

# **Crime Prevention Plan 2013 - 2015**



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# Crime Prevention Plan 2013 - 2015

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## Abbreviations

NSW	New South Wales
CPTED	Crime Prevention through Environmental Design
CBD	Community business district
ACT	Australian Capital Territory
BOCSAR	Bureau of Crime Statistics and Research
LGA	Local Government Area
ABS	Australian Bureau of Statistics

## Background

In 2011, Queanbeyan City Council (Council) developed a Community Safety Strategy. The Strategy was based on information collected from broad community consultation to gauge the perceptions of the Queanbeyan community in relation to safety issues and general perceptions of safety. It also drew upon data from a number of sources on crime incidence and trends within the Queanbeyan area.

Council has developed this Crime Prevention Plan 2013-2015 as an action plan to address key priority areas identified in the Community Safety Strategy.

This Crime Prevention Plan has been developed in accordance with the requirements of the NSW Children (Protection and Parental Responsibility) Act 1997. The Act identifies Local Government as a lead agency for identifying and implementing local crime prevention strategies in New South Wales (NSW). The Act prescribes the development and endorsement of local crime prevention plans and Safer Community Compact, by the NSW Attorney General's Department.

Local Government are responsible for a broad range of services that relate to community safety and crime prevention, including; environmental design, control over building design, providing street lighting, public amenities, and encouraging community participation. Local Government can promote safety through developing partnerships and collaborative arrangements between state and federal governments, community organisations and the community.

It is acknowledged that this Plan has been developed with the support of the Monaro Local Area Command, local community, state government, non-government agencies, and businesses.

This Plan:

- Reflects the community's perception of crime as identified in the 2010 community safety consultation.
- Outlines crime incidence, profiles and trends, and identifies the most significant level and types of crime in the Queanbeyan Local Government area.
- Prioritises two types of local crime and safety issues based upon analysis of local crime data and community and stakeholder consultation.
- Contains an Action Plan highlighting initiatives that aim to reduce the incidence of crime and address crime issues that present the greatest risk to the safety, security and cohesiveness of the Queanbeyan community.
- Identifies opportunities for collaborative partnerships between Council, state government, non-government agencies, businesses and the community.
- Informs the broader community about initiatives that aim to reduce the incidence of crime in the Queanbeyan Local Government Area and promote greater community awareness and opportunities for involvement in community safety and crime prevention initiatives.
- Compliments and supports existing Council policies and Plans including the; Community Strategic Plan 2013–23, Operational Plan 2013–2014, Delivery Program 2013-2014, Governance Plan 2013-2017 and the Queanbeyan Community Vision

### What is Community Safety?

Community Safety aims to increase the ability of people to go about daily life with little fear for their own safety, or of others.<sup>1</sup>

Community safety is more than the absence of crime in a community; it is also about individuals' perceived level of safety when going about their everyday lives. Individuals have the right to participate in their daily activities without the fear of becoming a victim of crime or of feeling unsafe. Safety is the mutual responsibility of government and non-government agencies, businesses and the broader community.

To successfully increase community safety, a holistic approach to reduce the incidence and fear of crime by strengthening communities and responding more effectively to crime when it does occur, needs to be implemented. Community safety programs aim to provide individual communities with the framework to address their own real and perceived fears or safety concerns, using a number of approaches including behavioural, capacity building, environmental strategies and policy making.

This Crime Prevention Strategy addresses the causes of crime and applies a preventative and collective framework to; reduce the incidence and fear of crime, encourage economic growth and to improve community wellbeing and cohesion in the Queanbeyan Local Government Area.

### What is Crime Prevention?

Crime prevention aims to reduce the harmful effects that crime has upon the broader community by collaboratively developing strategies and measures that prevent crime and offending before they occur. Crime prevention also involves developing initiatives that endeavour to reduce the fear of crime.

The prevention of crime requires individuals, communities, businesses, community organisations and all levels of government to work collaboratively to develop and implement evidence based strategies, policies and programs that address actual and perceived risk of crime.

The National Crime Prevention Framework<sup>2</sup> outlines principles for good practice in alignment with the international standards for crime prevention, including the United Nations Guidelines for the Prevention of Crime.

The Framework states that effective crime prevention involves:

- Strong committed leadership at all levels;

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<sup>1</sup> Fife Constabulary, [www.cylex-uk.co.uk](http://www.cylex-uk.co.uk) accessed 14 June 2013.

<sup>2</sup> Australian Institute of Criminology, National Crime Prevention Framework, [http://www.aic.gov.au/crime\\_community/crimeprevention/ncpf.html](http://www.aic.gov.au/crime_community/crimeprevention/ncpf.html) accessed 12 March 2013

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- Collaboration between multiple stakeholders to address the wide ranging causes of crime and to draw upon the skills, expertise, resources and responsibilities necessary to address those causes;
- The practical application of the research and evaluation finding in the development and implementation of measures to reduce crime, targeted to areas of the greatest need and adapted to suit local conditions;
- A focus on outcomes and a commitment to demonstrating measureable results through evaluation and performance measurement, with clear lines of accountability;
- Building and maintaining the capacity to implement effective crime prevention policies and interventions;
- Promoting an active and engaged community, and being responsive to the diversity and changing nature of communities;
- Long-term commitment to achieving sustainable reductions in crime and savings to the criminal justice system and the community; and
- Coordination across sectors to embed crime prevention into relevant social and economic policies, including education, employment, health and housing policies, particularly those directed towards at risk communities, children, families and youth.

There are various approaches to preventing and reducing crime which may require multiple strategies delivered concurrently.

The National Crime Prevention Framework identifies four key strategies:

1. Addressing the environmental conditions that promote and sustain crime;
2. Eliminating risk factors and enhancing protective factors to reduce the likelihood that individuals will engage in offending behaviour;
3. Strengthening communities by addressing social exclusion and promoting community cohesiveness; and
4. Enhancing the capacity of criminal justice agencies to prevent crime and reoffending.

Some strategies may include addressing environmental conditions through planning, designing or modifying the built environment to provide conditions that promote or sustain a sense of safety and reduce opportunities for crime to occur. Other strategies involve strengthening communities by providing and promoting opportunities for community cohesiveness and to reduce social exclusion.

Community and intersectoral participation in the development, implementation and evaluation of crime prevention strategies, is integral to the long-term sustainability of crime prevention efforts. This Strategy provides opportunities for community to actively and passively participate in initiatives that reduce the likelihood of becoming a victim of crime.



## Fear of Crime

The National Campaign against Violence and Crime<sup>3</sup> reported that individuals' fear of crime exists independently of crime statistics and therefore specific strategies need to be developed within their own right. Further, because of the different ways in which fear of crime is constructed by individuals, stakeholder involvement with the development of fear reduction programs is crucial to their success. The Report stated that:

*fear of crime has been seen as a problem in its own right because of the way it can constrain people's lifestyles, and restrict their use of public space and public amenities (sometimes in the process making them more risky places); (de Vaus & Wise, 1996; Hale, 1996).*

*At the most general level people are seen to overestimate the prevalence of crime in the community, often believing crime in their city or state is much higher than in their local neighbourhood (O'Malley, 1991; Queensland Criminal Justice Commission, 1994), or perceiving increases in crime that are not supported by official statistics (Queensland Criminal Justice Commission, 1994).*

Research shows that the risk-victimisation paradox refers to the claim that particular community population groups, such as women and the elderly, (who are at less risk according to crime statistics), assert greater levels of fear than their male and younger counterparts.

Consequently, while the Queanbeyan communities' perception of crime in this report is not supported by the evidence based data on reported crime; the communities overall feelings of safety and the risk of crime and victimisation through this Crime Prevention Action Plan are addressed. Council acknowledges the significance of community participation in the development, implementation and evaluation of the Strategy to achieve sustainable results in addressing crime, and in-turn reducing the fear of crime among Queanbeyan residents.

## Queanbeyan – A Community Profile

Queanbeyan City is located in New South Wales, on the eastern border of the Australian Capital Territory and is 250 kilometers south-west of Sydney.

Queanbeyan was established in 1838 and was declared a city on 1972. Since that time growth has steadily continued, with the city being one of the fastest growing regional centres in NSW. In 1991 the population was 26,000 and by 2001 it had grown to 23,000. The 2010 Census indicated that the population had expanded to 37,991 living in 16,128 dwellings with an average household size of 2.51; this growth is set to continue with the city's population expected to double by 2031.

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<sup>3</sup> Fear of Crime – Audit of the Literature of Community Programs – Volume 1, The National Campaign against Violence and Crime, Criminology Research Council, May 1998. Page 9

## Community Vision

In 2006 Council consulted widely with the Queanbeyan community to develop a long term Community Vision for our city. As planned in the original development of the Vision, a review was undertaken in 2011-12. The Vision identifies six Strategic Priorities to give direction and focus for Council's future activities. This Community Vision works in concert with Council's Mission to set out what the community and Queanbeyan City Council as an organisation aspire to for the future of Queanbeyan City. These in turn are underpinned by Council's Organisational Values and the values we want to promote within our organisation. These Values influence the Council's Strategies, Plans and outputs to direct our outcomes which are what we want to achieve for the Queanbeyan Community as a whole.

The Community Vision is summarised in a Values Statement which envisages what our city will be like by 2021.

*It is the year 2021 ...*

*A thriving lively city with a strong community spirit, based on its country values and the warmth and friendliness of its people. The city celebrates its natural setting and its rich heritage, preserved in its built form.*

*The city, suburbs and surrounding rural and residential areas cater for a multicultural population of 50,000 which enjoys a diverse lifestyle; a growing economy; retail, health, education, recreation and cultural services; continued investment in the city's infrastructure; a sense of safety; and easy access to Canberra, Sydney, the mountains and the coast.*

In building this Vision the people of Queanbeyan considered what they valued most. These values were seen as critical to the achievement of the Vision as they will drive what the future looks like for the city. The Queanbeyan Community said it values: Our Community, Our Environment, Our History and Our Lifestyle.

The Community Vision process identified six strategic priorities as being key steps to achieving the Vision which encapsulates the community priorities for Queanbeyan. The Community Safety Strategy compliments the Community Vision through its initiatives to increase actual and perceived safety in Queanbeyan in collaboration with local organisations and community.

## Community Consultation

A number of community consultation sessions were held to inform the Community Safety Strategy which underpins this plan. They included:

1. A series of workshops and interviews with youth from Queanbeyan in relation to developing the 'Queanbeyan Skate park Consultation Report' (Attached to this report).
2. A series of audits utilising 'Crime Prevention through Environmental Design' (CPTED) techniques.
3. A door knock of businesses and shops (March, April and May 2011) in the Queanbeyan CBD, Jerrabomberra and Karabar asking about their perceptions of crime and any strategies they may suggest to prevent crime.
4. Two workshop sessions held in Queanbeyan in May 2011. (One session was held with professionals and one for residents. A further session was offered to residents of Jerrabomberra but due to the small number of rsvps, this session was combined with the Queanbeyan session).
5. A series of one-on-one interview and information exchanges with specific key stakeholders.

### Acknowledgment

Queanbeyan City Council would like to acknowledge the contribution of all community members who participated in the consultations to develop the Community Safety Strategy and the following state and federal governments, non-government agencies and Businesses:

- Monaro Local Area Command
- Barnardo's
- High Street Church
- Ian McNamee and partners
- Queanbeyan Basketball Association
- TTM Corporation
- Queanbeyan multilingual Centre
- St Vincent DePaul
- Juvenile Justice
- Ageing Disability and Home Care
- Southern NSW Local Health District
- Department of Corrective Services
- Argyle Community housing
- Maxwell and Co.

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## Summary of issues

Community members were asked questions in five key qualitative areas. A summary of their responses are identified below:

### The perception of crime in Queanbeyan

Overwhelming, the response from the consultations was that:

- Crime in Queanbeyan is not bad.
- Most residents generally feel safe and secure in Queanbeyan.
- Youth in particular feel safe in Queanbeyan, however other members of the community saw youth as most vulnerable in terms of being victims of crime.
- The community believes that Queanbeyan is much safer than the Australian Capital Territory (ACT).
- The community has a strong resentment about perceptions that people “across the border” (in the ACT) have about Queanbeyan being a crime hotspot.
- Alcohol is considered by the community as the number one factor in crime both in terms of underage drinking and in terms of alcohol fuelled crimes.
- Domestic violence is a big concern to the community, with many believing it is a crime that is often unreported and is therefore a problem that is much greater than the statistics indicate.

### Perceived Crimes

Rank	Crimes
1	Domestic Violence
2	Underage drinking
3	Malicious Damage
4	Theft - Shoplifting
5	Drug and Alcohol related anti-social behaviour
6	Assault
7	Cyber bullying and E-crimes
8	Theft from Motor Vehicles
9	Assault Verbal
10	Break and enter homes
11	Property Damage
12	Youth minor crimes
13	Break and enter commercial
14	Drug use and dealing
15	Speeding

**Perceived 'hot spots' for crime in Queanbeyan LGA**

Rank	Crime Hot Spots
1	Main Street and access areas
2	Karabar
3	Riverside Plaza
4	Home
5	Parks
6	Letchworth
7	Skate parks
8	Outside pubs/hotels
9	McDonalds Car park
10	Outside Centrelink
11	Bus Exchange
12	Taxi ranks
13	Jerrabomberra Tavern
14	Car parks
15	Hot Spots
16	Railway Area (Henderson Rd)

**Perceived vulnerable members of the community**

Rank	Most Vulnerable
1	Youth
2	Elderly
3	Disabled
4	Women
5	NESB
6	Solo householders
7	Young families
8	Homeless
9	Employees of late night trading businesses
10	Lower socio economic
11	Small business owners

## Community suggestions of strategies to reduce crime in Queanbeyan

Rank	Strategies
1	Education campaign for parents and primary age children in relation to underage drinking
2	“Report everything to Police, no matter how minor” education campaign
3	Transport from pubs and clubs i.e. More "Go Bus"
4	More facilities and activities for youth (especially Thurs, Fri and Sat nights)
5	More youth and community projects e.g. public art, festivals, fairs
6	Media Stories - positive role model stories and effects of assaults
7	Neighbourhood watch / Eyewatch
8	Interagency working committee for crime prevention
9	More police patrols
10	Education campaign about cyber bullying – with police involvement
11	More community facilities i.e. parks, BBQ areas etc
12	More street lighting
13	Alcohol free zones
14	Localised authority for dealing with youth
15	Widely publish REAL data in QLGA to counter false impressions that it [crime] is bad
16	Government tax on underage drinking

## Crime profile

The purpose of a crime profile is to identify the level and types of crime; where the crime occurs; and the factors that influence the incidence of the crime affecting the Queanbeyan Local Government area. The analysis will determine two priority crime categories that will form the basis of the Strategy and Council's application for a Safer Community Compact through the Department of Justice and Attorney General.

The crime profile for the Queanbeyan Local Government area was generated from crime statistical information released by the NSW Bureau of Crime Statistics Research (BOCSAR) and through consultations with the Monaro Local Area Command, NSW Police Service.

### Crime Trends in Queanbeyan

Table 1. Recorded incidents of selected offences in the Queanbeyan Local Government Area Annual totals and 24 month trend to December 2012<sup>4</sup>

<i>Offence type</i>	<i>Number of incidents</i>	<i>Rate per 100,000 population</i>	<i>24-month trend^^</i>	<i>60-month trend^^</i>	<i>2012 LGA Rank*</i>
Assault - domestic violence related	119	285.5	-26.5%	Stable	91
Assault - non-domestic violence related	138	331.0	-25.0%	-10.0%	94
Break and enter dwelling	182	436.6	Stable	Stable	78
Break and enter non-dwelling	81	194.3	Stable	Stable	88
Motor vehicle theft	94	225.5	Stable	Stable	56
Steal from motor vehicle	295	707.7	Stable	Stable	47
Steal from retail store	231	554.1	335.8%	53.1%	9
Steal from dwelling	78	187.1	Stable	-7.8%	121
Steal from person	10	24.0	nc**	nc**	86
Malicious damage to property	421	1,009.9	Stable	-8.3%	82
Liquor offences	44	105.6	Stable	-11.3%	

\*A trend is not calculated if at least one 12 month period in the selected timeframe has less than 20 incidents

\*\*No annual percentage is given if the trend is stable or if a trend has not been calculated

Source: NSW Bureau of Crime and Statistics and Research

<sup>4</sup> NSW Bureau of Crime Statistics and Research, NSW Government Lawlink, Attorney General and Justice, <http://bocd.lawlink.nsw.gov.au/bocd/cmd/crimetrends/Datelnput> accessed 12 April 2013.

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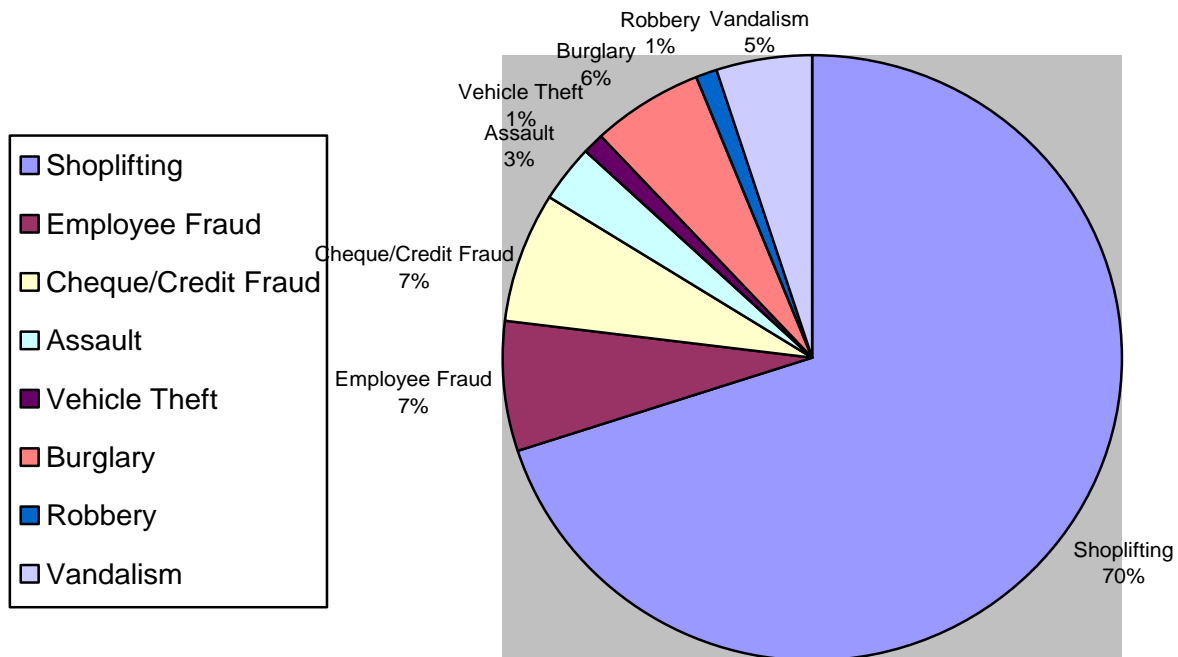
## Priority Crime Categories

Based upon evidence based crime data and in consultation with the Monaro Local Area Command, the following crimes have been selected for this Crime Prevention Strategy.

### Steal from Retail Store

The term “shoplifting” describes a customer taking goods from a retail business without paying for them. Of the various crimes that retailers experience in Australia, shoplifting significantly outweighs all others. Below is a breakdown of all incidents of crime experienced by small business retailers in Australia.<sup>5</sup>

### Crime and the Small Business



The 2011 Global Theft Barometer indicates that the unwanted reduction in value of retailers stock on a global scale is increasing, and retail theft cost the Australian economy more than \$2 billion. Globally, in 2010 Australia records the second highest levels of employee theft in the world, with over 40% of theft resulting from employees.<sup>6</sup>

Retail theft in the Queanbeyan Local Government Area has increased by 335.8% in a 24 month trend from December 2010 to December 2012. Queanbeyan ranks the 9<sup>th</sup> highest of

<sup>5</sup> “Reporting of crime against small business” Crime Facts Info – Number 43, 18 February 2003 [http://www.crimeprevention.nsw.gov.au/agdbasev7wr/assets/cpd/m66000112/retail\\_security\\_resource\\_web\\_160\\_212.pdf](http://www.crimeprevention.nsw.gov.au/agdbasev7wr/assets/cpd/m66000112/retail_security_resource_web_160_212.pdf) accessed 9 April 2013

<sup>6</sup> “Liquid Technology to Reduce Retail Theft”, RetailBiz: Australian retail News. <http://retailbiz.com.au/2010/11/17/article/Liquid-technology-to-reduce-retail-theft/UYXYCQREXG.html>, accessed 12 April 2013.



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the 152 LGA's in NSW. Research suggests that using awareness campaigns in conjunction with retailers increasing the difficulty for offenders to gain access to high risk merchandise can be effective in reducing retail theft.

## **Steal from motor Vehicle**

The Australian Institute of Criminology reported that in 2010 there were 48,159 recorded incidences of theft from motor vehicles in NSW. Research shows that thefts from motor vehicles are significantly underreported. Recent data suggests that less than half of all victims of theft from motor vehicle in New South Wales reported the incident to police (ABS 2012).<sup>7</sup>

Stealing from motor vehicles is an offence encompassing:

- Theft of items left in cars, for example, GPS, ipods, laptops, money and sunglasses;
- Theft of interior car parts such as radios or batteries; and
- Theft of external car parts such as wheels, registration plates and hubcaps (ABS 2011; Varshney & Fitzgerald 2008).

The most common location for stealing from motor vehicle offences is residential locations, followed by public places (BOCSAR 2012).

Research suggests that offenders are typically young males, with the average age of onset being 12–14 years. Effective strategies could identify young people who are at risk of engaging in theft from vehicle offences and provide them with the opportunity to engage in programs that address multiple risk factors such as poor social skills and association with offending peer group. Potential strategies include youth groups and mentoring programs (National Audit Office 2007).<sup>8</sup>

Police apprehension of offenders who commit stealing from motor vehicle crime is problematic as this usually only happens if they are caught in the act of committing the crime. The Monaro Local Area Command reported that in 2012, 4 people had legal action taken against them for Stealing From Motor Vehicle offences and three of these were Juveniles

Geason and Wilson (1990b)<sup>9</sup> argue that the majority of car offences can be prevented by car owners taking a proactive approach to crime, such as:

- Making sure the car is locked;
- Parking the car where they (or others) can see it;
- Not leaving valuables in the car; and
- Where possessions are left in the car, hiding them from sight.

Stealing from motor vehicles is the second highest ranking crime in the Queanbeyan LGA at 47<sup>th</sup> and a January to December 2012 reported occurrence of 295 incidences. The Queanbeyan LGA is consistent with broader NSW results with the greater proportion of incidences occurring in residential areas (driveways) during week nights.

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<sup>7</sup> A. Morgan, H. Boxall, et al. Effective Crime Preventions for Implementation by Local Government, Australian Institute of Criminology, Research and Public Policy – Series 120. [http://www.aic.gov.au/publications/current%20series/rpp/100-120/rpp120/11\\_vehicles.html](http://www.aic.gov.au/publications/current%20series/rpp/100-120/rpp120/11_vehicles.html) Accessed 5 March 2013.

<sup>8</sup> Ibid

<sup>9</sup> Ibid



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### Priority Crime characteristics in Queanbeyan

Offence	Hot spots	Priority times
Steal from retail store	<p>Larger retail outlets such as Coles, Target, Priceline, KMART and Woolworths. Reporting may be higher due to larger outlets employing Loss Prevention Officers to detect and report retail theft. Additionally, there have been several proactive Police operations working with Coles and Target.</p> <p>Theft from smaller outlets may be under reported or not reported to police.</p> <p>The most common items that are stolen from the major outlets are clothing, shoes, pet treatment supplies, dog treats, and health and beauty products.</p>	<p>This crime occurs across the week with no peak weekly times.</p> <p>However, theft increases during event times such as Easter and Christmas when foot traffic is higher.</p>
Steal from motor vehicle	<p>There is a move away from stealing from motor vehicles in car parks. This is possibly due to joint safety audits and clean-up of car parks that has occurred in the past.</p> <p>Most of this type of crime occurs in residential driveways, is scattered across the LGA, and is opportunistic.</p> <p>Most commonly reported items that are stolen are money (loose change), wallets, laptops and ipads.</p>	Overnight, during week

## Crime Prevention Action Plan

**Target Offence: Steal from Retail Store**

**Project:** Develop collaborative partnerships to deliver awareness campaigns to retailers.

**Rationale:** Retail theft in the Queanbeyan Local Government Area has increased by 335.8% in a 24 month trend from October 2010 to September 2013. Research suggests that working collaboratively and using awareness raising techniques can be effective in reducing retail theft.

**Objective:** Increase the level of awareness and understanding among retailers of the strategies that can prevent shoplifting.

**Lead Agency and Partners:** NSW Police, Queanbeyan City Council, Queanbeyan Business Council, ACT and Region Chamber of Commerce and Industry and local businesses, Centre Management and media.

**Expected Outcome:** Retailers have gained an increased awareness and understanding to implement strategies that reduce retail theft.

Action	Performance Measures	Time Frames	Milestones
Queanbeyan City Council in partnership with Police and local Business sector will implement an awareness campaign, including distributing information to retailers.	<ul style="list-style-type: none"> <li>Reduction in retail theft crime.</li> <li>Number of retailers seeking information about crime prevention.</li> <li>Increase in reporting of crime.</li> </ul>	12 months / ongoing	<ul style="list-style-type: none"> <li>Retailers have an increased knowledge in strategies to reduce theft.</li> <li>Retailers have an increased knowledge of the roles of local organisations such as police and Council.</li> </ul>
Provide retailers with store signage aiming to reduce theft.	<ul style="list-style-type: none"> <li>Number of signs provided to retailers.</li> <li>Reduction in retail theft crime.</li> </ul>	12 months	<ul style="list-style-type: none"> <li>Signage is being displayed in stores.</li> </ul>

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## Crime Prevention Action Plan

**Target Offence:** Steal from Retail Store

**Project:** Deliver Biz Safe seminar to local businesses.

**Rationale:** Retail theft in the Queanbeyan Local Government Area has increased by 335.8% in a 24 month trend from to December 2012. Research suggests that working collaboratively and using awareness raising techniques can be effective in reducing retail theft.

**Objective:** Reduce the overall incidence of stealing from retail store offences by increasing the number of business staff and owners that have skills to prevent retail theft.

**Lead Agency and Partners:** NSW Police, Queanbeyan City Council, Queanbeyan Business Council, ACT and Region Chamber of Commerce and Industry and local businesses, Centre Management and media.

**Expected Outcome:** Increased skills and knowledge of local business stakeholders of control measures to prevent and reduce retail theft. Businesses have increased awareness and understanding to develop strategies that reduce retail theft.

Action	Performance Measures	Time Frames	Milestones
Police and Queanbeyan City Council to provide an access control seminar (Biz Safe) for business owners.	<ul style="list-style-type: none"> <li>Number of businesses represented at seminar.</li> <li>Post qualitative and quantitative evaluation of businesses who have attended.</li> </ul>	12 months	<ul style="list-style-type: none"> <li>Biz Safe seminar delivered.</li> <li>Evaluation report finalised.</li> </ul>
Police and Queanbeyan City Council to provide business owners with strategies and information on strategies to reduce retail theft.	<ul style="list-style-type: none"> <li>Number of businesses provided with information.</li> <li>Number of businesses requesting information.</li> </ul>	12 months ongoing	<ul style="list-style-type: none"> <li>Business owners have received information on retail theft prevention strategies.</li> <li>Small business owners are reporting retail theft to police.</li> </ul>

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## Crime Prevention Action Plan

### Target Offence: Steal from Retail Store

**Project:** Conduct targeted security audits for high risk businesses. Report findings to businesses and stakeholders and identify trends and consistencies for specific strategies and awareness campaign to be implemented.

**Rationale:** Research suggests that targeting high risk businesses and implementing access control measures can be effective in reducing 'steal from retail store' offences.

**Objective:** Reduce incidences of retail theft by increasing awareness and identifying strategies for retail store owners and other stakeholders to implement.

**Lead Agency and Partners:** Queanbeyan City Council, Police, retail owners, Centre Management.

**Expected Outcome:** Retail owners and staff have an increased awareness of strategies to prevent retail theft. The project has identified specific risks and weaknesses and has made recommendations for future control measures to be implemented.

Action	Performance Measures	Time Frames	Milestones
Police and Queanbeyan City Council to carry out security audits targeting high risk businesses.	<ul style="list-style-type: none"><li>Number of security audits carried out.</li><li>Crime prevention information provided to retailers.</li></ul>	8 months ongoing	<ul style="list-style-type: none"><li>Retailers have developed individual crime prevention strategies.</li></ul>
Provide findings and list of strategies to businesses and stakeholders.	<ul style="list-style-type: none"><li>Report has been provided to stakeholders.</li><li>Future strategies have been planned.</li></ul>	12 months	<ul style="list-style-type: none"><li>Retailers have been individually informed of recommendations to prevent theft.</li></ul>

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## Crime Prevention Action Plan

### Target Offence: Steal from Retail Store

**Project:** Conduct workshops on risk taking behaviours, peer pressure and alcohol and drugs, targeting young people who have offended or are at-risk of offending.

**Rationale:** Research suggests that engaging at-risk young people in capacity building programs and providing positive opportunities to become actively connected to, can reduce the risk of criminal behaviour occurring.

**Objective:** Reduce incidences of retail theft by providing young people with skills and increase resilience to reduce risk taking behaviours.

**Lead Agency and Partners:** Queanbeyan City Council, Police, Juvenile Justice, Queanbeyan Uniting Church Youth Worker, schools, retail owners/managers.

**Expected Outcome:** Steal from retail store offences are reduced by 10% over 2 years.

Action	Performance Measures	Time Frames	Milestones
In partnership with local Police and community organisations, undertake behavioural change programs targeting young people who have offended or are at-risk of offending.	<ul style="list-style-type: none"><li>• Number of target group attending.</li><li>• Number of programs provided</li><li>• 10% decrease in steal from retail store crime over 2 year timeframe.</li></ul>	24 months	<ul style="list-style-type: none"><li>• Identify best practice program.</li><li>• Report on recidivism after 3 months.</li><li>• Participants engaged in other programs, activities or employment.</li></ul>

# Crime Prevention Plan 2013 - 2015

## Crime Prevention Action Plan

### Target Offence: **Steal from Motor Vehicle**

**Project:** Use situational crime prevention techniques to increase community awareness about stealing from motor vehicle.

**Rationale:** Increasing the awareness of potential victims about their risk of crime and providing them with tools to minimise risk will assist to reduce the incidence of crime.

**Objective:** To increase intervention opportunities and community capacity and awareness about strategies to reduce victimisation of stealing from a motor vehicle.

**Lead Agency and partners:** Queanbeyan City Council, Police, local residents and media.

**Expected Outcome:** Stealing from motor vehicle is less appealing to offenders and a reduction in crime has occurred due to an increase in community awareness and action.

Action	Performance Measures	Time Frames	Milestones
Queanbeyan City Council in partnership with police will disseminate information through newsletters, Council media, libraries	<ul style="list-style-type: none"> <li>Commitment made by each stakeholder.</li> <li>Number of communication occasions achieved.</li> </ul>	4 months ongoing	<ul style="list-style-type: none"> <li>Information has been developed and released in media and newsletters.</li> </ul>
Install prevention/information signage in car parks	<ul style="list-style-type: none"> <li>Number of signs installed.</li> </ul>	6 months	<ul style="list-style-type: none"> <li>Signage is installed in car parks.</li> </ul>
Local letterbox drop to raise awareness of issue, prevention strategies and what is being done to address issue.	<ul style="list-style-type: none"> <li>Number of households notified.</li> </ul>	6 months	<ul style="list-style-type: none"> <li>Community awareness is increased.</li> </ul>
Inform community of strategies through media releases and good news stories.	<ul style="list-style-type: none"> <li>Number of media releases implemented.</li> </ul>	8 months ongoing	<ul style="list-style-type: none"> <li>Community has been informed of local strategies being implemented.</li> </ul>
Encourage community participation in awareness campaign including tamper proof screw number plate fitting day.	<ul style="list-style-type: none"> <li>Number of community members engaged in strategy.</li> </ul>	ongoing	<ul style="list-style-type: none"> <li>Community has participated in developing and implementing strategies.</li> </ul>



## Crime Prevention Plan 2013 - 2015

	<ul style="list-style-type: none"> <li>• Number of community members requesting information and providing feedback.</li> </ul>		<ul style="list-style-type: none"> <li>• Tamper proof screws are fitted to vehicles and crime prevention information is provided during a community awareness raising event.</li> </ul>
Provide information and feedback to Police, Rangers and car park owners about project aims, objectives and key findings.	<ul style="list-style-type: none"> <li>• Number of Police, Rangers and car park owners who are informed.</li> </ul>	ongoing	<ul style="list-style-type: none"> <li>• Relevant stakeholders are informed of processes.</li> </ul>

# Crime Prevention Plan 2013 - 2015

## Crime Prevention Action Plan

### Target Offence: **Steal from Motor Vehicle**

**Project:** Implement mentoring programs to engage and reduce crime amongst young men aged from 12 – 14 years onwards.

**Rationale:** There is increasing recognition in the importance of addressing social exclusion as a strategy to reduce the risk of becoming involved in crime. Working in partnership to engage people who are at risk of offending by providing community development programs can assist to prevent crime from occurring.

**Objective:** To increase opportunities for young people, particularly young men aged from 12 – 14 years onwards to engage in initiatives that build capacity and skills to improve quality of life and reduce risk of offending.

**Lead Agency and partners:** Queanbeyan City Council, Police, Juvenile Justice, Queanbeyan Uniting Church Youth Services, other Queanbeyan youth services stakeholders.

**Expected Outcome:** Youth mentoring programs, targeting at-risk young men, are developed and delivered. Young men are more connected to community and local services. Offences are reduced

Action	Performance Measures	Time Frames	Milestones
In partnership with stakeholders, develop and deliver a mentoring program that targets young men who are at risk of offending or who have offended.	<ul style="list-style-type: none"> <li>Number of attendees.</li> <li>Quantitative and qualitative evaluation undertaken.</li> </ul>	8 months	<ul style="list-style-type: none"> <li>A mentoring program has been delivered.</li> <li>Program evaluation undertaken.</li> </ul>
Motor Maintenance course is delivered targeting young males, 14 years onwards, who have offended or who are at-risk of offending.	<ul style="list-style-type: none"> <li>Number of attendees.</li> <li>Participants report feeling engaged in program.</li> <li>Participants report feeling an increased sense of the value of belongings.</li> <li>Participants report and increased sense of community connection.</li> </ul>	12 months	<ul style="list-style-type: none"> <li>A motor maintenance course has been delivered.</li> <li>Participants have enrolled into future courses/workshops/employment.</li> </ul>

## Crime Prevention Plan 2013 - 2015

	<ul style="list-style-type: none"> <li>• Participants engage in additional programs after course.</li> </ul>		
Bicycle Maintenance, scooter and skateboard workshops delivered for young males, 12 years onwards, who have offended or are at-risk of offending.	<ul style="list-style-type: none"> <li>• Number of attendees</li> <li>• Participants report feeling engaged in program.</li> <li>• Participants report feeling an increased sense of the value of belongings.</li> <li>• Participants report and increased sense of community connection.</li> </ul>	12 months	<ul style="list-style-type: none"> <li>• Workshops have been delivered.</li> <li>• Participants have engaged in future capacity building opportunities.</li> </ul>

# Crime Prevention Plan 2013 - 2015

## Crime Prevention Action Plan

### Target Offence: Steal from Motor Vehicle

**Project:** Investigate opportunity for a PCYC to be established in Queanbeyan.

**Rationale:** In 2031, the population of Queanbeyan City is forecast to be 55,854, an increase of 17,762 persons (46.63%) from 2006. This represents an annual growth of 1.54%

**Objective:** To increase opportunities for Queanbeyan youth that build capacity and skills, improve quality of life and reduce risk of offending.

**Lead Agency and partners:** Queanbeyan City Council, Police, Juvenile Justice, Queanbeyan Uniting Church Youth Services, other Queanbeyan youth services stakeholders.

**Expected Outcome:** A partnership to investigate the establishment of a Queanbeyan PCYC is negotiated by relevant stakeholders.

Action	Performance Measures	Time Frames	Milestones
A partnership is formed between senior Queanbeyan City Council and Local Monaro Command Police staff.	<ul style="list-style-type: none"> <li>Working partnership formed with stakeholders.</li> <li>Strategies are developed.</li> <li>Number of project meetings held.</li> </ul>	10 months	<ul style="list-style-type: none"> <li>Partnership formed.</li> <li>Partners agree on terms of future PCYC.</li> </ul>
A community consultation is conducted to ascertain a local need for a Queanbeyan PCYC.	<ul style="list-style-type: none"> <li>Community consultation framework developed.</li> <li>Number of community members who are engaged in consultation.</li> </ul>	18 months	<ul style="list-style-type: none"> <li>Community consultation held and results collated.</li> <li>Local need for PCYC is identified.</li> </ul>
Funding and infrastructure opportunities to be investigated.	<ul style="list-style-type: none"> <li>Stakeholders have agreed upon infrastructure requirements based upon community consultation.</li> <li>Funding opportunities identified</li> </ul>	24 months	<ul style="list-style-type: none"> <li>A Memorandum of Understanding is developed.</li> <li>Infrastructure requirements are identified.</li> <li>Funding needs are identified.</li> </ul>

## Evaluation

Evaluation is a critical aspect of effective crime prevention planning and implementation. Through the evaluation of processes, outputs and outcomes, an informed assessment can be made of the effectiveness of the strategies implemented in relation to the invested costs and inputs. Evaluation informs the future development and refinement of crime prevention strategies. The evaluating of this plan includes both a dedicated evaluation of each action, and an overall evaluation of the plan. Council, as the body responsible for the implementation of the plan, will be responsible for conducting the overall evaluation, with input from partners for each of the specific actions.

Each action in this plan identifies key processes, performance indicators and timeframes against which the plan will be evaluated. The table below provides a basic overview of the key components in the evaluation of crime prevention strategies.

### Key Evaluation Components

Components	Evaluation question	Examples
Inputs	What were the funding, facility and human resources that went into the project and were they adequate?	Number of staff hours; computer facilities; equipment; skills of staff
Processes	How well was the funding, facility and human resources managed and co-ordinated to achieve the performance indicators?	Community consultation; staff supervision; governance and responsibilities, partnership effectiveness
Performance Indicators:	Were the measurable outputs and/or outcomes met within the set time-frames?	Number of education sessions held within the correct timeframe.
Outputs	What and to whom were services and/or facilities delivered?	20 businesses attended BizSafe information sessions

An evaluation of the overall objectives and performance indicators for the plan will also be conducted. This evaluation will draw on the findings from the project specific evaluations as well as the assessment of performance indicators that involve the collection and assessment of crime incident data.