

***Research on the effectiveness of Police  
practice in reducing residential burglary  
Report 1***

**Surveys of household burglary  
Part One (2002): Four Police Areas  
and national data compared**

**Sue Triggs**

**December 2005**



## **Research on the effectiveness of Police practice in reducing residential burglary**

- Report 1: *Surveys of Household Burglary part one (2002): Four Police Areas and national data compared*, Dr Sue Triggs, Ministry of Justice, 2005.
- Report 2: *Surveys of Household Burglary part two: Four Police Areas compared between 2002 and 2004*, Dr Sue Triggs, Ministry of Justice, 2005.
- Report 3: *Literature review: Police practice in reducing residential burglary*, Dr Sally Harvey, Ministry of Justice, 2005.
- Report 4: *Case study of the Manurewa Police Area*, Karen Johns, Ministry of Justice, 2005.
- Report 5: *Case study of the Rotorua Police Area*, Tanya Segessenmann and Karen Johns, Ministry of Justice, 2005.
- Report 6: *Case study of the Lower Hutt Police Area*, Alison Chetwin and Helena Barwick, Ministry of Justice, 2005.
- Report 7: *Case study of the Sydenham Police Area*, Dr Sue Carswell and Karen Johns, Ministry of Justice, 2005.
- Report 8: *Victims of burglary*, Garth Baker and Alison Gray, Ministry of Justice, 2005.
- Report 9: *Burglary offenders*, Garth Baker and Alison Gray, Ministry of Justice, 2005.
- Report 10: *Overview: Research on the effectiveness of Police practice in reducing residential burglary*, Alison Chetwin, Ministry of Justice, 2005.

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# Foreword

Burglary is a problem that considerably affects many New Zealand households. From victimisation surveys we know that it can have a profound effect on victims and that householders are concerned about it. Burglary is also costly both to government and to the New Zealand public. Reducing burglary is a key priority in government's Crime Reduction Strategy and an important outcome for the justice sector.

Although recorded burglary rates show a declining trend since the late 1990s, there is considerable room to achieve further reductions. The extensive research published here helps us understand what strategies might be effective in which contexts, as well as the reasons why they are effective. The research has revealed a wealth of practical and workable strategies and initiatives that can be shared from one Police Area to another.

The research project is the result of a highly productive collaboration between the Ministry of Justice and New Zealand Police. We are grateful for the substantial funding support for the project provided by the Cross Departmental Research Pool (CDRP) administered by the Foundation for Research, Science and Technology. In the spirit of the CDRP, it has been an excellent example of cross-departmental research on a subject of high priority to government.

The real commitment of the New Zealand Police to reducing crime is evident throughout the ten reports of the Burglary Reduction Research Programme. This substantial series of reports is published to be used in part or in its entirety by front-line Police, as well as managers, advisers and policy makers, all of whom play a variety of roles in the wider justice sector in the effort to reduce burglary.

Belinda Clark  
Secretary for Justice



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# Executive Summary

## Overview of the surveys

This report presents information on residential burglary victimisation, crime prevention and crime perceptions from a survey of 500 households in each of four Police Areas in 2002 (Burglary Survey). The Burglary Survey was part of a wider evaluation of Police practice in reducing burglary.

As many of the questions in the Burglary Survey were the same as or very similar to the questions asked in the New Zealand National Survey of Crime Victims 2001 (NZNSCV 2001), this report also presents comparisons between the four Police Areas and the national results. The NZNSCV 2001 had a larger sample (over 5000 households) and therefore provided more in-depth information, such as victimisation rates by population subgroups and details of burglary incidents.<sup>1</sup>

Comparisons between the results of the two surveys must be made with some caution, as the methodology and analysis of the NZNSCV 2001 differed from the Burglary Survey in several important respects. In particular, the details of burglary incidents were gathered in a different way in the two surveys and the NZNSCV 2001 data were weighted to provide results that were representative of the New Zealand population.

The overall response rate was 66% for the Burglary Survey and 62% for the NZNSCV 2001. While these response rates were in line with other similar surveys, the accuracy of the results will be affected if participants differed in characteristics relevant to the survey from those who refused to participate or could not be contacted.

The four Police Areas have quite different demographic and socio-economic profiles, as indicated by data from both the survey samples and the 2001 Census. The Manurewa Police Area (in South Auckland) has a very diverse ethnic mix, with a high proportion of Maori, Pacific peoples and Asians. Compared to the average of the other areas, a higher proportion of the Manurewa households were classified as low socio-economic status and more households in Manurewa consisted of families with children or extended families.

In contrast, the Sydenham Police Area (Spreydon/Heathcote Ward, Christchurch) has an older age profile and residents are predominantly NZ Europeans/Europeans. Sydenham households were more likely to consist of people living alone and people who owned their own home. In Rotorua, fewer households consisted of couples with children compared to the average of the other three areas. Households in the Lower Hutt Police Area were more likely than other Police Areas to have the main income earner in the highest socio-economic group.

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<sup>1</sup> Some of the national analysis presented in this report was directly derived from the report on the NZNSCV 2001 (Morris, A. and Reilly, J., New Zealand National Survey of Crime Victims 2001, Ministry of Justice, 2003), while other results represent new analysis from the NZNSCV 2001 database.

## Perceptions of crime

Just over one-third of participants nationally considered crime to be a problem in their neighbourhood. A much higher proportion of participants in Manurewa (62%) and Rotorua (53%) and a slightly higher proportion of participants in Lower Hutt (41%) and Sydenham (43%) thought there was a local crime problem.

Burglary was by far the most common problem mentioned by those people who thought there was a local crime problem. Burglary was mentioned by 72% of participants nationally, and by 91% of participants in the Manurewa Police Area, 86% in Rotorua, 85% in Lower Hutt, and 66% in Sydenham. The next most commonly mentioned types of crime (petty theft, vandalism, car theft and graffiti) were mentioned by less than one-third of those people who thought there was a local crime problem.

Nationally, only 3% of people thought there was a lot more crime in the last 12 months than before, with a further 10% saying there was a little more crime than before. The perception was very different in the Manurewa Police Area, where 21% of survey participants thought there was a lot more crime than before. Rotorua also had significantly more participants who thought that there was a lot more crime (9%) compared to the national figure, Lower Hutt (3%) and Sydenham (4%).

Burglary victims, especially repeat victims, were much more likely than other survey participants to think there was a local crime problem and to think there was more crime than before.

## Concern about crime

Both surveys asked participants how worried they were about being the victim of various types of crime, including burglary. Over half of all participants nationally (57%) were either very or fairly worried about their house being burgled. Concern about burglary was much higher in Manurewa and Rotorua. Over three-quarters of participants in Manurewa (77%) and over two-thirds in Rotorua (68%) were either very or fairly worried about their house being burgled, compared to 56% in Lower Hutt and 49% in Sydenham.

Nationally, more people were very worried about being the victim of burglary (22%) than about any of the other crimes specifically asked about except being in a traffic accident caused by a drunk driver (23%). However, a fairly consistent proportion of participants (18–23%) were very worried about being the victim of each of the crime types. Burglary was also among the crimes of most concern in each of the four Police Areas surveyed.

Burglary victims, especially repeat victims, were much more likely to be worried about being burgled than other survey participants were.

Despite there being relatively little difference between ethnic groups in the proportion of people who thought there was a local crime problem, there were very significant differences between ethnic groups in the proportion of people who were very worried about being burgled. Nationally, 61% of Pacific peoples, 36% of Maori and 34% of people from other ethnic groups were very worried about being burgled, significantly higher than the 17% of

NZ Europeans/Europeans who were very worried about being burgled. The relative level of concern about burglary reflects the relative risk of burglary between ethnic groups.

## **Burglary victimisation rates**

The overall burglary incidence rate is the average number of burglaries per household, including incidents reported as attempted burglaries. The estimated incidence rate for the 2001 calendar year was significantly higher in the Manurewa Police Area (18.6 burglaries per 100 households) than in Rotorua (11.2), Lower Hutt (8.6) or Sydenham (10.0). Manurewa and Lower Hutt appeared to have a lower proportion of completed burglaries (where entry was successfully gained) than either Rotorua or Sydenham.

The overall burglary prevalence rate is the percentage of households that experienced one or more burglaries, including attempts. The estimated prevalence rate for 2001 was significantly higher in Manurewa (12.0%) than in Rotorua (8.8%), Lower Hutt (6.8%) or Sydenham (6.8%).

The estimated national incidence rate for the 2000 calendar year was 7.0 burglaries per 100 households, with 5.8% of households experiencing one or more burglaries. Due to differences in definitions, data collection and analysis, the national rates derived from the NZNSCV 2001 are not comparable to the victimisation rates from the Burglary Survey.

Burglary victimisation rates differed between population subgroups. For example, the national burglary prevalence rate (percent of households victimised) for 2000 was 7.9% for Pacific peoples, 6.6% for Maori, 5.2% for New Zealand Europeans/Europeans and 6.9% for people of other ethnic groups. The burglary prevalence rate was higher where the survey participant was a student (8.5%) or a beneficiary (7.9%) than where the participant was in paid employment (5.8%), doing home duties (4.3%) or retired (3.3%).

Burglary victimisation was not evenly distributed amongst households. Nationally, 94% of households had no burglaries, while just under 5% had one burglary and just over 1% of households experienced multiple burglaries within the 2000 calendar year. The 1% of households (or 19% of burglary victims) who were repeat victims accounted for 37% of the burglary victimisations.

The same general pattern occurred in the four Police Areas. That is, most households had no burglaries, whereas a small proportion of households had multiple burglaries. Manurewa appeared to have a particularly high level of repeat victimisation.

## **Burglary incident information**

Information about both attempted and completed burglaries was collected by the NZNSCV 2001, whereas the Burglary Survey collected details about the most recent completed burglary.

Nationally, slightly more completed burglaries involved an entry via a window than via a door, whereas the opposite was true for attempted burglaries. Around one-third of completed burglaries involved entry through an open, unlocked or otherwise insecure entry point.

Nationally, almost one-third of burgled households had no specialised security measures at the time of the burglary. Burglary victims in the Rotorua Police Area tended to have less security at the time of the burglary than victims in the other Police Areas, but about the same as the national level of security. Victims in Lower Hutt and Manurewa tended to have the most security.

Nationally, 23% of completed burglaries and 36% of attempted burglaries occurred while someone was at home. For householders who were at home at the time of the burglary, 40% were aware of the burglary happening during completed burglaries and 62% were aware of the burglary happening during attempted burglaries. Violence or a threat of violence was rare.

Nationally, 27% of completed burglary victims and 21% of attempted burglary victims either saw or came into contact with the offender or were given information about the offender by someone else (including the Police). These victims said they knew the offenders before the burglary in 46% of cases for completed burglaries and 29% of cases for attempted burglaries. The victims' relationships to the offenders were, in descending order of occurrence, casual acquaintances, neighbours or neighbourhood children, relatives, friends, ex-partners, 'just by sight', and workmates or employees.

The percentage of completed burglary victims who had some contact with the offender was rather less on average across the four Police Areas (15%). Of these, 35% knew the offenders.

Nationally, something was stolen in 72% of completed burglaries, a little lower than the 80% in Manurewa, 87% in Rotorua, and 84% in Sydenham. Something was stolen in 67% of the most recent completed burglaries in the Lower Hutt Police Area. Nationally, and in each of the Police Areas, electronic equipment and personal effects or jewellery were the most common items stolen. In around a fifth of burglaries where something was stolen, the items stolen included food or alcohol, furniture or household goods, or cash, cheques, credit cards or important documents. The replacement value of property stolen varied widely, with almost half of burglaries where something was stolen involving a stolen property value of over \$1000. No property had yet been recovered in 86% of cases nationally and 90% of cases across the four Police Areas.

Damage was reported in 48% of completed burglaries and 53% of attempted burglaries nationally. The Manurewa Police Area had the highest proportion reporting damage (65%), followed by Lower Hutt (58%) and Sydenham (52%), with a significantly lower proportion (37%) in Rotorua. The most common type of damage reported in the Burglary Survey was damage to entry points, such as broken windows, latches or handles, which occurred in 39% of cases where there was damage. The cost of damage was \$100 or less in 38% of cases nationally where the value was known.

## **Interactions with the Police and other agencies**

The term 'reporting rate' is used in this report to mean the proportion of burglaries the Police got to know about, whether or not the incident was reported by the victims themselves. Nationally, the Police found out about 70% of burglaries overall. The reporting rate was much higher for completed burglaries (80%) than attempted burglaries (47%).

The reporting rate for burglaries in the Burglary Survey 2002 was based on the most recent completed burglary. The reporting rate ranged from 72% in Manurewa to 87% in Sydenham, but the differences in reporting rate were not significant.

Reporting rates were correlated with the value of property stolen. The national reporting rate ranged from 60% for burglaries involving a loss of \$100 or less, to 94% where over \$1000 worth of goods were stolen.

The most common reasons mentioned for not reporting a burglary to the Police were related to the perceived seriousness of the incident. In particular, the incident was considered too trivial to report by 34% of victims who did not report completed burglaries for the four Police Areas combined and, nationally, by 40% of the victims who did not report a completed burglary and 49% of the victims who did not report an attempted burglary.

Thirty-seven percent of victims of a completed burglary nationally mentioned personal reasons for not reporting the burglary, a little higher than the 27% of victims of a completed burglary from the Burglary Survey. The main personal reasons were that the victims had dealt with the matter personally, that the incident was a personal or family matter, that they considered reporting to be too much trouble or for no particular reason.

Most victims mentioned one or more of four reasons for reporting burglaries to the Police:

- to help catch or punish the offender
- to fulfil a general sense of obligation as a crime had been committed
- to get their property back
- to further an insurance claim.

Nationally, 61% of the victims of completed burglaries were satisfied with how the Police dealt with their case (of incidents where the Police got to know about the burglary). Victims of attempted burglaries were less likely to be very satisfied and more likely to be very dissatisfied than victims of completed burglaries.

Victims in the Manurewa Police Area showed lower levels of satisfaction than other areas. Almost half (47%) of victims in Manurewa felt some level of dissatisfaction with the Police, compared to 20% in Rotorua, 12% in Lower Hutt and 7% in Sydenham.

Nationally, the two most commonly mentioned reasons given by those who were not satisfied were that the Police didn't do enough to investigate the incident (34%) and that the Police seemed uninterested (27%). Around one-fifth of dissatisfied victims felt that the Police didn't come quickly enough, they failed to keep the victim informed of progress, they didn't catch the person who did it, they didn't investigate the incident at all, or they didn't recover property.

In the Burglary Survey, reasons for satisfaction or lack of satisfaction were grouped into three categories: service, attitude and outcome. Most of the victims who were not satisfied with the Police gave service-related reasons (for example, they felt that the Police did not investigate properly or come quickly enough). Most of the victims who were satisfied with the Police also gave service-related reasons (such as prompt, thorough service, helpful, kept informed,

tried their best) or attitude-related reasons (such as interested, respectful, sympathetic), with fewer mentioning outcome (such as recovered property, caught offender).

## **Household security**

Nationally, the most common specialised security measures (involving the fitting of dedicated security devices) were outside security sensor lights and doors with deadlocks or double locks, which were used by around half of all households. The next most common security measures were safety latches on windows (31%), burglar alarms (25%) and security chains (27%) or bolts (22%) on doors. Fewer than one in ten households used surveillance by a security firm or window bars.

A higher percentage of households in all the Police Areas, but especially in Manurewa and Lower Hutt, tended to have these security measures compared to the national average. For many of the security measures the difference was quite marked. For example, burglar alarms were reported by 61% of Manurewa households and 52% of Lower Hutt households compared to 25% nationally. The mean number of specialised security measures per household varied from 3.8 measures in Manurewa and 3.6 in Lower Hutt, to 3.0 in Rotorua, 3.0 in Sydenham and 2.4 nationally. In all areas a minority of households had no specialised security measures: 4% in Lower Hutt, 5% in Manurewa, 7% in Sydenham, 12% in Rotorua and 17% nationally.

The results of both the NZNSCV 2001 and the Burglary Survey clearly indicated that victimised households were less likely to have security measures at the time of the burglary than were other households at the time of the interview. Victims also showed a clear tendency to increase security after the burglary.

The lower use of security measures by burglary victims compared to other households suggests that the use of security may help to prevent victimisation. However, it may be that this effect is relative to other households in the area, rather than a function of the absolute level of security. Thus, while victims in all areas had less security than non-victims in the same area, it was also true that victims in some areas (Manurewa) had as much security as or more security than non-victims in other areas (Rotorua, Sydenham).

Nationally, NZ Europeans/Europeans had a higher mean number of security measures in place and a smaller proportion of households with no specialised security, compared to Maori and Pacific peoples. Households of high socio-economic status had more security measures than other households.

Despite the fact that most homes had some security measures and the perception that these made homes safer, almost three-quarters of participants in the NZNSCV 2001 thought it would be either very easy (31%) or fairly easy (42%) for a burglar to get into their home. Participants in all four Police Areas surveyed were more likely to think that it would be difficult to burgle their home, although in no area did a majority of people believe it would be difficult. The more security measures a home had, the greater the proportion of participants who thought it would be difficult to burgle their home. Participants from the two Police Areas with the greatest use of security measures, Manurewa and Lower Hutt, were also the most likely to believe it would be difficult to break into their homes.

Participants who thought it would be very or fairly easy for a burglar to get into their home were asked why they hadn't done more to protect their home from burglary. Nationally, almost a third of this group responded that they hadn't done more to protect their home because the area was safe or there wasn't much crime. This reason was much less commonly given in any of the four Police Areas.

The most common reason given in each of the four Police Areas, and the second most common reason given nationally, was that the household couldn't afford more security. The second most common reason across the four Police Areas was not knowing what more could be done.

Nationally, 70% of NZ Europeans/Europeans, 72% of Maori and 75% of people of other ethnicities thought their house would be easy to break into, compared to 60% of Pacific people. These results appear anomalous, in light of the considerably higher burglary prevalence rate, the greater level of concern about being burgled and the lower levels of security for Maori and Pacific peoples compared to NZ Europeans/Europeans.

When those who thought it would be easy to burgle their home asked why more hadn't been done to protect their home, Maori or Pacific peoples were more likely than NZ Europeans/Europeans to say that they couldn't afford more security and that the property was rented. Pacific peoples and members of other ethnic groups were significantly less likely to say the area was safe.

Most households in the Burglary Survey had insurance coverage for burglary, although significantly fewer did in Manurewa (75%) than in the other areas (80–85%).

## **Neighbourhood crime prevention**

The Burglary Survey, but not the NZNSCV 2001, asked a series of questions on neighbourhood crime prevention.

Significantly more participants were Neighbourhood Support (formerly Neighbourhood Watch) members in Rotorua (24%) compared to the average of the other three areas, while fewer were members in Lower Hutt (16%) and Sydenham (15%). In Manurewa, 22% of survey participants were members of Neighbourhood Support.

Of those participants who were members, almost all found it either very or somewhat helpful. For members, by far the most common reason in all Police Areas for feeling that Neighbourhood Support was helpful was the feeling that it strengthened the community and helped them to get to know neighbours. Around half of Neighbourhood Support members also said it made them feel safer.

Participants who were not members of Neighbourhood Support generally had not been approached to join or sought to join, or had no particular reason for not being members, rather than having a definite reason against joining.

Significantly more participants in the Manurewa Police Area (70%) and significantly fewer participants in Sydenham (44%) would have liked the Police to do more to make them feel

safer from burglary. Of those who wanted more done, the majority wanted more Police visibility or patrolling. The next most common activities mentioned were more staff generally or more staff or time assigned to burglary. Very few participants mentioned specific strategies, such as focusing on sellers of stolen property or burglary-specific operations.

In all four Police Areas most participants said they would be likely to report suspicious behaviour, with more than half saying they would be very likely to do this. Manurewa participants were slightly less likely to say they would report suspicious behaviour (73% very or somewhat likely) compared to the other areas (80–82%).

Around half of survey participants in Manurewa and Sydenham knew of no Police or community initiatives to reduce burglary in their neighbourhood, compared to 39% of participants in Rotorua and 38% of participants in Lower Hutt. By far the most common initiative mentioned was Neighbourhood Support. This initiative was mentioned by almost half of participants in Rotorua and Lower Hutt, but by significantly fewer in Manurewa and Sydenham. The only other activity mentioned by more than one in ten participants in each Police Area was Police patrols.

## **Summary of results by Police Area**

In summary, survey participants in the Manurewa Police Area had the highest rate of burglary and repeat burglary, the most security, and a greater level of concern about burglary and other crimes compared to other Police Areas. However, they were slightly less likely to say they would report suspicious behaviour. Victims in Manurewa were less likely to be satisfied with how the Police handled their burglary. In contrast, the Lower Hutt and Sydenham Police Areas were closer to the New Zealand average, with the lowest rates of burglary of the four Police Areas and the least concern about burglary and other crime. Lower Hutt households differed from Sydenham in having more security on average and a lower proportion of successful (completed) burglaries. The results for the Rotorua Police Area tended to be intermediate between Manurewa and Lower Hutt/Sydenham, except that Rotorua had the lowest use of security and a high proportion of successful (completed) burglaries.

# 1 Introduction

## 1.1 Overview of the report

This report presents information on residential burglary victimisation, crime prevention and crime perceptions derived from two household surveys. The main focus of the report is to present the results of a household survey of burglary (Burglary Survey) which surveyed 500 households in each of four Police Areas in 2002. The Burglary Survey was undertaken as part of a wider evaluation of police practice in reducing burglary (Section 1.2).

Many of the questions in the Burglary Survey were the same as or very similar to the questions asked in the New Zealand National Survey of Crime Victims 2001 (NZNSCV 2001). Therefore, a further important aspect of this report is the comparison between the results for the four Police Areas and the national findings. However, comparisons must be made with some caution, as the methodology and analysis of the NZNSCV 2001 differs from the Burglary Survey in several important respects (Section 2.4). In particular, the details of burglary incidents were gathered in a different way in the two surveys.

The NZNSCV 2001 was a survey of over 5000 households which gathered information of all types of victimisation (Section 1.3). The larger sample size of the NZNSCV 2001 means that a more detailed level of analysis was possible compared to the Burglary Survey. Therefore, the results of the NZNSCV 2001 have been used in this report to identify differences in survey responses between subgroups of participants with different demographic and socio-economic characteristics and between victims and non-victims. Sample sizes within subgroups by Police Area were too small for a similar analysis to be made from the Burglary Survey 2002.<sup>2</sup> However, analysis of Burglary Survey results by victimisation status is presented with cautions about small sample sizes, due to the importance of this variable.

Some of the national analysis presented in the present report was directly derived from the report on the NZNSCV 2001 (Morris, A. and Reilly, J., *New Zealand National Survey of Crime Victims 2001*, Ministry of Justice, 2003). The present report also contains new analysis from the NZNSCV 2001 database, including details of burglary incidents for attempted and completed burglaries.

The topics common to both surveys include perceptions about local crime (Chapter 3), worry about victimisation (Chapter 4), burglary victimisation rates (Chapter 5), the details of burglary incidents and the impact of burglary (Chapter 6), interactions with the Police (Chapter 7) and household security (Chapter 8). The Burglary Survey also asked about

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<sup>2</sup> However, this analysis is presented, using combined data from the 2002 and 2004 Burglary Surveys, in *Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004*, Ministry of Justice, 2005.

neighbourhood crime prevention initiatives and policing (Chapter 9). The NZNSCV 2001 had additional questions about personal and household safety, as well as covering all types of crime victimisation.

## 1.2 The Burglary Survey and the Burglary Evaluation Project

The Ministry of Justice commissioned NFO New Zealand to conduct household surveys during 2002 in the Police Areas of Manurewa (in South Auckland), Rotorua, Lower Hutt (Hutt City) and Sydenham (Spreydon/Heathcote Ward, Christchurch).

The surveys were a component of a three-year evaluation examining the effectiveness of Police practice in relation to burglary. The household burglary survey was conducted again in 2004, to establish any changes over the period of the Ministry of Justice burglary evaluation.<sup>3</sup>

The evaluation of burglary initiatives is needed to refine our understanding of best practice for preventing and reducing burglary in the New Zealand context, and to inform government's policy development and law reform in this area. Police services are central to the prevention, investigation and resolution of burglary, and are the subject of major government investment. In addition to the household surveys, the evaluation project included interviews with key participants (the Police, other criminal justice agencies and community organisations whose work is related to burglary reduction) and information from other sources such as Police statistics and interviews with burglary offenders and victims.

The objectives of the Burglary Survey 2002 component of the Burglary Evaluation Project were:

- to identify the area's yearly actual rate of residential burglary, and compare to the yearly (2001) rate of recorded burglary
- to identify the number and type of security measures employed by householders
- to identify the level of fear of burglary among householders
- to identify householders' general perceptions of safety in their community
- to identify householders' perceptions of Police effectiveness in relation to burglary prevention and investigation
- to identify householders' participation in and level of awareness of specific Police and community initiatives relating to burglary
- to describe details of burglary offences, including modus operandi, and the type and value of property taken
- to identify burglary victims' reasons for reporting or not reporting burglary
- to determine burglary victims' satisfaction with Police services when they have reported burglary

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<sup>3</sup> See *Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004*, Ministry of Justice, 2005.

- to compare the findings for the above objectives with the findings from the New Zealand National Survey of Crime Victims.

### 1.3 The New Zealand National Survey of Crime Victims

An overview of the survey is provided by the following extract from the NZNSCV 2001 report (Morris, A. and Reilly, J., *New Zealand National Survey of Crime Victims 2001*, Ministry of Justice, 2003, page 19):

The first New Zealand National Survey of Crime Victims (NZNSCV) was carried out in 1996. This Report presents the findings of the second NZNSCV which was conducted in 2001. As in 1996, a random sample of the population aged 15 and over was interviewed. In addition, there were two 'booster' samples of Maori and Pacific peoples respectively. Around 5300 people were interviewed in total. The NZNSCV, as in the NZNSCV 1996, focused on offences where the participant had personally been a victim (examples of these are sexual victimisation, assault, robbery, theft from the person, general theft and wilful damage), and where all members of the household could be regarded as victims and so the participant answered on behalf of the whole household (examples of these are burglary, theft from inside or outside a dwelling, theft of or from motor vehicles and interference with motor vehicles). Participants were asked not only about the extent to which they had been the victims of these offences since 1 January 2000, but also about the circumstances and impact of those offences and their response to them as well as a range of other crime-related information.

#### Objectives of the NZNSCV

The particular objectives of the NZNSCV were as follows:

- to provide an alternative measure of crime victimisation;
- to identify the extent to which the risks of specific types of victimisation vary on the basis of gender, age, ethnicity, socio-economic status and employment situation;
- to provide contextual information about victimisation;
- to describe the physical, financial, emotional and cultural effects of crime, the needs of victims, the extent to which those needs are met by victim support agencies, and any shortcomings in the services provided;
- to discover the extent to which offences are reported to the Police, the reasons for reporting and non-reporting, and victims' perceptions of the adequacy of the Police response when offences are reported;
- to provide information on the public's perception of crime problems in their area, on fears and concerns about crimes, on the way in which people modify their lifestyles as a result of those fears, and on the relationship between fear on the one hand and actual victimisation or the risk of victimisation on the other; and
- to compare the findings of the NZNSCV with those of the NZNSCV 1996, while identifying the limitations on comparisons imposed by differences in response rates and other sources of error.



# 2 Methodology and samples

## 2.1 The Burglary Survey methodology

The Burglary Survey 2002 involved face-to-face interviews for a sample of 500 households in each of the four Police Areas. Participants were aged 16 years or over, currently resident and with knowledge of matters relating to burglary, insurance, etc., and therefore were not a random choice from household members. Full details of the methodology are given in Appendix A. The questionnaire is reprinted in Appendix B.

In addition to general questions on crime and crime prevention, the Burglary Survey collected information on the number of attempted and completed burglary incidents that occurred between January 2001 and the interview in August or September 2002. Burglary incidents must have victimised a household that the participant lived in within the relevant Police Area.

Further information (such as details of the incident and contact with the Police) was collected for the most recent completed burglary. Details of the most recent completed burglary were reviewed to ensure they met the legal definition of a burglary offence. A completed burglary was defined as a burglary involving a successful entry to the participant's house, residential garage or shed, whether or not anything was stolen.

The overall response rate was 66%. The response rate was 68% in Manurewa, 71% in Rotorua, 61% in Lower Hutt and 64% in Sydenham.

All analyses from the Burglary Survey used unweighted data. That is, no weights were applied to correct for factors such as sample design, differential non-response and sample skews relative to known population figures.

The four Police Areas were selected to provide a broad coverage of features that influence burglary. Predominantly rural Police Areas were excluded, as they tend to have low burglary rates, with practices that could not be implemented in non-rural areas. As the focus of the study was residential burglary, police areas that were predominantly central business districts were also excluded.

Eleven Police Areas were initially selected from the 52 Police Areas, based on having a representative spread across the following factors:

- burglary rates as per 10,000 population and absolute number of burglaries
- geographical location
- population numbers
- ethnic mix
- unemployment and deprivation score.

Area visits were then undertaken to gather information on local contextual factors, burglary trends, at-risk victim and offender populations, Police structures and burglary initiatives and their perceptions and opinions of the research. The final four Police Areas selected were those from which the most could be learnt about Police best practices for residential burglary across a range of area contexts.

## **2.2 The NZNSCV 2001 methodology and differences between the surveys**

The NZNSCV 2001 involved face-to-face interviews for a sample of 5147 households throughout New Zealand, including booster samples of Maori (a sample of 500) and Pacific peoples (a sample of 699). One participant aged 15 or over was interviewed per household, but unlike the Burglary Survey, this person was selected quasi-randomly. The methodology of the NZNSCV 2001 is covered in detail in Morris, A. and Reilly, J., *New Zealand National Survey of Crime Victims 2001* (Ministry of Justice, 2003).

Participants were asked whether they had been the victim of any of a range of personal offences (such as violent offences and theft from the person) or household offences (such as burglary) that had occurred between January 2000 and the interview in 2001. Victim Forms were then completed for up to three randomly selected incidents.

The Victim Forms collected more detailed information on the offence (such as details of the incident and contact with the Police). Unlike the Burglary Survey (where detailed information was only collected on the most recent completed burglary) detailed information could be collected on more than one burglary, and both attempted and completed burglaries. Detailed information was collected on two-thirds of burglaries—the other 34% were not selected among the maximum of three incidents. Details of each incident were screened to ensure they met the legal definition of an offence. Of incidents initially reported as attempted or completed burglaries for which a Victim Form was completed, 14% were excluded from further analysis because they were identified as non-relevant incidents by this screening process.

In the NZNSCV 2001, the overall response rate was 62% for the total sample. The response rate was 65% in the main sample, 57% for the Maori booster sample and 53% for the Pacific booster sample.

Unlike the Burglary Survey, all analyses from the NZNSCV 2001 used weighted data, as described in the *New Zealand National Survey of Crime Victims 2001* (Morris, A. and Reilly, J., Ministry of Justice, 2003, pages 53–54):

These survey weights adjust for various factors such as the sample design, differential non-responses, and sample skews relative to known population figures. The sample design for the NZNSCV involved a hierarchy with four levels: Nielsen Area Units, households, individuals, and victimisation incidents (for victim form data). At each level, further sub-sampling took place, and so different weights were required for analyses of households, individuals and incidents.

Initial household weights were calculated as the reciprocal of each household's selection probability, taking the booster samples into account. A non-response adjustment was made to these weights, adjusting for differential non-response by region, urbanisation, interviewers' experience and ethnicity, and the sample in which the household was selected (Maori booster, Pacific booster or main sample). Finally, the weights were post-stratified by urbanisation.

Individual weights were calculated in a similar way, although the initial weights were multiplied by the number of people living in the household who were eligible to be interviewed (to adjust for only one being interviewed), and the weights were post-stratified by age, sex and ethnicity instead of urbanisation. Incident weights were derived from individual weights by simply multiplying them by the probability that the current incident was selected.

## 2.3 Limitations of the surveys

In order to generalise the results of any survey to the wider population of the survey area, the sample must be truly representative of the population. The representativeness of the sample and therefore the accuracy of the results may be affected by a number of factors, including the sample size, the sample selection method, the response rate and the number of households excluded from the sample for other reasons.

Larger samples provide more accurate estimates and allow more detailed analysis of the responses by subgroups of participants. However, large samples are time-consuming and expensive to gather. In practice, the sample size is selected to give a reasonable margin of error around the expected results for key variables. For example, the New Zealand National Survey of Crime Victims 1996 showed that on average 7% of households were subject to a burglary during 1995. Thus a sample size of 500 in each Police Area was expected to give a 95% chance that the real population figure lies between 5% and 9%, assuming a random sample of the population is surveyed. The sample size of the NZNSCV 2001 was much larger (5147 households) and therefore could be expected to give more accurate results.

Practical considerations mean that a perfect random sample can rarely be achieved, resulting in an underestimate of margins of error. The NZNSCV 2001 analysis corrected for sample design when calculating margins for error. The Burglary Survey analysis did not make an equivalent correction. However, a conservative threshold of significance (99%) was chosen to increase the chance that significant results reflect real differences. A threshold for statistical significance of 99% means that, when a difference is said to be statistically significant, the probability that the result is due to chance is less than 1 in 100.

The response rate is important to the accuracy of results only if there are a substantial number of non-responders and they are significantly different from responders in characteristics relevant to the survey. In order to maximise the response rate, up to seven call-backs were made for each selected household for the Burglary Survey and up to six call-backs for the NZNSCV 2001. An overall response rate of 66% was achieved for the Burglary Survey and 62% for the NZNSCV 2001. While these response rates are comparable with similar surveys, the fact that a third or more of selected households did not participate in the survey does leave open the possibility that the sample is not truly representative of the population.

A number of the properties originally selected had to be excluded from the surveys. For example, 236 houses were excluded from the Burglary Survey. Most of these were excluded because the address was not an occupied household. However, 86 properties (around 4% of the final sample size) were skipped in the interests of interviewer safety, due to dogs, dog signs, or an unsafe house. Such exclusions could have a small effect on general victimisation results and a more significant effect on specific questions (such as listing a guard dog as a security measure).

The accuracy of survey results also depends on other factors, such as the accuracy of participants' answers and the context of the survey. For example, participants may forget about minor incidents that occurred some time ago or may have their views influenced by outside factors (such as recent publicity about a spate of local crime), or the context of the survey itself may influence responses (such as the order of questions or the stated reasons for conducting the survey).

For a more detailed discussion of the limitations of crime and victim surveys, see Section 1.3 of the NZNSCV 2001 report (Morris, A. and Reilly, J., *New Zealand National Survey of Crime Victims 2001*, Ministry of Justice, 2003).

## 2.4 Demographic profile of the samples

The demographic characteristics of the people who were interviewed for the Burglary Survey and the NZNSCV 2001 are shown in Table 2.1<sup>4</sup>, along with a population profile from the 2001 Census.

In each area, more survey participants were female than male. The age profiles of the survey samples differ slightly between the Police Areas, with a higher proportion of younger participants (aged under 40 years) in Manurewa and more older participants (60 years or over) in Sydenham.

The ethnic profiles of the study areas were very different. The Manurewa Police Area has a very diverse ethnic mix, with a higher proportion of Maori, Pacific peoples and Asians than the average of the other areas. In contrast, the population of the Sydenham Police Area is predominantly New Zealand European/European. The ethnic distribution of the NZNSCV 2001 sample is not comparable to the Census, as the national survey included booster samples of Maori and Pacific peoples.

Some caution is needed in generalising the results of the surveys to the total population of the respective Police Areas, as the survey samples did not exactly replicate the demographics of each population. All the samples significantly overrepresent females, older people, and

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<sup>4</sup> For all tables in this report, percentages may not add up to exactly 100% due to rounding error.

New Zealand Europeans/Europeans compared to 2001 Census figures.<sup>5</sup> This caution applies particularly to questions asking for the participant's personal opinion (such as perceptions of local crime problems), rather than to questions relevant to the whole household (such as security measures and burglary victimisation). The NZNSCV 2001 had a more sophisticated analytical design that weighted raw response rates to take such sample biases into account.

**Table 2.1: Demographic profile of the survey samples and from the 2001 Population Census<sup>1</sup>**

		Burglary survey: Police Area								NZNSCV <sup>2</sup>	
		Manurewa		Rotorua		Lower Hutt		Sydenham		Sample	Census
		Sample	Census	Sample	Census	Sample	Census	Sample	Census	Sample	Census
<i>Number of people</i>		500	66,081	500	67,428	500	95,472	500	61,179	5147	3,737,280
Sex	Male	40	48	42	48	41	48	43	47	42	48
	(%) Female	60	52	58	52	59	52	57	53	58	52
Age	16–24	10	19	10 <sup>+</sup>	16	6	16	3 <sup>-</sup>	13	14	16
	(%) 25–39	35 <sup>+</sup>	36	24 <sup>-</sup>	30	28	31	27	29	30	29
	40–59	36	31	36	34	37	34	38	33	32	34
	60–69	10	7	14	10	14	9	13	10	12	10
	70+	8 <sup>-</sup>	7	15	10	14	10	19 <sup>+</sup>	14	13	11
	Refused	1	---	0	---	0	---	0	---	0	---
Ethnic group <sup>3</sup>	NZ/European	56 <sup>-</sup>	45	71	61	78	69	92	87	71	73
	Maori	24 <sup>+</sup>	24	23 <sup>+</sup>	32	10 <sup>-</sup>	14	3 <sup>-</sup>	6	18	13
	(%) Pacific peoples	14 <sup>+</sup>	21	3 <sup>-</sup>	4	6	9	1 <sup>-</sup>	2	14	6
	Asian	6 <sup>+</sup>	9	2	3	4	6	1 <sup>-</sup>	3	3	6
	Other	2	2	3	1	3	1	3	1	1	1
	Refused	1	---	2	---	1	---	0	---	0	---

<sup>+</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Source: Statistics New Zealand. Compiled for New Zealand Police to match Police Area boundaries.

<sup>2</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

<sup>3</sup> Multiple ethnicities possible. The NZNSCV sample includes booster samples for Maori and Pacific peoples.

<sup>5</sup> The Burglary Survey sample was not expected to be representative of the total individual population (as per the Census) for two reasons: (i) whereas the sample design aimed to select households randomly, the selection of the participant within the household was not intended to be random, as the participant had to be someone who could answer detailed questions about burglary incidents (e.g. value of loss, insurance); (ii) only one person per household was selected, so people in households with several members had less chance of being selected.

The difference in the ethnic distribution of participants in the Burglary Survey compared to that of the respective population is quite marked. Therefore, any survey question where the response profile differs substantially among ethnic groups may not be accurately captured by the Burglary Survey results (i.e. the result may not accurately reflect the response of the total population of each area).<sup>6</sup> However, as the skews in the ethnic, age and gender distributions were in the same direction for each Police Area, the effect on comparisons between the areas is somewhat lessened.

## 2.5 Household profile of the samples

A significantly higher proportion of the Manurewa households surveyed rented their home and were classified as low socio-economic status, compared to the average of the other areas, but not compared to the NZNSCV 2001 sample. Also more households in Manurewa consisted of families with children or extended families (Table 2.2). In Rotorua, fewer households consisted of couples with children compared to the average of the other three areas. Households in the Lower Hutt Police Area were more likely than those in other Police Areas to have the main income earner in the highest socio-economic group. Sydenham households were more likely to consist of people living alone and people who owned their own home.

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<sup>6</sup> Although ethnicity is an individual variable, the ethnicity of the participant has been used throughout the report as a crude proxy for household ethnicity. As noted in the NZNSCV report (footnote 128), 'people are interested in the prevalence and incidence of offences like burglary by ethnicity and since these offences are categorised in the NZNSCV as household offences, this seemed the best option if we were to provide any information on this matter. The cultural advisers to the NZNSCV have supported the use of this proxy. However, this method does mean that the figures may underrepresent households comprising multiple ethnicities where, for example, the participant was of one ethnicity but other members of the household had different ethnicities.'

**Table 2.2: Household profile of the survey samples**

		Burglary survey: Police Area				NZNSCV <sup>1</sup>
		Lower				
		Manurewa	Rotorua	Hutt	Sydenham	Total
<i>Sample size (households)</i>		500	500	500	500	5147
Housing	Rent	35 <sup>+</sup>	30	27	23 <sup>-</sup>	34
	Own	65 <sup>-</sup>	70	72	77 <sup>+</sup>	66
Household structure (%)	One person alone	9 <sup>-</sup>	22	15	25 <sup>+</sup>	18
	Sole parent, 1+ child	10	12	11	5 <sup>-</sup>	8
	Couple, no child	19 <sup>-</sup>	26	28	26	24
	Couple, 1+ child	44 <sup>+</sup>	27 <sup>-</sup>	36	35	31
	Extended family	12 <sup>+</sup>	7	6	3 <sup>-</sup>	7
	Group flatting	4	5	3	5	4
	Other	1	1	0	0	8
	Refused	1	0	1	0	0
Main earner socio-economic status <sup>2</sup> (%)	1 (High)	3	4	8 <sup>+</sup>	6	5
	2	3	5	7	5	14
	3	27	21 <sup>-</sup>	31	26	17
	4	25	26	29	26	20
	5	20 <sup>+</sup>	20	11 <sup>-</sup>	15	18
	6 (Low)	6	6	4	5	17
	Unspecified	13	17	9 <sup>-</sup>	17	8
Refused	2	1	1	0	1	
In area since 2001 (%)	Yes	80	82	83	84	81
	No	20	18	17	16	19

<sup>+-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

<sup>2</sup> Elley-Irving Scale for Burglary Survey, NZSEI for NZNSCV 2001. Both scales are based on the occupation of the main income earner of the household and there is relatively little difference between the results based on the different scales (Morris, A. and Reilly, J., *New Zealand National Survey of Crime Victims 2001*, Ministry of Justice, 2003, page 49, footnote 48). Where the main income earner was not in the paid workforce (e.g. beneficiaries, students, homemakers, retirees who didn't specify a past occupation) the socio-economic status is noted as 'unspecified'.

## 2.6 Summary of the methodology and samples

- This report presents information on burglary victimisation, crime prevention and crime perceptions derived from two household surveys. Although many of the survey questions were similar, there were important methodological differences which mean that comparisons between the survey results must be made with some caution.
- The Burglary Survey surveyed 500 households in each of four Police Areas in 2002, as part of a wider evaluation of burglary. The NZNSCV 2001 surveyed over 5000 participants about a wide range of individual and household offences.

- The details of burglary incidents were gathered in a different way in the two surveys and the NZNSCV 2001 data were weighted to provide results that were representative of the New Zealand population.
- The overall response rate was 66% for the Burglary Survey and 62% for the NZNSCV 2001. While these response rates were in line with other similar surveys, the accuracy of the results will be affected if survey participants differed in characteristics relevant to the survey from those who refused to participate or could not be contacted.
- The Police Area samples overrepresented females, older people and New Zealand Europeans compared to the 2001 Census figures.
- The four Police Areas have quite different demographic and socio-economic profiles, as indicated by data from the survey samples and the 2001 Census. The Manurewa Police Area (in South Auckland) has a very diverse ethnic mix, with a relatively high proportion of Maori, Pacific peoples and Asians. Compared to the other areas, a higher proportion of the Manurewa households rented their homes and were classified as low socio-economic status, and more households in Manurewa consisted of families with children or extended families.
- In contrast, Sydenham Police Area (Spreydon/Heathcote Ward, Christchurch) has an older age profile and residents are predominantly New Zealand Europeans. Sydenham households were more likely to consist of people living alone and people who own their own home.
- In Rotorua, fewer households consisted of couples with children compared to the average of the other three areas.
- Households in the Lower Hutt Police Area were more likely than other Police Areas to have the main income earner in the highest socio-economic group.

## 3 Perceptions of crime in the neighbourhood

This chapter presents information from both surveys on participants' perceptions of the crime problems in their neighbourhood, including whether crime was a problem, what types of crime were a problem, and whether crime was increasing or decreasing.

### 3.1 Perception of local crime problems

Participants were asked whether they considered crime to be a problem in their neighbourhood. Just over a third of participants nationally (35%) thought there was a crime problem in their neighbourhood (Table 3.1).

Compared to the national results, a greater proportion of participants thought there was a local crime problem in each of the four Police Areas surveyed by the Burglary Survey 2002, especially in Manurewa and Rotorua (Table 3.1, Figure 3.1). The Manurewa Police Area (South Auckland) had a particularly high proportion of people who considered crime to be a problem (62%), with this proportion being significantly higher than for the average of the other three Police Areas in the Burglary Survey. By comparison, the NZNSCV 2001 found that 43% of people in the greater Auckland area thought there was a local crime problem.

**Table 3.1: Percentage of participants who thought there was a crime problem in their neighbourhood**

	Burglary Survey: Police Area				NZNSCV <sup>1</sup>
	Manurewa	Rotorua	Lower Hutt	Sydenham	Total
<i>Sample size</i>	500	500	500	500	5147
Yes (%)	62 <sup>+</sup>	53	41 <sup>-</sup>	43 <sup>-</sup>	35
No (%)	33 <sup>-</sup>	35 <sup>-</sup>	49 <sup>+</sup>	47 <sup>+</sup>	59
Don't know (%)	6 <sup>-</sup>	12	11	9	5

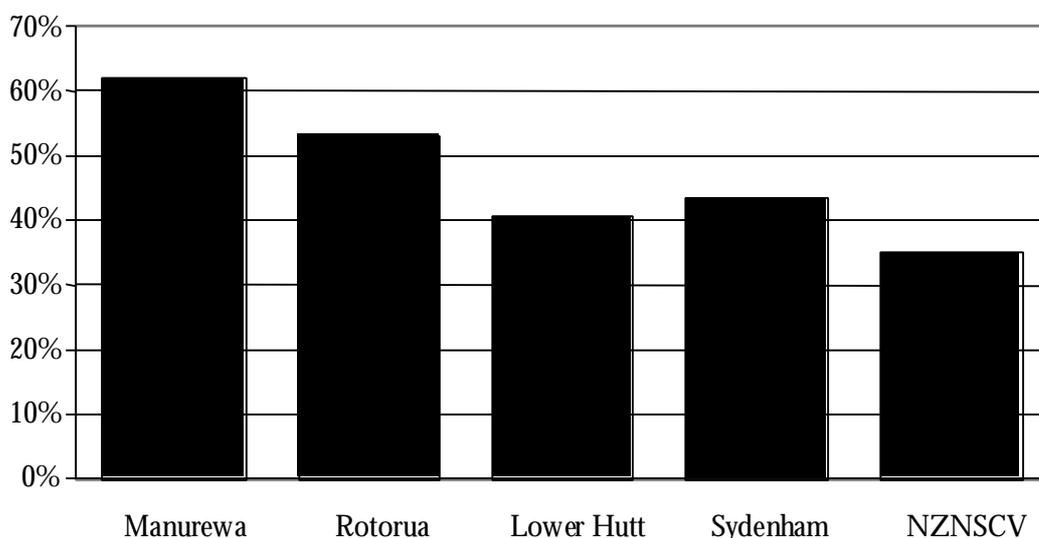
<sup>+-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

Nationally, 65% of repeat burglary victims and 53% of those who had experienced one burglary thought there was a crime problem in their neighbourhood (Table 3.2), a much higher percentage than the 32% of people who had not been burgled ('non-victims') who thought there was a crime problem. The same pattern was found for the Police Areas surveyed by the Burglary Survey. In each area, repeat victims of burglary were the most likely

to think there was a local crime problem, while participants who hadn't been burgled were much less likely to think this.<sup>7</sup>

**Figure 3.1: Percentage of participants who thought crime was a problem in their neighbourhood, by Police Area (Burglary Survey) and for the NZNSCV 2001**



**Table 3.2: Percentage of participants who thought there was a local crime problem, by victimisation status**

Victim status <sup>1</sup>	Burglary Survey: Police Area				NZNSCV <sup>2</sup> Total
	Manurewa	Rotorua	Lower Hutt	Sydenham	
Non-victim (%)	58	49	37	42	32
Single victim (%)	76	71 <sup>+</sup>	64 <sup>+</sup>	54	53 <sup>+</sup>
Repeat victim (%)	76	77	88	75	65 <sup>+</sup>

<sup>+-</sup> Significantly higher or lower than the row above at the 99% level (i.e. single victims were compared with non-victims and repeat victims with single victims).

1 'Non-victims' were all households that had not had a burglary since the previous January, 'single victims' were households that had had one burglary (including attempts), and 'repeat victims' were households that had had two or more burglaries (including attempts). The sample sizes of non-victims, single victims and repeat victims respectively were: 404, 54, 42 for Manurewa; 416, 58, 26 for Rotorua; 455, 28, 17 for Lower Hutt; 453, 35, 12 for Sydenham; and 4531, 452, 164 for the NZNSCV 2001.

2 Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

<sup>7</sup> 'Repeat victims' were those who reported that they had been the victim of more than one burglary (including attempts) within the study period for each survey (i.e. between January 2001 and the interview in August or September 2002 for the Burglary Survey). 'Single victims' were households that had one burglary in the same period.

The difference between households that hadn't been burgled and single victims was statistically significant for Rotorua and Lower Hutt. The difference between single victims and repeat victims was significant nationally, but not significant for any of the Police Areas. The lack of significance between Police Areas was partly because the difference between these groups is smaller, but was also due to small sample sizes, especially for repeat victims.

Relatively small differences were found between demographic groups in their perception of the local crime problem, based on national data from the NZNSCV 2001. Women were slightly, but not significantly, more likely than men to think that there was a crime problem in their neighbourhood (34% vs 37%). Younger people, aged 16–24, were significantly less likely than other age groups to think there was a local crime problem (29% vs 37%). Thirty-nine percent of both Maori and Pacific peoples thought there was a local crime problem, which was slightly, but not significantly, higher than the proportions for New Zealand Europeans/Europeans (35%) and other ethnic groups (34%). There was little difference in response by socio-economic status, except that participants living in households where the main income earner was in the unspecified socio-economic group (such as beneficiaries and students) were more likely than other people to think that there was a crime problem in their neighbourhood.

### **3.2 Types of crime considered a problem**

Those participants who thought there was a crime problem in their neighbourhood were asked to identify what types of crime were a problem (Table 3.3).

As participants of the Burglary Survey were aware that this was a survey on burglary when they answered this question, it is perhaps not surprising that most people identified burglary as a problem. More than 85% of participants in Lower Hutt, Manurewa and Rotorua mentioned burglary as a problem, with a significantly lower proportion of people in Sydenham (66%). However, burglary was also by far the most commonly mentioned crime in the NZNSCV 2001 (72%), confirming that burglary was seen as a major crime problem.

Nationally, there was little difference between the proportion of repeat victims of burglary and victims of one burglary who saw burglary as a problem in their neighbourhood (75% and 78% respectively). This was also true for the four Police Areas. However, there was a tendency in both surveys for a greater proportion of victims than non-victims to see burglary as a problem (Table 3.4), although the difference was small and was only statistically significant in Lower Hutt.

**Table 3.3: Percentage of participants mentioning specific crime types as a problem in their neighbourhood**

Asked of participants who thought there was a crime problem in their neighbourhood.

Crime type <sup>1</sup>	Burglary Survey: Police Area				NZNSCV <sup>2</sup>
	Manurewa	Rotorua	Lower Hutt	Sydenham	Total
<i>Sample size</i>	309	264	203	216	1883
Burglary, break-ins (%)	91 <sup>+</sup>	86	85	66 <sup>-</sup>	72
Petty thefts (%)	11 <sup>-</sup>	25 <sup>+</sup>	17	21	27
Vandalism (%)	19	18	27	34 <sup>+</sup>	24
Car theft (%)	24 <sup>+</sup>	10 <sup>-</sup>	19	17	17
Graffiti (%)	28	31	13 <sup>-</sup>	26	15
Dangerous driving (%)	14	22	18	21	15
Theft from cars (%)	10 <sup>-</sup>	23 <sup>+</sup>	16	19	14
Damage to cars (%)	5 <sup>-</sup>	8	13	18 <sup>+</sup>	11
Sell/grow drugs (%)	5	11 <sup>+</sup>	6	4	10
Domestic violence (%)	8	9	8	2 <sup>-</sup>	7
Assault (%)	4	5	7	2	6
Prowlers (%)	6	5	6	7	5
Drink driving (%)	2	2	6	2	5
Sexual crimes (%)	5	2	3	1	4
Street attacks (%)	4	3	7 <sup>+</sup>	1	3
Other (%)	9	4	10	2	8
Don't know (%)	0	1	1	1	-

+/- Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Multiple responses possible.

<sup>2</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

**Table 3.4: Percentage of participants who thought burglary was a local crime problem, by victimisation status**

Asked of participants who thought there was a crime problem in their neighbourhood.

Victim status <sup>1</sup>	Burglary Survey: Police Area				NZNSCV <sup>2</sup>
	Manurewa	Rotorua	Lower Hutt	Sydenham	Total
Non-victim (%)	90	84	82	63	71
Victim (%)	95	93	100 <sup>+</sup>	86	77

+/- Significantly higher or lower than the row above at the 99% level (i.e. victims were compared with non-victims).

<sup>1</sup> 'Non-victims' were all households that had not had a burglary since the previous January. The sample sizes of non-victims and victims respectively were: 236 and 73 for Manurewa; 203 and 61 for Rotorua; 170 and 33 for Lower Hutt; 188 and 28 for Sydenham; and 1515 and 368 for the NZNSCV 2001.

<sup>2</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

The prominence of burglary as a perceived problem was highlighted by the much lower proportions of participants mentioning other types of crime (Table 3.3). For example, the next most commonly mentioned type of crime, petty theft, was mentioned by only 27% of participants nationally. Three of the top five types of crime mentioned (petty theft, vandalism and graffiti) could be considered relatively minor crimes compared to burglary. Car theft, at 17%, was the next serious crime type mentioned as a local crime problem. Violent crimes were mentioned by a minority of people, with domestic violence (7% nationally) being the most common type mentioned.

The four Police Areas differ from each other and from the national figures in the ranking of crime types other than burglary and in the percentage mentioning various crime types. In Manurewa, significantly more participants than the average of the other Police Areas mentioned burglary and car theft and fewer mentioned theft from cars and damage to cars. In Rotorua, more people mentioned petty theft, theft from cars and drugs, while fewer mentioned car theft. Lower Hutt participants were more likely than the average of the other Police Areas to mention street attacks and less likely to mention graffiti. Sydenham participants were more likely to mention vandalism and damage to cars and less likely to mention burglary and violence.

As pointed out in the NZNSCV 2001 report (Morris, A. and Reilly, J., *New Zealand National Survey of Crime Victims 2001*, Ministry of Justice, 2003, page 215), crime was not necessarily perceived as the only neighbourhood problem. More than half of participants nationally thought speeding cars were a problem in their neighbourhood and around one-fifth considered 'teenagers hanging around on the streets', litter and uncontrolled dogs to be a problem.

### **3.3 Perceived crime trend**

Participants were also asked whether they thought that in the last twelve months there had been more or less crime in their neighbourhood than before (Table 3.5).

Nationally, 59% thought there was about the same amount of crime as before. A further 5% thought there was no local crime and 13% didn't know, leaving only 14% who thought there was more crime and 10% who thought there was less crime. Only 3% thought there was a lot more crime than before.

The perception in the Manurewa Police Area was very different. Although the percentage of survey participants who thought there was less crime did not differ from the national result, a much greater percentage (38%) thought there was more crime in Manurewa than before (Figure 3.2), with more than one-fifth of participants saying there was a lot more crime. The finding for the Manurewa Police Area contrasts with the results of the NZNSCV 2001 for greater Auckland, where only 4% thought there was a lot more crime than before.

Rotorua also had a higher percentage of participants who thought that there was a lot more crime (9%) than before, compared to other areas.

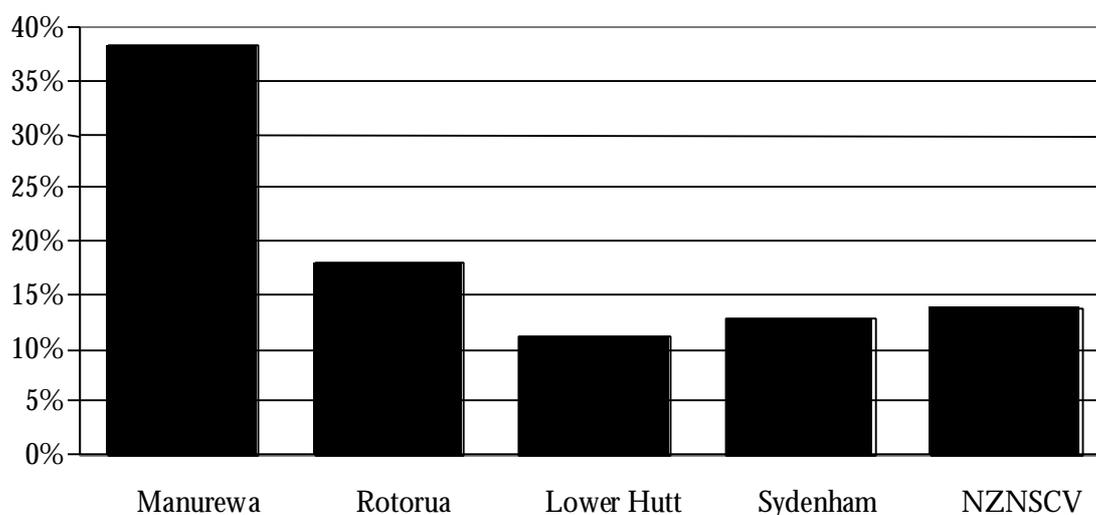
**Table 3.5: Do you think that in the last 12 months there has been more or less crime in your neighbourhood than before?**

	Burglary Survey: Police Area				NZNSCV <sup>1</sup>
	Manurewa	Rotorua	Lower Hutt	Sydenham	Total
<i>Sample size</i>	500	500	500	500	5147
A lot more crime (%)	21% <sup>+</sup>	9%	3% <sup>-</sup>	4% <sup>-</sup>	3%
A little more crime (%)	17% <sup>+</sup>	9%	8%	9%	10%
About the same (%)	38% <sup>-</sup>	48%	56% <sup>+</sup>	58% <sup>+</sup>	59%
A little less crime (%)	6%	8%	8%	5%	8%
A lot less crime (%)	3%	4%	3%	2%	2%
No crime here (%)	2%	3%	6% <sup>+</sup>	1% <sup>-</sup>	5%
Don't know (%)	13% <sup>-</sup>	19%	16%	22% <sup>+</sup>	13%

<sup>+-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

**Figure 3.2: Percentage of participants who thought there was more crime in the last 12 months than before, by Police Area (Burglary Survey) and for the NZNSCV 2001**



Nationally, repeat burglary victims (31%) and victims who had experienced one burglary (26%) were more likely to think there was more crime than before, compared to survey participants who hadn't experienced a burglary (12%). This was also the pattern for the four Police Areas, although the sample sizes were small and the differences were not statistically significant (Table 3.6).

Nationally, women were significantly more likely than men to think that there was more crime than before (16% vs 12%). There was no significant difference by age, ethnicity or socio-economic status in the proportion of participants who thought that there was more crime than before.

**Table 3.6: Percentage of participants who thought there was more crime than before, by victimisation status**

Victim status <sup>1</sup>	Burglary Survey: Police Area				NZNSCV <sup>2</sup>
	Manurewa	Rotorua	Lower Hutt	Sydenham	Total
Non-victim (%)	35	16	11	11	12
Single victim (%)	46	21	7	26	26 <sup>+</sup>
Repeat victim (%)	62	38	18	33	31

<sup>+-</sup> Significantly higher or lower than the row above at the 99% level (i.e. single victims were compared with non-victims and repeat victims with single victims).

<sup>1</sup> 'Non-victims' were all households that had not had a burglary since the previous January, 'single victims' were households that had had one burglary (including attempts) and 'repeat victims' were households that had had two or more burglaries (including attempts). The sample sizes of non-victims, single victims and repeat victims respectively were: 404, 54, 42 for Manurewa; 416, 58, 26 for Rotorua; 455, 28, 17 for Lower Hutt; 453, 35, 12 for Sydenham; and 4531, 452, 164 for the NZNSCV 2001.

<sup>2</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

### 3.4 Summary of perceptions about local crime

- Just over a third of participants nationally (35%) considered crime to be a problem in their neighbourhood. A much higher proportion of participants in Manurewa (62%) and Rotorua (53%) and a slightly higher proportion of participants in Lower Hutt (41%) and Sydenham (43%) thought there was a local crime problem.
- Burglary was by far the most commonly mentioned crime considered a problem. Of those people who thought there was a local crime problem, burglary was mentioned as a problem by 72% nationally, and by 91% in Manurewa, 86% in Rotorua, 85% in Lower Hutt, and 66% in Sydenham. The next most commonly mentioned types of crime (petty theft, vandalism, car theft and graffiti) were mentioned by less than one-third of people who thought there was a local crime problem.
- The four Police Areas differed from each other and the national figures in the ranking of crime types other than burglary and in the percentage mentioning various crime types. The significant differences were:
  - in Manurewa, a higher percentage of participants who thought crime was a problem mentioned burglary and car theft and fewer mentioned theft from cars and damage to cars, compared to the average of the other Police Areas.
  - Rotorua participants were more likely to mention petty theft, theft from cars and drugs, while they were less likely to mention car theft.
  - Lower Hutt participants were more likely to mention street attacks and less likely to mention graffiti.
  - Sydenham participants were more likely to mention vandalism and damage to cars and less likely to mention burglary and violence.
- Nationally, only 3% of people thought there was a lot more crime in the last 12 months than before, with a further 10% saying there was a little more crime than before. The perception in the Manurewa Police Area was very different. A much greater percentage (38%) thought there was more crime in Manurewa than before, with 21% of survey

participants saying there was a lot more crime. Rotorua also had significantly more participants who thought that there was a lot more crime (9%) compared to the national figure and the other Police Areas. The proportions in Lower Hutt (3%) and Sydenham (4%) were similar to the national results.

- Burglary victims, especially repeat victims, were much more likely than other survey participants to think there was a local crime problem and to think there was more crime than before.
- Women were slightly more likely than men to think there was a local crime problem and to think there was more crime than before. Younger people (aged 15–25 years) were less likely than other participants to think there was a local crime problem. There was no significant difference between ethnic groups in the proportion of people who thought there was a local crime problem.

## 4 Concern about crime

This chapter reports on how worried survey participants were about being the victim of various types of crime and how safe they felt in their own home.

### 4.1 Concern about burglary

Both surveys asked participants how worried they were about being the victim of various types of crime, including burglary. Over half of all participants nationally (57%) were either very or fairly worried about their house being burgled, with more being 'fairly worried' than 'very worried' (Table 4.1). Concern about burglary was much higher in Manurewa and Rotorua. Over three-quarters of participants in Manurewa (77%) and over two-thirds of those in Rotorua (68%) were either very or fairly worried about their house being burgled. The level of concern in Lower Hutt (56% worried) was about the same as the national level, while the level of concern in Sydenham was lower (49% worried). The relative level of concern reflected the relative risk of burglary victimisation (Section 5.5).

Almost half of Manurewa participants and almost a third of Rotorua participants were very worried about having their house burgled, compared to 22% nationally. The proportion of Manurewa participants who were very worried was significantly higher than the average of the other three Police Areas, while the proportions in Lower Hutt and Sydenham were lower than the average. The level of concern in Manurewa appeared to be greater than that of the wider Auckland area, where 31% of participants to the NZNSCV 2001 were very worried about being burgled.

**Table 4.1: How worried are you about having your house burgled?**

	Burglary Survey: Police Area				NZNSCV <sup>2</sup>
	Manurewa	Rotorua	Lower Hutt	Sydenham	Total
<i>Sample size</i>	500	500	500	500	5147
Very worried (%)	49 <sup>+</sup>	32	22 <sup>-</sup>	17 <sup>-</sup>	22
Fairly worried (%)	28 <sup>-</sup>	36 <sup>-</sup>	34	33	35
Not very worried (%)	19	26	36 <sup>+</sup>	43 <sup>+</sup>	32
Not at all worried (%)	4	6	8	7	11

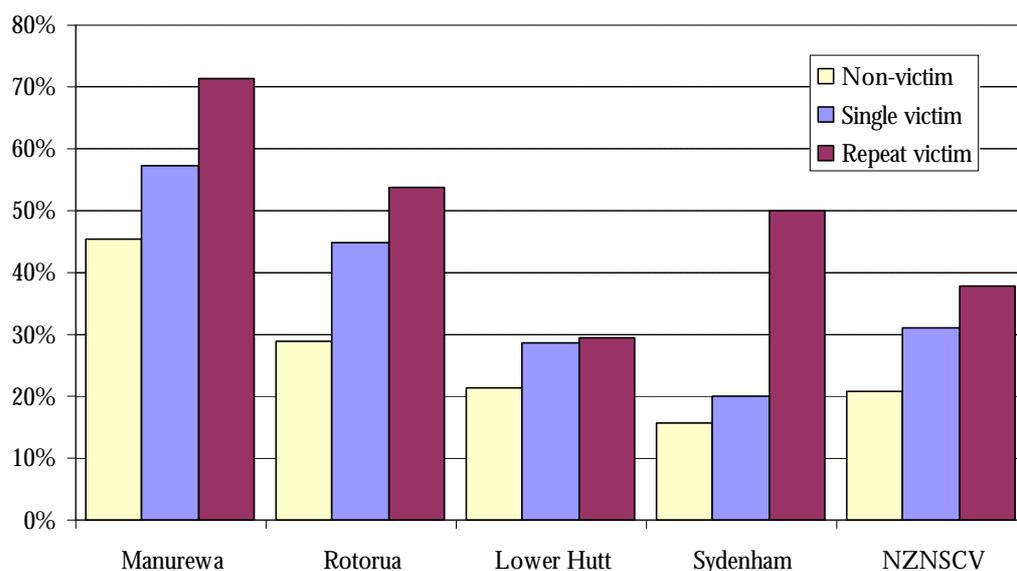
<sup>+-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

Nationally, participants who had been burgled in the survey period were more likely to be very worried about burglary: 31% of those burgled once and 38% of repeat burglary victims said this, compared with 21% of those not burgled.

The Burglary Survey showed a similar relationship between victimisation and level of concern. Repeat burglary victims tended to be more likely than single burglary victims to be very worried about being burgled, while participants who hadn't been burgled since the previous January ('non-victims') were the least likely to be very worried (Figure 4.1). The sample sizes were small and these differences did not reach statistical significance in any individual Police Area, but were consistent across all areas.

**Figure 4.1: Percentage of participants who were very worried about having their house burgled, by victimisation status, by Police Area (Burglary Survey) and for the NZNSCV 2001**



Notes:

1. 'Non-victims' were all households that had not had a burglary since the previous January, 'single victims' were households that had had one burglary (including attempts) and 'repeat victims' were households that had had two or more burglaries (including attempts). The sample sizes of non-victims, single victims and repeat victims respectively were: 404, 54, 42 for Manurewa; 416, 58, 26 for Rotorua; 455, 28, 17 for Lower Hutt; 453, 35, 12 for Sydenham; and 4531, 452, 164 for the NZNSCV 2001.
2. Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

Data from the NZNSCV 2001 indicate that women were more likely to be worried (or at least to say they were worried) about crime than men. While this was particularly true for violent offences, women were also more likely to be very worried about having their house burgled (25%) than men were (19%).

There did not appear to be a strong relationship between age and level of worry about burglary. The group with the lowest level of worry was those aged 60 and over (16% very worried).

Despite there being relatively little difference between ethnic groups in the proportion of people who thought there was a local crime problem, there were very significant differences in the proportion of people who were very worried about being burgled between ethnic groups. Nationally, 61% of Pacific peoples, 36% of Maori and 34% of members of other

ethnic groups were very worried about being burgled, compared to 17% of New Zealand Europeans/Europeans. The relative level of concern reflected the relative risk of burglary victimisation by ethnic group (Section 5.6).

People who thought there was a crime problem in their neighbourhood were also more likely to say they were very worried about having their house burgled (30%) than those who didn't think there was a local crime problem (17%). Lower socio-economic groups were also more likely to be very worried about being burgled.

## 4.2 Comparison with concern about other crimes

Nationally, more people were very worried about being the victim of burglary than about any of the other crimes specifically asked about in the NZNSCV 2001, except for being in a traffic accident caused by a drunk driver (Table 4.2). However, all of the crimes caused substantial levels of concern. Nationally, a fairly consistent proportion of participants (18–23%) were very worried about being the victim of each of the crime types.

**Table 4.2: Percentage of participants who were very worried about specific crimes**

Crime	Burglary Survey: Police Area				NZNSCV <sup>1</sup>
	Manurewa	Rotorua	Lower Hutt	Sydenham	
<i>Sample size</i>	500	500	500	500	5147
Being in a traffic accident caused by a drunk driver <sup>2</sup> (%)	-	-	-	-	23
Having your home burgled (%)	49 <sup>+</sup>	32	22 <sup>-</sup>	17 <sup>-</sup>	22
Being attacked and robbed (%)	50 <sup>+</sup>	36	29 <sup>-</sup>	24 <sup>-</sup>	21
Having your car deliberately damaged or broken into (%)	46 <sup>+</sup>	32	23 <sup>-</sup>	19 <sup>-</sup>	20
Having some of your belongings stolen (%)	46 <sup>+</sup>	32	20 <sup>-</sup>	16 <sup>-</sup>	19
Having your car stolen (%)	45 <sup>+</sup>	29	19 <sup>-</sup>	17 <sup>-</sup>	19
Having your home/property damaged by vandals (%)	46 <sup>+</sup>	33	22 <sup>-</sup>	19 <sup>-</sup>	18
Being assaulted <sup>3</sup> (%)	43 <sup>+</sup>	32	28	22 <sup>-</sup>	[18]

<sup>+-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

<sup>2</sup> The Burglary Survey did not ask about being in a traffic accident caused by a drunk driver.

<sup>3</sup> The NZNSCV asked about specific types of assault rather than the general 'being assaulted' of the Burglary Survey. The NZNSCV statistic presented here is for being assaulted by a stranger and hence is not comparable with the Burglary Survey results.

To put concern about criminal victimisation into perspective, the NZNSCV 2001 also asked about other worries. For example, the proportion of people who were very worried about becoming seriously ill (24%) or being seriously injured (21%) was similar to the proportion worried about criminal victimisation.

Burglary was also among the crimes of most concern in each of the four Police Areas surveyed, although the highest proportion of 'very worried' responses was for being attacked and robbed. A higher proportion of participants in Manurewa and, to a lesser extent, Rotorua were very worried about all types of crime compared to the other Police Areas and the national level of concern.

### 4.3 Perceptions of safety at home

Participants of the NZNSCV 2001 were asked how safe they felt at home alone during the day and after dark. This question was not asked in the Burglary Survey. As outlined in section 9.4 of the NZNSCV 2001 report (Morris, A. and Reilly, J., *New Zealand National Survey of Crime Victims 2001*, Ministry of Justice, 2003), most people felt safe at home, particularly during the day. During the day 76% felt very safe at home and 21% felt fairly safe. After dark, 53% felt very safe at home and 37% felt fairly safe.

More women than men felt unsafe at home after dark (16% and 4% respectively). Other groups who were more likely to feel unsafe at home after dark include people aged 16–24 years, people of Pacific and 'other' (non-Maori, non-European) ethnicities, lower socio-economic groups and sole parents. Repeat burglary victims were more likely to feel unsafe after dark (22%) than victims of one burglary (13%) and people who hadn't been burgled in the study period (9%).

### 4.4 Summary of concern about crime

- Both surveys asked participants how worried they were about being the victim of various types of crime, including burglary. Over half of all participants nationally (57%) were either very or fairly worried about their house being burgled, with more being fairly worried (35%) than very worried (22%).
- Concern about burglary was much higher in Manurewa and Rotorua than it was nationally. Over three-quarters of participants in Manurewa (77%) and over two-thirds in Rotorua (68%) were either very or fairly worried about their house being burgled. The proportion of people worried in Lower Hutt (56%) was about the same as the national figure, while the level of concern in the Sydenham Police Area was slightly lower (49%).
- Nationally, more people were very worried about being the victim of burglary (22%) than about any of the other crimes specifically asked about, except being in a traffic accident caused by a drunk driver (23%). However, a fairly consistent proportion of participants (18–23%) were very worried about being the victim of each of the crime types.
- To put concern about victimisation into perspective, the NZNSCV 2001 also asked about other worries. For example, the proportion of people who were very worried about becoming seriously ill (24%) or being seriously injured (21%) was similar to the proportion worried about criminal victimisation.
- Burglary was also among the crimes of most concern in each of the four Police Areas surveyed, although the highest proportion of 'very worried' responses was for being attacked and robbed. More participants in Manurewa and Rotorua were very worried

about all types of crime compared to the other Police Areas and the national level of concern.

- Participants in the NZNSCV 2001 were asked how safe they felt at home alone during the day and after dark. During the day 76% felt very safe at home and 21% felt fairly safe, while 53% felt very safe at home after dark and 37% felt fairly safe.
- Burglary victims, especially repeat victims, were much more likely to be worried about being burgled and to feel unsafe in their house after dark.
- Women were slightly more likely than men to be worried about being burgled. Substantially more women than men felt unsafe at home after dark (16% and 4% respectively).
- Although younger people (aged under 25 years) were less likely than other participants to think there was a local crime problem, they were more likely to feel unsafe in their house after dark.
- Despite there being relatively little difference between ethnic groups in the proportion of people who thought there was a local crime problem, there were very significant differences in the proportions of people from different ethnic groups who were very worried about being burgled between ethnic groups. The national results indicated that 61% of Pacific peoples, 36% of Maori and 34% of members of other ethnic groups were very worried about being burgled, significantly higher than the 17% of New Zealand Europeans/Europeans who were very worried. People of Pacific and other ethnicities were also more likely to feel unsafe at home after dark. The relative level of concern about burglary reflected the relative risk of burglary between ethnic groups.



# 5 Burglary victimisation rates

This chapter presents information on the prevalence and incidence of residential burglary victimisation, including repeat victimisation, differences in victimisation rates between subgroups of the population, and comparisons with official burglary statistics.

## 5.1 Definitions and differences between the surveys

### 5.1.1 Burglary definition and data collection

Burglary comprises any breaking and entering of a building with intent to commit an offence. An attempted burglary involves an unsuccessful attempt to secure entry, whereas a completed burglary involves a successful entry, whether or not anything is stolen. Burglary does not include theft by persons with a right to be in the house, such as flatmates. Nor does burglary include unlawful entry into a building via an open door, as a break did not occur.<sup>8</sup>

Survey participants were asked about residential burglaries that met the following criteria:

- Time frame
  - For the NZNSCV 2001, the incident must have happened between January 2000 and the interview (mainly between July and November 2001). For the Burglary Survey, the incident must have happened between January 2001 and the interview (August or September 2002). In the following analysis, annual victimisation rates were calculated for incidents occurring within the full calendar year (i.e. 2000 for the NZNSCV 2001 and 2001 for the Burglary Survey).
- Incident
  - Can be both serious and minor burglary and attempted burglary incidents.
  - Attempted burglaries were screened for by asking, ‘Has anyone TRIED TO get into your home or garage [or shed (Burglary Survey)] without permission but NOT SUCCEEDED in getting in?’
  - Completed burglaries were screened for by asking, ‘Has anyone SUCCEEDED in getting into your home or garage [or shed] without permission?’

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<sup>8</sup> The legal definition of burglary changed from 01 October 2003 following amendments to the Crimes Act 1961, which removed the need for a ‘break’ from the definition of burglary. This change had a relatively small impact on burglary rates, as shown in *Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004*, Ministry of Justice, 2005.

- Location
  - Were to do with the participant's home, holiday home, garage, caravan or boat (NZNSCV 2001), or home, holiday home, garage or shed (Burglary Survey).<sup>9</sup>
  - Must have happened in New Zealand (NZNSCV 2001) or in the relevant Police Area (Burglary Survey).
  - Must have happened in a home that the participant had resided in.

In the NZNSCV 2001, details of burglary incidents were gathered in a separate part of the questionnaire, the Victim Form. Details of victimisations were collected for up to three incidents, including both attempted and completed burglaries and other types of victimisation. For participants who had had more than three victimisation experiences of any type, a weighted random sample of three was selected for completion of detailed Victim Forms. Victim Forms were completed for two-thirds of burglary incidents.

Burglaries for which a Victim Form was completed were further screened to ensure they met the required definition. Fourteen percent of these burglaries were excluded from further analysis as being 'not relevant' on the basis of this screening. Incidents classed as 'not relevant' did not meet the legal definition of burglary (e.g. 'someone tried the door in the middle of the night') or were otherwise outside the survey scope (e.g. the burglary happened to a relative of the participant).

In the Burglary Survey, details of only one burglary were collected—the most recent completed burglary. Therefore the Burglary Survey did not collect incident details for any attempted burglaries. Further questions in the Burglary Survey checked that the most recent completed burglary met the legal definition of burglary (i.e. in the correct location, time frame and Police Area, and the person responsible did not have the right to be inside).

### **5.1.2 Differences between the surveys**

In summary, there were significant differences in definition and data collection between the two surveys that mean that the estimated prevalence and incidence rates were not comparable.

First, in addition to burglaries of homes and garages, the Burglary Survey explicitly included sheds, while the NZNSCV 2001 included caravans and boats. Burglaries of sheds made up a relatively small, though not insignificant, component of the burglaries studied in detail in the Burglary Survey. Based on the most recent completed burglary, sheds accounted for 8% of the burglaries overall in the Burglary Survey (Table 5.1).

Despite the lack of explicit mention of sheds in the NZNSCV 2001 questionnaire, a few of the burglaries reported were of (or included) sheds. 'Other locations' (such as caravans, andboats) accounted for 7% of burglaries with a Victim Form in the NZNSCV 2001.

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<sup>9</sup> The screening questions in the NZNSCV specifically asked about 'home and garage', but the interviewer notes also say to include holiday homes, caravans and boats. All incidents identified as relevant burglaries were included in the rate calculations in this chapter.

**Table 5.1: Location of the most recent completed burglary (Burglary Survey) and all burglaries with a Victim Form (NZNSCV 2001)**

Location	Burglary Survey: Police Area				NZNSCV Total
	Manurewa	Rotorua	Lower Hutt	Sydenham	
Sample size	55	62	24	31	415
House (%)	84	61	83	68	92
Garage (%)	15	34 <sup>+</sup>	17	19	
Garden/tool shed (%)	4	11	4	13	1
Other (%)	n/a	n/a	n/a	n/a	7

<sup>+-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

Note: Some percentages add to more than 100% as some burglaries involved both a home and garage.

Second, the Burglary Survey was restricted to incidents within the relevant Police Area, whereas for the NZNSCV 2001 the incident could have occurred anywhere in New Zealand. The Burglary Survey may underestimate burglary rates, as the 17% of its participants who did not reside in the study area for the full study period (i.e. since January 2001) could not have any burglary incidents counted before they moved into the area. However, the effect appears to be minor. Although Manurewa and Rotorua showed higher prevalence rates for those who resided in the study area before January 2001, Lower Hutt and Sydenham had higher rates for households that had moved into the area more recently. Combined over all the Police Areas, the prevalence rate for those who resided in the study area before January 2001 did not differ from the rate for households that had moved into the area more recently.<sup>10</sup>

Third, and most important, because the additional screening questions were not applied to burglaries other than the most recent completed burglary in the Burglary Survey, it is likely that some of the incidents would not meet the legal definition of a burglary. For example, in the NZNSCV 2001, 14% of incidents reported by victims as a burglary were excluded as not relevant (as described above) after examination of the description of the incident in the Victim Form. Such incidents were excluded from the victimisation rates calculated in the NZNSCV 2001, but would be included in the Burglary Survey total.

No post hoc analysis can fully overcome these differences to produce comparable results. However, in the following analysis the potential level of the effect was examined. The results of the Burglary Survey 2004 provided additional information from which to improve the comparability of results, as both the most recent attempted burglary and the most recent completed burglary underwent additional screening in that survey. In the 2004 survey, 25% of most recent attempted burglaries and 7% of most recent completed burglaries were rejected after further screening (*Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004*, Ministry of Justice, 2005).

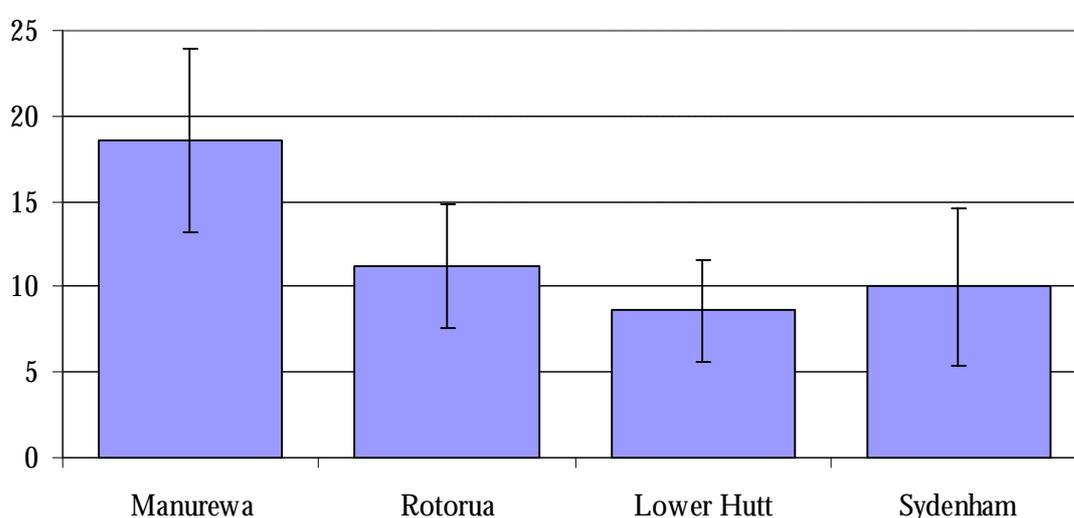
<sup>10</sup> This apparent anomaly was due to the characteristics of recent residents (e.g. they were more likely than long-term residents to rent their home), which were associated with higher victimisation rates. See *Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004*, Ministry of Justice, 2005.

## 5.2 Incidence of residential burglary

The overall incidence rate is the average number of burglaries per household, including attempts. The estimates and margins of error assume that the sample was an unbiased sample of the population.

The Police Areas had between 43 and 93 burglaries for the 500 households surveyed for the 2001 calendar year, giving estimated incidence rates of between 8.6 per 100 households (Lower Hutt) and 18.6 per 100 households (Manurewa) (Figure 5.1). The incidence rate was 10.0 per 100 households in Sydenham and 11.2 per 100 households in Rotorua.

**Figure 5.1: Burglary incidence rate for 2001, with 95% confidence intervals, by Police Area (Burglary Survey)**



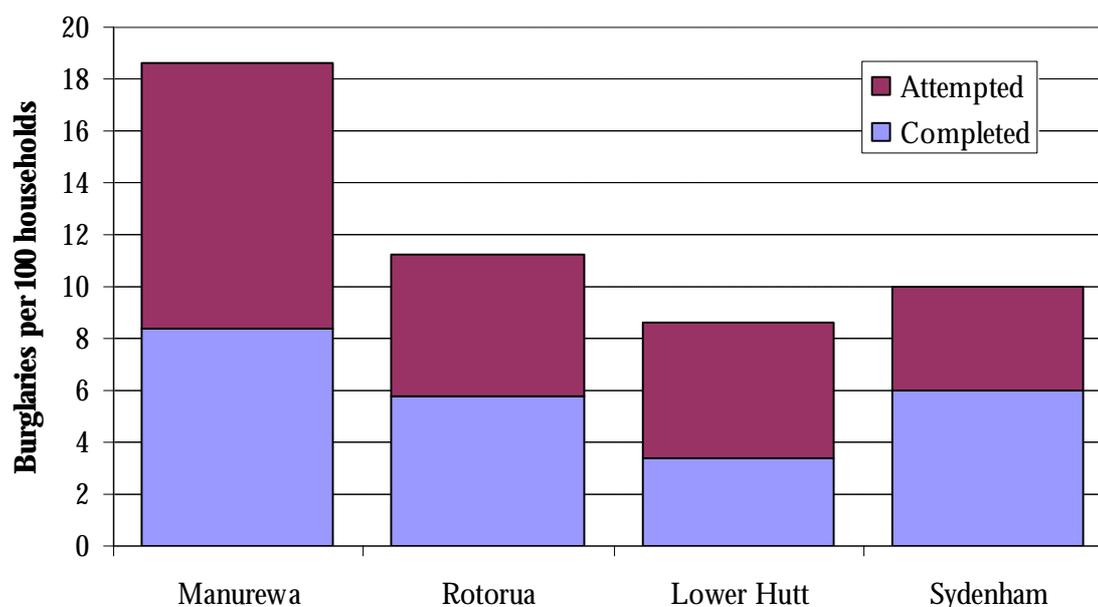
As noted in Section 5.1, these incidence rates overestimate the true incidence rates, as only the most recent completed burglary went through additional screening to ensure the incident met the legal definition of burglary. Using information from the Burglary Survey 2004, an adjusted overall incidence rate was calculated for each Police Area, assuming that a proportion of incidents would have been excluded had they been further screened. These adjusted incidence rates were 15.9 burglaries per 100 households in Manurewa, 10.0 in Rotorua, 7.3 in Lower Hutt, and 9.1 in Sydenham (*Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004*, Ministry of Justice, 2005).

However, this correction did not significantly affect the relative differences between areas. Both the unadjusted and adjusted estimated incidence rates for Manurewa were significantly higher than the incidence rates for the other Police Areas. The lack of statistical difference between other areas partly reflected the wide margins of error around the incidence estimates, which were due to the uneven distribution of victimisation among households (Section 5.4).

For each Police Area, the estimated total incidence rate can be broken down into completed burglaries (burglaries involving a successful entry, whether or not anything was stolen) and

attempted burglaries. The difference between Manurewa and the other Police Areas was particularly notable for attempted burglaries (Figure 5.2). For completed burglaries, although all other areas have lower incidence estimates, Lower Hutt was the only area for which the rate was significantly different from Manurewa.

**Figure 5.2: Burglary incidence rate for attempted and completed burglaries, 2001, by Police Area (Burglary Survey)**



The percentage of completed burglaries ranged from 40% in Lower Hutt and 45% in Manurewa to 52% in Rotorua and 60% in Sydenham. The higher proportion of successful burglaries in Rotorua and Sydenham may have been partly related to the lower levels of security in these areas relative to Manurewa and Lower Hutt (Sections 8.1 and 8.2). However, differences could also potentially result from variations in reporting error for attempted burglaries, as none of the attempted burglaries were further screened to ensure they met the legal definition of burglary.

The national estimated incidence rate was 7.0 burglaries per 100 households in the 2000 calendar year. As detailed in Section 5.1, this figure was not comparable to the Burglary Survey incidence rates, although the adjusted incidence rates reported above were a closer match than the unadjusted rates.

Nationally, based on home and garage burglaries, the percentage of completed burglaries was 70%. This percentage is higher than the percentage of completed burglaries in the Police Areas, which reflects the exclusion of more attempted burglaries as 'non-relevant' (incorrectly defined) in the NZNSCV 2001 analysis. Based on the initial screening questions on burglaries, before removal of non-relevant incidents, 60% of burglaries reported by participants nationally were completed burglaries and 40% were attempts.

### 5.3 Prevalence of residential burglary

The overall prevalence rate is the percentage of households that experience one or more burglaries, including attempts. The estimates and margins of error assume that the sample was an unbiased sample of the population. Overall prevalence rates for the Police Areas were within the range 6.8% to 12% for the 2001 calendar year (Table 5.2). That is, between 6.8 and 12.0 households in every 100 experienced one or more burglaries in 2001.

**Table 5.2: Estimated burglary prevalence, 2001, with 95% confidence intervals, by Police Area (Burglary Survey)**

Burglary type	Variable <sup>1</sup>	Manurewa	Rotorua	Lower Hutt	Sydenham
<i>Sample size</i>		500	500	500	500
All burglary	Number	60	44	34	34
	Rate	12.0	8.8	6.8	6.8
	95% CI	9.2–14.8	6.3–11.3	4.6–9.0	4.6–9.0
Completed burglary	Number	31	29	16	21
	Rate	6.2	5.8	3.2	4.2
	95% CI	4.1–8.3	3.8–7.8	1.7–4.7	2.4–6.0
Attempted burglary	Number	38	21	21	17
	Rate	7.6	4.2	4.2	3.4
	95% CI	5.3–9.9	2.4–6.0	2.4–6.0	1.8–5.0

<sup>1</sup> Variables: *Number* is the number of households out of the 500 participants that had had any burglary in the given year; *rate* is the percentage of households that had had any burglary; *95% CI* is the margin of error around the rate, with a 95% probability that the area's true burglary rate is within these bounds, assuming the sample is unbiased. The number of attempted plus completed burglaries does not necessarily equal the total as households that had had both an attempt and a completed burglary in 2001 were only counted once in the total.

The total burglary prevalence rate was particularly high in Manurewa. The rate for Manurewa (12%) was significantly higher than the rates for Rotorua (8.8%), Lower Hutt (6.8%) and Sydenham (6.8%). Manurewa had a significantly higher prevalence rate than any of the other three areas for attempted burglaries and a significantly higher rate of completed burglary compared to Lower Hutt.

The burglary prevalence rate for Rotorua was not significantly higher than the rates for Lower Hutt or Sydenham, except for a significantly higher rate of completed burglaries in Rotorua compared to Lower Hutt.

Lower Hutt and Sydenham had the same overall prevalence rates, although Lower Hutt appeared to have a slightly lower rate of completed burglaries than Sydenham, while Sydenham appeared to have a slightly lower rate of attempted burglaries than Lower Hutt. These differences were not statistically significant.

As for the incidence rates, the prevalence rates overestimated the true rates. Using information from the Burglary Survey 2004, an adjusted overall prevalence rate was calculated for each Police Area, assuming that a proportion of incidents would have been excluded had

they been further screened. These adjusted incidence rates were 11.0% for Manurewa, 8.6% for Rotorua, 6.2% for Lower Hutt and 6.5% for Sydenham (*Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004*, Ministry of Justice, 2005). However, this correction did not significantly affect the relative differences between areas.

The national prevalence rate of 5.8% indicates that almost six households in every 100 experienced one or more burglaries in 2000. As detailed in Section 5.1, this figure was not comparable to the prevalence rates derived from the Burglary Survey 2002, although the adjusted rates reported above were a closer match than the unadjusted rates.

Differences in prevalence rates between households with different characteristics are discussed further in Section 5.5.

## 5.4 Repeat victimisation

Burglary victimisation was not evenly distributed amongst households, as highlighted in the *New Zealand National Survey of Crime Victims 2001* (Morris, A. and Reilly, J., Ministry of Justice, 2005, page 76). Nationally, 94% of households had no burglaries, while just under 5% had one burglary and just over 1% of households experienced multiple burglaries within the 2000 calendar year (Table 5.3). The 1% of households (or 19% of burglary victims) who were repeat victims accounted for 37% of the burglary victimisations.

**Table 5.3: National distribution of burglary victimisation in 2000 (NZNSCV 2001)**

Times victimised	% of all households	% of victims	% of victimisations
0	94.2	n/a	n/a
1	4.7	80.7	63.3
2	0.8	13.4	20.9
3	0.2	4.1	9.6
4	0.1	1.4	4.4
5+	<0.1	0.4	1.7
<i>Repeat victim (2+)</i>	<i>1.1</i>	<i>19.3</i>	<i>36.6</i>

Source: *New Zealand National Survey of Crime Victims 2001* (Morris, A. and Reilly, J., Ministry of Justice, 2003, adapted from Table 2.7). Sample size: 5147 households.

The Burglary Survey was based on a smaller sample than the NZNSCV 2001 and therefore cannot provide such accurate information on the number of repeat victims. However, the same general pattern occurred. That is, most households had no burglaries, but a few households had several burglaries (Table 5.4).

Manurewa appeared to have a particularly high level of repeat victimisation. Four percent of households surveyed in Manurewa (or 33% of burglary victims) were repeat victims within 2001. In the other three Police Areas, between 1.4% and 1.8% of households (or 18% to 27% of burglary victims) were repeat burglary victims, slightly higher than the 1.1% national figure. Repeat victims accounted for over half of all victimisations in Manurewa.

**Table 5.4: Distribution of burglary victimisation in 2001, by Police Area (Burglary Survey)**

Victimisation measure <sup>1</sup>	Times victimised	Manurewa	Rotorua	Lower Hutt	Sydenham
% of households	0	88.0	91.2	93.2	93.2
	1	8.0	7.2	5.0	5.4
	2+	4.0	1.6	1.8	1.4
% of victims	1	66.7	81.8	73.5	79.4
	2+	33.3	18.2	26.5	20.6
% of victimisations	1	43.0	64.3	58.1	54.0
	2+	57.0	35.7	41.9	46.0

<sup>1</sup> % of households = percentage of the 500 households surveyed in each area who had zero, one or repeat burglaries

% of victims = percentage of victimised households who were single or repeat victims (sample size of victims = 60, 44, 34, 34 respectively)

% of victimisations = percentage of all burglary incidents accounted for by single or repeat victims (sample size of victimisations = 93, 56, 43, 50 respectively).

## 5.5 Relationships between victimisation, security and concern about local crime

It has already been shown that participants who had been the victim of a burglary, and especially repeat victims, were more likely to think there was a local crime problem (Section 3.1) and to be very worried about being burgled (Section 4.1). Burglary victims had lower levels of household security at the time of the burglary than other households had at the time of the interview, but tended to increase their use of security after a burglary, to a higher level of security on average than other households (Section 8.2).

**Table 5.5: Comparison of survey results on victimisation, crime perceptions and household security**

	Burglary Survey: Police Area			
	Manurewa	Rotorua	Lower Hutt	Sydenham
Prevalence of burglary (%)	12.0	8.8	6.8	6.8
Local crime problem (%)	62	53	41	43
Very worried about burglary (%)	49	32	22	17
No special security measures (%)	5	12	4	7
Mean number of security measures	3.7	3.1	3.6	3.0
	NZNSCV <sup>1</sup> : region			
	Upper North Island	Lower North Island	South Island	
Prevalence of burglary (%)	6.0	5.9	5.2	
Local crime problem (%)	39	33	29	
Very worried about burglary (%)	27	20	13	
No special security measures (%)	14	16	18	
Mean number of security measures	2.7	2.5	2.1	

<sup>1</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

This section takes a different look at the data, examining whether areas with a high prevalence rate of burglary were also the areas with a greater concern about local crime and a greater use of security. The analysis was limited by the range of geographic locations available; the Burglary Survey covered four Police Areas and the NZNSCV 2001 distinguished three broad regions.

As expected, it did appear that survey participants living in areas with a high prevalence rate of burglary were more likely to feel there was a local crime problem and to be very worried about being burgled (Table 5.5). These areas also tended to have more household security than other areas. However, there were exceptions. In particular, Rotorua had the second highest prevalence rate for burglary and the second highest level of concern about crime, but had a lower use of security relative to the other three Police Areas. The Lower North Island had an estimated burglary prevalence rate only a little less than the Upper North Island, but there was more of a difference in crime perception and worry about burglary.

## 5.6 Relationship between victimisation and household variables

This section examines the relationship between burglary victimisation and other characteristics of households, such as socio-economic status and household type. The results were derived from the NZNSCV 2001 report (Morris, A. and Reilly, J., *New Zealand National Survey of Crime Victims 2001*, Ministry of Justice, 2003, pages 89–93) and database. No analysis of victimisation rates by household variables has been presented from the 2002 Burglary Survey data as the sample sizes of population subgroups by Police Area were too small.<sup>11</sup>

Ethnicity was included in the analysis, with the ethnicity of the participant being used as a proxy of the ethnicity of the household, because of the interest in the ethnic distribution of victimisation. Socio-economic status was measured by the NZSEI, which was based on the occupation of the main income earner of the household. The employment status of the participant was used to clarify the socio-economic results.

Households whose main income earner was in the NZSEI unspecified group (that is, no occupation was specified) were more likely than households in other socio-economic groups to experience burglary and to experience it more often (Table 5.6). The employment status analysis expanded this finding by indicating that the groups with the highest rate of burglary victimisation were beneficiaries and students, whereas retired people have the lowest rates. Similarly, flatmates and sole parents experienced higher rates of household victimisation than people in other living situations.

Those who rented their home had higher victimisation rates than home owners. Pacific peoples had the highest burglary victimisation rates and New Zealand Europeans/Europeans had the lowest rates.

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<sup>11</sup> However, prevalence rates by household and security characteristics are presented in *Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004* (Ministry of Justice, 2005), using the combined results of the 2002 and 2004 Burglary Surveys. That report also covers the characteristics of repeat victims.

**Table 5.6: Burglary victimisation rates per 100 households, 2000 (NZNSCV 2001)**

Variable	Group	Incidence <sup>1</sup>	Prevalence <sup>2</sup>
Socio-economic status (of main income earner)	NZSEI unspecified	12.4	8.2
	NZSEI 10–29 (low)	6.3	4.9
	NZSEI 30–39	6.3	4.6
	NZSEI 40–49	7.0	5.5
	NZSEI 50–59	7.1	5.8
	NZSEI 60–74	5.4	4.8
	NZSEI 75–90 (high)	6.9	6.5
Employment status (of survey participant)	In paid employment	6.7	5.8
	Home duties	5.0	4.3
	Retired/superannuitant	3.8	3.3
	Beneficiary	13.5	7.9
	Student	11.9	8.5
Living situation	One person on own	4.6	3.4
	Sole parent with children	14.6	11.0
	Couple with no children	3.9	3.4
	Couple with children	7.7	6.5
	Extended family/whanau	9.5	6.3
	Flatmates	12.6	9.8
	Other	9.0	5.6
Housing tenure	Rent	10.5	7.4
	Own	5.6	4.8
Ethnicity (of survey participant)	NZ European/European	6.4	5.2
	Maori	8.7	6.6
	Pacific	12.4	7.9
	Other	8.9	6.9

<sup>1</sup> The incidence rate is the average number of burglaries per 100 households, including attempts.

<sup>2</sup> The prevalence rate is the percentage of households that experience one or more burglaries, including attempts.

## 5.7 Comparison of victimisation rates with official burglary statistics

For both the NZNSCV 2001 and the Burglary Survey, along with most other victim surveys, one of the survey objectives was to compare the rate of victimisation estimated from the survey to the rate based on official Police statistics. However, victimisations reported by survey participants cannot strictly be compared with the number of burglaries recorded in the official Police statistics for a number of reasons.

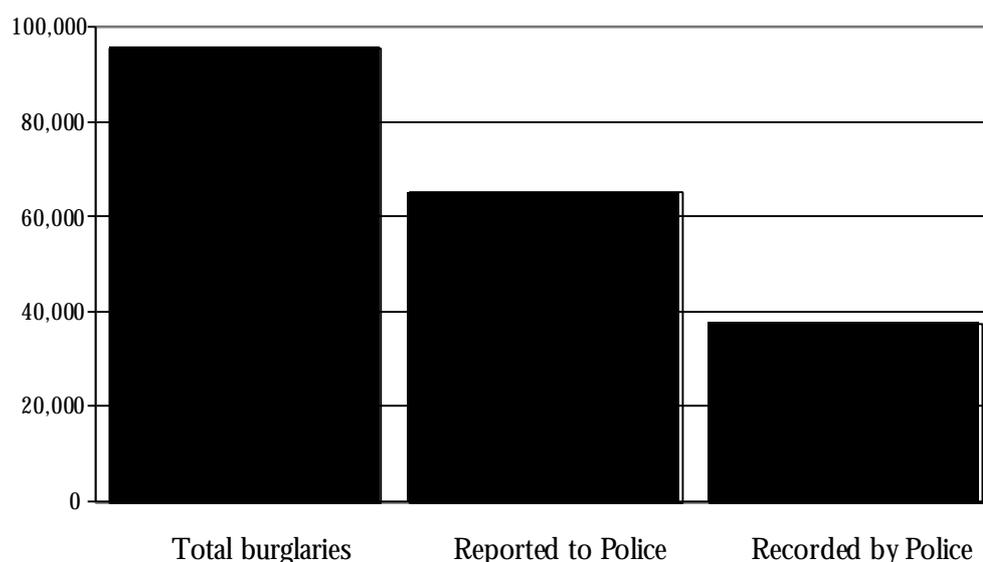
- Not all incidents reported in the surveys as a burglary would be considered a burglary by the Police, either due to insufficient evidence that an offence has occurred or because the nature of the offending falls outside the legal definition of burglary. In both surveys additional information was gathered to check that incidents did appear to meet the legal definition of a burglary. This problem is most likely to occur in relation to attempted

burglaries. However, as Police statistics do not separate out attempted burglaries this cannot be examined.

- Police statistics do not always distinguish burglaries that occur in a dwelling from other burglaries (such as burglaries of businesses).
- The survey figures are estimates with a substantial margin for error. The margin of error may be even greater than estimated if the surveys were systematically biased (e.g. if those who refused to be interviewed or who could not be contacted were more or less likely to be burglary victims than people who were interviewed for the survey). Also, it is possible that memory lapses led to some incidents being forgotten while others were included that occurred outside the study period.
- The surveys measure victimisations, whereas the Police statistics measure offences. For example, it is possible that one burglary could be reported twice in the survey if two members of the burgled household lived in a different household at the time of the survey and both were selected to be interviewed. Conversely, selecting one member of the household to be interviewed precludes reports of burglaries that happened separately to other members of the household.

The estimated number of burglary victimisations for the New Zealand population, as estimated from the NZNSCV 2001, was just over 95,000 for the 2000 calendar year. Applying the overall reporting rate of 68% gives an estimate of around 65,000 burglary victimisations reported to the Police (Figure 5.3).

**Figure 5.3: Estimated numbers of burglary victimisations and victimisations reported to the Police (NZNSCV 2001) compared to dwelling burglaries recorded by the Police**



In contrast, an estimated 38,000 residential burglary offences were recorded by the Police for the financial year 2000/01. Although it is important to allow for a significant margin of error around all estimates, for the reasons described above, there does appear to be a gap between

the number of victimisations experienced based on the NZNSCV 2001 and the number of offences recorded in the Police statistics. This may include, for example, incidents that were not recorded by the Police due to lack of evidence that an offence had occurred.

The equivalent comparisons cannot be made from the Burglary Survey 2002 as reporting rates were estimated from the most recent completed burglary rather than all burglaries. Also burglary victimisations may have been overestimated, as incidents that did meet the legal definition of a burglary were not excluded except for the most recent completed burglary.

A better analysis was possible using information from the Burglary Survey 2004. The findings, as published in *Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004* (Ministry of Justice, 2005, Section 5.8), were that:

the total burglary victimisation rates from the Burglary Surveys were substantially higher than the burglary rates recorded by the Police..., as expected, since not all incidents were reported to the Police. The reported burglary victimisation rates, though higher on average than the burglary rate recorded by the Police, were not significantly higher.

## 5.8 Summary of burglary victimisation rates

- The overall incidence rate is the average number of burglaries per household, including attempted burglaries. The estimated overall incidence rate of burglary for the 2001 calendar year was 18.6 burglaries per 100 households in Manurewa, which was significantly higher than the rates of 11.2 burglaries per 100 households in Rotorua, 8.6 burglaries per 100 households in Lower Hutt and 10.0 burglaries per 100 households in Sydenham.
- The percentage of burglaries where entry was successfully gained ('completed' burglaries) ranged from 40% in Lower Hutt and 45% in Manurewa to 52% in Rotorua and 60% in Sydenham. The lower proportion of completed burglaries in Manurewa and Lower Hutt may have been related to the greater use of security in these areas relative to Rotorua and Sydenham.
- The national incidence rate was 7.0 burglaries per 100 households for the 2000 calendar year. The prevalence rate was 5.8%. Nationally, 70% of burglaries were completed and 30% were attempted burglaries. Due to differences in definitions, data collection and analysis, these figures were not comparable to the Burglary Survey rates.
- The overall burglary prevalence rate is the percentage of households that experienced one or more burglaries, including attempts. The prevalence rate was significantly higher in Manurewa (12%) than in Rotorua (8.8%), Lower Hutt (6.8%) or Sydenham (6.8%). Manurewa had a particularly high attempted burglary rate compared to the other areas.
- The national burglary prevalence rate (percent of households victimised) for 2000 was 7.9% for Pacific peoples, 6.6% for Maori, 5.2% for New Zealand Europeans/Europeans and 6.9% for people of other ethnic groups.

- Burglary victimisation was not evenly distributed amongst households. Nationally, 94% of households had no burglaries, while just under 5% had one burglary and just over 1% of households experienced multiple burglaries within the 2000 calendar year. The 1% of households (or 19% of burglary victims) who were repeat victims accounted for 37% of the burglary victimisations.
- The same general pattern occurred in the Police Areas. That is, most households had no burglaries, whereas a small proportion of households had multiple burglaries. Manurewa appeared to have a particularly high level of repeat victimisation. Four percent of households surveyed in Manurewa (or 33% of burglary victims) were repeat victims within 2001. In the other three Police Areas between 1.4% and 1.8% of households (or 18% to 27% of burglary victims) were repeat burglary victims, slightly higher than the 1.1% national figure.
- The 'unspecified' socio-economic group (households where the main income earner had no classifiable occupation) had the highest national prevalence rate (8.2%). Students (8.5%) and beneficiaries (7.9%) had higher prevalence rates than people in paid employment (5.8%), those doing home duties (4.3%) and retired people (3.3%). By household type, those living with flatmates (9.8%) and sole parents (11.0%) had higher prevalence rates than couples with children (6.5%), extended families/whanau (6.3%), couples with no children (3.4%) and people living on their own (3.4%).
- The number of burglary victimisations reported by participants of both surveys was substantially higher than the number of burglary offences recorded in the official Police statistics, partly because not all burglaries were reported to the Police and possibly due to other reasons (such as incidents where there was a lack of evidence that an offence had occurred).



# 6 Burglary incident information

This chapter presents information on the details of residential burglaries, including how the entry was made, what security was in place, whether anyone was at home and what happened during the burglary.

## 6.1 Burglary definition

Burglary comprises any breaking and entering of a building with intent to commit an offence (Section 5.1). Attempted burglary involves an unsuccessful attempt to secure entry, whereas a completed burglary involves a successful entry, whether or not anything is stolen.

The differences between the Burglary Survey and NZNSCV 2001 in the questions used to identify and gather information on burglary are discussed in detail in Section 5.1. In summary, the Burglary Survey definition included burglaries of homes, holiday homes, garages and sheds, whereas the NZNSCV 2001 also included boats and caravans<sup>12</sup>, but not sheds. For this chapter, in order to make the national results as comparable as possible to the Burglary Survey, the analysis excludes burglaries of caravans and boats and the results have not been weighted. Therefore, the results presented here are not identical to those published in the chapter on residential burglary in the *New Zealand Survey of Crime Victims 2001* (Morris, A. and Reilly, J., Ministry of Justice, 2003).

A further difference between the surveys was that the details of only one burglary (the most recent completed burglary) were collected by the Burglary Survey, whereas both attempted and completed burglary details were asked about in the NZNSCV 2001. Victim Forms could have been completed for more than one burglary per household in the NZNSCV 2001 (or for none of the burglaries the household had). For this chapter the NZNSCV 2001 analysis has been split into attempted and completed burglaries, in order to make the burglary details as comparable as possible to the Burglary Survey and to provide more in-depth information on burglary than has previously been available.<sup>13</sup>

As burglary details were collected for fewer than 60 burglaries in each Police Area, the results presented here from the Burglary Survey have a wide margin of error.

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<sup>12</sup> However, due to the NZNSCV questionnaire routing, some questions were asked only of victims whose home or garage had been burgled.

<sup>13</sup> In the Burglary Survey 2004 the questionnaire was revised to gather information on both the most recent attempted and the most recent completed burglary. These data are presented in *Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004*, Ministry of Justice, 2005.

## 6.2 Point of entry

Nationally, a slight majority of completed burglary entries were made through a window, whereas the majority of attempted burglaries were at a door (Table 6.1). Window entries were also more common than door entries for completed burglaries in each of the Police Areas, except for Rotorua. Part of the reason for the high percentage of door entries in the Rotorua Police Area was the significantly higher proportion of garage burglaries in the Rotorua sample (see Table 6.1).

**Table 6.1: Point of entry**

Entry point	Burglary Survey: Police Area <sup>1</sup>				NZNSCV <sup>2</sup>	
	Manurewa	Rotorua	Lower Hutt	Sydenham	Completed	Attempted
<i>Sample size</i>	54	62	24	31	255	110
Window (%)	48	32	58	58	56	30
Door (%)	43	56	38	29	40	59
Door/window (%)	6	2	0	3	1	5
Don't know (%)	4	10	4	10	4	5

+/- Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Burglary Survey results were based on the most recent completed burglary.

<sup>2</sup> Based on all home and garage burglaries. Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

Nationally, window entries were most commonly made by forcing the lock or catch for both completed and attempted burglaries (Table 6.2). Breaking or cutting out the glass was also a common method of entry for both types of burglary. In 28% of completed burglaries and 15% of attempted burglaries the window was open or could be pushed open.

The sample size was too small to accurately document details of entry in individual Police Areas. Across all four Police Areas, 49% of the 83 completed burglaries with a window entry involved a forced catch or lock, 27% involved breaking or cutting out the glass and 18% involved a window that was open or could be pushed open. A further 7% of window entries involved a window that could be unlocked by reaching through (included under 'other' in Table 6.2).

Nationally, where entry was unsuccessfully attempted through a door, the offender had most often tried to force or break the lock (64%). In contrast, 38% of completed burglaries with a door entry were made by forcing or breaking the lock, and almost as many (32%) were through an unlocked door. In 12% of completed burglaries the offender had a key. Only a very small percentage of burglaries involved an entry where the burglar pushed past the person who opened the door.

The sample size was too small to accurately document details of entry in individual Police Areas. Across all four Police Areas, 35% of the 81 completed burglaries with a door entry involved a forced or broken lock and the same proportion involved an unlocked door. A

further 6% of burglaries involved an offender with a key and 4% involved a door that could be unlocked by reaching through.

In summary, around one-third of all completed burglaries nationally involved entry through an insecure or open entry point. The percentages of entries made through insecure or open entry points in the Burglary Survey were 22% in the Manurewa Police Area, 37% in Rotorua, 32% in Lower Hutt and 26% in Sydenham, based on relatively small sample sizes.

**Table 6.2: Percentage of window or door entries by method of entry**

Entry point	Method <sup>1</sup>	Burglary Survey <sup>2</sup>	NZNSCV <sup>3</sup>	
			Completed	Attempted
Window	<i>Sample size</i>	83	145	39
	Forced window lock/catch (%)	49	41	51
	Broke/cut out glass (%)	27	27	28
	Window was open/could be pushed open (%)	18	28	15
	Other <sup>4</sup> (%)	23	3	5
	Don't know (%)	1	1	5
Door	<i>Sample size</i>	81	104	71
	Forced/broke lock (%)	35	38	64
	Door was not locked (%)	35	32	4
	Broke/cut out/removed panel/window of door/beside door (%)	15	13	7
	They had key (%)	6	12	1
	Pushed in past person who opened door (%)	0	2	0
	By false pretences (pretending to be someone he/she isn't)	0	1	0
	Other <sup>4</sup>	16	0	20
	Don't know	12	0	1

<sup>1</sup> Multiple responses possible

<sup>2</sup> Combined total of the four Police Areas (most recent completed burglary).

<sup>3</sup> Home and garage burglaries only. Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

<sup>4</sup> Some entry methods specified in the Burglary Survey were not included in the NZNSCV.

### 6.3 Security measures

Both surveys asked burglary victims what specialised security measures (involving the fitting of dedicated security devices) they had at the time of the burglary. The most common security measures used were doors with double locks or deadlocks, outside security lights, safety latches on windows, and doors with security chains or bolts (Table 6.3).

There were few significant differences between the Police Areas in the security measures available at the time of the burglary (Table 6.3), based on the relatively small sample sizes available. However, victimised households in the Rotorua Police Area tended to have less security of all types than the other Police Areas, while victimised households in Lower Hutt

and Manurewa tended to have the most security measures. The mean number of types of security measures available was 3.2 in Manurewa and 3.1 in Lower Hutt, compared to 1.7 in Rotorua and 2.5 in the Sydenham Police Area. Only two of the 24 burgled households (8%) in the Lower Hutt Police Area had none of these security measures, compared to four of the 31 burgled households (13%) in Sydenham, nine of the 54 burgled households (17%) in Manurewa and 20 of the 62 burgled households (32%) in Rotorua.

**Table 6.3: Percentage of households that had specialised security measures at the time of the burglary**

Security measure <sup>1</sup>	Burglary Survey: Police Area <sup>2</sup>				NZNSCV <sup>3</sup>	
	Manurewa	Rotorua	Lower Hutt	Sydenham	Completed	Attempted
<i>Sample size</i>	54	62	24	31	255	110
Deadlocked doors (%)	61	31 <sup>-</sup>	75	58	38	40
Outside security lighting (%)	48	35	46	45	29	29
Window safety latches (%)	41	24	29	29	25	24
Security chain on doors (%)	30	18	33	19	21	15
Security bolts on doors (%)	33	24	21	23	17	25
Burglar alarm (%)	46 <sup>+</sup>	15 <sup>-</sup>	33	26	13	23
Security screens on doors (%)	15 <sup>+</sup>	2	0	10	7	6
Windows with keys (%)	17	0 <sup>-</sup>	25	19	6	4
Lights, TV, etc on timer (%)	15	15	38	19	6	2
Security firm surveillance (%)	11	6	8	0	2	6
Bars/grilles on windows (%)	6	0	0	0	2	3
Video surveillance system (%)	0	0	0	0	n/a	n/a
None of these (%)	17	32 <sup>+</sup>	8	13	31	28
'Comprehensive' security (%) <sup>4</sup>	69 <sup>+</sup>	31 <sup>-</sup>	58	52	31	35
Mean number of measures	3.2	1.7	3.1	2.5	1.7	1.8

<sup>+,-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Multiple responses possible.

<sup>2</sup> Burglary Survey results were based on the most recent completed burglary.

<sup>3</sup> Based on all home and garage burglaries. Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

<sup>4</sup> Households were considered to have relatively comprehensive security if they had at least one of the window security measures (safety latches, key or bars) *and* at least one of the door security measures (deadlocks, security bolts, chains or screens), *or* alternatively if they had a burglar alarm or surveillance system.

Households in all the Police Areas except Rotorua tended to be more likely to have all types of security measures than the national average. Almost one-third of victimised households surveyed by the NZNSCV 2001 had none of these security measures.

Nationally, households who were the victims of a completed burglary (one in which entry was gained) did not differ greatly from victims of an attempted burglary for many of the security measures. The main exception was that attempted burglary victims were considerably more likely to have a burglar alarm. Surveillance by a security firm was relatively uncommon for victimised households, but was more often used by attempted burglary victims (6%) than

completed burglary victims (2%). However, victimised households had a significantly lower level of security than other households, as discussed in detail in Section 8.2. Victimised households also showed a strong tendency to increase security after the burglary, to a higher level of security on average than other households (Section 8.2).

The significant minority of victimised households that had no security measures was generally consistent with the finding in the previous section that many burglaries involved entry through an insecure or open entry point. Rotorua had both the highest percentage of entries through insecure or open entry points (37% of entries) and a significantly higher proportion of victimised households with no specialised security measures (32%) compared to the average of the other areas. However, the percentage of entries made through insecure or open entry points was also quite high in the other areas (22% to 32%), where fewer victimised households reported they had no security measures (8% to 17%).

Even if a household does have one or more types of security measures, they may be vulnerable to burglary if the security does not cover all entry points. For example, a house with deadlocks on all doors is still vulnerable if there is no window security as well. This aspect was not covered explicitly by the surveys, so a very rough proxy was calculated to measure the extent of security. Households were deemed to have relatively comprehensive security if they had at least one of the window security measures (safety latches, key or bars) and at least one of the door security measures (deadlocks, security bolts, chains or screens), or alternatively if they had a burglar alarm or surveillance system.<sup>14</sup>

Using this measure, 69% of Manurewa households that had been the victim of a completed burglary (37 out of 54 households) had relatively comprehensive security at the time of the burglary, compared to 58% of burgled households in Lower Hutt (14 out of 24) and 52% of burgled households in Sydenham (16 out of 31). In Rotorua, a significantly lower percentage of burgled households (31%, or 19 out of 62) had relatively comprehensive security at the time of the burglary. Nationally, less than one-third of households that had been the victim of a completed burglary had relatively comprehensive security at the time of the burglary, marginally less than victims of an attempted burglary. Thus, while victimised households did have less security on average than other households (Section 8.2), a not insubstantial proportion of households were burgled despite having relatively comprehensive security.

Of course, even good security may afford little protection if it is not in use at the time of the burglary. For example, a house with deadlocks on all doors is still vulnerable if the door is left unlocked. The Burglary Survey, but not the NZNSCV 2001, asked if each of the available security measures was in use at the time of the burglary. As the sample sizes were small, data from the four Police Areas were combined.

Security measures that can be turned off (such as timer switches, burglar alarms and security surveillance) were more likely not to be in use at the time of the burglary than fixed security measures (such as bars, security screens and safety latches) (Table 6.4).

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<sup>14</sup> This is still a very crude measure of the comprehensiveness of security. For example, not all entry points may have security or the house may have good security but the burglary may have occurred in the garage or shed.

**Table 6.4: Percentage of the available specialised security measures that were not in use at the time of the burglary (Burglary Survey)**

<b>Security measure</b>	<b>Sample size<sup>1</sup></b>	<b>% not in use</b>
Lights/radio/TV on a timer	18	44
Surveillance by security firm	7	42
Burglar alarm on premises	35	30
Security chain on doors	29	29
Outside sensor/security lighting	55	25
Security bolts on doors	38	16
Windows with keys	18	14
Doors double locked/deadlocked	78	11
Safety latches on windows	48	9
Security screens on doors	11	8
Bars or grilles on windows	3	0

<sup>1</sup> Combined results for the four Police Areas in the Burglary Survey.

## 6.4 What happened during the burglary

### 6.4.1 Location of householders at the time of the burglary

Nationally, 23% of completed burglaries and 36% of attempted burglaries occurred while someone was at home. The Burglary Survey had a similar finding, with around a quarter of households having someone at home at the time of the most recent completed burglary (Table 6.5). The exception was Sydenham, where the figure was 10% (three out of 31 burgled households). About as often (or more often in Sydenham), the members of the burgled household were at work. A quarter of the burglaries in Lower Hutt and Rotorua occurred while the occupants were on holiday. The NZNSCV 2001 did not ask about where the members of the burgled household were at the time of the burglary, other than if they were at home.

**Table 6.5: Location of the occupants at the time of the burglary, by Police Area (Burglary Survey)**

<b>Location</b>	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>
<i>Sample size</i>	54	62	24	31
Work (%)	26	26	21	42
Home (%)	26	24	25	10
Holiday (%)	9	24	25	13
Funeral (%)	0	0	0	3
Wedding (%)	0	2	0	3
Other (%)	35	27	33	32
Don't know/unknown (%)	4	6	4	3

Nationally, for householders who were at home at the time of the burglary, 40% were aware of the burglary happening during completed burglaries and 62% were aware of the burglary happening during attempted burglaries. Overall for the four Police Areas, 26% of those at home were aware of the burglary happening for the most recent completed burglary. The results for individual Police Areas were variable, but were based on small numbers and were not significantly different. In Manurewa, in seven of the fourteen cases where someone was home they were aware of the burglary, while in Rotorua one of the fifteen people at home was aware of the burglary, in Lower Hutt one of the six people at home was aware of the burglary and in Sydenham one of the three people at home was aware of the burglary.

Violence or a threat of violence was very rare. The use of violence or force was reported in only 2% of the burglaries overall in the NZNSCV 2001. Data on violence or a threat of violence was not consistently collected in the Burglary Survey in 2002, but it also appears to be rare. One threat of violence was recorded in each of Lower Hutt and Manurewa. No cases were reported in Rotorua or Sydenham.

#### **6.4.2 Victim/offender relationship**

Nationally, 27% of completed burglary victims either saw or came into contact with the offender or were given information about the offender by someone else (including the Police). Thirteen percent saw or came into contact with the offender and 15% were given information about the offender by someone else. In just under half (46%) of these cases, the victim said they knew the offender before the burglary. For the 34 cases of completed burglary where the offender was known, the main relationships were casual acquaintances (24%), neighbours or neighbourhood children (18%), relatives (15%), friends (12%), ex-partners (9%), 'just by sight' (9%), and workmates or employees (6%).

Nationally, 21% of attempted burglary victims either saw or came into contact with the offender or were given information about the offender by someone else (including the Police), about the same as for completed burglaries. Eleven percent saw or came into contact with the offender and 10% were given information about the offender by someone else. In contrast to completed burglaries, only 29% of these victims said they knew the offenders before the burglary. For the seven cases of attempted burglary where the offender was known, in two cases the offender was a casual acquaintance, in two cases the offender was a neighbour/neighbourhood children, in one case the offender was a friend, in one case the offender was a relative and in one case the offender was a lodger/tenant.

The percentage of completed burglary victims who had some contact with the offender was rather less on average across the four Police Areas (15%). Nine percent saw or came into contact with the offender and 6% were given information about the offender by someone else. The results vary a little between the Police Areas, but the differences were based on small numbers and were not significant. Of the 26 households who had some contact with the offenders across all four Police Areas, nine (35%) knew the offenders. In three cases some or all of the offenders were friends, two were relatives, two were neighbours or neighbourhood children, one was a casual acquaintance, one was known just by sight and one was a home help.

### 6.4.3 Property stolen

Nationally, something was stolen in 72% of completed burglaries, a little lower than the 80% in Manurewa, 87% in Rotorua, and 84% in Sydenham. Something was stolen in 67% of the most recent completed burglaries in the Lower Hutt Police Area.

Nationally, and in each of the Police Areas, electronic equipment and personal effects or jewellery were the most common items stolen (Table 6.6). In around one-fifth of burglaries nationally where something was stolen, the items stolen included food or alcohol, furniture or household goods, or cash, cheques, credit cards or important documents. The relatively high percentage of burglaries where tools were stolen in Rotorua reflects the high percentage of garage burglaries in that Police Area.

No property had yet been recovered in 86% of cases nationally, and 87% to 93% of cases across the four Police Areas.

**Table 6.6: Items stolen, for burglaries where something was stolen**

Property stolen <sup>1</sup>	Burglary Survey: Police Area <sup>2</sup>				NZNSCV <sup>3</sup> Total
	Manurewa	Rotorua	Lower Hutt	Sydenham	
<i>Sample size</i>	43	54	16	26	197
Electronic equipment (%)	65	46	38	42	60
Personal effects/jewellery (%)	44	48	44	38	49
Food/alcohol (%)	14	33	19	12	21
Furniture/household goods (%)	7	24	25	12	20
Cash/cheque books/credit cards/documents (%)	21	13	31	19	19
Tools (%)	16	37 <sup>+</sup>	6	12	10
Camera/binoculars (%)	14	11	19	15	10
Kitchen items/silverware (%)	5	13	31	15	3
Sports equipment/scooters (%)	5	17	6	27	1
Vehicle parts (%)	7	6	19	4	n/a

<sup>+</sup>- Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Multiple responses possible.

<sup>2</sup> Burglary Survey results were based on the most recent completed burglary.

<sup>3</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

The replacement value of stolen property varied widely (Table 6.7), with almost half of burglaries where something was stolen involving a stolen property value of over \$1000 in all areas and nationally.

**Table 6.7: Value of property stolen, for burglaries where something was stolen**

Value stolen	Burglary Survey: Police Area <sup>1</sup>				NZNSCV <sup>2</sup>
	Manurewa	Rotorua	Lower Hutt	Sydenham	Total
<i>Sample size</i>	43	53	16	26	197
\$100 or under (%)	7	8	13	19	12
\$101–\$500 (%)	33	17	25	27	24
\$501–\$1000 (%)	12	26 <sup>+</sup>	13	8	15
\$1001 or more (%)	47	42	50	46	46
Unknown (%)	2	8	0	0	4

+· Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Burglary Survey results were based on the most recent completed burglary.

<sup>2</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

#### 6.4.4 Property damaged

Nationally, damage was reported in 48% of completed burglaries and 53% of attempted burglaries. No information was collected on the type of damage, including whether it was gratuitous damage or damage caused in gaining entry. The percentage of completed burglaries involving some damage, averaged over the four Police Areas in the Burglary Survey (51%), was similar to the national figure. Manurewa had the highest proportion reporting damage (65% of the 54 burglaries), followed by Lower Hutt (58% of the 24 burglaries) and Sydenham (52% of the 31 burglaries), with a significantly lower proportion (37% of the 62 burglaries) in Rotorua. This difference was partly because Rotorua had the highest, and Manurewa the lowest, proportion of entries made through open or insecure entry points (Section 6.2).

**Table 6.8: Type of damage, for burglaries where something was damaged, by Police Area (Burglary Survey)**

Damage	Manurewa	Rotorua	Lower Hutt	Sydenham	Total
<i>Sample size</i>	35	23	14	16	88
Broken window/latches (%)	29	48	21	63	39
Ransacked (%)	29	43	36	13	31
Items vandalised (%)	46 <sup>+</sup>	22	21	13	30
House/garage/shed vandalised (%)	9	26	21	13	16
House/garage/shed burned (%)	0	4	0	0	1
Clothing cut (%)	3	0	0	0	1
Damaged by explosion (%)	0	4	0	0	1
Other (%)	0	4	0	0	1

+· Significantly higher or lower than the average of the other three Police Areas at the 99% level.

The most common type of damage recorded by the Burglary Survey was damage to entry points, such as broken windows, latches or handles (Table 6.8). Damage to entry points occurred in 39% of the 88 cases of damage across all Police Areas (or 20% of all burglaries).

However, this is likely to be an underestimate, as this damage type was coded under 'other, please specify', rather than being specifically listed in the code sheet. This was revised for the 2004 Burglary Survey, with the result that 54% of entries involved broken windows, latches or handles.

The next most common type of damage reported was that the house was ransacked (31% of the cases of damage across all Police Areas) or that items were vandalised (30% of the cases of damage across all Police Areas). The types of damage did not differ significantly between the Police Areas based on the available sample, except for the higher percentage of items vandalised in the Manurewa Police Area.

The cost of the damage done varied widely (Table 6.9). The damage was \$100 or less in around one-third to two-thirds of the cases where the value was known and \$500 or less in over two-thirds of cases.

**Table 6.9: Cost of damage, for burglaries where something was damaged**

Cost of damage	Burglary Survey: Police Area <sup>1</sup>				NZNSCV <sup>2</sup>
	Manurewa	Rotorua	Lower Hutt	Sydenham	Total
<i>Sample size</i>	35	23	14	16	192
\$100 or under (%)	31	39	50	63	38
\$101–\$500 (%)	31	17	36	25	31
\$501 or more (%)	14	22	14	6	5
Unknown (%)	23	22	0	6	27

<sup>+-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Burglary Survey results were based on the most recent completed burglary.

<sup>2</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

Participants were also asked about what else the burglars did during the burglary (Table 6.10). A total for all the areas combined is shown in Table 6.10 because the sample size for individual areas and activities was small and the differences between areas were mostly not statistically significant.

The most common action mentioned was that the burglars had disconnected appliances (18% of completed burglaries across all four Police Areas). Consuming or interfering with food or drink were also mentioned moderately often (14% combined), while other activities were mentioned by only a small number of participants. Over two-thirds of victims (69%) did not know of any such actions taken by the offenders.

**Table 6.10: Activities during the burglary, by Police Area (Burglary Survey)**

Activity <sup>1</sup>	Lower				Total
	Manurewa	Rotorua	Hutt	Sydenham	
<i>Sample size</i>	54	62	24	31	171
Disconnected appliances (%)	24	15	17	13	18
Ate food or drank liquor (%)	11	10	4	3	8
Interfered with food/drink (%)	0	13 <sup>+</sup>	4	6	6
Used toilet (%)	2	5	8	0	4
Left tool/weapon/object (%)	4	3	4	0	3
Smoked on premises (%)	4	3	0	0	2
Other/don't wish to say (%)	0	5	4	0	2
Used drugs/solvents/alcohol (%)	0	5	0	0	2
Lit fire or attempted (%)	0	2	4	0	1
Ransacked the place (%)	2	2	0	0	1
Used telephone (%)	0	3	0	0	1
Washed/shaved/bathed (%)	0	2	0	0	1
Injured pet (%)	2	0	0	0	1
Don't know/unknown (%)	59	69	75	81	69

<sup>+</sup> Significantly higher or lower than the average of the other Police Areas at the 99% level.

<sup>1</sup> Multiple responses possible, based on the most recent completed burglary.

## 6.5 Summary of burglary incident information

- Information about both attempted and completed burglaries was collected by the NZNSCV 2001, whereas the Burglary Survey collected details about the most recent completed burglary.
- Nationally, slightly more completed burglaries involved an entry through a window than through a door, whereas the opposite was true for attempted burglaries. Around one-third of completed burglaries involved entry through an open, unlocked or insecure entry point.
- Nationally, almost a third of burgled households had no specialised security measures at the time of the burglary. Burglary victims in Rotorua tended to have less security at the time of the burglary than victims in the other Police Areas, but about the same as the national level of security. Victims in Lower Hutt and Manurewa tended to have the most security.
- Security measures that can be turned off (such as timer switches, burglar alarms and security surveillance) were less likely to be in use at the time of the burglary than fixed security measures (such as bars, security screens and safety latches).
- Nationally, 23% of completed burglaries and 36% of attempted burglaries occurred while someone was at home. For householders who were at home at the time of the burglary, 40% were aware of the burglary happening during completed burglaries and 62% were aware of the burglary happening during attempted burglaries.

- Violence or a threat of violence was very rare. The use of violence or force was reported in only 2% of the burglaries overall in the NZNSCV 2001.
- Nationally, 27% of completed burglary victims and 21% of attempted burglary victims either saw or came into contact with the offender or were given information about the offender by someone else (including the Police). The victims said they knew the offenders before the burglary in 46% of these cases for completed burglaries and 29% of these cases for attempted burglaries. The victims' relationships to the offenders in completed burglaries were, in descending order of occurrence, casual acquaintances, neighbours or neighbourhood children, relatives, friends, ex-partners, 'just by sight', and workmates or employees.
- The percentage of completed burglary victims who had some contact with the offender was rather less on average across the four Police Areas (15%). Of these, 35% knew the offenders.
- Nationally, something was stolen in 72% of completed burglaries, a little lower than the 80% in Manurewa, 87% in Rotorua, and 84% in Sydenham. Something was stolen in 67% of the most recent completed burglaries in the Lower Hutt Police Area.
- Nationally, and in each of the Police Areas, electronic equipment and personal effects or jewellery were the most common items stolen. In around one-fifth of burglaries nationally where something was stolen, the items stolen included food or alcohol, furniture or household goods, or cash, cheques, credit cards or important documents.
- The replacement value of stolen property varied widely, with almost half of burglaries where something was stolen involving a stolen property value of over \$1000. No property had yet been recovered in 86% of cases nationally and 90% of cases across the four Police Areas.
- Damage was reported in 48% of completed burglaries and 53% of attempted burglaries nationally. Manurewa had the highest proportion reporting damage (65%), followed by Lower Hutt (58%) and Sydenham (52%), with a significantly lower proportion (37%) in Rotorua.
- The most common type of damage reported in the Burglary Survey was damage to entry points, such as broken windows, latches or handles, which occurred in 39% of cases where there was damage, averaged across the four Police Areas. The next most common damage reported was that the house was ransacked (31% of the cases of damage) or that items were vandalised (30% of the cases of damage). The cost of damage was \$100 or less in around one-third to two-thirds of the cases where the value was known, both nationally and in the Police Areas.
- The Burglary Survey also asked about what else the burglars did during the burglary. The most common action mentioned was that the burglars had disconnected appliances (18% of completed burglaries across all four Police Areas). Consuming or interfering with food or drink was also mentioned moderately often (14% combined). Over two-thirds of victims (69%) did not know of any such actions taken by the offenders.

# 7 Interactions with the Police and other agencies

This chapter presents information on the interactions between residential burglary victims and the Police, including:

- the percentage of burglaries the Police got to know about
- reasons incidents were or were not reported
- victims' satisfaction with the way the Police handled their case.

Contacts with other agencies are covered briefly in the final section of the chapter.

## 7.1 Reporting rate

The term 'reporting rate' is used in this report to mean the proportion of burglaries which the Police got to know about, whether or not the incident was reported by the victims themselves. Nationally, the Police found out about 70% of burglaries overall.<sup>15</sup> The reporting rate was much higher for completed burglaries (80%) than attempted burglaries (47%) (Table 7.1).

**Table 7.1: 'Reporting rate' (percentage of burglaries which the Police got to know about)**

	Burglary Survey: Police Area <sup>1</sup>				NZNSCV <sup>2</sup>	
	Manurewa	Rotorua	Lower Hutt	Sydenham	Completed	Attempted
<i>Sample size</i>	53	61	23	31	272	115
Reporting rate (%)	72	74	74	87	80	47

<sup>1</sup> Burglary Survey results were based on the most recent completed burglary, where it was known whether the incident was reported or not.

<sup>2</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

The reporting rate appeared to be higher in Sydenham (87%, or 27 of 31 burglaries) than the other Police Areas, but was not significantly so. Most burglaries (76%–96%) that the Police got to know about were reported to the Police by the victimised household.

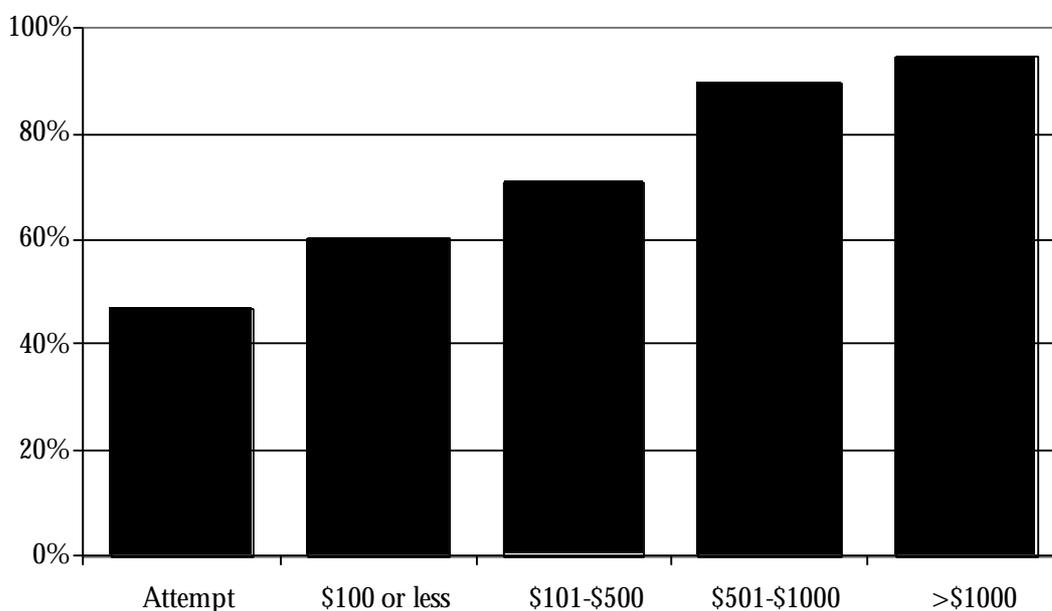
<sup>15</sup> This reporting rate differs from the 68% reporting rate shown in the NZNSCV 2001 report as some burglary incidents were excluded from the analysis to provide a better match to the Burglary Survey definition (see Section 6.1).

## 7.2 Reporting rate differences between groups

In this section, reporting rates are compared between various subgroups of the national population using NZNSCV 2001 data. With a total sample size of 387 burglaries, the sample size for many subgroups was relatively small and therefore some results have a high margin of error.

Reporting rates were associated with the value of property stolen (Figure 7.1). Nationally, for completed burglaries, the reporting rate was 60% for burglaries involving a loss of \$100 or less, 71% for burglaries where \$101 to \$500 worth of goods were stolen, 90% for values in the range \$501 to \$1000, and 94% where over \$1000 worth of goods were stolen.

**Figure 7.1: Percentage of burglaries reported to the Police by value of goods stolen, NZNSCV 2001**



The national reporting rate for burglary was 71% for New Zealand Europeans/Europeans, 64% for Maori, 51% for Pacific peoples and 76% for all other ethnic groups combined. The difference between New Zealand Europeans/Europeans and Pacific peoples was statistically significant.

By household type, the reporting rate was 81% for one person living alone, 75% for couples without children at home, 68% for couples with children at home, 68% for sole parents and (based on very small sample sizes) 54% for extended family/whanau and 64% for flatmates. Only the reporting rate for one person living alone was significantly higher than the average for other household types.

There did not appear to be a relationship between socio-economic status and reporting rate, except for a significantly higher reporting rate for those in the NZSEI 50–59 group. The overall reporting rates were 80% for NZSEI unspecified, 64% for the lowest socio-economic

group (NZSEI 10–29), 61% for NZSEI 30–39, 63% for NZSEI 40–49, 84% for NZSEI 50–59, 71% for NZSEI 60–74 and 57% for the highest socio-economic group (NZSEI 75–90).

### 7.3 Why incidents were not reported

The reasons victims gave for not reporting the burglary are given in Table 7.2. The four Police Areas have been combined, due to low sample sizes for burglaries not reported to the Police.

**Table 7.2: Reasons victims did not report the burglary to the Police**

Percentage of victims mentioning each reason, out of burglaries that the Police did not get to know about.

Reasons <sup>1</sup>	Burglary Survey (areas combined) <sup>2</sup>	NZNSCV <sup>3</sup>	
		Completed	Attempted
<i>Sample size</i>	41	61	70
<b>Incident-related reasons (%)</b>			
Too trivial/not worth reporting	34	40	49
Didn't have enough evidence	15	9	5
No loss/damage	15	9	5
<i>Incident subtotal</i> <sup>4</sup>	61	55	59
<b>Police-related reasons (%)</b>			
Police would not have been interested	17	3	6
Police could have done nothing	17	12	28
Police too busy/not enough Police	10	3	4
Wasn't satisfied when reported earlier burglary	7	-	-
<i>Police subtotal</i> <sup>4</sup>	37	16	36
<b>Personal reasons (%)</b>			
Dealt with matter myself/ourselves	10	14	5
Inconvenient/too much trouble	7	1	0
Reported to other authorities	2	0	1
Did not have insurance	2	-	-
Private/personal/family matter	2	15	2
Away on holiday at the time	2	-	-
No particular reason	5	11	11
<i>Personal subtotal</i> <sup>4</sup>	27	37	19

<sup>1</sup> Multiple responses possible.

<sup>2</sup> Results for the four Police Areas have been combined due to low sample sizes in individual areas. Burglary Survey results were based on most recent completed burglary (15 in Manurewa, 16 in Rotorua, 6 in Lower Hutt and 4 in Sydenham).

<sup>3</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

<sup>4</sup> The sum of the individual reasons does not necessarily equal the subtotal as participants may give more than one reason from within the group.

Overall, the most common reasons mentioned for not reporting were related to the perceived seriousness of the incident. Over half of burglary victims who did not report a burglary gave one or more of these reasons. In particular, the incident was considered too trivial to report by 34% of victims who did not report completed burglaries for the four Police Areas combined and, nationally, by 40% of the victims who did not report a completed burglary and 49% of the victims who did not report an attempted burglary.

Victims of an attempted burglary (36%) were much more likely to give Police-related reasons than victims of a completed burglary (16%). That is, they did not report the burglary because of the perception that the Police could have done nothing, would not have been interested or would have been too busy. There was also a marked difference between the national results and the results of the four Police Areas. Over a third of the completed burglaries that were not reported across the four Police Areas (37%) were not reported due to Police-related reasons, compared to 16% of completed burglaries nationally.

Thirty-seven percent of victims of a completed burglary nationally mentioned personal reasons for not reporting the burglary, a little higher than the 27% of victims of a completed burglary for the Burglary Survey, and much higher than the 19% of victims of an attempted burglary nationally. The main personal reasons were that:

- the victims had dealt with the matter personally
- the incident was a personal or family matter
- they considered reporting to be too much trouble
- there was no particular reason.

Nationally, there were some differences between repeat victims and others as to why the burglary was not reported (Morris, A. and Reilly, J., *New Zealand National Survey of Crime Victims 2001*, Ministry of Justice, 2003, page 105):

Repeat victims of burglary were much less likely than others to say that their victimisation was too trivial and not worth reporting to the Police (two-fifths said this compared with around a half of the victims of other offences or the victims of one burglary); and they were much less likely than others to say that they had dealt (or would deal) with the matter themselves (eight percent said this compared with 12% of the victims of other offences and 13% of the victims of one burglary). On the other hand, repeat victims of burglary were more likely to say that there was not enough evidence to report the victimisation to the Police (14% said this, compared with seven percent of the victims of other offences and eight percent of the victims of one burglary), were more likely to say that there was no loss or damage (four percent said this, compared with two percent of the victims of other offences and the victims of one burglary) and were more likely to give no particular reason for not reporting the burglary (12% said this, compared with four percent of the victims of other offences and six percent of the victims of one burglary).

## 7.4 Why incidents were reported

Most victims mentioned one or more of four reasons for reporting burglaries (Table 7.3):

- to help catch or punish the offender
- to fulfil a general sense of obligation as a crime had been committed
- to get their property back
- to further an insurance claim

‘Helping to catch or punish offenders’ was the most common reason to be mentioned nationally, but this reason tended to be less often mentioned as a reason in the four Police Areas surveyed by the Burglary Survey.

‘A general sense of obligation’ was mentioned by over half the burglary victims both nationally and in all Police Areas except for Rotorua, where significantly fewer victims (30%) mentioned this reason. Victims in Rotorua were significantly more likely to have reported the burglary because they hoped to get their property back.

Over a third of victims in Manurewa, Rotorua, and Lower Hutt Police Areas reported the burglary as it was necessary for their insurance claim, compared to around a quarter of victims in Sydenham and nationally (for completed burglaries). ‘Fear of further victimisation’ was mentioned as a reason for reporting the burglary by between 9% and 16% of victims.

**Table 7.3: Reasons victims did report the burglary to the Police**

Percentage of victims mentioning each reason, out of burglaries reported to the Police by the household.

Reasons <sup>1</sup>	Burglary Survey: Police Area <sup>2</sup>				NZNSCV <sup>3</sup>	
	Manurewa	Rotorua	Lower Hutt	Sydenham	Completed	Attempted
<i>Sample size</i>	34	43	13	26	185	36
Help catch/punish offender (%)	35	49	38	27	54	63
Crime committed/obligation (%)	59	30 <sup>-</sup>	62	50	51	59
Hoped to get property back (%)	32	63 <sup>+</sup>	38	38	43	-
For insurance claim (%)	35	49	38	27	25	4
Fear of further victimisation (%)	9	16	15	12	10	17
Other (%)	6	5	15	12	6	1

+/- Significantly higher or lower than the average of the other Police Areas at the 99% level.

<sup>1</sup> Multiple responses possible.

<sup>2</sup> Burglary Survey results were based on the most recent completed burglary.

<sup>3</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

## 7.5 Satisfaction with the Police

Nationally, 61% of the victims of completed burglaries (where the Police got to know about the burglary) were satisfied or very satisfied with how the Police dealt with their case, more than twice the percentage of those who were dissatisfied or very dissatisfied (26%). Victims of attempted burglaries were less likely to be very satisfied and more likely to be very dissatisfied than victims of completed burglaries (Table 7.4).

**Table 7.4: Victims' levels of satisfaction with how the Police dealt with the burglary**  
Percentage of victims, for incidents where the Police got to know about the burglary.

Satisfaction level	Burglary Survey: Police Area <sup>1</sup>				NZNSCV <sup>2</sup>	
	Manurewa	Rotorua	Lower Hutt	Sydenham	Completed	Attempted
<i>Sample size</i>	38	45	17	27	210	45
Very satisfied (%)	16	20	35	26	31	19
Satisfied (%)	18	24	24	41	30	31
Neutral (%)	18	33	29	26	12	4
Dissatisfied (%)	34 <sup>+</sup>	11	0	7	12	16
Very dissatisfied (%)	13	9	12	0	14	28
Don't know (%)	0	2	0	0	1	3

<sup>+</sup> Significantly higher or lower than the average of the other Police Areas at the 99% level.

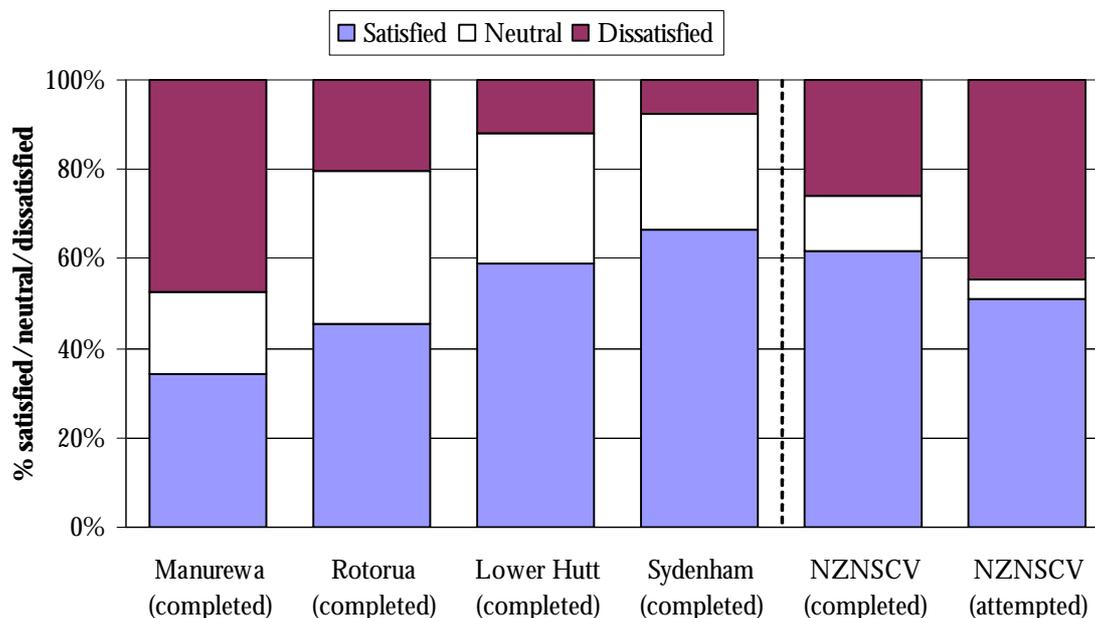
<sup>1</sup> Burglary Survey results were based on the most recent completed burglary.

<sup>2</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

Victims in the Manurewa Police Area showed significantly lower levels of satisfaction than other areas. Almost half (47%) of the 38 victims of a completed burglary in Manurewa felt some level of dissatisfaction with the Police, compared to 20% of the 45 victims in Rotorua, 12% of the 17 victims in Lower Hutt and 7% of the 27 victims in Sydenham (Figure 7.2). Victims in the four Police Areas were more likely to be neutral than victims nationally.

Differences between population subgroups in levels of satisfaction with how the Police handled the case were difficult to assess accurately, due to the relatively small sample sizes for many subgroups, even for the NZNSCV 2001 data. There did not appear to be a clear trend by socio-economic status, but Maori, Pacific peoples and people of other ethnicities tended to be less satisfied than New Zealand Europeans/Europeans, younger people were less satisfied than older people, renters were less satisfied than homeowners, and sole parent households were less satisfied than other households, especially one-person households.

**Figure 7.2: Victims' levels of satisfaction with how the Police dealt with the burglary, by Police Area (Burglary Survey) and for the NZNSCV 2001**



The national percentages dissatisfied with how the Police handled the case were (with significant differences from the average of all other groups indicated by <sup>+</sup>):

- 24% for New Zealand Europeans/Europeans, 38% for Maori, 32% for Pacific peoples and 29% for people of other ethnicities (none of which were significantly different)
- 39%<sup>+</sup> for 15–24 year olds and 25%<sup>-</sup> for older age groups
- 36%<sup>+</sup> for renters and 23%<sup>-</sup> for homeowners
- 61%<sup>+</sup> for households comprising a sole parent and children, 9%<sup>-</sup> for one-person households, 14% for couples with children and an average of 36% for other household types.

The NZNSCV 2001 report (Morris, A. and Reilly, J., *New Zealand National Survey of Crime Victims 2001*, Ministry of Justice, 2003, page 116) notes that a high proportion of repeat burglary victims (29%) reported that they were 'very satisfied', compared to 23% of single burglary victims. However, repeat victims also had a high level of being 'very dissatisfied' (22%) compared to single victims (11%).

Nationally, the two most commonly mentioned reasons given by the 96 victims who were not satisfied were that the Police didn't do enough to investigate the incident (34%) and that the Police seemed uninterested (27%). Around one-fifth of dissatisfied victims felt that the Police didn't come quickly enough (22%), they failed to keep the victim informed of progress (21%), they didn't catch the person who did it (20%), they didn't investigate the incident at all (19%) or they didn't recover property (19%). A small number of victims mentioned other reasons, such as that the Police didn't offer sufficient support (13%), they didn't come to the house when contacted (9%), they didn't refer the victim to other agencies for the help or advice needed (6%), they were impolite or unpleasant (3%), they made mistakes or handled the matter badly (3%), or they didn't believe the victim (3%).

In the Burglary Survey, reasons were grouped into three categories. Most of the victims who were not satisfied with the Police gave service-related reasons (for example, they felt that the Police did not investigate properly or come quickly enough) (Table 7.5). A smaller proportion of victims gave outcome-related reasons (for example, that the Police didn't recover any stolen property or catch the offender) or attitude-related reasons (e.g. they felt that the Police were unhelpful). The sample sizes for each Police Area were small, especially in Lower Hutt and Sydenham, and none of the results were significantly different between the Police Areas.

Only three participants in the Burglary Survey, two in Manurewa and one in Rotorua, made an official complaint about the way their case was handled. Two of the complaints were made to the local Police Area Controller or Inspector and one was made to an MP.

**Table 7.5: Reasons for lack of satisfaction with the Police, by Police Area (Burglary Survey)**

Percentage of victims, of those who were neutral or dissatisfied with the Police.

<b>Reasons<sup>1</sup></b>	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>	<b>Total</b>
<i>Sample size</i>	25	24	7	9	65
Service (%)	92	75	86	78	83
Outcome (%)	28	42	43	22	34
Attitude (%)	24	25	43	33	28
No expectation (%)	0	4	0	0	2

<sup>1</sup> Multiple responses possible.

The NZNSCV 2001 did not ask satisfied victims why they were satisfied. From the Burglary Survey, most of the victims who were satisfied with the Police gave service-related reasons (e.g. prompt, thorough service, helpful, kept informed, tried their best) or attitude-related reasons (for example, interested, respectful, sympathetic) (Table 7.6). A much smaller proportion of victims gave outcome-related reasons (for example, recovered property, caught offender). The sample sizes for each Police Area were small and none of the results were significantly different between the Police Areas.

**Table 7.6: Reasons for satisfaction with the Police, by Police Area (Burglary Survey)**

Percentage of victims, of those who were satisfied with the Police.

<b>Reasons<sup>1</sup></b>	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>	<b>Total</b>
<i>Sample size</i>	13	20	10	18	61
Service (%)	62	75	100	72	75
Attitude (%)	85	45	50	67	61
Outcome (%)	0	5	20	11	8
Don't know (%)	15	10	0	0	7

<sup>1</sup> Multiple responses possible.

Nationally, a slight majority of victims of completed burglaries who had contact with the Police did not change their perception of the Police following this contact (Table 7.7). Of the remaining victims, slightly more (25%) changed to a less favourable perception of the Police than to a more favourable perception (17%). Victims of attempted burglaries were more likely than victims of a completed burglary to change to a negative perception (41%), and they were less likely to have a positive change (12%) or no change in perception (41%).

**Table 7.7: Did contact with the Police affect the way you think about the Police?**

Percentage of victims, for incidents where the Police got to know about the burglary.

	Burglary Survey: Police Area <sup>1</sup>				NZNSCV <sup>2</sup>	
	Manurewa	Rotorua	Lower Hutt	Sydenham	Completed	Attempted
<i>Sample size</i>	38	45	17	27	210	45
More favourably (%)	21	16	18	33	17	12
No difference (%)	45	67	71	59	56	41
Less favourably (%)	32	18	6	7	25	41
Don't know (%)	3	0	6	0	2	5

+· Significantly higher or lower than the average of the other Police Areas at the 99% level.

<sup>1</sup> Burglary Survey results were based on the most recent completed burglary.

<sup>2</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

For two of the four Police Areas (Lower Hutt and Sydenham) a larger proportion of victims changed to more favourable perception than a less favourable perception, although the majority noted no change (based on a small sample size). Victims from Manurewa appeared to be more likely to have changed to a more negative perception, although this difference was not significant at the 99% level. In Rotorua, about the same percentage of victims changed to a more favourable perception as changed to a less favourable perception, although the majority noted no change.

## 7.6 Further advice

Victims in both surveys were asked whether the Police had advised them or anyone else in the household where they could go for further help or advice. Nationally and for two of the Police Areas (Manurewa and Rotorua), a higher percentage of victims said they did not receive such advice compared to those who did get advice (Table 7.8). The majority of victims did receive such advice in Lower Hutt and Sydenham (based on a small sample size). Victims of an attempted burglary appeared to be somewhat less likely to receive advice than victims of a completed burglary.

**Table 7.8: Did the Police advise the victim of further help available?**

Percentage of victims, for incidents where the Police got to know about the burglary.

	Burglary Survey: Police Area <sup>1</sup>				NZNSCV <sup>2</sup>	
	Manurewa	Rotorua	Lower Hutt	Sydenham	Completed	Attempted
<i>Sample size</i>	38	45	17	27	210	45
Yes (%)	34	31	65	56	36	16
No (%)	55	60	29	30	60	77
Don't know (%)	11	9	6	15	5	7

<sup>+</sup>- Significantly higher or lower than the average of the other Police Areas at the 99% level.

<sup>1</sup>Burglary Survey results were based on the most recent completed burglary.

<sup>2</sup>Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

## 7.7 Community services and the needs of victims

The NZNSCV 2001, but not the Burglary Survey, asked participants additional questions about their knowledge and use of community services.

### 7.7.1 Knowledge of community services

All participants in the NZNSCV 2001 were asked about their knowledge of community services other than the Police which were available for victims of crime. The general finding (*New Zealand National Survey of Crime Victims 2001*, Ministry of Justice, 2003, page 188) was that 'almost two-fifths (37%) mentioned no services at all, and almost a third (31%) mentioned only one.'

The main finding in relation to burglary victims (page 189) was that:

there was not much difference in the proportion of repeat victims of burglary saying that they did not know of any services for victims compared with those who had been the victim of burglary once (30% and 32% respectively), but slightly more of those who had not been the victim of a burglary (37%) said they did not know of any services for victims.

Victim Support was the service mentioned most often overall, by 40% of participants. Victim Support was mentioned more often by burglary victims than by other participants.

### 7.7.2 Support for victims

Forty percent of the victims of a completed burglary got advice from friends, family or neighbours after the burglary, compared to only half as many victims of an attempted burglary (21%).

Victims were also asked if they were contacted by any agency other than the Police, irrespective of whether or not they had reported their victimisation to the Police. Only 3% of victims of an attempted burglary, compared to 20% of victims of a completed burglary, were contacted by other agencies. Over 90% of these contacts were by Victim Support. Overall,

2% of victims of an attempted burglary and 18% of victims of a completed burglary had been contacted by Victim Support. Of victims contacted by Victim Support, 52% found the contact helpful, 6% unhelpful and 42% of victims did not accept or want the help offered.

Only a very small percentage of victims (2% for attempted burglaries and 4% for completed burglaries) approached other agencies themselves for support.

## **7.8 Summary of interactions with the Police and other agencies**

- Information on interactions between burglary victims and the Police was collected for both attempted and completed burglaries by the NZNSCV 2001, whereas the Burglary Survey collected information about the most recent completed burglary.
- The term 'reporting rate' is used in this report to mean the proportion of burglaries which the Police got to know about, whether or not the incident was reported by the victims themselves. Nationally, the Police found out about 70% of burglaries overall. The reporting rate was much higher for completed burglaries (80%) than attempted burglaries (47%).
- The reporting rate for the most recent completed burglary did not differ significantly between the Police Areas. The reporting rate was 72% for the Manurewa Police Area, 74% for Rotorua, 74% for Lower Hutt, and 87% for Sydenham.
- Reporting rates were associated with the value of property stolen. Nationally, the reporting rate ranged from 60% for burglaries involving a loss of \$100 or less, up to 94% where over \$1000 worth of goods were stolen.
- The national reporting rate for burglary was 71% for New Zealand Europeans/Europeans, 64% for Maori, 51% for Pacific peoples and 76% for all other ethnic groups combined. The difference between New Zealand Europeans/Europeans and Pacific peoples was statistically significant.
- The reporting rate was 81% for households comprising one person living alone, which was significantly higher than the average of other households.
- The most common reasons mentioned for not reporting a burglary to the Police were related to the perceived seriousness of the incident. In particular, the incident was considered too trivial to report by 34% of victims who did not report a completed burglary for the four Police Areas combined and, nationally, by 40% of the victims who did not report a completed burglary and 49% of the victims who did not report an attempted burglary.
- Thirty-seven percent of victims of a completed burglary nationally mentioned personal reasons for not reporting the burglary, a little higher than the 27% of victims of a completed burglary for the Burglary Survey, and much higher than the 19% of victims of an attempted burglary nationally. The main personal reasons were that:
  - the victims had dealt with the matter personally
  - the incident was a personal or family matter
  - they considered reporting to be too much trouble
  - no particular reason.

- Most victims mentioned one or more of four reasons for reporting burglaries to the Police:
  - to help catch or punish the offender
  - to fulfil a general sense of obligation as a crime had been committed
  - to get their property back
  - to further an insurance claim.
- Nationally, 61% of the victims of completed burglaries were satisfied or very satisfied with how the Police dealt with their case (of incidents where the Police got to know about the burglary), more than twice the percentage who were dissatisfied or very dissatisfied (26%). Victims of attempted burglaries were less likely to be very satisfied and more likely to be very dissatisfied than victims of completed burglaries.
- Victims in the Manurewa Police Area showed lower levels of satisfaction than other areas. Almost half (47%) of victims in Manurewa felt some level of dissatisfaction with the Police, compared to 20% in Rotorua, 12% in Lower Hutt and 7% in Sydenham, based on the most recent completed burglary.
- The national percentages dissatisfied with how the Police handled the case were significantly higher for 15–24 year olds (39%) compared to older age groups (25%), renters (36%) compared to homeowners (23%), and sole parent households (61%) compared to one-person households (9%) and other household types (36%).
- Nationally, the two most commonly mentioned reasons given by those who were not satisfied were that the Police didn't do enough to investigate the incident (34%) and that the Police seemed uninterested (27%). Around one-fifth of dissatisfied victims felt that the Police didn't come quickly enough, they failed to keep the victim informed of progress, they didn't catch the person who did it, they didn't investigate the incident at all, or they didn't recover property.
- In the Burglary Survey, reasons for satisfaction or lack of satisfaction were grouped into three categories: service, attitude and outcome. Most of the victims who were not satisfied with the Police gave service-related reasons (e.g., they felt that the Police did not investigate properly or come quickly enough). Most of the victims who were satisfied with the Police also gave service-related reasons (e.g., prompt, thorough service, helpful, kept informed, tried their best) or attitude-related reasons (e.g., interested, respectful, sympathetic), with fewer mentioning outcome (e.g., recovered property, caught offender).
- Nationally, a slight majority of victims of completed burglaries who had contact with the Police did not change their perception of the Police following this contact. Of the remaining victims, slightly more (25%) changed to a less favourable perception of the Police than to a more favourable perception (17%). Victims of attempted burglaries were more likely than victims of a completed burglary to change to a negative perception (41%), and they were less likely to have a positive change (12%) or no change in perception (41%).
- Victims who reported a burglary in both surveys were asked whether the Police had advised them or anyone else in the household where they could go for further help or advice. Nationally and for two of the Police Areas (Manurewa and Rotorua), a majority of victims said they did not receive such advice. The majority of the small number of victims in Lower Hutt and Sydenham did receive such advice. Victims of an attempted

burglary appeared to be somewhat less likely to receive advice than victims of a completed burglary.

- Nationally, 40% of the victims of a completed burglary got advice from friends, family or neighbours after the burglary, compared to only half as many victims of an attempted burglary (21%). Only 3% of victims of an attempted burglary, compared to 20% of victims of a completed burglary, were contacted by other agencies. Over 90% of these contacts were by Victim Support.



# 8 Household security

This chapter presents information on the security measures used by households, with comparisons between security levels of victims and non-victims and between population subgroups. Survey participants were also asked how difficult they thought it would be to break into their home and why more hadn't been done to make their home secure. The final section presents information on insurance coverage.

## 8.1 Household security measures

All participants in the Burglary Survey were asked which of an extensive list of security measures they had. The NZNSCV 2001 used the same question but with a less extensive list, excluding some of the more general security measures. In the following analysis, the security measures have been split into specialised security measures (involving the fitting of dedicated security devices) and general security precautions.

### 8.1.1 Specialised security measures

Nationally and in the four Police Areas surveyed, the most common specialised security measures were outside security or sensor lights and doors with deadlocks or double locks (Table 8.1). Nationally, just under half of all households had these measures, with somewhat higher levels of use in the four Police Areas. The next most common security measures nationally were safety latches on windows (31%), burglar alarms (25%) and security chains (27%) or bolts (22%) on doors. Fewer than one in ten households used surveillance by a security firm or window bars.

A higher percentage of households in all the Police Areas, but especially Manurewa and Lower Hutt, tended to have these security measures compared to the national average. For many of the security measures the difference was quite marked. For example, burglar alarms were used by more than twice as many households in Manurewa (61%) as nationally (25%). Compared to the other Police Areas, Manurewa households were significantly more likely to have burglar alarms, security screens on doors and safety latches or bars on windows, while Lower Hutt households were significantly more likely to have alarms, security chains, windows with keys and surveillance by a security firm.

Four out of five Manurewa households surveyed and 71% of Lower Hutt households had relatively comprehensive security<sup>16</sup>, compared to 58% in Sydenham, 60% in Rotorua and 46%

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<sup>16</sup> 'Comprehensive security' was crudely measured by the percentage of households which had security measures for both windows and doors, or an alarm or surveillance system.

nationally. The mean number of specialised security measures per household varied from 3.8 measures in Manurewa and 3.6 in Lower Hutt to 3.0 in Rotorua and Sydenham and 2.4 nationally. In all areas a minority of households had no specialised security measures: 4% of households in Lower Hutt, 5% in Manurewa, 7% in Sydenham, 12% in Rotorua and 17% nationally.

Differences between victimised households and other households in the use of security measures are discussed in Section 8.2. Ethnic and socio-economic differences are discussed in Section 8.4. Burglary victimisation rates, levels of concern about crime and security measures are compared in Section 5.5.

**Table 8.1: Percentage of households with specialised security measures**

Security measure <sup>1</sup>	Burglary Survey: Police Area				NZNSCV <sup>2</sup> Total
	Manurewa	Rotorua	Lower Hutt	Sydenham	
<i>Sample size</i>	500	500	500	500	5147
Outside security lighting (%)	60	54	56	55	47
Doors with deadlocks (%)	65	51 <sup>-</sup>	63	64	45
Safety latches on windows (%)	48 <sup>+</sup>	41	43	36 <sup>-</sup>	31
Burglar alarm (%)	61 <sup>+</sup>	35 <sup>-</sup>	52 <sup>+</sup>	30 <sup>-</sup>	25
Security chain on doors (%)	35	33	45 <sup>+</sup>	34	27
Security bolts on doors (%)	34	28	27	29	22
Lights/radio/TV on timer (%)	22	20	22	17	13
Windows with keys (%)	16	10 <sup>-</sup>	21 <sup>+</sup>	19	10
Security screens on doors (%)	18 <sup>+</sup>	16	12	9 <sup>-</sup>	10
Surveillance by security firm (%)	14	10	15 <sup>+</sup>	6 <sup>-</sup>	7
Bars or grilles on windows (%)	6 <sup>+</sup>	3	4	3	3
Video surveillance system (%)	1	0.4	1	1	n/a
None of these measures (%)	5	12 <sup>+</sup>	4 <sup>-</sup>	7	17
'Comprehensive' security <sup>3</sup> (%)	80 <sup>+</sup>	60 <sup>-</sup>	71	58 <sup>-</sup>	46
Mean number of security measures	3.8 <sup>+</sup>	3.0 <sup>-</sup>	3.6 <sup>+</sup>	3.0 <sup>-</sup>	2.4

<sup>+-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Multiple responses possible.

<sup>2</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

<sup>3</sup> Households were considered to have relatively comprehensive security if they had at least one of the window security measures (safety latches, key or bars) *and* at least one of the door security measures (deadlocks, security bolts, chains or screens), *or* alternatively if they had a burglar alarm or surveillance system.

### 8.1.2 General security precautions

The Burglary Survey also asked about more general security precautions (Table 8.2). For all but two of the measures there was no comparable national data. For many of these measures, there was relatively little difference among the four Police Areas.

Almost all participants interviewed in the Burglary Survey reported always locking doors when no one is at home and most people also always secured windows. Around two-thirds of participants (slightly more in Lower Hutt and Sydenham) tell their neighbours when everyone in the house will be away. Leaving inside or outside lighting on, or having street lighting, were reported by around one-third to one-half of participants.

Around one-third of households use security marking or note serial numbers of household property, while 16–25% photographed small items. Around one-fifth to one-quarter of households use a house-sitter or guard dog (though the latter is likely to have been underestimated).

A higher percentage of survey participants in Manurewa and Rotorua are members of Neighbourhood Support, compared to Lower Hutt and Sydenham. Further information on Neighbourhood Support is presented in the next chapter.

**Table 8.2: Percentage of households taking other types of security precautions**

Security measure <sup>1</sup>	Burglary Survey: Police Area				NZNSCV <sup>2</sup>
	Manurewa	Rotorua	Lower Hutt	Sydenham	
<i>Sample size</i>	500	500	500	500	5147
Always lock doors if not home (%)	92	93	94	94	n/a
Close/lock windows if not home (%)	83	82	85	86	n/a
Tell neighbours if everyone away (%)	64	64	72	71	n/a
Lights/radio/TV on when out (%)	56	50 <sup>-</sup>	63 <sup>+</sup>	58	n/a
Street lighting (%)	49	47	51	51	n/a
Leave outside lights on (%)	43	34 <sup>-</sup>	42	39	n/a
Security markings on property (%)	35	35	36	25 <sup>-</sup>	22
Note serial no. of electrical items (%)	31	29	29	25	n/a
House-sitter (%)	26	17 <sup>-</sup>	26	20	n/a
A guard dog <sup>3</sup> (%)	23	23	20	22	23
Member N'ghbourhood Support (%)	22	24 <sup>+</sup>	16	15 <sup>-</sup>	n/a
Photograph small property items (%)	16	16	25 <sup>+</sup>	18	n/a

<sup>+-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Multiple responses possible.

<sup>2</sup> Only two of these security precautions were included in the NZNSCV. Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

<sup>3</sup> The percentage of households with a guard dog is likely to be underreported as properties with a dog or dog sign could be excluded from the survey in the interests of interviewer safety.

Only three of the 2000 people interviewed for the Burglary Survey (0.15%) said they had no security at all (i.e. they had none of the security measures in Table 8.1 and took none of the general security precautions in Table 8.2).

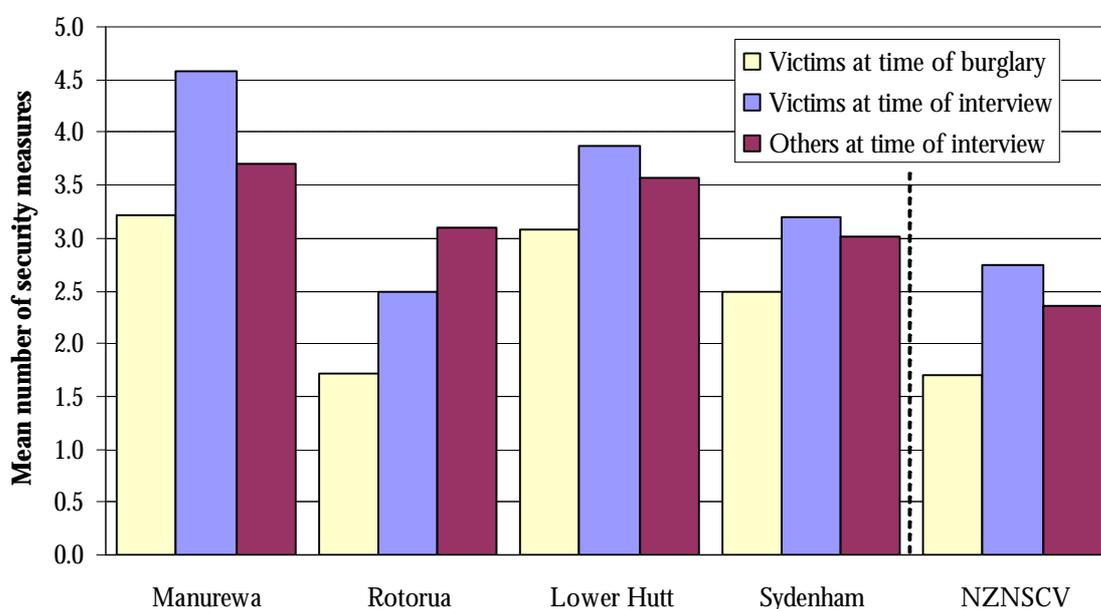
Only two of the 2000 people interviewed for the Burglary Survey (0.1%) refused to answer the question about security measures.

## 8.2 Household security and victimisation

Both the NZNSCV 2001 and the Burglary Survey results clearly indicated that victimised households were less likely to have security measures at the time of the burglary than other households were at the time of the interview (Figure 8.1, Table 8.3), when comparisons were made between victims and others within the same area.<sup>17</sup> For most of the security measures the differences between victims at the time of the burglary and other households at the time of the interview were statistically significant in the national sample. The analysis from the Burglary Survey was based on small sample sizes, and hence the percentages had a high margin for error and few of the differences were statistically significant. However, the tendency for victims to have less security at the time of the burglary was strong across almost all measures and all Police Areas.

Victims also showed a clear tendency to increase security after the burglary, as shown by the increase in almost all types of security measures between the time of the burglary and the time of the interview. Nationally and for all the Police Areas except Rotorua, the mean number of security measures burglary victims had by the time of the interview was higher than the mean number for other households (Figure 8.1).

**Figure 8.1: Mean number of specialised security measures for victims at the time of the burglary, victims at the time of the interview and other households at the time of the interview, by Police Area (Burglary Survey) and for the NZNSCV 2001**



<sup>17</sup> General security precautions, such as locking doors when out, are not shown in Table 8.3, as there were no equivalent national data. However, the same pattern of lower use by victims at the time of the burglary occurred, as shown in Section 8.2.2 of *Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004* (Ministry of Justice, 2005).

**Table 8.3: Percentage of households with specialised security measures, for victims at the time of the burglary, victims at the time of the interview and other participants at the time of the interview**

Security measure <sup>1</sup>	Type <sup>2</sup>	Burglary Survey: Police Area				NZNSCV <sup>3</sup> Total
		Manurewa	Rotorua	Lower Hutt	Sydenham	
Sample size	Victims (b)	54	62	24	31	341
	Victims (i)	54	62	24	31	341
	Others (i)	446	438	476	469	4806
Outside sensor/ security lighting (%)	Victims (b)	48	35	46	45	30
	Victims (i)	72	40	50	55	47 <sup>+</sup>
	Others (i)	58	56 <sup>+</sup>	56	55	47 <sup>+</sup>
Doors double locked/ deadlocked (%)	Victims (b)	61	31	75	58	39
	Victims (i)	76	48	79	68	54 <sup>+</sup>
	Others (i)	64	52 <sup>+</sup>	62	64	44
Safety latches on windows (%)	Victims (b)	41	24	29	29	24
	Victims (i)	54	35	46	42	38 <sup>+</sup>
	Others (i)	47	42 <sup>+</sup>	43	36	31 <sup>+</sup>
Burglar alarm (%)	Victims (b)	46	15	33	26	16
	Victims (i)	67	32	46	42	34 <sup>+</sup>
	Others (i)	61	36 <sup>+</sup>	52	29	25 <sup>+</sup>
Security chain on doors (%)	Victims (b)	30	18	33	19	18
	Victims (i)	41	27	29	29	28 <sup>+</sup>
	Others (i)	34	34	46	35	27 <sup>+</sup>
Security bolts on doors (%)	Victims (b)	33	24	21	23	19
	Victims (i)	46	23	29	13	26
	Others (i)	32	29	26	30	21
Lights/radio/ TV on a timer (%)	Victims (b)	15	15	38	19	5
	Victims (i)	26	13	42	23	13 <sup>+</sup>
	Others (i)	22	21	21	17	13 <sup>+</sup>
Windows with keys (%)	Victims (b)	17	0	25	19	6
	Victims (i)	19	8	29	29	11 <sup>+</sup>
	Others (i)	15	10 <sup>+</sup>	20	19	9
Security screens on doors (%)	Victims (b)	15	2	0	10	7
	Victims (i)	26	11	4	10	11
	Others (i)	17	17 <sup>+</sup>	12	9	10
Surveillance by security firm (%)	Victims (b)	11	6	8	0	3
	Victims (i)	22	11	21	10	10 <sup>+</sup>
	Others (i)	13	10	14	5	6
Bars or grilles on windows (%)	Victims (b)	6	0	0	0	2
	Victims (i)	9	0	13	0	4
	Others (i)	6	4	3	3	3

**Table 8.3 continued:**

Security measure <sup>1</sup>	Type <sup>2</sup>	Burglary Survey: Police Area				NZNSCV <sup>3</sup>
		Manurewa	Rotorua	Lower Hutt	Sydenham	Total
Video surveillance system (%)	Victims (b)	0	0	0	0	n/a
	Victims (i)	0	0	0	0	n/a
	Others (i)	1	1	1	0	n/a
None of these measures (%)	Victims (b)	17	32	8	13	30
	Victims (i)	2 <sup>-</sup>	18	0	10	15 <sup>-</sup>
	Others (i)	5 <sup>-</sup>	11 <sup>-</sup>	4	6	17 <sup>-</sup>
'Comprehensive' security <sup>4</sup> (%)	Victims (b)	69	31	58	52	33
	Victims (i)	87	52	71	74	55 <sup>+</sup>
	Others (i)	79	61 <sup>+</sup>	71	57	45 <sup>+</sup>
Mean number of security measures	Victims (b)	3.2	1.7	3.1	2.5	1.7
	Victims (i)	4.6 <sup>+</sup>	2.5	3.9	3.2	2.8
	Others (i)	3.7	3.1 <sup>+</sup>	3.6	3.0	2.4

<sup>+-</sup> Significantly higher or lower than the percentage for victims at the time of burglary (within the same area) at the 99% level.

<sup>1</sup> Multiple responses possible.

<sup>2</sup> Victims (b) = households which were the victim of a burglary, at the time of the burglary

Victims (i) = same victims at the time of the interview

Others (i) = all other households at the time of the interview

For the Burglary Survey data the victim data are for the most recent completed burglary, whereas the NZNSCV data are for households with an attempted or completed burglary.

<sup>3</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey. Sample sizes differ from Chapter 6, as only one attempted/completed burglary per household was counted, so that some households were not double-counted for security at the time of the interview.

<sup>4</sup> Households were considered to have relatively comprehensive security if they had at least one of the window security measures (safety latches, key or bars) *and* at least one of the door security measures (deadlocks, security bolts, chains or screens), *or* alternatively if they had a burglar alarm or surveillance system.

In Manurewa, 17% of victimised households (nine out of 54) had none of the specialised security measures at the time of the burglary, but this had decreased to only 2% (one household) at the time of the interview. Only 5% of other households (i.e. those who had not had a completed burglary since the previous year) had no specialised security measures at the time of the interview. The mean number of specialised security measures increased from 3.2 at the time of the burglary to 4.6 for the same victims at the time of the interview.

In Rotorua almost one-third of victimised households (20 out of 62) had none of the specialised security measures at the time of the burglary, but this had decreased to 18% (eleven households) at the time of the interview. Eleven percent of other households had no specialised security measures at the time of the interview. The mean number of specialised security measures increased from 1.7 at the time of the burglary to 2.5 for the same victims at the time of the interview.

In Lower Hutt only 8% of victimised households (two out of 24) had none of the specialised security measures at the time of the burglary, but this decreased to none at the time of the interview. Four percent of other households had no specialised security measures at the time

of the interview. The mean number of specialised security measures increased from 3.1 at the time of the burglary to 3.9 for the same victims at the time of the interview.

In Sydenham 13% of victimised households (four out of 31) had none of the specialised security measures at the time of the burglary, with a small decrease (to 10% or three households) at the time of the interview. Six percent of other households had no specialised security measures at the time of the interview. The mean number of specialised security measures increased from 2.5 at the time of the burglary to 3.2 for the same victims at the time of the interview.

Nationally, 30% of victims had none of the specialised security measures at the time of the burglary, but this had halved to 15% at the time of the interview. Seventeen percent of other households had no specialised security measures at the time of the interview. The mean number of specialised security measures increased from 1.7 at the time of the burglary to 2.8 for the same victims at the time of the interview.

The lower level of security used by burglary victims compared to other households suggests that the use of security may help to prevent victimisation. However, it may be that this effect is relative to other households in the area, rather than a function of the absolute level of security. Thus, while victims in all areas had less security than non-victims in the same area, it was also true that victims in some areas (Manurewa) had as much or more security as non-victims in other areas (Rotorua and Sydenham).

### **8.3 Security by burglary type**

The NZNSCV collected security information for victims of both attempted and completed burglaries. In this section, the security measures available at the time of the burglary are compared to the measures in place by the time of the interview for both types of victims.

For victims of both attempted and completed burglaries, there was a very strong tendency to increase all types of security after the burglary (Table 8.4).

For victims of completed burglary the biggest relative increases were for high-end security items. The proportion of households with burglar alarms more than doubled, from 14% at the time of the burglary to 33% at the time of the interview, while the use of surveillance by a security firm went from 2% to 8% of households. Victims of completed burglary were less likely to have either a burglar alarm or surveillance at the time of the burglary than were victims of attempted burglary (significant at the 95% level).

Victims of an attempted burglary also increased security, especially the use of outside security lights, timer switches, security chains, surveillance and keyed windows.

**Table 8.4: Percentage of households with specialised security measures, for victims of attempted and completed burglary, at the time of the burglary and the time of the interview (NZNSCV 2001)**

Security measure <sup>1</sup>	Victims of completed burglary <sup>2</sup>		Victims of attempted burglary <sup>2</sup>	
	At burglary	At interview	At burglary	At interview
<i>Sample size</i>	235	235	106	106
Doors with double locks or deadlocks (%)	38	54 <sup>+</sup>	40	53
Outside sensor/security lighting (%)	30	46 <sup>+</sup>	30	51 <sup>+</sup>
Burglar alarm on premises (%)	14	33 <sup>+</sup>	23	37
Safety latch to stop window opening fully (%)	25	37 <sup>+</sup>	24	40
Security chain on doors (%)	20	26	15	31 <sup>+</sup>
Security bolts on doors (%)	16	22	25	35
Lights, radio or TV on a timer switch (%)	6	13 <sup>+</sup>	2	12 <sup>+</sup>
Windows with keys to open them (%)	6	13	4	8
Security screens on doors (%)	7	10	7	12
Surveillance by security firm (%)	2	8 <sup>+</sup>	6	16
Bars or grilles on windows (%)	2	4	3	5
None of hard measures (%)	31	16 <sup>-</sup>	28	11 <sup>-</sup>
Comprehensive security <sup>3</sup> (%)	31	54 <sup>+</sup>	36	58 <sup>+</sup>
Mean number of security measures	1.7	2.6 <sup>+</sup>	1.8	3.0 <sup>+</sup>

<sup>+-</sup> Significantly higher or lower than the percentage for victims of same type at the time of burglary at the 99% level.

<sup>1</sup> Multiple responses possible.

<sup>2</sup> Sample sizes differ from Chapter 6, as only one attempted/completed burglary per household was counted, so that some households were not double-counted for security at the time of the interview.

<sup>3</sup> Households were considered to have relatively comprehensive security if they had at least one of the window security measures (safety latches, key or bars) *and* at least one of the door security measures (deadlocks, security bolts, chains or screens), *or* alternatively if they had a burglar alarm or surveillance system.

## 8.4 Security by household characteristics

The use of security measures was significantly associated with the socio-economic status of the household. Nationally, just over one in five households in the lowest socio-economic groups and in the unspecified group (such as beneficiaries) had none of the specialised security measures, compared to fewer than one in ten of the households in the highest socio-economic groups (Table 8.5). The mean number of specialised security measures per household was around two measures for the lowest socio-economic groups and the unspecified group, compared to around three measures on average for the highest groups. Higher socio-economic status households were more likely to report having all security measures except guard dogs.

The unspecified group also had a high rate of burglary victimisation (Section 5.6), but the burglary rate for lower socio-economic groups did not differ from that for higher groups.

**Table 8.5: Households with specialised security measures, by socioeconomic status (NZNSCV 2001)**

<b>Socio-economic group</b>	<b>Sample size</b>	<b>% of households with no specialised security measures</b>	<b>Mean number of specialised security measures</b>
NZSEI unspecified	425	21	2.0
NZSEI 10–29 (low)	889	23	1.9
NZSEI 30–39	949	21	2.2
NZSEI 40–49	1044	14	2.5
NZSEI 50–59	860	9	2.9
NZSEI 60–74	722	8	3.0
NZSEI 75–90 (high)	258	9	3.0

The use of security measures was also significantly associated with ethnicity (using the ethnicity of the survey participant as a proxy for the ethnicity of the household). Nationally, New Zealand Europeans/Europeans and members of other ethnic groups had a higher mean number of security measures in place and a smaller proportion of households with no specialised security compared to Maori and Pacific peoples (Table 8.6). Burglary victimisation rates were also higher for Maori and Pacific peoples than New Zealand Europeans/Europeans (Section 5.6), but other ethnic groups also had a higher burglary rate.

**Table 8.6: Households with specialised security measures, by ethnicity (NZNSCV 2001)**

<b>Ethnic group</b>	<b>Sample size</b>	<b>% of households with no specialised security measures</b>	<b>Mean number of specialised security measures</b>
NZ European/European	3629	12%	2.7
Maori	922	27%	1.8
Pacific peoples	745	25%	1.8
Other	236	8%	2.9

## 8.5 Perception of household security

Almost 90% of survey participants believed that security measures made homes safer, both nationally (NZNSCV 1996)<sup>18</sup> and in each of the Police Areas (Table 8.7).

There was little difference in the response to this question between repeat burglary victims, single victims and participants who had not had a burglary in the study period.

<sup>18</sup> This question was not asked in the NZNSCV 2001.

**Table 8.7: Do security measures make homes safer?**

	<b>Burglary Survey: Police Area</b>				<b>NZNSCV</b>
	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>	<b>1996<sup>1</sup></b>
<i>Sample size</i>	500	500	500	500	5000
A lot safer (%)	46	44	46	38 <sup>-</sup>	41
A little safer (%)	40	46	43	50 <sup>+</sup>	48
No safer (%)	12	9	9	11	11
Don't know (%)	1	1	2	1	0

<sup>+/-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> 1996 New Zealand National Survey of Crime Victims. This question was not asked in the NZNSCV 2001.

Despite the prevalence of security measures and the feeling that these made homes safer, almost three-quarters of participants to the NZNSCV 2001 thought it would be either very easy (31%) or fairly easy (42%) for a burglar to get into their home (Table 8.8). Only 5% thought it would be very difficult. The percentage of people who thought it would be difficult to burgle their home was strongly correlated with the number of specialised security measures the household had. For example, 14% of households with no security measures thought it would be difficult to burgle their home, compared to 52% of households with six or more security measures.

Participants in all four Police Areas surveyed were more likely to think that it would be difficult to burgle their homes, although in no area did a majority of people believe it would be difficult. Participants from the two Police Areas with the greatest use of security measures, Manurewa and Lower Hutt, were also the most likely to believe it would be difficult to burgle their homes.

**Table 8.8: How difficult would it be for a burglar to get into your home?**

	<b>Burglary Survey: Police Area</b>				<b>NZNSCV<sup>1</sup></b>
	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>	<b>Total</b>
<i>Sample size</i>	500	500	500	500	5147
Very easy (%)	21	23	23	24	31
Fairly easy (%)	29 <sup>-</sup>	42	36	44 <sup>+</sup>	42
Fairly difficult (%)	32	28	34	26	21
Very difficult (%)	15 <sup>+</sup>	6	7	5 <sup>-</sup>	5
Don't know (%)	2	1	1	1	1

<sup>+/-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

There was little difference between repeat burglary victims, single burglary victims and participants who had not had a burglary in the percentage who thought it would be difficult to get into their home.

The results of the NZNSCV 2001 are highlighted in the following extract from the *New Zealand National Survey of Crime Victims 2001* (Morris, A. and Reilly, J., Ministry of Justice, 2003, page 247).

There were some clear demographic differences in the NZNSCV on this point, but it is important to note before reporting these that we are discussing here perceptual differences and not necessarily objective assessments of the extent to which houses were, in fact, difficult or easy to break into. Thus, for example, around a third of those in the three age groups 17 to 24, 25 to 39 and 40 to 59 saw their house as 'very easy' to break into, compared with only 16% of those aged 15 and 16. Similarly, Maori were more likely to see their house as 'very easy' to break into (35% said this, compared with 31% of NZ Europeans/Europeans and 29% of Pacific participants), and a much higher proportion of Pacific participants saw their house as 'very difficult' to break into (18% said this, compared with just three percent of NZ Europeans/Europeans and six percent of Maori).

Lower socio-economic groups were also a little more likely than higher socio-economic groups to report that their houses were 'very easy' to break into; conversely, there was a tendency for fewer of the higher socio-economic groups to see their houses as 'very difficult' to break into.

Overall, 70% of New Zealand Europeans/Europeans, 72% of Maori and 75% of members of other ethnic groups thought their house would be easy to break into, compared to 60% of Pacific peoples. These results appear anomalous, in light of the considerably higher burglary prevalence rate (Section 5.6), the greater level of concern about being burgled (Section 4.1) and the lower levels of security (Section 8.4) for Maori and Pacific peoples compared to New Zealand Europeans/Europeans.

## **8.6 Why hasn't more been done to protect homes?**

Participants who thought it would be very or fairly easy for a burglar to get into their home were then asked why they had not done more to protect their home from burglary. For this question there were some marked differences between the NZNSCV 2001 findings and the results for the four Police Areas.

The most common reason given nationally was that the area was safe or there wasn't much crime, mentioned by almost one-third of participants (Table 8.9). In contrast, no more than 11% of the participants in any Police Area gave this reason in the Burglary Survey. The difference between the Police Areas and NZNSCV 2001 was substantial, even given that participants in all the Police Areas were more likely to think there was a local crime problem (Section 3.1). For Lower Hutt and Sydenham only slightly more people thought there was a local crime problem compared to nationally, and there was little difference in their level of worry about burglary victimisation compared to nationally (Section 4.1).

Nationally, the second most common reason that the household hadn't done more to prevent burglary was that they couldn't afford more security measures (18% of participants). Participants in each of the four Police Areas tended to be more likely than the NZNSCV 2001 to cite this reason.

The second most common reason that more had not been done to prevent burglary across the four Police Areas (after not being able to afford more security) was not knowing what more could be done. One-fifth to one-quarter of participants gave this reason in the Burglary Survey, significantly more than the 12% of participants in the NZNSCV 2001.

**Table 8.9: Reasons the household has not done more to prevent burglary**

Percentage mentioning each reason, unprompted. Asked of participants who thought it would be very easy or fairly easy to get into their home.

Reasons <sup>1</sup>	Burglary Survey: Police Area				NZNSCV <sup>2</sup>
	Manurewa	Rotorua	Lower Hutt	Sydenham	
<i>Sample size</i>	254	325	294	341	3689
Area safe/not much crime (%)	11	8	10	8	32
Can't afford to (%)	23	29	24	23	18
Because it's a rented property (%)	13	11	10	12	15
N'hood Support/n'bours home (%)	6	7	13 <sup>+</sup>	6	13
Wouldn't work/not effective (%)	13 <sup>-</sup>	25	15	27 <sup>+</sup>	12
Don't know what can be done (%)	24	20	25	20	12
Someone home most/all of the time <sup>3</sup>	13	7 <sup>-</sup>	16 <sup>+</sup>	9	[8]
Haven't got around to it (%)	6	10	11	12	6
Not that concerned (%)	7	6 <sup>-</sup>	17 <sup>+</sup>	15	5
No particular reason (%)	7	8	5	5	5

<sup>+-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

<sup>1</sup> Multiple responses possible.

<sup>2</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

<sup>3</sup> The NZNSCV did not include the 'someone home most of the time' option.

Nationally, the third most commonly cited reason for not doing more to protect the home from burglary was because the house was rented (15%). Ten to thirteen percent of survey participants in the Police Areas gave this reason. Thirteen percent of NZNSCV 2001 participants did not do more because their neighbours were at home all the time or there was a Neighbourhood Support scheme. This reason was less often given by participants in the Police Areas, except for Lower Hutt.

Compared to the national results, more people in the Police Areas thought extra security measures wouldn't be effective (especially in Rotorua and Sydenham) or they hadn't got around to it/couldn't be bothered (Rotorua, Lower Hutt and Sydenham) or they weren't that concerned (Lower Hutt and Sydenham).

Reasons for not doing more to protect the house from burglary differed significantly between people who had been the victim of a burglary since January of the previous year and those who had not (Table 8.10).

Nationally, victims were significantly more likely to say they could not afford more security or that they had not done more because the property was rented. Victims were significantly less

likely than non-victims to say the local area was safe, or that they did not have more security because the neighbours were home all the time or there was a Neighbourhood Support scheme.

**Table 8.10: Six main reasons the household has not done more to prevent burglary, by victimisation status**

Asked of participants who thought it would be very easy or fairly easy to get into their home.

Reasons <sup>1</sup>	Victim status <sup>2</sup>	Burglary Survey: Police Area				NZNSCV <sup>3</sup> Total
		Manurewa	Rotorua	Lower Hutt	Sydenham	
Sample size	Non-victim	204	275	270	306	3257
	Victim	50	50	24	35	431
Area safe (%)	Non-victim	11	9	11	9	34
	Victim	8	2 <sup>-</sup>	0 <sup>-</sup>	0 <sup>-</sup>	15 <sup>-</sup>
Can't afford to (%)	Non-victim	19	27	23	23	16
	Victim	42	38	33	26	27 <sup>+</sup>
Rented property (%)	Non-victim	14	8	9	12	14
	Victim	8	26 <sup>+</sup>	17	11	20 <sup>+</sup>
Neighbours home/ N'hood Support (%)	Non-victim	6	8	14	6	14
	Victim	6	4	4	3	9 <sup>-</sup>
Wouldn't work (%)	Non-victim	15	26	14	26	12
	Victim	8	20	21	34	15
Don't know what more can be done (%)	Non-victim	23	23	26	20	11
	Victim	28	6 <sup>-</sup>	17	23	13

<sup>+-</sup> Significantly higher or lower than the percentage for non-victims at the 99% level.

<sup>1</sup> Multiple responses possible.

<sup>2</sup> 'Non-victims' were households that had not had a burglary since the previous January, 'victims' were households that had had one or more burglaries (including attempts).

<sup>3</sup> Differences in survey design and analysis mean that the NZNSCV 2001 results were not exactly comparable to the Burglary Survey.

For the Burglary Survey, comparisons between the responses of victims and non-victims were hampered by the relatively small sample size for victims who thought it would be easy to get into their home. However, there did appear to be a consistent tendency across the four Police Areas for a greater proportion of victims than non-victims to say they couldn't afford to do more to protect their homes (Table 8.10). That the property was rented was mentioned significantly more as a reason by victims than non-victims in Rotorua. As for the NZNSCV 2001, victims were less likely to say the area was safe compared to non-victims.

Given the higher burglary victimisation rates for Maori, Pacific people and members of other ethnic groups, compared to New Zealand Europeans/Europeans (Section 5.6) and their greater level of worry about being the victim of a burglary (Section 4.1), the reasons mentioned by participants for not doing more to protect their homes are presented by ethnicity in Table 8.11. The main differences in reasons given were, compared to New Zealand Europeans/Europeans:

- Pacific peoples and members of other ethnic groups were less likely to say the area was safe
- Maori and Pacific peoples were more likely to say they couldn't afford more security
- Maori, Pacific peoples and other ethnic groups were more likely to say that the property was rented
- Maori were more likely to say that the neighbours were home all the time
- all groups were less likely to say that more security wouldn't be effective.

**Table 8.11: Reasons the household has not done more to prevent burglary, by ethnicity (NZNSCV 2001)**

Asked of participants who thought it would be very easy or fairly easy to get into their home.

<b>Reasons<sup>1</sup></b>	<b>NZ Euro/ European</b>	<b>Maori</b>	<b>Pacific</b>	<b>Other</b>
<i>Sample size</i>	<i>2696</i>	<i>657</i>	<i>450</i>	<i>171</i>
Area safe (%)	33	31	17 <sup>-</sup>	25 <sup>-</sup>
Can't afford to (%)	17	22 <sup>+</sup>	29 <sup>+</sup>	16
Rented property (%)	13	17 <sup>+</sup>	20 <sup>+</sup>	35 <sup>+</sup>
N'ghbours home/Neighbourhood Support (%)	13	18 <sup>+</sup>	11	7 <sup>-</sup>
Wouldn't work/be effective (%)	14	6 <sup>-</sup>	2 <sup>-</sup>	6 <sup>-</sup>
Don't know what more can be done (%)	13	7 <sup>-</sup>	3 <sup>-</sup>	10
Someone home all the time (%)	8	10	13 <sup>+</sup>	7
Haven't got around to it (%)	6	5	4 <sup>-</sup>	1 <sup>-</sup>
Not that concerned (%)	5	8 <sup>+</sup>	5	3
No particular reason (%)	5	6	7	3

<sup>+/-</sup> Significantly higher or lower than the percentage for New Zealand Europeans/Europeans at the 99% level.

<sup>1</sup> Multiple reasons and multiple ethnicities possible.

Lower socio-economic groups were not significantly more likely than higher socio-economic groups to say that they could not afford to have security measures, with the exception of NZSEI unspecified (such as beneficiaries and students). Around one-third of beneficiaries reported not being able to afford security measures, a significantly higher percentage than the 17% of households where the main income earner was in paid employment.

## 8.7 Insurance

Participants in the Burglary Survey, but not the NZNSCV 2001, were asked if their household had insurance to cover any loss of or damage to property caused by a burglary (Table 8.12). Most households had insurance, although significantly fewer in Manurewa (75%) than the average of the other areas (80–85%).

**Table 8.12: Percentage of households that have insurance to cover loss or damage caused by a burglary, by Police Area (Burglary Survey)**

	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>
<i>Sample size</i>	500	500	500	500
Insured (%)	75 <sup>-</sup>	80	84	85
Not insured (%)	24 <sup>+</sup>	18	15	14 <sup>-</sup>
Don't know (%)	1	2	1	1

<sup>+,-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level. This question was not asked in the NZNSCV 2001.

Repeat victims of burglary appeared to be less likely to have had insurance at the time of the interview in each of the Police Areas, although in no area was the difference statistically significant (Table 8.13).

**Table 8.13: Percentage of households who have burglary insurance, by victimisation status, by Police Area (Burglary Survey)**

<b>Victim status<sup>1</sup></b>	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>
Non-victim (%)	76	83	84	84
Single victim (%)	76	69	86	94
Repeat victim (%)	60	62	82	75

<sup>+,-</sup> Significantly higher or lower than the row above at the 99% level (i.e. single victims were compared with non-victims and repeat victims with single victims).

<sup>1</sup> 'Non-victims' were all households that had not had a burglary since the previous January, 'single victims' were households that had had one burglary (including attempts)'repeat victims' were households that had had two or more burglaries (including attempts). The sample sizes of non-victims, single victims and repeat victims respectively were: 404, 54, 42 for Manurewa; 416, 58, 26 for Rotorua; 455, 28, 17 for Lower Hutt; and 453, 35, 12 for Sydenham.

## 8.8 Summary of household security

- Nationally, the most common specialised security measures were outside security or sensor lights (47% of households) and doors with deadlocks or double locks (45% of households). The next most common security measures were safety latches on windows (31%), burglar alarms (25%) and security chains (27%) or bolts (22%) on doors. Fewer than one in ten households used surveillance by a security firm or window bars.
- A higher percentage of households in all the Police Areas, but especially Manurewa and Lower Hutt, tended to have these specialised security measures compared to the national average. For many of the security measures the difference was quite marked. For example, burglar alarms were used by 61% of Manurewa households and 52% of Lower Hutt households compared to 25% nationally.
- The mean number of specialised security measures per household varied from 3.8 measures in Manurewa and 3.6 in Lower Hutt to 3.0 in Rotorua, 3.0 in Sydenham and 2.4 nationally. In all areas a minority of households had no specialised security measures: 4%

of households in Lower Hutt, 5% in Manurewa, 7% in Sydenham, 12% in Rotorua and 17% of households nationally.

- Both the NZNSCV 2001 and the Burglary Survey results clearly indicated that victimised households were less likely to have specialised security measures at the time of the burglary than were other households at the time of the interview. The lower use of security measures by burglary victims compared to other households suggests that the use of security may help to prevent victimisation. However, it might be that this effect was relative to other households in the area, rather than a function of the absolute level of security. Thus, while victims in all areas had less security than non-victims in the same area, it was also true that victims in some areas (Manurewa) had as much security as or more security than non-victims in other areas (Rotorua and Sydenham).
- Victims also showed a clear tendency to increase specialised security measures after the burglary. For example, the mean number of specialised security measures burglary victims had by the time of the interview was higher than the mean number for other households.
- Nationally, higher socio-economic status households had more security measures than other households. New Zealand Europeans/Europeans and the members of other ethnic group had a higher mean number of security measures in place and a smaller proportion of households with no specialised security, compared to Maori and Pacific peoples.
- Despite the fact that most homes had some security measures and the perception that these made homes safer, almost three-quarters of participants to the NZNSCV 2001 thought it would be either very easy (31%) or fairly easy (42%) for a burglar to get into their home. Participants in all four Police Areas surveyed were more likely to think that it would be difficult to burgle their home, although in no area did a majority of people believe it would be difficult. Participants from the two Police Areas with the greatest use of security measures, Manurewa and Lower Hutt, were also the most likely to believe it would be difficult to break into their homes.
- Nationally, 70% of NZ Europeans/Europeans, 72% of Maori and 75% of the members of other ethnic group thought their house would be easy to break into, compared to 60% of Pacific peoples. These results appear anomalous, in light of the considerably higher burglary prevalence rate, the greater level of concern about being burgled and the lower levels of security for Maori and Pacific peoples compared to NZ Europeans/Europeans.
- Participants who thought it would be very or fairly easy for a burglar to get into their home were asked why they had not done more to protect their home from burglary. The most common reason given nationally was that the area was safe or there wasn't much crime, mentioned by almost one-third of participants. In contrast, no more than 11% of the Burglary Survey participants gave this reason in any of the four Police Areas.
- Nationally, the second most common reason that the household hadn't done more to prevent burglary was that they couldn't afford more security measures (18% of participants). Participants in each of the four Police Areas tended to be more likely than the NZNSCV 2001 to cite this reason. The second most common reason across the four Police Areas (after not being able to afford more security) was not knowing what more could be done. One-fifth to one-quarter of participants gave this reason in the Burglary Survey, significantly more than the 12% of participants to the NZNSCV 2001.

- When those who thought it would be easy to burgle their home were asked why they had not done more to protect their homes, burglary victims were significantly more likely than non-victims to say they could not afford more security or that they had not done more because the property was rented. Victims were significantly less likely to say that the local area was safe or that they did not have more security because the neighbours were home all the time or there was a Neighbourhood Support scheme.
- When those who thought it would be easy to burgle their home were asked why more hadn't been done to protect their home, Maori or Pacific peoples were more likely to say that they couldn't afford more security and that the property was rented. Pacific peoples and the members of other ethnic group were significantly less likely to say the area was safe.
- Most households in the Burglary Survey had burglary insurance, although significantly fewer did in Manurewa (75%) than the average of the other areas (80–85%).



## 9 Neighbourhood crime prevention

The Burglary Survey, but not the NZNSCV 2001, asked a series of questions on neighbourhood crime prevention, including:

- membership in and helpfulness of Neighbourhood Support
- local policing
- awareness of local burglary initiatives.

### 9.1 Neighbourhood Support

#### 9.1.1 Membership in Neighbourhood Support

Burglary Survey participants were asked whether they were members of Neighbourhood Support (formerly Neighbourhood Watch) and why they were or were not a member. Significantly more survey participants were Neighbourhood Support members in the Rotorua Police Area (24%) compared to the average of the other three areas, while fewer were members in Lower Hutt (16%) and Sydenham (15%). In Manurewa, 22% of survey participants were members. The proportion of burglary victims who were members of Neighbourhood Support did not differ from that of other survey participants.

#### 9.1.2 Helpfulness of Neighbourhood Support

Of those survey participants who were Neighbourhood Support members, almost all (82–92%) found it either very or somewhat helpful (Table 9.1). There were no significant differences among the Police Areas.

**Table 9.1: How helpful is it being a member of Neighbourhood Support?**

Asked of Burglary Survey participants who were members of Neighbourhood Support.

	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>
<i>Sample size</i>	108	122	81	73
Very helpful (%)	63	66	54	52
Somewhat helpful (%)	27	26	32	30
Neutral (%)	6	6	6	11
Unhelpful (%)	2	1	4	4
Don't know (%)	2	1	4	3

+· Significantly higher or lower than the average of the other three Police Areas at the 99% level.

Note: This question was not asked in the NZNSCV 2001.

For members, by far the most common reason in all Police Areas for feeling that Neighbourhood Support was helpful was the feeling that it strengthened the community and helped them to get to know neighbours (Table 9.2). Around half of Neighbourhood Support members also said it made them feel safer.

Rotorua members were significantly more likely than the average of the other Police Areas to say that Neighbourhood Support was helpful because it told them about local burglaries and let them meet local Police. Sydenham members were significantly less likely to say that hearing about local burglaries was what made Neighbourhood Support helpful. Manurewa members were less likely to say that getting security advice, meeting the local Police and signs to deter burglars were what made Neighbourhood Support helpful.

**Table 9.2: What are the reasons you feel Neighbourhood Support is helpful?**

Asked of Burglary Survey participants who were members of Neighbourhood Support and who thought it helpful.

<b>Reasons<sup>1</sup></b>	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>
<i>Sample size</i>	97	113	70	60
Strengthens community/ get to know neighbours (%)	82	77	77	77
Feel safer (%)	45	43	53	52
Tells us about local burglaries (%)	10	30 <sup>+</sup>	17	3 <sup>-</sup>
Signs/stickers deter burglars (%)	4 <sup>-</sup>	19	16	10
Gives security advice (%)	3 <sup>-</sup>	13	17	7
Get to meet Police (%)	1 <sup>-</sup>	12 <sup>+</sup>	6	8
Good/frequent meetings (%)	4	4	6	8

+/- Significantly higher or lower than the average of the other three Police Areas at the 99% level.

Note: This question was not asked in the NZNSCV 2001.

<sup>1</sup> Multiple responses possible.

No more than three Neighbourhood Support members in any Police Area felt that it was unhelpful. Therefore, there were too few participants to comment on the reasons it was considered unhelpful.

### **9.1.3 Why people were not members of Neighbourhood Support**

Survey participants who were not members of Neighbourhood Support generally said they had not been approached to join or sought to join, or had no particular reason for not being members, rather than having a definite reason against joining (Table 9.3).

Non-members in the Sydenham Police Area were significantly more likely than the average of the other areas to say that they had not been approached to join or were unaware of Neighbourhood Support. Non-members in Manurewa were significantly more likely to say they were not members because they had recently moved to the area. Non-members in Lower Hutt were significantly more likely than the average of the other areas to have heard of

Neighbourhood Support but not sought to join and also more likely to have informal networks.<sup>19</sup>

**Table 9.3: Why is your household not a member of Neighbourhood Support?**

Asked of Burglary Survey participants who were not members of Neighbourhood Support.

Reasons <sup>1</sup>	Manurewa	Rotorua	Lower	
			Hutt	Sydenham
<i>Sample size</i>	392	378	418	426
Our household not approached to join (%)	42	41	43	60 <sup>+</sup>
No particular reason (%)	15	20 <sup>+</sup>	11	10 <sup>-</sup>
Heard of it, but have not asked further (%)	9	8	17 <sup>+</sup>	9
Never heard of it (%)	8	6	6	14 <sup>+</sup>
Recently moved to neighbourhood (%)	13 <sup>+</sup>	10	6	6
Don't hear about it anymore (%)	6	4 <sup>-</sup>	10	12 <sup>+</sup>
Have informal network with neighbours (%)	5	6	11 <sup>+</sup>	7
Was member but quit/group stopped (%)	9	6	8	5
Don't think it's helpful/worthwhile (%)	4	3	5	3
Too busy/not enough time (%)	3	3	3	1
Don't want neighbours to know business (%)	3	2	2	1
Neighbours often changing (%)	2	2	1	1
Don't like neighbours (%)	2	2	1	0
Never thought about it (%)	0	1	1	1
Other (%)	1	1	1	1
Don't know (%)	4	7 <sup>+</sup>	2	0 <sup>-</sup>

+/- Significantly higher or lower than the average of the other three Police Areas at the 99% level.

Note: This question was not asked in the NZNSCV 2001.

<sup>1</sup> Multiple responses possible.

There were no significant or consistent differences between burglary victims and other participants in the reasons for not being a member of Neighbourhood Support, except that significantly fewer victims from Manurewa had 'not been approached to join' compared to people who had not been burgled (Table 9.4).

<sup>19</sup> When the item 'informal network with neighbours' was explicitly added to the code sheet in the 2004 Burglary Survey (rather than being under 'other, please specify'), this reason was much more commonly cited (18% overall in 2004, compared to 7% overall in 2002). See *Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004*, Ministry of Justice, 2005.

**Table 9.4: Percentage of non-members of Neighbourhood Support who had not been approached to join, by victimisation status and Police Area (Burglary Survey)**

Victim status <sup>1</sup>	Manurewa	Rotorua	Lower Hutt	Sydenham
Non-victim (%)	45	38	42	60
Victim (%)	28 <sup>-</sup>	54	58	62

+/- Significantly higher or lower than the row above at the 99% significance level (i.e. victims were compared with non-victims).

<sup>1</sup> 'Non-victims' were all households that had not had a burglary since the previous January. The sample sizes of non-victims and victims respectively were: 311 and 81 for Manurewa; 307 and 71 for Rotorua; 386 and 33 for Lower Hutt; and 388 and 39 for Sydenham.

## 9.2 Policing

Burglary Survey participants were asked: 'Is there anything that you would like the Police to do to make you feel safer from burglary?' A significantly higher proportion of survey participants in the Manurewa Police Area (70%) and a significantly lower proportion in the Sydenham Police Area (44%) would like the Police to do more (Table 9.5).

**Table 9.5: Is there anything that you would like the Police to do to make you feel safer from burglary?**

	Manurewa	Rotorua	Lower Hutt	Sydenham
<i>Sample size</i>	500	500	500	500
Yes (%)	70 <sup>+</sup>	56	54	44 <sup>-</sup>
No (%)	24 <sup>-</sup>	31 <sup>-</sup>	39	53 <sup>+</sup>
Don't know (%)	6	13 <sup>+</sup>	7	3 <sup>-</sup>

+/- Significantly higher or lower than the average of the other three Police Areas at the 99% level.

Note: This question was not asked in the NZNSCV 2001.

Significantly more burglary victims in Manurewa and Rotorua, but not in Lower Hutt or Sydenham, said there was something they would like the Police to do to make them feel safer from burglary. The percentages for each area (victims vs non-victims) were: 78% vs 68% in Manurewa; 67% vs 54% in Rotorua; 58% vs 54% in Lower Hutt; and 43% vs 44% in Sydenham.

Participants who wanted more done were asked what the Police could do to make them feel safer from burglary. There were few significant differences between the Police Areas in terms of the activities the Police could do to make participants feel safer (Table 9.6).

The majority of those who wanted more done wanted more Police visibility or patrolling. The next most common activities mentioned were more staff generally or more staff or time assigned to burglary.<sup>20</sup>

**Table 9.6: What would you like the Police to do to make you feel safer from burglary?**

Asked of Burglary Survey participants who wanted the Police to do more.

<b>Activities<sup>1</sup></b>	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>
<i>Sample size</i>	<i>349</i>	<i>281</i>	<i>272</i>	<i>221</i>
More visibility/patrolling (%)	59	64	65	60
More staff (%)	20	29	24	25
More Police/time for burglary (%)	18	15	19	20
Arrest/imprison more burglars (%)	18 <sup>+</sup>	9	13	12
Faster response after burglary (%)	14	11	8	10
Crime prevention advice/education (%)	13	6	9	9
More accessible/approachable (%)	7	7	6	5
More burglary-specific operations (%)	3	6	7	8
Keep an eye on known burglars (%)	5	4	8 <sup>+</sup>	3
Harsher penalties for criminals (%)	2	5	3	2
Focus on sellers of stolen property (%)	3	2	1	3
Law to punish youths (%)	3	4	1	0
Work with young offenders (%)	2	1	3	1
More street lighting (%)	1	1	0	0
Report burglaries in newspaper (%)	0	0	2 <sup>+</sup>	0
Surveillance cameras (%)	1	0	0	0
Other (%)	1	2	2	2
Don't know (%)	3	1	2	2

+/- Significantly higher or lower than the average of the other three Police Areas at the 99% level.

Note: This question was not asked in the NZNSCV 2001.

<sup>1</sup> Multiple responses possible.

Very few participants mentioned specific strategies, such as focussing on sellers of stolen property or burglary-specific operations.

Burglary Survey participants were also asked, 'If you saw somebody looking up driveways, acting suspiciously in your neighbourhood, how likely is it that you would report this to the Police?' In all four Police Areas, most participants said they would be likely to report suspicious behaviour, with more than half saying they would be very likely to do this (Table 9.7).

<sup>20</sup> When the item 'faster response time after burglary reported' was explicitly added to the code sheet in the 2004 Burglary Survey (rather than being under 'other, please specify'), this reason became the second most commonly cited reason (27% overall in 2004, compared to 11% overall in 2002). This change also affected 'harsher penalties for known criminals' (11% overall in 2004, compared to 3% overall in 2002). See *Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004*, Ministry of Justice, 2005.

**Table 9.7: How likely would you be to report suspicious behaviour to the Police? (Burglary Survey)**

	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>
<i>Sample size</i>	500	500	500	500
Very likely (%)	54	59	57	52
Somewhat likely (%)	19	21	25	28 <sup>+</sup>
Somewhat unlikely (%)	17	14	12	13
Very unlikely (%)	8	5	4	5
Don't know (%)	3	1	1	2

<sup>+-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

Note: This question was not asked in the NZNSCV 2001.

Relatively few participants said they would be very unlikely to report suspicious behaviour. A significantly lower percentage of Manurewa participants said they would report suspicious behaviour (73% very or somewhat likely) compared to the other areas (80–82). There was little difference between burglary victims and other participants in the proportions likely to report suspicious behaviour.

**Table 9.8: Why would you be unlikely to report suspicious behaviour to the Police?**

Asked of Burglary Survey participants who were somewhat or very unlikely to report suspicious behaviour.

<b>Reasons<sup>1</sup></b>	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>
<i>Sample size</i>	122	97	82	90
Assume person is innocent (%)	20	11 <sup>-</sup>	24	31
Deal with matter myself (%)	20	20	16	10
Police too busy/not enough Police (%)	11	12	10	9
Watch their actions first (%)	7	14	7	13
Police would not have been interested (%)	12	6	13	9
Don't want to bother Police (%)	11	6	11	3
Too trivial/not worth reporting (%)	1 <sup>-</sup>	7	12	14 <sup>+</sup>
No particular reason (%)	6	8	7	8
Other people's private matter (%)	6	3	7	11
Police could have done nothing (%)	12 <sup>+</sup>	6	0 <sup>-</sup>	3
Discuss with neighbours first (%)	2	4	10	6
Police would not get there in time (%)	3	2	6	6
Other people can deal with it (%)	3	6	2	2
Other (%)	8	15	12	9
Don't know (%)	5	7	1	1

<sup>+-</sup> Significantly higher or lower than the average of the other three Police Areas at the 99% level.

Note: This question was not asked in the NZNSCV 2001.

<sup>1</sup> Multiple responses possible.

The 16–24% of participants who said they would be unlikely to report suspicious behaviour to the Police were then asked why they wouldn't. A large number of reasons were given, many by only a small number of participants (Table 9.8). There were few significant differences between the Police Areas, although the rank order of reasons did differ. Overall, the most common reasons were 'assume the person is innocent' and 'deal with the matter myself'.<sup>21</sup>

### 9.3 Awareness of Police and community burglary initiatives

Burglary Survey participants were asked (unprompted) what Police or community initiatives to reduce burglary they were aware of in their neighbourhood. A common response to this question was that the participant didn't know of any such initiatives. Around half of Manurewa and Sydenham participants knew of no such initiatives, a significantly higher percentage than the 39% of participants in Rotorua and the 38% of participants in Lower Hutt (Table 9.9).

**Table 9.9: What Police or community initiatives which aim to reduce burglary are you aware of in your neighbourhood? (Burglary Survey)**

Initiatives/activities <sup>1</sup>	Manurewa	Rotorua	Lower Hutt	Sydenham
<i>Sample size</i>	500	500	500	500
Neighbourhood Watch/Support (%)	37 <sup>-</sup>	49 <sup>+</sup>	49 <sup>+</sup>	36 <sup>-</sup>
Police patrols (%)	11	10	13	10
Community constable (%)	2 <sup>-</sup>	11 <sup>+</sup>	9	7
Community patrols (voluntary) (%)	3	5	1 <sup>-</sup>	7 <sup>+</sup>
Burglary prevention advice/education(%)	2	0 <sup>-</sup>	3	3
Informal neighbourhood network (%)	1	1	2	2
Reports in community paper/media (%)	0	1	2 <sup>+</sup>	0
Community meetings (%)	1	0	0	1
Police living in area (%)	0	1	1	1
Community youth initiatives (%)	1	0	1	0
Other (%)	2	2	3	1
Don't know (%)	51 <sup>+</sup>	39 <sup>-</sup>	38 <sup>-</sup>	49

+/- Significantly higher or lower than the average of the other three Police Areas at the 99% level.

Note: This question was not asked in the NZNSCV 2001.

<sup>1</sup> Multiple responses possible.

By far the most common initiative mentioned was Neighbourhood Support (formerly Neighbourhood Watch). This initiative was mentioned by almost half of participants in Rotorua and Lower Hutt, but by significantly fewer in Manurewa and Sydenham. There was

<sup>21</sup> When the items 'deal with the matter myself' and 'watch their actions first' were explicitly added to the code sheet in the 2004 Burglary Survey (rather than being under 'other, please specify'), these reasons became the two most commonly cited reasons. See *Surveys of household burglary Part Two: Four Police Areas compared between 2002 and 2004*, Ministry of Justice, 2005.

no difference in awareness of Neighbourhood Support between those who had been the victims of a burglary and those who had not.

The only other activity mentioned by more than 10% of participants in all Police Areas was Police patrols. Community constables were more commonly mentioned in Rotorua (11%) and less often mentioned in Manurewa (2%). All other initiatives were mentioned by only a small percentage of participants.

Those who were aware of Neighbourhood Support had become aware of it via a wide range sources (Table 9.10), but most commonly through word of mouth, through Neighbourhood Support itself, through leaflets or through community newspapers. Neighbourhood Support was a more common source in Manurewa relative to the other areas, while leaflets were more common in Rotorua and community newspapers were a more common source in Lower Hutt than other areas.

By far the most common source of awareness of Police patrols was that the participant had personally seen them. The proportion of people who were aware of Police patrols who mentioned this source varied from 96%<sup>[+]</sup> in Sydenham, to 73% in Rotorua, 70% in Lower Hutt, and 63%<sup>[+]</sup> in Manurewa. The next most common sources (information from the local Police, word of mouth and community newspapers) were mentioned by around a fifth of participants overall. The same four sources were also the most common means by which participants were aware of community constables.

**Table 9.10: How were you made aware of Neighbourhood Support?**

Asked of Burglary Survey participants who were aware of Neighbourhood Support.

<b>Source<sup>1</sup></b>	<b>Manurewa</b>	<b>Rotorua</b>	<b>Lower Hutt</b>	<b>Sydenham</b>
<i>Sample size</i>	<i>187</i>	<i>246</i>	<i>244</i>	<i>179</i>
Word of mouth (%)	44	45	39	48
Local Neighborhood Support (%)	58 <sup>+</sup>	37	33	30 <sup>-</sup>
Leaflets in letterbox (%)	26	35 <sup>+</sup>	25	23
Community newspapers (%)	30	21	35 <sup>+</sup>	21
Television (%)	20	15	23	13
Signs in neighborhood (%)	9 <sup>-</sup>	13	25 <sup>+</sup>	16
Local Police (%)	15	13	17	11
Witnessed/seen myself (%)	13	16	11	16
National newspapers (%)	10	4 <sup>-</sup>	13 <sup>+</sup>	8
Victim support (%)	5	3	5	3
Insurance company (%)	5	2	4	3
School programmes (%)	3	2	3	3
Safer Community Council (%)	1	2	2	4
Radio (%)	0	1	1	0
Other (%)	1	3	0	0
Can't remember/don't know (%)	2	1	4	3

+/- Significantly higher or lower than the average of the other three Police Areas at the 99% level.

Note: This question was not asked in the NZNSCV 2001.

<sup>1</sup> Multiple responses possible.

## 9.4 Summary of neighbourhood crime prevention

- The Burglary Survey, but not the NZNSCV 2001, asked a series of questions on neighbourhood crime prevention, including:
  - membership in and helpfulness of Neighbourhood Support (formerly Neighbourhood Watch)
  - local policing
  - awareness of local burglary initiatives.
- Significantly more survey participants were Neighbourhood Support members in Rotorua (24%) compared to the average of the other three areas, while fewer were members in Lower Hutt (16%) and Sydenham (15%). In Manurewa, 22% of participants were members.
- Of those survey participants who were Neighbourhood Support members, almost all found it either very or somewhat helpful. For members, by far the most common reason in all Police Areas for feeling that Neighbourhood Support was helpful was the feeling that it strengthens the community and helps them to get to know neighbours. Around half of Neighbourhood Support members also said it made them feel safer.
- Participants who were not members of Neighbourhood Support generally had not been approached to join or sought to join, or had no particular reason for not being members, rather than having a definite reason against joining.
- Significantly more participants in the Manurewa Police Area (70%) and significantly fewer participants in Sydenham (44%) would like the Police to do more to make them feel safer from burglary. Of those who wanted more done, the majority wanted more Police visibility or patrolling. The next most common activities mentioned were more staff generally or more staff or time assigned to burglary. Very few participants mentioned specific strategies, such as focussing on sellers of stolen property or burglary-specific operations.
- In all four Police Areas, most participants said they would be likely to report suspicious behaviour, with more than half saying they would be very likely to do this. Manurewa participants were slightly less likely to say they would report suspicious behaviour compared to the other areas.
- Around half of survey participants in the Manurewa and Sydenham Police Areas knew of no Police or community initiatives to reduce burglary in their neighbourhood, compared to 39% of participants in Rotorua and 38% of participants in Lower Hutt.
- By far the most common initiative mentioned was Neighbourhood Support. This initiative was mentioned by almost half of participants in the Rotorua and Lower Hutt Police Areas, but by significantly fewer in the Manurewa and Sydenham Police Areas. The only other activity mentioned by more than 10% of participants in each Police Area was Police patrols.



## Appendix A: Burglary Survey methodology

# Burglary Survey Research Methodology Report

*Prepared for:*  
Ministry of Justice

*Prepared by:*



December 2002

**CONFIDENTIAL**

## **1 Introduction**

The Ministry of Justice, in partnership with the New Zealand Police is conducting research over the next three years (2002-2004) on understanding what works in relation to reducing residential burglary. In June 2002 NFO New Zealand was commissioned to undertake a survey of 2,000 households as part of this research. The survey was conducted in four Police Areas (Rotorua, Spreydon/Heathcote (Police Area Sydenham, Christchurch), Hutt City (Police Area Lower Hutt) and Manurewa).

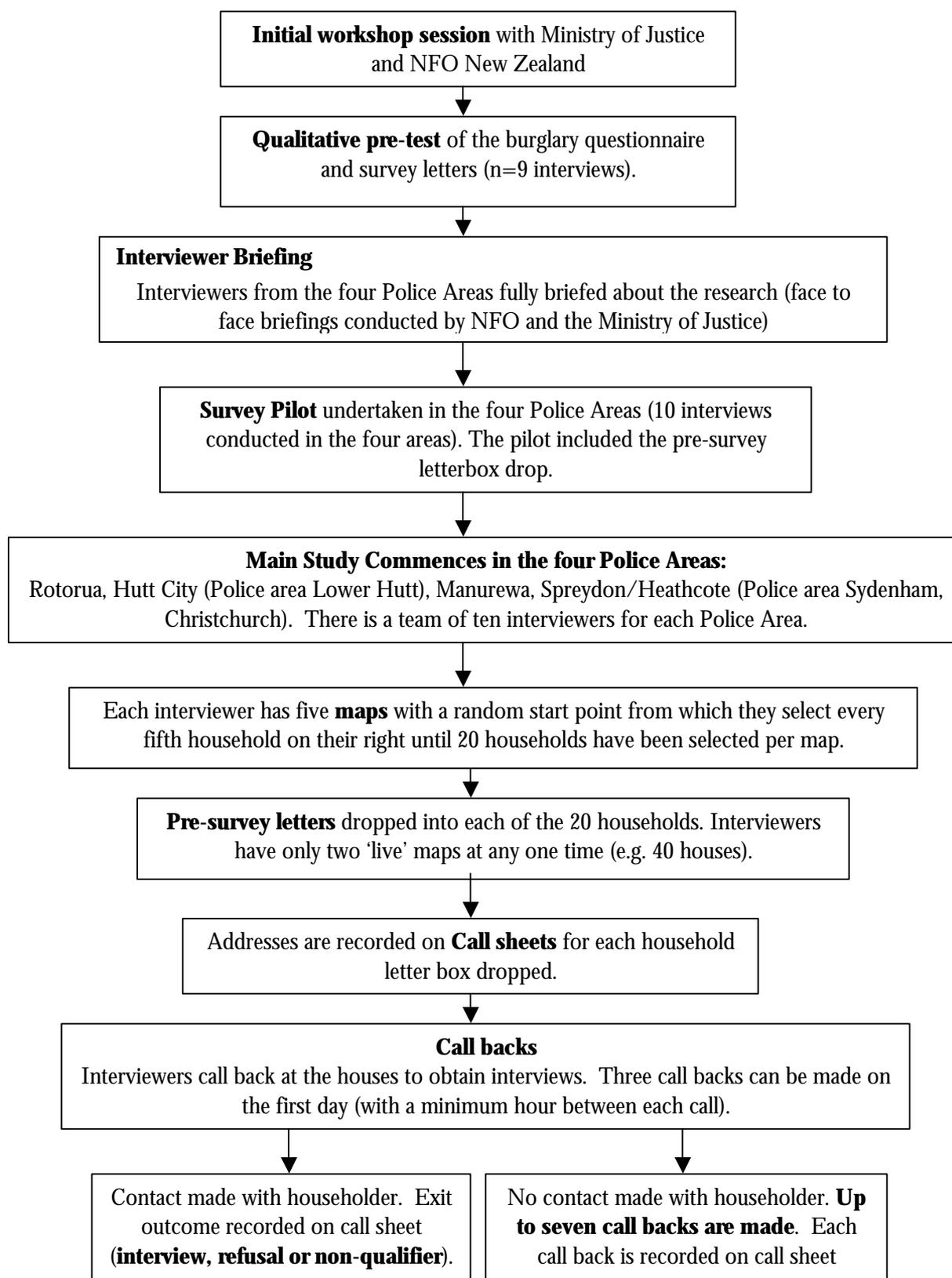
This survey of households will allow understanding of burglary prevalence, incidence, and victimisation within a mix of New Zealand communities. This will provide an opportunity to test and refine some of the understandings gained from overseas and local research, and inform future Police and community prevention and detection activities.

The survey will also help build a clearer profile of people who have been burgled but not reported the crime to Police, and the reasons for this. Further, the research will provide information to test the extent to which overseas identified risk factors (e.g. locations of homes in economically disadvantaged communities) and protective factors (e.g. visible security systems) apply in the New Zealand context.

This report outlines the survey methodology and the response rate achieved.

## 2 Overview of Survey Methodology

The diagram below outlines the steps taken to conduct the burglary survey.



### **3 Survey Parameters**

#### **3.1 Population**

The population of interest for this survey was the adult population of New Zealand living in residential homes in the four Police Areas of interest:

- Manurewa
- Rotorua
- Hutt City (Police area Lower Hutt)
- Spreydon/Heathcote (Police area Sydenham, Christchurch).

#### **3.2 Sample**

The surveys were conducted by drawing independent samples of  $n=500$  in each of the four Police Areas. This gives a total sample of  $n=2,000$  interviews. The New Zealand National Survey of Crime Victims (1996) shows that on average seven percent of households were subject to a burglary during 1995. A sample size of 500 gives a 95 percent chance that the real population figure lies between five and nine percent.

#### **3.3 Respondent**

Respondents were to be aged 16 years or over, and current residents at the household address. It was explained to the householder that the respondent should be someone in the household who had knowledge of matters relating to burglary and insurance etc.

#### **3.4 Interview**

Information was gathered by means of face-to-face personal interviews. Though more costly than telephone interviews, personal interviews were used because of the sensitive nature of the questions for this survey. Personal interviewing also had the advantages of a higher likely response rate, and a greater coverage of lower socio-economic groups within the community. The interview length for the main study was approximately 20 minutes.

#### **3.5 Sampling Approach**

The sample frame was the households occupied by the usually resident non-institutionalised civilian population within each Police Area.

#### ***Maps***

To define the areas to sample in the census mesh blocks that most closely matched the four Police Areas of interest were identified. The mesh blocks were then broken down into survey map areas with a minimum of 100 residential homes and properties. The survey maps were randomly distributed to interviewers. Each interviewer received five maps. All maps were individually numbered for identification and tracking (administration) purposes.

### ***Selection Process***

On each map, a random start point was identified. The interviewer proceeded right from the start point, selecting every fifth house encountered. Every fifth house received a pre-survey letter (refer to Appendix One). The houses' addresses were recorded on a call-sheet (one call-sheet per household). At street corners, the interviewer would turn right and proceed down the same side of the road. If they ended back where they started, they would cross the road onto the opposite side and repeat the following using this right hand rule. A total of 20 households were selected from any one map.

If the fifth house had to be skipped (i.e. looked unsafe, had a dog, was vacant, was a commercial property etc.) the interviewer moved onto the next house. In some instances interviewers may have needed to skip more than one home before identifying the next appropriate house (e.g. if there was a block of shops). The next house was then deemed the fifth house, a pre-survey letter was dropped into the letterbox and the count began again at the next house (i.e. the first of five).

The details of all skipped houses were recorded, including the reason for skipping, on the skipped house sheet (Refer to Appendix Two for a skipped house sheet). This was done to provide contextual information within the four Police Areas (e.g. number of houses with dogs). For safety reasons, interviewers would not enter houses with large dogs or 'beware of dog' signs. Given that the presence or absence of a dog may affect the likelihood of a household experiencing a burglary incident this information was regarded as useful to collect for consideration in analysis and reporting.

In rural areas, all houses received a pre-survey letter because of the lower number of residential homes within the map area. All rural maps were clearly identifiable, with the word 'Rural' written on top of the map.

### ***Interviewers***

Ten experienced interviewers were used to conduct the survey in each area. Every interviewer was fully briefed on the project prior to commencing fieldwork.

### **3.6 Call Sheet**

All addresses of the houses selected to take part in the survey were recorded on a call-sheet (Refer to Appendix Three) so the interviewer would know which houses to revisit later. Along with the address, the following were also recorded on the call sheet: time, date, outcome of each call, map number and interviewer details. A separate call-sheet was used for each selected house, which meant that 20 call-sheets were used for each map area.

### **3.7 Follow-Up Procedure**

For each household approached, a maximum of seven call-backs were made until an exit outcome occurred (i.e. a refusal, a non-qualifier, or an interview). Up to three call-backs were made on the first day, with at least a one hour period between any two visits. After the first

day only one call-back per day was made. These additional call-backs were made at differing times in both weekdays and weekends, though only during daylight hours for safety reasons<sup>22</sup>. As the survey was conducted during winter, this meant that interviewers generally did not work much past 4.30pm.

If the householder was home but unable to complete an interview during any of these visits, a suitable time to call back was arranged between the interviewer and the householder.

Interviewers also left calling cards for the respondents stating they had visited and that they would call again. Phone numbers were left for potential respondents to telephone to arrange a suitable time for an interview.

When introducing themselves to the householder, all interviewers showed their NFO New Zealand ID card.

### **3.8 Questionnaire**

Some of the questions were taken from the 2001 New Zealand National Survey of Crime Victims (NZNSCV) to enable comparisons with the national statistics. Some new questions were added to meet the specific objectives of this study. The questionnaire was modified after pre-testing and piloting.

A number of showcards were used to help respondents answer questions that were sensitive or had multiple answers.

The questionnaire accommodated both the current and to be introduced legal definitions of burglary.

### **3.9 Informed Consent**

To inform the Police Area population about the survey prior to being approached by interviewers, the Ministry of Justice drove publicity by publicising the survey in local community newspapers in all four areas. This involved an article detailing the purpose of the survey, when it would occur, and what the public could expect. As a result of the newspaper articles, a news-piece on the survey regarding the Rotorua Police Area, featuring an NFO interviewer, was featured on TV3s network news.

A pre-survey letter from the Ministry of Justice was also delivered to households a few days before being approached by interviewers. Further, all interviewers carried an introductory letter (See Appendix Four) that explained the purpose of the survey, how the information would be reported, that individual responses would be treated confidentially, and that respondents had the right to decline to participate, to decline to answer any question, or to withdraw at any stage during the interview. After the introductory letter had been read, the interviewer sought the householders' verbal consent.

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<sup>22</sup> Unless the interviewer had made an appointment with the householder to conduct the interview during the evening and the interviewer was comfortable doing this.

### **3.10 Right to Privacy**

The letters of introduction and interviewers also explained that:

- respondent's names would not be recorded or used in any part of the survey
- that the research company would keep respondent's addresses and individual responses to questions confidential
- that individual responses would be stored electronically with coded identifiers
- that information would be reported only in aggregate form.

### **3.11 Cultural Safety**

Where possible, multi-lingual interviewers were used if English language was a problem or if the respondent felt more comfortable talking to someone of the same ethnicity. Interviewers were also given notes and protocol for interviewing Maori and Pacific People.

### **3.12 Safety and Support**

Interviews of this nature have the potential to raise unresolved issues for participants in relation to burglary or other offending activities. Given this, interviewers were provided with a list of local victim support agencies (including culturally specific organisations) to give to **all** respondents at the end of the questionnaire.

The safety of all interviewers was also of paramount concern. All interviewers knew not to place themselves in a situation that could lead to possible danger. Interviewers skipped houses for interview selection when undertaking the mailbox drop if they considered it dangerous in any way (e.g. gang house, dogs etc.).

Team leaders had an excel spreadsheet containing all of the household addresses that interviewers were visiting. The interview status of the houses were also recorded to track interviewers' movements.

### **3.13 0800 Number**

An 0800 number (0800 150 899) was set up to answer any queries potential respondents might have. The 0800 number ran from the 1<sup>st</sup> of August to the 30<sup>th</sup> of September, and was attended by NFO researchers involved in the project. Approximately 30 calls were fielded during this time, with the majority of these calls being either (1) an interested member of the public wishing to make an appointment at a suitable time, or (2) a member of the public ensuring that the research was legitimate.

### **3.14 Data Cleaning**

The four NFO team leaders from the Police Areas personally checked through all questionnaires to ensure that all appropriate questions had been asked and answered

correctly. If not, the respondent was recontacted and asked the questions missing. In addition, ten percent of the questionnaires were audited for accuracy and authenticity.

The Ministry provided NFO with instructions on checking the validity of all data. The NFO senior data analyst checked all reports of burglary to ensure they occurred within the necessary time frame (after January 01, 2001) and Police Area.

### **3.15 Coding and Data Entry**

All the questionnaires were coded by NFO's experienced coders. The Ministry was supplied with the answers given to open-ended questions or 'other' responses, and in consultation with NFO, code frames were devised.

As a quality control measure, a validation input of the data was undertaken with every tenth questionnaire double-entered. Data was entered directly into SurveyCraft.

### **3.16 Data Analysis**

The research findings were analysed in Surveycraft. SurveyCraft is a specialised market research package that NFO has used for a number of years.

To ensure that all burglary incidents were within the current legal definition, the questionnaire was designed to act as a filtering process. After the respondent provided a brief description of the burglary incident, they were asked a number of questions to double check the incident could be classified as a burglary. If, through the answers provided from these questions, it was found that the incident was not a burglary, the respondent was informed of the situation and led to the demographics section.

The proportional t-test was used to test the significance of difference between groups of people. A proportional t-test measures the difference between a specific sub-group (e.g. Manurewa) and the average of the remaining sub-groups (e.g. Hutt City, Rotorua, and Sydenham) to identify if the difference is statistically significant (i.e. the difference can not be due to chance). If a variation was statistically significant, a + or - was shown depending on the variation's direction. The number of pluses or minuses indicated the level of significance (i.e.)

+/-	means that we are 95% confident that the variation is not due to chance
++/--	means that we are 99% confident that the variation is not due to chance
+++/--	means that we are 99.9% confident that the variation is not due to chance.

The sampling procedure we used (multi-stage sampling beginning with random selection of mesh blocks) ensured that the data collected was representative of households within each Police Area. As a result of the household sampling no questions relating to household required weighting.

Initially, it was decided to weight by age, gender, and ethnicity for questions pertaining to individuals. However the initial attempt to weight by these factors revealed skewed data.

Whilst the sampling method for selecting a household was random, the method for obtaining a respondent within a household was not random. Respondents had to be aged 16 years or over, and someone in the household who had knowledge of matters relating to burglary and insurance etc. Thus whilst the data collected closely approximates the 2001 Census data collected for each of the four areas, females are slightly over represented and those aged between 16 and 24 slightly underrepresented. This purposeful selection process within the household has meant that weighting on age, sex and ethnicity for individual questions is not able to be performed successfully, as not all householders had an equal chance to be selected.

Given the initial random sampling of households this does not present an issue in terms of the data's reliability and validity. The method of obtaining respondents once a household was selected minimises bias (and consequently, error) associated with incomplete answers as the most informed person in the household provided data for the research. (As such, NFO would recommend this same self-selection method for future surveys).

The maximum margin of error at the 95% confidence interval given a sample size of 500 was calculated for the four Police Areas.

To calculate the maximum margin of error (at the 95% confidence interval) for burglary prevalence in the four areas the following formula was used:

$$1.96 * \sqrt{\frac{p * (1-p)}{n}}$$

To calculate the maximum margin of error (at the 95% confidence interval) for burglary incidence in the four areas the following formula was used:

$$1.96 * \frac{\text{standard deviation}}{\sqrt{n}}$$

### 3.17 Resources

During the briefing session, all interviewers were given:

- Maps of the areas where the interviews would take place (the interviewer had no more than two maps at any one time, with up to five maps in total)
- Skipped house list
- Call sheet
- Ministry of Justice pre-survey letter for mail box drop
- Ministry of Justice introductory letter
- Questionnaire
- Police Area maps (to show respondent the boundaries of the Police Area)
- Showcards
- Help list of local support agencies
- Protocol on interviewing Maori and Pacific People

- Interviewer safety protocol
- Interviewer instructions.

The Ministry of Justice also supplied interviewers with some background information on burglaries and the research.

## **4 Survey Process**

### **4.1 Survey Pre-Test**

To ensure the questionnaire would run smoothly in the field, the questionnaire was pre-tested, with feedback provided by the interviewees both during and after the interview. The main objectives of the pre-test were to ascertain:

- interview length (time taken to administer questionnaire)
- ease of understanding of the introductory letters and questionnaire
- clear flow/order of questions.

A qualitative specialist from NFO New Zealand carried out nine face to face individual interviews in the Hutt Valley area between the 15-17<sup>th</sup> of May. Two Maori respondents and two Pacific People were interviewed to ensure that these groups were not under represented. All interviews were conducted at the respondents' home, lasting approximately one hour.

Participants were recruited from NFO's interview panel and various networks. All participants were offered a gift of \$30 cash to thank them for their time and input.

Modifications to the questionnaire and show cards were made as a result of the pre-test findings.

### **4.2 Interview Briefing**

NFO's senior project manager and members of the Ministry's research team visited all four Police Areas of interest to meet with the four interview teams (10 interviewers and one team leader) and to brief them on the project and the interview process.

The briefing process involved:

- running through the entire questionnaire with the interviewers
- running through the interview procedure (including sampling)
- Maori and Pacific People protocol
- general safety protocol for interviewers
- Q & A

Interviewers were informed why, with regards to burglary, only burglaries that occurred within the Police Area of interest and after January 2001 were relevant. This meant that interviewers would be equipped to answer this question if a respondent asked it of them.

Issues raised in these four briefings were then used to help shape the final questionnaire and interview process.

### **4.3 Pre-Survey Letter**

Approximately three days before interviewers began calling on homes; a pre-survey letter was dropped into the selected houses' mailbox. The pre-survey letter was printed on Ministry of Justice letterhead and was signed by the Secretary for Justice. A formal letter was preferred over a leaflet (as used in the past) because the leaflet could be viewed as junk mail and discarded before being read.

The letter was contained in a blank envelope. Initially the envelope was addressed 'To the household' which was hand written, along with the address of the house. A blank envelope was preferred over a Ministry of Justice envelope as there were concerns a MOJ envelope could be discarded unopened due to any negative associations with the Justice sector (e.g. fines, Courts related etc.).

During the main survey, the 'To the householder' message on the envelope was printed on a sticker label as opposed to being hand-written. This was based on the number of calls that had been received on the 0800 number and to the Ministry regarding the legitimacy of the research, which often stemmed from the handwriting on the blank envelope during the beginning of the survey.

The pre-survey letter briefly explained the purpose of the research and that an NFO interviewer may call sometime soon. Further, it mentioned that the interview would be approximately 15-20 minutes in length and that all participation was voluntary. It also stressed that all information given would be kept in the strictest confidence with all information gathered aggregated, that someone in the household aged 16 years or over would be asked to complete the questionnaire, and an 0800 number was offered for any additional information required by the household.

A total of 4,000 pre-survey letters were produced for the survey (calculated from a sample size of  $n=2,000$  with a 50% response rate). The mail drop of these letters was staggered over the six-week period as each interviewer had only two 'live' maps on the go at any one time<sup>23</sup>. This ensured that an interviewer would approach the house soon after the letter drop and not weeks later. Not all 4,000 letters were used, as the response rates were higher than the 50 percent expected level.

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<sup>23</sup> A map area was considered 'live' when a mailbox drop of the pre-survey letter had been completed and 20 call-sheets assigned.

#### **4.4 Introductory Letter**

When approaching a home after the pre-survey letter mail drop, all NFO interviewers carried with them an introductory letter reiterating the main points covered in the pre-survey letter. This involved the purpose of the survey, the planned sample size for their area (n=500), how their household was selected, voluntary participation, the interview length, subject matter to be discussed, confidentiality, and access (through either the 0800 number or the interviewer themselves) to extra information. As with the pre-survey letter, the introductory letter was also printed on Ministry of Justice letterhead and signed by the Secretary for Justice.

#### **4.5 Pilot**

The pilot took place on the 3<sup>rd</sup> and 4<sup>th</sup> of August (Saturday and Sunday) in all four Police Areas (i.e. Rotorua, Manurewa, Hutt City, and Spreydon/Heathcote). Two maps from each Police Area were selected, giving a total of 40 'live' houses per Police Area. The purpose was to pilot both the questionnaire and the methodology.

Only one or two interviewers from each of the four areas were used in the pilot as only 10 interviews were sought from each area.

The pilot involved replicating the main survey including:

- sample design
- respondent selection
- interview contact procedures
- interview administration
- questionnaire editing, coding, and data entry.

A mailbox drop of the pre-survey letter was undertaken on Thursday 1<sup>st</sup> of August. As planned for the main study, 20 houses in each map area had the pre-survey letter dropped in the mailbox.

A maximum of four call-backs were used for each household. Up to three call-backs could be made on the first day of interviewing (Saturday) and one on the second day.

Those households that received a pre-survey letter during the pilot but were not contacted further received a second letter (Refer to Appendix Five) soon after the completion of the pilot study. This second letter referred to the pilot study and stated that only a few homes got to take part. The letter invited them to take part in the main survey, stating that an NFO interviewer would visit their neighbourhood around the 24<sup>th</sup> of August (approximately three weeks after the pilot study). The letter re-emphasised that participation was voluntary. The 0800 number was again given in the event of any questions.

#### **4.6 Main Survey**

The main survey began on the 24<sup>th</sup> of August. The survey was to run for six weeks (ending on the 29<sup>th</sup> September) but a higher than expected response rate and efficient interviewing

meant that the sample quota (n=500) in all four Police Areas was completed before the end of the six-week period.

There was regular communication between all four team-leaders and the NFO researchers with regard to the feedback from the 0800 number and survey progress. Team-leaders provided weekly updates on the number of completed interviews as well as any issues that had arisen.

#### 4.7 Response Rate

The response rates for each of the four Police Areas were calculated based on:

- the number of households selected (i.e. those who received a pre-survey letter)
- the number of respondents recruited

<p>The response rate = <math display="block">\frac{\text{Number of respondents}}{\text{Number of households selected (i.e. those where a leaflet about the survey is left in their letterbox)}} \times \frac{100}{1}</math></p>
---

A response rate of approximately 50 percent was the aim of this survey. An overall response rate of **66%** was achieved. The response rate for each area is outlined below and overleaf.

#### ***Rotorua***

The response rate for Rotorua was 71%. A breakdown of the outcomes for household visits as recorded on the call sheets is shown below.

Interviews Completed	500
Total number of households letter box dropped	709
Total refusals	115
Total non-qualifier (e.g. language, deafness, blindness)	5
Total 'other' (eg households where eligible respondent not home <sup>24</sup> , soft appointment made <sup>25</sup> )	30
Total no contact made	59

<sup>24</sup> Eligible respondent not home was given as a reason when the eligible respondent was not home and the person contacted was under 16 years of age or the person contacted stated that they were not the best person to interview e.g. not informed about household matters such as insurance.

<sup>25</sup> A soft appointment (interview not completed) is when a respondent does not refuse or agree to be interviewed but suggests the interviewer come back another time, and no formal appointment is made e.g. a request to come back 'some time next week'.

### ***Manurewa***

The response rate for Manurewa was 68%. A breakdown of the outcomes for household visits as recorded on the call sheets is shown below.

Interviews Completed	500
Total number of households letter box dropped	740
Total refusals	181
Total non-qualifier (e.g. language, deafness, blindness)	11
Total 'other' (eg households where eligible respondent not home or soft appointment made)	22
Total no contact made	26

### ***Spreydon/Heathcote***

The response rate for Spreydon/Heathcote was 64%. A breakdown of the outcomes for household visits as recorded on the call sheets is shown below.

Interviews Completed	500
Total number of households letter box dropped	777
Total refusals	115
Total non-qualifier (e.g. language, deafness, blindness)	4
Total no contact made	158

### ***Hutt City***

The response rate for Hutt City was 61%. A breakdown of the outcomes for household visits as recorded on the call sheets is shown below.

Interviews Completed	500
Total number of households letter box dropped	820
Total refusals	165
Total non-qualifier (e.g. language, deafness, blindness)	8
Total 'other' (eg households where eligible respondent not home or soft appointment made)	45
Total no contact made	102

#### 4.8 Properties Skipped

A total of 236 properties were skipped. The table below shows the reasons why the properties were skipped by each of the Police Areas.

**Reason Why Property Skipped by Police Area**

	<b>Rotorua</b>	<b>Manurewa</b>	<b>Spreydon/ Heathcote</b>	<b>Hutt City</b>	<b>Total</b>
Dog/Dog Sign	3	35	11	27	<b>76</b>
House unsafe	-	6	1	3	<b>10</b>
Business/Commercial Property	16	3	16	23	<b>58</b>
House Vacant	7	11	3	10	<b>31</b>
Other (e.g. Church, empty block of land, playground/park)	8	3	25	25	<b>61</b>
<b>Total</b>	<b>34</b>	<b>58</b>	<b>56</b>	<b>88</b>	<b>236</b>

The presence of dogs or a dog sign was the most commonly given reason why a property was skipped (32%).

#### 4.9 Skipped Houses Only

The table below looks at houses that were skipped (please note this table includes houses only, excluded are properties that did not have a house on them, commercial properties or other e.g. churches). A total of 117 houses were skipped. The table below shows the reasons why the properties were skipped by each of the Police Areas.

**Reason Why Houses Skipped by Police Area**

	<b>Rotorua</b>	<b>Manurewa</b>	<b>Spreydon/ Heathcote</b>	<b>Hutt City</b>	<b>Total</b>
Dog/Dog Sign	3	35	11	27	<b>76</b>
House unsafe	-	6	1	3	<b>10</b>
House Vacant	7	11	3	10	<b>31</b>
<b>Total</b>	<b>10</b>	<b>52</b>	<b>15</b>	<b>40</b>	<b>117</b>

The presence of dogs or a dog sign was the most commonly given reason why a house was skipped (65%).

## Appendix A1: Pre-survey Letter

August 2002

Dear Residents      Kia ora koutou

### **Burglary Survey 2002**

In a few days' time an interviewer from the research company NFO New Zealand will be in your area. The NFO interviewer may call at your home and ask someone living there to do an interview for a survey on people's views about burglary. This information is being collected for the Ministry of Justice, to help government to decide what can be done to reduce burglary.

#### **Invitation**

NFO New Zealand will be inviting 500 people from your area to participate in this survey. We would like people to take part whether or not they have had any direct experience of burglary.

Your household has been selected randomly to participate in the survey. Participation is voluntary – it is your choice whether or not you agree to be interviewed. Interviews are being conducted over August and September 2002.

#### **What is involved?**

If you take part in the survey the NFO interviewer will ask you some questions on your views about crime and safety in your area. If you've experienced a burglary you'll be asked about what happened and about your experience with the police if you were in contact with them. The interview lasts about 15 to 20 minutes, depending on how much you have to say. All NFO New Zealand interviewers carry an identity card – this will be shown to you when they introduce themselves.

#### **Confidentiality**

The answers you give to the NFO interviewer will be kept confidential and no one will be able to be identified in the research. All information gathered in the study will be grouped together to ensure that individuals are not identified. No organisation, including the Ministry of Justice, will be given your name or address or any other information that could identify you or your household.

#### **Further Information**

The interviewer will explain more about the survey when they call. When the NFO interviewer knocks on your door, they will show you their identification and ask to select one person from

your house who is 16 years or older for an interview. If you need any further information in the meantime, you can phone NFO New Zealand on 0800 150 899.  
Your help with this important survey would be greatly appreciated.

Yours sincerely,

Belinda Clark  
Secretary for Justice





## Appendix A3 Call Sheet

**Record Questionnaire  
ID number**

\_\_\_\_\_

**Call Sheet Project 1301162**

<b>Area:</b>	<b>Job number:</b> 1301162
<b>Interviewer:</b>	<b>Job Name:</b> Burglary Survey
<b>Start Date:</b>	<b>Job Type:</b> Door to door
<b>Finish Date:</b>	<b>Empl No.:</b>
<b>Map number:</b>	<b>Household Number (1- 20):</b>

**Address**

<b>Result of Call Code</b>	
<b>Employee Number:</b>	
Code	
01	Interview obtained
02	Refusal at door
03	Refusal by 0800 no.
04	Required respondent out/unavailable
05	No Answer/No one home
06	Request to call back
07	Hard Appt made
08	Soft Appt made
09	Non qualifier - language
98	Other

<b>Calls made and outcome</b>		
	Code	
1 <sup>st</sup> Call		
2 <sup>nd</sup> Call		
3 <sup>rd</sup> Call		
4 <sup>th</sup> Call		
5 <sup>th</sup> Call		
6 <sup>th</sup> Call		
7 <sup>th</sup> Call		
<b>Total</b>		

**Notes:**



## Appendix A4: Introductory Letter

August 2002

Dear Residents            Kia ora koutou

### **Burglary Survey 2002**

The Ministry of Justice has asked NFO New Zealand, a research company, to undertake a survey on people's views and/or experience of burglary. This information is being collected to help government to decide what can be done to reduce burglary. You should have received a letter telling you about the survey in your letterbox in the last week or so.

#### **Invitation**

We are inviting 500 people from your area to participate in this survey. We would like people to take part whether or not they have had any direct experience of burglary.

Your household has been selected randomly to participate in the survey. Participation is voluntary - it is your choice whether or not you agree to be interviewed. Interviews are being conducted between August and September 2002.

#### **What is involved?**

The NFO interviewer will ask you some questions on your views about crime and safety in your area. If you've experienced a burglary you'll be asked about what happened and your experience with the police if you were in contact with them.

The interview lasts about 15 to 20 minutes, depending on how much you have to say. You can skip any question you don't want to answer and you are free to end the interview at any time if you wish. All NFO New Zealand interviewers carry an identity card - this will be shown to you when they introduce themselves.

#### **Confidentiality**

Everything you tell the NFO interviewer is anonymous. NFO New Zealand will combine all the information collected in this survey and give the Ministry of Justice the combined results. No organisation, including the Ministry of Justice, will be given your name or address or any other information that could identify you or your household.

### **Further Information**

Please feel free to ask the NFO interviewer any questions about the survey. You can also call NFO New Zealand for further information. The toll free number to contact them is 0800 150 899.

Your help with this important survey would be greatly appreciated.

Yours sincerely,

Belinda Clark  
Secretary for Justice

## **Appendix A5: Pilot Follow-up Letter**

August 02

Dear Residents Kia ora koutou

### **Burglary Survey 2002**

Recently you received a letter from the Ministry of Justice outlining an upcoming burglary survey (see attached). Your household was one of a number of homes randomly selected to take part in this survey.

A pilot of the survey was undertaken a few days after the letter was posted in your mailbox. The purpose of the pilot was to trial the survey questionnaire before the main survey started. Only a small number of households that received the attached letter had the opportunity to participate in the pilot.

Although you did not get to take part in the pilot we would like to call on you to take part in the main survey. Participation is voluntary.

An NFO New Zealand interviewer will be visiting your neighbourhood around the 24<sup>th</sup> of August. Your participation in the survey would be greatly appreciated.

If you have any questions please feel free to contact Nina Russell or Mark Oulaghan at NFO New Zealand, Wellington Office on 0800 150 899.

Yours sincerely,

Nina Russell  
Senior Project Manager  
Social Research  
NFO New Zealand



## **Appendix B: Burglary Survey questionnaire**

Week No: _____ <b>AREA:</b> <b>Map Number:</b> _____ <b>Address:</b> _____  <b>Number of Calls (Circle)</b> One            Two            Three Four           Five           Six Seven	<b>Ministry of Justice</b> <b>HUTT CITY</b> <b>1301162</b>	<b>Started:</b> _____ <b>Time Finished:</b> _____ <b>Interview Duration:</b> _____  <b>Respondents Name:</b> _____ <b>Respondents Phone No: ( )</b> _____ <b>City:</b> _____ <b>Date:</b> _____ <b>Interviewer:</b> _____ <b>Employ No:</b> _____ <b>Supervisor Checked:</b> _____ <b>Audit:</b> _____ <b>Coded:</b> _____
	<b>01      02      03      04      05      06      07      08      09      10</b>	
<b>AREA</b> Hutt City -1 Spreydon/Heathcote -2 Manurewa -3 Rotorua -4  <b>NUMBER IN HOUSEHOLD</b> Can you tell me how many people there are in your household, including you? Number of people _____ Refused (don't read) 97 Don't know (don't read) 99  <b>AGE OF HOUSEHOLD MEMBERS</b> How many of the members of your household are aged.. (RECORD NUMBER) Less than 10 years _____ 10- 13 years _____ 14- 17 years _____ 18-21 years _____ 22-24 years _____ 25-59 years _____ 60 + years _____ Refused (don't read) 97 Don't know (don't read) 99  <b>CODE GENDER OF RESPONDENT</b> (don't read) Male -1 Female -2	<b>AGE OF RESPONDENT</b> Would your age be: READ OUT 16 to 24 years -1 25 to 39 years -2 40 to 59 years -3 60 to 69 years -4 70+ years -5 Refused (don't read) -7  <b>ETHNICITY</b> Can you please tell me which ethnic group you belong to? Select which group or groups apply to you. READ OUT NZ European/Pakeha -1 Maori -2 Samoan -3 Cook Island Maori -4 Tongan -5 Niuean -6 Chinese -7 Indian -8 Other – such as Dutch, Japanese Tokelaun (Please Specify) -98 Refused (don't read) -97  <b>OWN OR RENT</b> Does your household own this home or rent it? Rent ( <b>GO TO RENT Q BELOW</b> ) -1 Owned (with or without mortgage) -2 Other (Specify) 8 Refused (don't read) -7  <b>RENT (IF said yes to renting home)</b> <b>Who does your household rent from?</b> Private Owner -1 Local authority/council -2 Housing New Zealand -3 Other (Specify) 97 Refused (don't read) -98	<b>HOUSEHOLD STRUCTURE</b> Which of the following describes your household? (READ OUT) One person living alone -1 Solo parent with child/children -2 Couple- no children or no children living at home -3 Couple with children -4 Extended family/whanau -5 Group flatting together -6 Other, please specify _____ Refused (don't read) 8 -7  <b>OCCUPATION &amp; GENDER OF MAIN INCOME EARNER</b> What is the gender and occupation of the highest income earner in your household? Male -1 Female -2  <i>Type of Job</i> _____  <i>Type of Company</i> _____ If retired previous occupation and company _____  <i>Type of Job</i> _____  <i>Type of Company</i> _____
		<b>RESPONDENTS EMPLOYMENT STATUS</b> Are you: Employed full time (30 hours a week or more) -1 Employed part time (less than 30 hours a week) -2 Retired/pensioned -3 Student -4 Unemployed/Beneficiary -5 Homemaker -6 Refused (don't read) -7
I hereby certify that this is an accurate and complete interview, taken in accordance with my instructions and the ICC/ESOMAR International Code.		
_____ <b>Signature</b>	_____ <b>Date</b>	

- Q1** Have you lived in this neighbourhood since January 2001?  
**(NOTE - 'THIS NEIGHBOURHOOD' IS THE STREETS AROUND THEM; FOR RURAL PEOPLE THIS IS THEIR 'DISTRICT'.)**

Yes	1
No	2
Unsure/Don't know	9

- Q2** Do you think there is a crime problem in this neighbourhood?

Yes	1	<b>CONTINUE</b>
No	2	<b>GO TO Q4</b>
Unsure/Don't know	9	

- Q3** What sort of crime problems do you think there are in this neighbourhood?  
**DO NOT READ. MULTIPLE RESPONSE OKAY. PROBE TO NO. CODE ALL MENTIONS BELOW.**

Burglary, break-ins	01
Vandalism	02
Graffiti	03
Street attacks	04
Petty thefts	05
Assault	06
Domestic Violence	07
Sexual Crimes	08
Car theft	09
Theft from cars	10
Damage to cars	11
Dangerous driving	12
Drink driving	13
Prowlers	14
Selling drugs	15
Other, Please Specify	98
Don't know	99

**Q4** Do you think that in the last 12 months there has been more or less crime in your neighbourhood than before, or has it stayed about the same?

**PROBE – IS THAT A LOT OR A LITTLE MORE/LESS**

A lot more crime	1
A little more crime	2
About the same	3
A little less crime	4
A lot less crime	5
No crime around here	6
Don't know	9

**PRESENT SHOWCARD A**

**Q5** Some people worry about being the victim of a crime. I am going to read out some types of crime. Using one of the phrases on this showcard (SHOWCARD A), I would like you to tell me for each one, how worried you are about being a victim of this type of crime. Some of the types of crime relate to your neighbourhood and others are just 'in general'.

**READ OUT STATEMENTS**

		Very Worried	Fairly Worried	Not very worried	Not at all worried	N/A	D/K
5A	Having your house burgled	1	2	3	4	8	9
5B	Having your car stolen	1	2	3	4	8	9
5C	Having some of your belongings stolen	1	2	3	4	8	9
5D	Being assaulted	1	2	3	4	8	9
5E	Having your home or property damaged by vandals	1	2	3	4	8	9
5F	Having your car deliberately damaged or broken into	1	2	3	4	8	9
5G	Being attacked and robbed	1	2	3	4	8	9

**Q6** What police or community activities, which aim to reduce burglary, in your neighbourhood are you aware of?

**DO NOT READ. MULTIPLE RESPONSE OKAY. PROBE TO NO. CODE ALL MENTIONS BELOW.**

Burglary prevention advice/education	01	<b>CONTINUE</b>
Police patrols	02	
Community patrols (voluntary)	03	
Community meetings	04	
Neighbourhood Watch/Support	05	
Police burglary-specific operations	06	
Police focus on sellers of stolen property	07	
Police keeping an eye on known burglars	08	
Police arresting more burglars/more in prison	09	
Community constable	10	
Other, Please Specify	98	
Don't know of any	99	<b>GO TO Q7</b>

**PRESENT SHOWCARD B**

**Q6A** Using this showcard (SHOWCARD B), for each of the activities you've mentioned, could you tell me all of the ways you were made aware of ...[ASK ABOUT FIRST ACTIVITY MENTIONED, THEN THE SECOND ACTIVITY AND SO ON, UNTIL ALL ACTIVITIES MENTIONED ARE ASKED ABOUT]

**INTERVIEWERS – PLEASE RECORD THE CODE NUMBER (FROM PREVIOUS PAGE) FOR EACH ACTIVITY MENTIONED ACROSS THE TOP OF THE TABLE. IF 'OTHER ACTIVITY' PLEASE RECORD NAME AND CODE. MULTIPLE RESPONSE OKAY. PLEASE CIRCLE NUMBER FOR WAYS MADE AWARE THAT CORRESPONDS TO EACH ACTIVITY MENTIONED.**

<b>Activities mentioned</b> 	Put name and code here						
<b>Ways made aware</b> 	_____	_____	_____	_____	_____	_____	_____
Local police	01	01	01	01	01	01	01
Local Neighbourhood Watch/ Support	02	02	02	02	02	02	02
Victim Support	03	03	03	03	03	03	03
Safer community council	04	04	04	04	04	04	04
Community newspaper/s	05	05	05	05	05	05	05
National newspaper/s	06	06	06	06	06	06	06
Leaflet/s in letterbox	07	07	07	07	07	07	07
Television	08	08	08	08	08	08	08
School programmes	09	09	09	09	09	09	09
Insurance company	10	10	10	10	10	10	10
Witnessed/seen myself	11	11	11	11	11	11	11
Word of mouth	12	12	12	12	12	12	12
Other (specify)	98	98	98	98	98	98	98
Can't remember/don't know	99	99	99	99	99	99	99

**PRESENT SHOWCARD C**

**Q7** This showcard (SHOWCARD C) lists some security measures that people can have, and I would like you to tell me which, if any, you have at your house.

**PLEASE SELECT ALL THAT APPLY**

Burglar alarm on premises	01	<b>GO TO Q11</b>
Doors with double locks or dead locks	02	
Security chain on doors	03	
Security bolts on doors	04	
Security screens on doors	05	
Windows with keys to open them	06	
Bars or grilles on windows	07	
Safety latch to prevent window opening fully	08	
A guard dog (or family pet if it would deter burglars)	09	
Lights, radio or television on a timer switch	10	
Leave lights/radio/tv on when going out	11	
Outside lights on a sensor switch/security lighting	12	
Security markings on household property	13	
Surveillance by security firm	14	
Always lock doors when no one is home	15	
Always close/lock windows when no one is home	16	
Photograph small property items (e.g., jewellery)	17	
Note down serial numbers of electrical property	18	
Tell neighbours when everyone in the house will be away (e.g., holidays/trips)	19	
Video surveillance system	20	
Street lighting	21	
Leave outside lights on	22	
House sitter	23	
Member of Neighbourhood Support (Used to be called Neighbourhood Watch) or Rural Support Group	24	<b>CONTINUE</b>
Any other security measures (please specify) _____	98	<b>GO TO Q11</b>
None	25	
Don't know	99	
Refused	97	

**IF MEMBER OF NEIGHBOURHOOD SUPPORT GROUP (CODE 24) CONTINUE, IF NOT GO TO Q11**

**Q8** How helpful do you believe it is being a member of Neighbourhood Support?  
**PROBE: IS THAT VERY OR SOMEWHAT HELPFUL/UNHELPFUL?**

Very helpful	1	<b>CONTINUE</b>
Somewhat helpful	2	
Neither helpful nor unhelpful	3	<b>GO TO Q12</b>
Somewhat unhelpful	4	<b>GO TO Q10</b>
Very unhelpful	5	
Don't know	9	<b>GO TO Q12</b>

**Q9** What are the reasons why you feel Neighbourhood Support is helpful?  
**DO NOT READ. MULTIPLE RESPONSE OKAY. PROBE TO NO. CODE ALL MENTIONS BELOW.**

Signs/stickers deters burglars	01	<b>GO TO Q12</b>
Strengthens community/get to know neighbours	02	
Feel safer	03	
Gives security advice	04	
Get to meet police	05	
Tells us about local burglaries	06	
Good/frequent/well run meetings	07	
No particular reason	08	
Other, Please Specify	98	
Don't know	99	

- Q10** What are the reasons why you feel Neighbourhood Support is not helpful?  
**DO NOT READ. MULTIPLE RESPONSE OKAY. PROBE TO NO. CODE ALL MENTIONS BELOW.**

Signs/stickers do not deter burglars	01	<b>GO TO Q12</b>
Meetings stopped/reduced	02	
Meetings not well run	03	
No security advice given	04	
No co-ordinator/leader anymore	05	
Does not tell us about local burglaries	06	
Neighbours not willing	07	
Don't hear about it anymore	08	
No particular reason	09	
Other, Please Specify	98	
Don't know	99	

- Q11** What are the reasons why your household is not a member of Neighbourhood Support?  
**DO NOT READ. MULTIPLE RESPONSE OKAY. PROBE TO NO. CODE ALL MENTIONS BELOW.**

Never heard of it	01	<b>CONTINUE</b>
Our household not approached to join	02	
Heard of it, but we have not asked further	03	
Don't like neighbours	04	
Do not want neighbours to know our business	05	
Don't think it's helpful/worthwhile	06	
Recently moved to the neighbourhood	07	
Don't hear about it anymore	08	
Was a member but we quit/group stopped	09	
No particular reason	10	
Other, Please Specify	98	
Don't know	99	

**Q12** Thinking of the various things which people can do to protect their homes from burglary like having burglar alarms or better locks on doors. Do you think things like this make homes...

**READ OUT**

A lot safer	1
A little safer	2
No safer	3
Don't know ( <b>DON'T READ</b> )	9

**Q13** Taking everything into account, how difficult do you think it would be for a burglar to get into your home. Do you think it would be...?

**READ OUT**

Very easy	1	<b>CONTINUE</b>
Fairly easy	2	
Fairly difficult	3	<b>GO TO Q15</b>
Very difficult	4	
Don't know ( <b>DON'T READ</b> )	9	

**Q14** For what reasons has your household not done more to protect your home from possible burglary?

**(NOTE: 'HOUSEHOLD' MEANS PEOPLE LIVING WITH YOU.)**

**DO NOT READ. MULTIPLE RESPONSE OKAY. PROBE TO NO. CODE ALL MENTIONS BELOW.**

Can't afford to	01
Don't know what more can be done	02
Wouldn't work/wouldn't be effective	03
Haven't got around to it/can't be bothered	04
Because it's a rented property	05
Neighbour watch/ neighbours are home all the time	06
Area safe/not much crime	07
Someone home all the time	08
Someone home most of the time	09
No particular reason	10
Not that concerned	11
Other, Please Specify	98
Don't know	99

- Q15** Does your household have insurance to cover any loss of, or damage to property caused by a burglary?

Yes	1
No	2
Don't know	9

- Q16** Is there anything that you would you like the Police to do to make you feel safer from burglary?

Yes	1	<b>Continue</b>
No	2	<b>GO TO Q17</b>
Don't know	9	

- Q16A** What would you like the Police to do to make you feel safer from burglary?  
**DO NOT READ. MULTIPLE RESPONSE OKAY. PROBE TO NO. CODE ALL MENTIONS BELOW.**

Crime prevention advice/education	01
More visibility/patrolling	02
More staff	03
More police/time assigned to burglary	04
More accessible/approachable	05
More burglary-specific operations	06
More focus on sellers of stolen property	07
Keep an eye on known burglars	08
Arrest more burglars/more in prison	09
Other, Please Specify	98
Don't know	99

- Q17** If you saw somebody looking up driveways, acting suspiciously in your neighbourhood, how likely is it that you would report this to the police?

**PROBE – IS THAT VERY LIKELY OR SOMEWHAT UNLIKELY?**

Very likely	1	<b>GO TO INTRO Q19</b>
Somewhat likely	2	
Somewhat unlikely	3	<b>CONTINUE</b>
Very unlikely	4	
Don't know	9	<b>GO TO INTRO Q19</b>

**Q18** Is there any particular reason why you would not report this to the police?  
**DO NOT READ. MULTIPLE RESPONSE OKAY**

Don't want to bother Police	01
Other peoples' private matter/none of my business	02
Don't care	03
Other people can deal with it	04
Assume person is innocent	05
Dislike Police/ Fear Police	06
Fear of revenge	07
Police could have done nothing	08
Police would not have been interested	09
Police too busy/not enough Police	10
Police would not get there in time	11
Inconvenient/too much trouble	12
Too trivial/not worth reporting	13
Wasn't satisfied when I reported to Police previously	14
No particular reason	15
Other, Please Specify	98
Don't know	99

**EXPERIENCE AS A VICTIM**

**INTRO –Q19**

I'd now like to ask you about burglaries or attempted burglaries that **might** have happened to your household since the beginning of 2001, that is, since the beginning of last year.  
**(NOTE: 'HOUSEHOLD' MEANS PEOPLE LIVING WITH YOU)**

**PRESENT SHOWCARD D**

This showcard (**SHOWCARD D**) lists the sorts of burglary and attempted burglary incidents we are interested in. These...

- Must have happened since January 2001 (i.e., in the last 1 year, 8 months).
- Are to do with your home, garage, sheds, or holiday home.
- Must have happened in Hutt City [**SHOW MAP**]
- Must have happened in a home that you have resided in.
- Can be both serious and small burglary and attempted burglary incidents.

It is often difficult to remember exactly when things happen, so take what time you need.

- Q 19** Thinking back to the period since the beginning of 2001, has anyone **TRIED TO** get into your home, garage or shed without permission but **NOT SUCCEEDED** in getting in?”).

**(NOTE – IT IS OKAY IF THE ATTEMPTED BURGLARY OCCURRED IN A DIFFERENT HOME, AS LONG AS THE HOME WAS IN THE SAME AREA (HUTT CITY) AND THE RESPONDENT WAS A RESIDENT)**

Yes	1	<b>Continue</b>
No	2	<b>GO TO Q20</b>
Don't know	9	

- Q19A** How many times?

**RECORD IN TWO DIGITS**

Number of times attempted burglary occurred	
Don't know/can't remember	99

- Q19B** How many happened within the following periods?  
**READ OUT. RECORD NUMBER OF TIMES IN TWO DIGITS**  
**CHECK THIS ADDS UP TO AMOUNT GIVEN IN Q19A**

In 2001	
In 2002	
Don't know/can't remember	99

- Q20** Again thinking back to the period since the beginning of 2001, has anyone **SUCCEEDED IN** getting into your home, garage or shed without permission?  
**(NOTE – IT IS OKAY IF THE BURGLARY OCCURRED IN A DIFFERENT HOME, AS LONG AS THE HOME WAS IN THE SAME AREA (HUTT CITY) AND THE RESPONDENT WAS A RESIDENT)**

Yes	1	<b>Continue</b>
No	2	<b>GO TO KEYS</b>
Don't know	9	

- Q20A** How many times?

**RECORD IN TWO DIGITS**

Number of times burglary occurred	
Don't know/can't remember	99

**Q20B** How many happened within the following periods?  
**READ OUT. RECORD NUMBER OF TIMES IN TWO DIGITS**

In 2001		<b>CONTINUE</b>
In 2002		
Don't know/can't remember	99	<b>GO TO KEYS</b>

**Q21** Now I'd like to ask you a few questions about THE MOST RECENT burglary you just mentioned.

Can I just confirm that this burglary happened in the Hutt City area AND on or after 1st January 2001?

**(NOTE – IT IS OKAY IF THE BURGLARY OCCURRED IN A DIFFERENT HOME, AS LONG AS THE HOME WAS IN THE SAME AREA AND THE RESPONDENT WAS A RESIDENT)**

Yes	1	<b>Continue</b>
No	2	<b>GO TO KEYS</b>
Don't know	9	

**Q22** Could you please tell me the exact month and year in which this burglary happened.  
**RECORD MONTH AS 99 IF RESPONDENT DOES NOT KNOW MONTH**

<b>Month</b>	<b>Year</b>				
<table border="1" style="display: inline-table;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>			<table border="1" style="display: inline-table;"> <tr><td style="width: 20px; height: 20px; text-align: center;">0</td><td style="width: 20px; height: 20px;"></td></tr> </table>	0	
0					

**IF DON'T KNOW MONTH, CONTINUE. OTHERWISE, SKIP TO Q24**

**Q23** Can you please tell me which of the following quarters of the year the burglary happened? Was it

**READ OUT**

Before January 2001	01	<b>GO TO KEYS</b>
January to March 2001	02	<b>CONTINUE</b>
April-June 2001	03	
July-September 2001	04	
October-December 2001	05	
January-March 2002	06	
April – June 2002	07	
July 2002 onwards	08	
Don't know/ Can't remember <b>(DO NOT READ)</b>	99	

**Q24** In your own words can you tell me very briefly about the burglary.


**PROBE FOR DETAILS: NATURE AND CIRCUMSTANCES OF BURGLARY. RECORD KEY DETAILS ONLY. USE THE FOLLOWING LIST AS CHECKS TO ENSURE YOU HAVE RECORDED KEY DETAILS.**

**Key Details Checklist (IF NOT COVERED ALREADY)**

- was a house/garage /shed entered without permission?
- was any property stolen?
- was any property damaged?
- was any violence or physical force used?
- was anyone injured?
- was there any threat of violence?

I now need to ask you some detailed questions about the burglary – you may feel you have already told me some of this but I'll just ask you to bear with me as I go through it, as it is really important that this information is recorded correctly.

**Q25** Where did the burglary happen?  
**PLEASE SELECT ALL THAT APPLY**

Inside your home	1	<b>Continue</b>
In a garage specifically for your home	2	
In a garden/tool shed specifically for your home	3	
Other, please specify	8	<b>GO TO KEYS</b>

**INTERVIEWER - IF GO TO KEYS – PLEASE EXPLAIN THAT THE NEXT SECTION RELATES TO BURGLARY IN THE HOME OR IN A GARAGE ATTACHED TO THE HOME, AND AS SUCH DOES NOT APPLY TO THE RESPONDENT.**

**Q26** Did the person or people involved in the burglary have a right to be inside? For example was the burglary done by people who were invited in, a workman doing a job, a visitor, or boarder?

**DO NOT READ. NOTE – FAMILY MEMBERS ARE ALSO INCLUDED IF THEY DID HAVE PERMISSION/A RIGHT TO BE INSIDE**

Yes	1	<b>GO TO KEYS</b>
No	2	<b>Continue</b>
Don't know	9	

**IF YES - INTERVIEWER PLEASE EXPLAIN THAT THIS IS CONSIDERED A THEFT AND NOT A BURGLARY. EXPLAIN THAT YOU WILL BE SKIPPING THE NEXT SECTION AS IT RELATES TO BURGLARY AND DOES NOT APPLY TO THE RESPONDENT.**

**Q27** How did the person or people get into or try to get into your home/garage/shed? Was it..... **(READ OUT) (MULTIPLE RESPONSE OKAY)**

Through a door(s)	01	<b>SEE NOTE BELOW</b>
Through a window(s)	02	
And/ or some other way (please specify)	98	
Don't know/can't remember <b>(DO NOT READ)</b>	99	

**PLEASE NOTE SKIPS:**

**IF THROUGH A DOOR ONLY OR A DOOR AND WINDOW CONTINUE – IF WINDOW ONLY GO TO Q29. FOR ALL OTHER RESPONSES GO TO Q30**

**PRESENT SHOWCARD E**

**Q28** Looking at this showcard (SHOWCARD E), how did he/she/they get through or try to get through the door?

**PLEASE SELECT ALL THAT APPLY.**

Pushed in past person who opened door (or tried to)	01	<b>GO TO Q30 UNLESS THEY ALSO TRIED TO GET IN THROUGH WINDOW THEN CONTINUE TO Q29</b>
Door was not locked, but closed	02	
Door was not locked, and open	03	
Picking lock	04	
They had key	05	
Forced lock/broke lock (or tried to)	06	
Broke/cut out/removed panel/ Window of door or panel/window beside door (or tried to)	07	
Let in by someone in the house	08	
By false pretences (pretending to be someone he/she isn't)	09	
Hiding on premises	10	
Removing Hinge/Pin	11	
Rammed with heavy object	12	
Removed frame	13	
Used missile (e.g. brick)	14	
Removing rubber seal of door	15	
Reached through and unlock	16	
Other, Please Specify	98	
Don't know	99	

**PRESENT SHOWCARD F**

**Q29** Looking at this showcard (SHOWCARD F), how did he/she/they get through or try to get through the window?

**PLEASE SELECT ALL THAT APPLY**

Window was open/could be pushed open	01	<b>CONTINUE</b>
Forced window lock/catch (or tried to)	02	
Broke/cut out glass (or tried to)	03	
Removing louvre/shutter	04	
Removing Hinge/Pin	05	
Rammed with heavy object	06	
Removed frame	07	
Used missile (e.g. brick)	08	
Reach through & unlock	09	
Let in by some one in home	10	
Other, Please Specify	98	
Don't know	99	

**PRESENT SHOWCARD G**

**Q30** Looking at this showcard (SHOWCARD G), can you tell me which, if any, of these sorts of security measures you had at that time, even if they were not in use when the burglary happened? **(APPLIES TO BOTH HOUSE AND GARAGE AND SHED).**

**PLEASE SELECT ALL THAT APPLY. PLEASE NOTE IF RESPONDENT HAD ANY OF THE MEASURES THEN SELECT THAT MEASURE.**

**Q30A** Please also tell me for each security measure you had at that time whether it was in use or not when the burglary happened?

	Circle measure ↓	In use	Not in use	Don't know/ can't remember
Burglar alarm on premises	01	1	2	9
Doors with double locks or dead locks	02	1	2	9
Security chain on doors	03	1	2	9
Security bolts on doors	04	1	2	9
Security screens on doors	05	1	2	9
Windows with keys to open them	06	1	2	9
Bars or grilles on windows	07	1	2	9
Safety latch to prevent window opening fully	08	1	2	9
A guard dog (or family pet if it would deter burglars)	09	1	2	9
Lights, radio or television on a timer switch	10	1	2	9
Leave lights/radio/tv on when going out	11	1	2	9
Outside lights on a sensor switch/security lighting	12	1	2	9
Security markings on household property	13	1	2	9
Surveillance by security firm	14	1	2	9
Always lock doors when no one is home	15	1	2	9
Always close/lock windows when no one is home	16	1	2	9
Photograph small property items (e.g., jewellery)	17			
Note down serial numbers of electrical property	18			
Tell neighbours when everyone in the house will be away (e.g., holidays/trips)	19	1	2	9
Video surveillance system	20	1	2	9
Street lighting	21	1	2	9
Leave outside lights on	22	1	2	9
House sitter	23	1	2	9
Member of Neighbourhood Support (Used to be called Neighbourhood Watch) or Rural Support Group	24			
Any other security measures (specify) _____	98	1	2	9
None	25			
Don't know	99			
Refused	97			

**(BLACK SQUARES = N/A)**

**PRESENT SHOWCARD H**

- Q31** Were the household members at any of the places on this showcard (SHOWCARD H) at the time of the burglary?  
**(EXPLAIN THAT THIS QUESTION IS BEING ASKED BECAUSE SOMETIMES PUBLICITY SURROUNDING THESE EVENTS CAN ALERT BURGLARS). MULTIPLE RESPONSE.**

At home	01	<b>CONTINUE</b>
At a funeral	02	<b>GO TO Q33</b>
At a wedding	03	
At work	04	
On holiday	05	
Other (NO NEED TO SPECIFY)	98	
Don't know	99	

- Q32** And at the time the burglary happened was anyone aware of what was happening?  
**(REFERS TO ANYONE IN THE HOUSE)**

Yes	1
No	2
Don't know	9

- Q33** Can I check, was anything at all stolen that belonged to you or anyone else in your household?  
**(ALSO INCLUDE OTHER PEOPLE'S PROPERTY E.G FRIEND OR NEIGHBOUR IF STOLEN FROM RESPONDENT'S HOUSEHOLD.)**

Yes	1	<b>Continue</b>
No	2	<b>GO TO Q37</b>
Don't know	9	

**PRESENT SHOWCARD I**

- Q34** Looking at this showcard (SHOWCARD I), can you tell me what was taken?  
**PLEASE SELECT ALL THAT APPLY**

Vehicle parts/accessories	01
Furniture/linen/other household goods	02
Kitchen equipment/silverware	03
Food	04
Personal effects/jewellery	05
Cash/cheque book/credit cards	06
Important documents (eg Savings account book, passport)	07
Electronic equipment	08
Camera/binoculars	09
Tools	10
Other, Please Specify	98
Don't know	99

- Q35** Including cash, what would you estimate was the total value of what was stolen? By value we mean replacement value, not necessarily what your insurance company paid you.

**Note: Cheques/credit cards count as no value. Record to nearest DOLLAR. DO NOT RECORD 'CENTS'**

**WRITE in 888888 for nothing/no value and 999999 for Don't know/Can't say.**

**EXAMPLE: IF VALUE WAS \$105.20 PUT AMOUNT IN AS**

0	0	0	1	0	5
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**Value: \$**

- Q36** Was any of the stolen money or property recovered? (**RECOVERED MEANING FOUND OR RETURNED, NOT REPLACED BY INSURANCE.**)

Yes – all property recovered	2
Yes – some property recovered	3
No – none, not yet	9

- Q37** Thinking now about any damage that may have happened during the burglary, was anything that belonged to you or to anyone else in your household damaged, defaced or messed up (including any damage which may have been done getting in or out)? (**INCLUDE DAMAGE DONE TO OTHER PEOPLES PROPERTY – IF PROPERTY IN RESPONDENT'S HOUSEHOLD.**)

Yes	1	<b>Continue</b>
No	2	<b>GO TO Q40</b>
Don't know	9	

**Q38** What type of damage was done during the burglary?  
**NOTE – THIS QUESTION ONLY REFERS TO DAMAGE DONE TO MATERIAL ITEMS OR HOME**  
**DO Not READ. MULTIPLE RESPONSE OKAY.**

Item burned/attempted to burn	01
Item vandalised/attempted to vandalise	02
Damaged by explosion	03
House/garage/shed burned/attempted to burn	04
House/garage/shed vandalised/attempted to vandalise	05
Ransacked	06
Clothing cut	07
Other, please specify	98

**Q39** What was the total value of the damage they did?  
**DO NOT RECORD IN 'CENTS'. WRITE IN 888888 FOR NOTHING/NO VALUE AND 999999 FOR DON'T KNOW/CAN'T SAY.**

**EXAMPLE: IF VALUE WAS \$1050.20 PUT AMOUNT IN AS**

0	0	1	0	5	0
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**Value: \$**

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**Q40** At any time, that is before, after or during the burglary did you actually see or come into contact with the person/ any of the people who committed this burglary, or did you find out any information about them from any other source such as the police?

Yes, saw/had contact	1	<b>Continue</b>
Yes – given information by some one else	2	
No	3	<b>GO TO Q43</b>

**Q41** Did you know the person/any of the people before the burglary?

Yes	1	<b>Continue</b>
No	2	<b>GO TO Q43</b>
Don't know	9	

- Q42** How did you know them?  
**DO NOT READ. MULTIPLE RESPONSE OKAY. PROBE TO NO. CODE ALL MENTIONS BELOW.**

(All/some) were relatives of some one in the household	01
Ex Partner of some one in the household (e.g. ex spouse, ex de facto spouse, ex boyfriend, ex girlfriend)	02
(All/some) were friends of some one in the household	03
(All/some) were work mates or employees of some one in the household	04
(All/some) were neighbours/ children in the neighbourhood	05
(All/some) were home help	06
I knew (all/some) just to speak to casually	07
I knew (all/some) just by sight	08
Other, Please Specify	98

#### **PRESENT SHOWCARD J**

- Q43** Did the person or people do any of the activities listed on this showcard (**SHOWCARD J**) during the burglary?  
**DO NOT READ. MULTIPLE RESPONSE OKAY.**

Disconnected appliances	01
Ate food or drank liquor on premises	02
Used toilet	03
Used telephone	04
Used drugs/solvents or alcohol	05
Smoked on premises	06
Lit fire or attempted	07
Left behind writing/note or drawing	08
Left behind tool/weapon/foreign object	09
Interfered with food and/or drink	10
Washed, shaved, bathed	11
Flooded floor	12
Other, Don't wish to say	13
Other, Please Specify	98
Don't know what the person or people did	99

**Q44** Going back to the burglary itself, did the police get to know about the burglary?

Yes	1	<b>GO TO Q46</b>
No	2	<b>CONTINUE</b>
Don't Know	9	<b>GO TO KEYS</b>

**Q45** Is there any particular reason why the police did not get to know about the burglary?  
**DO NOT READ. MULTIPLE RESPONSE OKAY. IF RESPONDENT SAYS "DIDN'T REPORT IT", PROBE REASON(S) FOR THIS. PROBE TO NO. CODE ALL MENTIONS BELOW.**

Private/personal/family matter	01	<b>GO TO KEYS</b>
Dealt with matter myself/ourselves	02	
Reported to other authorities (eg superiors, company security staff etc)	03	
Dislike/fear of police	04	
Fear of revenge	05	
Make matters worse	06	
Police could have done nothing	07	
Police would not have bothered/not been interested	08	
Police too busy / not enough Police	09	
Inconvenient/too much trouble	10	
No loss/damage/ Attempt at offence was unsuccessful	11	
Too trivial/not worth reporting	12	
Didn't have enough evidence to report it	13	
Wasn't satisfied when I reported an earlier burglary	14	
Did not have insurance	15	
No particular reason	16	
Other, Please Specify	98	
Don't know	99	

**Q46** Did you (or anyone in your household) report the burglary to the police or did the police find out about the burglary some other way?

I/someone in my household reported it	1	<b>CONTINUE</b>
Police found out some other way	2	<b>GO TO Q48</b>

**Q47** People have different reasons for reporting crime, why did you or someone in your household decide to report this burglary?

**DO NOT READ. MULTIPLE RESPONSE OKAY. PROBE TO NO. CODE ALL MENTIONS BELOW.**

Needed for insurance claim	01
Hoped to get property back	02
Fear of further victimisation	03
To help catch/punish the person(s) who did this	04
Because a crime was committed/general feeling of obligation	05
Other, Please Specify	98
Don't know	99

**Q48** Did the police advise you or anyone in your household where you could go for any further help or advice you needed?

Yes	1
No	2
Don't know	9

#### **PRESENT SHOWCARD K**

**Q49** Overall, using the categories on this showcard (SHOWCARD K), how satisfied were you with the way the Police dealt with the burglary?

Very satisfied	1	<b>GO TO Q51</b>
Satisfied	2	
Neither satisfied nor dissatisfied	3	<b>CONTINUE</b>
Dissatisfied	4	
Very dissatisfied	5	
Don't know/can't say	9	<b>GO TO Q52</b>

**Q50** Are there any particular reasons why you weren't more satisfied with what the police did?

**DO NOT READ. MULTIPLE RESPONSE OKAY. PROBE TO NO. CODE ALL MENTIONS BELOW.**

Attitude - not interested, rude, disrespectful, didn't believe victim, accused victim, didn't care, didn't take seriously, sexist, racist.	01
Service - didn't come to house, didn't come quickly enough, slack, careless, little investigation, mistakes, didn't keep informed, didn't offer support, didn't give advice	02
Outcome - didn't recover property, didn't catch/charge offender	03
Other (please specify)	98
Don't know	99

**Q50A** Did you make an official complaint about the police to any one?

Yes	1	<b>CONTINUE</b>
No	2	<b>GO TO Q52</b>
Don't know	9	

**Q50B** Who did you complain to?

**DON'T READ. MULTIPLE RESPONSE OKAY.**

MP	01	<b>GO TO Q52</b>
Local council	02	
Local Police area controller/inspector	03	
Parliamentary Minister	04	
Police complaints authority	05	
District commander	06	
Police commissioner	07	
Other, specify	98	
Don't know	99	

**Q51** Are there any particular reasons why you were satisfied/very satisfied with what the police did?

**DO NOT READ. MULTIPLE RESPONSE OKAY. PROBE TO NO. CODE ALL MENTIONS BELOW.**

Attitude - interested, polite, respectful, believed victim, sympathetic, took seriously	01
Service - gave advice, prompt, thorough, careful, kept informed, offered support, tried their best	02
Outcome - recovered property, caught offender	03
Other (please specify)	98
Don't know	99

**Q52** How did this contact affect the way you think about the police? Did it make you look more favourably or less favourably on them or did it make no difference to your view of the police at all?

More favourably	1	<b>GO TO KEYS</b>
Less favourably	2	
No difference	3	
Don't know	9	