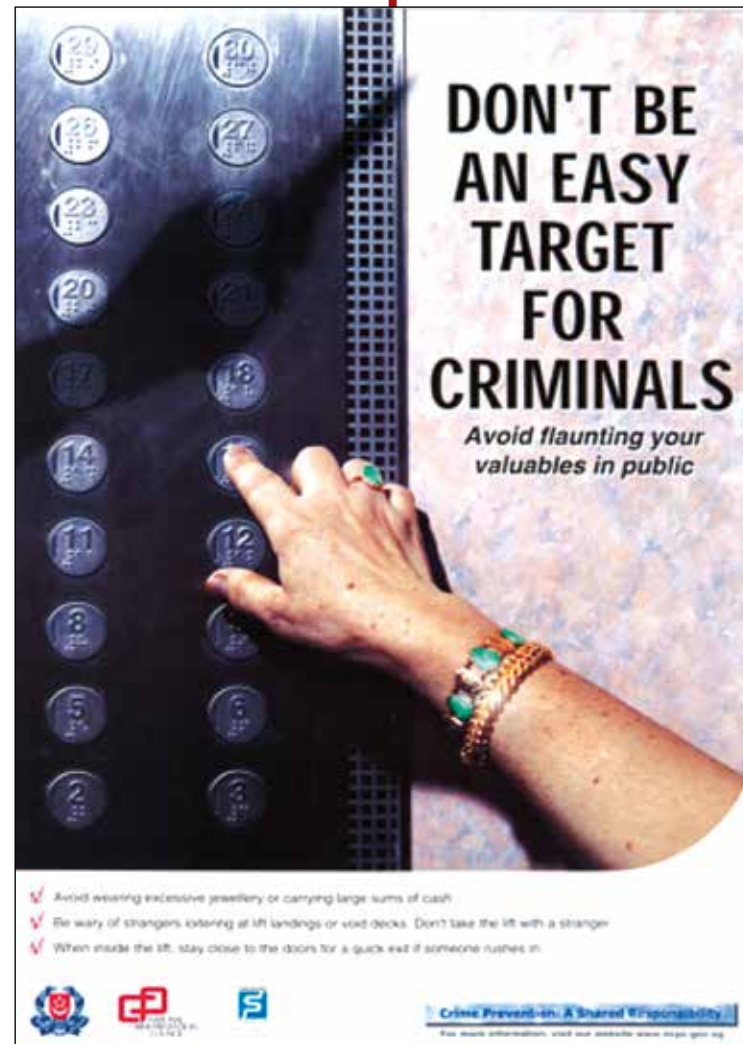
2002



Preventing Handphone Thefts

New crime trends also required different messaging. With rising mobile phone penetration in Singapore, mobile phone thefts also increased. A 2004 series warned of the consequences of losing personal phones. A 2006 series showed the possible modus operandi of such thieves, who would grab phones left unattended on tables and even from the hands of people while they were on the phone.

2004



2004



2006



Say “No” (2005)

Concern over the rising incidence of molestation of women and children, which surged to more than 1300 total cases reported in 2005, led to the creation of a series of posters to teach children to say “no” to unwanted approaches and to remind parents to be vigilant.

2005



The Fox Crime Channel Posters (2007)

To publicise its launch in Singapore in October 2006, the Fox Crime cable TV channel teamed up with the NCPC to produce posters warning merry-makers of “his crime time”.

2007



2008–2010

With crime rates falling continuously after a mini-surge in 2005, it was felt that more focused approaches were required. A series aimed at young children used cartoons to encourage them to be careful at home and at play. Those aimed at adults were bolder and aimed to cut through ennui with humour, creativity and eyebrow-raising copy.

2008



The “Easier Way” Posters (2008)

Two posters featured NCPC Senior Executive Chong Teng Kok wearing a range of household gadgets as improvised armour to protect his home and business. The humorous twist aimed to move away from the nagging tone often associated with public education messages.

2008

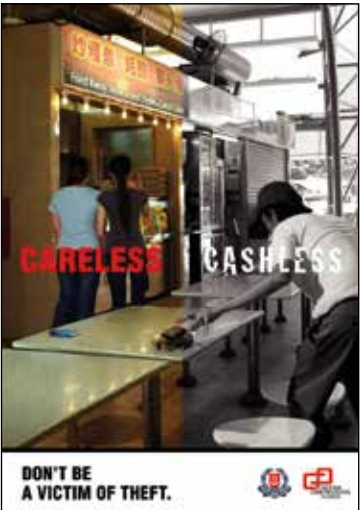
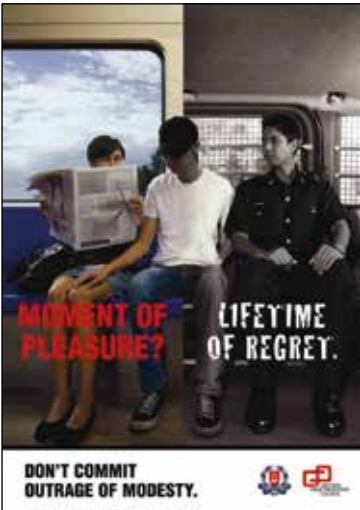
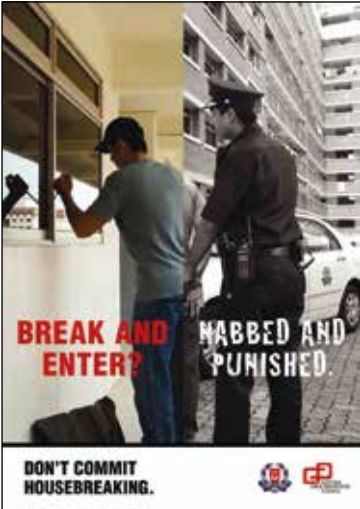


The Split Poster Series (2008)

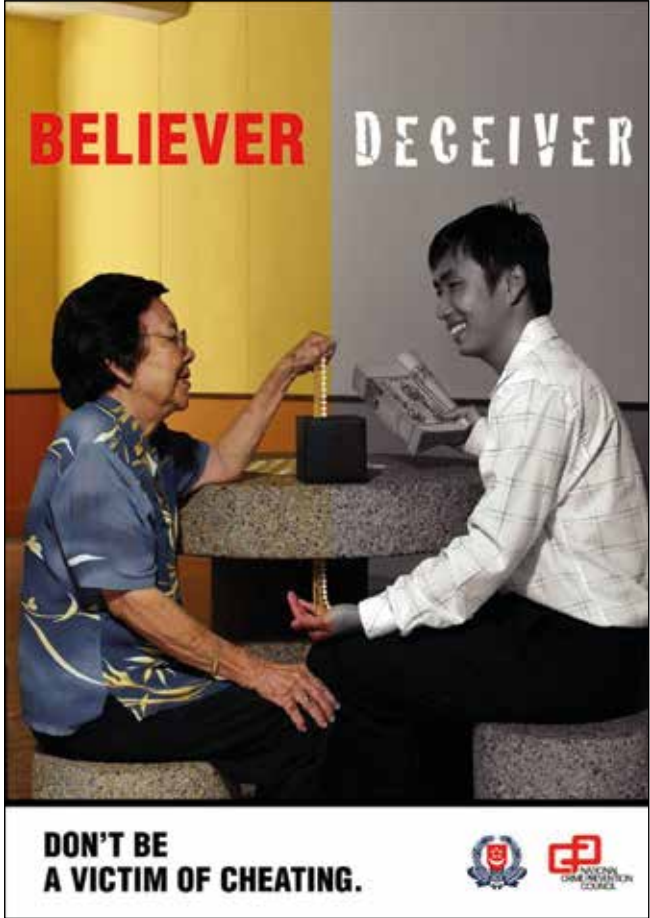
A series of “split” posters depicting the consequences of each of the five preventable crimes, for victim and offender, received much attention and even critical reviews. In particular, a poster that depicted the use of an almanac in scams on the elderly was considered offensive by some members of the public for portraying a religious group negatively. Although the poster was based on a real crime, the NCPC decided to withdraw

the poster from public dissemination. Another poster that showed a bruised senior citizen was also withdrawn following complaints that it looked too realistic. The ground feedback showed the bolder approach had an impact. The buzz generated by the almanac controversy, although unintended, drew attention to the ruses used by scam artists preying on the elderly.

2008



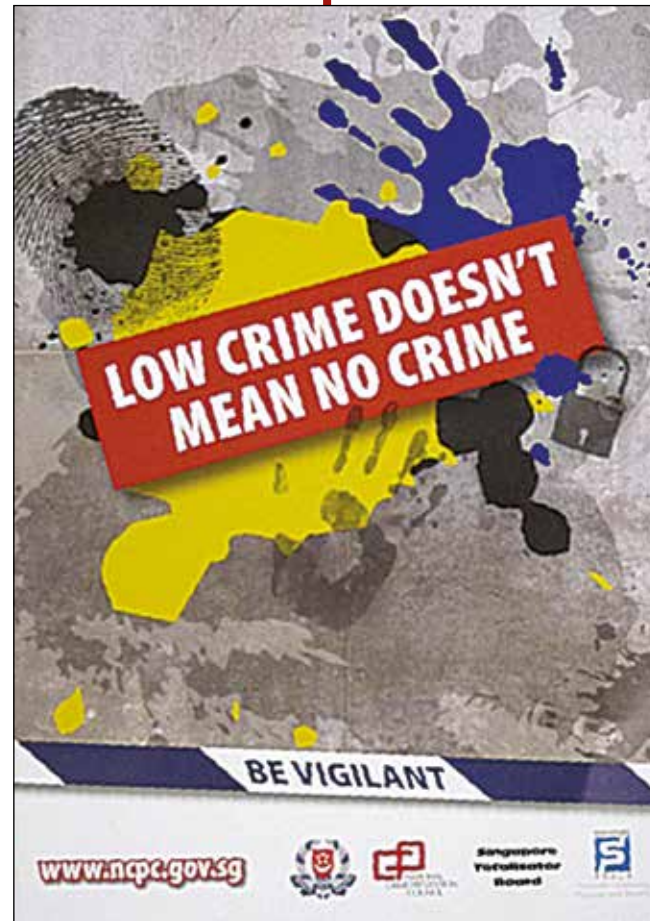
These two posters were withdrawn following public feedback.



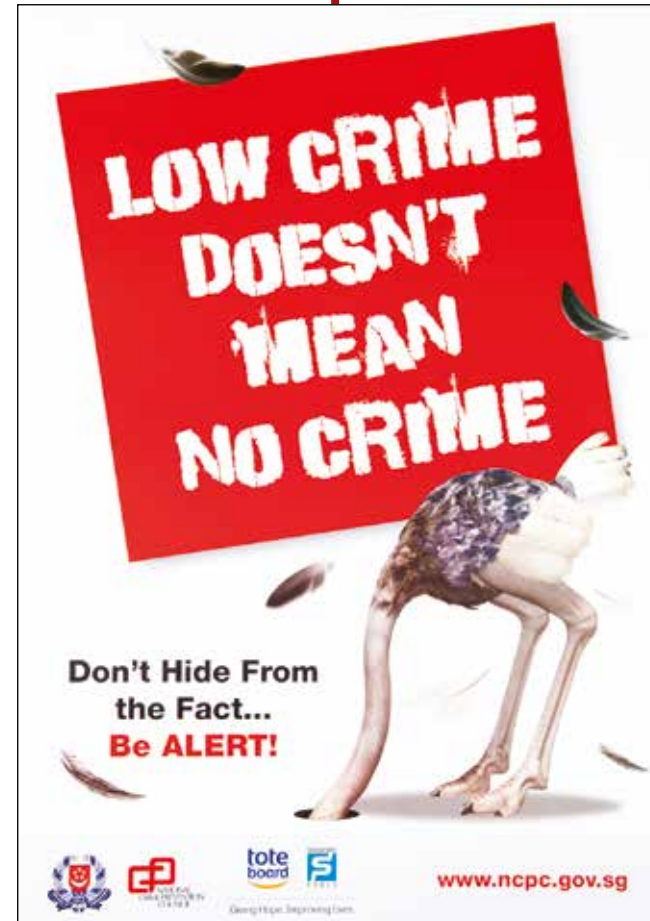
Back To Low Crime

The main theme also returned to “Low Crime doesn’t mean No Crime” with different mottos. In 2006, the public was exhorted to “Be Vigilant.” In 2008, the public was challenged with a more forceful message: “Don’t Hide from the Fact ... Be ALERT!” An ostrich with its head in the sand was used to provide a visual punch. More ostriches were later included, providing a variation on the theme in 2009.

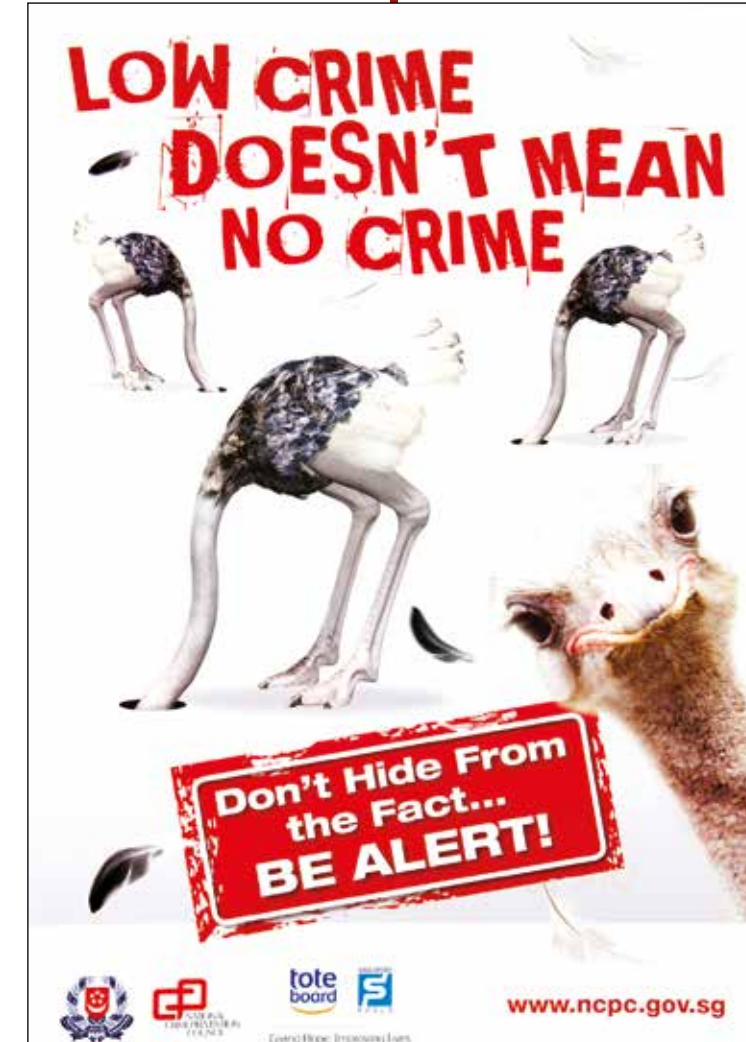
2006



2008



2009



Seasonal/Ad-hoc Campaigns

Great Singapore Sale (2008–2010)

With the Great Singapore Sale (GSS) becoming a mainstay of the numerous attractions Singapore offers to locals and tourists alike, the number of criminals attracted to join bargain hunters also saw an increase in related crimes. This prompted NCPC and the Police to ask its in-house creative team to conceptualise and design a series of GSS posters cheekily titled “Don’t make it the Great Singapore Steal.” The posters remind shoppers to be more alert to seemingly accidental bumps while in a crowd, and to be cautious and not leave their belongings unattended while caught in a bargain-hunting frenzy.

Don't make it the
Great Singapore Steal



The Shopaholic's Anti-Theft Survival Guide:

- Be alert and attentive to your surroundings
- Never leave your valuables unattended
- Always sling your handbag in front of you and make sure it is properly fastened

We Wish You A Pleasant Shopping Experience!



Guard your valuables



Don't make it the
Great Singapore Steal

stolen.
Caroline's wallet & valuables



stolen.
May Ee's new watches



Don't make it the
Great Singapore Steal



stolen.
Joash's \$788 camera



Don't make it the
Great Singapore Steal



stolen.
Caroline's wallet & valuables



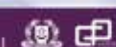
Don't make it the
Great Singapore Steal



stolen.
Amir's favourite shades



Don't make it the
Great Singapore Steal



stolen.
Jianping's new handphone



Don't make it the
Great Singapore Steal



stolen.
Yiming's \$345 mp3 player

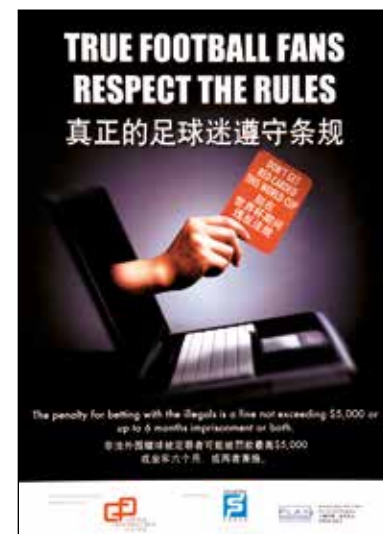
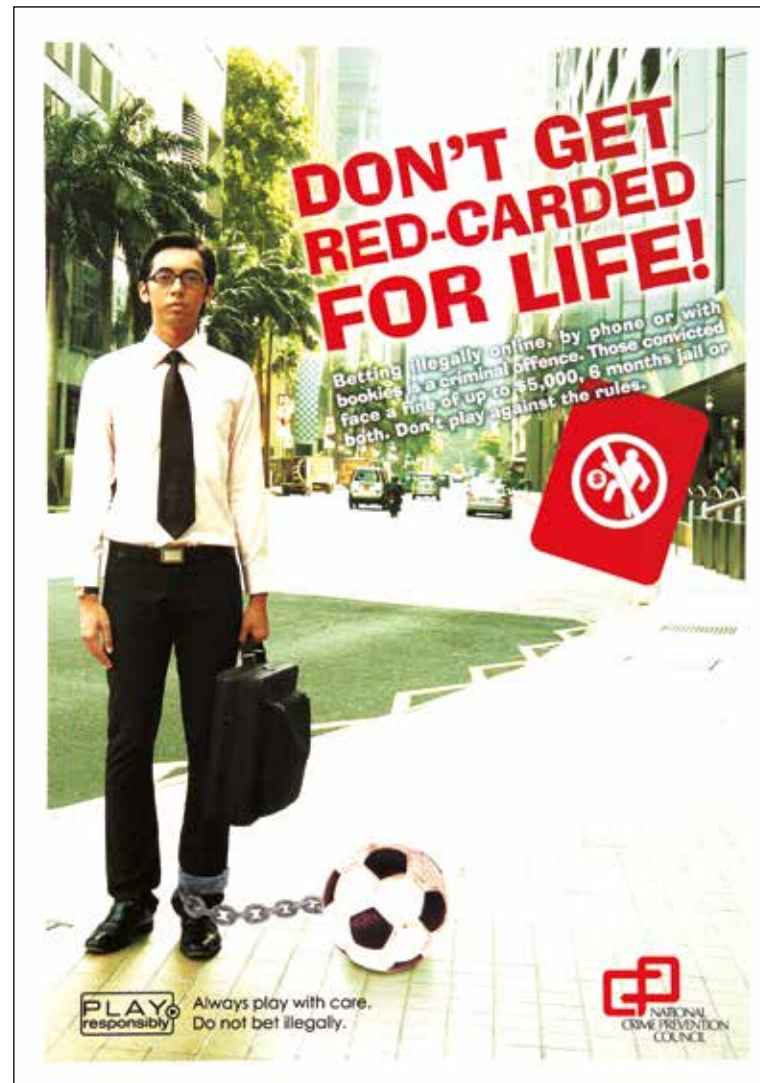


Don't make it the
Great Singapore Steal



Illegal Soccer Betting (2008–2010)

Although soccer betting has been legalised in Singapore, there is a rising trend of punters turning to underground soccer betting syndicates with large networks of runners. At the same time, with the rise of Internet gambling, there have been cases of youths turning to gambling in search of easy money. With online tools becoming more sophisticated, there has been “a corresponding increase in the complexity and variety of illicit gambling options on the World Wide Web and the repertoire of technological options for criminals”, as then Senior Minister of State for Law and Home Affairs, Prof. Ho Peng Kee, noted in 2009. Cautionary advice on the severity of the punishment for persons placing bets with illegal bookmakers was contained in a series of posters distributed during the 2010 World Cup season.



Project X-Ah Long — Fighting Unlicensed Money Lending (2010)

In 2010, unlicensed moneylending and harassment by Ah Longs seeking repayments soared to an unprecedented high of 18,649 cases. To complement the relentless efforts of the Police to crack down on the loan shark syndicates, the NCPC hosted a hotline to provide help to those seeking anonymity. Posters with the slogan “Don’t let Ah Longs control you” gave out the hotline number as well as information on help available.





3

Lights, Camera, Book 'em:
25 Years of Crime Watch

“POLICE TV PROGRAMME DRAWS BIGGER AUDIENCE THAN PRIME-TIME HITS”

THIS HEADLINE in the *Police Life Annual* of 1987 was no idle boast. The very first episode of Crime Watch — a joint collaboration between the NCPC and Police — attracted 1.3 million viewers when telecast in English and Mandarin in November 1986. It was an outstanding feat since weekly primetime favourites tended then to attract only 850,000 people.

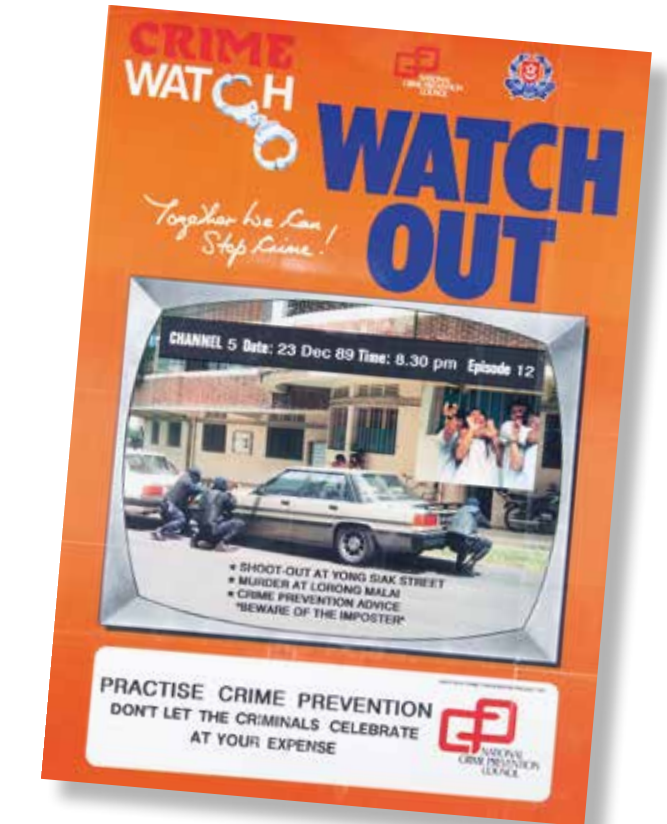
What was even more impressive was the public response to the re-enactment of the murder of a 19-year-old national serviceman that had occurred in August 1986, three months earlier. No witnesses had stepped forward and the Police soon hit a dead-end. Yet, soon after that first Crime Watch programme, seven people called the police hotline. One Hokkien-speaking caller named two men, leading detectives to the *Gi Leng Kiat* secret society. Nine men were subsequently arrested.¹

That success convinced the Police that it had a winning formula for a programme to solicit public assistance to solve cold cases. Police forces in the US, Britain, Canada and Hong Kong had been working with TV shows like Crime Stoppers and Most Wanted for almost a decade, with impressive results.

There was concern in Singapore, however, that the accurate dramatisation of crimes might provide wannabe criminals with successful modus operandi to commit crimes. Sneaky criminals might even call the police hotline to give false information and waste police resources. Programmes like Crime Stoppers in the US also offered rewards to tipsters. An American study showed that viewers who called in with tips had this profile: 47% were themselves fringe players i.e. people who associate with criminals, 25% were other criminals with information, and 35% were good citizens.

The police leadership decided that the potential problems could be managed with careful supervision of the production of each programme and the use of skilled police officers to monitor the hotline and conduct follow-ups. It was also decided not to offer rewards to tipsters, so that the fraudulent would not try their luck.

Among the senior police officers who felt Crime Watch offered much promise was Mr. Ong Seng Chye,



then Director of the Crime Prevention Department. He worked closely with the NCPC, which agreed to raise funds for Singapore's own Crime Watch series. The first episode cost \$28,000, with another \$16,000 for a Mandarin language version.

It was a big investment for the NCPC and the Police in terms of funds and resources. The dividends came in the public cooperation with the Police. In

1986, the public helped the Police make 778 arrests.² This number spiked to 826 arrests the next year, an annual record that has yet to be beaten.³

The success in inspiring public assistance led then CID Director Jagjit Singh to hail Crime Watch as a “fresh approach in the move to consolidate the relationship of the Police with the community and to encourage public spiritedness”.⁴

Twenty five years on, Crime Watch continues to enjoy a wide following. It remains the No. 1 show on Channel 5 in terms of viewership, no mean feat considering that 53% of TV households in Singapore,

or 1.8 million viewers, only watch free-to-air television like Channels 5 and 8.⁵

Each episode of Crime Watch, lasting 23 minutes and now shown in four languages, averages about 700,000 viewers. One episode in 2009 hit a record 1.4 million viewers, or 78% of all possible viewers.⁶

In a 2009 survey commissioned by the Police Public Affairs Department, a staggering 95.6% of respondents said they were aware of the Crime Watch programme, and 88% of them had watched at least one episode in the last 12 months. There are 10 episodes a year.



Mr. Izzuddin Taherally

President, Malay Youth Literary Association (4PM)

Member of the National Crime Prevention Council since 2005

Chairman of Community Working Group 1

“Crime Watch has created tremendous interest and awareness among the public. They learn in a unique way how crime can be prevented. It cuts across all boundaries of culture, race and religion. It is something all of us can be proud of.”



Assistant Commissioner Ng Guat Ting

Director, Public Affairs Department, Singapore Police Force

Member of the National Crime Prevention Council since 2008

“Joining NCPC as a Council member has a special meaning for me. My first contact with the work of NCPC was some two decades ago when, as the Head Research of the then Crime Prevention Department in the Police Force, I used to vet the scripts of the Crime Watch TV programme. Now as a Council Member and Director of Public Affairs Department, I have the privilege to be involved in the entire production process of Crime Watch: From selection of crime cases, treatment of story, vetting of scripts, previewing the show, to finally seeing it on air. It gives me immense satisfaction. I am indeed proud to be part of the NCPC-Police partnership in seeing the growth of Crime Watch as an important crime prevention and public education TV programme.”

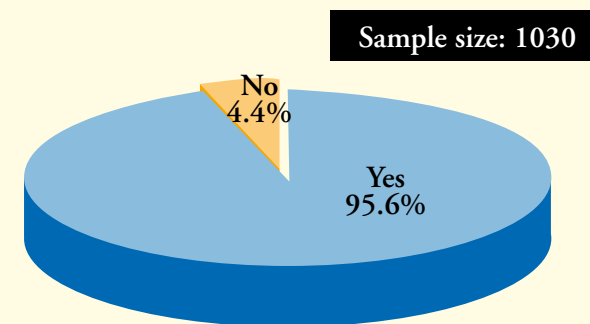


Crime Watch in its first year

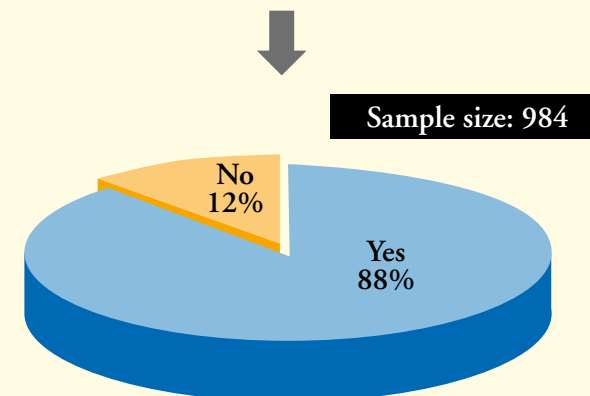
THE 2009 PERCEPTUAL SURVEY, which was conducted by Forbes Research for the Singapore Police Force, was designed to find out the effectiveness of Crime Watch in educating and encouraging the public to work with the Police to solve and prevent crime, as well as to discover what viewers thought of Crime Watch and the reasons why some did not watch it.

The sample size of 1,030 respondents was representative of the Singapore population in terms of gender, age and ethnic group distribution. 34.5% of respondents had at least GCE A Levels, and 38.9% had GCE O or N Levels or ITE qualifications.

Are you aware of the *CRIME WATCH* programme?



Did you tune in to *CRIME WATCH* in the past 12 months?

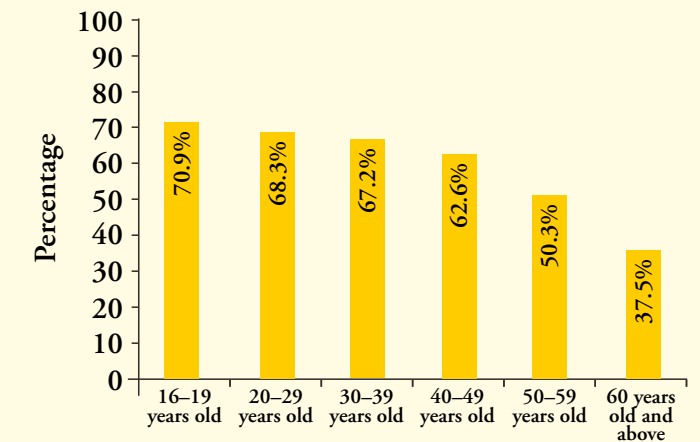


The survey shows the deep reach of Crime Watch; it is a programme many Singaporeans have grown up with. It is even more popular with the English-speaking 16–29 age groups than with the 30–49 age groups, at least 60% of whom tuned in. For Chinese-speaking audiences, the penetration rate is highest with those above 40 years old, with almost 80% of those aged 60 years and above watching the programme, as these charts show.

Tuned in to TV Channel 5 to watch *CRIME WATCH* by age group

Sample sizes:

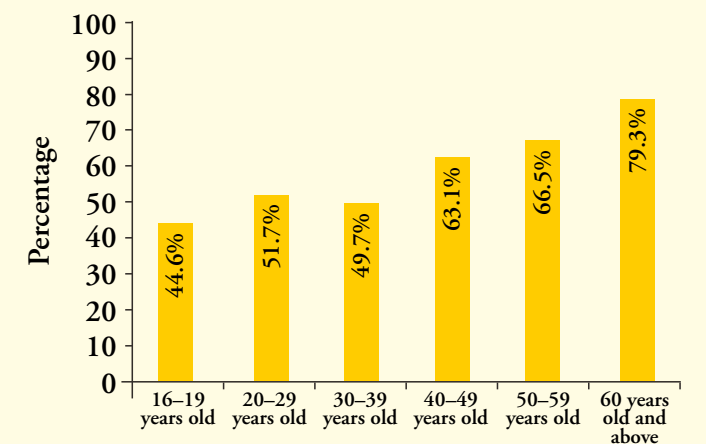
16–19 years old	— 56
20–29 years old	— 120
30–39 years old	— 183
40–49 years old	— 206
50–59 years old	— 161
> 60 years old	— 136



Tuned in to TV Channel 8 to watch *CRIME WATCH* by age group

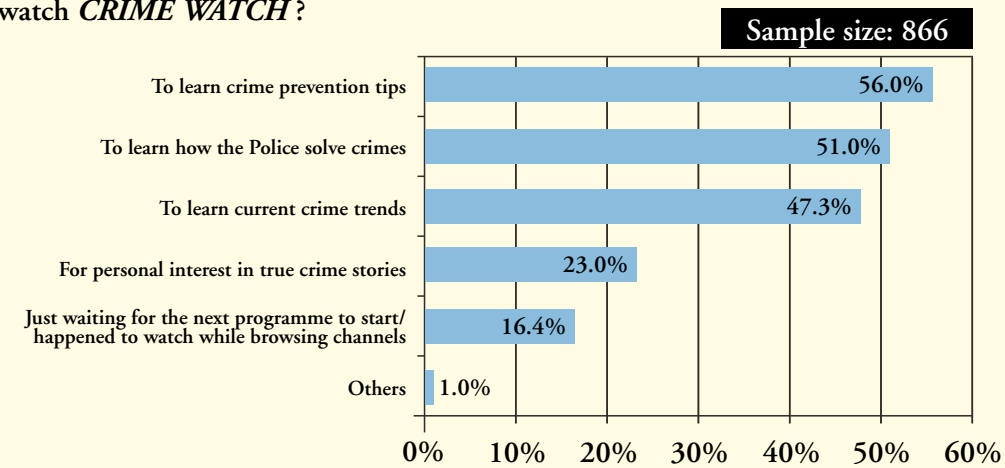
Sample sizes:

16–19 years old	— 56
20–29 years old	— 120
30–39 years old	— 183
40–49 years old	— 206
50–59 years old	— 161
> 60 years old	— 135

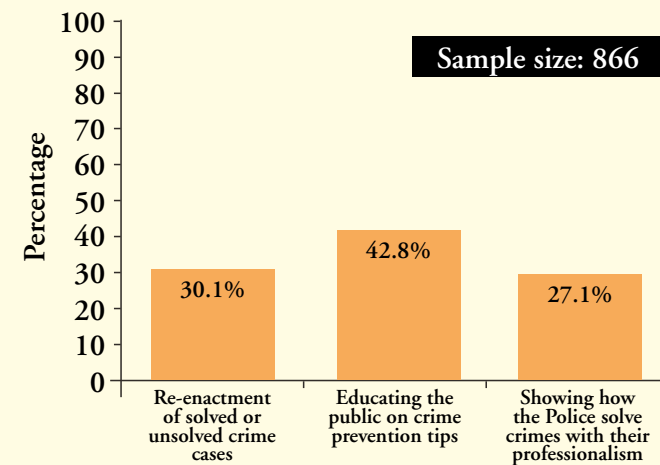


What is even more heartening is that 56% say they tune in to Crime Watch to learn crime prevention tips. The dramatic re-enactment of criminal cases and police procedure is clearly a draw, but it is the public education aspect that is most appreciated by viewers, who not only implement the tips and share them with family and friends, but say they also become more vigilant and are ready to provide information to the Police.

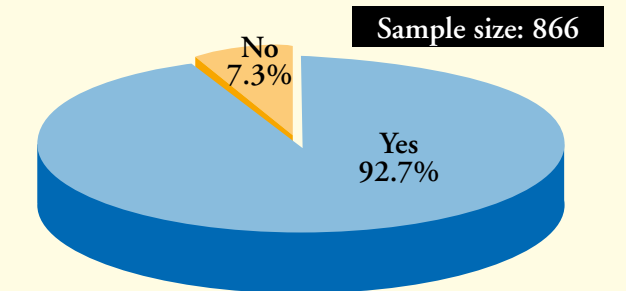
Why do you watch *CRIME WATCH*?



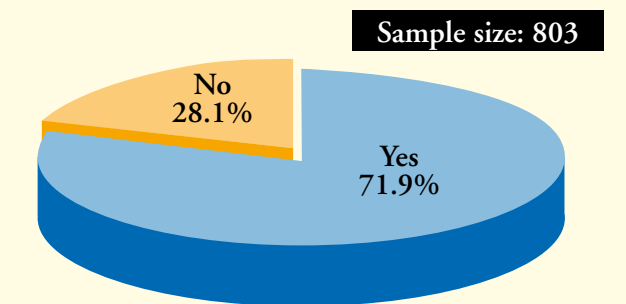
Which aspect of *CRIME WATCH* do you appreciate the most? (Single Response)



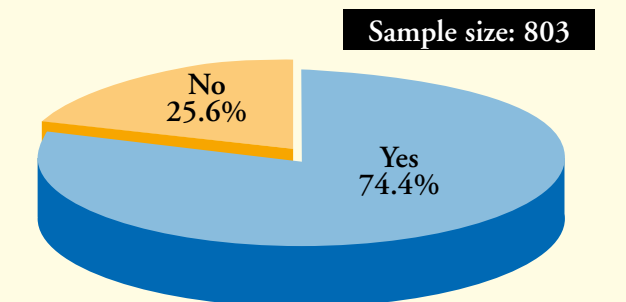
Have you learnt any crime prevention tips from *CRIME WATCH*?



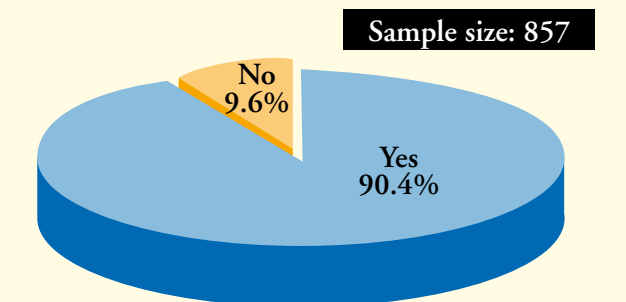
Have you applied these crime prevention tips from *CRIME WATCH*?



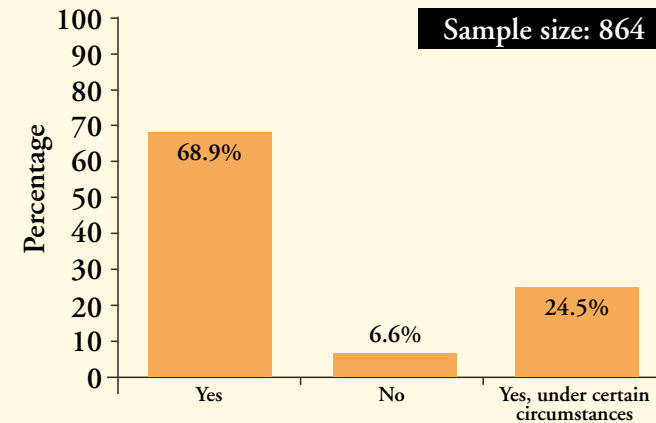
Have you shared such crime prevention tips with your family members, friends or colleagues?



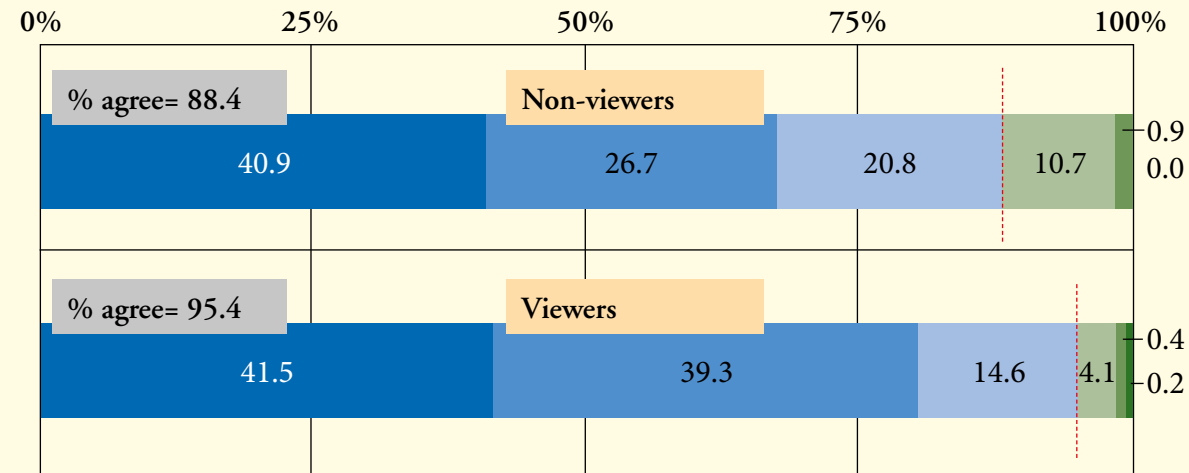
Do you become more vigilant especially after the Police called for more information that might help solve a crime highlighted on *CRIME WATCH*?



Will you come forward to provide the Police with information that might help solve crime highlighted on *CRIME WATCH*?



I believe that the public has a role to play in preventing crime and public safety and security.



Strongly Agree Agree Somewhat Agree
 Somewhat Disagree Disagree Strongly Disagree

Mean: 5.17
Sample size: 863

A USEFUL SOCIALISATION TOOL

IT IS also intriguing that viewers of Crime Watch are a little more likely to feel that the public has a role to play in preventing crime and public safety and security. Almost a third of non-viewers are either ambivalent or disagree. In contrast, 80.8% of viewers are sure the public has a role to play.

This finding is curious because 63.7% of those who do not watch Crime Watch say it is because they have no time to watch TV. Only 6.4% declared they had no interest in crime. 25.4% simply preferred to watch something else or did not find the time slot suitable.

Is Crime Watch therefore a useful socialisation tool for instilling the values of self-help and collective responsibility for safety and security of one's environment?

Each episode of Crime Watch now costs the National Crime Prevention Council \$105,987. The annual budget of almost \$1.06 million goes entirely to MediaCorp to produce the 10 episodes a year. The Police pick up the cost of the man-hours put in by the police officers who select the cases and locations, act as themselves investigating featured cases, and present the episodes on national television.

With rising production costs, Crime Watch now takes up 47.5% of the Council's budget for crime prevention programmes. This financial commitment is possible largely because of the sponsorship of the Singapore Totalisator Board, which has agreed to donate up to \$1.85 million in 2011 to fund specific crime prevention programmes like Crime Watch.⁷

With pressure mounting on the Council each year to raise funds for all its programmes, how does one measure the cost-effectiveness of a long-running TV programme like Crime Watch? Its popularity among Channel 5 viewers no doubt owes much to the fact it is essentially a police procedural, and murder mysteries are always popular TV fare. That the cases it features are set in familiar locales like HDB housing estates, Geylang coffee houses, MRT stations et cetera, and feature local police officers, only add to the appeal.

The 2009 survey suggests that the high ratings

Crime Watch has consistently received do translate into a heightened awareness of crime trends and the preventive measures individuals could take to reduce harm to themselves and their properties.

There is another intangible benefit if one accepts that people derive much of their social knowledge from watching television. The reassuring image of a police force that is well equipped to deal with murderers and all manner of malfeasance professionally and efficiently — as conveyed by every Crime Watch episode — is, as reality television goes, worth much more than any public relations campaign.

Research in the US has long suggested that most people form their impressions and knowledge of the criminal justice system through the media, especially through TV entertainment programmes, of which more than a quarter of all prime time shows since the 1960s have focused on crime or the criminal justice system.⁸

How the public actually perceives the criminal justice system that presides over their lives defines their relationship with the system and its enforcers. But most people have few actual dealings with the Police or the courts. Studies show that the most direct contact most people have with the criminal justice system is through what sociologists call the



Mr. Chua Chor Huat

Principal, School of Science and Technology,

Member of the National Crime Prevention Council since 2006

“Crime Watch has been refined and updated over the years to keep pace with the issues at hand and also galvanise and mobilise people to understand some of the work that our close partner, the Police Force, does behind the scenes and that actually gives assurance and confidence to the general public about how we go about preventing crime. Another aspect is how we tackle crime at a very sophisticated level and that gives us comfort. While we cannot be 100% sure that there'll be no crimes in future, we know that when something happens, we can be quite confident that our men in blue will be able to spring into action and solve the crimes very quickly.”



Mr. Gerald Singham

Partner, Rodyk and Davidson

Member of National Crime Prevention Council since 2000

Chairman of the Advisory Panel on Licensing

“Crime Watch is very much associated with the NCPC, not as a marketing tool, but as an outlet to educate the population, especially as it grows and we have to identify the solution provider. The first solution provider is of course the Police, but the NCPC plays a very important background role. Crime Watch can take on other media forms, but as a concept it has to remain the same.”

“television effect”, where television is the principal means of socialisation.

In a country like Singapore with a low crime rate of 650 crimes per 100,000 population, proportionally fewer people are victims of crime and have no reason to brush up against the law. But our community policing system is designed to ensure the public does see the policeman as a friend they can count on. Is it not this actual contact with the Police rather than

Crime Watch that accounts for the high level of trust that the Singapore Police enjoys among residents?

If reality trumps reality television, then is Crime Watch really about entertainment?

Anecdotal evidence suggests that Crime Watch does offer useful crime prevention tips for the viewing public. This author, for instance, saw an episode where the Police were able to catch the culprit who snatched an iPhone from a woman because she had taken the



Dr. Shirley Lim

*President, Research Communication International Pte Ltd
Member of the National Crime Prevention Council since 2001*

“ I am very proud of the fact that the crime prevention culture has been inculcated purposefully at all levels of society ranging from school-aged children to youths, adults and seniors. Programmes targeted at all ages and in all sectors of the service, trade and manufacturing industries ensure that a holistic approach is taken that involves everyone. NCPC has played a significant role in enhancing this crime prevention culture as a way of life that Singaporeans are proud of. It is in the heart of every Singaporean that our heritage lies in a safe and secure country. This attitude has in no small measure been instilled through efforts like Crime Watch. The development of Singapore as a haven of peace and prosperity has been done through good governance, an able Police Force and a people-oriented crime prevention culture.”

precaution of downloading a tracking software on a home computer. The victim worked with the Police to identify the phone's location whenever it was switched on, leading to its recovery and the identification of the thief when he sold it to a reseller who kept a log of the shop's purchases.

I did not recognise the TV celebrity who was brought on the show to demonstrate to viewers how to download the software, but I made sure to install the tracking software for my iPad when I acquired one, and told everyone to do the same. I am among the 72% of viewers who applied a tip I learnt on Crime Watch and among the 74% who shared such tips with family and friends.

Indeed, when Minister of State for Home Affairs Masagos Zulkifli bin Masagos previewed this episode

before it aired, he suggested to the Police that it should work with the telcos to pre-load such tracking software on the devices they sell.

The National Crime Prevention Council is well aware of how much visibility a regular television show like Crime Watch gives it and its mission of fighting crime. It is an institutional branding that remains important because, as Council member Gerald Singham puts it:

“Crime is taking so many creative forms today, so all the more we have to educate the society and as a population grows, we need to identify the solution provider. I think Crime Watch does that. Institutional identity often gets lost, and I'm proud that NCPC has remained true over the years.”⁹



Mr. Kho Choon Keng

*Executive Chairman, Lian Huat Group
Member of the National Crime Prevention Council since 2003
Chairman of the Fund-raising Committee*

“ Crime Watch has indeed made NCPC a household name.”

How Crime Watch is Made

ASSISTANT SUPERINTENDENT OF POLICE (ASP) Law Jimmy keeps very late nights 10 weeks a year. Those are the weeks when Crime Watch is shot on location. “Most police ambushes of suspects take place at night, so we shoot at night too,” says the Crime Watch Police Coordinator.

Verisimilitude is very important on Crime Watch to give viewers an authentic experience of police investigative procedures. So much so that the brother of an accused was almost chosen to play him on an episode until the casting director realised he not only looked very much like the photo of the accused, but shared his surname too. Another actor was cast instead.

When Crime Watch was first produced 25 years ago as a quarterly series, the Police convened a high-powered committee of 12 to work with the Singapore Broadcasting Corporation, as the national broadcaster

was then known. Every three months, the team would select three current cases with a good chance of being solved if witnesses stepped forward. The cases had to have dramatic potential too. Police officers, cadets and Boys’ Club members provided 90% of the acting talent. The sets were monitored closely to ensure accuracy and authenticity. Each episode also included the latest report of the crime situation and some crime prevention tips.¹⁰

With opinion polls showing an insatiable public appetite for Crime Watch, it became a monthly programme in 1994, on a 10-episode March to December schedule.

Today one senior police officer does the selection of cases and coordinates all aspects of production — script-writing, casting and location shoots — with MediaCorp.

ASP Law took on this job in 2010 and 16 episodes

later, the thrill of being a policeman in show business still comes through as he discusses his work. It is his job to select the cases that will capture eyeballs, and he knows that murder cases are very popular. “But I can’t feature murder all the time because it will give the wrong image of the country and of the work of the Police Force,” he says. The murder rate in Singapore has been under 1 per 100,000 population the last 10 years.

There are three principles he uses to select the two cases for each episode of Crime Watch:

1. What are the emerging crime trends? If the statistics compiled by the Police Intelligence Department shows an increase in say, thefts of mobile phones, he will send an email to the heads of investigation in the police divisions (HIs in police parlance) to ask if they have had any recent cases of mobile phone theft that were solved in an interesting way.
2. Only concluded cases are featured, meaning the suspects have been convicted in court, as it is sub judice to discuss in public any case pending before the courts. Unlike the early years of Crime Watch when cold cases were featured in a bid to find witnesses, open cases are shown mainly when the investigating officers need help to uncover the

whereabouts of known suspects. These are what ASP Law calls the “appeal cases”.

3. Are there any new police capabilities to be showcased? For example, when the Transport Security Command was launched, ASP Law asked it for cases that would help viewers understand the role it plays in protecting MRT passengers. Episode 7 in 2010 showed how a Transcom patrol nabbed a snatch thief they observed running through a station barefoot. That episode was the number one show on Channel 5 that week.

Once ASP Law has found a case he deems suitable for dramatisation, he arranges for the MediaCorp producer and scriptwriter to meet the Investigating Officer (IO) in charge of the case so that he can describe the investigative process he took to solve the crime, especially the challenges and exciting near-misses that are not usually described in the Investigation Paper. “I want the scriptwriter to understand the hard work that goes into each investigation,” he says.

The completed script is shown to the IO so that he can check for accuracy. At the same time, ASP Law sends the script to the Community Involvement Division of Police Operations Department to request the appropriate crime prevention advisories.

Sourcing for locations come next. As far as possible, the actual scene of the crime is used. The actual IO too is asked to appear as himself.

Photos of the accused are given to the MediaCorp casting director to select extras who look like them. If an offender has body tattoos, these are drawn on the actor.

Once a script is finalised, filming starts. A rough cut is then shown to the Director of the Public Affairs Department, as well as the IOs featured

and their commanders. They check for accuracy of the dialogue and procedures. The National Crime Prevention Council also attends this preview. Then sound effects are added and this version is shown to the Commissioner of Police. The final preview is conducted by the Minister of State for Home Affairs.

From case selection to telecast takes two months. "And then the cycle starts all over again," says ASP Law.



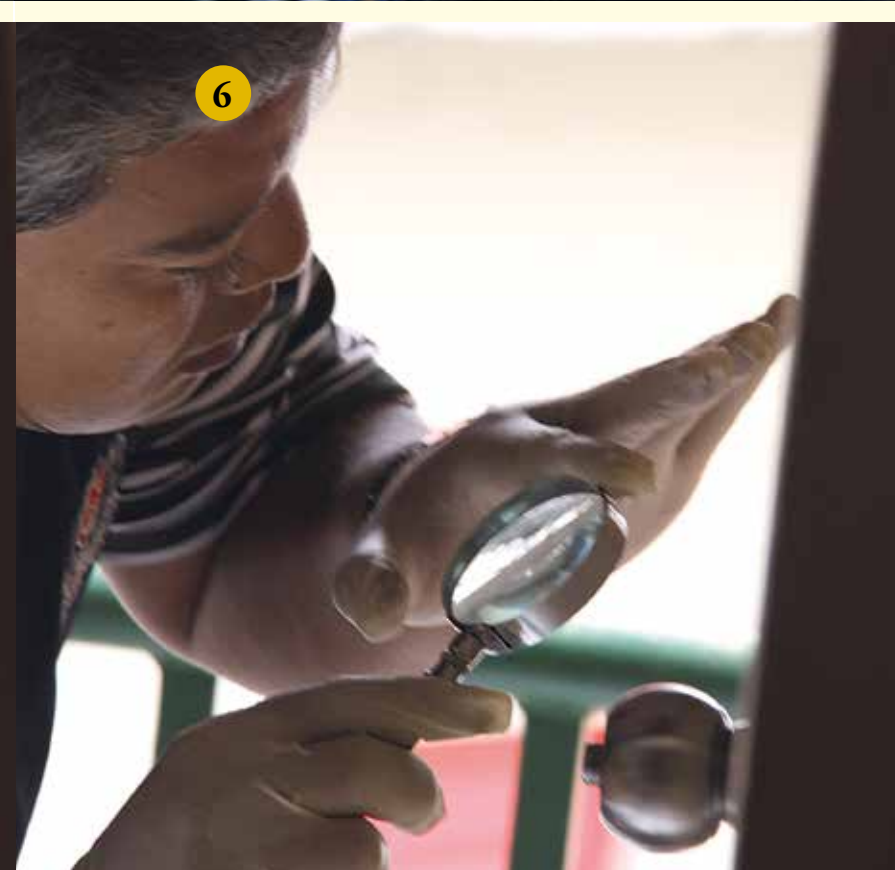
Re-creating a crime scene for an episode in Crime Watch

Re-creating the Investigative Process for Crime Watch

This series of snapshots from different episodes of Crime Watch shows the re-creation of the investigative process in a murder case. A case is only presented on Crime Watch after it has been disposed of at trial.



1. Member of public discovers a dead body and calls the Police.



2. The Investigating Officer (IO) on duty is informed and goes to the crime scene.
3–4. Crime Scene specialists collect evidence from and around the victim's body.

5–6. A doorknob is dusted for fingerprints.
7. Even garbage bins are checked for evidence that may lead to the perpetrator(s).



8

8. Potential witnesses in the vicinity are interviewed.



9

9. A witness examines the photo of a suspect.



10

10. The arrest operation is planned.



11

11. Police cars move in.



12

12. The suspect is taken into custody.



13

13. An ID parade is staged to see if the witness can identify the suspect.



14–15. The suspect is charged within 24 hours and remanded for trial.
16. The Crime Watch host presents the case after the trial concludes.

CASE SOLVED, Thanks to Crime Watch

THE FATAL CASE OF MISTAKEN IDENTITY

August 30, 1986, Ang Mo Kio

19-year-old NSman Alan Ng is found beaten to death at the foot of an HDB block in Ang Mo Kio. Police find no eye-witnesses. The trail grows cold.



CASE SOLVED

Crime Watch episode 1,

November 30, 1986 — The case is

recreated on national television during the premiere of the first TV programme conceived and designed by the Singapore Police. 640,000 people watch the killing of Alan Ng on prime time.

Minutes after the playback, a man calls the police hotline. Speaking in Hokkien, he gives the names of two suspects. Six other witnesses call the hotline after the show ends.

The first lead sends CID detectives after the leader of the *Gi Leng Kiat* secret society and four of his henchmen. They are arrested when investigations show they attacked and killed Alan Ng. Nine teenagers are eventually charged with his murder and plead guilty in March 1988 to an amended charge of being members of an unlawful assembly whose object was to grievously hurt Mr. Ng.

The nine secret society members, who were then mostly 14 and 15-year-olds, had mistaken Mr. Ng for a member of a rival gang that had assaulted some of their members the previous evening. They found Mr. Ng sitting on a bench with his girlfriend in Ang Mo Kio and set upon him from behind with iron pipes. As they hit him nearly 20 times, Mr. Ng shouted to the gang that they were assaulting the “wrong person”. After his attackers fled, Mr. Ng staggered to the roadside where he hailed a taxi to take him home. He succumbed to his injuries at the foot of Block 455, Ang Mo Kio Avenue 10.¹¹



Parents of Alan Ng appealing for help on Crime Watch

Duxton Rd

THE DEADLY PUB BRAWL

July 18, 1999, Tanjong Pagar

A few minutes before midnight, the Police receive an anonymous 999 call reporting that several men are fighting at the Buddy Buddy Fun Pub at 61 Duxton Road. When the Police arrive at the scene, they find 43-year-old Tong Beng Wah @ Tan Thian Hock unconscious with severe head injuries. He later dies in hospital.

Crime Watch episode 7, September 29, 1999 —

The case is aired with an appeal for information on other suspects following the arrest of a 26-year-old man nine days earlier. The names and photos of four men being sought and their last known addresses are shown on screen. Those with information are asked to call the police hotline.

The four men, who had fled to Malaysia, eventually surrendered to the Police over the next four months. In April 2000, all five culprits are sentenced to jail and caning for causing grievous hurt to Mr. Tong.

The men had fought over “a trivial remark over a billiard game”, the court was told. During a five-minute brawl, one of the five accused men inflicted a 16 cm deep cut on the left side of Mr. Tong’s scalp that was so severe it caused his right eye to pop out.¹²

CASE SOLVED



Scenes from Crime Watch, from top to bottom: Description of deceased victim, the scene of the crime

CASE SOLVED



Scenes from Crime Watch, from left to right: The crime scene, description of suspect, Krishnan's brother thanking the Police on Crime Watch

THE BLUDGEONING OF A “DEAF MUTE”

June 30, 2001, Little India

44-year-old Krishnan s/o Sengal Rajah is walking along Dunlop Street at about 10.40 pm when he is attacked by unknown assailants. Mr. Krishnan, who is deaf and mute, dies from severe head injuries.

Crime Watch episode 10, December 26, 2001 —

The killing is recounted and the physical appearance of a suspect is described on air. Krishnan’s brother appeals for witnesses to assist the Police in the investigations. Immediately after the telecast, an anonymous caller gives the Police vital information leading to the arrest of Tan Chun Seng, a crane operator.

Five months later, Krishnan’s brother (above) goes back on air to thank the Police for catching his brother’s killer, “thanks to Crime Watch”. 28-year-old Tan is tried for murder in February 2003. The

court is told that Tan was incensed because a man walking with Mr. Krishnan hit the windscreen of his parked car as they went past. When he could not find the other man, he went after Mr. Krishnan, hurling vulgarities at him. Somehow, Mr. Krishnan, although a deaf mute, realised Tan was behind him and turned round to face him. He pushed Tan down and continued walking. Tan then grabbed a pole lying by the side of the road, ran after Mr. Krishnan and hit him from behind, causing severe head injuries. Tan is sentenced to death, but his murder conviction is overturned on appeal. He is instead convicted of culpable homicide and sentenced to 10 years’ jail when the Court of Appeal agreed with his argument that he had been involved in a “sudden fight” and had no intention of killing Mr. Krishnan but only wanted to teach him a lesson.¹³



4

Moving the Public Spirit

THE HEROES AMONG US

688 PEOPLE.

That is how many people, on average, step forward to help the Police arrest criminals each year. Since the Police began compiling statistics on public-assisted arrests in 1986, the number of individuals who provide information, make a citizen's arrest or alert the Police to a major crime in progress has never gone below 496 each year. The major offences include murder, rape, outrage of modesty, robbery, housebreaking, motor vehicle theft and snatch theft.

Over the last 25 years, the actual number of public-assisted arrests has ranged from 496 to 826 a year.

This works out to an average of nearly 4 in 10 arrests being made with the help of the public.

In recent years, the percentage has fallen from 42% of arrests in 2005 to 33% in 2010. Does this mean the sense of public spiritedness is waning?

Statistics, as they say, only tell half the story.

The percentage varies each year depending on factors like the intensity of police crackdowns on certain offences. And it is based on the assumption that one civic-minded individual helped with one arrest made; the calculation does not reflect the actual number of people who stepped forward, as there might be four people who made one citizen's arrest, resulting in under-counting, or one person helped in the arrests of two or more criminals, resulting in over-counting.

In 2005, even as total crime cases surged 20% from the previous year, and the Police made a record number of arrests, 42% of the arrests for major crimes, i.e. 824 criminals apprehended, were with the help of the public.

In 2010, public-assisted arrests accounted for only 33%, a decrease of one percentage point from 2009, although the number of such cases actually increased from 609 to 620 criminals arrested in 2010. This is because the police also made more arrests in 2010 although there were fewer crimes.

Indeed, more members of the public are being recognised for their courage and a selfless quest for justice in the fight against crime each year.

Former Minister for Home Affairs S. Jayakumar introduced the "Minister for Home Affairs Award for Public Spiritedness" in 1988 to recognise members

of the public who have contributed to the Home Team's operations through their public-spirited acts, whether it is to save lives and property, or assist in the apprehension of criminals. The awards are presented annually by the Minister himself at the Ministry's National Day Observance Ceremony in August.

Ministry spokesman Toh Yong Chuan notes: "We have been giving out this award to about 75 members of the public every year, of whom about 15 are foreigners."

"What is observable is that we have been giving out more awards to the public. This is a clear indication that more members of the public, both Singaporeans and foreigners, are stepping forward to do their part in keeping Singapore safe and secure."

However, it is inevitable that the statistics will show a downward trend in public-spirited arrests.

Ironically, "as Singapore evolves into a community where there is greater public spiritedness, there will be less property crimes in observable public places involving violence and confrontation, e.g. robberies, snatch thefts, etc," notes Interpol President Khoo Boon Hui, a former Singapore Police Commissioner. "Crimes of stealth where there is less opportunity for public-spirited interference will therefore become more prevalent, e.g. shop theft, Internet scams, crimes within premises, "victimless crimes"."

In 2000, the NCPC and the Police published *The Public Spirit* to celebrate “the heroes among us”. The profiles in courage displayed by ordinary Singaporeans are compelling.

What is remarkable is that none of them saw themselves as heroes or expected any reward. They found themselves in a position to help stop crime, and stepped in. To paraphrase the Home Team motto, they were there and dared “to put it right”.

A STRONG SENSE OF JUSTICE

The stories on pages 159–161 are but a sampling of the 17,190 cases over the last quarter of a century where members of the public refused to be mere bystanders to crime but instead took pro-active measures to help the Police apprehend criminals.

This sense of civic-mindedness continues unabated. In any one month, the Singapore Police news portal carries several reports commending members of the public for their bravery in stopping a crime in progress or for chasing down a suspect.

In June 2011 alone, the actions of nine members of the public led to the arrest of five offenders within minutes of their crimes.

The nine individuals singled out by the Police for their quick-witted action ranged in age from 17 to 53 years. The crimes they helped to stop included outrage

of modesty, loan shark harassment, theft, housebreaking and armed robbery.

One of the individuals was a member of a Neighbourhood Watch Group who called the Police when he saw a loan shark runner splashing paint on his neighbour’s door. Two others were neighbours who stopped a thief from breaking into another neighbour’s flat and detained him. Others were passersby who responded to calls for help or saw a crime being committed and detained or followed the culprits until they could alert the Police.

Anyone of them could have walked or looked away. Instead they chose to intervene.

Just as Zailani Sani and his friends risked their own lives when they took on two armed robbers in 1996, some members of the public continue to act against criminals at considerable risks to themselves. On 4 June 2011, Harry Tan, 18, Janice Tay, 17 and Yow Wei, 17, confronted a suspect who had just tried to rob a taxi-driver at knife-point. The three youths not only trapped the robber in the taxi, but also persuaded her to hand over her knife while waiting for the Police.

What makes a bystander decide to get involved? Those asked to explain their courageous acts often say they acted instinctively. Perhaps a sense of justice or empathy with the victim motivated them, and then the adrenaline rush of doing something righteous took

over. But they often acted without consideration of the consequences for themselves.

“A strong sense of public-spiritedness exists in many people,” former Deputy Prime Minister and Minister for Home Affairs Wong Kan Seng declared at the launch of the Neighbourhood Watch Zone Pilot Scheme on 27 April 1997. Yet his counterparts in other countries tell him it is rare to see such active citizen involvement in crime-fighting in their countries, certainly not accounting for 4 in 10 arrests.

A GREATER SENSE OF NATIONHOOD

Mr. Wong Kan Seng’s predecessor, Mr. Chua Sian

Chin, was not so optimistic back in 1973.

“It has often been said that people turn a blind eye to crime even when they see it being perpetrated because they do not want to get ‘involved’. This attitude of mind is alright in a colonial society where everyone is for himself. But in an independent Singapore whose very survival is dependent on the effort of its own people, every one of its citizens must be involved in maintaining its well-being,” Mr. Chua said at an Open House at the Beach Road Police Station on 30 March 1973.¹

Clearly much has changed in Singapore in the last four decades. There is a greater sense of nationhood and with it, the ownership of one’s environment, and personal stake in making “Singapore our safe and



Mrs. Ong-Ang Ai Boon

Director, The Association of Banks in Singapore

Member of the National Crime Prevention Council since 1997

“Living in a country like Singapore, we often take safety and security for granted. My involvement in NCPC has made me more aware of the hard work and dedication — by the Police and volunteers — that go into making Singapore a place where people and their possessions are kept safe. Coming from the banking sector, I am happy that the NCPC has helped our banks and their customers to fight crime. For example, when criminals targeted people as they withdrew their hard-earned salaries, we warned bank customers of their tactics and taught them what precautions to take.”

secure best home”, as the Ministry of Home Affairs envisions in its mission.

A lot also has to do with the change in image of the Police. Former Police Commissioner Goh Yong Hong joined the force after law school in 1961. It was a time when “only certain people would join the Police Force, not my son that sort of thing”, he recounted in an Oral History interview in 2000.

“I think it’s based on the decades of being policed by an organisation that is not very helpful, not very friendly, not very forthcoming; not very helpful actually.”

The Police were simply too busy fighting crime in the 70s to reform itself, says Mr. Goh, who spent his early years fighting secret societies, suppressing gambling and putting away kidnapping gangs. He was appointed Police Commissioner in 1979, a post he held until 1992.

“We were just too busy. It’s only during the 80s

that, okay, as we become more affluent, people start becoming more conscious of what you should be doing, what the Police should be doing and speaking out ... The Government looked at the Police and said, “You all better do something and change your image, try and get the public to cooperate with you.”²

And the Singapore Police did just that. A transformation process as remarkable for its speed as the enormous changes in the Singapore safety and security landscape that has convinced huge segments of the population that they do not have to wear a police uniform to fight crime.

Or as Sir Robert Peel, the founder of the first modern police force said in 1829: “The Police are the public and the public are the Police: the Police being only members of the public that are paid to give full time attention to the duties which are incumbent on every citizen.”



Mr. Yeo Swee Hong

Executive Editor, Lianhe Zaobao

Member of the National Crime Prevention Council since 1998

Chairman of the Publicity & Special Events Committee, and

Chairman of the Security for Senior Citizens Committee

“ I have been enjoying the fruits of our safe and secure environment for the past decades. My involvement in NCPC enables me to help maintain and improve this hard-to-come-by situation so that my family and other Singaporeans can continue to live happily here. ”

From *The Public Spirit*

“I WAS JUST TRYING TO HELP A FELLOW MAN”

Woodlands, January 1996 — When 43-year-old postal superintendent Abdul Rahim Dollah heard a taxi-driver shouting for help and saw two men running away, he searched until he found them sitting at a bus stop. Heart pounding, he walked to the stop and stood next to them until they boarded a bus, then ran to tell a police car where the bus was headed. The two were arrested thanks to Mr. Abdul Rahim’s quick thinking: He knew the bus route ended at the Woodlands Central bus interchange and surmised they were heading there. Police later matched the fingerprints of one of the suspects to those found at the murder scene of a Japanese tourist in 1994. That suspect was one of two men who beat up the tourist and stamped on her face, causing such severe injuries she choked to death on bones lodged in her throat.



Abdul Rahim Dollah inadvertently helped the Police to nab a dangerous killer when he stopped to help a taxi driver who was robbed.

A reward had been offered in 1994 for information leading to the arrest of the culprits. Since his actions two years later helped the Police solve the crime, a surprised Abdul Rahim was given the reward. “I was just doing my part in helping the Police,” he said. “Sure, the money would come in handy but I didn’t think of any reward when I helped the Police. I was just trying to help a fellow man!”³

“ELDERLY PEOPLE CAN ALSO HELP THE POLICE”

Jurong West, June 1999 — When 63-year-old grandpa Chua Kim Kong saw a man snatching the handbag of a woman, he chased after him, following him up a block of flats. The thief hid inside a cupboard along the common corridor, but his heavy breathing gave him away and Mr. Chua pushed the cupboard against the wall to prevent him from opening the door, holding fast until the Police arrived.

The father of three and grandfather of two was asked by his sons why he went after the thief as he could have been hurt. “It was nothing really. When I saw the thief running away, I just went after him. It was a natural thing to do, to help somebody in trouble,” he said. He told his sons that elderly people could also help the police. “So long as I can still walk and run, I will help the Police to catch thieves whenever I see them.”⁴



Thanks to gutsy grandpa Chua Kim Kong, one more criminal was taken off the streets.

COMMUNITY SPIRIT IN ACTION

And there were the neighbours who refused to let criminals have free reign of their community.

Hougang, December 1995 — Mohamed Saiful Mat Said was in his flat when he heard a woman’s cries for help and saw a man running away. He ran out of his flat, determined to catch the suspect. Police had dubbed the “pepper robber” for his modus operandi of throwing pepper on his victims to stun them. At the foot of the block, Saiful saw neighbour Sim Lee Puan in hot pursuit and joined in. When the “pepper robber” ran in front of Kandhey Vellu’s mini-mart, he and his cousins Kathamuthu Kunasakaran and Samiappan Silvaraj joined the chase. The five men finally caught up with the robber, who put up a violent struggle, even biting Sim’s hand. Undaunted, they held him down until the Police arrived.⁵



Clockwise from top right: Mohamed Saiful Mat Said, Kandhey Vellu, Kathamuthu Kunasakaran and Samiappan Silvaraj were praised for showing a strong community spirit in working together to help a resident who was in trouble.



From left to right: Mohamad Fauzan Sarip, Muhammad Raus Othman, Zailani Sani, Johari Maswari, Mohamad Sa’at Hassim, Mohamed Faizal, Mohamad Yusoff— these men received commendation certificates for their bravery in helping to arrest two dangerous criminals.

“I DID NOT THINK OF THE DANGER”

Katong, December 1996 — Three employees of a goldsmith shop in Katong were about to close up shop and leave for supper with two former colleagues when two men armed with 9mm semi-automatic pistols held them up and grabbed \$700,000 worth of jewellery. As soon as the robbers left, Mohamad Sa’at, assistant manager of the jewellery shop, his manager Johari Maswari, salesman Zailani Sani, and friends Mohamed Faizal Mohamad Yusoff and Mohamad Fauzan Sarip, chased after them. The assistant manager of a clothing shop next door, Muhammad Raus Othman, saw the robbers get on a motorcycle and told the other five men their best chance was to intercept the robbers as they rode down to the front exit of the building.

Ignoring the personal risk to themselves, the six

men laid an ambush and took down the robbers as they rode past. When the Police arrested the men, they seized two pistols loaded with 19 bullets. The entire loot was also recovered. One of the suspects was also discovered to be wanted for a goldsmith heist a year earlier.

Zailani, who sustained bruises on his face in a struggle with one of the robbers, was asked why they went after the pistol-wielding robbers. “At that time, I did not think of the danger. It was only after I went home that night that I realised that I could have been hurt. But I am very glad that I have done something useful to help the Police.”⁶

Some heroes were just determined to make sure no one else became a victim of the criminal who had just robbed or cheated them.

ACTIVE CITIZENRY ON PATROL

HOW ELSE do we explain the ever-growing number of Community Safety and Security Programme (CSSP) activities mushrooming all over Singapore in addition to the 800 Neighbourhood Watch Groups? In 2010, there were an astonishing 26,000 CSSP activities.

The Ministry of Home Affairs website defines CSSP as “an action plan jointly drawn up by the grassroots leaders, residents and the Home Team to tackle community issues and problems affecting the safety and security of the local neighbourhood. This plan is a proactive approach in implementing joint Community-Home Team projects and activities to meet the safety and security needs of the local community.”⁷

In other words, the CSSP encourages ordinary citizens “to be the eyes and ears of our community, to help ensure our own safety and security”, as Mr. Rawi bin Tuki, a grassroots leader in Jurong Central, puts it.⁸

In some countries, such comments would raise the spectre of Orwellian Big Brother spying on citizens. But Singapore grassroots activists like Mr. Choo Yong Kee of Toa Payoh simply see the CSSP as active citizenry in action. Where it counts.

“Our law enforcement officers are vigilant in carrying out their duties. However, they can never be present 24/7. Hence, it is important for citizens like us to do our part,” he says proudly.⁹

Others like Mdm. Hasnah Salleh of Woodlands simply want to contribute to creating a better environment: “It is my desire to contribute back to the society and create a better place for everyone to live in ... I hope everyone will treat crime prevention as part of their lifestyle.”¹⁰

And so activists like Mdm. Hasnah, Mr. Choo and Mr. Rawi dreamt up and recruited their neighbours for initiatives like Women on Wheels, Citizens on Patrol et al, all in collaboration with their local Neighbourhood Police Post.

One CSSP even helped to curb the illegal gambling

dens that used to sprout up every night in the dark alleys in Geylang with a simple solution — light up the alleys and deny the syndicates the anonymity of night that allows them to slip away when police patrols are spotted. Such simple yet effective fixes can only come from familiarity with the environment as well as the habits of the criminal denizens that residents are well-placed to observe.¹¹

Replying in Parliament to a question on the success and effectiveness of the CSSP in March 2001, Minister of State for Home Affairs, Prof. Ho Peng Kee offered this example of how a “simple yet effective CSSP” solved a threat to residents:

“In March 2000, Blocks 55 and 56 Telok Blangah Drive in West Coast GRC were hit by a series of deliberate fires that caused substantial damage to common areas. More seriously, the fires were a potential threat to the elderly residents living there.

“West Coast GRC grassroots leaders and the Town Council, with the support of Bukit Merah West Neighbourhood Police Centre, implemented a CSSP to deal with this threat to the safety and security of those living in the two blocks of flats. They found that improperly discarded mattresses, newspapers and furniture had given the arsonist a ready supply of fuel. They also realised that the material had been

discarded at staircase landings and lift lobbies partly because the elderly residents could not carry these farther to discard them.

“Once the principal source of the problem was identified, other residents volunteered their help. They quickly cleared the staircase landings and lift lobbies of flammable rubbish. No fires have since occurred at Blocks 55 and 56. The elderly residents living there feel much safer now. This simple yet effective CSSP is a good example of how grassroots leaders and residents, in partnership with the Home Team, can be active citizens to solve a threat to the safety and security of all Singaporeans.”¹²



Mr. Chong Lit Cheong

Chief Executive Officer, CapitaLand Commercial Ltd

Member of the National Crime Prevention Council since 2001

Chairman of the Security in Housing and Neighbourhoods Committee

Perhaps the reason why the CSSP has proved so popular is that it is really about empowerment. CSSP projects are needs driven and the one driving a CSSP project can be a Neighbourhood Police Centre or the Residents’ Committee or Citizens’ Committee. But it is the residents who decide on the enforcement solutions that work best for them.

It is win-win for all, as CSSP initiatives like Citizens on Patrol help augment Police manpower. The bonus is that the CSSP activity also provides a platform for community bonding and forging of social resilience as residents see that they can rely and support each other through any crisis. At least this is the theory.

“Crime prevention is every citizen’s responsibility. That I could participate in the Council to contribute ideas and more importantly, help see through the implementation of the ideas is very enriching. I oversaw the Crime Prevention Through Environmental Design (CPTED) project which resulted in a code of conduct to guide our developers, residential, commercial and industrial. This cumulated with an inaugural international CPTED Conference held in Singapore in 2003.”

ONE FOR ALL, AND ALL FOR COMMUNITY SECURITY

IT IS NO SECRET that the Singapore Government takes an interventionist approach to social issues, especially on something as crucial to nation-building as law and order and, since 9-11, the forging of social resilience as a buffer against a nihilistic terrorist attack.

Paradoxically, government ministers also look back on the colonial era as a time when people took care of their own community, when the “old kampong spirit” meant every villager took care of his or her neighbour and united against outsiders who might bring them harm, including not only criminal gangs, but often enough, government bureaucrats. The government of the day provided them with few social services, so the kampong developed its own social welfare nets. Who will look after the children while the adults tilled the farms or took on menial tasks outside the kampong? That would be the neighbour’s grandmother or the “auntie” across the street.

Everyone lived in a state of relative deprivation, but they were rich in what is nowadays known as social capital — the networks, norms, and trust that facilitate coordination and cooperation for mutual benefit.¹³

The British colonial government used this community self-sufficiency to its advantage, making the village headman responsible for whatever goes on in the kampong, including its own security. Similarly, “the Chinese community had its own leaders in commerce and within clans. It also had its own institutions and organisations for facilitating social control. The British depended on these internal communal controls to bolster their own limited policing resources.”¹⁴

These same devices were also employed in the other ethnic communities — the Indians and Malays — which developed separately within well-defined spatial and cultural boundaries. The British colonial government used these inner social controls as a political instrument to separate the different communities in a classic divide-and-rule strategy. The British were thus the only force capable of providing overall co-ordination and control through the astute recognition of specific community leaders.¹⁵

Singapore’s post-independence government used housing policy to assimilate the various ethnic communities, alongside the provision of basic amenities

like running water, electricity and an efficient police force. The resulting loss in kampong spirit — the crumbling of neighbourhood cohesion and communal support — was not missed in the early years as “the city-state settled into a preventive and deterrent mode of law enforcement ... with the Police actively and energetically patrolling the city in search of crime and disorder.”¹⁶

It was also important for the new government to exert direct control over the various communities and break the hold of clan leaders and the secret societies which often provided the muscle to shore up the authority of such British-sanctioned pillars of the community.

BUILDING A COMMUNITY IDENTITY

Through most of the 1960s, the crime rate was relatively high, often breaching the 1,000 seizable offences per 100,000 population mark. The crime rate began to fall in 1972, reaching a low of 782 offences per 100,000 population in 1976, before surging back up in 1979 to 1,033.¹⁷

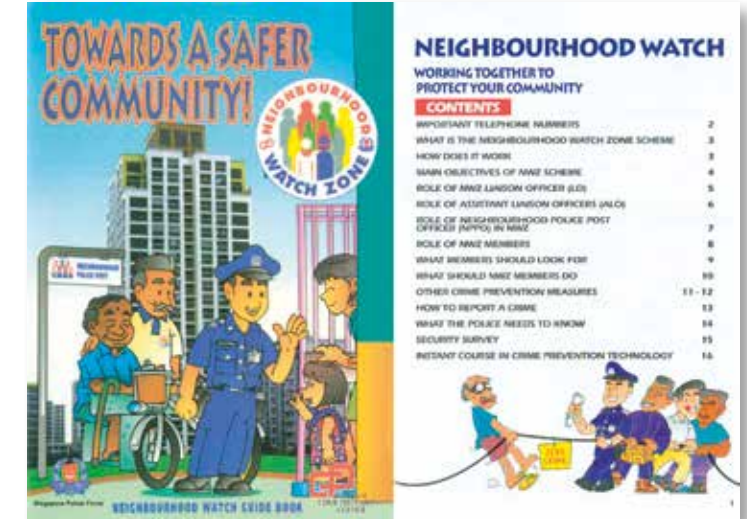
It was in the 1970s that affordable public housing estates began to proliferate across Singapore. By 1981, 69 per cent of the population lived in HDB flats. When overall crime became to climb in 1979, there was a sense that perhaps high-rise living, with the cocooning of nuclear family units, was not conducive to good

neighbourliness without an overarching programme to show residents how they could help each other keep their environs safe.

The Neighbourhood Watch movement was started in 1981 to encourage neighbours to help themselves by helping each other, by keeping an eye on each other’s premises, and to help the Police disseminate crime prevention messages. The hope was that civic-mindedness and social responsibility in the context of crime prevention would be enhanced. Each Neighbourhood Watch Group (NWG) consisted of about five households located on the same floor of the block. There were soon 100,000 NWGs.

The Neighbourhood Watch movement was also about fostering community service, of building a sense of community identity at local levels. It was citizen involvement not dissimilar to the kampong ethos of yore. But even when helped along by the Neighbourhood Police Posts which were built in all new estates from 1983, the NWGs had operational problems, especially in terms of cell leadership and communication among residents in the newer estates. By the mid-1990s, the NWG movement was in need of a serious boost.

Acting on the premise that a community given the authority and responsibility to look after its own well-being will produce better results, the Government



The Neighbourhood Watch Zone guidebook

decided not to simply let the NWG movement languish into oblivion, but to empower it further in 1997 as a vehicle for strengthening social cohesion and community mobilisation. Enlarging the job scope and the judicious nudging of activist residents to become cell leaders appeared to make a real difference. Many NWGs became incubators for the Community Safety and Security Programme that is now commonplace throughout Singapore.

If the NWGs and CSSP represent active citizenry at the individual end of the spectrum, then at the higher end of the scale lies the National Crime Prevention Council, charged with coordinating crime-prevention efforts across industries and communities of residents island-wide.

WHO DOES THE NATIONAL CRIME PREVENTION COUNCIL SERVE?

AN ENTITY like the NCPC defies easy pigeon-holing. It has no enforcement powers, is not a pressure group in the traditional sense, nor a social movement of self-selecting volunteers. Council members volunteer their time pro bono but are appointed by the Minister for Home Affairs for one or two year terms that are renewable.

At the same time, the composition of the Council has changed over the years. From 16 members in 1981 drawn from the Government, media and eight industry associations, the Council has grown to 26 members, of which only three represent industry associations — for the hotels, banks and insurance sectors — and another three represent the People's Association, the Housing and Development Board and the media.

The Singapore Police is still represented by the Commissioner and the Deputy Commissioner, as well as the Director for Public Affairs, and the Ministry of Home Affairs by a Senior Director. But almost two-thirds of Council members, although also members of their own professional associations, are there in their personal capacities and do not have to speak for their industries.

With an interventionist government, including a pro-active police force, constantly thinking of ways to encourage public involvement in community security as a means both of building up civilian capacity to deal with contingencies and to foster a sense of national identity, what is the NCPC's value proposition? Who, as a business strategist might ask, are its target customers and what makes its product

unique and valuable?

Some might say the Council offers a palatable façade to win public support for a tough zero-tolerance approach to crime. But in truth, promoting public spiritedness and cooperation with the Police is but the most palpable aspect of what the NCPC does.

Its real value lies in what it represents — the wider community, including the business sector, and its support for the social compact that says society will not tolerate crime and violence and accepts that the Police can use all lawful means to prevent harm to society and to bring offenders to justice.

This social compact means the Police can approach law and order with a lighter touch — even using the NCPC as an intermediary to persuade nightspot owners to take measures to minimise vice and drug-



Mr. Derek Teo

Executive Vice-President, American Home Assurance Company

President, General Insurance Association

Member of the National Crime Prevention Council since 2007

Chairman, Security in Commercial Premises Committee

“ I believe it is the common vision and commitment of all council members to tackle and combat crime in Singapore that has contributed to the NCPC's success. This multi-agency and multi-disciplinary approach results in an inclusive and consensus building ethos that has worked well and will continue to be effective in future. ”



Crime Prevention Ambassadors (CPAs) occasionally conduct talks for the elderly to empower them with information to keep themselves safe.

taking on their premises, for instance — while secure in the knowledge that it has the full confidence of the people to crack down on crime where necessary. It is not policing by fear, but by public consensus.

Of course, such a social compact is possible only if the Police is perceived as effective. The neighbourhood cop might be friendly, but if he is perceived as too weak to deal robustly with crime and disorder, then the policing system becomes untenable.

A key function of the NCPC is thus to help maintain the image of an efficacious police force while persuading the public that their vigilance and attention to public safety issues contribute as much to low crime rates.

Each CSSP activity, each time a member of public steps forward to stop a crime in progress or provides eye-witness testimony against an offender, is proof-positive that the social ethos of self-help and high moral fibre — attitudes that Mr. Chua Sian Chin

charged the NCPC to nurture 30 years ago — is well-ingrained among Singaporeans.

Obviously Singapore's economic prosperity, stability and public policy to offer all citizens a high quality of life have provided the necessary foundation for this aggressive crime reduction approach.

So who is the NCPC's target customer? The politically correct answer is the citizens of Singapore. In its 30 years of existence, the NCPC has moved beyond teaching Singaporeans crime prevention, to building a national consensus on public safety issues by providing public feedback on contemporary social problems, including the potential dangers posed by bar-top dancing.

But just as valuable has been the NCPC's ability to reach out to society on behalf of the Police, to be its key partner as it moved from "policing in the community" to "policing with the community".



Mrs. Margaret Heng

Executive Director, Singapore Hotel Association

Member of the National Crime Prevention Council since 2005

Chairman of the Hotel Security Committee

“ The quarterly security meetings for hotels facilitated by the Singapore Hotel Association and NCPC have helped to reduce the number of crime incidents in hotels over the years. The internal communication network with industry stakeholders on crime incidents and other projects such as the annual security seminar and security awards have also made a real impact on reducing crimes. The development of the SS 545 Singapore Standard for Hotel Security which was launched in August 2009 — this is a milestone — is the first national standard on hotel security for any country in the world. ”



Mr. Poh Kay Ping

Deputy CEO, Poh Tiong Choon Logistics Ltd

Member of the National Crime Prevention Council since 1999

Chairman of the Security in Public Transport Committee

“ Being a Council member is very rewarding as we get into the real action of pulling the communities closer to the Police in keeping the crime rate low in Singapore. For example, when I take part in call-in radio shows in Mandarin on 97.2 and 100.3, we reach out to a wide audience and the public participation is very vivid and interactive. The NCPC can be a role model for many countries. ”



5

The Challenges Ahead

DEFINING SUCCESS

HOW SHOULD the National Crime Prevention Council measure success? What yardstick can we use to measure its effectiveness? A low crime rate is a good indicator of success; if we accept that crime is driven by available opportunities to offend, crime should decline as security improves. Yet, even as crime has been falling globally in the last 15 years, particularly in violent and property crimes across the industrialised world, there is still no consensus on why that has happened. One emerging school of thought is that technology advance has prevented vehicle theft, precipitating a reduction in other crimes.

But prevention is not only about crime rates. The United Nations Guidelines for the Prevention of Crime, crafted by consensus in 2002, defines “prevention” as comprising “strategies and measures that seek to reduce the risk of crimes occurring, and their potential harmful effects on individuals and society, including fear of crime, by intervening to influence their multiple causes”. The 2002 Guidelines outline four approaches to crime prevention:¹

- Crime prevention through social development, using educational and social interventions to promote well-being and build the resilience of families, children and young people to resist involvement in crime or victimisation
- Locally based crime prevention, or community-based approaches, which help to build local capacity to mobilise and social cohesion

From left to right: Eric Low, Tan Kian Hoon, Tharman Shanmugaratnam and Khoo Boon Hui at the first International Crime Prevention Conference organised by the NCPC in Singapore in 2004. The conference attracted about 400 participants from 31 countries.



- Situational crime prevention, using environmental interventions to reduce opportunities for crime as well as increase the risks of being caught, such as through the design of the built environment
- Reduction of recidivism through social integration of released offenders

Government leadership is a key principle advocated by the UN Guidelines. Too often, experts have concluded, not enough priority is given to crime prevention in public safety policies because there is no shared culture of prevention among policy makers and professionals responsible for keeping law and order.

There is no such challenge in Singapore. Prevention as a guiding principle is very much institutionalised in policy making. In a sense, Singapore, often with the National Crime Prevention Council as the spearhead, has been ahead of the curve in developing programmes that encompass the four crime prevention approaches recommended by the UN Guidelines. It is a whole-of-government approach; apart from the Singapore Police, other Home Team departments like the Prison Service, Central Narcotics Bureau, Internal Security Department, Civil Defence Force and Casino Regulatory Authority have all developed community

partnerships to provide public education and risk reduction programmes in their specific arenas.

The Singapore Prison Service, for instance, works with a slew of aftercare agencies and a network of more than 900 volunteers to help reintegrate released offenders. Prison officials say that as a result of such community support, the recidivism rate has fallen by more than 17% in 10 years to 27.3%, meaning that in 2008, fewer than 3 in 10 were caught re-offending within two years of release from prison.²

Singapore's recidivism rate is generally acknowledged as one of the lowest in the world. In the United States, for example, statistics compiled by the Department of Justice show that half of all persons released from federal and state prisons return within three years.³ Sweden's national recidivism rate was 39% in 2008,⁴ and Japan reached an all-time high recidivism rate of 38.8 % in 2006.⁵

The success of the National Crime Prevention Council in Singapore cannot thus be defined in isolation, but as a key component of a comprehensive national crime prevention strategy. What key performance indicators or KPIs can one use to evaluate the effectiveness of such a strategy?

TRUST, MEDIATE AND PARTICIPATE

The Montreal-based International Centre for the Prevention of Crime, which works closely with the United Nations Office on Drugs and Crime (UNODC) and the UN Human Settlements Programme (UN-HABITAT), conducted a study of successful prevention strategies in 2010 and identified three key elements that it found were corroborated in all regions around the world:⁶

- A sense of trust between the population and institutions, particularly the Police, justice, and the educational sectors, contributes directly to the success of safety and prevention action. The legitimacy of criminal justice institutions, the integrity of authorities, and the equitable treatment of citizens notably by the Police (absence of racial profiling) are conditions that appear indispensable to the effectiveness of public policies on issues of safety and prevention.
- Methods of peaceful conflict resolution have demonstrated their effectiveness. Implemented in public places, within the family, on public transport, or within the justice system, conflict resolution approaches including mediation,

legal disputes settlements, education in peaceful relationships, and citizenship, and conciliation, have multiplied in all regions, and have been the object of rigorous evaluation.

- The active participation of the population involved in prevention strategies is a guarantor of success. Over and above consultation, projects which have demonstrated clear results have used participatory approaches and engaged with the communities with whom they are working.

All three elements — trust, mediate and participate — are present in Singapore's crime prevention efforts. For instance, survey after survey has shown a very high level of public trust in the Government and national institutions like the Police, and more than 70% of disputes between neighbours that are referred to community mediation centres reach peaceful settlement.

IN THE POLICE WE TRUST

Out of some 2,000 Singapore citizens aged 17 and above surveyed by REACH (Government Feedback Unit) in face-to-face interviews in 2010:⁷

- 99% of respondents were satisfied with the Government's efforts to maintain law and order

- 98% of respondents were satisfied with the Government’s efforts to prepare Singaporeans to deal with crises and threats
- 98% of respondents were satisfied with the Government’s efforts to strike a balance between ensuring security and safeguarding personal freedom

In face-to-face interviews conducted by Gallup for its WorldView database in May–June 2010, 99% of 1,001 respondents in Singapore answered “Yes” to the question: “In the city or area where you live, do you have confidence in the local Police Force?”

Gallup ranked Singapore number one in the world on this question of local confidence in the Police.



Mr. Kim Teo Poh Jin
Chief Executive Officer, Boardroom Limited
Member of the National Crime Prevention Council since 1999
Chairman of the Finance Committee

“Going forward, the NCPC must strive towards keeping the message of community crime prevention foremost in the minds of all residents and stakeholders. We must strive to remain proactive and receptive to any changing circumstance. The passion of the Council and all stakeholders has seen our crime prevention efforts recognised internationally. For a country of our size but more importantly our young age as a nation, this is indeed remarkable.”

The high confidence in the Singapore Police appears to be correlated to the low incidence of crime directly affecting respondents and family members, leading to a very low fear of crime.

Question asked by Gallup interviewer	Respondents in Singapore
Do you feel safe walking alone at night in the city or area where you live?	97% said Yes
Within the past 12 months, have you had money or property stolen from you or another household member?	98% said No
Within the past 12 months, have you been assaulted or mugged?	99% said No

This high level of public trust in the Police and the justice system as represented by the law courts is most evident in the Singapore heartland — the HDB housing estates, where more than 80% of Singapore’s population resides.

MEDIATING CURRY COOKING

The Community Mediation Centre (CMC) in Singapore shot suddenly to prominence in August 2011 when a local newspaper reported a dispute between two neighbouring families in an HDB block. The issue: The cooking of curry.

CONFIDENCE IN INSTITUTIONS/ORGANISATIONS

Institutions/Organisations	% Responded	Average Score (Scale: 0–10)
a. Police Force	98.3	7.6
b. Law Courts	92.8	7.5
c. Religious Institutions	95.1	7.4
d. HDB Branch Offices	96.9	7.1
e. Government Agencies	95.5	7.1
f. Advisors to Grassroots Organisations	87.7	6.9
g. Town Councils	97.2	6.8
h. Kindergartens	81.6	6.8
i. Media/Press	96.7	6.7
j. Childcare Centres	79.8	6.7
k. Community Development Councils	83.4	6.6
l. Residents’ Committees	87.6	6.5
m. Voluntary Welfare Organisations	76.4	6.4
n. Community Centre Management Committees	80.2	6.4
o. Citizens’ Consultative Committees	77.4	6.4
p. Trade Unions	82.7	6.3
q. Feedback Unit/REACH	68.0	6.0
Overall Score		6.8



The Community Mediation Centre was set up in 1998 by the Ministry of Law to provide mediation services in disputes between neighbours, families, co-workers, strangers and landlords/tenants, and that do not involve a seizable offence under any written law.

The idea was to prevent Singaporeans from becoming too litigious by introducing “an effective, flexible, economical and conciliatory means of resolving social and community disputes outside of the adversarial court process”.

“This,” says Law Minister K. Shanmugam, “ensures the preservation of important relationships and enables Singaporeans to build stronger social bonds, thereby resulting in the strengthening of the fabric of our society.”⁸

Mediators are volunteers from all walks of life, so that it is a service provided for the community by members of the community. Disputants are mostly working adults between 30 and 60 years old and their ethnic and language profiles reflect Singapore’s demographics.

An immigrant family from China could not stand the smell of curry coming from the Singaporean Indian family next-door and sought mediation. When it was reported that the mediator got the Indian family to agree to only cook curry when their Chinese neighbours were not at home — an erroneous report as mediators do not impose solutions but encourage parties to find a mutually acceptable solution — outraged netizens started a “Cook a Pot of Curry” movement on Facebook. Families were urged to cook and share a pot of curry to “celebrate curries as part of

our way of life, and to share this celebration with those who are new to our shores”.⁹

Within the week, more than 60,000 people had pledged their support online and 21 August 2011 was dubbed Curry Day, with Singaporeans cooking and eating curry that day. A call on Twitter to replace song names with the word curry went global, with thousands around the world offering their versions of popular song titles.

The incident could have become a red flag for those seeking to inflame communal tensions in

Singapore. Instead it became an occasion to celebrate the Singaporean identity through our common love of food, using social media tools like Facebook and Twitter to mobilise the community in peaceful protest against intolerance.

Ironically the news report that led to the flurry of curry cooking was about the rise in the number of disputes between neighbours, particularly in public housing estates. According to the CMC, increasing numbers of neighbours are turning to third-party mediation to resolve “very small neighbourhood disputes” over flower pots and washing of the common corridor rather than talking to each other.¹⁰

The good news: Few are suing each other in court and even as the CMC’s annual total caseload has increased six-fold in 10 years — from 120 cases in 1998 to 740 in 2009 — the settlement rate has remained a consistent 70%–75%.

The increasing number of community and social disputes, when mapped against the increase in population size of Singapore, is perhaps not a cause for alarm. The HDB Sample Household Survey in 2008 in fact suggests that HDB residents are becoming more tolerant of the nuisances they face in their living environment, of which the top three nuisances are noise, litter and urine in public places.

Younger, more affluent residents with shorter length of residence tend to be more intolerant, but even then, most prefer to live with the nuisances to avoid conflict with the neighbours.¹¹

Those who do call the Police to complain of problems with their neighbours, that do not involve violence or an arrestable offence, are usually informed of the mediation services offered by the CMC. The alternative is to make a Magistrate’s complaint or take up civil action.

Indeed ensuring community disputes, particularly those involving people of different races and religions, do not escalate into violence or become a rallying issue for communalists is a nation-wide effort in Singapore. Under the Community Engagement Programme (CEP) coordinated by the Ministry of Home Affairs, grassroots leaders are trained in dispute resolution. The idea is to build networks of trust among communities, to strengthen understanding and ties among people of different races and religions, so that when a crisis strikes, the nation remains resilient and united.

Perhaps the most viable measure of the success of such programmes to promote peaceful relationships is through the measurement of social capital. The most extensive study of this thus far is by the Housing and Development Board, in its 2008

Household Sample Survey. Defining social capital as “the accumulation of people’s trust, confidence and shared relationships with each other in both formal and informal settings”, the Survey finds that HDB residents have relatively high levels of trust in their networks of family, friends and people in their neighbourhood, reciprocity (as in willingness to help one another) and confidence in institutions. At the community level, residents interact well with their neighbours, regardless of ethnicity, and have a strong sense of community and belonging to their towns/estates, with nearly 90% saying they are proud to be part of their community.

Most telling, participation in non-religious community activities increased from 13.2% in 1998 to 40% in 2008 and more than half say they are willing to contribute their services for the benefit of their community.¹²

A PASSION TO SERVE

But Singapore is not yet a nation of volunteers. Although 52.2% of HDB residents say they are prepared to help, only 26.5% have actually put in the time. The volunteerism rate is double that in most developed countries like the United States, Australia, Ireland and New Zealand.¹³



The Community Engagement Programme (CEP) was launched by Prime Minister Lee Hsien Loong in 2006 to allow grassroots organisations to propose programmes, such as communal bonding activities, training programmes and exercises to respond to crises, that will help maintain social cohesion and harmony should a crisis occur in Singapore.

Coordinated by the Ministry of Home Affairs, the CEP engages community leaders from five clusters: Religious, ethnic-based and voluntary welfare organisations; educational institutions; media; arts and academics; businesses and unions; and grassroots organisations.

These clusters are led by the Ministry of Community Development, Youth and Sports, the Ministry of Education, the Ministry of Information, Communications and the Arts, the Ministry of Manpower and the People’s Association.¹⁴

But there is no doubt the Singaporeans who volunteer do so with a passion and stay committed for years. Ask Stephen Chee, Lim Kee Seng, Joseph Liu or Lim Kia Tong — all successful entrepreneurs and professionals in their 50s and married with two or three children each — why they joined the Volunteer Special Constabulary (VSC) and stayed 20, 30 years, and each tells a compelling story of how they are driven by a “passion to serve”.

Along with Commander VSC S. Lakshmanan, the men now form the leadership of the volunteer

force first set up in 1946 to help the Police restore law and order after the Second World War. Today 1,200 VSC officers perform the same duties and hold the same ranks as their regular counterparts. Except VSC officers also hold other day jobs and then put on their police uniforms several nights a week, for which they receive an allowance of \$3.60 an hour.

There are currently a total of more than 16,000 people who volunteer with the various Home Team departments. Deputy Prime Minister and Minister for Home Affairs Teo Chee Hean calls these volunteers



Mr. Yam Ah Mee

Chief Executive Director, People’s Association

Member of the National Crime Prevention Council since 2010

“The NCPC has a golden and unique opportunity to leverage on what’s happening as our society develops. There are the three key challenges of ageing population, engaging the youth population and dealing with the increasing social diversity in Singapore such as helping new immigrants integrate with Singaporeans, and integrating the different estate types and housing types across race, language and religion. With the People’s Association and NCPC working together as “Partners as Force Multipliers”, these challenges are also opportunities to expand our reach.”

“a special breed of people ... ordinary members of the public who make a quiet but extraordinary contribution to the Home Team, both individually and collectively.”¹⁵

Their champion is Associate Professor Ho Peng Kee, who upon retirement from political office in 2011, agreed to sign up as a Home Team volunteer and chair the Home Team Volunteers Network. The Network will allow the Home Team to develop an over-arching support system that will “enhance opportunities for training and development, cross-deployment or even new volunteer opportunities within the Home Team according to each individual’s aspirations and motivations”.¹⁶

Says Prof. Ho: “The Ministry of Home Affairs is one of the ministries that really galvanise our volunteers. It is appropriate because we are in charge of home affairs; this is our home and this is our country. And people can relate to that. You get volunteers who are very focused. And the key focus is on prevention, which I think everybody can do. Over the years I think we have developed a brand name driven by volunteers, where there is also professionalism and a sense of pride because you tap on people in the industries. This cannot be replicated in the Government.”¹⁷

Prof. Ho points to the many invitations the NCPC receives to present Singapore’s crime prevention strategy at overseas conferences as indicative of the high standing it enjoys with foreign counterparts. “In Malaysia, Prime Minister Najib Razak hosted NCPC Chairman Tan Kian Hoon because he was then Chairman of the Malaysian Crime Prevention Council, and he saw Kian Hoon, a volunteer, as his counterpart.”

BUILDING ON SUCCESS

ONE OF THE more successful achievements of the NCPC is in identifying the vulnerable sectors of society — children and youths, senior citizens and foreign workers — and developing programmes to educate them on personal safety and security. Its Crime Prevention Ambassadors programme, which won an international award in 2004, empowers volunteers to take responsibility for educating their fellow men.

“The NCPC has developed into a cohesive entity with a culture of openness and commitment to being the link between the Police and the public. As with every great organisation, it has to change and transform itself to remain relevant. It will probably have to embark on self-renewal, bringing in new blood, reach out to more NGOs and interest groups, especially those with expertise in social media and the Internet. NGOs with concerns over the well-being of disadvantaged groups may also have to be roped in in order to reach out to more sectors of the community. Also with the younger generation being more concerned over their individual pursuits and tending to have anti-establishment sentiments, it will be increasingly difficult for the authorities to engage them and the NCPC may have to find its own space in order to be an effective bridge.”

Mr. Khoo Boon Hui

Member of the National Crime Prevention Council, 1997–2010

Yet, as Council Vice-Chairman Eric Low says, “we cannot just stick with tried and trusted methods. Our programmes must be relevant, current and practical to reach out to our target audience.”¹⁸ As Chairman of the Council’s Parents, Children and Youth Committee, he believes in taking a targeted approach, focusing on those identified by schools as at-risk of engaging in criminal behaviour or already hanging out with neighbourhood gangs. But instead of stigmatising such youths further, the Youth Community Outreach Programme or COPs that he pioneered, trains them to be crime prevention ambassadors and sends them out on patrols in and around their schools.

“The number of incidents in these schools go down when we appoint Youth COPs,” Mr. Low notes.

Engaging with youths is seen as a pressing priority, the most challenging of which is finding a medium they will respond to. Thirty years ago, the NCPC staged static puppet shows. Now it hires event planners to organise skit competitions for school teams. As an experiment in 2008, videos of winning shows were uploaded on YouTube, the most popular of which has been viewed about 2,000 times.

The NCPC Facebook page was created in May 2010. As at 1 October 2011, it has barely 6,000 fans. The Singapore Police Force Facebook page, on

the other hand, is wildly popular with more than 168,000 fans.

Yet it seems inevitable that any organisation that wants to connect with youths must use social networking tools like Facebook. A survey the NCPC Research Committee commissioned in 2008 suggests that more than two-thirds of students network through the Internet. But they are susceptible to cyber criminals and predators because they are not taking adequate security precautions.

The NCPC first began trying to warn the public of cyber crimes in 2000, with poster campaigns and brochures offering precautionary advice. In 2009, the Infocomm Technology Committee chaired by Mr. Lum Hon Fye decided that the inculcation of good cyber wellness habits had to begin at a young age, preferably through an interactive simulation game. With funding from the Inter-Ministry Cyber Wellness Steering Committee and the Tote Board, it commissioned a private company to develop an inquiry-based self-learning game. And so the Primary 5 students of Holy Innocents’ Primary School became the first test pilots of Cyberonia on 21 February 2011. With the support of the Ministry of Education, all 11-year-olds will eventually benefit from this project.



Be safe in cyberspace

■ The Need For Cyber Safety

In a 2008 research survey commissioned by the National Crime Prevention Council (NCPC), it was found that although youths are very savvy with the usage of computers, their awareness of safe and responsible online practices is very low. The summary from a survey of over 1500 students showed:

- 70%** of students are on Social Network Sites.
- 70%** of them did not know they could restrict access to their personal information.
- 50%** accepted total strangers as friends.
- 25%** were victims of cyber bullying more than once within that year.
- 25%** downloaded files from unknown people or websites.
- 20%** did not install computer protection programmes and had no idea what a firewall was.

■ What is Cyberonia?

Cyberonia is a new virtual world game where kids are engaged by self directed learning through play. They will learn how to handle the many facets of cyber wellness, cyber safety and cyber security. The game can be played at home, in intervals of maximum 2 hours a day, up to a maximum of 10 hours total game play.

> Inquiry Based Pedagogical Framework

HeuLab and Amdon were commissioned by National Crime Prevention Council to create the game. They are pioneers in the arena of integrating inquiry-based learning seamlessly through rich media. An active partner on FutureSchools Singapore, they are the EDDIES Award (USA) recipients, architects for MOE’s Baseline ICT Standards Assessment System as well as e-textbook developers for Qatar and Singapore schools.

Cyberonia will feature a learning solution that promotes the 5Es: Engagement, Exploration, Explanation, Elaboration and Evaluation. The game aims to engage learners to excite them to think and explore, thus establishing enduring understanding.

> Self Learning

The game is set in a virtual world where students can explore and learn on their own. It is educational yet fun and engaging. The students can learn at their own pace with minimal supervision from teachers and parents.

Find out more about Cyberonia at <http://cyberonia.org.sg>.

**Mr. Lum Hon Fye***General Manager, NTUC FairPrice**Member of National Crime Prevention Council since 2005**Chairman of the Infocomm Technology Committee*

“ The challenges that NCPC will face in the future will be vastly different from today as society matures. For instance, 30 years ago, we did not have the Internet. Today, the Internet has become an indispensable tool for businesses and schools. NCPC’s programmes will need to constantly evolve to ensure they remain relevant.

Cyberonia is an online virtual-world game created to teach children how to be safe in the online world. Children are now exposed to the Internet at a very young age. While we know the Internet can be very useful, it can also be a place where dangers lurk. Children need to understand how to safeguard personal information and how to deal with issues relating to cyber wellness such as cyber bullying, gaming addiction and malware. From now on, 40,000 children will benefit from playing Cyberonia every year.

This project took two years to complete from the time NCPC secured the funding to the time the game was first rolled out to the schools. People from many different organisations worked very hard to contribute to the success. I am very proud to have the support of such a dedicated team.”

“ Prevention is not just about crime techniques but also social parenting, working with youth groups in schools and recognising the power of online media. When we look at new media and social media, we ask ourselves how do you tap that to influence them, how do you teach them to recognise the dangers and to manage anger, to settle disputes that arise between young people. How do you tap new media more creatively, recognising the stresses that youths face?”

Associate Professor Ho Peng Kee*Senior Minister of State for Home Affairs (2001–2011)*

THE CHALLENGE OF GLOBALISATION

AS GLOBAL INTERACTIONS GROW, and the real and virtual worlds increasingly converge, Singapore will face new transnational threats from organised crime and in cyber space. The Internet scams and kidnap hoaxes targeting stay-at-home parents and the elderly are usually run by small groups of criminal entrepreneurs based overseas who use local runners. They are not the conventional secret societies or triads with membership rituals.

But damaging as their actions have had on families hurt by their tactics, they may just be the tip of the iceberg.

Some criminal cartels now control vast empires of illicit enterprises such as prostitution, drugs, weapons-running, people smuggling, identity theft and product counterfeiting.

As the United Nations report, *The Globalisation of Crime* (2010), states:

*Organised crime has diversified, gone global and reached macro-economic proportions: illicit goods are sourced from one continent, trafficked across another, and marketed in a third.*¹⁹

The UN Office on Drugs and Crime estimates the total value raked in by organised crime each year to be US\$125 billion, of which 85% is generated by drugs markets. If organised crime were a country, it would rank among the top third of countries sorted by gross domestic product. And the money has to be laundered, resulting in other lucrative illicit markets.

National efforts, however vigorous, are clearly inadequate in dealing with transnational crime; multinational cooperation is crucial in dealing with criminals who live in one jurisdiction but commit offences in another.

Denying organised crime a foothold in Singapore is crucial if we are to keep enjoying our low crime rates. What role can a non-governmental organisation like the NCPC play in the face of such future challenges? Public education on the nature of organised crime and how it impacts on Singapore is one possible direction, in addition to the ongoing campaigns to reduce opportunities for crime.

For example, those who buy counterfeit designer bags in some street market in Asia may be horrified to know that the proceeds eventually go towards the overheads incurred by the parent crime syndicate to buy and house young girls for prostitution in Europe, or to run guns into a conflict zone in Africa, or drugs into Singapore. Counterfeit drugs can be lethal. A few people have died after taking counterfeit erectile dysfunction drugs in Singapore, having purchased them despite regular advisories from the Health Sciences Authority that such black market drugs are illegal and may not contain the stated dosage or may be contaminated.

Product counterfeiting is big business. In 2007, the Organisation for Economic Co-operation and Development tentatively estimated the value of counterfeit and pirated goods that are traded internationally at 2% of the world trade in goods, or US\$176 billion.²⁰ The figure could in fact be higher. It has been estimated that global sales of counterfeit drugs alone likely reached US\$75 billion in 2010, of which 90% are sold on the Internet.²¹

Some crime syndicates are also in the business of producing and selling child pornography on the Internet. If potential buyers cannot use traditional payment tools like credit cards or new variants like Paypal to acquire

products on these sites, then the sites will either have to find costlier ways of collecting payment or shut down. And here is where the Financial Coalition Against Child Pornography offers a useful model of responsible corporate behaviour to counter organised crime.

In 2007, the Association of Banks in Singapore (ABS) announced that its nine merchant acquiring and credit card issuing member banks had banded together to work with the major payment card providers in Singapore to help combat child pornography on the Internet, in line with the efforts

of the US-based Financial Coalition Against Child Pornography (FCACP). The ABS also began a hotline to facilitate the sharing of information from banks and members of the public on suspected child pornography websites.

Said Mrs. Ong-Ang Ai Boon, Director of ABS and a Council member of the NCPC: “Despite the low incidence of child pornography cases in Singapore, the industry has decided to come together as a group to signal support for the eradication of and our vigilance against this criminal activity.”²²



Mr. Tan Kim Chwee

*Director, Housing Administration, Housing and Development Board
Member of the National Crime Prevention Council since 2009*

“The biggest challenge for NCPC in the next 30 years is to facilitate a greater involvement of the community, especially the youths and the elderly, in its mission to raise public awareness and concern about crime and encourage self-help in crime prevention.”

CHANGING SOCIAL MORES

THE REAL CHALLENGE may not, however, be about gearing up on social media platforms to engage with an indifferent youth, or anticipating future threats. The NCPC benefits from its strong partnership with the Singapore Police, which provides regular briefings on crime trends, including those involving youths, and shares its scenarios on future crime patterns taking into account Singapore's own demographic changes.

But the nature of Singapore society is changing as education, travel and the Internet offer lifestyle choices that our zero tolerance on crime might be seen to constrain. For example, in some European cities, it is legal to sell marijuana. Many countries do not criminalise the possession of small quantities of drugs on the assumption that they are for personal consumption.

Singapore has mandatory penalties for convictions for drug-trafficking, possession and consumption.

And often, success does breed contempt. When people do not fear crime, they see no reason not to take a more relaxed attitude towards what might be loosely termed lifestyle choices that hurt no one else, the so-called victimless offences like drug-taking. It is not an indictment of governance, but a self-confidence that in a more mature society, *laissez faire* does not automatically lead to disaster.

Globally, public attitudes towards crime and theories explaining crime have tended to shift. In the 1960s and 1970s, when crime rates rose in most

developed cities, people blamed the breakdown in morals and inadequate character development of young people in schools. In response, politicians promised strict law enforcement. Then rational-choice theory became popular in the 80s and criminologists used it to argue that offenders, like economic actors, made decisions according to a cost-benefit analysis: If the risk of being caught is low and the reward high, then crime will happen.

With this shift in focus to characteristics of the crime rather than the offender, police forces began to develop practical strategies to prevent crime: Neighbourhood policing, community-oriented policing, problem-



Mr. Willy Shee

Chairman, Asia, CB Richard Ellis

Member of the National Crime Prevention Council since 2009

“ It is important to have business and community leaders from all the different sectors of our society to join hands to serve on the NCPC to reach out to all the sectors. ”

oriented policing and hot spots policing, entered the lexicon. These were strategic efforts to allocate limited police resources by predicting where and when crime will occur and focusing preventive measures where and when most needed.

Then came the “broken windows” theory, perhaps the most striking application of which was in New York City in the 1990s. Its authors, George L. Kelling and James Q. Wilson, pointed out that if a few broken windows in a building are not repaired, vandals will usually break a few more. Soon after, they will break into the building, and if it is not occupied, they will set fires or become squatters. Their theory is that if problems are quickly fixed, low-level anti-social behaviour can be deterred, and as a result, major crime will be prevented.²³

After Rudy Giuliani was elected Mayor of New York in 1993, he implemented what came to be known as the “no broken windows strategy”, pledging “zero tolerance” and “quality of life”. The ubiquitous “squeegee men” who used to harass car drivers to pay them for wiping their windshields at traffic stops found themselves arrested. As did those who drank alcohol and urinated in public. The overall crime rate in New York fell suddenly and continued to drop for the next 10 years till it was reduced by 57%.

Despite the empirical evidence, the broken windows theory has its critics, some of whom note that with the legalisation of abortion in New York in 1970, fewer children were being born to broken families. As most crimes in New York are committed by 16–24-year-old males, the crime rate fell when their numbers started falling by 1990. The economist Steven D. Levitt also noted that Giuliani had more policemen on the streets and they were putting more people in jail.²⁴

There were in fact three long term trends — the decline of the crack trade, the ageing population, and the gradual economic recovery — that might explain the fall in crime. But these trends were happening all over the US and do not explain why it was only in New York that crime plunged in “such an extraordinarily short time”, as Malcolm Gladwell writes in *The Tipping Point*.²⁵

But the critics are right in many respects. As former New York City Police Chief William Bratton himself notes: “To say that “zero tolerance” policing turned New York around, as if driving away squeegee men and panhandlers could by itself cut the robbery and burglary rates, is a gross oversimplification. To succeed, we had to employ the quality-of-life strategy in concert with a range of strategies targeting felony crime.” This included a complete overhaul of the



Flagging off the Annual Festive Season Crime Prevention Campaign, from left to right: Lionel de Souza, Eric Low, Lui Tuck Yew, Tan Kian Hoon, Wong Hong Kuan

NYPD’s methods and mindset and the creation of new tools like Compstat, a computerised system of capturing crime statistics in geo-spatial real time that allowed the NYPD leadership to guide and monitor the department’s anti-crime strategies.²⁶

There is no doubt New York City is a much cleaner and safer city now than it was in the years preceding Giuliani’s zero tolerance approach to crime.

By acting relentlessly against disorderly social behaviour which contribute to a sense of insecurity for others, a society can signal that it treasures its quality of life. As the *Broken Windows* authors put it, “public drunkenness, street prostitution, and pornographic displays can destroy a community more quickly than any team of professional burglars”.

In Singapore, loan shark harassment can be said to be our broken windows test. Some might argue that it

is a victimless crime; the collateral damage only occurs because the borrowers run away without clearing their debt, leaving innocent bystanders to suffer the harassment of the loan sharks. But the ripples extend beyond the victims of their harassment. Vandalism contributes to a sense of insecurity for residents: If vandals can get away with defacing property, will the Police come in time to save me when the robbers come?

The Singapore Police takes a very tough stance against loan shark syndicates and all those who work for them precisely because it is a spiral of desperation that engulfs all in its wake. Debtors have been forced to harass others or have turned to crime to pay off their debts. For the youths who are prepared to throw paint on a door for pocket money, the concern is that it can signify threshold crime to more serious offences.

RENEWING RELEVANCE

GOOD GOVERNANCE is as much about being accountable to the people as knowing when not to bow to populist pressures when core principles of safety and security are at stake. There may come a time when there will be campaigns to decriminalise “harmless” behaviour. And the pendulum might swing back when social riots loom, as it did in the United Kingdom when London descended into three nights of anarchy in the summer of 2011 with Blackberry-connected youths and residents looting and torching stores while the friendly and over-stretched British Bobby reportedly watched. UK Members of Parliament led calls for greater control over social networking platforms, night curfews for youths and tough prison sentences for shop theft. The fear and desperation Londoners felt while the world watched in horror will long linger after the debate ends.

As a consultative forum, the National Crime Prevention Council is well poised to collect feedback from industry to support the development of a consensus on regulatory issues affecting industry. That was what it was set up to do 30 years ago and so its composition is heavily weighed in favour of captains of industry.

Expectations of the NCPC appear to be quite high. As Interpol President Khoo Boon Hui, a former Council member, says: “With the younger generation being more concerned over their individual pursuits and tending to have anti-establishment sentiments, it will be increasingly difficult for the authorities to

engage them and the NCPC may have to find its own space in order to be an effective bridge.”

To stay relevant and continue to act as a useful bridge between the Police and society writ large, the Council may have to begin inducting people from different segments of Singapore society. Youth leaders, for instance.

How the NCPC can play the role of an effective bridge to connect with society and continue to evolve a consensus over values against crime is something to ponder as it enters its fourth decade of making Singapore safe.

Council Members Through the Years

Name	Position in Council	Years Served/ Serving	Industry Association/Organisation Represented at Time of 1st Appointment
Mr. Haji Syed Redha Alsagoff	Member	1985–1997	President, Singapore Malay Chamber of Commerce
Ms. Ang Bee Lian	Member	2001–2007	Director, Rehabilitation and Protection Division, Ministry of Community Development and Sports
Ms. Au Na-Chuang	Member	2003–2007	Senior Guidance Specialist, Psychological and Guidance Services Branch, Mnistry of Education
Mr. Chan Y. P.	Member	1985–1986	Managing Director, Bozell, Jacobs, Kenyon & Eckhardt Advertising Pte Ltd
Mr. David Chan	Member	1994–1996	President, General Insurance Association of Singapore
Ms. Veronica Chan	Executive Director	1995–2000	Head, Liaison Division, Public Affairs Department, Singapore Police Force
Mr. Kenneth Chen	Member	1981–1993	President, Singapore Institute of Architects
Mr. Edmund Cheng Wai Wing	Member	1991–1993	President, Real Estate Developers Association of Singapore
Mr. Cheong Quee Wah	Member	1981–1986	Permanent Secretary, Ministry of Home Affairs
Mr. Eric Cheong	Member	1984–1993	Assistant Director, NTUC
Mr. Chew Hock Yong	Member	1997–2000	Director, Joint Operations Division, Ministry of Home Affairs
Mrs. Eileen Chew	Member	1998–1999	Curriculum Specialist, Ministry of Education
Mr. Herbert Chia Hiang Hui	Hon Treasurer	1984–1995	Finance Officer, Singapore Police Force
Mr. Chia Kok Leong	Member	1990–2001	President, Singapore Institute of Architects
Dr. Alfred Choi Siu Kay	Member	1999–2009	Sub-Dean, School of Communication Studies, Nanyang Technological University
Mr. Chong Lit Cheong	Member	2001–current	Chief Executive Officer, Jurong Town Corporation
Mr. Chua Chin Kiat	Member	1991–1993	Director, Operations Division, Ministry of Home Affairs
Mr. Chua Chor Huat	Member	2006–current	Principal, School of Science and Technology
Mr. Chua Chuan Seng	Executive Director	2009–2011	Deputy Director, Public Affairs Department, Singapore Police Force
Mr. Chua Kim Yeow	Member	1981–1982	President, Association of Banks in Singapore

COUNCIL MEMBERS THROUGH THE YEARS

Dr. Chua Li Eng	Member	1986–1988	President, Singapore Council of Women’s Organisations
Mr. Robert Chua Teck Chew	Member	1988–1993	Chairman, Singapore Manufacturers Association
Mr. Chuang Shaw Peng	Member	1995–1997	President, Singapore Contractors Association Ltd
Mr. Foo Der Rong	Member	1989–1999	Executive Director, Provisions Suppliers Corporation Ltd
Mr. Gan Eng Oon	Member	1984–1987	President, Singapore Institute of Architects
Mr. S. Ganesamoorthy	Member	1993–1998	Specialist Inspector (Moral Education), Ministry of Education
Mr. Goh Geok Ling	Member	1995–1999	Managing Director, Texas Instruments Singapore Pte Ltd
Mr. Goh Yong Hong	Member	1981–1992	Commissioner of Police, Singapore Police Force
Mr. Steven Goh	Member Vice-Chairman Member	1981–1984 1984–1994 1994–1996	Chairman, Singapore Retail Merchants Association
Mr. Jalil Haron	Member	1984–1985	President, Singapore Malay Chamber of Commerce
Mr. Heng Chee How	Member	1997–1999	Assistant Secretary General, NTUC
Mrs. Margaret Heng	Member	2005–current	Executive Director, Singapore Hotel Association
Mr. Desmond Hill	Member	2007–current	President, Singapore Contractors Association Ltd
Mr. Huang S. C.	Member	1981–1983	President, Singapore Hotel Association
Mr. Hwang Soo Jin	Vice-Chairman Member Vice-Chairman	1981–1984 1986–1994 1994–1996	Immediate Past President, General Insurance Association of Singapore
Mr. Alan Robert John	Member	1998–2001	News Editor, The Straits Times
Mr. A. R. Jumabhoy	Member	1993–1998	1st Vice-President, Real Estate Developers’ Association of Singapore
Mr. Abdul Halim Kader	Member	1999–2009	President, Taman Bacaan Family Service Centre
Mr. Sugino Kazuo	Member	2004–current	Secretary-General, Japanese Association of Singapore
Mr. Edwin Khew Teck Fook	Member	1997–2002	Vice-President, Singapore Confederation of Industries
Mr. Kho Choon Keng	Member	2003–current	Executive Chairman, Lian Huat Group
Mr. Khoo Boon Hui	Member	1997–2010	Commissioner of Police, Singapore Police Force

MAKING SINGAPORE SAFE			
Mr. Khoo Teng Seong	Member	2003–2009	Director, Housing Administration Department, Housing and Development Board
Mr. Koh Bee Chye	Member	1981–1984	President, General Insurance Association of Singapore
Mr. Koh Kong Song	Executive Director	1985–1988	Head, Development & Planning Division, Crime Prevention Division, Singapore Police Force
Mr. Albert Koh Yew Sin	Member	1998–2000	President, General Insurance Association of Singapore
Mr. Kong Mun Kwong	Member	1994–1995	President, Singapore Contractors Association Ltd
Mr. T. Rajar Kumar	Member	2011–current	Deputy Commissioner, Singapore Police Force
Mr. Kwee Liong Keng	Member	1987–1995	President, Real Estate Developers Association of Singapore
Mrs. Caroline Lam	Member	1982–1996	President, Singapore Council of Women’s Organisations
Mr. Lau Peet Meng	Member	2010–2011	Senior Director, Policy and Operations Division, Ministry of Home Affairs
Mr. Law Song Keng	Member	2001–2003	Managing Director and CEO, OAC Insurance Ltd
Mr. Lee Chee Chiew	Executive Director	2000–2005	Deputy Director, Public Affairs Department, Singapore Police Force
Mr. Lee Chee Khwin	Hon Treasurer	1995–1997	Admin & Finance Officer, Singapore Police Force
Mr. Lee Chiong Giam	Member	1994–1999	Chief Executive Director, People’s Association
Mr. Lee Fee Huang	Member	1986–1992	Chairman and Managing Director, Sing Investments & Finance Ltd
Mr. Lee Hee Seng	Member	1986–1988	Chairman, Association of Banks in Singapore
Mr. Lee Kwok Cheong	Member	2001–2005	Chief Executive Officer, NCS Pte Ltd
Mr. Liam Wee Sin	Member	2003–current	Committee Member, Real Estate Developers’ Association of Singapore
Mr. Lim Chuan Poh	Member	1999–2004	Executive Vice President, Singapore Telecommunications
Mr. Lim Hock Chuan	Member	1994–1997	Director Operations, Ministry of Home Affairs
Ms. Lim Hsiu Mei	Member	1997–1999	Deputy Secretary, Ministry of Community Development
Mr. Lim Kok Leong	Member	1993–2002	Chief Housing Administration Officer, Housing and Development Board

COUNCIL MEMBERS THROUGH THE YEARS			
Mr. Lim Sah Soon	Member	1984–1994	Deputy Executive Director, People’s Association
Ms. Lim Tze Mien	Member	2001–2003	Head Humanities and Aesthetics, Ministry of Education
Mr. Loo Sun Mun	Member	1997–1998	President, General Insurance Association of Singapore
Mr. Eric Low Siak Meng	Member Vice-Chairman	1997–2002 2002–current	Hon General Secretary, National Council of Social Service
Mr. Low Teo Ping	Member	1993–1999	Assistant Hon Secretary, Real Estate Developers’ Association of Singapore
Mr. Lum Hon Fye	Member	2005–current	Chief Global Business, NCS Pte Ltd
Mr. Michael J. McMahon	Member	1981–1984	Managing Director, National Semi-Conductor Electronics Pte Ltd
Mdm. Ng Guat Ting	Member	2008–current	Director, Public Affairs Department, Singapore Police Force
Mr. Ng Joo Hee	Member	2010–current	Commissioner of Police, Singapore Police Force
Mr. Ng Yeow Boon	Member	2011–current	Senior Director, Policy and Operations Division, Ministry of Home Affairs
Mr. Allan Ng	Member	1984–1986	Chairman, Association of Banks in Singapore
Mr. Ong Keng Yong	Member	1999–2002	Chief Executive Director, People’s Association
Mr. Ong Kok Min	Member	1981–1984	Director, Prime Minister’s Office
Mr. Ong Leng Chuan	Member	1981–1983	Chairman, Singapore Manufacturers Association
Mrs. Ong-Ang Ai Boon	Member	1997–current	Director, Association of Banks in Singapore
Mr. George Palmer	Executive Director	1981–1985	OC Crime Prevention Branch, CID, Singapore Police Force
Mr. Poh Kay Ping	Member	1999–2011	Managing Director, Poh Tiong Choon Holdings Pte Ltd
Mr. Poh Lye Hin	Executive Director	2005–2009	Deputy Director, Public Affairs Department, Singapore Police Force
Prof. Jon S. T. Quah	Member	1999–2005	Department of Political Science, National University of Singapore
Mrs. Quek Bee See	Member	1984–1986	President, Singapore Council of Women’s Organisations
Mr. Noordin A. Rahman	Executive Director	1988–1991	Head, Liaison Division, Public Affairs Department, Singapore Police Force
Mr. Zainal Abidin Rasheed	Member	1981–1983	Editor, Sunday Times

MAKING SINGAPORE SAFE			
Mr. T. E. Ricketts	Member	1982–1983	Treasurer, Singapore Hotel Association
Mr. Peter Seah Lim Huat	Member	1993–1995	Chairman, Association of Banks in Singapore
Mr. K. C. Selvadurai	Member	1982–1996	Vice-President, Development Bank of Singapore
Mr. Shaw Nee Shek	Member	2000–2001	
Mr. Yahya Bin Shaik Mohamed Aljaru	Member	1999–2003	Deputy Director, Schools Branch, Ministry of Education
Mr. Shaw Vee Meng	Member Patron	1984–2005 2005–current	Chairman, The Shaw Foundation
Mr. Willy Shee Ping Yah	Member	2009–current	Chairman, Asia CB Richard Ellis Pte Ltd
Dr. Shirley Lim	Member	2001–current	President, Singapore Council of Women’s Organisations
Ms. Susan L. K. Sim	Member	2009–current	Adjunct Senior Fellow, S. Rajaratnam School of International Studies
Mr. Stephen Sim	Chairman	1981–1985	Member, Public Service Commission
Mr. Pakir Singh	Member	1984–1985 1991–2005	Executive Director, Singapore Hotel Association
Mrs. Constance Singham	Member	1990–1992	President, Singapore Council of Women’s Organisations
Mr. Gerald Balendran Singham	Member	2000–current	Chairman, Central CDC Harmony Circle
Mrs. Sng Siew Hong	Member	1999–2000	Assistant Director, Humanities and Aesthetics Branch, Ministry of Education
Mr. Tony Soh Cheow Yeow	Member	2004–2007	Senior Director, Policy and Operations Division, Ministry of Home Affairs
Mr. Soh Wai Wah	Member	2007–2009	Chief of Staff, Singapore Police Force
Mr. Izzuddin Taherally	Member	2005–current	President, Malay Youth Literary Association
Mr. Tai Wei Shyong	Member	2007–2009	Senior Director, Policy and Operations Division, Ministry of Home Affairs
Mr. Tan Bing Chui	Member	2002–2003	Head Branch Operations Section, Housing Administration Department, Housing and Development Board
Mr. Tan Boon Huat	Member	2002–2010	Chief Executive Director, People’s Association
BG (Ret) Tan Chin Tiong	Member	1986–1991	Permanent Secretary, Ministry of Home Affairs

COUNCIL MEMBERS THROUGH THE YEARS			
Mr. Tan Chye Hee	Member	2009–2010	Senior Director, Policy and Operations Division, Ministry of Home Affairs
Mr. Tan Chye Toon	Hon Treasurer	1981–1982	Senior Finance Officer, Singapore Police Force
Mr. Tan Kee Yong	Member	1992–1994	Director Operations, Ministry of Home Affairs
Mr. Tan Kian Hoon	Member Vice-Chairman Chairman	1997–2002 2001–2002 2002–current	President, Singapore Contractors Association Ltd
Mr. Tan Kim Chwee	Member	2009–current	Director, Housing Administration Department, Housing and Development Board
Mr. Tan Puay Kern	Member	2002–2007	Director Special Duties/Public Affairs Department, Singapore Police Force
Mr. Tan Wah Thong	Member	1985–1988	Chairman, Singapore Manufacturers Association
Ms. Stella Tan Yian Hua	Member	2003–2007	Vice President, General Insurance Association of Singapore
Dr. Anamah Tan	Member	1992–2009	President, Singapore Council of Women’s Organisations
Mrs. Julie Tan	Member	1981–1982	President, Singapore Council of Women’s Organisations
Mr. Tang Wee Kit	Member	1999–2002	Managing Director, Tang Choon Keng Realty Pte Ltd
Mr. Tay Kwang Seng	Member	1984–1985	Chairman, Singapore Manufacturers Association
Dr. Jannie Tay	Member	1999–2005	President, Singapore Retailers Association
Mr. Tee Tua Ba	Member	1992–1997	Commissioner of Police, Singapore Police Force
Mr. Teh Ban Lian	Member Vice-Chairman Member	1994–1996 1996–2001 2001–2008	Chairman, Singapore Retailers Association
Mr. Teo Hong Tee	Member	1997–2001	Hon Treasurer, Real Estate Developers Association of Singapore
Mr. Teo Kwang Whee	Member	1984–1986	President, General Insurance Association of Singapore
Mr. Kim Teo Poh Jin	Member	1999–current	Chief Executive Officer, Govett Asia Ltd
Mr. Teo Tong Wah	Member	1986–1987	President, Real Estate Developers Association of Singapore
Mr. Derek Teo	Member	2007–current	President, General Insurance Association of Singapore

Mr. Tng Bee Huat	Executive Director	1991–1996	Head, Liaison Division, Public Affairs Department, Singapore Police Force
Mr. Peter Vincent	Member	1981–1984	President, NTUC
Mr. Wey Kim Long	Member	2001–2003	Management Committee Member, Real Estate Developers Association of Singapore
Mr. Wong Hong Kuan	Member	2009–2011	Deputy Commissioner, Singapore Police Force
Mr. Jeffrey Wong Liang Chin	Member	2000–2004	Director, Joint Operations Division, Ministry of Home Affairs
Mr. Wong Nang Jang	Member	1988–1989 1995–1997	Chairman, Association of Banks in Singapore
Mr. Ernest Wong	Member	1992–1993	Chairman, Association of Banks in Singapore
Mr. Frank Wong	Member	1981–1983	Managing Editor, Sin Chew Jit Poh
Mr. Jason Wong	Member	2007–2009	Director, Rehabilitation and Protection Division, Ministry of Community Development and Sports
Mr. Yam Ah Mee	Member	2010–current	Chief Executive Director, People’s Association
Mr. Yang Soo Suan	Member	1986–1990	President, Singapore Institute of Architects
Mrs. Janet Yee	Member	1986–1988	President, Singapore Council of Women’s Organisations
Ms. Pauline Yee	Executive Director	2011–current	Deputy Director, Public Affairs Department, Singapore Police Force
Mr. Stephen Yeo Siew Chye	Member	1999–2003	President and CEO, Singapore Computer Systems Ltd
Mr. Yeo Swee Hong	Member	1998–current	News Editor, Lianhe Zaobao
Mr. Michael Yeo	Chairman Member	1985–2002 2002–2007	Honorary President, Singapore Confederation of Industries
Mdm. Yeoh Chee Yan	Member	1999–2001	Deputy Secretary, Ministry of Community Development and Sports
Mr. Patrick Yeoh	Member	1989–1992	Chairman, Association of Banks in Singapore
Mr. Eugene Yong Kon Yoon	Member	2003–2007	President, Singapore Contractors Association Ltd

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CHAPTER 1

1.

Speech by Mr. Chua Sian Chin, Minister for Home Affairs, at the Opening of the National Crime Prevention Campaign and Exhibition at the Victoria Theatre/Victoria Hall on Monday, 1 June 1981

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NCPC Chairman Tan Kian Hoon took a leap of faith in first appointing me Chairman of the Research Committee in 2009, and then allowing me to write the book on an organisation he and Council members have devoted so much of their lives to nurturing and growing. I will always be grateful for this exciting entrée into the Home Team volunteer family.

Former Deputy Prime Ministers S. Jayakumar and Wong Kan Seng, Associate Professor Ho Peng Kee, and Interpol President Khoo Boon Hui helped shape the book with their perceptive insights. Michael Yeo and Eric Low — long-serving Council members — and Lakshmanan and his VSC officers inspired with their passion to serve, as do all Council members.

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Susan Sim

ABOUT THE AUTHOR



SUSAN SIM grew up wanting to be a police officer and a journalist, and after graduating from Oxford University, enrolled in the Police Academy. Her first deployment as a Probationary Inspector of Police was to the intelligence analysis division of the Internal Security Department. After several years of working on counter-espionage and counter-terrorism, she decided it was time to be a journalist and joined *The Straits Times*. The paper sent her to Jakarta as Indonesia Bureau Chief, where she had a ringside seat to history covering the ouster of three Indonesian Presidents and too many riots. She then joined the Singapore Foreign Service and became Deputy Chief of Mission in Washington DC. She now runs her own security consultancy in Singapore. As a member of the National Crime Prevention Council, she feels she has finally come home.