



CRIME VICTIMS AND THE PREVENTION OF RESIDENTIAL BURGLARY

Report of the
ACT Burglary
Victims
Response Project
2004

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Abbreviations Used in the Report

ABS	Australian Bureau of Statistics
ACT	Australian Capital Territory
ACTP	ACT Policing (Australian Federal Police)
AIC	Australian Institute of Criminology
CLASP	Community Liaison & Advisory Safety Project
COTA	Council on the Ageing
DJACS	Department of Justice & Community Safety
MARS	Market Attitude Research Services
NCP	National Crime Prevention
VLO	Victim Liaison Officer (ACTP)
VIP	Volunteers in Policing
VOCC	Victims of Crime Coordinator

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EXECUTIVE SUMMARY

This report describes a project designed to reduce repeat victimisation of residential burglary victims in the ACT. In the early phases of the project, it was proposed that burglary victims in ACT suburbs that experienced higher rates of burglary would be invited to avail themselves of a free home security assessment. For a variety of reasons few victims chose to use this service but the results from a subsequent survey indicated that burglary victims exhibit resilience in response to the burglary experience, and are largely proactive, practical and competent crime prevention actors. Victims of residential burglary exhibit rational choices of crime prevention strategies in a manner similar to the rational choices exhibited by offenders in their selection of targets. The findings indicate that victims of crime are natural constituents of, and should be involved in, burglary reduction strategies.

The report suggests that a multi-faceted and multi-agency strategy to address residential burglary is most likely to achieve sustainable results. The major operations initiatives of ACT Policing have shown promising results. At the same time this report finds credence in the assertion that:

the time has come for a policy shift towards alternative, micro-scale methods of protecting communities from property crime, rather than the broad-brush strategies that are unsuccessful for larger community groups.¹

The policy and practice implications of this report support the findings from an evaluation of two national demonstration burglary prevention projects in Queensland and South Australia.²

The analysis of victim survey data conducted as part of this ACT project found:

Residential Burglary in the ACT

- Repeat victimisation in residential burglary is a feature in the ACT albeit at a lower rate than in overseas studies.
- The majority of victims of burglary are not at home when the premises are burgled.
- The most common point of entry is through a window.
- Force is used to gain entry in a substantial proportion of instances.
- The most common items stolen are cash followed by jewellery.
- Offenders appear to focus on small items rather than large.
- Repeat victimisation in residential burglary concentrates in areas of disadvantage.

Victims of Crime & Crime Prevention

- Victims of crime are more proactive than are non-victims in taking action to protect themselves and their property.
- Victims of burglary are overwhelmingly likely to act fully or in part on crime prevention advice offered by attending police.
- The range of prevention strategies adopted by victims of burglary are installing deadlocks, reducing vegetation, improving outside lighting and asking neighbours to watch the house when away.

- Victims of burglary are least likely to buy a dog or to attend Neighbourhood Watch meetings as prevention strategies.
- Reasons given for undertaking prevention measures were either in response to the recent incident or a belief in the efficacy of the deterrence/prevention measure.
- Those most vulnerable to repeat residential burglary – households that comprise a single adult with dependent children, have a lower than average income and adults with lower than average levels of educational attainment – appear not to be responding to interventions that offer support and crime prevention.
- Victims of burglary who rent their home are less likely to take certain prevention actions.
- Victims of crime are knowledgeable about their neighbourhood and are important sources of investigative information for police.
- Victims of crime are more likely to communicate with immediate neighbours than with non-immediate neighbours.
- Victims of crime made substantial adaptations to their routine or behaviour in response to the incident of burglary.

Police Responses to Residential Burglary and to Victims of Crime

- Victims of residential burglary express high levels of satisfaction with attending police.
- The thoroughness and professionalism of the investigative response is the most common cause both for satisfaction and for dissatisfaction.
- Young victims are less likely to report that they were very satisfied and less likely to report they would help police.
- Half of burglary victims received crime prevention advice and information from attending officers.
- Officers need to know that victims of burglary listen to their advice and usually act fully or partly on that.
- Police are practical and cautious in their crime prevention advice to victims of burglary.

Victims of Crime & Other Services

- Victims of crime services are not generally regarded as necessary by victims of burglary and are therefore commonly not accessed by them.

Victims of Residential Burglary and Sentencing

- The majority of victims favoured non-custodial sentences. Around a third favoured prison, a third favoured a community service order and the remainder favoured some other form of sanction. Only 4% favoured a fine.
- Attitudes to sentencing were influenced by gender and education. Women and those with university degrees are more likely to favour non-custodial sentencing options.

The findings of the ACT Burglary Victim Response Project, the comparison with two national demonstration projects interstate and conclusions reached in related studies of ACT Policing's Operation Anchorage commend a number of inter-connecting burglary prevention strategies. The conclusions flowing from these projects and studies need to be considered also alongside those from the projects addressing, for example, recidivist offenders through drug diversion and treatment schemes.

This report concludes with recommendations that should be considered by the ACT Government as being integral to a coordinated response to reducing burglary and its impact in the ACT. Some of the recommendations relate to initiatives that are already underway in the Territory. The ACT Government will need to consider the resource implications for a burglary reduction strategy that is able to sustain existing initiatives and other recommendations summarised below.

Strategic Problem-Solving Approach

1. 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 focussing on repeat victims, and targeted patrolling.
2. An approach that combines a focus on high-risk areas with attention to high risk households.
3. Policing strategies that improve investigations and evidence gathering.
4. 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.
5. Burglary reduction should comprise a key aspect of the Government's anti-poverty strategy especially focussed on areas of disadvantage and for households comprising a single parent, those with low levels of educational attainment and those who rent.
6. A focus on the prevention of repeat victimisation should be part of a wider and multi-faceted burglary reduction strategy and not stand alone.

Strengthen Organisational Capacity

7. Police should be encouraged to continue the application of project management methods (amongst others) to planning and evaluating crime prevention projects.
8. Implement a communication strategy aimed at general duties police that supports their tendency to routinely provide practical crime prevention tips to victims of residential burglary. The strategy should include the compilation of a concise and evidence-based tip-sheet on burglary prevention, regular parade briefings and the message that victims of crime listen to and act upon their advice.
9. Existing police burglary prevention literature for residents should be reviewed in the light of the findings of this report.
10. General duties police should receive a consistent message from senior management that they are key service providers of crime prevention information and advice to the community.
11. Crime prevention modules should be a regular aspect of in-service police training in order to keep officers' knowledge up-to-date.
12. As part of their investigation officers should ask whether there have been previous incidents of burglary at the property or in the immediate neighbourhood. Reliable and credible information should be feedback to tacticians.

Building Community Capacity

13. The routine despatch of burglary prevention information to victims of residential burglary should be consolidated and continued.

14. A community education campaign should carry the message that better home security works. Residents should have access to accurate information as to the level of risk of burglary in their area. Simple and practical home security measures are to install deadlocks on windows and doors, to improve visibility to the home, to get to know neighbours, to upgrade security and alert neighbours after a burglary, to not leave cash and jewellery at home and to property mark small electronic items.
15. A supportive neighbour campaign should encourage householders to make neighbour contact and not to rely on police to do it following a burglary.
16. Community crime or burglary prevention initiatives should start from a micro (building) level in any given locality.
17. Measures should be implemented to build the capacity of victims of crime services to routinely ask about prevention actions especially supportive neighbour contact, and to provide evidence-based information on prevention strategies. The capacity for victims of crime to protect themselves in measured, reasonable, lawful and realistic ways should be supported and encouraged.
18. Consideration should be given to whether CLASP (Community Liaison & Safety Advisory Project) should be offered proactively to households vulnerable to repeat victimisation. A substantial proportion of victims who had not heard of CLASP would be willing to receive contact from them.

(Footnotes)

¹ Ratcliffe, J. (March 2003), "Suburb Boundaries and Residential Burglars", *Trends and Issues*, No.246, page 6, Australian Institute of Criminology, Canberra.

² Henderson, M. (June 2002), *Preventing Repeat Residential Burglary: a meta-evaluation of two Australian demonstration projects*, Commonwealth of Australia, Canberra.

Chapter 1: INTRODUCTION

1.1 Introduction

Residential burglary was identified as a priority area for crime prevention at a national level in the late 1990s. Police recorded data and crime surveys showed that:

- There was about one property offence for every 13 people in Australia,³
- Two out of three break and enter offences and attempts occur in residential locations,⁴ and
- In a survey of 17 industrialised countries, Australia had the highest rate of completed or attempted residential burglary.⁵

On the national scene, the National Anti-Crime Strategy Group⁶ comprising representatives from the States and Territories and the Australian Government's National Crime Prevention (NCP) Program developed two burglary prevention demonstration projects – one in Queensland and one in South Australia.⁷

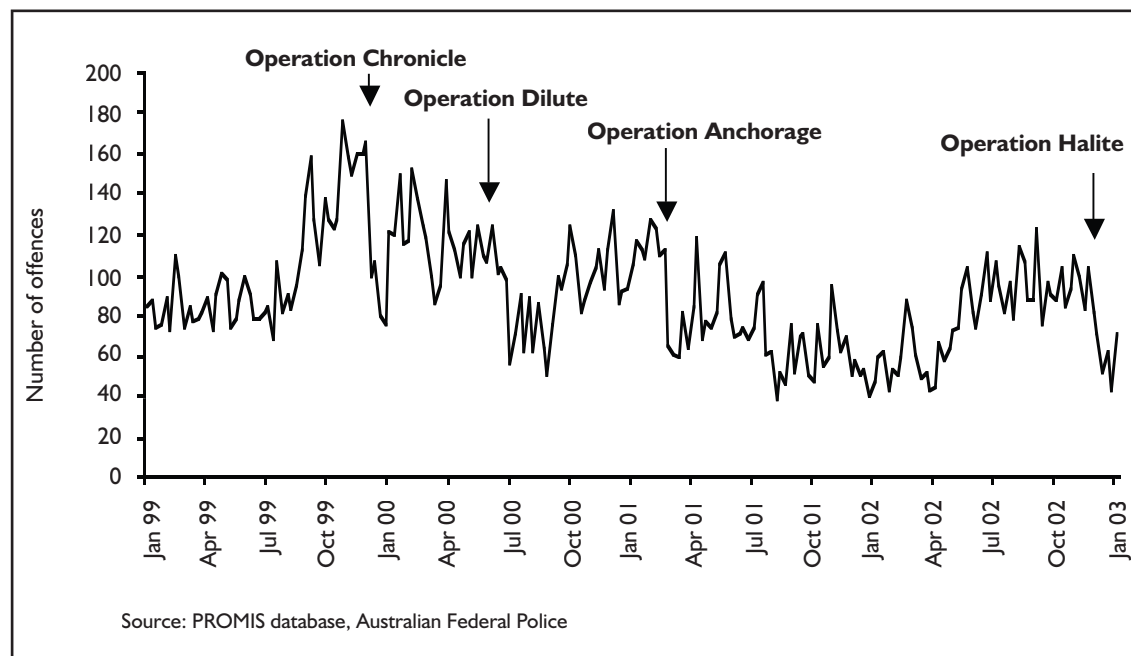
In the late 1990s, the ACT also experienced a sudden increase in the number of residential burglaries. The annual Australian Bureau of Statistics (ABS) report into recorded crime in Australia found that the ACT had the highest recorded rate of burglary and motor vehicle theft.⁸

In response to this surge in the burglary rate, a number of initiatives were developed in the ACT:

- Research into the incidence of repeat victimisation by residential burglary.⁹
- Police Operations Chronicle, Dilute, Anchorage, and Halite that focussed primarily on 'hot spot' crime and/or repeat offenders.
- Research into spatial distribution, environmental design & offender decision-making, and displacement arising out of Operation Anchorage.¹⁰
- Stolen property market research.¹¹
- Programs in ACT Corrective Services for juvenile and adult recidivist property offenders.
- Target hardening for vulnerable households - the CLASP program managed by the Council on the Ageing.
- Burglary Victims Response Project (the subject of this report).

From this considerable investment in pro-active policing, and in research and program delivery the ACT has witnessed a decline in residential burglaries as the following graph illustrates.

ACT BURGLARY OF DWELLING OFFENCES REPORTED BY WEEK
JANUARY 1999 TO JANUARY 2003



1.2 Repeat Victimisation and Residential Burglary

The National Board for Crime Prevention in the UK defines repeat victimisation as occurring “when the same person or place suffers from more than one criminal incident over a specified period of time”.¹² It shows that the occurrence of crime is not random. Rather it concentrates on vulnerable targets (people and places) and in high crime areas (perhaps thereby being the reason for such levels of crime). Repeat victimisation occurs in many offence categories. In effect, being a victim of crime is a solid predictor for future victimisation.¹³

For residential burglary it has been found that between 10-20% of burglaries are repeats.¹⁴ Households victimised once by a burglary have been found to be four times as likely to suffer repeat victimisations as those that had not been victimised.¹⁵

Repeat victimisation has also been found to occur within a relatively short timeframe. That is, within the first one to four weeks.¹⁶

Vulnerable households - lone parents and ‘social renters’ and those living in disadvantaged areas and high crime areas - have also been found to be more at risk of repeat victimisation.¹⁷

1.3 Repeat Victimisation in the Australian Context

Until recently, research in Australia into repeat victimisation and residential burglary was lacking. Two recent national reports analysing both police recorded crime data and victim surveys found evidence supporting the existence of repeat victimisation in Australia.¹⁸ Jurisdictional research in Queensland, South Australia, NSW and Western Australia also concurs.¹⁹

In the ACT, research in 1998-1999 found that 15% of residential burglaries involving 7.5% of burgled households reported to police over a two year period were repeat victimisations.²⁰ That research also found that repeat burglaries clustered in some areas. Those areas had a higher than average unemployment rate, a lower than average weekly income level and a declining population compared with ACT averages of the time.²¹ Survey results from 285 respondents showed that 38% of people who had reported one incident of burglary to police had prior experience of 2-3 similar incidents.²²

The evaluation of the national burglary prevention demonstration projects in Queensland and South Australia²³ concludes that repeat victimisation:

- Is a significant contributor to high crime rates, and is especially prevalent in high crime areas,
- Has a disproportionate effect on the community, in that a small number of victims experience a high proportion of offences and certain groups are at higher risk,
- Occurs relatively quickly after the first incident,
- Is likely to be under-reported, and
- Is preventable.

1.4 Victims of Burglary and Crime Prevention

The phenomena of repeat victimisation provides policy makers and practitioners with the opportunity to focus resources on areas that carry high need and offers potentially, a high impact effect - repeat victimisation presents more extensive opportunities for offender detection²⁴ and invites crime prevention practitioners to understand that crime victims can and do play a constructive role in making their homes and neighbourhoods safer.²⁵

The principal proponents of repeat victimisation in the UK, Farrell and Pease, assert that repeat victimisation provides “an efficient way of directing crime prevention effort [to] concentrate upon those who have already been victimised”.²⁶ The Police Research Group and the Crime Reduction Unit in the UK’s Home Office have subsequently produced ‘toolkits’ for police and others to assist initiatives.²⁷

The Queensland and South Australian burglary prevention demonstration projects tested two types of intervention aimed at reducing repeat victimisation. Both delivered an elevated level of information and assistance to victims of burglary. The meta-evaluation of these projects concluded that they had been successful in preventing repeat victimisation but they did not lower overall levels of burglary offences.²⁸

In the ACT, the Burglary Victim Response Project was also designed to address repeat victimisation in residential burglary. Mid-way through the project, however, it was found that burglary victims were not taking up the specific intervention offered. The project changed focus to enquire into those actions ‘spontaneously’ undertaken (and why) by burglary victims to protect themselves and their property. Decisions about whether or not to include victims of crime in crime prevention programs have been influenced by concerns not to ‘re-victimise’ people further, to protect peoples’

privacy and perhaps by a misplaced set of assumptions about the supposed retributive responses of victims of crime.²⁹

The ACT's experience, through the findings of this project, suggests that victims of residential burglary are generally not only more robust and self-reliant in how they manage and respond to being victimised, but also exhibit more practical and 'common sense' prevention actions than perhaps has been recognised. The project's research also suggests, however, that interventions are not reaching nor are being taken up by exactly those sections of the population that are most at risk of repeat victimisation.

This report offers insights into how government and community organisations might work more effectively with victims of crime to reduce repeat victimisation in residential burglary.

The implementation of the project, the findings from the project's research elements, and conclusions are detailed in the following chapters.

(Footnotes)

- ³ Mukherjee, S. Caracach, C. and Higgins, K. (1997), *A Statistical Profile of Crime in Australia*, Australian Institute of Criminology.
- ⁴ Ibid.
- ⁵ International Crime Victim Survey (2000), Ministry of Justice, The Netherlands. (Note that because of different offence definitions in each country, survey comparisons between countries should be regarded as broadly indicative only.)
- ⁶ Now called the Australia and New Zealand Crime Prevention Ministerial Forum.
- ⁷ Henderson, op.cit.
- ⁸ Australian Bureau of Statistics (2000), *Recorded Crime*, Commonwealth of Australia.
- ⁹ Collins, D. (November 1999), *Residential Burglary & Attempted Residential Burglary Executive Summary*, Market Attitude Research Services, (unpublished). The report analysed over 6,300 incidents of residential burglary & attempted residential burglary reported to police over 1996-1997 and 1997-1998.
- ¹⁰ Ratcliffe, J. (August 2001), "Policing Urban Burglary", *Trends and Issues*, No. 213, Australian Institute of Criminology, Canberra.
Ratcliffe, J. (July 2002), "Burglary Reduction & Displacement", *Trends and Issues*, No. 232, Australian Institute of Criminology, Canberra.
Ratcliffe, J. (March 2003), "Suburb Boundaries & Residential Burglars", *Trends and Issues*, No. 246, Australian Institute of Criminology, Canberra.
- ¹¹ Nelson, D., Collins, L. and Gant, F. (2002), *The Stolen Property Market in the Australian Capital Territory*. Australian Institute of Criminology, Canberra.
- ¹² National Board for Crime Prevention, (May 1994), *Wise After the Event*, Home Office, U.K.
- ¹³ For a summary of the international research see Henderson, op.cit.
- ¹⁴ Ibid, p.9 for UK and US research.
- ¹⁵ Forrester D et al, (1988) *The Kirkholt Burglary Prevention Project*, Rochdale, Home Office Crime Prevention Unit Series No.13, HMSO.
- ¹⁶ Polvi N et al (1990) "Repeat Break & Enter Victimisation: Time Course and Crime Prevention Opportunity", *Journal of Political Science & Administration*, 17.
Polvi N et al (1991) "The Time Course of Repeat Burglary Victimisation", *British Journal of Criminology*, 31.
Robinson, M. (1998), "Burglary revictimisation: The time period of heightened risk", *British Journal of Criminology*, 38.
- ¹⁷ Henderson, op.cit., p.10.
- ¹⁸ Mukherjee, S. & Carach, C. (1998), *Repeat Victimisation in Australia*, AIC, Research & Policy Series no.15 and Henderson, op.cit.
- ¹⁹ For references see Henderson, Ibid.
- ²⁰ Collins, D. (November 1999a), *Residential Burglary & Attempted Residential Burglary Executive Summary*, Market Attitude Research Services, Sydney. p.3.
- ²¹ Ibid, p.4.

(Footnotes continued)

- ²² The MARS research despatched, via the police Victim Liaison Officer, 750 surveys to households that had reported an incident of residential burglary. Two hundred and eighty five (285) were returned being a response rate of 38% (Collins, (1999b), *Survey with Victims of Residential Burglary & Attempted Residential Burglary*, unpublished).
- ²³ Henderson, op.cit., p.13.
- ²⁴ Farrell, G. & Pease, K., (1993) "Once Bitten, Twice Bitten: Repeat Victimisation & its Implications for Crime Prevention", Home Office Crime Prevention Unit Series No.46, HMSO.
- ²⁵ Van Dijk, J. (1996), "Crime and Victim Surveys", in Sumner et.al., *International Victimology: selected papers from the 8th International Symposium*, Australian Institute of Criminology, Canberra.
- ²⁶ Farrell & Pease, op.cit., p.1.
- ²⁷ See for example, www.crimereducation.gov.uk/toolkits/ and Bridgeman, C. & Hobbs, L. (1997), *Preventing Repeat Victimisation: the police officer's guide*, Police Research Group, London.
- ²⁸ Henderson, op.cit., pp.27-29.
- ²⁹ See, for example, comment in *The South Australian Residential Break and Enter Pilot Project Evaluation Report*, Summary Volume (May 2002) p.5 and discussion in Henderson, Ibid, p.24. See also this report at pp44-46 and pp55-56 for victims' preferences for sentencing a recidivist burglar.

Chapter 2: PROJECT IMPLEMENTATION

2.1 The ACT Residential Burglary Reduction Strategy

The various ACT responses to reduce the high rate of residential burglary have taken place as part of an overall strategy. The ACT Residential Burglary Reduction Strategy (1999-2000) involved ACT Policing, adult and juvenile corrections agencies, the Victims of Crime Coordinator (VOCC) and the Department of Justice & Community Safety (DJACS). The strategy comprised measures to:

1. enhance police protection & prevention activities,
2. improve & enhance prevention actions by householders,
3. provide victim support,
4. develop & implement effective offender programs, and
5. research and evaluate.

A capacity building proposal was put to the Australian Government's National Crime Prevention (NCP) Program to address items 2, 3 and 4. In 2000, NCP agreed to fund the Burglary Victims Response Project and Programs for Medium to High Risk Juvenile and Adult Property Offenders.

2.2 Major Police Operations Against Residential Burglary

As the 1998-1999 MARS (Market Attitude Research Services) research³⁰ was coming to an end, ACT Policing (ACTP) commenced a series of operations specifically targeting residential burglary. These were planned and implemented independent of the Burglary Victims Response Project.

Operation Chronicle took place over October-December 1999, Operation Dilute was in June-July 2000, and Operation Anchorage took place from February to June 2001. Ratcliffe's³¹ examination of police recorded data reveals that these operations had significant – though relatively short term - impacts in reducing burglaries in the ACT. The AIC and ACTP utilised the research opportunity to examine patterns of offending, whether burglary was displaced from one suburb to another and aspects of environmental design.³²

Operation Anchorage included a number of strategies such as the use of surveillance teams, targeting known prolific offenders, traffic enforcement in high-burglary areas, and extensive use of intelligence analysis to focus efforts.³³ It also comprised an enhanced response to burglary victims through the mail-out of a letter and other information. Operation Dilute had earlier provided for officers to door knock at residences either side of a burgled premises in order to generate information that might be passed to police intelligence, and also to encourage victims to speak with their neighbours.

From this research, ACTP recognised the importance of more sustainable crime prevention strategies vis a vis burglary reduction. The current Operation Halite grew out of these reflections and continues to this day.

2.3 The Burglary Victims Response Project

The ACT Burglary Victims Response Project drew upon the findings of international, Australian and ACT research on repeat victimisation.

Phase One – 2001-2002

Initially, the ACT project envisaged providing enhanced responses to repeat burglary victims in four high crime suburbs, to commence early in 2001 (see Appendix A). In practical terms elements of the response included:

1. self-complete burglary risk assessment (leaflet at Appendix B)
2. security review by the community safety project, CLASP (Appendix C)
3. follow-up survey of households referred to CLASP.

In a related initiative, CLASP was funded to provide redeemable vouchers to age pensioners for security enhancements to their home (see Appendix C).

Phase Two – 2002-2003

The second phase of the project involved the delivery and analysis of a survey to residents who reported an incident of residential burglary to police in the survey period.

2.4 The Australian Repeat Victimisation Projects

The ACT Burglary Victims Project originally intended to put in place a police initiated response to burglary victims that involved providing advice about the prevention of a repeat burglary, the offer of a free home security assessment and the preliminary organising of neighbours to help in the preventive effort. (Appendix A provides the full project description)

The national burglary prevention demonstration projects³⁴ tested different methods to address the same problem. The Queensland project “aimed to provide an enhanced police response to residential break and enter, with a specific focus on repeat victimisation”. The South Australian project “was designed to prevent repeat victimisation through a range of local community resources and services that are alternative and additional to current practice in preventing and reducing residential break and enter”.³⁵

The ACT Burglary Victim Response Project was not part of the national burglary prevention demonstration projects effort but had similar goals to those projects in that it sought to combine and link both an enhanced police response and a targeted community response to burglary.

Table I describes the intervention method and the service delivery agent in the three projects.

TABLE 1: PROJECT INTERVENTIONS AND DELIVERY

INTERVENTION	STH AUSTRALIA	QUEENSLAND	ACT
Police Intervention	Yes, operational minimum.	Yes, operational minimum.	Yes, operational minimum.
1. operational minimum	Yes, additional response to victims.	Yes, 2 further levels of enhanced response to specific households, and to specific areas.	Yes, special operations occurred in the life of the project but were not part of it.
2. enhanced response			
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.
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
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
Home Security Advice	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
Home Security Audit	Yes, primarily offered & conducted by project volunteers	Yes, primarily offered & conducted by police	Yes, primarily offered & conducted by police as routine. Additional householder self-audit checklist provided. Follow-up offer to community service, CLASP, largely not taken up
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)
Neighbour contact	Yes, primarily offered & conducted by project volunteers	Yes, primarily offered & conducted by police	Yes, by householder
Property Marking	Yes, referrals offered & conducted by volunteers	Yes, kit offered by police	No. Property marking is generally available through Neighbourhood Watch

TABLE 1: PROJECT INTERVENTIONS AND DELIVERY continued

INTERVENTION	STH AUSTRALIA	QUEENSLAND	ACT
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.
Victim Surveys	Yes, through project volunteers	Yes, through project police	Yes, through Victim Liaison Officer in Crime Prevention Branch.

SOURCE: Henderson (June 2002) p.27, and ACT Burglary Victim Response Project files

None of the interventions offered in the three projects were inherently radical. The elements are likely to be adopted in any burglary reduction initiative. What is less traditional is the stimulation of neighbour contact as an express prevention action.

2.5 Phase One Implementation Issues

A number of implementation issues impacted on the effectiveness of the Act Burglary Victims Response Project. Not all of these issues had a negative impact. They included:

- the need to formalise police/CLASP operational relationship,
- some difficulty in identifying suburbs with a sufficiently high volume of burglary,
- maintaining a differentiation, for operational police, of the boundaries between the pilot suburbs and their regular patrol areas,
- finding the time to brief all relevant officers on the project,
- the need to ensure that victim support agencies were advised and prepared,
- contracting was finalised after the project had commenced (as was that for the survey aspect),
- the challenge of maintaining direction and momentum with changing police project personnel and changing police personnel at CLASP,
- other work demands on the project team and coordinator, and
- the need to acknowledge 'leakage' into the project from other operations (specifically from Operation Anchorage) plus understandable distraction of general duties police with that major operation.

These challenges notwithstanding, from May to September 2001 officers in Woden and City patrols of ACTP were briefed about the project and the risk assessment leaflets were distributed amongst patrol cars in those areas. In the first instance, just two of the pilot suburbs³⁶ went ahead so as to better manage anticipated demand.

Ironically, the most significant inhibitor to the project in the pilot suburbs proved to be a sudden reduction in the number of reported burglaries. In the two chosen suburbs just under 50 burglaries were reported from June to July 2001. Of these, 20 were confirmed as having received the risk assessment leaflet and the offer of CLASP.

However, the agency that ran CLASP, Council on the Ageing (COTA), noted that whilst there had been a large uptake of the voucher offer for security hardware, only two burglary victims took up the offer for a security review.

CLASP reviews are provided by a team comprising an officer from each of the police, ambulance and fire services. For this project, the security review was to identify features characteristic of repeat victimisation, to address these and, later, for this household to be subject to evaluation. With so few taking up the review offer there was nothing to evaluate.

(a) Sample Survey

As a result of this unexpected non-use of CLASP, ACTP undertook to make contact with a sample of victims in order to ascertain what might be behind this response. Thirteen (13) victims from the suburb of O'Connor and twenty eight (28) victims from the suburb of Narrabundah were contacted. The results were that:

- the majority rated the police response as satisfactory or very satisfactory
- 30 of the 41 households contacted had received oral prevention advice from police
- half stated that they did not receive written prevention information or a referral card for CLASP
- 2 victims took up the offer of a CLASP review
- the majority of victims had undertaken prevention activities, notably improving security and lighting.

Possible factors that may have contributed to these results included:

- uncertainty that all patrol officers were in fact delivering the enhanced response in the specific areas;
- the difficulty for attending police to differentiate between households in the pilot suburbs and their regular patrol area;³⁷ and
- victims who were made aware of the CLASP program perhaps felt competent to assess their security needs without outside help.

(b) Extension of Project

In order to boost the potential number of recipients of the enhanced response, the project was extended earlier than anticipated to two further identified suburbs³⁸ and police undertook to once again emphasise the project to patrols and supervisors. However, in the ensuing months there was no discernable change to the responses of victims in take-up of CLASP services. By the end of October 2001 only one further victim had opted for a CLASP review.

Residential burglary reports dropped 20% across the ACT in the September quarter of 2001 compared to the previous quarter. In the pilot suburbs from 1 September to 30 October there were 18 burglaries in Lyneham, 14 in O'Connor, 15 in Griffith and 16 in Narrabundah. Overall this represented a higher pool of crime victims than was represented in the early months of the project. Why then were burglary victims consistently not taking up the prevention services on offer?

A hypothesis was put forward, on the basis of the MARS research in 1999³⁹, that victims were already aware of the remedial action required to protect themselves and their

property and undertook it without reference to CLASP. It was this hypothesis that came to be explored further in the research conducted by the Australian Institute of Criminology for Phase Two of the project.

2.6 Implementation Factors Across ACT and National Projects

Many of the implementation issues noted in the meta-evaluation of the national burglary prevention projects⁴⁰ were also features for the ACT project.

These issues point to the difficulty in testing and evaluating a specific project design in an operational police environment. General duties policing is, in some respects, an activity that skims the surface of crime problems. The Queensland, South Australian and ACT projects showed that police officers tend to respond in an eclectic manner to the circumstances of any given incident - sometimes despite the requirements of a project.⁴¹ At the same time, general duties police are both practical and cautious in suggestions they offer the victimised citizen. All three projects required some adjustment to the project design. All three benefited from the use of specialist personnel especially within police.

None of these comments constitute criticism. Rather, they suggest a realistic assessment of project implementation in a service environment that is reactive and incident-driven.

Both the ACT and the Queensland projects relied on general duties police to deliver aspects of the interventions. The latter succeeded in encouraging officers to give a higher priority to prevention and victim issues. It also succeeded in improving the response to residential burglary “without imposing additional burdens on operational police.”⁴² Whilst the results in the ACT were less clear, both projects suggest that it is possible to deliver crime prevention through the total workforce rather than rely on specialists. Key ingredients in supporting the workforce are training, supervision, monitoring and reinforcement.⁴³

National Crime Prevention’s report into the two demonstration projects upholds a multi-layered problem-solving approach to strategic burglary reduction. In his study on the impact and effectiveness of ACT Policing’s Operation Anchorage, Ratcliffe suggests that sustainability is a key issue on a single-focus operation. He comments, “that the strategy of targeting repeat offenders may only produce a temporary suppression of crime.”⁴⁴ Programs need responsiveness to local circumstance and to be informed by action-research.

Also, whilst the areas selected in the two national projects had a high burglary rate relative to other areas, ironically it was not high enough to show any significant reduction in the life of the projects.⁴⁵ The same was true of the initial rate of repeat victimisation prior to intervention. The suburbs chosen in the ACT were similar - they experienced high rates but not high enough compared to others.

2.7 Phase Two – A Change in Direction

The ACT Burglary Victim Response Project management committee considered a number of options in response to the Phase One outcomes, from expanding the pilot to the whole of Canberra, to producing further marketing material for victims.

Eventually it was decided to undertake further research. A central question of the research was “if victims did not opt to take what was on offer, what did they do and under what influences?”

The decision to change direction was supported by opportunities to use other police services. For example, more resources to the project were made available through Volunteers in Policing (VIP) personnel and through the police Victim Liaison Officers (VLOs). The VIP program was then a new initiative of ACT Policing. This program encourages community involvement in policing and helps ACT Policing forge stronger links with the ACT community. The Phase Two proposal involved using the VLO and VIP personnel to manage the distribution and collection of the survey of burglary victims.

During Operation Anchorage the patrol coordinators were responsible for ensuring that follow-up letters were despatched to burglary victims. As the operation came to a close, so too did the letters. In related negotiations between the Victims of Crime Coordinator and ACT Policing, an agreement had been reached for the police VLOs to send contact letters to victims of certain categories of crime.⁴⁶ ACT Policing management were also looking for a way of maintaining the victim contact initiated through Anchorage. Consequently it was decided that the VLOs would undertake this activity with administrative support from within the Crime Prevention portfolio. Packages specific to burglary victims are now routinely despatched.

(a) Research Start-up Issues

A number of issues impacted on the commencement of the research phase of the project. Again, some were of positive impact and some were outside the control of the project management committee. These were:

- The start-up needs of the VIP program itself – to recruit, select and train suitable volunteers.
- Negotiations between ACTP management and the AFP Association regarding the use of volunteers in the police service.
- Identifying privacy constraints in using police volunteers.
- Related negotiations between the research consultant and ACTP on a wider research partnership.
- Variation negotiations between the ACT and the Commonwealth.

(b) Australian Institute of Criminology

The AIC was chosen to undertake the research because it has extensive local knowledge of the issues and of the available data it had already gained through its work with ACTP on Operation Anchorage. It had also been contracted to conduct research for the ACT into the stolen property market. A previous research company, Market Attitude Research Services (MARS), supplied the unit data files for the 1999 research.

The AIC was contracted to provide comment and assistance in the design of the questionnaire, development of coding instructions, coding/auditing of the questionnaire, data entry, data cleaning, data analyses and writing up of analyses.

(c) Victim Survey

The survey was designed to carry forward some of the questions from the 1999 MARS survey. However, the AIC survey probed further the actions taken by burglary victims and the contacts initiated by them. In addition, a further question on preferences in sentencing was drawn directly from the International Crime Victim Survey (Ministry of Justice, Netherlands) for comparative purposes in order to inform another project - the ACT Sentencing Review.

(d) Project Management

Constable Alison Sides, VLO, took over the management of the project. Her work was highly efficient and effective and has become a benchmark for the ACTP Crime Prevention portfolio. The changed project management model increases both internal and external accountability and substantially reduced the risks of implementation failure. The Victim Liaison Officer worked directly with volunteers guaranteeing a more standardised service delivery to victims that included the distribution and management of the surveys tools.

In particular, the project manager:

- Provided police input into the creation of the survey instrument.
- Created a spreadsheet to record victim contact details and itemise the contacts made.
- Supervised the production and distribution of the surveys.
- Assisted in the selection of volunteers.
- Conducted the training of the volunteers.
- Supervised the call-back sessions.
- Received and redirected the surveys to the AIC.
- Provided police input into initial analysis of data.

The target for the surveys was to have 400 completed. 875 were despatched and 482 returned. The 55% response rate was higher than the 38% achieved by MARS in 1999. The high response rate was probably aided greatly by the call-back system undertaken by the police volunteers.

The improved project management notwithstanding the additional research extended the finalisation of the overall project by 12 months.

The survey and the results of the survey are examined in detail in Chapter 3.

(Footnotes)

³⁰ Collins, (1999a), op.cit.

³¹ Ratcliffe, (2001) op.cit.

³² Ratcliffe, (2001, 2002, 2003) op.cit.

³³ Ratcliffe (2002), p.3.

³⁴ Henderson, op.cit.

³⁵ Henderson, Ibid., p.14.

³⁶ O'Connor and Narrabundah

³⁷ The parol boundary in fact cut through one of the pilot suburbs. This meant that a household in the lakeside area of Narrabundah would be attended by City officers, and a household in the southern area of Narrabundah would be attended by Woden officers.

³⁸ Lyneham and Griffith.

(Footnotes continued)

³⁹ Collins, (1999b) op. cit.

⁴⁰ Henderson, *op.cit.*, pp.23-24.

⁴¹ For example, officers in the Queensland project only contacted about 1/3 of near neighbours to a victimised household. They did not see the point or did not have the time (*Ibid.* :23).

⁴² *Ibid.* p25

⁴³ *Ibid.* p34

⁴⁴ Ratcliffe, (2001), p5.

⁴⁵ Henderson, *op.cit.*, p.24.

⁴⁶ The lack of follow-up by police has been one of the most common causes of complaint to the VOCC Office. Under the *ACT Victims of Crime Act 1994*, police are obliged to keep crime victims informed of progress in an investigation. However, operational requirements make this a difficult endeavour to maintain with any degree of consistency. It was initially agreed that the VLOs would undertake the responsibility for an aspect of the follow-up with victims of violent offences. That is, by providing referral and other information in a 'victim package'.

Chapter 3: BURGLARY VICTIM SURVEY

3.1 Introduction

This chapter describes the dynamics of repeat victimisation in residential burglary in the ACT, and victims' responses to their burglary as reported in a self-completed questionnaire. The survey was conducted for the ACT Burglary Victim Response Project by the Australian Institute of Criminology. This chapter constitutes the survey report written by Jason Payne and Toni Makkai (AIC).

The purpose of the survey was to collect information that would assist with core objectives of the larger project (see Chapter 2). The objectives of the survey were to determine:

1. levels of repeat burglary victimisation;
2. variables associated with burglary and repeat victimisation;
3. crime prevention actions taken by householders;
4. variables associated with crime prevention action taken; and
5. attitudes of burglary victims to sentencing.

This chapter has seven sections. The first provides a socio-demographic profile of the sample. Section two examines the prevalence and frequency of victimisation, including repeat victimisation. The next section focuses on the most recent incident and provides information on how intruders gained access and the types of items stolen. The fourth section examines victims' perceptions of the police response and their satisfaction with this response. Section five examines whether victims had undertaken strategies for prevention prior to the most recent incident and whether there were intentions to implement burglary prevention strategies in the future. The emotional and financial impact of burglary is discussed in the section 6, with section 7 focusing on victims' attitudes toward sentencing.

Some caution should be applied to the interpretation of this data (see technical appendix A).

3.2 Summary of Findings

- Just under half of the victims in this study reported that they had experienced more than one burglary.
- More than half of the victims had only ever been burgled once.
- When repeat victimisation for the current dwelling is examined, the level of repeat victimisation drops to one-third.
- There seems to be a bimodal distribution in terms of the time between incidents among repeat victims. The second incident either occurs within three months or after 12 months.

- Repeat victims were more likely to be living in single houses but there seems to be no other distinguishing factors.
- The majority of victims (four in five) were not at home when the incident occurred.
- The major entry point into the house was by a window, and this was most likely to be either the bedroom or bathroom window.
- The most common item taken was cash, followed by jewellery.
- Offenders appear to focus on small items rather than large items.
- Only half of victims reported receiving prevention advice and half said they had fully acted on the advice.
- The most prominent reasons for inaction were affordability and practicality.
- Women were less likely than men to report receiving prevention advice and fully acting on that advice.
- Victims reported high levels of satisfaction with the police.
- Reasons for dissatisfaction were lack of thoroughness and complacent service.
- Young victims were less likely to report that they were very satisfied and less likely to report they would help the police.
- Many victims had already undertaken a range of prevention strategies. These included deadlocks, reducing vegetation, improving outside lighting and asking neighbours to watch the house when away.
- The strategies that victims intended to undertake included deadlocks, talking to neighbours, improving lighting and marking property.
- Financial resources impacted on the capacity of victims to install burglar alarms.
- The two least likely strategies to either have been implemented prior to the incident or which victims intend to pursue were buying a dog and attending Neighbourhood Watch meetings.
- Reasons for undertaking prevention measures were either in response to the recent incident or a belief in the efficacy of the deterrence/prevention measure.
- Only a quarter of victims had heard of Community Liaison & Safety Advisory Project (CLASP), although just half who had not heard of CLASP would be willing to be contacted by them.
- A majority of victims suffered financial and emotional impacts. Only 13 per cent reported minimal or no emotional impact and 26 per cent reported this for financial impacts.
- Victim support was very rarely contacted and the main reason was that it was not regarded as necessary.
- There were substantial changes to behaviour following the incident with two-thirds of victims reporting that they were more careful about home security and prevention activity and 17 per cent reporting that they had changed their daily movements.
- The majority of victims favoured non-custodial sentences. Around a third favoured prison, a third favoured a community service order and the remainder favoured some other form of sanction. Only four per cent favoured a fine.

- Attitudes to sentencing are influenced by gender and education. Women and those with university degrees are more likely to favour non-custodial sentencing options.

3.3 Detailed Survey Findings

Section I: Sample Description

Victims were asked to provide information on some basic socio-demographic characteristics. This section provides an overview of this information.

Socio-Demographics

Table I.1 provides information on the age, sex, income and educational attainment of the respondent. The majority of the sample were aged between 31 and 50 years and were predominantly female. However there was a small group aged over 60 years (15 percent) and under 30 years (16 per cent).

TABLE I.1: SOCIO-DEMOGRAPHICS

	n	%
<i>Age distribution</i>		
20–30	78	16
31–40	111	23
41–50	122	26
51–60	94	20
61 +	72	15
(Total)	(477)	(100)
<i>Age (mean years)</i>		45.3
<i>Income</i>		
\$0–\$15000	47	10
\$15000–\$30000	43	9
\$30001–\$45000	42	9
\$45001–\$60000	61	13
\$60001–\$75000	80	17
\$75001–\$90000	48	11
\$90000+	138	30
(Total)	(459)	(100)
<i>Educational attainment</i>		
Completed year 10 or less	52	11
Completed years 11 or 12	71	15
Some TAFE but not complete	10	2
Some University but not complete	40	9
Completed TAFE/ Technical College	48	10
Completed University or higher degree	252	53
(Total)	(473)	(100)

Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002, [Computer File]

The educational levels of the respondent were also collected and indicate that victims were moderately to highly educated. More than half of the sample had completed a university or higher degree, while only 11 per cent of the sample reported completing Year 10 or less.

Income distribution was slightly skewed towards the upper bands with 30 per cent of victims reporting that the combined total household income was above \$90,000 per annum. Ten per cent of all victims reported that the total annual household income was \$15,000 or less and a further nine per cent reported that their household income was between \$15,000 and \$30,000.

When comparing present data with the ACT profile from the 2001 census, this sample over represents the young, females and those with university qualifications (see Technical Appendix B for tables). As the profile of victims may be different from the general profile of the population, it is not possible to determine if this sample is reflective of victims generally.

Table 1.2 illustrates the breakdown of key socio-demographic indicators by gender. There was little difference in the age distribution for males and females. The difference in mean age between male and female victims was one year. There was also relatively little difference in income, although females were somewhat more likely to report lower total household incomes than males. Males were somewhat more likely to report that their combined household income was more than \$90,000 per year.

TABLE 1.2: SOCIO-DEMOGRAPHICS BY SEX

	Male		Female	
	<i>n</i>	%	<i>n</i>	%
<i>Age distribution</i>				
20–30	32	15	46	17
31–40	47	23	64	24
41–50	54	26	68	25
51–60	45	22	49	18
61+	30	14	42	16
(Total)	(208)	(100)	(269)	(100)
Age (Mean years)		46		45
<i>Income</i>				
\$0–\$15000	17	9	30	12
\$15000–\$30000	15	8	28	11
\$30001–\$45000	16	8	26	10
\$45001–\$60000	24	12	37	14
\$60001–\$75000	39	20	41	16
\$75001–\$90000	23	12	25	10
\$90000+	65	33	72	28
(Total)	(199)	(100)	(259)	(100)
<i>Educational attainment</i>				
Completed year 10 or less	16	8	36	13
Completed years 11 or 12	24	12	47	18
Some TAFE but not complete	5	2	5	2
Some University but not complete	17	8	23	9
Completed TAFE/ Technical College	18	9	30	11
Completed University or higher degree	125	61	127	47
(Total)	(205)	(100)	(268)	(100)

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Housing

The majority (73 per cent) of victims reported that they lived in a single dwelling at the time of the most recent burglary or attempted burglary. Just fewer than 15 per cent of the sample reported living in a one-storey villa or townhouse. Persons living in units or apartments of two storeys or more make up only a small proportion of all victim responses to this survey (three per cent).

Thirty-one per cent of all victims reported that they were living in rental accommodation at the time of the most recent incident. Of these victims, the majority (69 per cent) lived in private rental properties while 23 per cent were living in government housing.

Victims were also asked to comment on the number and type of people living in the home at the time of the most recent burglary. Twenty-two per cent stated that they were living alone, while 23 per cent reported that four or more people, including the respondent, were living in the home at the time of the most recent incident. Of the total sample, 42 per cent reported that children were also living in the home.

TABLE 1.3: DEMOGRAPHICS—HOUSING

	n	%
<i>Housing</i>		
Single house	346	73
Duplex	22	5
Villa or townhouse – One storey	71	15
Villa or townhouse – Two storeys	23	5
Unit or Apartment – Two storeys or higher	15	3
(Total)	(477)	(100)
<i>Rental accommodation</i>	146	31
Of rental properties;		
ACT Housing	32	23
Private rental	98	69
Defence force housing	7	5
Other	5	4
(Total)	(142)	(100)
People living in the home:		
One	103	22
Two	177	37
Three	86	18
Four or more	108	23
(Total)	(474)	(100)
<i>Children living in the home</i>	202	42

Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002 [computer file] and ACT Burglary Victim Response Project files.

Summary

This sample of victims is disproportionately more likely to be female, to be in the middle age ranges, to be homeowners and living in single dwellings.

Section 2: Victimisation

Information pertaining to the victimisation and repeat victimisation of residential burglary was collected as part of the standard survey instrument. As such, each respondent (100 per cent of the sample) was the victim of at least one residential burglary in the ACT. Although the survey was delivered to all households having reported at least one incident of residential burglary, not all victims were repeat victims. This section also examines repeat victimisation.

Frequency of Victimisation in the ACT

Table 2.1 illustrates the breakdown of victimisation among the sample population. Just less than 45 per cent of the total sample had been a victim of more than one burglary in the ACT. More than half of the sample had only ever been the victim of one burglary at some point in the past. Of repeat victims, the majority reported being a victim only twice. However nine per cent of the total sample report being victimised four or more times.

TABLE 2.1: FREQUENCY OF VICTIMISATION

	<i>n</i>	%
<i>Frequency of burglary in ACT</i>		
Once only	266	57
Twice	125	27
Three times	34	7
Four or more times	42	9
(Total)	(467)	(100)

Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002 [computer file]

Extent of Repeat Victimisation

While over 40 per cent of the sample population reported being burgled more than once while living in the ACT, this figure decreases when asked if repeat victimisation had occurred in the respondent's current dwelling. The current dwelling as defined in this study is the dwelling where the respondent was living at the time of the most recent incident of burglary. Table 2.2 demonstrates that one-third (33 per cent) of all households surveyed reported repeat victimisation in the current dwelling. When asked to quantify the number of times the respondents' current dwelling had been burgled, the majority (69 per cent) reported that they had been victimised twice only in the dwelling where they now live. Fourteen per cent stated that they had been victimised four or more times.

There is a common belief that victims of repeat burglary often experience successive incidents within short time frames. Table 2.2 demonstrates the most frequent time frames experienced by repeat victims. For those victims who reported having been burgled more than once in the dwelling where they now live, one-fifth reported that the most recent incident occurred within four weeks of the last incident. There appears to be a bi-modal distribution with repeat victimisation either occurring relatively soon after the burglary (that is within three months) or considerably later (more than 12 months).

TABLE 2.2: FREQUENCY OF REPEAT VICTIMISATION

	<i>n</i>	%
<i>Burgled more than once in current dwelling</i>	154	33
<i>Of victims burgled more than once</i>		
Twice	98	69
Three times	23	16
Four times or more	21	15
(Total)	(142)	(100)
<i>Time delay between incidents¹</i>		
Within 4 weeks	27	19
Within 1 to 3 months	20	14
Between 3 to 6 months	11	8
Between 6 to 9 months	7	5
Between 9 to 12 months	12	9
Between 1 to 5 years	49	35
More than 5 years	16	11
(Total)	(142)	(100)

¹Delay between most recent incident and the incident before that.

Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002 [computer file]

Factors in Repeat Victimisation

When analysing the sample for factors that possibly contribute to the repeat victimisation of residential burglary, little distinguished between those who had and those who had not experienced a repeat episode. Analyses by age, sex and education showed no significant differences. Table 2.3 shows the basic demographic characteristics of the sample that reported repeat victimisation in the dwelling where they now live. More than 80 per cent of repeat victims were living in a single home, while a little less than 10 per cent were living in a townhouse or villa which was one storey high. Interestingly, when housing type was compared among victims who had and who had not been victimised more than once in the dwelling where they now live, the data show that repeat victims were significantly more likely to live in a single house. The number of victims who reported living in villa, townhouse or unit was higher for victims of only one burglary.

Moreover, the data in table 2.3 show that 63 per cent of repeat victims report regularly leaving their home vacant for long periods of time during weekdays and weekday evenings. Twenty-two per cent report that their home is regularly left vacant on the weekends. When comparing repeat victims to non-repeat victims there is very little difference in terms of leaving the home vacant either during the week or on weekends.

TABLE 2.3: FACTORS IN REPEAT VICTIMISATION—housing type¹ and household income²

	Burgled more than once		Burgled once only	
	<i>n</i>	%	<i>n</i>	%
<i>Housing Type¹</i>				
Single house	127	83	212	69
Duplex	10	7	11	4
Villa or townhouse – One storey	14	9	54	18
Villa or townhouse – Two storeys	–	–	19	6
Unit or Apartment – Two storeys or higher	2	1	13	4
(Total)	(153)	(100)	(309)	(100)
<i>Home Left Vacant</i>				
Weekday or Weekday evenings	96	64	196	64
Weekends	34	25	69	25
<i>Income</i>				
\$0–\$15000	14	10	30	10
\$15000–\$30000	14	10	26	9
\$30001–\$45000	9	6	33	11
\$45001–\$60000	21	14	38	13
\$60001–\$75000	30	20	49	16
\$75001–\$90000	15	10	32	11
\$90000+	45	30	91	30
(Total)	(148)	(100)	(299)	(100)

¹Statistically significant difference at $p < 0.05$

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

The distributions across income range, as seen in Table 2.3, show virtually no difference in total household income between repeat victims and non-repeat victims.

Summary

In summary just less than half of the sample report being the victim of a repeat burglary, however this drops to around one-third when examining whether the repeat incident occurred at the same dwelling. Where the repeat incident has occurred at the same dwelling there seems to be a bimodal distribution, with around a third of the sample having experienced the repeat incident within three months and almost half experiencing the repeat incident more than 12 months later.

There seem to be few socio-demographic factors associated with repeat victimisation. Housing type seems to be the only significant factor, with victims from single houses being more likely to report being burgled more than once.

Section 3: Victimization—Most Recent Incident

A range of questions was asked about the most recent incident of burglary, including details of the circumstances in which it occurred and the kinds of goods stolen.

Person At Home During Burglary

Residential burglary is less likely to occur at a time when the owner or occupant of a dwelling is at home. Table 3.1 illustrates that only 16 per cent of victims reported that someone was home at the time of the most recent burglary or attempted burglary. A further five per cent of victims reported that they arrived home while the perpetrator was still in the dwelling. Some caution must be applied to the interpretation of this data. As discussed in the technical appendix A, it is possible that incidents in which the

victim confronted the intruder may have been reported and recorded as a more serious offence. Therefore, the total number of incidents where the owner/occupant was at home during the incident may not accurately represent the number of such incidents that occurred within the collection period.

TABLE 3.1: PERSON HOME DURING INCIDENT

	<i>n</i>	%
<i>Someone home when being burgled</i>		
Someone was home	77	16
Someone arrived home	25	5

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Neighbourhood Burglary

Just less than three-quarters (72 per cent) of victims of residential burglary were able to provide information about their immediate neighbours' experiences of burglary; only one-third were able to provide information about non-immediate neighbours. Of those who were able to report on neighbourhood burglary, 19 per cent reported that their immediate neighbour/s were burgled on the same day or within the same week as the respondent's own home. Of the one-third who knew about non-immediate neighbours, 59 per cent reported that they had been burgled within this time period.

TABLE 3.2: NEIGHBOURHOOD BURGLARY

	<i>n</i>	%
<i>Knowledge of neighbourhood burglary</i>		
Immediate neighbours	346	72
Non-immediate neighbours	158	33
<i>Neighbourhood burglary¹</i>		
Immediate neighbours	66	19
Non-immediate neighbours	93	59

¹Base=victims who said they knew yes or no.

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Intruder Access and Damage

More than half (58 per cent) of the respondents to this survey reported that the main access point to their home was by a window. Thirty-seven per cent reported that the burglar accessed their home through a door and less than one per cent stated that access was gained through the ceiling or roof. Of those victims who reported that access was gained through a window, 49 per cent failed to provide any further information. Twenty-one per cent stated that access was through the bedroom window and a further 11 per cent reported the bathroom window was the main entry point to their home.

Just less than three-quarters of victims (71 per cent) reported that some form of damage was caused to their home or contents during the most recent incident of burglary or attempted burglary in the ACT. Of these, the most frequently reported damage was of a window (68 per cent) followed by a door (37 per cent). The distributions suggest that damage to the home, when reported in this survey, was most likely to have been the result of the intruder entering (or exiting) the dwelling. Only 24 per cent reported damage to the home contents, suggesting that in less than one quarter of cases damage was caused by the intruder while collecting or searching for items to be stolen.

TABLE 3.3: INTRUDER ACCESS AND DAMAGE

	<i>n</i>	%
<i>Entry point</i>		
Window	273	58
Door	171	37
Roof/ ceiling	4	1
Other	12	3
Not known	8	2
(Total)	(468)	(100)
<i>Where entry was window:</i>		
Bedroom	57	21
Kitchen	21	8
Family/ living	18	7
Bathroom	29	11
Laundry	16	6
Garage	1	—
Unspecified	131	48
(Total)	(273)	(100)
<i>Damage during burglary</i>	341	71
<i>Of those reporting damage:</i>		
Damaged window	231	68
Damaged door	127	37
Damaged contents	83	24

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Items Stolen

Seventeen per cent of respondents reported that no goods were taken from their home during the most recent incident. Table 3.4 breaks down the number of items stolen into four distinct categories. It shows that 21 per cent of victims reported only one item was stolen from their home. A greater number of victims (40 per cent) reported that between two and five items were taken—a number that decreases as the number of items increases beyond five.

TABLE 3.4: GOODS STOLEN—NUMBER STOLEN IN INCIDENT

	<i>n</i>	%
<i>Number of items stolen</i>		
Nothing	81	17
One only	102	21
Between 2 and 5	192	40
Between 6 and 7	86	18
8 or more	15	3
(Total)	(476)	(100)

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Table 3.5 illustrates the breakdowns in the type of goods stolen as reported by the respondent. The item reported as most frequently stolen was cash (52 per cent of victims), followed by jewellery (40 per cent). Only one respondent reported that a firearm was stolen from their residence during the most recent incident, while 39 victims (10 per cent) reported that food, cigarettes or alcohol were stolen.

TABLE 3.5: GOODS STOLEN FROM RESPONDENT REPORTING STOLEN GOODS

	<i>n</i>	%
Guns	1	0.3
Travel documents (VISA/passport)	3	1
Medications	4	1
Car/ motorcycle	5	1
Garden tool	9	2
Credit cards	10	3
Handbags/ briefcase	14	4
Bicycles	15	4
Trade tool	22	6
Wallet	23	6
Sporting equipment	23	6
Clothing	32	8
Mobile phone/ acc	38	10
Food/Alcohol/ cigarettes	39	10
Stereo	41	10
Toys/ game consoles	47	12
Television	49	12
Computer	56	14
Luggage	57	14
Camera	79	20
CDs/Video/DVDs	96	24
Video/DVD player	99	25
Jewellery	158	40
Cash	204	52

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Table 3.6 illustrates the type and frequency of goods stolen during the commission of the burglary. The breakdowns illustrated in this table provide insight into the most common or popular items stolen. For victims who reported only one item being stolen, the most common was cash (42 per cent), followed by jewellery (11 per cent). Large bulky items were much less likely to be taken in these instances. Similarly, for incidents where the reported number of goods stolen was between two and four, the most popular item was cash (50 per cent), followed again by jewellery (41 per cent). In these incidents larger items such as video players (23 per cent) and accessories had become more frequently stolen.

TABLE 3.6: GOODS STOLEN—FOUR MOST FREQUENTLY STOLEN ITEMS

	<i>One item only</i>		<i>Between 2 and 4 items</i>	
	<i>n</i>	%	<i>n</i>	%
Cash	43	42	96	50
Jewellery	11	11	79	41
Video/DVD Player	2	2	45	23
CDs/Video/DVDs	3	3	33	17

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Summary

In the most recent incident few victims were at home at the time of the burglary—one-fifth reported either being at home or arriving home during the burglary. It is possible that this is an underestimate given that some incidents may have been recorded as

more serious crimes and therefore may not have come under the scope of the survey. Victims were more likely to know about immediate neighbourhood burglary than about burglary in the broader area. Almost one-fifth who knew about their neighbour's circumstances reported that they had also been burgled either on the same day or within a week.

The major entry point to the house was a window, followed by a door. Of those victims who reported where the entry occurred, it was most likely to have been either via the bedroom or the bathroom. Burglars were most likely to take cash followed by jewellery. Where burglars took more than two items they were likely to supplement cash and jewellery with smaller electrical items such as videos, DVD players and CDs.

Section 4: Police Response

The survey asked victims about police response to the incident and their satisfaction with police service. This section reports on these questions.

The Police Response

Table 4.1 demonstrates the police response as reported by the victims of burglary in the ACT. More than 85 per cent of victims stated that the police visited their home on the same day that they reported the burglary or attempted burglary.

Of those cases where the police arrived at the victim's house, 95 per cent reported that the police provided them with a calling card that included the officer's details on it. The data show that the police, on approximately eight per cent of occasions, provided further information including a leaflet about burglary and victim support services. This trend might be influenced by a number of factors, most important of which is the burglary prevention information package that this survey was delivered in. It is possible that the attending officer/s did not provide leaflets as they were already being mailed to the victim in the post-incident information pack.

TABLE 4.1: SITUATION SPECIFIC DETAILS

	<i>n</i>	%
<i>Police response to incident</i>		
Police visited home within the same day	420	88
Police visited home the next day or later	21	4
Police only took my phone call to report the crime	22	5
Other	17	4
Total	480	100
<i>Information received</i>		
A police calling card with the officers details	409	95
Leaflet about burglary	29	9
A leaflet/ card about victim support services	25	8
A leaflet/ card about CLASP	24	7

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

The Police Response—Prevention Information

Table 4.2 reports the extent to which the attending police officer provided prevention information to the respondent, and to what extent the respondent acted on the advice of the police. Half of the sample (51 per cent) stated that the police provided prevention information to them when attending their home. Of those victims who received

prevention information from the police, the most frequently provided information was to install locks/deadlocks (39 per cent). This was followed by a further 36 per cent who stated that the advice they received was to install an alarm system. Only two per cent of those victims who received prevention advice were advised to purchase a dog.

Of those victims reporting that they had received prevention advice from the police, 45 per cent stated that they fully acted on that advice, 35 per cent had only partly acted, while 19 per cent did not act on that advice. A further breakdown in this table demonstrates the reasons given by victims who did not fully act on police advice. Forty-six per cent stated that the advice was not practical or affordable. Thirty-eight per cent reported that they were currently pursuing the advice, but had not yet acted on it.

TABLE 4.2: PREVENTION INFORMATION PROVIDED

	<i>n</i>	%
<i>Prevention information provided by police</i>	238	51
<i>Of those who received prevention advice (n=225):</i>		
Install locks/ deadlocks	87	39
Install alarm system	81	36
Utilise current security	40	18
Reduce vegetation	15	7
Install security door	19	8
Keep a pet dog	5	2
<i>Acted on that advice</i>		
Yes, fully	105	45
Yes, partly	82	35
No	45	19
<i>Reason for not fully acting on police advice</i>		
Advice not practical/ affordable	55	46
Currently pursuing	45	38

Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002 [computer file]

Factors in Prevention Advice

Table 4.3 illustrates potential demographic factors that may influence whether or not a victim of residential burglary receives prevention advice and/or acts on that advice. Fifty-six per cent of the male sample reported receiving prevention information from the attending police officer, compared to 47 per cent of females. This difference was significant and indicates that the attending officer/s more readily provided information to men than women. Further analysis indicated little difference between persons under 45 and persons 45 and over.

Significant differences for those who acted and did not act on the prevention advice of the police also appear when further analysis is undertaken of the data:

- Males were significantly more likely to report having fully acted on police advice, when compared to females.
- Females were more likely to report partly acting on police advice. This is also the case for victims under the age of 45.

- Victims with tertiary qualifications were more likely to report receiving prevention information from the police when compared to victims without tertiary qualifications. Interestingly, tertiary-educated victims were more likely to report that they had not acted on the police advice. These differences were statistically significant.
- No significant difference was found when comparing across income ranges.

TABLE 4.3: FACTORS IN THE PREVENTION ADVICE (COLUMN PERCENTAGES)

	Sex ¹		Age	
	Male	Female	Under 45	45 or over
Prevention information provided by police	56 ¹	47	51	51
Acted on that advice ²				
Yes, fully	54	37	42	50
Yes, partly	24	46	41	29
No	22	17	18	22
(Total)	(100)	(100)	(100)	(100)
	Housing Status		Educational Attainment ¹	
	Rental	Non-rental	Completed university	Not completed university
Prevention information provided by police	50	52	57 ¹	44
Acted on that advice ²				
Yes, fully	46	45	44	47
Yes, partly	34	36	32	41
No	20	19	25	12
(Total)	(100)	(100)	(100)	(100)

¹Statistically significant difference at $p < 0.05$

²Of those who received advice

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Satisfaction with Police Response

Table 4.4 reports the level of satisfaction with the services provided by the police as reported by respondents. More than half of the sample (58 per cent) was very satisfied with the services received from the police. A further 30 per cent stated that they were satisfied. Very few reported dissatisfaction, although eight per cent were neutral in their response.

When respondents were asked about their willingness to provide information to the police following the most recent burglary, 86 per cent stated that they would go out of their way to help the police. One per cent of the sample reported that they would prefer not to get involved.

TABLE 4.4: SATISFACTION WITH POLICE

	<i>n</i>	<i>%</i>
<i>Satisfaction Levels</i>		
Very satisfied	276	58
Satisfied	144	30
Neither satisfied or dissatisfied	40	8
Dissatisfied	11	2
Very dissatisfied	3	1
(Total)	(474)	(100)
<i>Willingness to help police</i>		
I'd go out of my way to help police	410	86
I'd only help them if I was asked to	61	13
I'd prefer not to get involved	4	1
(Total)	(475)	(100)

Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002 [computer file]

The reasons given by each respondent for their individual satisfaction or dissatisfaction varied and are presented in Table 4.5. It is important to note that victims could report more than one reason. Of those victims reporting that they were satisfied or very satisfied with the services of the police, 46 per cent reported that the police were professional and thorough in their investigation of the incident. Thirty-five per cent stated that the reason for their satisfaction was that the police arrived promptly. In terms of follow-up with the victim, few reported that this had happened and similarly few reported that their satisfaction was the result of having been provided with prevention information.

Of those victims who were neutral, dissatisfied or very dissatisfied with the services provided by the police, the majority (47 per cent) stated that the attending officers were not thorough or professional in their investigation and just over one-quarter reported that the police had been complacent in their response to the incident. Thirteen per cent stated that the police did not arrive promptly. Although the numbers are small, not providing feedback on the outcome of the investigation was more likely to be a factor in dissatisfaction rather than satisfaction.

It is possible that victims who were dissatisfied did not participate in the survey. Thus, it is important to note that our sample may reflect more "satisfied" customers.

TABLE 4.5: REASONS FOR SATISFACTION WITH POLICE

	<i>n</i>	%
<i>Reason for satisfaction (n=370)</i>		
Arrived promptly	130	35
Professional/ thorough in investigation	170	46
Outcomes conveyed to victim	15	4
Sympathetic to victim	97	26
Provided prevention information	25	7
<i>Reason for dissatisfaction (n=45)¹</i>		
Complacent with service	12	27
Did not arrive promptly	6	13
Were not thorough/ professional in investigation	21	47
Outcomes not conveyed to victim	5	11
Not sympathetic to victim	3	7
Unhappy with outcome	3	7

¹Base=Victims who reported being neutral to very dissatisfied.

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Factors of Satisfaction Indicators

Table 4.6 illustrates potential demographic factors that may influence whether or not a respondent was satisfied with the services provided by the police.

- Victims under the age of 45 were significantly less likely to report that they were very satisfied with the services provided by police.
- The same sample of victims (those under the age 45) was significantly more likely to report that they would only help the police if they were asked.
- No significant differences were found between persons who had been burgled more than once in their current dwelling and those who had not.
- No significant differences were found between income categories

TABLE 4.6: FACTORS IN SATISFACTION INDICATORS (COLUMN PERCENTAGES)

	Sex		Age ¹	
	Male	Female	Under 45	45 or over
<i>Satisfaction levels</i>				
Very satisfied	56	60	53	64
Satisfied	34	27	31	30
Neither satisfied or dissatisfied	8	9	12	5
Dissatisfied	2	3	3	1
Very dissatisfied	–	1	1	–
(Total)	(100)	(100)	(100)	(100)
<i>Willingness to help police</i>				
I'd go out of my way to help police	85	87	83	90
I'd only help them if I was asked to	13	13	16	10
I'd prefer not to get involved	2	–	1	–
(Total)	(100)	(100)	(100)	(100)

¹Statistically significant difference at $p < 0.05$

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Summary

In summary, half of the victims reported that they were given prevention advice, although women were less likely to report receiving such information than males. Just under half had acted on that advice and a further one-third had partially acted on the advice. Of those who had not fully acted on the advice, under half said that affordability or practicality were the main reasons for inaction.

The data indicate that among this group of victims there were high levels of satisfaction that seem to be primarily associated with response time, being professional and thorough, and showing sympathy with the victim. Of those reporting neutral or negative feelings toward the police, lack of thoroughness and complacency with service were the most commonly cited reasons for dissatisfaction.

In terms of socio-demographic factors, women were less likely to report being given prevention advice and they were also less likely to report having fully acted on that advice. Although victims aged under 45 years were no more or less likely to receive prevention advice, they were more likely to report only partially acting on the advice, were significantly less likely to be satisfied and were less likely to go out of their way to assist the police.

Section 5: Burglary Prevention

One of the key aims of this survey was to understand preventative action taken by victims of burglary. This section of the chapter examines this issue.

Actions Taken

Table 5.1 illustrates the crime prevention initiatives undertaken by victims of residential burglary. In terms of the possible prevention-type activities, there was considerable variation in the proportions that reported having already implemented such action. The two things that are most likely to have been undertaken prior to the victimisation were the installation of deadlocks on doors and asking neighbours to keep an eye on the house when away. The two things least likely to have been done were the installation of burglar alarms (nine per cent) and attending Neighbourhood Watch meetings (three per cent).

In response to the most recent incident, victims were most likely to report that they installed deadlocks on windows and doors, installed a burglar alarm and asked neighbours to watch the house when away. Virtually none of the victims said that they had purchased a dog or attended Neighbourhood Watch meetings. The three activities that were most likely to be planned in the next six months included putting identification marks on household property, installing an alarm, and improving outside lighting.

In terms of being definite about not undertaking a particular crime prevention activity, attending Neighbourhood Watch meetings (76 per cent) and purchasing a dog (66 per cent) were top of the list. Just over half of the victims did not plan to install a burglar alarm.

TABLE 5.1: PREVENTION (ROW PERCENTAGES)

	<i>I had already done this</i>	<i>I did this after the incident</i>	<i>I plan to do this in the next 6 months</i>	<i>I do not plan to do this</i>	<i>Total</i>
Install burglary alarms	9	14	25	52	100
Cutting vegetation and plants obscuring the home	41	6	13	40	100
Install deadlocks on the doors	65	12	12	10	100
Install deadlocks on the windows	40	15	18	27	100
Talk to the neighbours when I am going to be away and ask them to watch my home	62	13	15	11	100
Improve outside night lighting	50	6	22	22	100
Purchase dog	29	1	5	66	100
Attend Neighbourhood Watch meetings	3	1	20	76	100
Putting identification marks on household property	18	8	47	27	100

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Factors in Victim-based Prevention

What distinguishes those who had already undertaken a crime prevention activity from those who had not? A number of differences were found in terms of socio-demographic factors. These were:

- Victims who lived in single houses were significantly more likely than victims in other types of housing to have reduced vegetation, improved night lighting and asked their neighbours to watch their home prior to the most recent incident of residential burglary.
- Victims living in rental accommodation were significantly less likely to have completed any of the prevention methods listed in Table 5.2, when compared to victims who live in non-rental properties.
- Very little difference was found between persons reporting a combined annual household income of \$60,000 or less and those above \$60,000, other than those on less than \$60,000 being less likely to have installed deadlocks on the windows.
- Repeat victims of residential burglary were more likely to have installed burglar alarms prior to the most recent incident.

TABLE 5.2: FACTORS IN VICTIM-BASED PREVENTION (COLUMN PERCENTAGES)

	Housing Type		Housing Status	
	Single house	Other	Rental	Not rental ¹
<i>Had done this prior</i>				
Install alarm	9	8	5	11
Reduced vegetation	44 ¹	32	32	44
Install deadlocks on doors	68	59	57	69
Install deadlocks on windows	40	39	33	43
Improve outside night lighting	53 ¹	42	35	56
Talk to neighbours before going away	66 ¹	52	41	71
	Income		Victimisation	
	\$60000 or less	\$60000+	Burgled more than once	Burgled once only
<i>Had done this prior</i>				
Install alarm	9	9	14 ¹	7
Reduced vegetation	40	41	41	39
Install deadlocks on doors	64	66	65	67
Install deadlocks on windows	33	44 ¹	44	39
Improve outside night lighting	46	51	44	53
Talk to neighbours before going away	59	63	68	58

¹Statistically significant difference at $p < 0.05$

Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002 [computer file]

Table 5.3 compares post-incident decisions to implement various forms of prevention methods by age of the victim and the household income. The comparisons were between those victims who reported that they planned not to undertake a prevention method verses those who reported that they had either done it or planned to do it in the next six months. Significant differences were found among some of the key demographics. These included:

- Respondents reporting a combined household income of less than \$60,000 per year were less likely to plan installing burglar alarms.
- Respondents living in a villa, townhouse or apartment were less likely to install burglar alarms, reduce vegetation, and improve outside night lighting as a result of the most recent incident.
- Victims living in rental accommodation were less likely to report that they planned to install burglar alarms.
- There were no significant differences by gender or education status.

TABLE 5.3: FACTORS IN VICTIM-BASED PREVENTION— (%)

	Age		Income	
	Under 45	45 or older	\$60000 or less	\$60000+
<i>Plan not to do this²</i>				
Install alarm	55	59	70 ¹	49
Reduce vegetation	70	63	67	67
Install deadlocks on doors	28	32	30	29
Install deadlocks on windows	48	43	42	49
Improve outside night lighting	43	43	43	43
Talk to neighbours before going away	28	27	28	26
	Housing Type		Housing Status	
	Single house	Other	Rental	Not rental
<i>Plan not to do this²</i>				
Install alarm	52	69 ¹	76 ¹	48
Reduce vegetation	63	78 ¹	70	66
Install deadlocks on doors	30	29	38	25
Install deadlocks on windows	47	41	52	42
Improve outside night lighting	38	54 ¹	51	38
Talk to neighbours before going away	28	26	29	26

¹Statistically significant difference at $p < 0.05$

²Excluding persons having already done it.

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Reasons for Prevention

The most popular reason given for undertaking any form of crime prevention method was a general belief in the deterrence/prevention effectiveness of the strategy. The second most popular reason was simply in reaction to the most recent incident. Few people said that their crime prevention strategy was based on advice from police, the Community Liaison & Safety Advisory Project (CLASP), family/friends or insurance companies.

When looking at a specific crime prevention strategy the reasons mirrored the general distribution. In other words, people's strategies were not differentially affected by their reason. For both burglar alarms and deadlocks the two most common reasons were a belief in their general deterrence/prevention effectiveness and a response to the burglary incident.

TABLE 5.4: REASONS FOR CHOOSING PREVENTION METHOD

	<i>n</i>	%
Advice from police	26	8
Advice from CLASP	4	1
Advice from family/ friends	5	2
Advice from insurance company	6	2
General deterrence/ prevention	125	39
Peace of mind	14	4
Response to most recent incident	65	20
<i>Of victims installing burglar alarms (n = 131)¹</i>		
Advice from police	11	8
Advice from family/ friends	3	2
Response to most recent incident	23	18
General deterrence/ prevention	54	41
<i>Of victims installing deadlocks on windows or doors (n = 139)¹</i>		
Advice from police	12	9
Advice from family/ friends	1	1
Response to most recent incident	27	19
General deterrence/ prevention	59	42

¹Include people who have installed after the last incident or plan to install within the next six months.

Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002 [computer file]

Services Contacted

Table 5.5 demonstrates the variety of services that victims of residential burglary make contact with. The service most frequently contacted by these victims was an insurance company (67 per cent) followed by a window repair service (46 per cent). Two per cent of victims chose to contact a counsellor about their experiences and another three per cent contacted their doctor.

The services provided by CLASP were explained briefly to the victims and they were asked whether or not they had heard of such a service. Twenty-six per cent of the victims reported hearing of CLASP, however only four per cent had received a visit from CLASP prior to the most recent incident. Of those victims not having previously heard of CLASP, 46 per cent stated that they would be willing to receive contact from them.

TABLE 5.5: POST-BURGLARY ACTIONS—CLASP AND OTHER SERVICES

	n	%
Heard of CLASP	124	26
Been directly offered the service by someone from CLASP	33	7
Received a visit from CLASP	20	4
Received a Security Hardware Subsidy Voucher	15	3
<i>Of victims not previously heard of CLASP (n=333)</i>		
Willingness to be contacted by CLASP	152	46
Services contacted after the most recent incident (n=479)		
Window repair service	221	46
Locksmith	127	27
Insurance company	323	67
A bank or finance loan company	34	7
A retailer to replace stolen items	139	29
A lawyer	9	2
My doctor	16	3
A counsellor	10	2

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Factors in Post-burglary Actions

Table 5.6 breaks down the factors that may influence the type of services contacted by victims as a result of the most recent burglary or attempted burglary. The comparison across groups indicates the following significant factors:

- Repeat victims (that is, those victims burgled more than once in the dwelling where they now live) were significantly less likely to contact an insurance company after the most recent incident of residential burglary.
- Victims whose combined annual household income is more than \$60,000 were more likely to contact an insurance company as a result of the most recent incident.
- Victims whose combined annual household income was more than \$60,000 were more likely to contact a retailer to replace stolen items as a result of the most recent incident.

TABLE 5.6: FACTORS IN POST-BURGLARY ACTIONS—DEMOGRAPHIC (COLUMN PERCENTAGES)

	Victimisation		Income	
	Burgled more than once	Burgled once only	\$60000 or less	\$60000+
Services contacted after the most recent incident				
Window repair service	43	48	43	48
Locksmith	28	27	24	29
Insurance company	60	71 ¹	58	74 ¹
A bank or finance loan company	8	7	6	8
A retailer to replace stolen items	30	29	19	37 ¹

¹Statistically significant difference at $p < 0.05$

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Summary

In terms of strategies to prevent burglaries, a sizeable proportion of victims had already undertaken some form of prevention method, be it the installation of deadlocks, talking to neighbours when going away, improving outside light or reducing vegetation around the house. For those who had not undertaken these activities, they had either already implemented or planned to implement such strategies within the next six months. The exception was reducing vegetation.

Financial resources impact on the capacity to implement certain strategies such as burglar alarms. As a result, half the victims had no intention of installing such systems. The other strategies that victims were least likely to implement were purchasing a dog or attending Neighbourhood Watch meetings.

In addition to financial resources, housing status also affects crime prevention activities around the home. Those not in rental accommodation and living in single houses were more likely to have already put in place a number of prevention strategies.

The two most important reasons for undertaking prevention strategies were a belief in the general deterrence/prevention aspects of the chosen strategy and simply a response to the most recent incident. Advice from police, family/friends, insurance companies and CLASP played a very minor role. More specifically, only one-quarter of the victims had heard of CLASP. Of those who had not heard of the service, just under half would be willing to be contacted by CLASP.

Section 6: Impact of Burglary

This section of the chapter focuses on the impact of the burglary, both psychologically and financially.

Individual and Family Impact

Table 6.1 illustrates the self-reported financial impact of the most recent incident of burglary or attempted burglary. Twenty-six per cent of victims stated that they suffered minimal or no loss as a result of the most recent incident. Thirty-eight per cent reported that the financial impact suffered was the result of lost items or stolen goods, 22 per cent indicated it was the purchase of new items or the repair of items, while 14 per cent reported the financial impact took the form of an insurance claim. The financial impact on victims' families was not as great—there was more reporting of minimal or no impact (39 per cent). However, where impact was felt, it mirrored the impact felt by individual victims (with the largest being loss of cash/goods).

TABLE 6.1: FINANCIAL IMPACT

	<i>n</i>	%
<i>Financial impact – Victim</i>		
Loss of cash / goods	131	38
Insurance claim	47	14
Purchase of new/ repair items damaged or stolen	75	22
Minimal/ no impact	89	26
(Total)	(342)	(100)
<i>Financial impact – Victim's family</i>		
Loss of cash / goods	50	30
Insurance claim	13	8
Purchase of new/ repair items damaged or stolen	39	24
Minimal/ no impact	64	39
(Total)	(166)	(100)

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Victims were also asked to describe the emotional impact of the most recent burglary. Table 6.2 shows that that 31 per cent stated the most recent incident had left them feeling unsettled and invaded. Another 30 per cent were fearful of future burglary or personal safety. Fourteen per cent stated that the impact was minimal. Fear of burglary and feelings of invasion and being unsettled were also the most commonly reported emotional impacts by victims' families.

TABLE 6.2: EMOTIONAL IMPACT

	<i>n</i>	%
<i>Emotional impact – Victim</i>		
Fearful of future burglary/ personal safety	101	30
Feeling of invasion / unsettled	103	31
Anger at perpetrator	46	14
Loss of personal effects / memorabilia	33	10
Event associated trauma	6	2
Minimal / no impact	45	14
(Total)	(334)	(100)
<i>Emotional impact – Victim's family</i>		
Fearful of future burglary/ personal safety	52	31
Feeling of invasion / unsettled	43	26
Anger at perpetrator	13	8
Loss of personal effects / memorabilia	21	13
Event associated trauma	4	2
Minimal / no impact	33	20
(Total)	(166)	(100)

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Factors in Emotional Impact

Table 6.3 illustrates that demographic differences may influence the type of emotional impact reported by victims as a result of the most recent burglary or attempted burglary. The comparison across groups found:

- Female victims were significantly more likely to report that as a result of the most recent incident they felt fearful of a future burglary and for their own personal safety.

- Male victims were more likely to report that the most recent incident had little or no impact on their emotional state.
- There was no statistically significant difference between age groups, or among victims who had been burgled more than once in their current dwelling.

TABLE 6.3: FACTORS IN EMOTIONAL IMPACT—DEMOGRAPHIC (COLUMN PERCENTAGES)

	Sex ¹		Age	
	Male	Female	Under 45	45 and over
<i>Emotional impact – respondent</i>				
Fearful of future burglary/ personal safety	21	37	33	26
Feeling of invasion / unsettled	27	34	30	32
Anger at perpetrator	17	11	12	15
Minimal / no impact	21	8	13	15

¹Statistically significant difference at $p < 0.05$

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Behaviour Changes

Table 6.4 illustrates victims' responses to residential burglary. Sixty-seven per cent of the total sample stated that they had changed their behaviour since the most recent burglary or attempted burglary. The most prominent behaviour change (73 per cent of sample) was in regards to home security or burglary prevention. An example of this might include people stating that they had changed their house-locking patterns. A further 17 per cent stated that they had changed their daily movement. A common response from most victims within this category was that they made their individual departure and arrival times irregular.

This table also shows that the number of victims seeking counselling from victims of crime support services was minimal ($n=3$, one per cent). Of the majority who did not seek support from such a service, 74 per cent believed that they did not need it. A further 13 per cent stated that they were not aware that such a service existed.

When asked if they would be happy to receive contact from a victims of crime support service, just over 19 per cent reported that they would, while over 30 per cent said that they would not.

It is important to note that further analysis of this data found no significant differences in behaviour change among the key demographic variables of age, sex, burgled more than once, and income.

TABLE 6.4: BEHAVIOUR CHANGE AND VICTIM SERVICES

	<i>n</i>	%
<i>Changed behaviour or routine since most recent burglary</i>	316	67
<i>Of those who changed their behaviour:</i>		
Home security/ prevention	220	73
Changed daily movement	52	17
Cautious of other people	29	10
(Total)	(301)	(100)
<i>Contact victims support service</i>	3	1
<i>Of those not contacting – Reason</i>		
Not needed	290	76
Did not know about the services	52	14
Supported by family/ friends	33	9
Police contact was adequate	2	1
Thinking about contacting them	3	1
(Total)	(380)	(100)
<i>Willingness to be contacted by Victims of Crime Service</i>		
Yes	87	19
No	142	31
Unsure	228	50
(Total)	(457)	(100)

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Summary

A majority of victims reported financial and emotional impacts from the most recent burglary. Only 14 per cent reported minimal or no emotional impact on themselves with 20 per cent reporting this to be the case for their family. In regard to financial impacts, around a quarter (26 per cent) of individual victims and 39 per cent family victims said there was minimal or no impact. Somewhat surprisingly there was little difference between ages, although women were more likely to report being fearful. Emotional impact was also not statistically higher for those who had been repeat victims.

There were substantial impacts on behaviours or routines since the burglary, with two-thirds of victims reporting that they changed their behaviour particularly in regard to home security or prevention strategies. Seventeen per cent also reported changing their daily movements. Few victims reported contacting victim support services. Of those who did not, three-quarters reported that they did not need the service. However, 19 per cent said they were willing for victim support to contact them and another 50 per cent were unsure about contact.

Section 7: Community Attitudes to Sentencing

This section reports on victims' attitudes to sentencing.

Sentencing Opinions

Victims were asked which sentencing option they thought was appropriate for the following scenario:

People have different ideas about the sentences, which should be given to offenders. Take for instance the case of a man who is 21 years old and is found

guilty of housebreaking and burglary for the second time. This time he has taken a colour TV. Which of the following sentences do you consider the most appropriate for such a case?⁴⁷

The most common sentencing option was community service (37 per cent) followed by prison (31 per cent). Few victims supported a fine (four per cent) or suspended sentence (11 per cent). Almost one in 10 victims however said that they did not know. Similar patterns were found regardless of repeat victimisation status.

TABLE 7.1: SENTENCING OPINIONS

	<i>n</i>	%
<i>Fine</i>	18	4
<i>Prison</i>	147	31
<i>Community service</i>	176	37
<i>Suspended sentence</i>	53	11
<i>Any other sentence</i>	44	9
<i>Don't know</i>	35	7
<i>(Total)</i>	<i>(473)</i>	<i>(100)</i>
<i>Of prison¹ – length of sentence</i>		
Don't know	4	3
1 month or less	7	5
Between 2 to 6 months	37	25
More than 6 months, but less than 12 months	39	27
1 year	19	13
2 years	12	8
3 years	7	5
4 years	1	1
5 years	9	6
Between 6 and 10 years	5	3
Between 16 to 20 years	1	1
More than 25 years	1	1
Life sentence	1	1
Other	3	2
<i>(Total)</i>	<i>(146)</i>	<i>(100)</i>

¹Of those victims who stated prison as the sentence option.

Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002 [computer file]

Victims whose preferred sentencing option was prison were asked what length of sentence they thought would be appropriate. While the distribution was spread throughout the 16 categories provided, the most popular sentencing option was “more than six months but less than 12 months” (27 per cent) followed by a sentence of “between two and six months” (25 per cent). This accounted for half of those who preferred prison as the sentencing option. The next most commonly preferred sentences were one year, two years or three years (these three options accounted for approximately a quarter of the sample—26 per cent).

⁴⁷ This question directly replicates that asked of respondents in the 2000 International Crime Victimisation Survey (Ministry of Justice, The Netherlands).

Factors in Sentencing Opinions

Table 7.2 examines socio-demographic differences by the type of preferred sentence in response to the scenario provided. Significant differences were found between sex, education and income, and preferred sentence. The key findings are:

- Female victims were significantly less likely to report prison and more likely to report community service as the preferred sentencing option.
- Victims who had completed university or had higher degrees were less likely to approve of more serious sentences such as prison, when compared to those victims without a university qualification.
- Victims reporting that their combined annual household income was \$60,000 or less were not as likely to choose community service orders as the preferred sentence option when compared to respondents with a combined household income of more than \$60,000.
- No significant differences were found when comparing among age groups and repeat victimisation.

TABLE 7.2: SENTENCING OPTIONS BY KEY DEMOGRAPHIC CHARACTERISTICS (COLUMN PERCENTAGES)

	Sex ¹		Age	
	Male	Female	Under 45	45 and over
Fine	4	4	3	5
Prison	37	27	32	30
Community service	28	45	38	37
Suspended sentence	14	9	11	12
Any other sentence	11	8	8	11
Don't know	7	8	9	6
(Total)	(100)	(100)	(100)	(100)
	Educational Attainment ¹		Income	
	Completed university	Not completed university	\$60000 or less	\$60000+
Fine	4	4	6	3
Prison	23	39	37	27
Community service	41	34	34	39
Suspended sentence	12	11	11	12
Any other sentence	12	7	7	11
Don't know	9	6	6	8
(Total)	(100)	(100)	(100)	(100)

¹Statistically significant difference at $p < 0.05$

Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002 [computer file]

Summary

Victims' attitudes toward sentencing indicate that around one-third favoured imprisonment. Of those who did not, the majority favoured community service or a suspended sentence. Few victims supported just a fine. Females and those with a university degree were more supportive of community service as a sentencing option. In terms of prison, over half favoured relatively short sentences of between two and 12 months.

Technical Appendix A: Methodology

The survey instrument was delivered by mail to each household that had reported an incident of residential burglary in the ACT within the collection period. The survey was included in an information pack that is routinely mailed to each household that reports burglary to the Australian Federal Police (AFP). This pack contains information about burglary prevention and victim of crime support services. A replied-paid envelope was also provided and each respondent was asked to forward the completed survey to the AFP.

An information hotline was established at the AFP. A group of trained volunteers was used to manage a call-back system. As part of this system, households that did not return the survey form within two weeks of original postage were contacted and reminded about the survey. The volunteers also offered to assist with completion of the survey over the phone. Forty-four victims were assisted with the completion of their survey.

Victims were assured that personal information would be held in the strictest confidence and that any information would be aggregated so that no individual could be identified.

TABLE A: SURVEY RESPONSE

	<i>n</i>	%
<i>Response:</i>		
Surveys delivered	875	100
Surveys returned	482	55
Surveys deemed insufficient for analysis	1	0.1
Total cases on file	481	55
<i>Of all surveys on file:</i>		
Survey completed over the phone	44	9

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]

Table A provides the response rate to this survey. Fifty-five per cent of all surveys distributed were completed, returned and used in this analysis. Only one survey (which was deemed by the AIC as providing insufficient data on key variables) was withdrawn from the final analysis.

Sampling

The survey instrument was to be completed by the person in the household, aged 16 years or over, who was next in line to have a birthday.

Collection Period

The first surveys were delivered on 23 September 2002 and the last survey was mailed on 9 December 2002.

Phone-back calls commenced on 3 October 2002.

Data Analysis

Auditing of analysis of the victims' survey data was undertaken by the Australian Institute of Criminology. A coding schema was developed alongside the survey instrument and appropriate codes were developed for open-ended questions.

Possible Data Limitations

The following points should be taken into consideration when interpreting the data provided in this report:

- Due to the methods employed for random sampling, the respondent who completed the survey may not have been the individual who had the most contact with police officers at the time of the most recent incident.
- Some victims, albeit a minority, failed to provide detailed information on incident-specific questions. This was the case in some circumstances where the respondent claimed to have sent a separate and detailed report to the AFP.
- The AFP may not have identified all reported incidents of burglary or attempted burglary during the collection period for the purposes of this survey. It has been indicated that surveys were mailed to all confirmed incidents of burglary. Unconfirmed incidents, or incidents that were inaccurately recorded by the attending officer did not receive a questionnaire.
- Victims reporting more than one burglary during the collection period would have received two or more surveys. The data are unable to indicate the number of surveys completed by an individual household.
- The number of questionnaires posted to potential victims was 875. The response, as indicated by the number of surveys returned to the AFP totalled 482. Without any information on non-victims it is difficult to determine whether this sample is biased on a number of key variables.

Technical Appendix B: Comparison of Survey and Population Data

Comparative data presented here have been extracted from the Australian Bureau of Statistics' (ABS) Census 2001 and a variety of ABS publications. There are certain differences between the key demographic characteristics of the ACT population (from the census) and the sample received for this study.

TABLE B: ACT POPULATION COMPARISON—AGE (%)

	ACT Population Comparison	
	Victims	ACT ¹
15 – 24	7	20
25 – 44	45	40
45 – 64	36	29
65 +	12	11
(Total)	(100)	(100)

¹Per centage of total not including persons 0–14 years.

Source: Australian Institute of Criminology, ACT Repeat Victimization of Residential Burglary 2002 [computer file]; Australian Bureau of Statistics 2002, Australian Capital Territory in Focus, ABS, Canberra.

TABLE C: ACT POPULATION COMPARISON—SEX (%)

	ACT Population Comparison	
	Victims	ACT
Male	44	49
Female	56	51
(Total)	(100)	(100)

Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002 [computer file]; Australian Bureau of Statistics 2002, Australian Capital Territory, Statistical Indicators, ABS, Canberra.

TABLE D: ACT POPULATION COMPARISON—EDUCATION (%)

	ACT Population Comparison	
	Victims	ACT
University	53.3	25.9 ¹
No university	46.7	74.2
(Total)	(100)	(100)

¹Sum of the per cent with higher degree and bachelors degree.

Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002 [computer file]; Australian Bureau of Statistics 2002, 2001 Census, Basic Community Profile and Snapshot, ABS, Canberra.

TABLE E: ACT POPULATION COMPARISON—HOUSING(%)

	ACT Population Comparison	
	Victims	ACT ¹
Single dwelling	73	76
Villa/ townhouse	24	13
Unit/ apartment	3	10
(Total)	(100)	(100)

¹Per centage of total not including unoccupied dwellings.

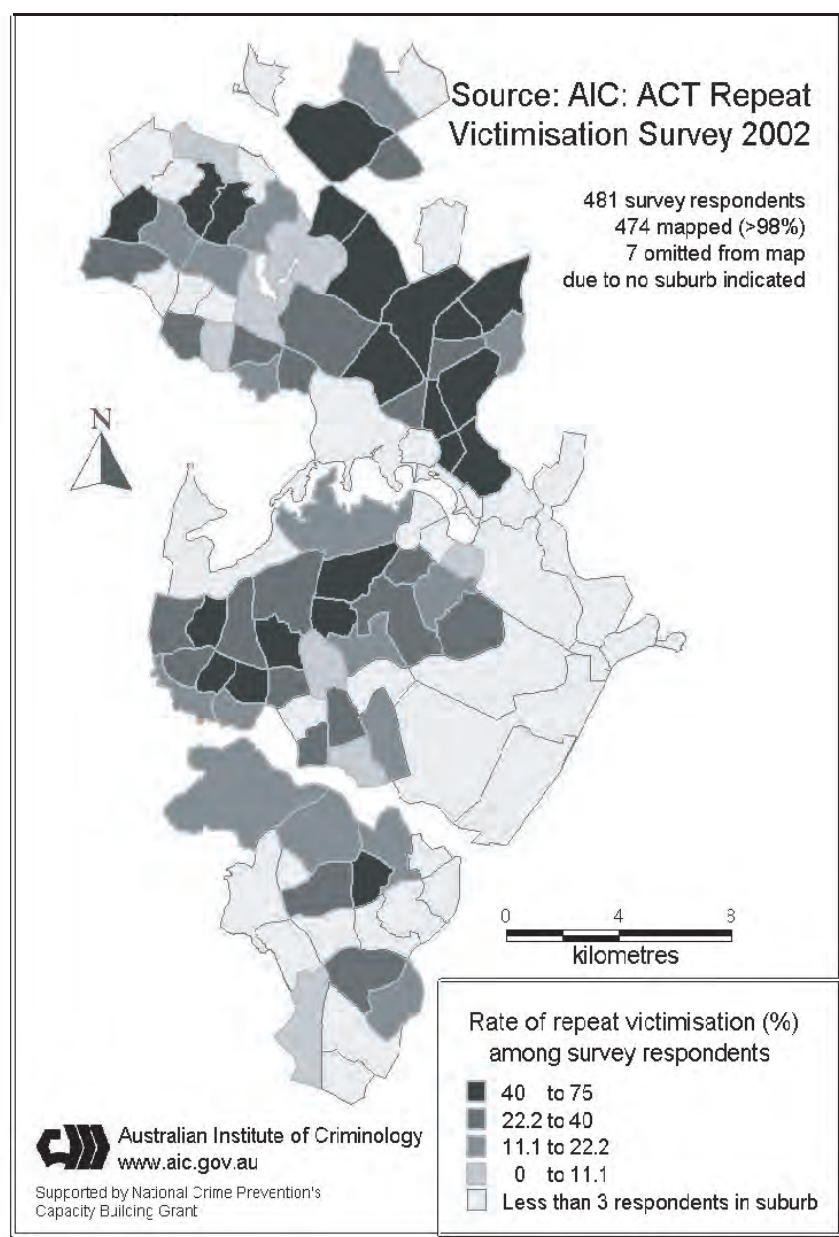
Source: Australian Institute of Criminology, ACT Repeat Victimisation of Residential Burglary 2002 [computer file]; Australian Bureau of Statistics 2002, Australian Capital Territory, Statistical Indicators, ABS, Canberra.

Technical Appendix C: Mapping Repeat Victimization

The map on the next page demonstrates the rate of repeat victimisation of residential burglary in the ACT. It presents the percentage of respondents from each suburb that reported being the victim of more than one residential burglary in the dwelling where they now live.

It is important to note that only those suburbs with four or more incidents of residential burglary were used in this map. Data for suburbs with less than four incidents of residential burglary are considered unreliable and have been indicated accordingly. This map shows that:

- suburbs clustered around major town centres such as Woden, Civic, Belconnen and Tuggeranong report high rates of repeat victimisation; and
- conversely, outer suburbs report lower rates of repeat victimisation.



Chapter 4: DISCUSSION AND CONCLUSIONS

This chapter expands the discussion on the findings of the Phase Two research undertaken by the AIC as reported in Chapter Three.

Conclusions are then drawn from these findings, from the implementation issues identified during Phase One of the Burglary Victim Response Project, and the findings of other ACT and Australian burglary reduction projects referred to in this report.

4.1 ACT Burglary Victim Research Findings

A comparative examination of the findings from the 2003 AIC survey and those from the 1999 MARS survey reveal many similarities and some differences (see Appendix D for detail).

The following summary notes similarities and identifies those areas where there were differences between the two surveys. Additional comments are made with respect to other relevant research.

Survey Sample

- primarily 'mid-life' respondents and predominately female.
- higher than average combined household income
- the AIC sample had mid to high levels of educational attainment

Issues: Neither survey is able to determine whether those who chose not to respond replicated or varied from the demographics of the respondent sample. Nor is either survey able to determine whether the characteristics of the respondent sample(s) were similar to the characteristics of victims of burglary as a whole. However, given the socio-economic demographics of those who did respond, an hypothesis for possible future investigation could be proposed along the lines that the households with a lower than average household income and low to mid-levels of educational attainment are *less* likely to respond to surveys, and are *less* likely to accept support interventions offered by police.

Housing Type

- predominately single dwelling homes
- the higher proportion of rental households in the AIC sample (31%) as opposed to the MARS sample (18%) reflects a different counting method

- Household Composition**
- over 40% of the victimised households included dependent children
 - from ¼ (AIC) to ½ (MARS) of victimised households contained only one adult

- Experience of Victimisation**
- over 50% of households were victimised only the once
 - 1/3 were victimised two or three times

Timelag

there was a bi-modal distribution for repeat victimisation being under 4 weeks or over 1-5 years (see p71 that explains a different method of analysis between the MARS study and that of the AIC.

- Factors to Repeat Victimisation**
- demographic features related to age, gender, income level or rental status did not feature as factors in repeat victimisation
 - whether the property was a single dwelling and whether it was left vacant for long periods were factors in repeat victimisation

Issues the daytime nature of residential burglary is confirmed in both the Ratcliffe⁴⁸ and in the ACT stolen property market research⁴⁹.

The ABS recorded crime data⁵⁰ and the AIC analysis of the ABS survey data⁵¹ suggest that single parent households, households where residents live less routine lifestyles and households on low incomes are more at risk from repeat victimisation. This is not clearly replicated in the ACT sample. In the UK, single parent households are 4 times more likely than the national average to be burgled.⁵²

'At risk' areas appear to be confirmed as areas with concentrations of public rental housing and with low income and low levels of educational attainment.⁵³

- Current Burglary**
- about 15-16% of victims were at home when the burglary took place.
 - 2/3 of households knew their immediate neighbours
 - of those known immediate and non-immediate neighbours it was known that just over half had had a recent experience of burglary.
 - 58% of burglars gained access through a window (the next most likely point of entry was through a door).
 - The most likely items to be stolen were cash, jewellery and video/DVD players.

Issues The evaluation of the demonstration burglary prevention projects in South Australia and Queensland⁵⁴ and the results of this AIC survey suggest that it is more

effective to encourage a victimised household to contact near neighbours rather than rely on police to make the contact. The preferences for small items noted in the in the ACT stolen property market research⁵⁵ is replicated in the AIC survey.

**Satisfaction
with Police
by**

- between 82-88% of victimised households were attended police on the day the report was made.
- between 84-88% of victimised households were satisfied or very satisfied with police response⁵⁶
- between 86-88% of respondents would go out of their way to help police in future.
- People who were satisfied and people who were dissatisfied commented that it was because of the thoroughness and professionalism of the investigation (or not).

Prevention Advice

- Just over 1/2 of victimised households said that police did provide some prevention advice
- the prevention advice given was more likely to suggest better locks or deadlocks
- the next most likely suggestion was to install an alarm

Victim Response

- 45% of burglary victims who received prevention advice from police acted fully on it,
- 35% of burglary victims who received prevention advice from police acted partly on it
- 80% of burglary victims who received prevention advice from police acted on it ⁵⁷

Victim Action

- prior to victimisation respondents were likely to have installed deadlocks on their doors and have spoken with neighbours prior to going away.
- after the most recent burglary victims were more likely to put deadlocks on windows, then next likely to install a burglar alarm, and finally to talk with neighbours before going away.
- Households were least likely to attend Neighbourhood Watch meetings or to purchase a dog as a prevention action either prior to or following their experience of burglary.

Issues: Offenders claimed in the ACT stolen property market research⁵⁸ that they were unlikely to be deterred by any prevention method. Some indicated they would be deterred by a burglary alarm or a dog. This concurs with comments made in interviews with 50 convicted adult offenders in the MARS research.⁵⁹

The inclination of residents to communicate primarily with near neighbours about victimisation and burglary prevention aligns with Sherman's conclusion that "the evidence against the effectiveness of police organising communities into neighbourhood watches is consistent and strong."⁶⁰

Factors in Victim Action

- the AIC sample indicated that police were more likely to provide prevention advice to men and to persons with a tertiary education
- men were more likely to act fully on that advice and women likely to act partly on police advice.
- People with a tertiary education were less likely to act on police advice at all
- Households in a single dwelling were more likely to cut down vegetation as a prevention action
- People in rental accommodation were less likely to act on prevention advice and were less likely to install burglar alarms.⁶¹
- Households that had experienced repeat victimisation were more likely to install a burglar alarm⁶²
- Households with a lower income were less likely to install a burglar alarm.
- The most common reason given for choosing a particular method of crime prevention was for "general deterrence/prevention".

Services Contacted

- 67% of respondents in the AIC sample contacted an insurance company following the incident of burglary
- if the household had experienced repeat victimisation or had \$60,000 or less per annum income, they were less likely to contact an insurance company
- households were next most likely to contact a window repairer
- about a quarter of households had heard of CLASP
- of those who had not heard of it, half would be prepared to receive contact by CLASP.

Victim Impact

- 26-27% of burglary victims claimed to have experienced minimal to low loss from the burglary
- between 52% and 74% of burglary victims experienced some financial loss

Emotional Impact

- 30% of victims experienced fear for their personal safety or of a future burglary
- mainly women reported feeling this fear
- 31% had a feeling of invasion and felt unsettled
- 67-76% changed their behaviour or routine (mainly by taking security actions)

- 76% indicated that they did not need a victims service
- 14% did not know of the existence of a victims service
- 50% of those were unsure whether they would want to be contacted by a victims service
- 31% would not want to be contacted by a victims service

4.2 Victims' Attitudes to Punishment

In September 2002, the ACT Government issued an Issues Paper as an avenue to encourage community input to an ACT Sentencing Review. The Victims of Crime Coordinator (VoCC), a statutory appointment under the *Victims of Crime Act 1994*, decided to utilise the survey for the Burglary Victim Response Project to generate research data on victim of crime attitudes to sentencing in order to inform the Review.

The VoCC consulted with the AIC and an insert on victim attitudes was prepared as part of the survey reported on in Chapter Three.

The International Crime Victimization Survey (ICVS)⁶³ conducted by the Ministry of Justice in The Netherlands had, in its most recent and previous surveys, asked respondents a specific question on sentencing. In order to generate comparable data the same wording was employed. There is, however, a difference between the ICVS and ACT burglary respondent base. The ICVS sample is randomly chosen and includes respondents who have not experienced crime whereas the ACT sample were all victims of residential burglary who had reported the incident to police.

International Crime Victim Survey

The 2000 ICVS asked respondents in 16 countries what sentence they considered most appropriate for a recidivist burglar – a man aged 21 who is found guilty of burglary for the second time, having stolen a colour television. A community service order was the most common sentence deemed to be most appropriate by the respondents, with 41% of all respondents from the 16 countries recommending it.⁶⁴

In the Australian sample of the ICVS survey, 36% of respondents favoured a prison sentence whilst 60% favoured some form of non-custodial sentence. Of this latter component, 46% favoured community service.⁶⁵

In the ICVS as a whole, of people who were not victims of burglary, 31% favoured a prison sentence for the recidivist offender. Of people who had been a victim of burglary 2-5 years ago, 34% favoured a prison sentence. Of people who had been a victim of a burglary once in 1999, 35% favoured a prison sentence; and of people who had been a victim of more than one burglary in 1999, 37% favoured a prison sentence.⁶⁶

ACT Attitudes to Sentencing

Using the same question in the ACT Burglary Victims Response Project survey, but to a different respondent sample, the ACT results compare broadly to those of the Australian ICVS sample and to the international ICVS sample. Of the ACT Burglary

Victims Response Projects survey respondents, 37% preferred community service, followed by 31% opting for prison. Overall, 61% preferred a non-custodial sentence.

In the ACT sample, there are socio-demographic differences by the type of preferred sentence in response to the scenario provided (see p46). Significant differences were found between sex, education and income, and preferred sentence. The key findings are:

- Female victims were significantly less likely to report prison and more likely to report community service as the preferred sentencing option.
- Victims who had completed university or had higher degrees were less likely to approve of more serious sentences such as prison, when compared to those victims without a university qualification.
- Victims reporting that their combined annual household income was \$60,000 or less were not as likely to choose community service orders as the preferred sentence option when compared to respondents with a combined household income of more than \$60,000.
- No significant differences were found when comparing among age groups and repeat victimisation.

The comparisons of the various surveys are represented in Table 2.

TABLE 2: COMPARISON OF ICVS, AUSTRALIAN AND ACT SENTENCE PREFERENCES

	Fine %	Prison %	Community Service %	Suspended Sentence %	Other sentence%	Don't Know %
ICVS Average of 16 Countries	11	34	41	6	4	5
Australia ICVS	8	36	46	3	3	4
ACT Burglary Victims	4	31	37	11	9	7

SOURCE: International Crime Victimization Survey (2000: Chapter 5:87), Ministry of Justice, The Netherlands, and this report.

Note that the ACT respondent sample were not randomly chosen.

4.3 Crime Prevention Conclusions

The findings of the ACT Burglary Victim Response Project, the comparison with two national demonstration projects interstate and conclusions reached in related studies of ACT Policing's (ACTP) Operation Anchorage commend a number of inter-connecting burglary prevention strategies. The conclusions flowing from these projects and studies need to be considered also alongside those from the projects addressing, for example, recidivist offenders through drug diversion and treatment schemes.

This report concludes with recommendations that should be considered by the ACT Government as being integral to a coordinated response to reducing burglary and its impact in the ACT. Some of the recommendations relate to initiatives that are already underway in the Territory. The ACT Government will need to consider the resource

implications for a burglary reduction strategy that is able to sustain existing initiatives and other recommendations summarised below.

Strategic Problem-Solving Approach

1. 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 focussing on repeat victims, and targeted patrolling.
2. An approach that combines a focus on high-risk areas with attention to high risk households.
3. Policing strategies that improve investigations and evidence gathering.
4. 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.
5. Burglary reduction should comprise a key aspect of the Government's anti-poverty strategy especially focussed on areas of disadvantage and for households comprising a single parent, those with low levels of educational attainment and those who rent.
6. A focus on the prevention of repeat victimisation should be part of a wider and multi-faceted burglary reduction strategy and not stand alone.

Strengthen Organisational Capacity

7. Police should be encouraged to continue the application of project management methods (amongst others) to planning and evaluating crime prevention projects.
8. Implement a communication strategy aimed at general duties police that supports their tendency to routinely provide practical crime prevention tips to victims of residential burglary. The strategy should include the compilation of a concise and evidence-based tip-sheet on burglary prevention, regular parade briefings and the message that victims of crime listen to and act upon their advice.
9. Existing police burglary prevention literature for residents should be reviewed in the light of the findings of this report.
10. General duties police should receive a consistent message from senior management that they are key service providers of crime prevention information and advice to the community.
11. Crime prevention modules should be a regular aspect of in-service police training in order to keep officers' knowledge up-to-date.
12. As part of their investigation officers should ask whether there have been previous incidents of burglary at the property or in the immediate neighbourhood. Reliable and credible information should be feedback to tacticians.

Building Community Capacity

13. The routine despatch of burglary prevention information to victims of residential burglary should be consolidated and continued.
14. A community education campaign should carry the message that better home security works. Residents should have access to accurate information as to the level of risk of burglary in their area. Simple and practical home security measures are to install deadlocks on windows and doors, to improve visibility to the home, to get to know neighbours, to upgrade security and alert neighbours after a burglary, to not leave cash and jewellery at home and to property mark small electronic items.
15. A supportive neighbour campaign should encourage householders to make neighbour contact and not to rely on police to do it following a burglary.
16. Community crime or burglary prevention initiatives should start from a micro (building) level in any given locality.
17. Measures should be implemented to build the capacity of victims of crime services to routinely ask about prevention actions especially supportive neighbour contact, and to provide evidence-based information on prevention strategies. The capacity for victims of crime to protect themselves in measured, reasonable, lawful and realistic ways should be supported and encouraged.
18. Consideration should be given to whether CLASP (Community Liaison & Safety Advisory Project) should be offered proactively to households vulnerable to repeat victimisation. A substantial proportion of victims who had not heard of CLASP would be willing to receive contact from them.

(Footnotes)

- ⁴⁸ Ratcliffe, (2001), op.cit.
- ⁴⁹ Nelson, Et. Al., op.cit.
- ⁵⁰ Australian Bureau of Statistics, 4510.0 (2000), *Recorded Crime*, Commonwealth of Australia, Canberra.
- ⁵¹ Mukherjee, S. and Carach, C. (1998), *Repeat Victimisation in Australia*, Australian Institute of Criminology, Canberra and Australian Bureau of Statistics, 4509.0 (2000), *Crime and Safety*, Commonwealth of Australia, Canberra.
- ⁵² Budd, T. (July 2001), "Burglary: Practice Messages from the British Crime Survey", *Briefing Note 5/01*, Home Office, London.
- ⁵³ The 1999 MARS research in the ACT used ABS Collector District data for the comparison between high burglary suburbs and economic status. The data therefore correlates with the suburb but not necessarily with the victim households. Whether these suburbs also house concentrations of people who commit burglaries and who commit those offences locally would be an avenue for future research.
- ⁵⁴ Henderson, op.cit.
- ⁵⁵ Nelson, et al. op.cit.
- ⁵⁶ The Queensland project found that 67% of respondents were satisfied with the police response.
- ⁵⁷ The South Australian project found that 62% of victimised households partly acted on the prevention advice. They were more likely to install window locks, then to mark their property and then to fit door locks. The Queensland project found that 77% of victims acted on prevention advice and were more likely to adopt property marking.
- ⁵⁸ Nelson, et al. op.cit.
- ⁵⁹ Collins, op.cit.
- ⁶⁰ Sherman, L., et.al. (1998), *Preventing Crime: What Works, What Doesn't, What's Promising*, National Institute of Justice, Washington DC.
- ⁶¹ The MARS research found that victims of burglary who were renting were overall more likely to be restricted in any crime prevention action than were owner occupiers.

⁶² The Australian Bureau of Statistics (1998) found that victims of crime are more likely than are non-victims to have installed deadlocks on doors, to have window security and to install burglar alarms prior to the most recent incident of crime. The report also found that crime victims were three times more likely to add further security after a recent incident than were non-victims.

⁶³ Ministry of Justice, (2000), International Crime Victim Survey, The Netherlands.

Note: The Australian sample of the ICVS for 2000 was conducted by Morgan Gallop Poll on behalf of the AIC. The Australian sample size was 3,031 and represented a response rate of 56.5%. See Carach.C. & Makkai,T (2003), *The Australian Component of the 2000 International Crime Victimization Survey (ICVS)*,AIC Technical and Background Paper Series, No.3.

⁶⁴ Ibid. Chapter 5: p86.

⁶⁵ Ibid. Chapter 5: p89.

⁶⁶ Ibid. Chapter 5: p89.

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Appendix A: ACT RESIDENTIAL BURGLARY REDUCTION PROJECT PLAN 2000

Aims

The ACT Residential Burglary Victim Response is a pilot project funded by the Commonwealth's National Crime Prevention program. It will promote the involvement of the broader community in crime prevention and community safety, respond to the needs of victims of residential burglary and the fear of this crime that is experienced community wide.

The pilot project will target over 12 months two high risk suburbs in 2 police patrol areas (one north side, one south side). Of particular importance will be identifying repeat victims and those which appear to be at high risk of a repeat victimisation and informing them of strategies and measures that can be taken to reduce the risk of future victimisation.

Objectives

- To reduce the incidence and effects of residential burglary in the ACT.
- To provide information and advice to victims and immediate neighbours to enable them to take action to address risk factors and reduce the risk of further residential burglary victimisation.
- To support victims of residential burglary and their immediate neighbours and to advise of avenues available to reduce distress and isolation.

Outcomes

Within the 2 identified "high risk" suburbs there will be:

- A reduction in the incidence of residential burglary;
- An increased awareness among victims of risk factors associated with residential burglary and repeat victimisation;
- An increase in the use of target hardening and neighbourhood cocooning measures among targeted high risk households; and
- Victims of residential burglary are provided with information and advice to enable them to seek support.

Outputs

Level 1 Response

- Patrol attendance at all victim households.
- Routine investigation and advice given to all victim households (including revised Police Calling Card).
- Burglary risk reduction leaflet including self-assessment on risk victimised households in pilot areas only.

Level 2 Response

- CLASP review sought by high-risk victimised households and immediate neighbours within high-risk suburbs. (Referral by pre-paid card and/or by phone after self report identification of risk)
- Demonstration to household by CLASP of how installed locks and alarms work, minor adjustments made to installed locks.
- Information on victim support services offered by CLASP.

Level 3 Response

- At 3 months, survey all victimised households and their immediate neighbours referred to, or reviewed, by CLASP. Ascertain actions taken by household and any repeat incidents of attempted or actual burglary.

Evaluation

The evaluation will consist of an analysis of the security reviews provided by CLASP, and the action taken by 3 months. It will also consist of analysis of police data on incidence of burglary over the 12 month period, number of incidents within high-risk suburbs, and number of 'high-risk' households burgled on subsequent occasions within the 'high-risk' suburbs after the initial report to police.

Stakeholders

The Australian Federal Police involvement is twofold. They make available personnel to CLASP in order to provide security assessments of homes as well as fulfilling the requirements of a level 1 response.

The Council on the Aging established CLASP, which provides security and safety assessments of homes.

ACT Ambulance makes available personnel to CLASP in order to provide safety assessments of homes.

The ACT Fire Brigade makes available personnel to CLASP in order to provide safety assessments of homes.

The Department of Justice and Community Safety assists in policy and program development, coordinates funding and contractual arrangements with the Commonwealth.

The ACT Victims of Crime Coordinator assists in policy and program development, and evaluation.

The Victim Services Scheme (VSS) provides support and information for victims of crime and with the Victims of Crime Assistance League (VOCAL), can provide practical assistance.

Appendix B: HOUSEHOLDER RISK ASSESSMENT LEAFLET

	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Install deadlocks on doors and windows. If you already have these locks then use them; <input checked="" type="checkbox"/> Trim vegetation from around your home in order to make entry points visible to passers by; <input checked="" type="checkbox"/> If you are able to have one, a dog can be a very useful deterrent to thieves; <input checked="" type="checkbox"/> Install an alarm system; <input checked="" type="checkbox"/> Improve external lighting; <input checked="" type="checkbox"/> Remove items outside your home that could be used to get onto the roof or through windows, such as garbage bins or ladders. <input checked="" type="checkbox"/> Have a security assessment conducted by CLASP on both your home and that of your neighbours; <input checked="" type="checkbox"/> Join your local Neighbourhood Watch Scheme, call 6245 7457;
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Mark your CDs and keep a list of the titles; <input checked="" type="checkbox"/> Use a property identification system to mark your valuables and keep a list of them; and <input checked="" type="checkbox"/> Photograph property that cannot be engraved or marked in any way, such as jewellery. <p>This is an initiative of the Australian Federal Police, Council on the Ageing, ACT Department of Justice & Community Safety and the Victims of Crime Coordinator. It is funded by the Commonwealth Government as part of its National Crime Prevention Program (2001).</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">  <p>An ACT Government Service</p> </div> <div style="text-align: center;">  <p>Australian Federal Police to the Australian Capital Territory</p> </div> <div style="text-align: center;">  <p>COUNCIL ON THE AGEING</p> </div> </div> <p style="text-align: right; font-size: small;">Publishing Services Job No. 01/0105</p>
	<div style="text-align: center;"> <h2>RESIDENTIAL BURGLARY</h2> <h2>KEEPING SAFE</h2> <p>This leaflet is to help you gain the support you need after being burgled, and to assist you to take action to reduce the risk of becoming a victim again.</p> </div>

The Impact of Burglary

Being a victim of a burglary can result in a lot of disruption. You may need to secure your home, repair damage, replace essential items, take time off work and make a claim on your insurance. Burglary can also cause anxiety and fear especially for children, older people and people living alone. Becoming a victim of burglary can also result in you feeling distrustful and watchful of others. Talking about the incident to friends, neighbours or a victim support worker can help.

KEEPING SAFE



Safety and Risk Survey

(please ☐ tick the box)

Is my home at risk of being burgled?

- Have I been burgled before? ☐
- Do I have a large amount of shrubs around my home? ☐
- Do I live adjacent to a large open space area such as a reserve sporting field or playground? ☐
- Is my home located near a street corner? ☐
- Do I have a walkway or bike track on one of my boundaries? ☐
- Do I live in a block of flats with a common entrance that is not secured? ☐
- Is mine a single parent household? ☐
- Is your home vacant most of the day and often at night? ☐
- Your street is either very busy or very quiet? ☐
- Are windows, doors or garages left unlocked for any length of time? ☐

If you ticked one or more of these characteristics, your home is at risk of being burgled again. We would urge you to take some or all of the steps listed in this leaflet to reduce this risk.

1 Note: the points listed below have been identified as risk indicators for burglary in research surveys.

Name:

Address:

Phone:

Best Time of Day to Receive a Phone Call:

Unfortunately lightning does strike the same spot twice!

It is important to take action as quickly as possible to make your home more secure after a burglary as research suggests you are at higher risk of being victimised again. The Community Liaison and Advisory Safety Project (CLASP) is available to provide free risk assessments to help you make your home less attractive to burglars. Remember, most are opportunists and may target your home, or that of your neighbours, again if they feel they are likely to get away with it.

CLASP

CLASP is a free service able to provide safety and security reviews of your home. Experienced Police, Fire Brigade and Ambulance Officers conduct the review and provide written comments and advice on issues of concern to you. This service is able to provide you with the advice of professionals trained to assess and identify security and safety concerns in your home.

Getting support

The Victim Services Scheme (VSS) and the Victims of Crime Assistance League (VOCAL) can assist you recover from your experience. They can provide emotional support, practical assistance and information. Call **1800 822 272**.

Good neighbours

Get to know your neighbours and talk with them when you can. Keeping a watch out for each other is the cheapest and most effective crime prevention action you can take. Offer the risk assessment survey to your neighbours to reduce the risk of them being victimised. They too can use the services of CLASP.

Is my home at risk and what can I do to reduce the risk?

The tick-box survey attached to this leaflet is designed to help you see whether your home is at risk of being burgled again. If you tick off one or more of these characteristics then we recommend that you take some or all of the suggestions listed on the back of this leaflet to make your home less attractive to burglars.

CLASP Security Assessment

If you would like help in assessing the risk of further burglary to your property a free assessment is available by calling CLASP (Council on the Ageing) on **6282 3777** or by sending them this card.

Remember, if you or your family need to talk over the impact of burglary with someone who understands, support is available by contacting the Victim Services Scheme on **1800 822 272**.

Appendix C: COMMUNITY LIAISON & ADVISORY SAFETY PROJECT (CLASP)

The Council on the Ageing (ACT) Inc. initiated and manages CLASP in conjunction with the Emergency Services Bureau of the ACT and the Australian Federal Police.

Background

The project commenced in January 1996 with a survey of the safety and security situation and perceptions of older people within the ACT.

The survey was used as the basis for developing resource material and a comprehensive in home review. CLASP was launched on 11 March 1997. The home safety and security reviews are conducted by uniformed officers of the Police, Ambulance and Fire Brigade.

Safe, the program which provides free smoke alarms to Commonwealth Health Care Card holders, was added on 29 June 1999. The Security Hardware Subsidy is a further addition in April 2001. This initiative provides Age Pensioners with a subsidy of \$100.00 towards the provision of security hardware items.

In addition we were involved with Prime television in presenting a total of forty three weekly safety and security segments. We were responsible for the topic, location of filming and personnel for the segments. These segments are directed at broader community education on safety and security issues.

Description

- (i) CLASP provides a safety and security audit for individuals' homes and their surrounds. Over 3500 home reviews have been conducted in the ACT.
- (ii) The aim of CLASP is to identify problems and help people reduce safety and security risks in and around their homes. This allows them to be both more safe and more secure. As a consequence break-ins and accidents should also decline.
- (iii) CLASP is directed at providing practical solutions to individuals' safety and security risks. An essential element in achieving this is to ensure that solutions are accessible to the individual.

A positive outcome is that all participants have been assisted in some way. Public and private responses, letters and telephone calls have all been positive and praised CLASP. A somewhat unexpected response has been the large number of requests to address public meetings and support groups for older people. These have resulted in many requests for the in home reviews.

Project Cost

ACTEW, the local provider of electricity, water and sewerage, is the major sponsor of CLASP and Lions have provided assistance. Rotary sponsored the provision of smoke alarms. The Security Hardware Subsidy is financed by the ACT Department of Justice and Community Safety.

Target

CLASP is available to all residents of the ACT. However, CLASP advertising is targeted.

The prime target group is people over 60 years of age in the ACT. Advertising and public events have been focussed on this group.

An emerging secondary target group is composed of people with disabilities and those with degenerative conditions. In addition, low income people are encouraged to take advantage of CLASP.

Reduce Violence

CLASP improves security, better equips people and reduces their vulnerability to crime. In addition, the project is directed at building community support for people in their homes.

Evaluation

An external evaluation of the project was undertaken. The various measures of Client response and satisfaction were all in excess of ninety percent. This compares with evaluations of commercial organisations where satisfaction levels in excess of seventy percent are considered highly satisfactory.

Results

Each review follows a similar format and examines over fifty aspects of an individual's accommodation and lifestyle. For example, lighting, doors, windows and other possible access points are examined. All of this information along with key property and personal characteristics are recorded within a purpose built computer package. As a result, reports can be generated on the basis of key characteristics.

In addition, initiatives of the CLASP team, referrals, feedback from clients and details of public meetings are also recorded.

Further Development

A prime consideration in the development of CLASP has been the establishment of systems that are not dependent on specific individuals. This is evident in the book, *Your home safety and security handbook*, which is relevant to all householders. In addition, *Your home - safety and security review* is well documented. Extensive cross referencing is provided from the review to the handbook.

All of these elements of CLASP, along with the package for public presentations follow the same format. This deliberate structure has a twofold purpose. Firstly, the various elements reinforce each other and therefore encourage change. This in turn improves the effectiveness of CLASP.

Secondly, the establishment of these systems facilitates application of CLASP to other target groups, such as people with disabilities, other low income groups, and to other geographic areas.

The cooperation of the various services and the use of 'return to work' personnel also helps to provide a structure that is transferable to other areas.

CLASP has been transferred to rural settings and launched in the Moira Shire (March 2000) and The Rural City of Wangaratta (October 2001) in Victoria.

Security Hardware Subsidy for Older People in the ACT

The Security Hardware Subsidy is to help *age pensioners* within the ACT to install security hardware in their home.

The subsidy Voucher can be used for the supply and or installation of the following:

- Deadlocks, window locks, patio bolts
- Keying alike of locks
- Security doors and grills
- Solid core external doors
- Security alarms
- Sensor and security lighting
- Door viewers
- Safes
- Small security hardware items
- Security film for windows

Provided goods are within the range of suitable security hardware items, the program aims to allow recipients to choose the items that they believe are most appropriate to their circumstances. In addition, they should also be able to choose between providers or installers.

The process for obtaining and using a voucher is:

- A free CLASP safety and security review is requested (phone 6282 3777).
- At the conclusion of the CLASP home review the aged pensioner client is given the subsidy voucher for the recommended security hardware.
- The client / home owner then decides on the items and the supplier / installer from the list of participating firms.
- The voucher is then used as part payment to the supplier / installer.
- The supplier / installer collects the vouchers and forwards them to COTA.
- COTA checks the claimant details and pays the supplier / installer
- The Revenue Office then refunds COTA.

In the case of supply only of security hardware (that is it is not installed), the client will be required to sign a statement that the security hardware items will be used at the specified home. This declaration for people only purchasing goods is included on the back of the voucher.

Contact Council of the Ageing (ACT) on 6282 3777 for information and a booking.

Appendix D: COMPARISON OF SURVEYS OF VICTIMS OF RESIDENTIAL BURGLARIES— MARS 1999 AND AIC 2003

	MARS 1999	AIC 2003
Sample Size	750	875
Number Respondents	285 (38%)	481 (55%)
Age of Respondents	40-59 years (55%)	31-50 years (49%)
Gender of Respondents	Female 53%	Female 56%
Educational Attainment	N/a	52% university or higher degree
Income	\$78000+ (25%) \$26000-\$39000 (20%)	\$90000+ (30%) \$60001-\$75000 (17%)
Employment Status	Employed full-time 53%	N/a
Housing Type	Single dwelling 82% Villa or townhouse single storey 9%	Single dwelling 73% Villa or townhouse single storey 15%
Renting	18%	31%
Landlord	Of all housing, regardless of whether it was rental, 4% were rental with ACT Housing and 12% were private	Of all rental property, 23% were with ACT Housing, and 69% were private
Household Composition	No other adult with householder 54% One other adult 35%	Single 22% 2 persons 37% 3 persons 18% 4 or more persons 23%
	Dependent children 43%	Dependent children 42%
	Married 55% Divorced 17%	N/a
Experience of Burglary	Once only 54% Twice 26% Three times 12% 4 or more times 8%	Once only 57% Twice 27% Three times 7% 4 or more times 9%
Repeat burglary victimisation	39% burgled more than once in current address (23% twice burgled in current address)	40% burgled more than once in ACT 32% more than once in current dwelling (69% twice burgled in current address)
Time frame	Of all respondents, regardless of whether they were a repeat victim, 2% were repeat victims within 4 weeks; 1-3 months 7%; and 1-5 years 11%	Of all repeat victims, 19% were victims within 4 weeks; 1-3 months 14%; and 1-5 years 35%

	MARS 1999	AIC 2003
Factors in Repeat Victimization	Higher likelihood if in single dwelling and if leave home vacant for long periods of time	No significant difference on age, sex, education, income level or rental status. Higher likelihood if in single dwelling and if leave home vacant for long periods of time. Number of children in household and number of people in the household do not appear as a factor in repeats.
Most Recent Incident	Person at home 15% Person arrived home 6%	Person at home 16% Person arrived home 5%
Neighbour Burglaries	Other homes in your local area broken into during same day or week? Yes 28% No 16% D/k unsure 56%	72% knew whether or not their immediate neighbours had been burgled. Of those who could report, 19% said that their immediate neighbour had been burgled the same day or week as their own. Of the 1/3 who knew about non-immediate neighbours, 59% reported that they too had been burgled in the same time frame.
Intruder Access	58% through a window 24% through a door	58% through a window 37% through a door Duplex housing less likely to report a window as the main entry point and more likely to report a door. Rental status not a factor in method of access.
Damage	65% access points required force	71% reported some form of damage to home or contents
Items Stolen	43% cash & personal property 38% personal property	52% cash 40% jewellery
Police Response	82% police attended on same day	88% police attended on same day
Information Received		95% police calling card with officer details 9% leaflet about burglary
Prevention Information Provided	Yes, 52% Of all respondents, regardless of whether they received prevention information or not, suggestions were: improve existing locks 19%; install alarm system 11%; and utilise current security 18%	Yes, 51% Of all respondents who received prevention information, suggestions were: locks/deadlocks 39%; install alarm system 36%; and utilise current security 18%
Acted on Advice	Of all victims regardless of whether they received advice, 31% acted fully on it and 17% acted partly on the advice	Of all victims who were provided with advice, 45% acted fully on it and 35% acted partly on the advice
Reasons for Not Acting	N/a	46% advice not practical/affordable 38% currently pursuing

	MARS 1999	AIC 2003
Factors in prevention advice	N/a	Males more likely (56%) to receive prevention advice than females (47%) Males more likely (54%) to act fully on advice than females (37%) Females more likely (46%) than males (24%) to partly act on prevention advice Victims aged 45 years or over more likely (50%) to fully act on advice than those under 45 years (42%) Victims with tertiary qualifications are more likely to receive prevention advice from police but less likely to act on it.
Satisfaction with Police	Very satisfied 45% Satisfied 39% 88% would go out of their way to help police	Very satisfied 58% Satisfied 30% 86% would go out of their way to help police
Reasons for Satisfaction (n=370)	N/a	46% thorough & professional in investigation 35% arrive promptly 26% sympathetic to victim
Reasons for dissatisfaction (n=45)	N/a	47% not thorough & professional in investigation 27% complacent with service 13% did not arrive promptly
Burglary Prevention Prior to Most Recent Experience	44% install deadlocks on doors 33% talk with neighbours prior to going away 30% improve outside lighting	65% install deadlocks on doors 62% talk with neighbours prior to going away 50% improve outside lighting
Burglary Prevention After Most Recent Experience	44% talk with neighbours prior to going away 28% improve outside night lighting 26% install deadlocks on doors	15% install deadlocks on windows 14% install burglary alarm 13% talk with neighbours prior to going away
Actions not Planned to do	92% have never attended a Neighbourhood Watch meeting	76% wont attend Neighbourhood Watch meeting 66% wont purchase a dog 52% wont install burglar alarm
Choice of Prevention method	14% better protection 12% effective	39% general deterrence/prevention 20% response to most recent incident
Effectiveness of Choice	Effective 55%	N/a
Services Contacted	N/a	67% Insurance company 46% window repairer
CLASP		26% had heard of it 7% directly offered its services 33% of those who had not heard of CLASP willing to be contacted
Impact of Burglary	27% no financial impact	26% minimal to low loss
	52% some financial impact	74% some financial impact
	76% changed behaviour or routine	67% changed behaviour or routine mainly to do with home security/prevention

	MARS 1999	AIC 2003
	22% felt insecure and powerless 15% felt violated	30% felt fear of future burglary /for personal safety 31% had a feeling of invasion/were unsettled
	N/a	1% contacted a victims of crime service Of those who did not, 76% said they didn't need it and 14% did not know about the services 31% would not be willing to be contacted by a victims of crime service 50% were unsure whether they were willing to be contacted
Attitudes to Sentencing¹	N/a	37% preferred community service 31% preferred prison 11% preferred suspended sentence Females were less likely (27%) to prefer prison to men (37%) Women (45%), those aged 45 and over (37%) and those with tertiary qualifications (41%) were more likely to prefer community service Those on \$60k or less income (37%) and who had not completed tertiary level education favoured prison as a sentence option.

(Footnotes)

¹ The survey question replicated exactly that from the International Crime Victim Survey and the findings are similar.