

# **Operation Burglary Countdown**

**November 2003 – October 2004**

**Evaluation Study Final Report**

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**Office of Crime Prevention  
Government of Western Australia**

**by**

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## EVALUATION STUDY OVERVIEW

*Operation Burglary Countdown is an innovative community-based crime reduction program operating in two pilot areas, Bentley and Morley. A comprehensive and independent evaluation study has shown that the model of integrating central and local resources through coordinated police and community activities has been well implemented and generated considerable community support. During 12 months of operation, the program has demonstrated its effectiveness in targeted hotspots by reducing residential burglary in Bentley and the surrounding area by over 40%, saving the community an estimated \$700,000. Its lack of significant impact in Morley indicates it is best introduced only in identified hotspots.*

## EXECUTIVE SUMMARY

### ***Background***

Western Australia has the highest rate of residential burglary of any state or territory in Australia (ABS, 2004). In 2003, there were 28,000 residential burglaries in Metropolitan Perth reported to police, equivalent to 50 burglaries per 1000 dwellings or 19.6 per 1000 residents (Fernandez, 2004: 18). Residential burglary comprises about 12% of all reported offences in Metropolitan Perth and the estimated annual cost to the Perth community of residential burglary is \$56 million (Mayhew, 2003). The Office of Crime Prevention (OCP) was established in October 2001 to develop and co-ordinate crime prevention policy in Western Australia. Within the State Community Safety and Crime Prevention Strategy, the OCP and the State Burglary Reduction Taskforce developed the Burglar Beware Campaign, a multi-pronged attack launched by the WA Government in December 2003 and overseen by the Taskforce. Burglar Beware is based on persuading agencies and the community that the reduction in burglaries is the business of everyone. In an attempt to test an integrated comprehensive community based strategy to reduce residential burglary in hotspot locations, the Office of Crime Prevention provided \$150,000 funding for two Burglary Reduction Pilots to run for 12 months, from November 2003 to October 2004. The Burglary Reduction Task Force selected Bentley and Morley as the two pilot sites.

Estill and Associates, a private consulting firm specialising in public sector policy development and evaluation, was contracted in conjunction with Murdoch University, to design and conduct an independent evaluation study of the two pilot programs. The evaluation was a systematic analysis of a combination of qualitative and quantitative data, site comparisons, and survey data taking into account the impact of social and political contexts, and providing recommendations for improvements to the program based on evidence. Furthermore, the Operation Burglary Countdown will become a model that can be replicated, with modifications, in other areas where burglary is a priority throughout the State. In the same manner, it is expected that the evaluation

services provided for the pilot will also form a template to enable effective measurement of the model as it rolls out to other locations.

### ***Operation Burglary Countdown***

The report describes the operation of Operation Burglary Countdown in the first two pilot locations, Bentley and Morley, over the time period of November 2003 to October 2004. The pilots are based on a partnership approach and specifically seeks to make use of the rational choice theory of Cornish and Clarke (1986). This is done through the establishment of Local Management Groups in each suburb to coordinate a series of processes aimed at reducing the offender's confidence in conducting a successful burglary, making the crime more difficult to commit, and making apprehension and conviction more likely. As will be seen in the model describing Operation Burglary Countdown below, the focus is on the role played by various partnership agencies and building sustainable relationships between them. The aim has been to change these relationships through targeted processes.

The Operation Burglary Countdown is underpinned by the following four principles:

1. Elevating the offence across government agencies and in the community so that what was a community priority but not an agency priority is now also an agency priority.
2. Establishing joint ownership of the initiative by the key stakeholders – each stakeholder not only participates but contributes to achieve the initiative's objectives.
3. Implementing strategic change through building interagency relationships, improving the physical environment, reducing fear, and targeted police operations and focussing on offender behaviour.
4. Building on success by careful monitoring of outcomes, marketing of achievements, and motivation of local key individuals.

A comparison of Operation Burglary Countdown with three other programs to reduce residential burglary in the ACT, Queensland and South Australia is provided in Table 3.1.

### ***Key findings***

Section 4 of this report shows that the Operation Burglary Countdown operated successfully over 12 months from November 2003 to October 2004. The establishment and operation of the two Local Management Groups was successful both in terms of increasing the engagement of the key stakeholder agencies but also in achieving good outcomes in the majority of the performance indicators set down to assess the program's performance. Evidence from the evaluation study indicates that the majority of the various activities which were initiated in the two suburbs achieved the intended results and were considered useful and sustainable by key stakeholders in the local community. In particular, the volunteer home visits and security audits were successful at alleviating the stress and feeling of insecurity of victims of residential burglaries. In addition, over two-thirds of residents visited had made an improvement in their home security.

### Reduction in Residential Burglary

Overall, the level of residential burglary declined dramatically in Bentley and, to a lesser extent, in Morley. However, this must be seen within a context of a significant decline in residential burglaries in the Perth Metropolitan area over this period as well. However, through the application of a procedures developed in the UK by Johnson (2004), it was possible to predict the number of burglaries prevented by the operation of the program. As outlined in Section 4.3.3, this analysis showed that the Operation Burglary Countdown can be seen to have prevented burglaries in every quarter in Bentley to a total of 127 over the period of the program. Unexpectedly, there were also predicted burglaries prevented in the suburbs surrounding Bentley, again in three of the four quarters for a total of 67 over the full 12 months. This suggests that diffusion (that the program's impact is spreading to neighbouring areas) is occurring rather than displacement (the transfer of crime to areas surrounding the target area).

In Morley, the impact of the program is less consistent, with predicted reductions in burglaries in three of the four quarters but not the final quarter, resulting in a total of no burglaries prevented over the program period. It appears that this was due to the corresponding fourth quarter period (Aug-Oct 2003) having an unusually low number of burglaries (62), as a result of a police operation conducted over that period in the Morley area. Although there was decline in the number of burglaries in both Morley and the surrounding suburbs, this was not as proportionally large as for the Metro Perth area so there are no net burglaries prevented.

### Cost Benefit Analysis

When these results are looked at in financial terms, it is possible to conduct a cost-benefit analysis of the Operation Burglary Countdown. Using figures on the cost of residential burglaries, including the value of stolen and damaged goods and property, and the cost of investigating residential burglaries in a sample police district, the average was \$3900 for Bentley, \$2870 for the suburbs surrounding Bentley, \$1900 for Morley and \$2900 for the suburbs surrounding Morley. These figures are conservative because they do not include the cost of the justice system or incarceration for apprehended and convicted offenders, increased insurance premiums, the cost of improved security, and the social cost of the intrusion into one's home.

When these figures are applied to the number of burglaries prevented, the community savings in Bentley and the surrounding areas totals \$685,790, but is a negative figure in Morley. For Bentley, where \$75,000 of the program budget was allocated, the benefit-cost ratio is 9.14, whereas in Morley it is zero. A comparison with benefit-cost ratios calculated for other crime prevention programs shows that a ratio of 9 in Bentley is at the top end of the scale. This suggests that the Burglary Reduction Program has the potential to generate a considerable financial benefit to the community, as well as the improved sense of community safety. The results for Morley demonstrate that the program may have little benefit for areas which are not already experiencing high levels of residential burglary.

## Community Response

A community survey was conducted at the beginning of the program and again at the end to assess changes in community attitudes. Samples of over 300 residents were surveyed and the changes in attitudes are not as marked as was expected although there are positive shifts in some areas. There was a marked decline in the proportion of residents who had been burgled in the past 12 months. The proportion of residents in Bentley who feel safe in their homes has not moved from 70% but has increased in Morley from 70% to 82%. Residents generally felt safer in the homes and there was a sharp increase in the proportion who felt the State Government was doing enough to reduce burglary in their area? A more detailed analysis of the pre and post survey results is presented in section 4.2 of the report.

Interviews were conducted with 15 stakeholders involved in the local management teams, and indicate strong support for the program. In particular, stakeholders commented on the much improved communication and information sharing between agencies, as well as the effectiveness of the various initiatives that have been put in place. Nearly all felt the program should be continued and could be usefully implemented in other hotspots.

## **Summary of Findings by Initiative**

The Operation Burglary Countdown is a complex program as outlined in Section 3. As highlighted in the literature, crime prevention is a complex social problem and requires complex solutions. One of the innovative features of the Operation Burglary Countdown is that it is tightly coordinated and integrated in the existing functions of a range of key state government agencies and local government. The findings of the evaluation study reported here suggest that much of the benefit from the program has flowed from this feature.

It is however useful to indicate the outcomes achieved for each of the program initiatives and this is done in the following list:

- **Eyes on the Street:** There have been 199 reports and 68% followed up with more reports and more follow-ups in Morley than in Bentley;
- **Security Audits:** There have been 148 (23%) audits of the 631 burgled residences, of which 112 (76%) went to completion;
- **Security Changes:** Of the 114 residents interviewed through follow-up calls, 72 (63%) had made physical security upgrades to their properties and 84 (74%) changed their behaviour to reduce their risk of being burgled again;
- **Community Engagement:** Engagement by community agencies was very high in Bentley (96% of agencies attending all meetings of the Local Management Group) whereas in Morley this was lower with 67% of agencies attending all meetings of the Local Management Group;
- **Cocooning:** A total of 780 residences nearby a residential burglary site were provided with crime prevention documentation;

- **Community Attitudes:**

- The proportion of homes burgled in the last 12 months dropped from 21% to 15%.
  - The proportion of residents who reported the burglary to police or made insurance claims did not improve;
  - The proportion of residents who were satisfied with how the police handled their burglary doubled from 34% to 68%;
  - The proportion of residents who reported feeling quite safe or very safe rose from 72% to 77%;
  - The proportion of residents who felt that burglary was an issue in their community or for themselves personally fell about 6% from the mid-seventies to the high sixties;
  - The proportion of residents who felt that the State Government are doing enough to reduce burglary in their area rose from 26% to 36%.
- The number of residential burglaries decreased in both Bentley and Morley as well as in the areas surrounding these suburbs. In Bentley and its surrounding areas, the decrease was much greater than for the Perth Metropolitan area so it was possible to predict that the program prevented nearly 200 burglaries in these communities and saved nearly \$700,000, returning about \$9 for every dollar invested. The results in Morley were much less positive as its status as a hotspot was questionable.
  - **Re-victimisation:** The number of residents who had been burgled more than once within a 12 month period dropped in Bentley from 83 to 42 (49%) and in Morley from 26 to 11 (58%).
  - **Displacement:** The number of residential burglaries in surrounding suburbs also declined during Operation Burglary Countdown by 30% in Bentley and 15% in Morley, although Morley's decline is less than for Perth Metropolitan area. This indicates that offenders did not shift their focus from Bentley to surrounding areas but this may have occurred in Morley to a limited extent. As for shifting to other crimes of theft, both areas experienced sharp declines in most crime areas with motor vehicle theft down in Bentley by 58% and Morley 41%, robbery down in Bentley by 8% and Morley 55%, and non-dwelling burglaries down Bentley by 8% but up in Morley by 13%.

## Conclusions

The results of the evaluation of Operation Burglary Countdown have been compared to studies reported on residential burglary repeat victimisation programs in South Australia and Queensland (Henderson, 2002) and Makkai, Holder and Payne's (2004) study of a residential burglary reduction program in the ACT. Operation Burglary Countdown demonstrated that in identified hotspots, this approach can have a significant impact on the level of residential burglary (and apparently other types of theft) during the term of the program. It is unclear how sustainable this impact will be, as this was not investigated in the evaluation study. In addition, the issue of community attitude change is likely to take a longer period of sustained attention to effect a change to more positive attitudes. The Morley experience suggests Operation Burglary Countdown is not likely to be cost effective in areas which do not have existing high rates of

burglaries hotspots, and thus should not be seen as a general burglary reduction strategy.

There are a number of components of used in the pilots of Operation Burglary Countdown which align very closely to the characteristics of best practice for community residential burglary reduction programs suggested Holder, Makkai and Payne (2004: 3):

- A planned and partnership approach involving whole-of-government and the community, using problem analysis and problem-solving methodologies, with strategic responses that include measures such as increasing the effort required by offenders, increasing the risk of detection, reducing rewards to offenders, targeting persistent offenders and focusing on repeat victims, and targeted patrolling.
- An approach that combines a focus on high-risk areas with attention to high risk households.
- Policing strategies that improve investigations and evidence gathering.
- Public and private landlords should be encouraged to take steps to better and more rapidly protect their property from residential burglary and following any incidents of burglary, identify ways in which they can support tenants' self-protection strategies.
- Burglary reduction should comprise a key aspect of the Government's anti-poverty strategy.
- A focus on the prevention of repeat victimisation should be part of a wider and multi-faceted burglary reduction strategy and not stand alone.

The initial experiences with Operation Burglary Countdown would suggest adding the following to this list:

- ensure strong leadership and management at both the central and community level;
- monitor results regularly and report issues and successes to the local community so as to keep the community informed and build motivation, confidence and enthusiasm that community strategies can make a difference;
- use sophisticated and professional approaches, including media, to support the local initiatives;
- focus on long term sustainable changes, but ensure short term gains are made where possible.

The success of Operation Burglary Countdown and its high benefit-cost ratio in Bentley and its surrounding areas demonstrates that an approach with the characteristics outlined above can prove to be an effective strategy in reducing residential burglary in areas identified as hotspots. The lack of significant or cost-effective impact in Morley emphasises that Operation Burglary Countdown is not likely to be an effective strategy in areas not experiencing a relatively high level of residential burglary. The issue of how long to persist with a targeted strategy such as Operation Burglary Countdown remains unresolved but it would appear reasonable to continue with the strategy in Bentley to monitor its longer term impact, and to seek advice from the Local Management Committee in Morley as to what aspects, if any, are worth continuing in their suburb.

## Recommendations

Recommendation 1: It is recommended that due to the positive impact of the volunteer audit visits and security upgrades, the audit program be continued with greater emphasis on contacting all victims to obtain signed consent forms and to complete the security audits.

Recommendation 2: It is recommended that the process for selecting Community Policing Officers to work in Operation Burglary Countdown be reviewed to ensure the selection criteria include self-motivation, ability to manage volunteers, and experience in managing projects.

Recommendation 3: It is recommended that greater emphasis be put on preparing high quality reports for the police within the Eyes on the Street initiative.

Recommendation 4: It is recommended that the volunteer home security audit initiative be continued in identified hotspots and that greater emphasis be placed on gaining a high proportion of victims to consent to an audit.

Recommendation 5: It is recommended that Operation Burglary Countdown be initiated in identified residential burglary hotspots, as resources allow, for a period of at least 12 months, and formally monitored and evaluated.



# 1 INTRODUCTION

## 1.1 Background

Western Australia has the highest rate of residential burglary of any state or territory in Australia (ABS, 2004). In 2003, there were 28,000 residential burglaries in Metropolitan Perth reported to police, equivalent to 50 burglaries per 1000 dwellings or 19.6 per 1000 residents (Fernandez, 2004: 18). Residential burglary comprises about 12% of all reported offences in Metropolitan Perth and the estimated annual cost to the Perth community of residential burglary is \$56 million (Mayhew, 2003). Not surprisingly, the rate of residential burglary varies considerably by geographical area and burglary 'hotspots' can be identified within the metropolitan area. As such, the reduction in the rate of residential burglary is a high priority of the WA government's crime prevention strategy and lends itself to local targeted crime prevention programs.

In response to the broad issue of burglary prevention and reduction, the WA Government established a high level State Burglary Reduction Taskforce in late 2002, comprising senior officers from the Department of Premier and Cabinet, the WA Police Service, and the Departments of Justice, Education and Training, Community Development and Housing and Works. In turn, the Taskforce developed the State Community Safety and Crime Prevention Strategy as one of the priority strategies in the Government's strategic planning focus, Better Planning: Better Services (Department of Premier and Cabinet, 2003). The vision of this strategy is to make WA communities safer through targeted and coordinated crime prevention and crime reduction programs.

The Office of Crime Prevention (OCP) was established in October 2001 to develop and co-ordinate crime prevention policy in Western Australia. Within the state strategy, the OCP and the State Burglary Reduction Taskforce developed the Burglar Beware Campaign, a multi-pronged attack launched by the WA Government in December 2003 and overseen by the State Burglary Reduction Taskforce. Burglar Beware is based on persuading agencies and the community that the reduction in burglaries is the business of everyone. In particular, government agencies are being challenged to accept as core business their part in reducing burglaries, e.g. the Department of Education and Training is encouraged to see reducing truancy as not only a responsibility because of school attendance but also because truants are a major source of daytime burglaries. The Burglar Beware Campaign comprises the following key programs:

- Operation Enterprise – an initiative to reduce industrial burglary;
- Operation Burglary Countdown – a concentrated program of police and community initiatives focused on burglary hotspots;
- Dob-in-a-Burglar Week – a public campaign seeking community participation in identifying burglars;
- Crime Prevention Through Environmental Design – improved planning and design of public spaces and buildings to reduce cover for potential burglars;
- Operation Clearance – an intensive police operation conducted at a particular time and location to clear outstanding reports of burglaries;

- New forensic techniques – greater use of a new DNA profiling system and improved fingerprint matching capabilities; and
- A public awareness campaign – a coordinated billboard, radio, TV and unpaid media campaign and a dedicated Burglar Beware website (see [www.burglarbeware.wa.gov.au/](http://www.burglarbeware.wa.gov.au/) for further details of this campaign).

In an attempt to test an integrated comprehensive community based strategy to reduce residential burglary in hotspot locations, the Office of Crime Prevention provided \$150,000 funding for two Burglary Reduction Pilots to run for 12 months, from November 2003 to October 2004. The Burglary Reduction Task Force selected Bentley and Morley as the two pilot sites. This selection was based upon the following site selection criteria:

- A high rate of burglary in previous months;
- Community capacity, including the presence of a reasonably cohesive Neighbourhood Watch;
- State Government agency and Local Government support; and
- If possible, the site falls within one Police District and one Local Government area.

Past strategies to reduce residential burglaries have involved single strand approaches and have not been coordinated effectively amongst stakeholders (Rosenbaum: 2000). The two Burglary Reduction Pilots in Bentley and Morley are designed to involve multiple strategies that address:

- Property marking and recording;
- Police intelligence based targeting of known offenders;
- Stolen goods disposal routes;
- Target hardening through information pamphlets on security;
- Awareness and advice;
- Support for victims and a reduction in re-victimisation;
- Clear public message to stakeholders that there is a burglary reduction pilot being conducted;
- Training Neighbourhood Watch volunteers to provide victim support and if necessary referral to relevant agencies for more formal support, a security audit of the victim's property and advice on security improvements; and
- Value added deployment of Local Government staff such as rangers, meals on wheels, rubbish collectors etc, as "Eyes on the Street" to provide Police with useful information on indications of burglary or other criminal activity.

In order to ascertain the success of this approach, a monitoring program and formal evaluation were included in the project, which will also establish good practice in burglary reduction and prevention, and will add to the Western Australian evidence base of 'what works' in crime prevention.

As the pilots are locally based, each is overseen by a local management group comprising State Government, Local Government and community representatives. The local groups are supported by a coordinator, funded and managed by the Office of Crime Prevention, who liaises between the Burglary Reduction Task Force and the local management group. Key representatives to the local management groups were drawn from:

- WA Police Service;
- Department of Justice;
- Department of Housing and Works;
- Department of Education and Training;
- Department for Community Development;
- Local Government;
- Chamber of Commerce; and
- The local community.

## **1.2 Objectives of the Pilot Programs**

The pilot programs have the following primary and secondary objectives:

### Primary objectives

- 1.1. Reduce the incidence of burglary overall in the pilot sites;
- 1.2. Reduce the incidence of repeat burglary in the pilot sites;
- 1.3. Improve the response to burglary by State Government, Local Government and the community;
- 1.4. Improve community understanding of burglary and the importance of the process of managing a crime scene and accurate reporting of burglary to Police;
- 1.5. Provide accurate statistical and qualitative information about the incidence of burglary and appropriate responses, including security of dwellings.

### Secondary objectives

- 2.1. Trial a community based response to reduce burglary, including the use of community volunteers to provide informal victim support and undertake a security audit of the victim's residence;
- 2.2. To produce material that can facilitate project implementation in other locations;
- 2.3. Develop a better understanding of the characteristics of burglary, including repeat victimisation; and
- 2.4. Identify specific intervention strategies effective in reducing burglary.

The following set of quantitative and qualitative performance indicators were developed by the Office of Crime Prevention in order to measure the achievement of the objectives listed above.

**Figure 1.1 Performance Indicators for the Operation Burglary Countdown**

- A. Effectiveness of engaging government and community
- B. Stakeholder satisfaction with strategies
- C. Proportion of audit consent forms received and follow-up actions compared with reported burglaries.
- D. Co-ordinator satisfaction with volunteers
- E. Levels of outputs of nominated initiatives
- F. Changes in residents' experience of burglary in the pilot sites
- G. Changes in residents' attitudes to burglary in the pilot sites
- H. Level of volunteer satisfaction
- I. Burglary victim satisfaction with volunteer service
- J. Proportion of audited residences that have made security changes.
- K. Changes in the rate of reported residential burglary in the pilot suburbs relative to the general metro area and adjoining areas.
- L. Level of Geographical Displacement of Residential Burglary.

**1.3 Outline of the Evaluation Report**

This is the final report of the evaluation study of the Operation Burglary Countdown. The evaluation study is described in Section 2, including the Terms of Reference, key evaluation questions, study design, data collection and analysis methods and reporting process. The design and operation of the Operation Burglary Countdown is described in Section 3, with particular reference to the two pilot sites, Bentley and Morley. Section 4 presents the findings, under each of the performance indicators, and the recommendations of the evaluation study. The conclusions of the evaluation study are provided in Section 5, with comments on the best approach for evaluating the program as it is expanded to other locations.

## 2 EVALUATION STUDY OF THE OPERATION BURGLARY COUNTDOWN

There has been considerable research in recent years on the evaluation of crime prevention programs (Sherman et al, 1997; Tilley, 2002; English; Cummings & Straton, 2002; Rosenbaum, 2002). In brief, the emerging view is that complex social programs require complex solutions, and these in turn require multi-focussed evaluation approaches. Three criteria for effective evaluation of community crime prevention programs can be drawn from this literature. First, crime prevention programs need to be accurately described and their underlying logic or theory articulated explicitly. This is critical if the causal assumptions embedded in the program are to be properly understood. Second, appropriate outcomes need to be identified and measured using as rigorous a method as possible. If possible, an evaluation study should enable the counterfactual to be measured (i.e. what would have happened in the absence of the intervention), as this is essential for making causal inferences about the effect of the initiative. Third, information other than short-term outcomes measures (e.g. rates of crime) needs to be collected and analysed if more sustainable solutions are to be identified and evaluated. The evaluation study of the Operation Burglary Countdown was designed to address these three criteria.

Estill and Associates, a private consulting firm specialising in public sector policy development and evaluation, was contracted in conjunction with Murdoch University, to design and conduct an independent evaluation study of the two pilot programs. The following Terms of Reference of the evaluation study were negotiated and agreed with the Office of Crime Prevention in late 2003:

- Develop a program logic in consultation with the Local Management Groups;
- Work with the Office of Crime Prevention to determine the processes for the collection and security of data;
- Liaise with the pilot coordinator, the Burglary Reduction Task Force and the Office of Crime Prevention;
- Provide briefings to the Burglary Reduction Task Force and the Office of Crime Prevention;
- Prepare progress reports;
- Collate and analyse the data collected;
- Liaise with key stakeholders as appropriate,
- Complete a final evaluation report at the conclusion of the pilot: and,
- Provide a model for evaluating the crime reduction model as it is developed in other locations.

The evaluation was a systematic analysis of a combination of qualitative and quantitative data, site comparisons, and survey data taking into account the

impact of social and political contexts, and providing recommendations for improvements to the program based on evidence. Furthermore, the Operation Burglary Countdown will become a model that can be replicated, with modifications, in other areas where burglary is a priority throughout the State. In the same manner, it is expected that the evaluation services provided for the pilot will also form a template to enable effective measurement of the model as it rolls out to other locations.

## **2.1 Evaluation Approach and Methodology**

This evaluation study was designed to provide information about the Operation Burglary Countdown in order to assist the Office of Crime Prevention and the Burglary Reduction Taskforce to make decisions and judgements about how well the program has operated in the two pilot sites, the extent to which the program has achieved its objectives as outlined in Section 1, with the aim of extending it to other burglary hotspots in WA. As such the evaluation of the Operation Burglary Countdown has focused on both process and outcomes. In addition, the evaluation has identified implications for policy and practice as well as recommendations for future policy and program decisions.

The methodology provided below is consistent with the Program Evaluation Standards (2<sup>nd</sup> Edition. Copyright 1994 by Sage Publications Inc) adapted by the Department of the Premier and Cabinet, Public Sector Management Office. It is also guided by the following principles:

- Plan for evaluation early;
- Consult regularly with stakeholders;
- Use multiple procedures for gathering information (interviews, surveys, focus groups) to allow for comparative interpretation of outcomes;
- Use methods that enable participant involvement;
- Use a variety of data sources and performance measures;
- Ensure that ethical procedures, for example, informed written consent and anonymity/confidentiality issues are addressed; and
- Identify and document unintended consequences of the pilot programs.

The evaluation study covered the full period of the pilot programs in the two metropolitan sites of Bentley and Morley, commencing in September 2003 for a period of 12 months. The study undertaken by Estill & Associates comprised the following seven stages:

### **Stage 1 – Project Inception and Planning**

Initial meetings were held with the Project Manager and the Burglary Reduction Taskforce in November 2003 to discuss the key evaluation questions and the proposed approach to the evaluation. These meetings enabled the evaluation team to gain valuable information about the program and the key stakeholders expectation of the evaluation study. As a result of these discussions, the set of key evaluation questions listed in Figure 2.1 were developed to guide the evaluation study.

**Figure 2.1: Key Evaluation Questions**

**PROGRAM PERFORMANCE**

1. What is the value of 'partnerships' with the community?
2. What is the value of 'partnerships' between agencies?
3. How much do these initiatives cost (essential/other) (dollars/staff)? For what results?
4. Is the data collection/sharing/ utilisation appropriate and effective?

**VICTIM ACTION AND RESPONSE**

5. Are victims increasing the level of security in their homes?
6. Are rates of residential burglary reporting increasing?

**OVERALL OUTCOMES**

7. Has residential burglary been reduced in the pilot area?
8. Has residential burglary been displaced (geographically/nature)?
9. Has repeat victimisation been reduced?
10. Have community attitudes regarding residential burglary changed?

**Stage 2 – Develop Program Logic**

In this stage, meetings were held with the local management groups in Morley and Bentley in November 2003 to explore the pilot programs, discuss the evaluation study and develop an initial draft of the program logic model. The program logic model defines diagrammatically the key linkages between the program strategies and initiatives and the achievement of desired program outcomes. In a complex program such as the Operation Burglary Countdown, the logic model also describes the relationship between the various program components. The logic model assists in ensuring there is a common understanding of the program among the various stakeholders and enables the identification of key evaluation questions and some insight into how they might be measured. The logic model is described in more detail in Section 3.

**Stage 3 – Evaluation Design**

Using the program logic model and performance indicators as a guide, a detailed evaluation design was developed, consisting of the key evaluation questions, key stakeholders, methods for collecting information to answer each question, a data collection plan that anticipates and addresses problems that may be encountered, and an analysis plan that will ensure that key evaluation questions are answered appropriately and in a timely manner. The evaluation design incorporate both quantitative and qualitative data collection mechanisms in accordance with the evaluation questions and the key performance indicators developed in consultation with the Project Team. Data for this study was collected from a range of sources, including the Project Team, the local management teams, local police officers, victims of burglary, the general community and the Police Statistics Unit.

#### **Stage 4 – Review of Victim Support Services Training Package and Schedule and Security Audit Training Package and Schedule**

As part of the data analysis the evaluation team reviewed the Victim Support Training Package and Schedule and Security Audit Training Package and Schedule.

#### **Stage 5 – Data Collection and Analysis Processes**

The evaluation study collected data as outlined in the data collection matrix given in Figure 2.4. This matrix was developed in consultation with the Project Team and endorsed by the Burglary Reduction Taskforce.

Community Survey. In order to assess the attitudes of the community to residential burglary and the impact, if any, of the Operation Burglary Countdown, a community survey was conducted in each of the two suburbs at the commencement of the program and again near the end. A survey of a representative sample of 339 residences in Bentley and 359 residences in Morley was undertaken in December 2003/January 2004 to develop a baseline of community knowledge, attitudes and behaviour prior to the commencement of the program. The sample size for this survey is based on recommendations by the Office of the Auditor-General. A follow-up survey of a sample of 303 residences in Bentley and 443 in Morley was conducted in October/November 2004 to enable assessment of changes in the community attitudes which may be attributable to the program. The survey provides information for Performance Indicators F and G, as presented in Section 4, and a summary of results are provided in Appendix C.

Monitoring Information. The Office of Crime Prevention collected a range of information about the operation of the Operation Burglary Countdown and this was made available to the evaluation team. This information included copies of the audit reports, details of the media campaign and distribution of burglary reduction and community safety pamphlets, minutes of the meetings of the two Local Management Groups, and details of the outputs of the range of activities operating in each suburb.

Crime Statistics. Information on the number of residential burglaries reported each month in Bentley and Morley, the surrounding suburbs, and the Perth Metropolitan area were provided by the Crime Statistics Unit of the WA Police Service. This information enabled an analysis of the impact on the program on the residential burglary rate. The Unit and the Office of Crime Prevention also provided information on the costs of burglary to the community including the value of stolen and damaged property and the cost of investigating residential burglaries. This information was used in a cost-benefit analysis of the Operation Burglary Countdown, described in Section 4.

Interviews with Key Stakeholders. Interviews were held with a number of key stakeholders in the program including, members of the Project Team in the Office of Crime Prevention, the Community Policing Officers in Morley and Bentley, and a sample of members of the Local Management Teams. In total, more than 20 interviews were conducted to collect the views of key stakeholders about the operation of the pilot program and to identify improvements.

The Evaluation Team develop databases for the management and analysis of the range of different types of data collected during the evaluation study.

### **Stage 6 - Preparation of Progress Reports**

Short progress reports were prepared and reported to the Office of Crime Prevention and the Burglary Reduction Taskforce at quarterly intervals. These reports included a summary of data collected to date against each of the performance indicators. Reports were presented in February, May, August and December.

### **Stage 7 – Preparation of Final Report**

The final stage involves the preparation of a draft report which includes, as a minimum:

- Executive summary
- A description of how the pilot programs were undertaken in Morley and Bentley
- An analysis of how effective the program was at achieving its objectives and outcomes
- Implications for policy and practice and recommendations for future policy and program decisions
- Conclusions and recommendations.

This final stage includes the incorporation of any feedback obtained from the Project Manager prior to finalisation and completion of the final report.

**Figure 2.2 Key Evaluation Questions, Performance Indicators and Data Collection Matrix**

<b>Evaluation question</b>	<b>Police</b>	<b>Community</b>	<b>Victims</b>	<b>Agencies</b>
<b>PROCESS</b>				
1. What is the value of 'partnerships' with the community?		C. Proportion of audit forms H. Level of volunteer satisfaction	J. Residences making security changes D. Coordinator satisfaction with volunteers I. Victim satisfaction with volunteer service . Levels of outputs of nominated initiatives (Cocooning)	B. Stakeholder satisfaction with strategies
2. What is the value of 'partnerships' between agencies?				A. Effectiveness of engaging government & community
3. How much do these initiatives cost (essential/other) (dollars/staff)? For what results?				B. Satisfaction of stakeholders with strategies
4. Is the data collection/sharing/ utilisation appropriate and effective?				E. Levels of outputs of nominated initiatives
<b>VICTIM RESPONSE AND ACTION</b>				
5. Are victims increasing the level of security in their homes?			J. Residences making security changes	
6. Are rates of residential burglary reporting increasing?		F. Changes in residents' experiences		
<b>OVERALL OUTCOMES</b>				
7. Has residential burglary been reduced in the pilot area?	K. Burglary rate			
8. Has residential burglary been displaced (geographically/nature)?	L. Level of displacement			
9. Has repeat victimisation been reduced?	M. Levels of repeat victimisation			
10. Have community attitudes regarding residential burglary changed?		G. Changes in residents' attitudes		

### 3 THE OPERATION BURGLARY COUNTDOWN

Operation Burglary Countdown is based on analysis of multi-agency approaches to crime prevention. In a summary of partnership approaches to crime prevention, Rosenbaum (2002) argues that multi-agency partnerships have strong theoretical and pragmatic advantages when used appropriately. He proposes a theory for partnerships based on a number of assumptions including that:

- complex social problems require complex solutions;
- partnerships are more effective at identifying community priorities and are ideally suited to developing creative interventions because they represent a more diverse cross section of the community;
- research findings indicate that multiple interventions are generally more effective than single interventions;
- multi-agency approaches can have a greater impact on a wider cross section of the community; and
- new effects and relationships can emanate from interventions operating in partnerships.

Operation Burglary Countdown is based on a partnership approach and specifically seeks to make use of the rational choice theory of Cornish and Clarke (1986). This is done through a series of processes aimed at reducing the offender's confidence in conducting a successful burglary, making the crime more difficult to commit, and making apprehension and conviction more likely. As will be seen in the model describing Operation Burglary Countdown below, the focus has been less on the individual components of the model and more on the relationships between them and the role played by various partnership agencies. The aim has been to change these relationships through targeted processes.

Operation Burglary Countdown is underpinned by the following four principles:

1. Elevating the offence across government agencies and in the community so that what was a community priority but not an agency priority is now also an agency priority.
2. Establishing joint ownership of the initiative by the key stakeholders – each stakeholder not only participates but contributes to achieve the initiative's objectives.
3. Implementing strategic change through building interagency relationships, improving the physical environment, reducing fear, and targeted police operations and focussing on offender behaviour.
4. Building on success by careful monitoring of outcomes, marketing of achievements, and motivation of local key individuals.

A comparison of Operation Burglary Countdown with three other programs designed to reduce residential burglary in the ACT, Queensland and South Australia is provided in Table 1.

TABLE 3.1: Comparison of Project Interventions and Delivery

INTERVENTION	SOUTH AUSTRALIA	QUEENSLAND	ACT	WESTERN AUSTRALIA
Police Intervention 1. operational minimum 2. enhanced response	Yes, operational minimum. Yes, additional response to victims.	Yes, operational minimum. Yes, 2 further levels of enhanced response to specific households, and to specific areas.	Yes, operational minimum. Yes, special operations occurred in the life of the project but were not part of it.	Yes, operational minimum. Yes, 100% response to reported burglaries. Target operations to specific locations, offenders, groups and commodities
Project Training	Yes, training provided to project volunteers	Workshops offered to residents in high risk areas	Parade briefings provided to officers. Briefings provided to survey volunteers.	Yes, training provided to: <ul style="list-style-type: none"> <li>project volunteers</li> <li>project coordinators</li> <li>local government staff</li> </ul> Briefings provided to local police officers
Victim Support Offered	Yes, referrals offered by volunteers to victims service	Yes, referrals offered by police to victims service	Yes, referrals offered by police to victims service	Yes, referrals offered by police to victims service & volunteers provided direct support
Crime Prevention Information Offered	Yes, primarily offered by project volunteers	Yes, primarily offered by police	Yes, primarily offered by police. Follow-up offer to community service, CLASP, largely not taken up	Yes, offered to victims by project volunteers and to neighbours of victims
Home Security Advice	Yes, primarily offered & conducted by project volunteers	Yes, primarily offered by police	Yes, primarily offered by police. Follow-up offer to community service, CLASP, largely not taken up	Yes, offered to victims by project volunteers
Home Security Audit	Yes, primarily offered & conducted by project volunteers	Yes, primarily offered & conducted by police	Yes, offered & conducted by police as routine. Additional household self audit checklist provided. Follow-up offer to community service, CLASP, largely not taken up	Yes, offered & conducted by project volunteers, followed up by same volunteer

<b>INTERVENTION</b>	<b>SOUTH AUSTRALIA</b>	<b>QUEENSLAND</b>	<b>ACT</b>	<b>WESTERN AUSTRALIA</b>
Home Security Hardware	Yes, in one subject area only	Yes, police loaned a portable alarm or similar where relevant.	Yes, by householder and CLASP (for specific categories)	Yes, discounted from private firm
Neighbour contact	Yes, primarily offered & conducted by project volunteers	Yes, primarily offered & conducted by police	Yes, by householder	Yes, through volunteers & neighbourhood cocooning
Property Marking	Yes, referrals offered & conducted by volunteers	Yes, kit offered by police	No. Property marking is generally available through Neighbourhood Watch	Yes, kit offered by police, Property Marking Day provided locally
Notification to Victim of the Project	Attending officers obtain consent. Later police crime reduction officers made contact. Volunteers visit if consenting.	Attending officer. Later visit by police project officer for enhanced response.	Initially attending officer provided specific project information. Outside the project scope all burglary victims received a package of information.	Attending officers obtain consent. Later police crime reduction officers made contact. Volunteers visit if consenting. Also, information pamphlet distributed to all residents
Victim Surveys	Yes, through project volunteers	Yes, through project police	Yes, through Victim Liaison Officer in Crime Prevention Branch.	Yes, through Project Coordinator
Media Campaign				Yes, targeted through TV, cinema, radio, bus shelters & other outside ads, and community newspapers
Increased community surveillance				Council workers briefed on identifying and reporting suspicious behaviour, monitored and reports followed up by police
Targeting specific groups of potential offenders				Interagency truancy groups to monitor and support truants Diversion strategies eg sport

SOURCE: Holder, Makkai & Payne (2004) and Operation Burglary Countdown files

Operation Burglary Countdown operated as a pilot program in two of Perth's suburbs with high residential burglary rates – Bentley and Morley in the period November 2003 to October 2004. The objectives of the pilot programs were to:

- reduce the incidence of residential burglary overall in the pilot sites;
- reduce the incidence of repeat residential burglary in the pilot sites;
- improve the response to residential burglary by state government, local government and the community;
- improve community understanding of residential burglary and the importance of the process of managing a crime scene and accurate reporting of residential burglary to police;
- provide accurate statistical and qualitative information about the incidence of residential burglary and appropriate responses, including security of dwellings;
- trial a community based response to reduce residential burglary, including the use of community volunteers to provide informal victim support and undertake a security audit of the victim's residence;
- to produce material that can facilitate project implementation in other locations;
- develop a better understanding of the characteristics of residential burglary, including repeat victimisation; and
- identify specific intervention strategies effective in reducing residential burglary.

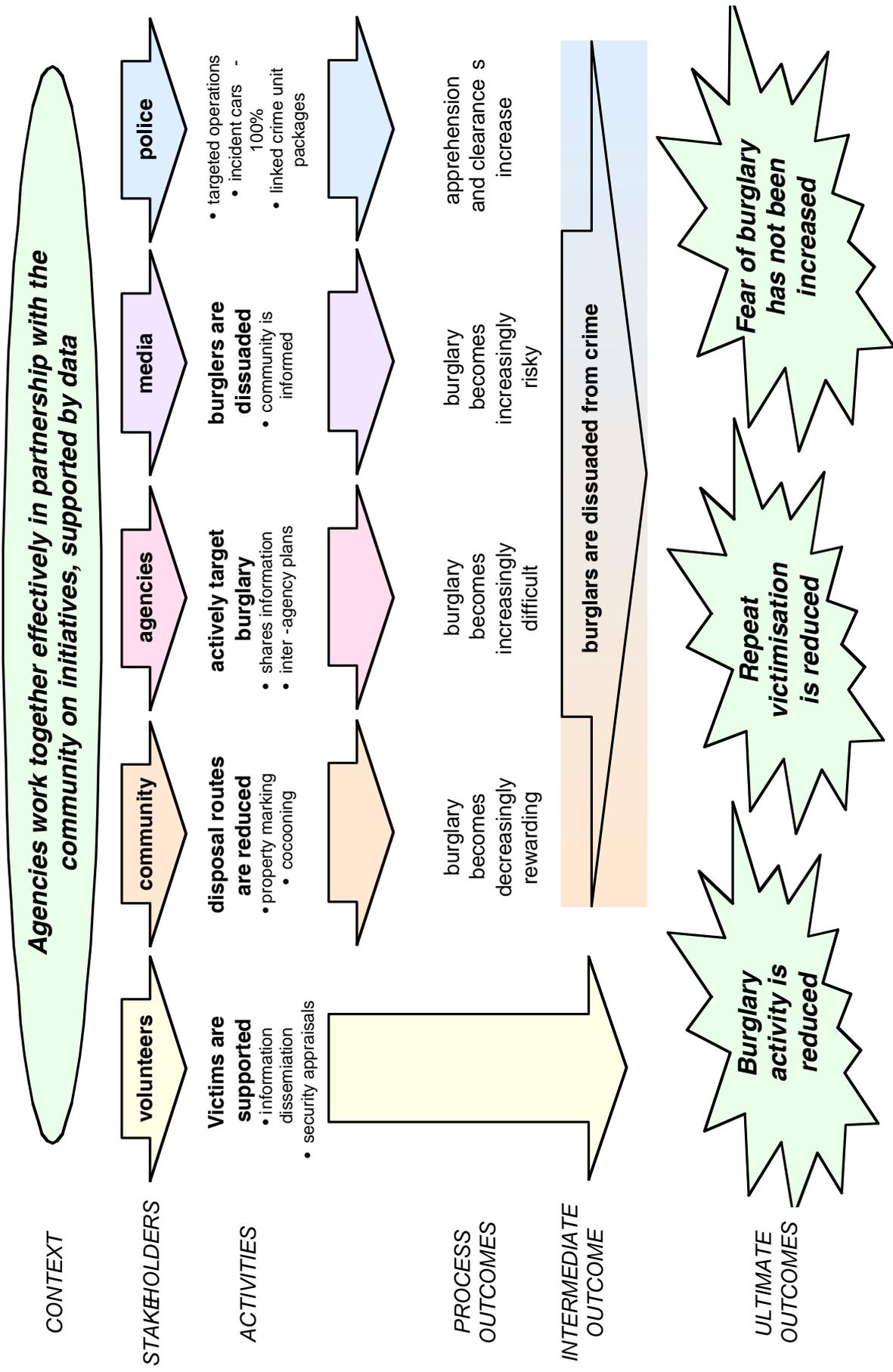
It comprises a range of community and policing initiatives in an integrated program including:

- support and advice, including free home security audits for victims of residential burglaries in order to reduce re-victimisation;
- intelligence based policing targeting known and repeat burglary offenders;
- local community development;
- 'Eyes on the Street' using local council workers to identify and report suspicious behaviour;
- cocooning neighbourhoods by distributing crime prevention material in areas where a residence has just been burgled;
- E-Crime Alert – an interactive email system to alert residents about local crime in real time;
- targeting of stolen goods disposal routes;
- truancy action groups targeting secondary school students;
- the development of diversionary recreational programs for youth at risk;
- Department for Community Development Indigenous Women's Group; and

- a carefully targeted public awareness campaign comprising components aimed separately at the public and at existing and potential burglars.

The focus on two suburbs (extended in July 2004 to a third burglary hotspot, Carnarvon, 800km north of Perth) has provided the opportunity to target resources on a limited geographical to test the most effective processes for developing strong community processes. Each of the target communities has a Local Management Team comprising representatives from key state government agencies (Office of Crime Prevention, Education and Training, Police, Justice, Sport and Recreation, Housing and Works, Community Development), the relevant local government authorities, and local business. These teams are charged with deciding on the mix of local initiatives for their suburb and ensuring that the local activities are coordinated. The Teams meet regularly to discuss local level issues and strategies to address these issues. The Office of Crime Prevention provides the common link between the Teams and provides much of the coordination of strategies. The high level of implied authority that this office, located in the Department of Premier and Cabinet, provides is a key to overcoming the lack of cooperation that has plagued whole of government initiatives in the past. The focus of the Teams is to develop processes, rather than events or projects, with the aim of embedding these processes in the day to day activities at the local level through community agencies, local government authorities and state government departments. For example, the Eyes on the Street initiative provides training and a structure in which local government council employees search for and report suspicious behaviour and circumstances to be followed-up by police. This dramatically increased the resources on the lookout for potential residential burglaries, at little extra cost as well as alerting the employees that they are important members of the local community.

## BURGLARY REDUCTION PILOT PROGRAM - PROGRAM LOGIC DIAGRAM



## 4 FINDINGS OF THE EVALUATION STUDY

The pilot program of Operation Burglary Countdown in the suburbs of Morley and Bentley was the subject of an independent evaluation study conducted by Estill and Associates in conjunction with Murdoch University. The evaluation study had two major purposes:

1. To provide information on the implementation process and short term outcomes for the two pilot programs; and
2. To provide an evaluation model for possible further expansion of the program.

In addressing the first purpose, the evaluation team developed a multi method evaluation study design, as is appropriate for a program with a range of interventions and diverse stakeholders (English, Cummings & Straton, 2002; Rosenbaum, 2002).

The evaluation study focuses on three areas recommended in this literature:

- Program Performance – how well is the program operating, are the various participants satisfied with its performance, what are the outputs of the program?
- Victim Action and Response – are victims increasing their level of security to avoid being burgled again, are rates of reporting increasing.
- Overall Outcomes - has burglary been reduced in the pilot area, has it been displaced to surrounding suburbs, has repeat victimisation been reduced, and have community attitudes to burglary changed?

This multi-method approach draws on a range of different types of evidence, including monitoring information on the implementation process, surveys of victims, program staff and the community, and analysis of crime statistics. The findings for each of the 12 performance indicators, evaluation questions are summarised below grouped under the three main areas; Program Performance, Victim Action and Response, and Overall Outcomes.

### 4.1 Program Performance

It is now common practice in evaluating new or pilot programs to focus initially on the implementation of the program. This enables information to be collected and reported about issues or weaknesses in the implementation to allow for the problems to be corrected prior to focusing on outcomes. This is critical if the measurement of impact is not to be influenced by program inefficiencies rather than poor causal linkages. As a pilot program this is particularly important in the evaluation of Operation Burglary Countdown, and information was collected on a number of indicators of program performance. The findings in relation to some of these are summarised below.

#### 4.1.1 *Performance Indicator A: Engagement*

*Effectiveness of engaging government and community*

One of the indicators of the program was the extent to which government agencies and community members were involved and remained involved over

the 12 month period. In tracking the attendance at Local Management Team meetings, an initial withdrawal of representatives in the first quarter was arrested by the third quarter and attendance had risen to 96% of agencies for Bentley and 67% for Morley. Follow-up interviews with key stakeholders both within and outside the Local Management Teams supported the view that there was a significant increase in engagement in local crime prevention by state and local government agencies and from the community. In particular, the central role of leadership and support provided by the Office of Crime Prevention was noted as was the increased level of cooperation and information exchange among the various agencies. It was reported that the Local Management Team meetings often were followed by lengthy informal meeting in which agency representatives compared and exchanged information about their activities and, where appropriate, 'persons of interest'.

Data has been collected on this indicator in two ways: the level of attendance at local meetings of the management groups; and feedback from key stakeholders on their view about the level of engagement by government agencies and community groups. Over the 12 months of the program, local management meetings are held usually on a monthly basis. For the meetings for which we have information, agency attendance in Bentley has steadily increased to nearly all agencies being represented (96%) at the three meetings held in the 4<sup>th</sup> quarter. In Morley, there has been a drop in attendance for some agencies including Education and Training, Community Development, and the Morley and Districts Business Association, so that on average only 67% of agencies attended the three meetings held in this quarter.

Interviews conducted with the Project Coordinator and two Community Policing Officers involved in the communities indicate that the two Local Management Teams are quite different in their approach to this project. Bentley comprises a very active grassroots group of people very keen to address urgent issues, whereas Morley is more structured and has adopted a more strategic approach. These structures and ways of operating seem to reflect the different nature of the two communities and suggests that flexibility will be a key element in establishing this type of project in subsequent communities.

From the interviews conducted with key stakeholders in the local management teams, most agencies reported that engagement was high in the local management teams, although it was noted that it was at times patchy for some agencies who didn't attend team meeting regularly. There was a call from some agencies to hold fewer meetings or only involve agencies at meetings where activities involving them were discussed, although this might reduce the broader sharing of information which is so important to agencies. Examples of engagement include 'Homeswest improved security to housing', and 'total backing of Police who have been great and are engaged in after school programs and coordination of camps, including organising buses, facilitates, mentors'. Most agencies in the Bentley team indicated their involvement has improved the way the agency works in the region, including 'tightening up' processes and improved sharing of information. In Morley, nearly all agencies indicated they were already doing many of the things the program focussed on, although in a less coordinated manner.

### **4.1.2 Performance Indicator B: Stakeholder Satisfaction**

#### *Stakeholder satisfaction with strategies*

Near the end of the evaluation study, interviews were conducted with a sample of the key stakeholders of the program including representatives from the state government departments and the local government authorities involved in the Local Management Teams to collect their opinions of the overall performance and effectiveness of Operation Burglary Countdown. In total 15 stakeholders were interviewed, 8 from Bentley and 7 from Morley, and the vast majority stated that the program was operating well. In particular they were very pleased with the improved cooperation and information sharing among the agencies involved. As for individual programs, the majority strongly supported the volunteer burglary victim visit and security audit program, the cocooning of neighbourhoods where a recent burglary occurred, the Eyes on the Street program involving local council workers, and the media awareness campaign.

The stakeholders were asked about the success of each of the following five key initiatives:

- Volunteers – the majority of stakeholders in both suburbs believed this initiative was both effective and cost-effective, could be sustained into the future and had a positive impact on victims.
- Cocooning – the majority of stakeholders also felt this initiative was effective and sustainable, although its impact is difficult to measure.
- Eyes on the Street – most stakeholders were very supportive of this initiative and felt it was very cost-effective. A few stakeholders questioned whether its effectiveness was sustainable and felt better training was required.
- SAILS – the support for this initiative was not strong, particularly because many stakeholders felt people could not afford the cost of the security systems.
- Media Campaign – nearly all stakeholders felt the media campaign was very cost-effective and should be continued with a variety of targeted messages.

Finally, nearly all the stakeholders felt the program should be continued and would work well in other targeted hotspots.

### **4.1.3 Performance Indicator C: Consent Forms and Follow Up**

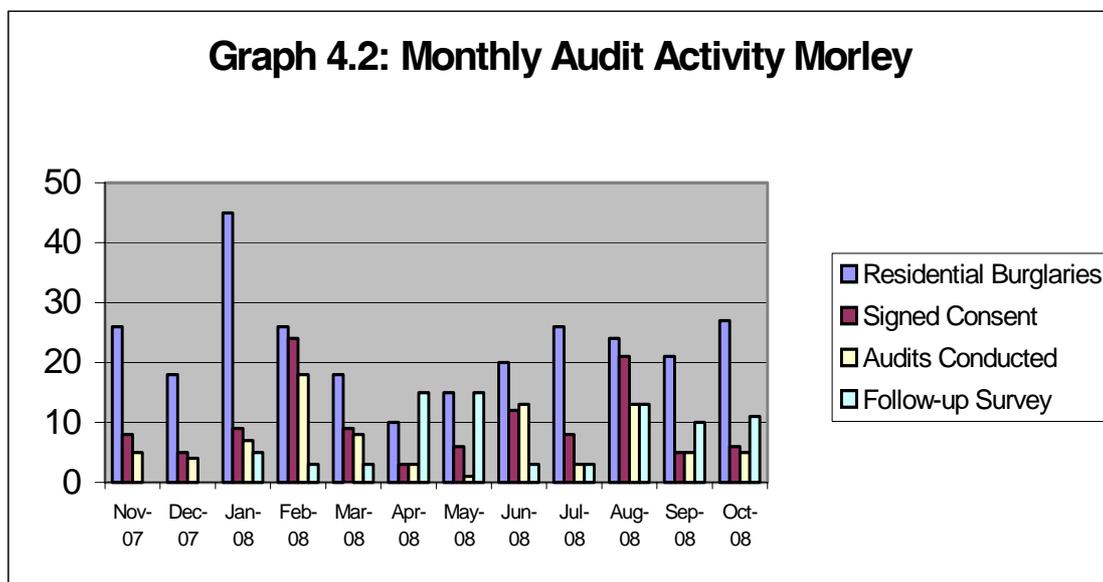
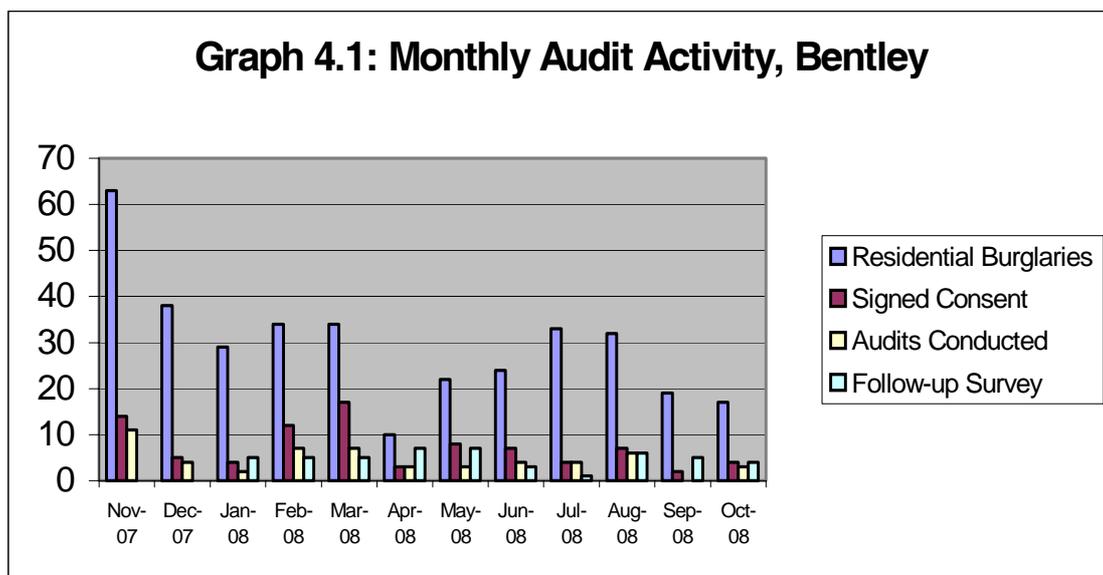
#### *Proportion of audit consent forms received and follow-up actions compared with reported burglaries.*

Each victim of a reported residential burglary in the Bentley and Morley areas was contacted by a Community Policing Officer to seek consent for a community volunteer to visit to provide support and conduct a security audit. During the 12 months of the program included in the evaluation study (November 2003 to October 2004), there were 355 residential burglaries reported in Bentley and 276 in Morley. Of these, 64 (18%) agreed to have a security audit in Bentley and 84 (30%) in Morley, resulting in an overall rate of 23%. There were many reasons why residents did not respond to or agree to an audit including not able to be contacted, had moved out of the premises, or didn't think the burglary was sufficiently serious to warrant an audit visit. Of the 148 security audits conducted, 112 (76%) were carried out to completion, and the majority of these were in Morley. The higher rate in Morley is likely to be due to the more enthusiastic approach of the Community Policing Officer in

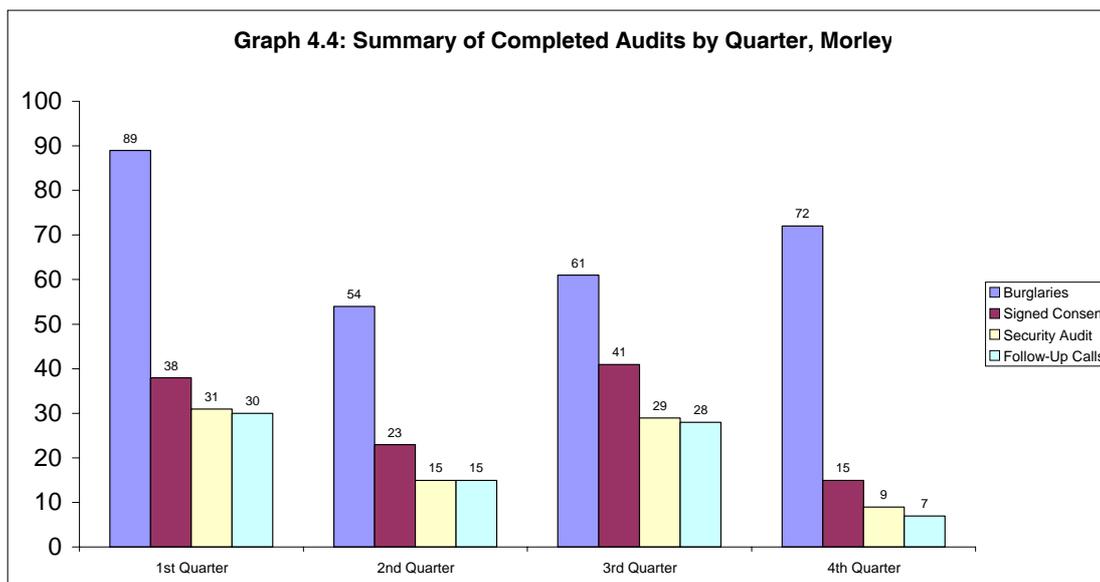
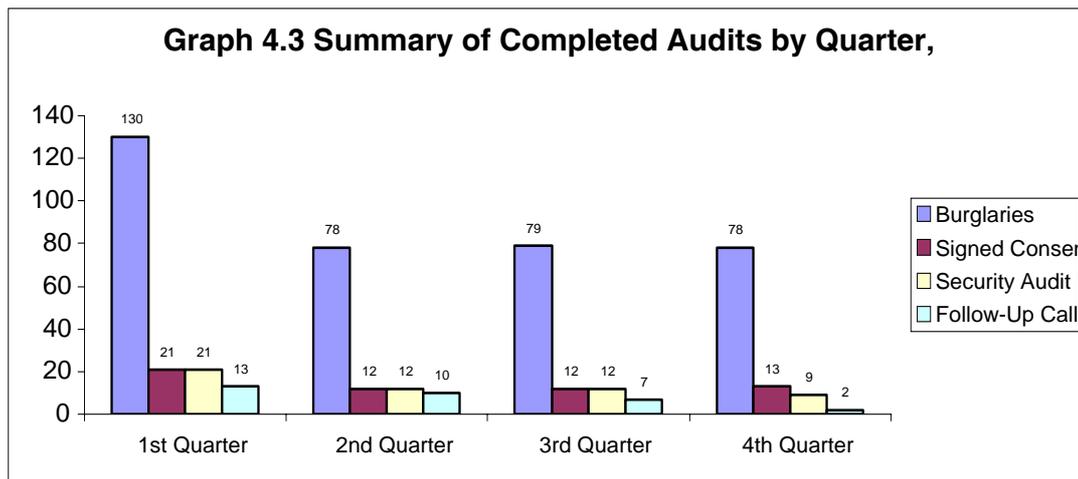
Morley. A large majority of the residents visited did make improvements to their home security, and more details of the results of the audits in terms of improved security at the residences is discussed below in Section 4.3 – Overall Outcomes.

The information provided on this indicator is presented using two different approaches. Audit and follow-up activities by month are presented in graphs for the two target suburbs (See 4.1 and 4.2). These show the numbers of residential burglaries, signed consent forms, security audits and follow-up phone calls carried out in each month. This information comes from the monthly statistical returns compiled by the Office of Crime Prevention.

Because of the time lag, however, there will always be a number of activities, especially follow-up phone calls, which do not take place until the month (or even the quarter) following the burglary. This means that a proportion of the audits and follow-ups in each month actually relate to burglaries which occurred in the previous month. For example, the follow-up calls lag the burglaries and security audits by at least 6 weeks and this explains the sudden increase in April in both suburbs. Therefore, these graphs show the types of activity undertaken in each month rather than the level of follow up in relation to the actual burglaries.



A second approach was therefore adopted in order to focus on the level of follow up in relation to actual burglaries within a particular quarter. This involves analysing documentation supplied by OCP in relation to burglaries for which all follow-up activities have been completed. This information is analysed based on the quarter in which the burglaries took place rather than the date of the follow-up activity. The findings are presented in graphs for the target suburbs (Graphs 4.3 & 4.4) showing the numbers of burglaries and signed consent forms, and then the number of security audits and follow-up calls.



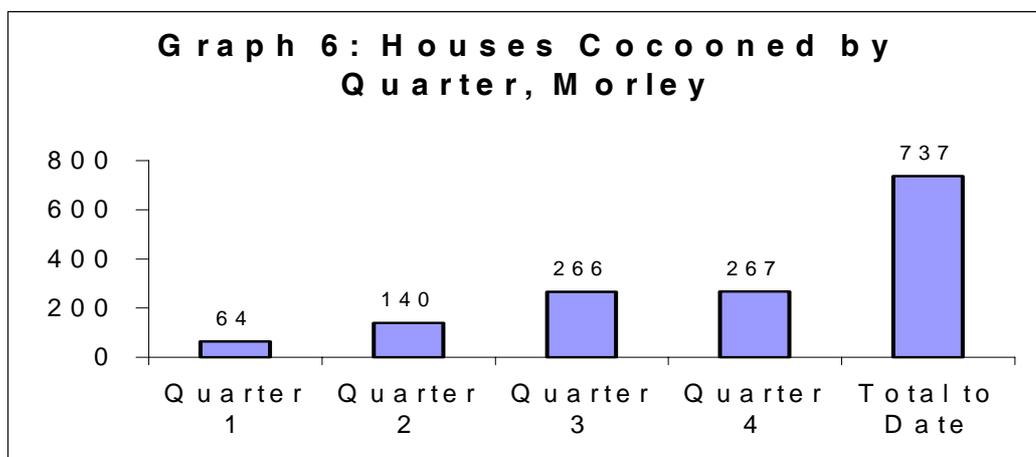
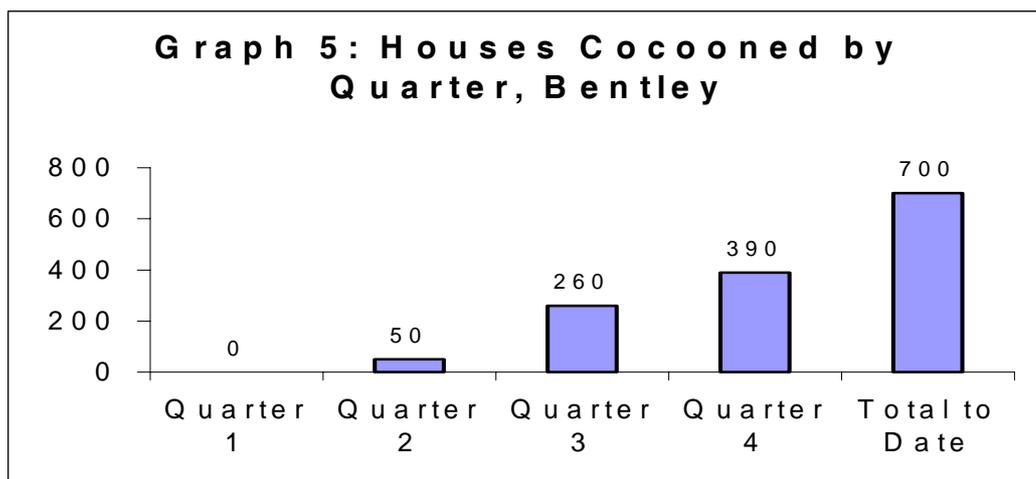
It can be seen that in Bentley (Graph 4.3), the proportion of reported residential burglaries which receive signed consent forms for a security audit is fairly consistent at about 15%. Of these, all received an audit visit and most have follow-up surveys about 6 weeks later. There are fewer follow-up in the 4<sup>th</sup> quarter due to this lag time. Follow-up surveys were not carried out in relation to the remainder due to unsuccessful attempts to contact the resident or because the resident had moved out.

In Morley (Graph 4.4), the proportion of burglaries for which signed consent forms are received is much higher at 42% over the year. Of these, about two thirds are visited and nearly all receive a follow-up call. The differences

between target suburbs suggests the processes being used in each are different, and this should be examined to identify why Morley is so much more successful at obtaining signed consent forms but Bentley is more successful at turning consent forms into actual audit visits.

Discussions with the Project Manager and Community Policing Officers in Morley and Bentley suggests there was a different focus taken in each of the suburbs. In Morley, the aim seemed to be to make every effort to contact victims and encourage them to undertake a security audit and this meant that due to the large number of victims contacted, a number subsequently moved or refused to complete the audit. In Bentley, the aim seemed more on getting those victims who responded quickly through the audit process in a timely manner.

The level of ‘cocooning’ taking place is summarised for each of the target suburbs in Graphs 4.5 & 4.6 which show a steady increase in the number of residences ‘cocooned’ in both suburbs. Cocooning involves distributing pamphlets to a number of residents in the immediate vicinity of a reported residential burglary. The initiative commenced in Morley in the 1<sup>st</sup> quarter and in Bentley in the 2<sup>nd</sup> quarter. There has been a steady increase in cocooning in both suburbs.



#### **4.1.4 Performance Indicator D: Co-ordinator Satisfaction**

##### *Co-ordinator satisfaction with volunteers*

The program of volunteers undertaking security audit and advice visits to victims homes was coordinated by a Community Policing Officer in each suburb. The volunteers all attended a training program and when surveyed after several weeks in the job, they reported high levels of satisfaction with their training and the support they received from the Community Policing Officer in their community.

Although there was an initial withdrawal of some volunteers, the retention rate has now stabilised at a high level. Many of the volunteers have a background in law or policing. The volunteers generally have a good rapport both with the Community Policing Officers who directly manage them and with the victims they visit. The volunteers are enthusiastic, conscientious and punctual, although there could be an improvement in how comprehensively they complete the forms. In summary, the quality of the volunteers is seen to be very high, better than had been originally expected.

As for the volunteer program, there is some concern about how the Community Policing Officers are selected as they need skills in managing volunteers which are different to those required for managing staff. There are also difficulties in contacting victims and getting them to agree to an audit, although this improved as CPOs and volunteers adopted a wider range of strategies.

A survey was also conducted of the residents who were visited about their experiences with the security audit volunteers and the majority were very positive about the experience and felt that someone was finally taking an interest in burglary victims. They reported that they felt safer in their homes as a result of the visits and the information and recommendations for improved security provided by the volunteers.

The Project Coordinator and three Community Policing Officers in the suburbs were interviewed 6 months into the program about the volunteer program. There was consensus that the criteria and process for selecting volunteers were appropriate and volunteers who had been selected and trained were very capable and committed. The training was seen to be suitable and sufficient, and observations of them during visits to victims' homes as well as comments from victims who had been visited indicated the volunteers carried out their duties very professionally and compassionately. In summary, the quality of the volunteers and their service was seen to be very high and certainly above original expectations.

***Recommendation 1: It is recommended that due to the positive impact of the volunteer audit visits and security upgrades, the audit program be continued with greater emphasis on contacting all victims to obtain signed consent forms and to complete the security audits.***

***Recommendation 2: It is recommended that the process for selecting Community Policing Officers to work in Operation Burglary Countdown be reviewed to ensure the selection criteria include self-motivation, ability to manage volunteers, and experience in managing projects.***

### 4.1.5 Performance Indicator E: Outputs

#### Levels of outputs of nominated initiatives

Information on a range of output measures was also collected and reported in quarterly reports to the Operation Burglary Countdown Steering Group. These are too numerous to report in detail here but include:

- the number of information packages on offenders in these suburbs developed in the Linked Crime Unit,
- the number of DNA exhibits for residential burglaries in these suburbs (22 in Bentley and 31 in Morley),
- the number of Eyes on the Street reports and the proportion followed up (75 reports and 49% followed up in Bentley, 58 and 84% followed up in Morley),
- the number of cocooning pamphlets distributed (310 for Bentley and 470 for Morley), and
- the number of crime prevention pamphlets distributed in community newspapers (3500 for Bentley and 8500 for Morley)
- details on the range and frequency of media messages in print, radio and television for the first two quarters of the program.

A number of these initiatives took some time to be established and output information was slow to become available. The details of these outputs are provided in Appendix A. For example, 'Eyes on the Street' initiative involves using local government workers to look for and report suspicious behaviour that they observe as they go about their normal business. When suspicious behaviour is identified, it is reported to the police who then follow up if they consider it appropriate. This initiative commenced in March 2004 as it took some time to get local government approval and to undertake the training of local government staff. The number of reports and follow-ups for the three quarters in which it operated are reported below in Table 4.1. By the third quarter of the program (May-July), it was showing considerable activity. In Morley, 46 out of 49 reports (94%) of suspicious behaviour were followed up by the police and in the City of Canning, 16 of 24 reports (67%) were followed up. Over the term of the program, 199 reports were made and 68% were followed up. The quality of reports received was assessed by the OICs in the two areas and the greater follow-up rate in Morley is likely to be due to the much better quality of the reports received.

**Table 4.1 Activity in 'Eyes on the Street' Initiative by Quarter**

Area	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year to date
<b><i>Morley</i></b>				
Reports received	9	49	51	109
Follow-up action	3	46	40	89
Percent follow-up	33%	94%	78%	82%
<b><i>Bentley</i></b>				
Reports received	51	24	15	90
Follow-up action	21	16	10	47
Percent follow-up	33%	67%	67%	52%
<b><i>Total</i></b>				
Reports received	60	73	66	199
Follow-up action	24	62	50	136
Percent follow-up	33%	85%	76%	68%

***Recommendation 3: It is recommended that greater emphasis be put on preparing high quality reports for the police within the Eyes on the Street initiative.***

## **4.2 Victim Action and Response**

An analysis of the audit reports and follow-ups reports of the 112 completed audits showed that 72% of victims improved the security at their homes through the installation of dead locks, security screens and doors, and alarm systems. In addition, 32% had made alterations to their grounds to improve security or had developed better security arrangements with their neighbours. Victims also reported a greater sense of security and a lower fear of crime as a result of the audit visit and improved security.

An analysis of reporting rates was conducted through both a community survey and Police Service crime statistics. In the community survey, which involved a pre and post program survey of a sample of residents in each suburb, the rate of reporting home burglaries to police increased from 80% to over 95% in the 12 months of the program. Of those burgled, the percentage making insurance claims rose from 50% to 75% in Bentley and 90% in Morley). It is worth noting that in Western Australia it is not a requirement to obtain a police report to make an insurance claim. The rate of police attendance was reported to be about the same as before the program, although police records show that all reported burglaries were visited. The crime statistics showed that at the commencement of the program, an average of less than 10% of reported home burglaries had reported damage or loss of property. This had increased to over 30% by the end of the program, which is much more in line with the state average. This evidence suggests that residents have greater confidence that reporting the crime will lead to some action.

### ***4.2.1 Community Pre and Post Program Survey***

A survey of a representative sample of 339 residences in Bentley and 359 residences in Morley was undertaken in December 2003/January 2004 to develop a baseline of community knowledge, attitudes and behaviour prior to the commencement of the program. A follow-up survey of a sample of 303 residences in Bentley and 443 in Morley was conducted in September/October 2004 to enable assessment of changes in the community attitudes and behaviour which may be attributable to the program. The survey provides information for Performance Indicators F and G and full results are provided in Appendix C.

### ***4.2.2 Performance Indicator F: Residents' Experiences of Burglary***

*Changes in residents' experience of burglary in the pilot sites*

About one in five residences who responded to the first survey indicated they had been burgled in the previous 12 months. Most of these people stated that they reported it to the police but only about half of these had made an insurance claim. According to the residents, about three quarters of the reported burglaries were attended by police.

At the end of the program, the proportion stating they had been burgled in the past 12 months had remained at about one in five. This is higher than expected

but may be due to people who have been burgled being more likely to respond to the survey. The proportion of people reporting the burglary to the police stayed about the same as well, whereas the proportion making insurance claims rose in Morley but declined in Bentley. The rate of police attendance was reported by residents to be about the same as before the program, although police data shows the attendance rate has improved considerably. Further details of residents' experiences of burglary are provided in Appendix C. It is worth noting that community behaviour is not easily changed in a short period of time.

### **4.2.3 Performance Indicator G: Residents' Attitudes**

#### *Changes in residents' attitudes to burglary in the pilot sites*

Before the program commenced 87% of the victims who reported the burglary to the police were satisfied that the police had done what they could to support them, with fewer victims in Bentley expressing this view than in Morley. However, only 34% stated they were satisfied with how the police handled the burglary. By the end of the 12 months of the program, a smaller proportion of victims of burglary felt the police did what they could to support them, although this may be because they were supported by the volunteers rather than police. However, the number who were satisfied with how police handled the burglary had doubled to 68%, and a very high 79% in Morley.

At the commencement of the program, three out of four residents in the two pilot suburbs believed burglary was a very important issue in their community. The majority (over 70% in each suburb) of residents felt safe, but over one quarter of residents felt only slightly safe or not safe at all. About half of residents felt the police consider home burglary either quite important or very important. This is considerably lower than their own rating of the importance of home burglary as a crime in their area. Nearly 75% of residents in each suburb felt that State Government was doing nothing or only a little.

At the conclusion of the program, the proportion of residents who felt police consider home burglary either quite important or very important remained at about 50%, and this is still much lower than the 90% who feel residential burglary is either quite important or very important to themselves. The lack of an improvement in the disparity between these two attitudes is of some concern. The proportion of residents in Bentley who felt safe remained at about 70% but has risen in Morley to 82%. About 75% of the residents in Morley still felt the State Government was doing nothing or only a little, whereas this had improved to 62% feeling this way in Bentley. This is likely because the burglary rate in Bentley had decreased to a much greater proportion in Bentley.

### **4.2.4 Performance Indicator F: Volunteer Satisfaction**

#### *Level of volunteer satisfaction*

The volunteers who carry out visits to burglary victims' homes were surveyed in February 2004 to collect their views on the training and support they received and their views on the usefulness of home visits and follow-up phone calls. Overall, the volunteers were very positive about the training and support they received. More detailed results of this survey are provided in Appendix D.

#### 4.2.5 Performance Indicator G: Victim Satisfaction

##### *Burglary victim satisfaction with volunteer service*

The Operation Burglary Countdown Project Coordinator interviewed over the telephone a sample of burglary victims in all four quarters who have been visited by the volunteer service. The interview, which was generally conducted four weeks after the follow-up visit, used a standard set of questions designed with the assistance of the evaluation consultants. The interview asks about the victim's attitudes to the volunteer visit, the extent to which the visit helped them deal with the burglary and the extent to which the volunteer was professional, polite and interested.

The interviews conducted so far have shown a positive attitude to the visits overall, that the victims feel safer as a result of the visit and were very appreciative of the volunteers' time. A more detailed summary of the interviews is provided in Appendix E.

#### 4.2.6 Performance Indicator H: Security Changes

##### *Proportion of audited residences that have made security changes.*

Table 4.2 indicates the number of residents who have had follow-up calls and made changes to their home security. The table is divided into those residents who were burgled and visited in each quarter. Of the 114 residents interviewed through follow-up calls, 72 (63%) had made physical security upgrades to their properties. Security upgrades range from altering gardens and fences (32%) in an effort to reduce hiding places for burglars to upgrading or installing door/window locks (47%) and alarms (20%). Most victims (74%) become more security conscious after a burglary and changed their behaviour to reduce their risk of being burgled again (for example, by locking their doors and using their alarms more often than before).

**Table 4.2 Main improvements in each quarter (Q) based on the number of follow-up calls (n)**

	Morley				Bentley				Program Total
Target Hardening Activity	Q 1 n=3 0	Q 2 n=1 5	Q 3 n=2 8	Q 4 n=7	Q 1 n=1 3	Q 2 n=1 0	Q 3 n=1 0	Q 4 n=1	n=114
Installed/upgraded alarm	7	5	7	1	2	1	0	0	23 (20%)
Altered garden/fences	13	11	7	2	2	1	1	0	37 (32%)
Installed/upgraded security doors/windows	18	11	9	2	8	4	2	0	54 (47%)
Changed behaviour to become more security conscious	21	12	22	5	9	9	5	1	84 (74%)

***Recommendation 4: It is recommended that the volunteer home security audit initiative be continued in identified hotspots and that greater emphasis be placed on gaining a high proportion of victims to consent to an audit.***

### 4.3 Overall Outcomes

The four outcome questions are addressed in this section. First, the frequency of residential burglary in the two target areas decreased over in the 12 months of the program compared to the previous 12 months as shown in Figure 2. In addition, the decrease in Bentley (45%) was considerably larger than the decrease observed for the whole of Metropolitan Perth (26%) but this was not true for Morley (24%). There are at least two possible reasons for the different results for the two target areas:

- there was a police blitz in Morley just prior to the commencement of Operation Burglary Countdown which reduced the burglary rate in the months used as a comparison for the final quarter of Operation Burglary Countdown;
- the government and community engagement in the Local Management Team was less evident and focussed more on long term strategies in Morley than in Bentley.

In terms of its impact on burglary numbers, the result for the program could not be more dramatic for Bentley, however, it might have been more appropriate to have chosen a different suburb than Morley in which to test Operation Burglary Countdown. However, it does provide a useful comparison for Bentley and provides some useful lessons for expansion of the program to other localities.

#### ***4.3.1 Performance Indicator K: Burglary Rates***

*Changes in the rate of reported residential burglary in the pilot suburbs relative to the general metro area and adjoining areas.*

The following table and graphs compare on a quarterly basis the number of residential burglaries reported in Morley, Bentley, their surrounding suburbs and the Perth Metro Area during the quarter prior to the program commencing and for the four quarters of the program itself. As Table 4.3 shows for the Perth Metro Area, there was a total reduction of 14% (1148 fewer reported residential burglaries) for the quarter just prior to the program (August–October 2003) but each quarter during the term of the program has shown an even larger reduction. During the final quarter of the pilot, this trend continued with a reduction of 20%. Thus during the term of the program, the number of residential burglaries have shown a steady decline in Metropolitan Perth.

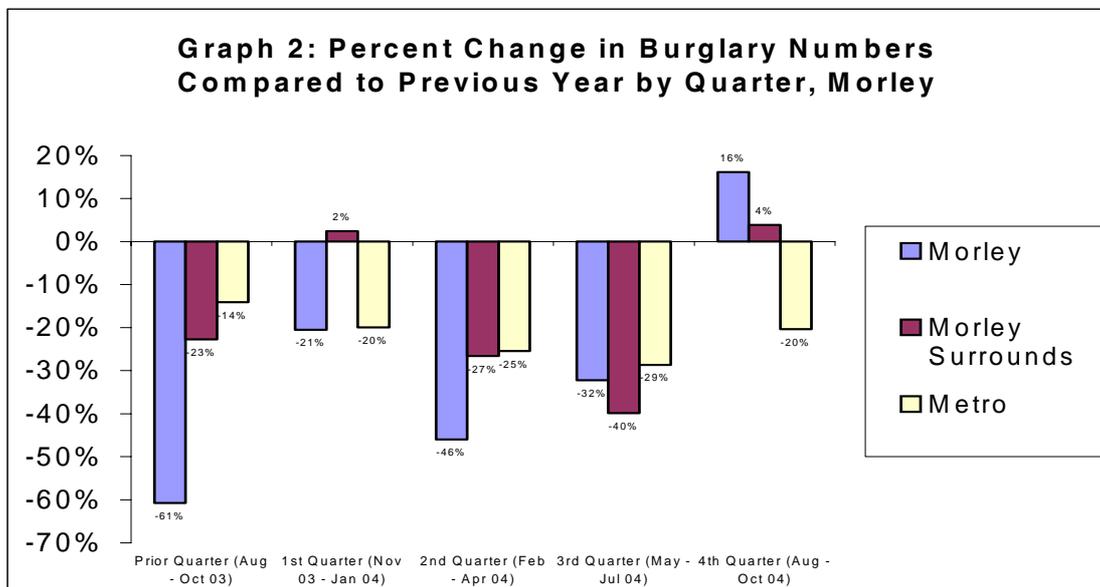
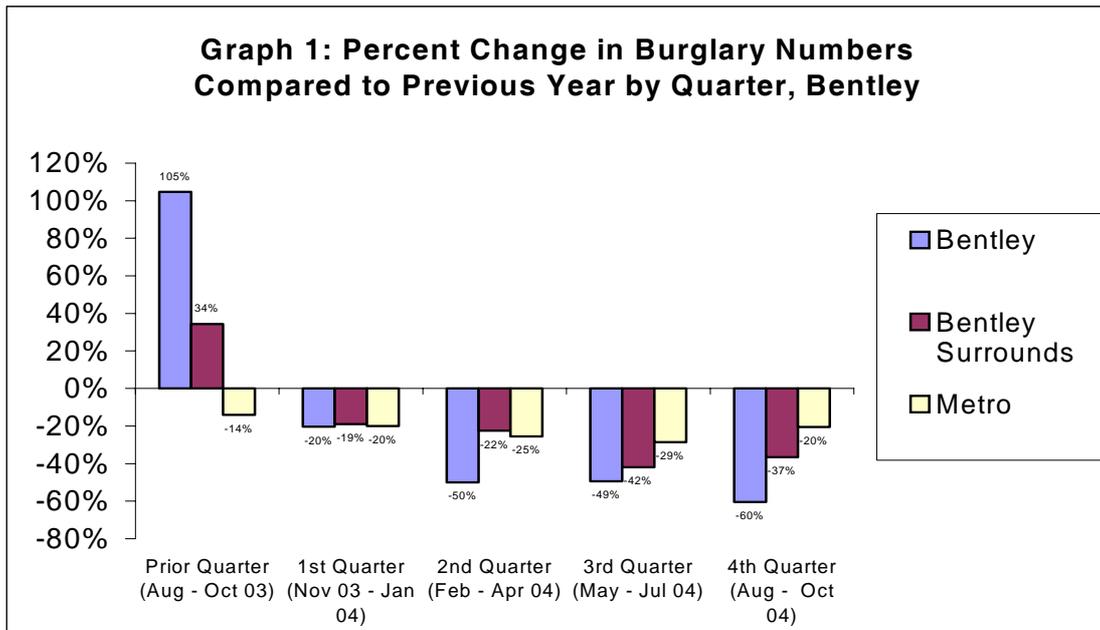
**Table 4.3 Change in Reported Offences Compared to Same Quarter Previous Year**

Quarter	Bentley	Bentley Surrounds	Morley	Morley Surrounds	Metro
Prior Quarter (Aug–Oct 03)	+105%	34%	-61%	-23%	-14%
1st Quarter (Nov 03–Jan 04)	-20%	-19%	-21%	+2%	-20%
2nd Quarter (Feb–Apr 04)	-50%	-22%	-46%	-27%	-25%
3rd Quarter (May–Jul 04)	-49%	-42%	-32%	-40%	-29%
4th Quarter (Aug–Oct 04)	-60%	-37%	+16%	+4%	-20%
Total of four program quarters	-45%	-30%	-24%	-15%	-26%

Graphs 1 and 2 show the quarterly change in burglaries for the target suburbs of Bentley and Morley, the suburbs surrounding these and for Metropolitan Perth as a whole. A summary of monthly statistics is provided in Appendix A.

In Bentley (Graph 1), there was a substantial increase of 88 reported burglaries (105%) in the quarter just prior to the program and an increase of 77 (34%) in the surrounding suburbs compared with the same period in 2002. However, there has been a substantial decrease in each quarter of the program, ranging from 20% to 60%. The surrounding suburbs have experienced a similar pattern of reduced residential burglaries.

Unlike Bentley, Morley (Graph 2) had a decline in the quarter prior to the program commencing and has had more mixed patterns since, although overall residential burglary has declined in Morley as well. The pattern has been similar in the suburbs surrounding Morley. On the basis of this statistical data, it appears that the program has had a significant impact on residential burglary, particularly in Bentley.



### **4.3.2 Performance Indicator L: Displacement**

#### *Level of Geographical Displacement of Residential Burglary*

This indicator is measured by aggregating the monthly reported residential burglaries for each of the suburbs surrounding the target areas of Bentley and Morley and calculating a percent change from the same month in the previous year (Table 6 in Appendix A). This measures geographic displacement for the same type of crime but does not measure displacement to other types of crime such as industrial burglary, other theft or car theft. However, an analysis of rates of these crimes in the surrounding suburbs shows that they decreased as well. For example, motor vehicle theft declined by 41% in Morley and 58% in Bentley, robbery declined by 55% in Morley and 8% in Bentley, and non-dwelling burglaries increased by 13% in Morley but declined by 8% in Bentley.

The results shown above in Graphs 1 & 2 indicate that for each of the quarters of the program (November 2003–October 2004), there was a decline in the number of residential burglaries in the areas surrounding Bentley. Although there was a slight increase in burglaries in the suburbs surrounding Morley during the first quarter, a similar pattern of declining numbers of residential burglary has been observed also in Morley and its surrounding suburbs.

Generally, it appears that during the pilot program, geographic displacement did not take place to any significant extent. Instead, the extent to which the burglary pattern in the target suburbs and their surrounding areas was so well matched suggests that diffusion, or the program impact spreading to neighbouring areas, occurred. Diffusion has been observed in other burglary prevention programs in Australia and the evidence here is consistent with this taking place.

### **4.3.3 Performance Indicator M: Repeat Victimisation**

#### *Level of Repeat Victimisation of Residential Burglary*

Research has shown consistently that victims of residential burglaries are often targeted for a repeat burglary in a short time after the original offence (Henderson, 2002). It is a clear strategy of Operation Burglary Countdown to reduce the level of repeat victimisation as one component in the overall program. The home security audits and neighbourhood cocooning initiatives are directed specifically at this outcome. In the 12 month period preceding Operation Burglary Countdown (November 2002 to October 2003), there were 83 victims who were burgled more than once in Bentley and 26 in Morley. During the period of the program, these numbers had declined to 42 in Bentley and 11 in Morley, or 49% and 58% respectively.

### **4.3.4 Burglaries Prevented and Cost-Benefit Analysis of Community Savings**

There is considerable research on measuring the outcomes of crime prevention programs but little agreement on either the best outcomes measures or how they should be analysed (Johnson et al, 2004: Rosenbaum, 2002). However, there is general agreement that, where possible, evaluation studies should move beyond the simple approach of reporting changes in rates of reported offences, to trying to measure the counterfactual (i.e. what would have happened in the absence of the intervention) and if possible to conduct a cost benefit analysis of different interventions. It is this level of analysis which is most useful in

determining which changes to crime rates can be attributed to specific interventions and estimating the value of the resulting benefits, if any.

### *A Model for Predicting Burglaries Prevented*

Johnson et al (2004) has made a valuable contribution to achieving the means by which evaluators can do this by developing a method of calculating the predicted number of offences prevented by a particular intervention. Their approach is based on a comparison between the actual crime rate in the area before and after the intervention and the rate in a comparison area where there was no intervention. Although there are problems in identifying appropriate measures of the rate of crime and comparable comparison areas, the approach does provide a convenient and fairly simple process by which this analysis can be done. An additional benefit of this approach is that by reporting the outcome in number of burglaries prevented it provides a means of quantifying the benefits of a specific intervention, and where the unit cost of the offence can be estimated, this benefit can be quantified in financial terms, greatly assisting in cost benefit analysis.

Johnson's approach involves subtracting the observed number of crimes during an intervention period from an estimate of the number of crimes which would have occurred had the initiative not existed. The estimate is calculated as the observed number of crimes in the target area in the period prior to the intervention times the ratio of observed crime in the comparison area after and before the intervention. The formula developed by Johnson is:

Burglaries prevented = Actual Crime in Action Area (after) – Expected crime rate;

where the expected crime rate = Crime in Action Area (before) X (Crime in comparison area (after)/crime in Comparison Area (before))

Johnson et al (2004) point out that finding a comparison area which is similar to the target area is very difficult. It is suggested that surrounding areas are often as close as one is likely to get, an effect known as autocorrelation (Ord and Getis, 1995, in Johnson et al, 2004). However, these areas are open to two contrasting and confounding influences; first, there may be higher than expected crime rates in the neighbouring areas due to spatial displacement of crime from the target area, or second, there may be a reduction in crime in surrounding areas due to the diffusion of the initiative to the surrounding areas.

### *Applying the Model to Operation Burglary Countdown*

In the evaluation study of Operation Burglary Countdown, the surrounding areas for Morley and Bentley comprised 5 and 7 suburbs respectively. As can be seen in Table 4.3, the area surrounding Bentley showed reductions in residential burglary proportionally equal to or greater than the Metropolitan Perth rate but less than Bentley, suggesting that diffusion rather than displacement was occurring. In Morley, the overall reduction was just under the percent for Metro Perth, and the reduction in the surrounding area was smaller still, suggesting the possibility of some displacement. To avoid the influence of either diffusion or displacement, the comparison area used for this analysis is the entire Metropolitan Perth region. This area is sufficiently large not to be influenced by local crime reduction initiatives or influences.

The above equation is used to calculate an estimate of the number of residential burglaries prevented in Bentley and Morley and their surrounding suburbs over

the 12 months of the Operation Burglary Countdown pilots. The results are summarised by four three-month quarters in Table 4.4. Using these figures, Operation Burglary Countdown can be seen to have prevented predicted burglaries in Bentley in every quarter for a total of 127 over the period of the program. There were also predicted burglaries prevented in the suburbs surrounding Bentley, again in three of the four quarters for a total of 67 over the full 12 months. In Morley, the impact of the program is less consistent, with predicted reductions in burglaries in three of the four quarters but not the final quarter resulting in a total of -2 over the program period. It appears that this was due to the corresponding fourth quarter period (Aug-Oct 2003) having an unusually low number of burglaries (62), as a result of a police operation conducted over that period in the Morley area. Although there was decline in the number of burglaries in both Morley this was not as proportionally large as for the Metro Perth area so there was a negative net predicted burglaries prevented. In the areas surrounding Morley, there was again an overall reduction in residential burglaries but proportionally smaller than for the Perth Metropolitan area, so there was a net negative predicted burglaries in three of the four quarters and for the overall period of the program.

The financial costs of burglary to the community are significant. Estimates of the costs of crime in Australia found that during 2001 burglary (residential and non-residential) cost Australia \$2.43 billion. According to Mayhew (2003), the average cost per reported burglary nationally is estimated at \$2,400 with the costs being \$2,000 per incident for residential burglary and \$4,500 per incident for non-residential burglary. More precise figures have been calculated for Bentley and Morley and their surrounds as part of the evaluation study using actual costs of the police resources in investigating crimes and the cost of property stolen and/or damaged reported to police during the period of the program. For the period of the program, the average was \$3900 for Bentley, \$2870 for the suburbs surrounding Bentley, \$1900 for Morley and \$2900 for the suburbs surrounding Morley. These figures are conservative because they do not include the cost of the justice system or incarceration for apprehended and convicted offenders, increased insurance premiums, the cost of improved security, and the social cost of the intrusion into a victim's home.

The predicted savings for Bentley are calculated to be \$493,500 and when this is compared to the cost of Operation Burglary Countdown, estimated at \$150,000 across the two pilots, there is clearly a considerable net financial benefit to the Bentley community. Using Welsh and Farrington's (1999) approach to cost-benefit analysis, Operation Burglary Countdown can be seen to have benefit-cost ratio ( $\$493,500 \div \$75,000$ ) of 6.58 in Bentley. In other words, for every dollar invested in Operation Burglary Countdown in the Bentley community a benefit \$6.58 was returned. If the diffusion effect in the surrounding area is also included, it is estimated that \$685,790 of community savings was generated through the 194 predicted burglaries prevented, and the benefit-cost ratio increases to 9.14 ( $\$685,790 \div \$75,000$ ) or a benefit of \$9.14 for every dollar invested. In Morley itself, it appears the program had a positive impact in three of the four quarters and in only one quarter in the surrounding areas. Overall, there was a net negative predicted burglaries prevented in Morley and the surrounding areas, so there were no net community savings. This lack of impact in Morley is likely to be due to the reasons outlined above. Overall the program achieved a savings of about \$267,290 across both target suburbs and their surrounding areas for a benefit cost ratio of 3.56, or a return of \$3.56 for every dollar invested.

**Table 4.4**  
**Burglaries Prevented by Operation Burglary Countdown**

Period	Bentley	Bentley Surrounding Areas	Morley	Morley Surrounding Areas	Metro Area
Cost per burglary	\$3,900	\$2,870	\$1,900	\$2,900	
<b>1st quarter(Nov-Jan)</b>					
Previous Year	163	433	112	404	8476
Program Year	130	337	89	405	6786
Change	-33	-96	-23	1	-1690
Burglaries Prevented	1	10	1	-86	
Costs saved per area	<b>\$3,900</b>	<b>\$28,700</b>	<b>\$1,900</b>		
<b>2nd quarter(Feb-Apr)</b>					
Previous Year	156	372	100	278	7940
Program Year	78	286	54	213	5919
Change	-78	-86	-46	-65	-2021
Burglaries Prevented	39	-7	21	-4	
Costs saved per area	<b>\$152,100</b>		<b>\$39,900</b>		
<b>3rd quarter(May-July)</b>					
Previous Year	156	397	90	347	7403
Program Year	79	238	61	199	5282
Change	-77	-159	-29	-148	-2121
Burglaries Prevented	33	47	4	50	
Costs saved per area	<b>\$128,700</b>	<b>\$134,890</b>	<b>\$7,600</b>	<b>\$145,000</b>	
<b>4th quarter(Aug-Oct)</b>					
Previous Year	172	354	62	305	6999
Program Year	68	234	72	319	4910
Change	-104	-120	10	14	-2090
Burglaries Prevented	54	17	-28	-103	
Costs saved per area	<b>\$210,600</b>	<b>\$48,790</b>			
<b>Program Total</b>					
Previous Year	647	1556	364	1334	30818
Program Year	355	1095	276	1136	22897
Change	-292	-461	-88	-198	-7922
Burglaries Prevented	<b>127</b>	<b>67</b>	<b>-2</b>	<b>-143</b>	
Percent change in burglary numbers	-45%	-30%	-24%	-15%	-26%
Total per area	<b>\$493,500</b>	<b>\$192,290</b>	<b>\$3800</b>	<b>\$414,700</b>	
Costs saved overall		<b>\$685,790</b>		<b>\$418,500</b>	<b>\$267,290</b>

Figures in italics indicate costs calculated for the negative predicted burglaries prevented.

**Recommendation 5: It is recommended that Operation Burglary Countdown be initiated in identified residential burglary hotspots, as resources allow, for a period of at least 12 months, and formally monitored and evaluated.**

## Summary of Findings by Initiative

The Operation Burglary Countdown is a complex program as outlined in Section 3. As highlighted in the literature, crime prevention is a complex social problem and requires complex solutions. One of the innovative features of the Operation Burglary Countdown is that it is tightly coordinated and integrated in the existing functions of a range of key state government agencies and local government. The findings of the evaluation study reported here suggest that much of the benefit from the program has flowed from this feature.

It is however useful to indicate the outcomes achieved for each of the program initiatives and this is done in the following list:

- ✓ Eyes on the Street: There have been 199 reports and 68% followed up with more reports and more follow-ups in Morley than in Bentley;
- ✓ Security Audits: There have been 148 (23%) audits of the 631 burgled residences, of which 112 (76%) went to completion;
- ✓ Security Changes: Of the 114 residents interviewed through follow-up calls, 72 (63%) had made physical security upgrades to their properties and 84 (74%) changed their behaviour to reduce their risk of being burgled again;
- ✓ Community Engagement: Engagement by community agencies was very high in Bentley (96% of agencies attending all meetings of the Local Management Group) whereas in Morley this was lower with 67% of agencies attending all meetings of the Local Management Group;
- ✓ Cocooning: A total of 780 residences nearby a residential burglary site were provided with crime prevention documentation;
- ✓ Community Attitudes:
  - The proportion of homes burgled in the last 12 months dropped from 21% to 15%.
  - The proportion of residents who reported the burglary to police or made insurance claims did not improve;
  - The proportion of residents who were satisfied with how the police handled their burglary doubled from 34% to 68%;
  - The proportion of residents who reported feeling quite safe or very safe rose from 72% to 77%;
  - The proportion of residents who felt that burglary was an issue in their community or for themselves personally fell about 6% from the mid-seventies to the high sixties;
  - The proportion of residents who felt that the State Government are doing enough to reduce burglary in their area rose from 26% to 36%.
- ✓ The number of residential burglaries decreased in both Bentley and Morley as well as in the areas surrounding these suburbs. In Bentley and its surrounding areas, the decrease was much greater than for the Perth Metropolitan area so it was possible to predict that the program prevented nearly 200 burglaries in these communities and saved nearly \$700,000, returning about \$9 for every dollar invested. The results in Morley were much less positive as its status as a hotspot was questionable.
- ✓ Re-victimisation: The number of residents who had been burgled more than once within a 12 month period dropped in Bentley from 83 to 42 (49%) and in Morley from 26 to 11 (58%).

- ✓ Displacement: The number of residential burglaries in surrounding suburbs also declined during Operation Burglary Countdown by 30% in Bentley and 15% in Morley, although Morley's decline is less than for Perth Metropolitan area. This indicates that offenders did not shift their focus from Bentley to surrounding areas but this may have occurred in Morley to a limited extent. As for shifting to other crimes of theft, both areas experienced sharp declines in most crime areas with motor vehicle theft down in Bentley by 58% and Morley 41%, robbery down in Bentley by 8% and Morley 55%, and non-dwelling burglaries down Bentley by 8% but up in Morley by 13%.

## 5 CONCLUSIONS

The results of the evaluation of Operation Burglary Countdown can be usefully compared to studies reported on residential burglary repeat victimisation programs in South Australia and Queensland (Henderson, 2002) and Makkai, Holder and Payne's (2004) study of a residential burglary reduction program in the ACT. In the two first two programs, which were targeting repeat victimisation, there was a considerable increase reported in the number of residential burglaries in each area, although repeat victimisation had declined in the target areas. Henderson concludes that programs directed at only one part of the problem are not likely to achieve overall results. In the ACT study which focuses on the victim, overall levels of burglary are not reported for the period of the program. In contrast, Operation Burglary Countdown demonstrated that in identified hotspots, this approach can have a significant impact on the level of residential burglary (and apparently other types of theft) during the term of the program. It is unclear how sustainable this impact will be. In addition, the issue of community attitude change is likely to take a longer period of sustained attention to effect a change to more positive attitudes. The Morley experience suggests Operation Burglary Countdown is more likely to be cost effective in hotspots inline with the initial intention, and not as a general burglary reduction strategy.

There are a number of components of used in the pilots of Operation Burglary Countdown which align very closely to the characteristics of best practice for community residential burglary reduction programs suggested Holder, Makkai and Payne (2004: 3):

- A planned and partnership approach involving whole-of-government and the community, using problem analysis and problem-solving methodologies, with strategic responses that include measures such as increasing the effort required by offenders, increasing the risk of detection, reducing rewards to offenders, targeting persistent offenders and focusing on repeat victims, and targeted patrolling.
- An approach that combines a focus on high-risk areas with attention to high risk households.
- Policing strategies that improve investigations and evidence gathering.
- Public and private landlords should be encouraged to take steps to better and more rapidly protect their property from residential burglary and following any incidents of burglary, identify ways in which they can support tenants' self-protection strategies.
- Burglary reduction should comprise a key aspect of the Government's anti-poverty strategy especially focused on areas of disadvantage and for households comprising a single parent, those with low levels of educational attainment and those who rent.
- A focus on the prevention of repeat victimisation should be part of a wider and multi-faceted burglary reduction strategy and not stand alone.

The initial experiences with Operation Burglary Countdown would suggest adding the following to this list:

- ensure strong leadership and management at both the central and community level;
- monitor results regularly and report issues and successes to the local community so as to keep the community informed and build motivation,

- confidence and enthusiasm that community strategies can make a difference;
- use sophisticated and professional approaches, including media, to support the local initiatives;
- focus on long term sustainable changes, but ensure short term gains are made where possible.

The success of Operation Burglary Countdown and its high benefit-cost ratio in Bentley and its surrounding areas demonstrates that an approach with the characteristics outlined above can prove to be an effective strategy in reducing residential burglary in areas identified as hotspots.

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# APPENDICES

## Appendix A: Initiative and Outputs

<i>Initiative</i>	<i>Measure</i>	<i>Output</i>	<i>Comments</i>
<b>Police intelligence based targeting of known offenders</b>			
Linked Crime Unit	Number of packages developed	South East Metro – 601 Western Metro – 619	
Forensic Priority	Number of DNA exhibits	Morley – 31 Bentley – 22	Waiting on update from WAPS - DECU
Eyes on the street	Number of reports received/followed up	Morley – 58/49 (84%) Bentley – 75/37 (49%)	
<b>Property marking and recording</b>			
<b>Stolen goods disposal routes</b>			
Phone in a burglar week	Number of calls	183 calls Being an 11 fold increase in calls on burgs.	Had a flow on effect to other calls in Crimestoppers Calls on <b>other</b> types of crimes up by 300%
Targeting pawnbrokers			Progressing
<b>Repeat victims</b>			
Victim support service pamphlets	Number distributed	Morley – 62 Bentley – 45	
Security auditing	Number completed	Morley – 62 Bentley – 45	
Burglary (Victim) pamphlets	No distributed		Implemented
<b>Target hardening</b>			
Cocooning pamphlet	Number distributed	Morley – 470 Bentley – 310	
SAILS (Security Agents Institute & Lockwood Security)	Number of referrals	0	Volunteers briefed on program only in late January.
Security upgrades at victims residences	Proportion of residences audited with physical security upgrades	72% (55 out of 76 follow-up calls)	Figure based on documented follow-ups received from OCP
<b>Awareness and advice</b>			
School watch	12 schools (some feeder) talks to Year 8-10	5 out of 6 schools completed	
Burglary (crime prevention) pamphlets	Distributed in Community newspapers	3,500 in Bentley 8,500 in Morley	Many calls from Bentley area welcoming the project, to OCP.

<i>Initiative</i>	<i>Measure</i>	<i>Output</i>	<i>Comments</i>
<b>Interagency coordination</b>			
Local area management teams	Initiatives commenced	Programs <ul style="list-style-type: none"> <li>• Housing and Works (Morley) \$30,000</li> <li>• Bentley Community Integration Officer \$100,000</li> <li>• DCD plan (Bentley)</li> <li>• Morley Truancy Project</li> <li>• Provide advertising information to DOJ and DHW offices on property marking technology</li> <li>• Bentley Aboriginal DCD women's group.</li> <li>• Truancy Focus group established in Bentley area. DCD, EDUC &amp; Police.</li> <li>• Brownlie Towers Bentley security upgrade. DHW</li> <li>• Curtin University Student Crime Prevention Awareness initiative</li> </ul>	69 DHW properties security upgrade in Morley area.  Bentley area truancy patrols. Girls and boys Aboriginal basketball programs.  Successful Morley SHS truancy initiative.  Office areas provided with advertising information on property marking technologies.  Regular meetings every Wednesday.  Curtin Security and Police developed Crime Prevention Awareness Sessions.
MOU – OCP & WAPS		Signed & Info sharing	
MOU – WAPS & DOJ		Not yet signed: Info sharing	
<b>Clear public message</b>			
Ad shell posters		1 <sup>st</sup> Q – 6 wks 2 <sup>nd</sup> Q – 3 wks	
Fly over banner		1 <sup>st</sup> Q - 4 occasions 2 <sup>nd</sup> Q - nil	
Sunday Times lift-out insert		1 <sup>st</sup> Q - 24 page liftout 2 <sup>nd</sup> Q - 6 week series	
Radio ads		1 <sup>st</sup> Q - 6 week series 2 <sup>nd</sup> Q - 3 week series	
Bus and train ads		1 <sup>st</sup> Q - 6 week series 2 <sup>nd</sup> Q - 3 week series	

## Appendix B: Burglary Statistics by Month

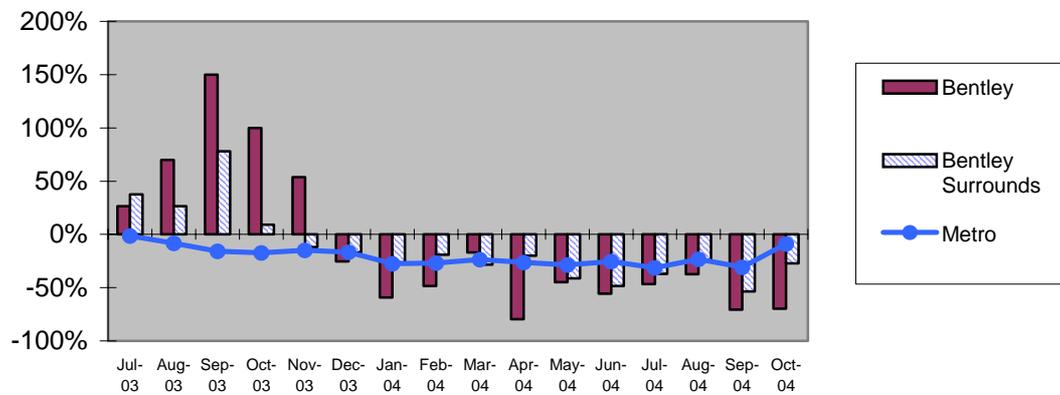
### Numbers of Reported Offences Compared to Same Month Previous Year

Month	Bentley	Bentley Surrounding Areas	Morley	Morley Surrounding Areas	Metro
Aug-02	30	93	40	116	2493
Aug-03	51	108	17	121	2286
Change	21	15	-23	5	-207
Sep-02	26	77	65	136	2604
Sep-03	65	132	29	84	2193
Change	39	55	-36	-52	-411
Oct-02	28	106	53	157	3050
Oct-03	56	116	16	100	2520
Change	28	10	-37	-57	-530
Nov-02	41	129	31	128	2869
Nov-03	63	112	26	148	2446
Change	22	-17	-5	20	-423
Dec-02	51	143	40	130	2770
Dec-03	38	114	18	124	2305
Change	-13	-29	-22	-6	-465
Jan-03	71	161	41	146	3112
Jan-04	29	111	45	133	2254
Change	-42	-50	4	-13	-858
Feb-03	66	128	43	104	2696
Feb-04	34	108	26	100	1975
Change	-32	-20	-17	-4	-721
Mar-03	41	120	31	115	2807
Mar-04	34	86	18	56	2149
Change	-7	-34	-13	-59	-658
Apr-03	49	124	26	59	2437
Apr-04	10	92	10	57	1795
Change	-39	-32	-16	-2	-642
May-03	40	151	36	108	2580
May-04	22	92	15	66	1838
Change	-18	-59	-21	-42	-742
Jun-03	54	112	24	142	2297
Jun-04	24	64	20	70	1713
Change	-30	-48	-4	-72	-584
Jul-03	62	134	30	97	2526
Jul-04	33	82	26	63	1731
Change	-29	-52	-4	-34	-795
Aug-03	51	91	17	116	2286
Aug-04	32	68	24	100	1757
Change	-19	-23	7	-16	-529
Sep-03	65	114	29	74	2193
Sep-04	19	53	21	79	1516
Change	-46	-61	-8	5	-677
Oct-03	56	96	16	95	2520
Oct-04	17	70	27	117	2297
Change	-39	-26	11	22	-223

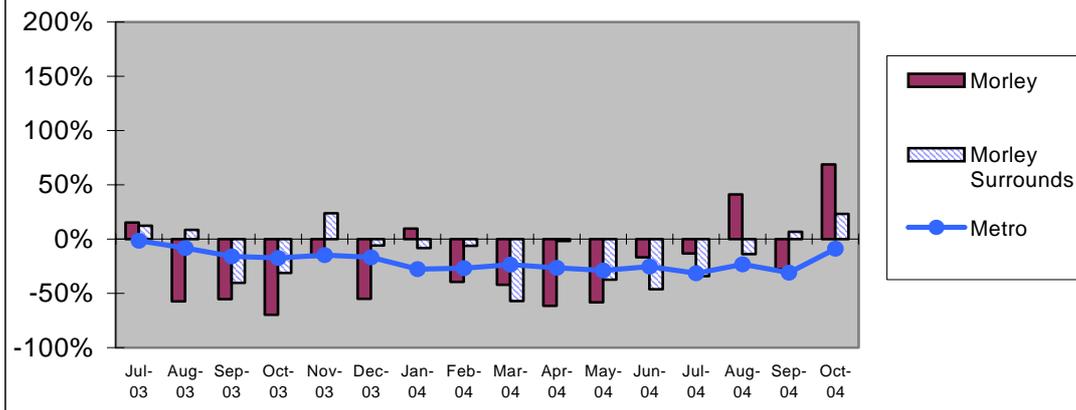
**Table 6. Percent Change in Residential Burglaries Compared to Same Month Previous Year**

<b>Month</b>	<b>Bentley</b>	<b>Bentley Surrounds</b>	<b>Morley</b>	<b>Morley Surrounds</b>	<b>Metro</b>
Jul-03	27%	38%	15%	12%	-1%
Aug-03	70%	26%	-58%	8%	-8%
Sep-03	150%	78%	-55%	-40%	-16%
Oct-03	100%	9%	-70%	-31%	-17%
Nov-03	54%	-12%	-16%	24%	-15%
Dec-03	-25%	-17%	-55%	-6%	-17%
Jan-04	-59%	-26%	10%	-8%	-28%
Feb-04	-48%	-19%	-40%	-6%	-27%
Mar-04	-17%	-28%	-42%	-57%	-23%
Apr-04	-80%	-20%	-62%	-2%	-26%
May-04	-45%	-41%	-58%	-37%	-29%
Jun-04	-56%	-48%	-17%	-46%	-25%
Jul-04	-47%	-37%	-13%	-34%	-31%
Aug-04	-37%	-25%	41%	-14%	-23%
Sep-04	-71%	-54%	-28%	7%	-31%
Oct-04	-70%	-27%	69%	23%	-9%

**Graph 7: Percent Change in Residential Burglaries Latest to Previous Year, Bentley**



**Graph 8: Percent Change in Residential Burglaries Latest to Previous Year, Morley**



## Appendix C: Community Survey Results (Does not include post program survey results yet)

A survey of a random sample of 339 residences in Bentley and 359 residences in Morley was undertaken in December 2003/January 2004 to develop a baseline of community knowledge, attitudes and behaviour prior to the commencement of the program. The sample size for this survey is based on recommendations by the Office of the Auditor-General. A follow-up survey of a sample of 303 residences in Bentley and 443 in Morley was conducted in September/October 2004 to enable assessment of changes in the community which may be attributable to the program. The survey provides information for Performance Indicators F and G.

### **Performance Indicator D: Residents' Experiences**

*Changes in residents' experience of burglary in the pilot sites (percentage of respondents stating YES)*

This shows that prior to the program, one in five residences were burgled in the past 12 months and most people reported it to the police although only about half of these made an insurance claim. Three quarters of the reported burglaries were attended by police. At the end of the program, a significantly fewer residents in Morley reported having been burgled (12%) , whereas the figure stayed at 20% for Bentley. Of those burgled, about the same proportion (88% in Bentley and 81% in Morley) reported it to the Police. Interestingly, the number who said the Police attended dropped in both suburbs, whereas Police records show a nearly 100% attendance record. Finally, there was a drop in the number of residents in Bentley who made an insurance claim if they were burgled, whereas there was a sharp increase in Morley (39% to 47%).

Area Number of responses	Burgled in last 12 months		Of those burgled in the last 12 months, did you report it to the Police?		Of those who reported the crime, did the Police attend?		Of all residences burgled, did you make an insurance claim?	
	N	%	N	%	N	%	N	%
Bentley								
Pre=339	72	21	62	86	47	76	32	44
Post=303	60	20	53	88	37	70	21	35
Morley								
Pre=359	74	20	62	84	46	74	25	34
Post=443	53	12	43	81	31	72	25	47
Total								
Pre= 698	146	21	124	85	93	75	57	39
Post=746	113	15	96	85	68	71	46	41

### **Performance Indicator E: Residents' Attitudes**

*Changes in residents' attitudes to burglary in the pilot sites (percentage of respondents stating YES)*

Prior to the program, more than eight out of ten of the victims who reported the burglary to the police were satisfied that the police had done what they

could to support them. After the program, this had dropped sharply in Bentley to 66%, whereas it stayed high in Morley. It is not clear why this occurred so differently in the two suburbs. When asked how satisfied they were with how the Police handled the burglary, about one-third stated they were satisfied prior to the program, whereas there was a substantial rise in satisfaction to 58% in Bentley and 79% in Morley. This suggests the residents might not see the audit visit as related to Police but have seen a much improved response by Police to the actual burglary event.

Area	Of those who reported a burglary in the past 12 months,			
	did you feel the police did what they could to support you?		were you satisfied with how the police handled the burglary?	
	Yes	%	Yes	%
Bentley	Pre=47	42 (89%)	14 (30%)	
	Post=53	35 (66%)	31 (58%)	
Morley	Pre=46	39 (85%)	18 (39%)	
	Post=43	36 (84%)	34 (79%)	
Total	Pre= 93	81 (87%)	32 (34%)	
	Post=96	71 (74%)	65 (68%)	

*Changes in residents' attitudes to burglary in the pilot sites (percentage of respondents stating Very Important)*

The following four tables seek the views of the whole sample of residents in each suburb about how safe they feel and how important an issue burglary is for them and the Government. Before the program, the majority (over 70% in each suburb) of residents feel safe, but it is of concern that over one quarter of residents feel only slightly safe or not safe at all. After the 12 months of the program, the percentage of residents feeling quite or very safe had risen in slightly in Bentley (72% to 73%) but risen more substantially in Morley (75% to 81%).

#### How safe do you feel in your residence?

Area	Not safe at all	Slightly safe	Quite safe	Very safe	
Bentley	Pre= 339	9%	19%	51%	21%
	Post=303	11%	17%	55%	18%
Morley	Pre=359	8%	16%	54%	21%
	Post=443	4%	14%	58%	23%
Total	Pre=698	8%	17%	53%	21%
	Post=746	7%	15%	56%	21%

Prior to the program, three out of four residents in the two pilot suburbs stated that burglary is a very important issue in their community and for them but this has dropped in both suburbs after the 12 months of the program. Although not shown in the table, an additional 20% in each suburb feel it is an important issue.

<b>Area</b>	<b>How important an issue would you rate burglary for your area? (Percent indicating Very Important)</b>	<b>How important an issue would you rate burglary for your residence? (Percent indicating Very Important)</b>
Bentley Pre= 339 Post=303	75 72	76 68
Morley Pre=359 Post=443	73 65	75 72
Total Pre=698 Post=746	74 67	75 69

On the question of the priority given to home burglary by police, about half of residents feel the Police consider home burglary either Quite Important or Very Important. This is considerably lower than their own rating of the importance of home burglary as a crime in their area. After the program operated for 12 months, a higher proportion of residents stated the Police consider residential burglary an important issue (up 6% in Bentley and 1% in Morley).

<b>How much of a priority do you think burglary is for the Police?</b>	<b>Not at all important</b>	<b>Slightly important</b>	<b>Quite important</b>	<b>Very important</b>
Bentley Pre= 339 Post=290	15% 11%	33% 31%	30% 32%	22% 26%
Morley Pre=359 Post=435	13% 12%	34% 35%	29% 33%	23% 20%
Total Pre=698 Post=725	14% 12%	34% 34%	29% 33%	23% 22%

On the question of the State Government's response to home burglary as an issue, nearly 75% of residents in each suburb before the program started felt that Government was doing nothing or only a little. This had improved substantially after the 12 months of the program down to 63% in Bentley and 64% in Morley.

<b>To what extent do you think State Government are doing enough to reduce burglary in your area?</b>	<b>Not at all</b>	<b>A little</b>	<b>Quite a lot</b>	<b>Doing everything they can</b>
Bentley Pre= 339 Post=293	28% 18%	45% 45%	15% 21%	12% 16%
Morley Pre=359 Post=426	29% 16%	45% 48%	15% 22%	11% 14%
Total Pre=698 Post=719	29% 17%	45% 47%	15% 21%	11% 15%

## Appendix D: Level of Volunteer Satisfaction

### *Level of volunteer satisfaction*

The volunteers who carry out visits to burglary victims' homes were surveyed in February to collect their views on the training and support they received and their views on the usefulness of home visits and follow-up phone calls. Completed surveys were received from 15 of the volunteers (7 from Bentley and 8 from Morley). Of these, 4 of the volunteers from Bentley and 1 from Morley had not yet conducted a home visit, so they could not answer all the questions. Overall, the volunteers were very positive about the training and support they received.

Overall how did you rate the training you received?

	Very good	Fairly good	Not very good	Not at all good
Morley	4	4		
Bentley	6	1		

Overall how useful did you find the documentation?

	Very useful	Fairly useful	Not very useful	Not at all useful
Morley	4	4		
Bentley	5	1	1	

Do you what extent do you feel you are supported in your role?

	Very much	A fair amount	Not very much	Not at all
Morley	4	1	2	
Bentley	3	1		

Volunteers were also positive about how the impact of their visits and follow-up phone calls.

Overall how much do you think victims appreciate your visits?

	Very much	A fair amount	Not very much	Not at all
Morley	5	3		
Bentley	5	1		

How useful to the victims do you think your visits have been?

	Very useful	Fairly useful	Not very useful	Not at all useful
Morley	3	5		
Bentley	5	1		

Overall how much do you think victims appreciate your phone calls?

	Very much	A fair amount	Not very much	Not at all
Morley	2	4	1	
Bentley	1	2		

How useful to the victims do you think your phone calls have been?

	Very useful	Fairly useful	Not very useful	Not at all useful
Morley	1	5	1	
Bentley	1	2		

Overall, volunteers had few comments to make except to suggest that there be more training in interpersonal skills.

## Appendix E: Victim Satisfaction

### *Burglary victim satisfaction with volunteer service*

Generally, 4 weeks after the follow-up visit, the Project Coordinator, Operation Burglary Countdown, interviews over the telephone a sample of burglary victims who have been visited by the volunteer service. The interview uses a standard set of questions designed with the assistance of the evaluation consultants.

The interview asks about the victim's attitudes to the volunteer visit, the extent to which the visit helped them deal with the burglary and the extent to which the volunteer was professional, polite and interested. The results summarised below show a generally positive attitude to the visit; that the victims feel safer as a result of the visit; and were very appreciative of the volunteers' time.

### Morley Feedback

Victim	Overall view of audit visit	Change in attitude	Comments
1	Very positive		Very pleased to have a visit
2	Still shaken	Concerned about lack of police action but glad to see someone is doing something	3 <sup>rd</sup> burglary in 3 weeks Very appreciative of visit
3	Very positive	Plans to be more conscious of security	Appreciated the security audit
4	Very positive	Feels safer	Very happy with service
5	Very positive	Feels safer	Great advice but a little over the top Suggested aiming for more basic security
6	Very positive	Feels much safer	
7	Very positive	Feels much safer	Volunteer did not appear to be very confident on phone when first booking audit
8	Fairly positive	Feels safer	Excellent service
9	Fairly positive	Does not feel much safer	
10	Positive	Feels much safer	Keep up the good work
11	Positive	Feels safer	
12	Very Positive	Feels much safer	Wonderful service.
13	Very Positive	Feels much safer	Really good.
14	Positive	Feels safer	

Victim	Overall view of audit visit	Change in attitude	Comments
15	Positive	Feels much safer	
16	Positive	Doesn't feel much safer	
17	Positive	Feels safer	
18	Positive	Feels safer	More volunteers, so they can come sooner
19	Positive	Feels safer	Very happy with service
20	Positive	Feels safer	Very happy with service
21	Very Positive	Feels safer	
22	Positive	Feels safer	Good to know that there is a support service
23	Positive	Doesn't feel safer	Excellent service
24	Positive	Feels safer	Really good
25	Not Very Positive	Doesn't feel safer	Want police to do more - they were too busy to attend

### Bentley Feedback

Victim	Overall view of audit visit	Change in attitude	Comments
1	Fairly positive	Does not feel much safer	Visit was very professional
2	Very positive	Feels much safer	Very appreciative Glad to see something being done
3	Fairly positive	Feels safer	Very happy with service
4	Positive	Feels safer	Very happy with service and thanked all involved
5	Positive	Feels safer	
6	Fairly positive	Does not feel much safer	Good to get assistance Can see the value Is more aware but does not feel safer because broken into too many times
7	Positive	Feels safer	
8	Positive	Doesn't feel much safer	

<b>Victim</b>	<b>Overall view of audit visit</b>	<b>Change in attitude</b>	<b>Comments</b>
9	Positive	Doesn't feel much safer	
10	Positive	Feels safer	
11	Not Very Positive	Doesn't feel much safer	Did not work well with the volunteer.
12	Very Positive	Feels much safer	Info on methods of breaking in would enable updating of security
13	Positive	Feels safer	
14	Positive	Doesn't feel safer	