



## Program Guide - Reducing Residential Burglary

### 1. Overview

<b>Objectives</b>	<ul style="list-style-type: none"><li>• To reduce the incidence of residential burglary in a Crime Hot Spot</li><li>• To reduce the fear of crime amongst the target group in the community</li><li>• To educate the community to reduce the risk of burglary</li><li>• To provide the community with tips to improve security at their home</li></ul>
<b>Target Outcomes</b>	<ul style="list-style-type: none"><li>• Reduced number of homes burgled in the project area.</li><li>• Increased awareness amongst home owners in the target area of crime prevention techniques.</li></ul>
<b>Success Measures</b>	<ul style="list-style-type: none"><li>• Victoria Police report a decrease in the incidence of residential burglary in the project area</li><li>• Reduction in the numbers of residential burglaries in the area where the project has been implemented.</li><li>• A survey of residents after the project indicates that residents know more about preventing residential burglaries and that they feel less at risk from burglary than before the project.</li></ul>
<b>Contact for More Information</b>	<i>For more information contact state office by email: <a href="mailto:admin@nhw.com.au">admin@nhw.com.au</a></i>

### 2. Details

<b>Program Scope</b>	These programs are aimed at Crime Hot Spots where residential burglaries are the predominant crime identified.
<b>Program Planning</b>	<p>A number of responses can be implemented to address the issue of residential burglary. The planning involved for the different responses is described separately below:</p> <p><b>SOCIAL MEDIA</b></p> <p>Crime cannot be reported from NHW onto social media unless approved by Victoria Police and/or posted by Victoria Police or Eyewatch.</p> <p><b>ISSUE A CRIME BULLETIN</b></p> <p>Useful if the target area is small and an amount of detailed information is to be provided to residents.</p> <p>A Crime Bulletin is a formal document that describes the crime issue and the action that members of the public should take as a consequence. In some cases the bulletin can include a description of a person of interest to the Police.</p>



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1. Check with the Police Crime Prevention Officer (CPO) that they or the Police Media Unit are not issuing a bulletin on the crime/s. If the police are issuing a bulletin, use this to ensure that NHW message is consistent with that from the police.
2. Collect crime statistics or a Heat Map from Police for the target area showing the number of properties burgled over a given period. Any crime statistics would have to be obtained from the Crime Statistics Agency (.www.crimestatistics.vic.gov.au) Heat Maps can provide the times and dates when the offences occurred. NOTE: Liaison with your Police Local Area Commander or CPO will be necessary to complete this step.
3. Determine how the crime bulletin is to be distributed. This could be done by social media, the NHW website, letterbox drop or an advertisement in the local press.
4. Determine the area in which the bulletin is to be distributed in consultation with the Police.
5. Check that arrangements can be made to print the required number of bulletins to match the time frame for their distribution.
6. Determine that the necessary funds are available to undertake the printing.
7. Establish the number of volunteers needed to distribute the bulletin and ensure that these people are available to undertake the distribution.

## **SHOPPING CENTRE DISPLAY**

Useful if there is a need to get general information to residents of a wide area and there is a significant shopping centre (more than 30 shops) in or near the target area.

1. Determine whether there is a significant shopping centre in or near to the hot spot area. If there is no suitable shopping centre adopt a different approach to addressing the problem.
2. Check with the local Council that an information stand can be used in the shopping centre and any conditions that apply. Often a Council will require that the group has a Public Liability Insurance Policy. Details of the policy for NHW can be obtained from the state office. The Council can also advise if there is a tenant's association at the shopping centre.
3. Contact the local Police to check the availability of the CPO to attend the display. The presence of a Police officer can be an added attraction for shoppers at the display. The date of the display may need to be altered to suit the Police roster.
4. Determine the material to be available at the stand. Check on the availability of standard NHW brochures.
5. Check whether a special flyer is to be provided at the stand. The content of this flyer would need to be developed in conjunction with the local Police.
6. Check on the availability of volunteers to staff the display as this may determine the date on which the event will take place.
7. Check that arrangements can be made to print the required number of flyers to suit the date of the event.
8. Determine the action to be taken if it's raining. In shopping malls, rain will probably be irrelevant but in open shopping strips, rain may cause the event to be deferred.



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## REMINDER BROCHURE/LETTER DROP

Useful if the target area is relatively small (no more than 300 properties) and when a timely reminder using existing brochures or pre-printed letters, is needed.

1. Discuss the information requirements with the CPO to ensure standard NHW brochures are sufficient to serve the purpose. In some cases, the Police might wish to produce a letter specifically relating to the crime situation.
2. Establish the time-frame in which the Police would want the distribution to be undertaken.
3. Determine the area and hence the number of properties involved in the program.
4. Check on the availability of the brochures or letters being distributed. If additional printing is required, determine the time frame required to obtain the materials to be distributed.
5. Calculate the number and availability of volunteers needed to undertake the distribution of the material. Determine whether there is a significant shopping centre in or near to the hot spot area. If there is no suitable shopping centre adopt a different approach to addressing the problem.

## NEIGHBOURHOOD MEET AND GREET

Useful if the target area is large (more than 300 properties) and/or when it is desirable to remind the local community of general measures to reduce residential burglaries. A more formal approach is to workshop prevention of burglaries.

1. Discuss the proposal and the information requirements with the CPO. Police involvement in the event is normally essential.
2. Consider whether the event could be combined with another community activity to maximise attendance. These other events could include, but are not confined to, Residents' Association meetings, Fire Guard meetings, Service Organisation or Municipal fairs and Seniors' Group gatherings.
3. Consider time and date for the event. Weekends are possibly best for such an event, although during daylight saving periods, the event could be run in the early evening.
4. Establish a team of volunteers who are prepared to help with the planning and running of the event.
5. Local trades people who are involved in home security eg locksmiths, burglar alarm installers, hardware merchants, may be prepared to assist with the event
6. It should be noted that several months may be needed to plan and implement an event of this size.
7. Determine the methods to be used to advertise the event. The local press may be prepared to run an article on the event if there is an unusual element to the story eg well-known local identity involved.
8. Develop a draft running sheet for the program that covers the scope of the subject but has sufficient variety to encourage people to attend and maintain their interest at the event.
9. Ensure that all participants in the event are comfortable with their proposed role.



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	<ol style="list-style-type: none"> <li>10. Determine the various equipment and materials needed for the event. In some cases, it may be possible to borrow the equipment or the equipment might be supplied by the event venue eg tables and chairs in a community hall.</li> <li>11. Prepare a rough budget for the event based on the costs of the identified materials and services. It is suggested that you include 10 to 20% for contingencies to cover items that are initially overlooked.</li> <li>12. Consideration should be given to possible sources of funds to support the event. These can sometimes be obtained from local or State government departments or businesses in the area.</li> <li>13. Make a detailed review of the whole project and then decide whether to proceed or not.</li> </ol>
<p><b>Equipment</b></p>	<ul style="list-style-type: none"> <li>• NHW fluorescent jackets for volunteers</li> <li>• A-Frame signs and banners</li> <li>• Marking Pen kits</li> <li>• Tables and chairs</li> <li>• Display vehicle or tent for outside activities eg. at a local park within an Estate</li> </ul>
<p><b>Implementation</b></p>	<p><b>SOCIAL MEDIA RESPONSE</b>            Crime cannot be reported from NHW onto social media unless approved by Victoria Police and/or posted by Victoria Police or Eyewatch.</p> <ol style="list-style-type: none"> <li>1. Advise the Social Media Administrator of the issue and the target area.</li> <li>2. Prepare specific messages to be issued on the Neighbourhood Watch Facebook page and/or Twitter, relevant to the issue. (If necessary, check the wording with the Police CPO.</li> <li>3. Keep the message brief. Large slabs of text are unlikely to be read.</li> <li>4. Issue the messages promptly.</li> <li>5. Review the public response and consider changing the length of the campaign.</li> <li>6. Respond to responses promptly to keep the discussion going.</li> </ol> <p><b>ISSUE A CRIME BULLETIN</b></p> <ol style="list-style-type: none"> <li>1. Prepare the bulletin from information provided by the Police or obtain the bulletin from the Police if they have prepared one.</li> <li>2. If some of the bulletins are to be distributed in printed form, arrange for the required number of copies to be printed.</li> <li>3. Schedule the distribution of the bulletins for release on electronic media or in printed form, as required.</li> <li>4. Roster the volunteers to distribute the printed bulletins within the required timeframes. Advise them of the times and locations where they are to distribute the bulletins.</li> <li>5. Distribute any printed bulletins to the target area.</li> <li>6. Obtain any immediate feedback from the program to enable future efforts to be improved.</li> </ol>



## **SHOPPING CENTRE DISPLAY**

1. Obtain the necessary approval from Council to hold the display.
2. Contact the local tenants association (if any) to advise of the display and its purpose. The association may have preferences on where the stand is to be placed.
3. Prepare the special flyer in consultation with the Police.
4. Arrange the printing of standard brochures and the flyer.
5. Ensure a roster of volunteers is prepared so there are sufficient staff at the stand for the duration of the event. Arranging the schedule with hourly slots works effectively, even if some volunteers take two consecutive slots.
6. Locate a table, chairs and NHW banners for the display.
7. Check the parking arrangements at the shopping centre because restrictions may create difficulties for the volunteers.
8. Undertake the display.
9. Obtain any immediate feedback from the program to enable future efforts to be improved.

## **REMINDER BROCHURE / LETTER DROP**

1. Arrange for the printing of the brochures or letter if this is required.
2. Divide target area into sections for delivery volunteers.
3. Advise NHW volunteers of need for delivery persons for the target area.
4. Prepare information to be distributed
5. Advise the volunteers of the time and meeting location.
6. Distribute the information to target area.
7. Obtain any immediate feedback from the program to enable future efforts to be improved.

## **NEIGHBOURHOOD MEET AND GREET**

1. Roster NHW volunteers to manage the event and to assist people who attend the event.
2. Determine the availability of the venue for the event. Try to obtain say, three alternative dates.
3. Check the available dates with presenters and exhibitors to arrive at the most convenient date. If alternative presenters are not available on the chosen date it may be necessary to amend the agenda to allow for this.
4. Confirm the venue booking for the selected date.
5. Confirm the presenters for the chosen date and provide the tentative running sheet so that presenters know when they are needed and the amount of time allocated to them.
6. Advise presenters of the equipment that will be supplied on the day and what they will have to bring. To avoid difficulties at the event, it is strongly recommended that all computer equipment is supplied by NHW. The presenters should be asked to bring their "slides" on a memory stick and in a standard package such as PowerPoint.
7. If the event is being supported by service clubs and/or other community organisations, ensure that the proposed date suits their schedule/s.



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	<ol style="list-style-type: none"> <li>8. Advertise the event by all practicable means throughout the target area. This may include social media, the local newspapers, NHW newsletters, community notice boards, school newsletters and the local Council publications. Consideration can be given to a letter drop but this is very labour intensive, particularly if a large area is to be covered.</li> <li>9. If catering or seating is to be used, it's important to get RSVPs from attendees so food is not wasted and there are sufficient seats available.</li> <li>10. Prepare handouts for NHW speakers and check that other presenters have arrangements for designing and producing handouts. Ensure that these will all be available at least one week before the event.</li> <li>11. Ask presenters to email their "PowerPoint" files two days before the event so they can be loaded onto the computer being used on the day. Test the presentations on the computer.</li> <li>12. On the date of the event, arrive early to make sure all is in readiness for the presentations. All furniture and presentation equipment should be in place. If electronic equipment is to be used, test all items are compatible and adjusted before any guests arrive.</li> <li>13. Unless a prominent speaker or guest of honour has not arrived, start the event at the advertised time.</li> <li>14. Unless a speaker wants otherwise, don't provide handouts before the presentation. Doing this leads to audience members looking at the handout and not the speaker.</li> <li>15. Assign timekeeping duties to one of the volunteers. They should indicate to the Chair or Master of Ceremonies if a speaker is running out of their allotted time.</li> <li>16. At the end of the event make sure all presenters are thanked. It is often appropriate to have token gifts for the speakers.</li> <li>17. Thank the audience for attending and advise them of any follow-up activities.</li> <li>18. When the audience has left, tidy the venue and leave it in the condition you found it in.</li> <li>19. Do a final check of the venue to ensure no equipment or belongings of audience members are left behind.</li> <li>20. Ensure the venue is locked when you leave if this was a requirement of the venue owner.</li> <li>21. Obtain any immediate feedback from the program to enable future efforts to be improved.</li> </ol>
<p><b>Timing</b></p>	<p>Generally under two months except for the Neighbourhood Meet and Greet which may take up to six months to implement.</p>
<p><b>Measuring Success</b></p>	<p>The best way of measuring the success of the program is to compare the before and after burglary data for the target area. Indicative impressions on the change or otherwise could be obtained from the local Police, particularly if they requested the program in the first place. However, short term data can vary markedly due to other factors eg presence of holiday periods.</p> <p>It is preferable to obtain data for a minimum of a year before and a year after the program from the Crime Statistics Agency to determine whether there has been a measurable change in the number of burglaries in the target area. If the area is small, it may require longer before and after periods to have enough crimes for comparison.</p>



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## Reporting

At the end of the program, a short report should be submitted highlighting where any changes were made from the advice provided in the guide. These variations might be used to improve the guide.

If resources from outside NHW were used for the program eg printers, speakers etc, and their use was quite successful, these should be noted in the report so that other groups could make use of these as well.

## 3. Specific Training

### Training

- Volunteer training will be based on this guide.
- Some guidance may be needed with project planning for the more complex events involving numbers of different people and organisational skills. Contact the NHW State office for advice.