



LIGHTNING STRIKES TWICE

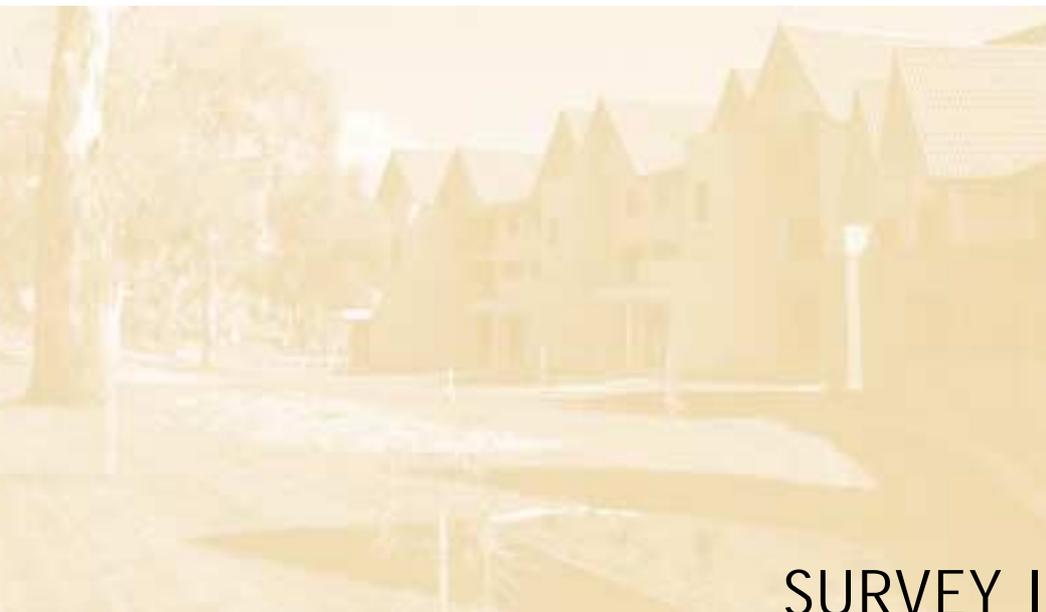
Preventing Repeat Home Burglary



SURVEY INSTRUMENTS



LIGHTNING STRIKES TWICE
Preventing Repeat Home Burglary



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*Lightning Strikes Twice: Preventing Repeat Home Burglary –
Survey Instruments*

Prepared for the Commonwealth Government's National Crime Prevention projects by the Queensland Criminal Justice Commission.

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Crime Prevention Branch
Commonwealth Attorney-General's Department
Robert Garran Offices
National Circuit
BARTON ACT 2600

Ph: +61 2 6250 6711

Fax: +61 2 6273 0913

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*Lightning Strikes Twice: Preventing Repeat Home
Burglary – survey instruments*

Attorney-General's Department: Canberra

© Commonwealth of Australia September 2001

ISBN 0 642 21014 4 (Survey Instruments)

ISBN 0 642 21013 6 (Full Report)

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Design: Flying Fox Design, Canberra

Print: Robey Pty Ltd

Publisher: Commonwealth Attorney-General's Department



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Introduction

This volume contains copies of survey instruments which were used during the *Beenleigh Break and Enter Reduction Project* and should be read in conjunction with the report from this project, *Lightning Strikes Twice: Preventing Repeat Home Burglary*.

COPIES OF THIS REPORT CAN BE OBTAINED BY CONTACTING:

Crime Prevention Branch, Attorney-General's Department

Telephone: (02) 6250 6711

Fax: (02) 6273 0913

Queensland Criminal Justice Commission

Telephone: (07) 3360 6060

Fax: (07) 3360 6333



EXECUTIVE SUMMARY

What was the Beenleigh Break and Enter Reduction Project?

The *Beenleigh Break and Enter Reduction Project* was a 12-month project mainly funded by the Federal Government's National Crime Prevention projects (NCP) and established by the Queensland Criminal Justice Commission (CJC) and the Queensland Police Service (QPS). The Project was designed to enhance the police response to the problem of residential break and enters with a particular focus on reducing the risk of repeat victimisation and the number of offences in identified 'hot spots'.

The Project was conducted in Beenleigh, a predominantly lower-income community lying half-way between Brisbane and the Gold Coast, with a residential break and enter rate well above the Queensland average. It ran from 1 November 1998 to 31 October 1999.

The CJC was responsible for the design and administration of the Beenleigh Project and formed a working partnership with the QPS to manage the operational aspects of the Project.

How did the Project operate?

The Project offered a three-tiered response to residential break and enters: Stopbreak, Hot Dot and Hot Spot. The first two tiers focused on the victimised residence; the third targeted high-crime areas.

THE STOPBREAK RESPONSE was a standard projects delivered to all victimised addresses by the police attending the scene. A security assessment of the residence was conducted, the victim was given a folder containing crime prevention material (including a property-marking kit), and immediate neighbours to the victim were encouraged to improve their own home security. During the 12 months that the Project was in operation 623 Stopbreak Responses were provided.

THE HOT DOT RESPONSE was initiated when a victimised residence was recognised as the site of a previous break and enter or related offence (such as stealing from a dwelling or wilful damage) within the preceding 12 months. In these cases, a specialist project officer visited the victim to see if there were any underlying conditions that may have contributed to the repeat incident. The victim was given specific advice on preventing further break and enters, as well as the loan of security devices such as portable security alarms, locks, property engravers and light timers. Extra police patrols of the area were arranged and near neighbours were given a package containing burglary-prevention advice. Hot Dot Responses were provided to 67 repeat victims in Beenleigh Police Division.

THE HOT SPOT RESPONSE was implemented when a particular area was identified as having a very high rate of break and enters. Everyone in the area (victims and non-victims alike) was offered free home-security assessments and given help with property marking. Through door-knocks and letter-box drops (by police and volunteers), specialised burglary-prevention training was offered and encouragement given to establish Neighbourhood Watch in the area. Two areas containing approximately 580 households received a Hot Spot Response.



What did the Project evaluation reveal?

The Project was evaluated by asking victims about their experiences with the Project and comparing break and enter crime rates during the 12 months of the trial with the preceding 12 months in Beenleigh and two comparison areas (a contiguous area and a non-contiguous area).

Impact on repeat victimisation

During the life of the Beenleigh Project, the number of repeat victimisations in the area dropped by 15 per cent (compared to the previous 12 months). In addition, the risk of a victimised household being revictimised fell in the trial area, whereas the risk increased in both comparison areas. This is evidence that the projects was effective in reducing the risk of a repeat break and enter.

Impact on break and enters in hot spots

It is difficult to isolate the effects of the hot spot strategy from the other Beenleigh strategies; however, the application of hot spot interventions was followed immediately by a short-term drop in residential break and enters in both of the targeted areas. There was no evidence that the interventions merely displaced the offences to surrounding areas.

Impact on total break and enters

Total break and enters reported to police declined in the two comparison areas (by 13 per cent in the first and by 12 per cent in the second), but rose by 19 per cent in Beenleigh.

The figures for Beenleigh were skewed by the activities of a single prolific offender during two months of the trial period. If offences attributable to this individual are excluded, the Project may have reduced the overall number of break and enters in Beenleigh by 2 per cent. However, this is still less than the reductions that occurred in both comparison sites.

Explaining the limited impact of the Project

The Beenleigh Project was principally targeted at repeat victimisation - that is, at reducing the vulnerability of an already victimised address. Only two components had the potential to affect the level of risk of first-time victimisation in other residences, and then only for those households near victimised addresses. First, near neighbours were meant to be notified of the incident and encouraged to be more vigilant as part of Stopbreak Response. However, this was the one projects component that was not well implemented. Secondly, the hot spot intervention was aimed at both victims and non-victims residing in the hot spot. As indicated, the Project had a short-term impact on offending in the two hot spots, but these areas were too small for this to have much effect on the total number of offences in Beenleigh.

Impact on the quality of policing service

During the trial, victims in the Beenleigh area were more likely than those in the comparison areas to receive, and to act on, police information or advice, indicating that the Project had a favourable impact on shaping decisions about home security.

Where victims expressed dissatisfaction with the service received, the reasons given generally related to matters outside the boundaries of the Project (for example, poor response time and lack of feedback from investigators about the status of an investigation).

What did the Project achieve?

The Beenleigh Project:

- succeeded in getting operational police in Beenleigh to give greater priority to prevention and the needs of the victim
- showed that it is possible to improve the police response to residential break and enters without imposing significant additional burdens on operational police
- confirmed that, by changing the way in which police respond to break and enter offences it is possible to reduce the risk of repeat victimisation and decrease offending in hot spots
- identified ways in which “police volunteers” can contribute to crime prevention¹
- provided some valuable lessons for designing and implementing future projects of this type.

¹ The Queensland Police Service has implemented the Volunteers in Policing Scheme under which members of the public are selected and trained to undertake voluntary work assisting the police in crime prevention and other related areas.

SURVEYS

Two surveys were administered during the Project: the repeat victim survey and the victim follow-up survey.

The repeat victim survey

This survey was designed to collect information about the environmental, structural and security features of a repeat victim's residence, circumstances relevant to current victimisation (e.g. occupancy, point of entry) and any previous experience with victimisation. The survey was computer-based and administered by the project officer during a scheduled interview. Over the course of the Project, 68 repeat victim interviews were conducted.

Part 1

DESCRIPTION OF RESIDENCE

Addr OIQ

Address of residence?

- ① Street name =
- ② Suburb =

Des/Addr OIQ

Description of residence?

- ① Separate House—high set
- ② Separate House—low set
- ③ Semi-detached (granny flat)
- ④ Flat/unit/apartment (single floor living space)
- ⑤ Townhouse (2 + floors of living space)
- ⑥ Other (specify)

PhotoRes OIQ

Insert Photo Here

PhotoPOE OIQ

Insert Photo Here

AddrTenure IAQ

Does someone in your household own this residence or rent it?

- ① Owns or being bought by mortgage or loan
- ② Rented from Housing Commission or agent
- ③ Rented (unfurnished) from private landlord
- ④ Rented (furnished) from private landlord
- ⑤ Tied to a job
- ⑥ Other (specify)

AddrYrsArea IAQ

How many years have you lived in this area? **An area is a 15-minute walk in any direction.

- ① Years =

AddrYrs IAQ

How many years have you lived at this residence?

- ① Years =

VisibStr IAQ

How visible is this residence from the street?

- ① Residence can be completely seen
- ② Residence is partially screened by shrubs, a high fence or wall
- ③ Residence cannot be seen at all

LiveClos /AQ

Is the residence close to one or more of the following? **Code all that apply

- ① Park/playing field/reserve
- ② Pub/hotel/club or other licensed premises
- ③ Primary school
- ④ Secondary school, high school or college
- ⑤ Late closing shop/petrol station
- ⑥ Other shops/shopping centre/commercial premises
- ⑦ Bus stop
- ⑧ Railway station
- ⑨ Other (specify)

AddrLie /AQ

Where does the residence lie? **Code all that apply

- ① Next to a lane-way/bicycle path
- ② On a corner block
- ③ In a cul de sac
- ④ In another dead-end street
- ⑤ In a battle axe block
- ⑥ Other (specify)

StrtTraff /AQ

How much motor vehicle traffic is there in the street? **Very busy means constant motor vehicle traffic all day and evening

- | | | | | |
|------------|-------|---|------|-----------|
| ① | ② | ③ | ④ | ⑤ |
| Very quiet | quiet | | busy | Very busy |

PedTraff /AQ

How much pedestrian traffic is there in the street? **Very busy means constant pedestrian traffic all day and evening

- | | | | | |
|------------|-------|---|------|-----------|
| ① | ② | ③ | ④ | ⑤ |
| Very quiet | quiet | | busy | Very busy |

Part 2

DETAILS OF 'CURRENT' VICTIMISATION

WhenLast IAQ

When did you report this current break and enter to police?

- ① Day =
- ② Month =
- ③ Year =

HowReport IAQ

How did you report it to police?

- ① By telephone
- ② In person
- ③ Friend, family member or neighbour called on my behalf
- ④ Other (specify)

ForReport IAQ

What was your main reason for reporting this incident to police?

- ① Recover property
- ② Insurance reasons
- ③ Thought it should be reported for information purposes
- ④ Hoped that the offender would be caught/punished
- ⑤ Other (specify)

WhenVic IAQ

When do you think the break and enter happened—during the week or at the weekend?

**Weekend is Friday 6pm to Monday 6am

- ① During week
- ② At weekend
- ③ Don't know

AtHome IAQ

Where you or anyone else at home at the time?

- ① Yes
- ② No
- ③ Don't know

[If AtHome = 1 or 3 then: Go to TimeVict]

[If AtHome = 2 then:]

TimeEmpt IAQ

How long had your residence been left unattended?

- ① Days =
- OR
- ② Hours =

TimeVict IAQ

At what time of day or night do you think the break and enter happened?

- ① Morning (6am–noon)
- ② Afternoon (noon–6pm)
- ③ Evening (6pm–midnight)
- ④ Night (midnight–6am)
- ⑤ Don't know

EntDoor IAQ

Did they (try to) get in through a door? **Patio doors and French windows are doors—breaking a window beside the door to open it counts as door

- ① Yes
- ② No
- ③ Don't know

[If EntDoor = 2 or 3 then: Go to ThroWind]

[If EntDoor = 1 then:]

HowDoor IAQ

How did they (try to) get through the door?

- ① (Tried to) push in past person who opened door
- ② Door was not locked
- ③ They had a key
- ④ (Tried to) force/break lock
- ⑤ (Tried to) break/cut out/remove
- ⑥ Don't know
- ⑦ Other (specify)

ThroWind IAQ

Did they (try to) get in through a window?

- ① Yes
- ② No
- ③ Don't know

[If ThroWind = 2 or 3 then: Go to OthEntry]

[If ThroWind = 1 then:]

HowWind IAQ

How did they (try to) get through a window?

- ① Window was open/could be pushed open
- ② (Tried to) force window lock/catch
- ③ (Tried to) break/cut out glass
- ④ Don't know
- ⑤ Other (specify)

OthEntry IAQ

Did they (try to get) in by any other way apart from a door or a window?

- ① Yes
- ② No
- ③ Don't know

[If OthEntry = 2 or 3 then: Go to Stolltem]

[If OthEntry = 1 then:]

DescOthEnt IAQ

Describe how they (tried to) get in?

- ① Answer = (specify)

Stolltem IAQ

Was anything at all stolen during the break and enter that belonged to you or anyone else in your household?

- ① Yes
- ② No
- ③ Don't know

[If Stolltem = 2 or 3 then: Go to TypeSec]

[If Stolltem = 1 then:]

WhatStolA IAQ

Could you tell me what was stolen? **Code all that apply

- ① Car/van
- ② Motorcycle/scooter/moped
- ③ Vehicle parts/accessories
- ④ Handbag
- ⑤ Purse/wallet
- ⑥ Cash
- ⑦ Cheque book
- ⑧ Credit/bank card
- ⑨ Bicycle
- ⑩ Video equipment
- ⑪ Television
- ⑫ Stereo/hi-fi equipment
- ⑬ Camera
- ⑭ Computer equipment
- ⑮ Mobile phone
- ⑯ Jewelry
- ⑰ Tools
- ⑱ Clothes
- ⑲ Documents (e.g. savings account book, passport)
- ⑳ Compact disks
- ㉑ Other (specify)

WhatStolB IAQ

What would you estimate was the total value of what was stolen?

- ① Value = (specify)

TypeSec IAQ

What security measures did you have in place when the break and enter occurred? **Code all that apply

- ① Burglar alarm on premises
- ② Outside doors with double-locks or deadlocks
- ③ Security chain/bolts on doors
- ④ Solid core doors (main entry/exit)
- ⑤ Security doors
- ⑥ Windows that need special keys to open them
- ⑦ Bars, grilles, security screens on windows
- ⑧ Dog on property
- ⑨ Lights/radios on timers
- ⑩ External sensor lights
- ⑪ Property marked with identification code
- ⑫ Neighbourhood Watch signs erected
- ⑬ Other (specify)

[If TypeSec = 3,4,5,6,8,9,11,12 or 13 then: Go to BurgEasy]

[Only if TypeSec = 1 then:]

AlarmA IAQ

How long have you had a burglar alarm in your residence?

- ① Months =
- OR
- ② Years =

AlarmB IAQ

Is your burglar alarm the type which is connected by telephone to an alarm monitoring/security company?

- ① Yes
- ② No
- ③ Don't know

AlarmC IAQ

How many 'false' alarms have you had in the past 12 months?

- ① None
- ② One
- ③ Two or more
- ④ Don't know

[Only if TypeSec = 2 then:]

Lock IAQ

How many doors in your residence are fitted with double-locks or deadlocks?

- ① All
- ② Some
- ③ None
- ④ Don't know

[If Lock = 1 or 2 then:]

Deadfit IAQ

Where are the double-locks or deadlocks fitted?

- ① Front door
- ② Back door
- ③ Front and back doors
- ④ Don't know

[Only if TypeSec = 7 then:]

BarWind IAQ

How many windows have bars, grills or security shutters?

- ① All
- ② Some
- ③ None
- ④ Don't know

[Only if TypeSec = 10 then:]

Oslight IAQ

What type of external lighting do you have?

- ① Sensor lighting
- ② Outside light turned on all evening
- ③ Street lighting directly outside residence
- ④ Don't know

BurgEasy IAQ

Taking everything into account, how difficult do you think it would be for a burglar to break into your residence?

- ① Very easy ② Easy ③ ④ Difficult ⑤ Very difficult

SecAdd IAQ

As a result of this break and enter, do you plan on implementing or adding any new home security measures over the next 12 months?

- ① Yes
② No
③ Don't know

[If SecAdd = 2 or 3 then: Go to NbrW]

[If SecAdd = 1 then:]

NewSecur IAQ

What new home security measures do you plan to add or implement? **Code all that apply

- ① Burglar alarm on premises
② Outside doors with double-locks or deadlocks
③ Security chain/bolts on doors
④ Solid core doors (main entry/exit)
⑤ Security screen doors
⑥ Windows that need special keys to open them
⑦ Bars, grilles, security screens on windows
⑧ Dog on the property
⑨ Lights/radios on timers
⑩ External sensor lights
⑪ Property marked with identification code
⑫ Other (specify)

NbrW IAQ

Is there a Neighbourhood Watch Scheme in your area?

- ① Yes
② No
③ Don't know

[If NbrW = 2 or 3 then: Go to JoinNbrW]

[If NbrW = 1 then:]

MbrNbrW IAQ

Do you consider your household to be a member of the scheme?

- ① Yes
② No
③ Don't know

JoinNbrW IAQ

Would you personally join a scheme if there were one in this area?

- ① Yes
② No
③ Don't know

Part 3

HISTORY OF 'PREVIOUS' VICTIMISATION

PrevB&E IAQ

Besides this most recent break and enter, have you experienced any other break and enters at this residence in the past 12 months?

- ① Yes
② No

[If PrevB&E = 2 then: Go to PrevOthCrim]

[If PrevB&E = 1 then:]

NPrevTimes IAQ

How many times has this happened?

- ① Number =

WhenOccur IAQ

When did this/these break and enters occur?

- ① Answer = (specify Month/Year)
② Answer = (specify Month/Year)
③ Answer = (specify Month/Year)

NPrevReps IAQ

Where all of these break and enters reported to police?

- ① Yes
② No

[If NPrevReps = 1 then: Go to LifeChang]

[If NPrevReps = 2 then:]

NumNotRep IAQ

How many break and enters were not reported to police?

- ① Number =

WhyNotRep IAQ

Why did you not report these other break and enters to police?

- ① Too trivial/unimportant
② Police couldn't or wouldn't do anything about it
③ Thought I would take care of it myself
④ Told someone else instead
⑤ Offender(s) thought/known to be children
⑥ Did not want to see the offender punished
⑦ Afraid of reprisals
⑧ Other (specify)

LifeChang IAQ

As a result of being a victim of a previous break and enter, did you make changes to your lifestyle or upgrade your security?

- ① Yes
② No

[If LifeChang = 2 then: Go to PrevOthCrim]

[If LifeChang = 1 then:]

LifeChangList IAQ

What specifically were these changes?

- ① Answer = (specify Month/Year)
- ② Answer = (specify Month/Year)
- ③ Answer = (specify Month/Year)

PrevOthCrim IAQ

Where you the victim of any other crime in the past 12 months?

- ① Yes
- ② No

[If PrevOthCrim = 2 then: END SURVEY]

[If PrevOthCrim = 1 then:]

RelOffA

Apart from what you have already told me, have you had anything stolen from outside of your residence (e.g. from a garage, shed, clothesline, etc.) in the past 12 months?

- ① Yes
- ② No

[If RelOffA = 2 then: Go to RelOffB]

[If RelOffA = 1 then:]

NPrevTimesA IAQ

How many times has this happened?

- ① Number =

WhenOccurA IAQ

When did this/these incidents occur?

- ① Answer = (specify Month/Year)
- ② Answer = (specify Month/Year)
- ③ Answer = (specify Month/Year)

AnyNotRepA IAQ

Were all of these incidents reported to police?

- ① Yes
- ② No

[If AnyNotRepA = 1 then: Go to LifeChangA]

[If AnyNotRepA = 2 then:]

NumNotRepA IAQ

How many of these incidents were not reported to police?

- ① Number =

WhyNotRepA IAQ

Why did you not report these other incidents to police?

- ① Too trivial/unimportant
- ② Police couldn't or wouldn't do anything about it
- ③ Thought I would take care of it myself
- ④ Told someone else instead
- ⑤ Offender(s) thought known to be children
- ⑥ Did not want to see the offender punished
- ⑦ Afraid of reprisals
- ⑧ Other (specify)

LifeChangA IAQ

As a result of having had property stolen from outside your residence in the past 12 months, did you make changes to your lifestyle or upgrade your security?

- ① Yes
② No

[If LifeChangA = 2 then: Go to RelOffB]

[If LifeChangA = 1 then:]

LifeChangListA IAQ

What specifically were these changes?

- ① Answer = (specify Month/Year)
- ② Answer = (specify Month/Year)
- ③ Answer = (specify Month/Year)

RelOffB

Has any part of your residence or property been defaced or damaged by vandals in the past 12 months?

- ① Yes
② No

[If RelOffB = 2 then: Go to RelOffC]

[If RelOffB = 1 then:]

NPrevTimesB IAQ

How many times has this happened?

- ① Number =

WhenOccurB IAQ

When did this/these incidents occur?

- ① Answer = (specify Month/Year)
- ② Answer = (specify Month/Year)
- ③ Answer = (specify Month/Year)

AnyNotRepB IAQ

Were all of these incidents reported to police?

- ① Yes
② No

[If AnyNotRepB = 1 then: Go to LifeChangB]

[If AnyNotRepB = 2 then:]

NumNotRepB IAQ

How many of these incidents were not reported to police?

- ① Number =

WhyNotRepB IAQ

Why did you not report these other incidents to police?

- ① Too trivial/unimportant
- ② Police couldn't or wouldn't do anything about it
- ③ Thought I would take care of it myself
- ④ Told someone else instead
- ⑤ Offender(s) thought known to be children
- ⑥ Did not want to see the offender punished
- ⑦ Afraid of reprisals
- ⑧ Other (specify)

LifeChangB IAQ

As a result of having had property defaced or damaged by vandals in the last 12 months, did you make changes to your lifestyle or upgrade your security?

- ① Yes
② No

[If LifeChangB = 2 then: Go to RelOffC]

[If LifeChangB = 1 then:]

LifeChangListB IAQ

What specifically were these changes?

- ① Answer = (specify Month/Year)
- ② Answer = (specify Month/Year)
- ③ Answer = (specify Month/Year)

RelOffC

Has someone stolen your motor vehicle from outside of your residence in the past 12 months?

- ① Yes
② No

[If RelOffC = 2 then: Go to RelOffD]

[If RelOffC = 1 then:]

NPrevTimesC IAQ

How many times has this happened?

- ① Number =

WhenOccurC IAQ

When did this/these incidents occur?

- ① Answer = (specify Month/Year)
- ② Answer = (specify Month/Year)
- ③ Answer = (specify Month/Year)

AnyNotRepC IAQ

Were all of these incidents reported to police?

- ① Yes
② No

[If AnyNotRepC = 1 then: Go to LifeChangC]

[If AnyNotRepC = 2 then:]

NumNotRepC IAQ

How many of these incidents were not reported to police?

- ① Number =

WhyNotRepC IAQ

Why did you not report these other incidents to police?

- ① Too trivial/unimportant
- ② Police couldn't or wouldn't do anything about it
- ③ Thought I would take care of it myself
- ④ Told someone else instead
- ⑤ Offender(s) thought known to be children
- ⑥ Did not want to see the offender punished
- ⑦ Afraid of reprisals
- ⑧ Other (specify)

LifeChangC IAQ

As a result of having had your motor vehicle stolen from outside of your residence in the last 12 months, did you make any changes to your lifestyle or upgrade your security?

- ① Yes
② No

[If LifeChangC = 2 then: Go to RelOffD]

[If LifeChangC = 1 then:]

LifeChangListC IAQ

What specifically were these changes?

- ① Answer = (specify Month/Year)
- ② Answer = (specify Month/Year)
- ③ Answer = (specify Month/Year)

RelOffD

Have you been the victim of some other type of crime in or near your residence in the past 12 months?

- ① Yes
② No

[If RelOffD = 2 then: END SURVEY]

[If RelOffD = 1 then:]

NPrevTimesD IAQ

How many times has this happened?

- ① Number =

WhatTypeD

What type of crime was it?

- ① Answer = (specify Month/Year)
- ② Answer = (specify Month/Year)
- ③ Answer = (specify Month/Year)

WhenOccurD IAQ

When did this/these incidents occur?

- ① Answer = (specify Month/Year)
- ② Answer = (specify Month/Year)
- ③ Answer = (specify Month/Year)

AnyNotRepD IAQ

Were all of these incidents reported to police?

- ① Yes
② No

[If AnyNotRepD = 1 then: Go to LifeChangD]

[If AnyNotRepD = 2 then:]

NumNotRepD IAQ

How many of these incidents were not reported to police?

- ① Number =

REPEAT VICTIM SURVEY

WhyNotRepD IAQ

Why did you not report these other incidents to police?

- ① Too trivial/unimportant
- ② Police couldn't or wouldn't do anything about it
- ③ Thought I would take care of it myself
- ④ Told someone else instead
- ⑤ Offender(s) thought known to be children
- ⑥ Did not want to see the offender punished
- ⑦ Afraid of reprisals
- ⑧ Other (specify)

LifeChangD IAQ

As a result of being a victim of some other type of crime in or near your residence, did you make any changes to your lifestyle or upgrade your security?

- ① Yes
- ② No

[If LifeChangD = 2 then: END SURVEY]

[If LifeChangD = 1 then:]

LifeChangListD IAQ

What specifically were these changes?

- ① Answer = (specify Month/Year)
- ② Answer = (specify Month/Year)
- ③ Answer = (specify Month/Year)

END SURVEY

Thank respondent for participation

The victim follow-up survey

This survey was designed for use in the intervention and control areas. The primary aim of the survey was to enable comparisons to be made of the different approaches to break and enter and any actions taken following victimisation.

Surveying in the project site and the contiguous control site (Control 1) covered a 10-month period commencing on 1 January 1999 and ending on 31 October 1999. Due to resource constraints, surveying in the non-contiguous control area (Control 2) only covered a four-month period between 1 May 1999 to 31 October 1999.

The victim follow-up surveys were timed to be administered two months after victimisation. For example, a survey interview conducted in January 1999 referred to a break and enter that occurred (or was reported) in November 1998.

Table 1 shows the number of follow-up surveys completed at the end of the project for Beenleigh and the control areas.

TABLE 1 Follow-up survey completion rate by month of victimisation:
Beenleigh and control areas (1 November 1998–31 August 1999)

Month	Number of victims			Number of surveys completed			% of surveys completed		
	Beenleigh	Control 1	Control 2	Beenleigh	Control 1	Control 2	Beenleigh	Control 1	Control 2
Nov	56	71		43	52		77	73	
Dec	51	43		38	35		75	81	
Jan	48	50		38	35		79	70	
Feb	61	35		43	24		70	69	
Mar	36	51		24	38		67	75	
Apr	25	63		18	51		72	81	
May	33	70	97	29	54	66	88	77	68
June	53	64	48	38	47	39	72	73	81
July	98	96	77	73	69	56	74	72	73
Aug	38	74	91	29	48	65	76	65	71
Total	499	617	313	373	453	226	75	75	73

Source: Follow-up survey database. Sample taken 1 January 1999–31 October 1999.

VICTIM FOLLOW-UP SURVEY

NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>
LOCATION	<input type="text" value="B"/>	<input type="text" value="N"/>	<input type="text" value="L"/>
REPEAT VICTIM	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

NAME:

TELEPHONE NUMBER:

CRISP NUMBER:

RECORD OF TELEPHONE CALLS

Number of calls	1	2	3
Date			
Time start			
Time End			

APPOINTMENT TIMES (CALL BACKS)

	1	2	Comments
Date			
Time start			

INTERVIEWER'S SCRIPT

Good morning/afternoon/evening, May I speak to . . . My name is . . . I am phoning on behalf of the Queensland Police Service and the Criminal Justice Commission regarding the Beenleigh Break and Enter Reduction Project.

If available: We are telephoning everyone in the . . . and . . . areas that have had a break and enter and asking them a few questions. Do you have time to answer these now?

If yes: Continue with questionnaire

If no: Ask them if you could conduct the questionnaire at a later time? (Arrange for another time to complete the interview and record details above and diarise).

If still no: END SURVEY.

If the person is not available: We are interested in contacting . . . to ask their opinion about the way that police respond to break & enters in the Beenleigh area. May I leave my name and telephone number for them to contact me when convenient? (May be necessary to record other information or new telephone number above).

Part 1

Q1 Our records show that in . . . , you contacted Beenleigh Police to report a break and enter. Do you remember this incident?

Enter the month of the break and enter—DO NOT ASK THIS QUESTION—not necessary.

Yes ①

No ②

Q2 Did the police officer(s) who visited you immediately following the break and enter, provide you with an orange and blue folder containing information (about preventing break and enters)?

Yes ①

(If no go to Q5)

No ②

Q3 Have you had a chance to read it yet?

Yes ①

(If no go to Q5)

No ②

Q4 How helpful did you find the information or advice contained in the folder?

①
Very unhelpful

②
Unhelpful

③
Neutral

⑤
Helpful

⑥
Very helpful

Q5 Did the police officer(s) who visited you conduct a Home Security Assessment also?

Yes ①

(If no go to Q9)

No ②

(If Don't recall go to Q9)

Don't recall ⑨⑨

Q6 Did they discuss the findings of the assessment with you?

Yes ①

(If no go to Q9)

No ②

(If Don't recall go to Q9)

Don't recall ⑨⑨

Q7 Overall, how helpful did you find the information or advice provided by the police officer(s)?

①
Very unhelpful

②
Unhelpful

③
Neutral

⑤
Helpful

⑥
Very helpful

Q8 Did you improve or implement any new home security measures as a result of the officer's information or advice?

(If yes go to Q10)

Yes ①

(If no go to Q5)

No ②

Q9 Have you improved the security of your home since you reported the break and enter?

Yes ①

(Note: If Yes to A2 and answers No to this question

Go to Q10 and ASK Q10s—only then go to Q11

If No to Q2 and No to this question—go to Q11)

No ②

VICTIM FOLLOW-UP SURVEY

Q10 May I ask which home security measures you improved or implemented since the break and enter?
 (**Code all that apply then go to Q11B)

*(If Yes to Q2 and No to Q8 & Q9
 ask Q10 s–w, then Q11)*

A	Fitted solid core door	Yes	No
B	Fitted security screen door	Yes	No
C	Fitted new lock	Yes	No
D	Keyed door locks alike	Yes	No
E	Installed door viewer	Yes	No
F	Installed finger guard	Yes	No
G	Fitted patio bolt	Yes	No
H	Fitted key operated window locks	Yes	No
I	Fitted bars, grilles, security screens	Yes	No
J	Improved existing lighting	Yes	No
K	Installed sensor lighting	Yes	No
L	Installed timer devices	Yes	No
M	Improved visibility in high risk area	Yes	No
N	Secured garage/shed with new locks	Yes	No
O	Secured tools/ladders	Yes	No
P	Made house number visible	Yes	No
Q	Installed security alarm	Yes	No
R	Secured electricity meter box	Yes	No
S	Marked property with ID code	Yes	No
T	Registered ID code with police	Yes	No
U	Photographed valuable property	Yes	No
V	Applied WARNING stickers	Yes	No
W	Compiled property inventory list	Yes	No
X	Other	Yes	No

Q11 May I ask why you were not able to improve security or implement any new security measures around your home? (Code all that apply)**

(Note: If respondent has made security changes, ask:

*Do you own or rent your home?
 If own home & answered Q10 go to Q13*

A	Couldn't afford to	Yes	No
B	Residence rented/owned by someone else <i>Ask whether this was housing commission or private rental and indicate B1 or B2</i>	Yes	No
B1	Housing Commission <i>If Yes, ask the following question: Have you handed the yellow copy into an area office yet? If yes, which office?</i>	Yes	No
B2	Private rental	Yes	No
C	Haven't had time	Yes	No
D	Didn't know where to get security items	Yes	No
E	Didn't agree with the findings of the security assessment	Yes	No
F	Didn't think the suggestions were useful	Yes	No
G	Other	Yes	No

Q12 May I ask why you were not able to improve security or implement any new security measures around you home? (**Code all that apply)

A	Extra money	Yes	No
B	More information	Yes	No
C	Assistance to make the changes	Yes	No
D	Other	Yes	No

Q13 Apart from changes to the security of your home, have you noticed any changes in your routines or behaviours since you were broken into?—In other words, do you do anything differently since the break and enters?

Yes ①

(If no go to Q15a)

No ②

Q14 What changes have you noticed or made? (**Prompt if needed and **Code all that apply)

A	I now make certain that my house is secure, especially when I am away	Yes	No
B	Joined Neighbourhood Watch	Yes	No
C	Asked a friend/neighbour to keep watch	Yes	No
D	Lights, radio or TV are left on when I am away	Yes	No
E	Someone picks up my mail when I am not at home	Yes	No
F	Arranged for a friend or neighbour to park a vehicle in the driveway	Yes	No
G	Got a dog	Yes	No
H	I make my house look occupied	Yes	No
I	I cancel any milk and paper deliveries	Yes	No
J	Other	Yes	No

Q15a Was the break and enter as a result of any security measures NOT in use at the time? e.g. window/door unlocked or open or, How did they break into your home?

Yes ①

(If no go to Q15c)

No ②

Q15b What was it (security not used)? (**Prompt if needed and **Code all that apply)

Window left open/unlocked	①
Window broken/wouldn't shut	②
Alarm not on	③
Door open/unlocked	④
Garage door open/unlocked	⑤
Security/screen door open/unlocked	⑥
Other	⑦

Q15c Was anyone home at the time of the break and enter?

Yes ①

No ②

Q16 Taking everything into account, would you say you were satisfied or dissatisfied with the way in which the police handled the break and enter?

- Satisfied (1)
Dissatisfied (2)

Q16 Can you tell me why you were satisfied/dissatisfied?
A/B

A

B

Part 2

COMPLETE ONLY IF REPEAT VICTIM

Q17 Shortly after the first visit by police, did you also receive another visit by a police officer from the Beenleigh Break and Enter Reduction Project?

(If no go to Q21)

(If Don't recall go to Q21)

Yes ①

No ②

Don't recall ⑨⑨

Q18 About how much time did she/he spend with you?

Time in minutes

Q19 Do you recall what he did when he visited you? (**Code all that apply)

A	Provided burglary prevention information or advice	Yes	No
B	Conducted a victim survey	Yes	No
C	Assisted with property marking	Yes	No
D	Provided a lock, security light or alarm	Yes	No
E	Coated valuable property with a theft detection substance	Yes	No
F	Other	Yes	No

Q20 How helpful did you find the information, advice or assistance provided by this police officer?

①
Very unhelpful

②
Unhelpful

③
Neutral

⑤
Helpful

⑥
Very helpful

Part 3

BREAK AND ENTER

Q21 Have you experienced any other break and enter since you reported this one in . . .?

Yes ①

(If no go to Q27)

No ②

Q22 How many times has this happened?

Number

Q23 When did this/these incidents take place?

Month/Year ①

Month/Year ②

Month/Year ③

Q24 Were all of these incidents reported to the police?

Yes ①

(If Yes go to Q27)

No ②

Q25 How many were not reported to the police?

Number

Q26 Why didn't you report these other incidents to police?

Too trivial/unimportant ①

Police wouldn't do anything about it ②

Thought I would take care of it myself ③

Told someone else instead ④

Offender(s) thought/known to be children ⑤

Did not want to see the offender punished ⑥

Afraid of reprisals ⑦

Other ⑧

STEALING

Q27 Apart from what you have already told me, have you had anything stolen from outside of your residence (e.g. from a shed, or off a clothesline, etc.), since you reported the break and enter?

Yes ①

(If no go to Q33)

No ②

Q28 How many times has this happened?

Number

Q29 When did this/these incidents take place?

Month/Year

①

Month/Year

②

Month/Year

③

Q30 Were all of these incidents reported to the police?

Yes ①

(If Yes go to Q33)

No ②

Q31 How many were not reported to the police?

Number

Q32 Why didn't you report these other incidents to police?

Too trivial/unimportant

①

Police wouldn't do anything about it

②

Thought I would take care of it myself

③

Told someone else instead

④

Offender(s) thought/known to be children

⑤

Did not want to see the offender punished

⑥

Afraid of reprisals

⑦

Other

⑧

WILFUL DAMAGE

Q33 Has any part of your residence or property been defaced or damaged by vandals since the break and enter?

Yes ①

(If no go to Q39)

No ②

Q34 How many times has this happened?

Number

Q35 When did this/these incidents take place?

Month/Year ①Month/Year ②Month/Year ③

Q36 Were all of these incidents reported to police?

Yes ①

(If Yes go to Q39)

No ②

Q37 How many were not reported to police?

Number

Q38 Why didn't you report these other incidents to police?

Too trivial/unimportant ①

Police wouldn't do anything about it ②

Thought I would take care of it myself ③

Told someone else instead ④

Offender(s) thought/known to be children ⑤

Did not want to see the offender punished ⑥

Afraid of reprisals ⑦

Other ⑧

THEFT OF MOTOR VEHICLE—UNLAWFUL USE

Q39 Have you had your motor vehicle stolen from your residence since the break and enter?

Yes ①

(If no go to Q45)

No ②

Q40 How many times has this happened?

Number

Q41 When did this/these incidents take place?

Month/Year

①

Month/Year

②

Month/Year

③

Q42 Were all of these incidents reported to police?

Yes ①

(If Yes go to Q45)

No ②

Q43 How many were not reported to police?

Number

Q44 Why didn't you report these other incidents to police?

Too trivial/unimportant

①

Police wouldn't do anything about it

②

Thought I would take care of it myself

③

Told someone else instead

④

Offender(s) thought/known to be children

⑤

Did not want to see the offender punished

⑥

Afraid of reprisals

⑦

Other

⑧

OTHER CRIME

Q45 Have you been the victim of any other type of crime in or near your residence since you reported the break and enter?

(If no END SURVEY)

- Yes ①
- No ②

Q46 How many times has this happened?

Number

Q47 What type(s) of crime was this?

Answer ①

Answer ②

Q48 When did this/these incidents take place?

Month/Year ①

Month/Year ②

Q49 Were all of these incidents reported to police?

(If Yes END SURVEY)

- Yes ①
- No ②

Q50 How many were not reported to police?

Number

Q51 Why didn't you report these other incidents to police?

- Too trivial/unimportant ①
- Police wouldn't do anything about it ②
- Thought I would take care of it myself ③
- Told someone else instead ④
- Offender(s) thought/known to be children ⑤
- Did not want to see the offender punished ⑥
- Afraid of reprisals ⑦
- Other ⑧

END SURVEY

Thank you for taking part in this survey.

NUMBER

--	--	--

LOCATION

C	R	
---	---	--

NAME:

TELEPHONE NUMBER:

CRISP NUMBER:

RECORD OF TELEPHONE CALLS

Number of calls	1	2	3
Date			
Time start			
Time End			

APPOINTMENT TIMES (CALL BACKS)

	1	2	Comments
Date			
Time start			

INTERVIEWER'S SCRIPT

Good morning/afternoon/evening, May I speak to . . . My name is . . . I am phoning on behalf of the Queensland Police Service and the Criminal Justice Commission regarding the Beenleigh Break and Enter Reduction Project.

If available: We are telephoning everyone in the . . . areas that have had a break and enter and asking them a few questions. Do you have time to answer these now?

If yes: Continue with questionnaire

If no: Ask them if you could conduct the questionnaire at a later time? (Arrange for another time to complete the interview and record details above and diarise).

If still no: END SURVEY.

If the person is not available: We are interested in contacting . . . to ask their opinion about the way that police respond to break & enters in the . . . area. May I leave my name and telephone number for them to contact me when convenient? (May be necessary to record other information or new telephone number above).

Part 1

Q1 Our records show that in . . . , you contacted . . . Police to report a break and enter.
Do you remember this incident?

Enter the month of the break and enter—DO NOT ASK THIS QUESTION—not necessary.

Yes ①
No ②

Q2 Thinking back to that day, about how long did it take for the police to arrive?

Time in minutes

Q2a Did the respondent indicate he/she went to or telephoned the police station?

If respondent, when answering Q2, indicates he/she went to the police station;
circle YES—DO NOT ASK THIS QUESTION

Yes ①
No ②

(Go to Q5)

Q3 Do you recall how many police officers came (to your residence in connection with the break and enter?)

Number

Q4 About how long did the officer(s) stay?

Time in minutes

Q5 Did the police officer(s) who visited you, talk about ways to prevent future break and enters?

Change the wording if the respondent went to or telephoned the police station to:

Did the officer at the station, talk about ways to prevent future break and enters?

Yes ①
No ②

(If No go to Q8)

Q5a Did a police officer volunteer to visit you and talk about ways to prevent future break and enters?

Yes ①
No ②

(If No go to Q8)

Q6 Overall, how helpful did you find the information or advice they provided?

① Very unhelpful ② Unhelpful ③ Neutral ⑤ Helpful ⑥ Very helpful

Q7 Did you improve or implement any new home security measures as a result of their information or advice?

Yes ①
No ②

(If Yes go to Q9)

Q8 Have you improved the security of your home since you reported the break and enter?

Yes ①
No ②

(If No go to Q10)

Q9 May I ask which home security measures you improved or implemented since the break and enter?
(**Code all that apply then go to Q11B)

A	Fitted solid core door	Yes	No
B	Fitted security screen door	Yes	No
C	Fitted new lock	Yes	No
D	Keyed door locks alike	Yes	No
E	Installed door viewer	Yes	No
F	Installed finger guard	Yes	No
G	Fitted patio bolt	Yes	No
H	Fitted key operated window locks	Yes	No
I	Fitted bars, grilles, security screens	Yes	No
J	Improved existing lighting	Yes	No
K	Installed sensor lighting	Yes	No
L	Installed timer devices	Yes	No
M	Improved visibility in high risk area	Yes	No
N	Secured garage/shed with new locks	Yes	No
O	Secured tools/ladders	Yes	No
P	Made house number visible	Yes	No
Q	Installed security alarm	Yes	No
R	Secured electricity meter box	Yes	No
S	Marked property with ID code	Yes	No
T	Registered ID code with police	Yes	No
U	Photographed valuable property	Yes	No
V	Applied WARNING stickers	Yes	No
W	Compiled property inventory list	Yes	No
X	Other	Yes	No

Q10 May I ask why you were not able to improve security or implement any new security measures around your home? (Code all that apply)**

(Note: If respondent has made security changes, ask:

Do you own or rent your home?

If own home & answered Q9 go to Q12

A	Couldn't afford to	Yes	No
B	Residence rented/owned by someone else	Yes	No
	<i>Ask whether this was a housing commission or private rental and indicate in B1 or B2</i>		
B1	Housing Commission	Yes	No
B2	Private rental	Yes	No
C	Haven't had time	Yes	No
D	Didn't know where to get security items	Yes	No
E	Didn't agree with the findings of the security assessment	Yes	No
F	Didn't think the suggestions were useful	Yes	No
G	Other	Yes	No

Q11 What would have helped or encouraged you to make changes to your home? (**Code all that apply)

A	Extra money	Yes	No
B	More information	Yes	No
C	Assistance to make the changes	Yes	No
D	Other	Yes	No

Q12 Apart from changes to the security of your home, have you noticed any changes in your routines or behaviours since you were broken into? In other words, so you do anything differently since the break and enters?

Yes (1)

(If no go to Q14a)

No (2)

Q13 What changes have you noticed or made? (**Prompt if needed and **Code all that apply)

A	I now make certain that my house is secure, especially when I am away	Yes	No
B	Joined Neighbourhood Watch	Yes	No
C	Asked a friend/neighbour to keep watch	Yes	No
D	Lights, radio or TV are left on when I am away	Yes	No
E	Someone picks up my mail when I am not at home	Yes	No
F	Arranged for a friend or neighbour to park a vehicle in the driveway	Yes	No
G	Got a dog	Yes	No
H	I make my house look occupied	Yes	No
I	I cancel any milk and paper deliveries	Yes	No
J	Other	Yes	No

Q14a Was the break and enter as a result of any security measures NOT in use at the time? e.g. window/door unlocked or open or, How did they break into your home?

Yes (1)

(If no go to Q14c)

No (2)

Q14b What was it (security not used)? (**Prompt if needed and **Code all that apply)

Window left open/unlocked	(1)
Window broken/wouldn't shut	(2)
Alarm not on	(3)
Door open/unlocked	(4)
Garage door open/unlocked	(5)
Security/screen door open/unlocked	(6)
Other	(7)

Q14c Was anyone home at the time of the break and enter?

Yes (1)

No (2)

Q15 Taking everything into account, would you say you were satisfied or dissatisfied with the way in which the police handled the break and enter?

- Satisfied ①
- Dissatisfied ②

Q15 Can you tell me why you were satisfied/dissatisfied?
A/B/C

A

B

C

Part 2

BREAK AND ENTER

Q16 Have you experienced any other Break and enter since you reported this one in . . .?

Yes ①

(If no go to Q22)

No ②

Q17 How many times has this happened?

Number

Q18 When did this/these incidents take place?

Month/Year

①

Month/Year

②

Q19 Were all of these incidents reported to the police?

Yes ①

(If Yes go to Q22)

No ②

Q20 How many were not reported to police?

Number

Q21 Why didn't you report these other incidents to police? (**Prompt if needed)

Too trivial/unimportant

①

Police wouldn't do anything about it

②

Thought I would take care of it myself

③

Told someone else instead

④

Offender(s) thought/known to be children

⑤

Did not want to see the offender punished

⑥

Afraid of reprisals

⑦

Other

⑧

OTHER CRIME

Q22 Have you been the victim of any other type of crime in or near your residence since you reported the break and enter?

(If no END SURVEY)

Yes ①

No ②

Q23 How many times has this happened?

Number

Q24 What type(s) of crime was this?

Answer ①

Answer ②

Q25 When did this/these incidents take place?

Month/Year ①

Month/Year ②

Q26 Were all of these incidents reported to police?

(If Yes END SURVEY)

Yes ①

No ②

Q27 How many were not reported to police?

Number

Q28 Why didn't you report these other incidents to police?

Too trivial/unimportant ①

Police wouldn't do anything about it ②

Thought I would take care of it myself ③

Told someone else instead ④

Offender(s) thought/known to be children ⑤

Did not want to see the offender punished ⑥

Afraid of reprisals ⑦

Other ⑧

END SURVEY

We really want to thank you for taking part in this survey.

