

EVALUATION OF 24/7 COMMUNITY SAFETY SERVICE

Brodie Dawkins



WHY DID WE EMBARK ON THIS JOURNEY?



EVALUATION

- Independent Review
- Open minded/ not defensive
- Developing clear and measurable objectives for the CSS
- Communicating all proposed changes
- Better use of CSS and police data to identify hotspots and people (repeat victimisation concept) to target
- Training on situational crime prevention, the SARA model and CPTED for CSS officers
- Setting up forms, processes, KPI's, training to enable all CSS officers to conduct CPTED audits,
- Monitoring the effectiveness of CSS by measuring and reporting on objectives and using pre and post data where applicable

STRATEGIC ALIGNMENT



GOALS/OBJECTIVES/KPI'S

- Number of Designing Out Crime/Security audits conducted
- Number of education initiatives identified eg (leaving calling cards)
- Satisfaction score with mobile security patrols (by residents)
- Satisfaction score with mobile security patrols by the business community
- Conduct random checks Hot Spot Patrols.

CSS contributes to achieving identified goals in our Safer Melville Plan 2017 – 2021 (Reduce Household Crime, Reduce Business Crime, Safe and secure places and environments and People Feel Safe and secure in all places at all times) through the following objectives and KPI's



1.1 (A) Providing targeted & timely intelligence / evidence based patrol

- a) **Hot spot patrols (HS)** HS are an important part of intelligence based patrolling. Information obtained from the Police allows CSS to direct its resources to predefined areas of concerns at nominated times. This strategy has demonstrated to be an effective in addressing specific issues at an identified location. This type of patrols can be used as tools to gather more essential intelligence or provide a visual deterrent. Issues to consider are:
 - a. Patrolling pattern – this is to be varied maximising the potential area covered, choose different routes of entries to nominated area and avoid predictably and complacency
 - b. Time spent – around 10 to 15 min is to be spend patrolling identified hotspot area including all close proximity roads to ensure exposure and extend surveillance for issues of interest
 - c. Identification of homes that may benefit from home safety checklists – use of calling cards , this should also include look out for areas left unsecured i.e garage doors or any other DoC points that officers can notice
 - d. Possible CPTED audits at COM sites – on going review, once CPTED audit is conducted all information is to be recorded against a CPTED code on pathways , this will allow for checks of the area at later time to see any potential changes
 - e. Reports of suspicious persons/vehicles – on going, response will be determined by information detailed on each hotspots patrols
- b) **Holiday Patrols (HP)** - City of Melville residents can take simple precautions to reduce the risk of burglary by registering for the holiday watch service provided by the City. Residents will have their property patrolled regularly by CSS during the day and night for the duration they are away. CSS aims to conduct 3 patrols past each registered property per shift. CSS officers will contact the designated person of contact (POC) if something is not as per information provided for each HP (e.g. vehicle in driveway that shouldn't be there), they will also note down any changes (once these were confirmed as correct by the POC) for future references. Once the HP is completed CSS will leave a calling card on the last check.
- c) **Extra Patrols (XP)** - XP are very similar to HS patrols, except they are designed for a clearly identified issue or a task at a specifically identified location and mainly based on information provided from the public.

1.2 (B) Observe, report & provide information to relevant agencies in a timely manner

- a) HP & XP - as explained above
- b) **Calling Cards** - All the CSS vehicles have now new calling cards. If holiday patrol/extra patrol is completed then last officer attending location/house will leave the calling card with PW reference number, time & date in the letter box of the resident. Calling cards are also to be used when CSS attends Residential alarm jobs, garage door left open with items (like bikes) visible (try and call the property first) any other security concerns. Officers will create a PW job number & quote that number in the calling card
- c) **Intel Reports**— reports provided to the police based on information obtain during the CSS patrols, this could be what officers have noticed or on specific based request from the police. Call Police first if required
- d) **Maintenance and Graffiti** — at least two per shift, supporting the broken window theory
- e) **Conducting CPTED audits and application of the SARA model**

Scanning
Analysis
Response
Assessment

The SARA model is a crime problem analysis tool with a focus on identifying, deconstructing and responding to crime problems in the community.



CSS officers can use this model in cooperation with stakeholders (internally and externally) to identify priority crime problems in the community, and then through a step-process, address them in a resource-efficient way.

Response stage of the SARA Model:

Examples of effective solutions include hot-spot patrols and situational crime prevention:

Hot-spot patrols: Focusing resources on targeted, quality patrols around high-crime areas.

Situational crime prevention: A crime prevention strategy that deters offenders away from crime by increasing the risks and reducing the rewards of committing a crime.

Crime prevention through environmental design (CPTED) is a key component of situational crime prevention. This is where the design of the physical environment is changed to prevent the opportunity for crime.

Situational crime prevention comprises of five key principles:

- 1 **Increase the effort:** Increase the amount of effort required for an offender to commit a crime.
- 2 **Increase the risk:** Increase the amount of risk involved in committing a crime.
- 3 **Reduce rewards:** limit the rewards an offender could receive from committing the crime..
- 4 **Reduce provocations:** Ensure the surrounding environment is calm and safe and does not facilitate antisocial behaviour.
- 5 **Remove excuses:** Reduce the chance of ambiguity by stressing laws and standards.



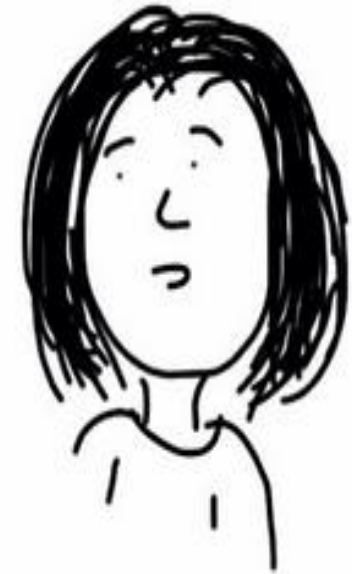
LESSON LEARNT

- Why change, everything is ok.
- Getting buy in, explaining the why.
- Implementation; Training, processes, procedures, KPI's
- Learning from evaluations

I know our
project works



No,
you don't



WANT TO KNOW MORE?

For more information www.melvillecity.com.au/css

or

brodie.dawkins@melville.wa.gov.au

