

**EVALUATION OF POLICE SERVICE
SERVICE DELIVERY IN THE
SOUTHERN GOLD COAST AREA**

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DECLARATION

I hereby declare that this thesis has not previously been accepted in substance for any degree. The main text of the thesis is original work. All sources referred to are properly acknowledged.

Cameron B Hall

CONTENTS

LIST OF TABLES	VIII
LIST OF FIGURES	X
ACKNOWLEDGMENTS	XI
POEM	XII
ABSTRACT	XIII

CHAPTER ONE: THE STUDY

1.0	INTRODUCTION	
1.1	BACKGROUND AND ISSUES	1
1.2	PURPOSE STATEMENT	2
1.3	OBJECTIVES OF THE STUDY	2
1.4	SETTING OF THE STUDY	3
1.5	LIMITS OF THE STUDY	5
1.6	PLAN OF THE STUDY	5

CHAPTER TWO: LITERATURE REVIEW

2.0	INTRODUCTION	
2.1	THE RELATIONSHIP OF POLICE AND GOVERNMENT	7
2.2	FEAR OF CRIME	9
2.3	POLICING YESTERDAY AND TODAY - A HISTORICAL PERSPECTIVE	11
2.3.1	<i>First Police</i>	12
2.3.2	<i>Factors Affecting Policing</i>	14
2.3.3	<i>Defining the Police Role</i>	15
2.3.4	<i>Queensland Police Service Corporate Commitment to Service Delivery</i>	17
2.3.5	<i>Previous Research of Public Satisfaction with Police Service Delivery in the South Eastern Police Region.</i>	18

2.4	POLICE NUMBERS AND RESPONSE TO CRIME	18
2.4.1	<i>Levels of Police and Crime</i>	19
2.4.2	<i>General Duties Patrol Work</i>	22
2.4.3	<i>Vehicle Patrols and the Impact on Crime</i>	24
2.4.4	<i>Technology and the Impact on Crime</i>	31
2.4.5	<i>Response Times: How Fast is Fast Enough</i>	34
2.5	CRIME - BREAK AND ENTER	40
2.5.1	<i>Break and Enter in the Study Area</i>	42
2.5.2	<i>How Police use their Time</i>	46
2.6	COMMUNITY POLICING	55
2.6.1	<i>Community Policing in Queensland</i>	56
2.6.2	<i>Beat Patrols</i>	58
2.6.3	<i>Toowoomba Beat</i>	59
2.7	PROBLEM ORIENTED POLICING & THE AT RISK PREMISES PROJECT	60
2.7.1	<i>TARP Project Rationale</i>	61
2.8	CRIME PREVENTION	62
2.8.1	<i>Definitions of Crime Prevention</i>	67
2.8.2	<i>Questions for Future Study</i>	68
2.8.3	<i>Summary</i>	68

CHAPTER THREE: THE METHODOLOGY

3.0	INTRODUCTION	
3.1	SUBJECTS	69
3.1.1	<i>The Sample</i>	69
3.2	DESIGN	71
3.3	MATERIALS	71
3.3.1	<i>Instrument Design</i>	73
3.3.2	<i>Pilot Survey</i>	74

3.4	PROCEDURE	74
-----	-----------	----

3.4.1	<i>Data Collection</i>	74
-------	------------------------	----

CHAPTER FOUR: THE RESULTS

4.0	INTRODUCTION	
-----	--------------	--

4.1	SAMPLE OBTAINED	76
-----	-----------------	----

4.2	RESPONSES OF PERMANENT RESIDENTS IN THE STUDY AREA	76
-----	--	----

4.2.1	<i>Demographic Breakdown</i>	77
-------	------------------------------	----

4.2.2	<i>Gender</i>	78
-------	---------------	----

4.2.3	<i>Age</i>	79
-------	------------	----

4.2.4	<i>Home Ownership</i>	80
-------	-----------------------	----

4.2.5	<i>Household Composition</i>	81
-------	------------------------------	----

4.2.6	<i>Summary</i>	82
-------	----------------	----

4.3	PERCEPTIONS AND REPORTED SATISFACTION OF PERMANENT RESIDENTS IN THE STUDY AREA WITH THE SERVICE DELIVERY OF THE QUEENSLAND POLICE SERVICE	83
-----	---	----

4.3.1	<i>Satisfaction Level of Respondents who had contact with the Police</i>	83
-------	--	----

4.3.2	<i>Percentage of Respondents by Suburb Who Were Very Satisfied or Satisfied With the Service Police Provide.</i>	84
-------	--	----

4.3.3	<i>Reasons for Dissatisfaction</i>	86
-------	------------------------------------	----

4.3.4	<i>Summary</i>	87
-------	----------------	----

4.4	SOURCE OF PERCEPTIONS OF CRIME LEVELS BY RESIDENT RESPONDENTS PERMANENTLY LIVING IN THE STUDY AREA	88
-----	--	----

4.4.1	<i>Source of Perceptions of Crime Levels</i>	88
-------	--	----

4.4.2	<i>Perceptions of Safety by Time and Place</i>	91
-------	--	----

4.4.3	<i>Perception of Safety by Gender</i>	94
-------	---------------------------------------	----

4.4.5	<i>Summary of Perception of Safety</i>	96
-------	--	----

4.4.6	<i>Overall Summary of Residential Responses</i>	97
-------	---	----

4.5	RESPONDENTS WHO ARE EMPLOYED IN THE STUDY AREA	98
-----	--	----

4.5.1	<i>Demographic Breakdown</i>	98
-------	------------------------------	----

4.5.2	<i>Suburb of Employment</i>	99
-------	-----------------------------	----

4.5.3	<i>Gender</i>	100
-------	---------------	-----

4.5.4	<i>Age of Respondents</i>	101
-------	---------------------------	-----

4.5.5	<i>Summary</i>	103
-------	----------------	-----

4.6	PERCEPTION AND REPORTED SATISFACTION OF RESPONDENTS EMPLOYED IN THE STUDY AREA WITH THE SERVICE DELIVERY OF THE QUEENSLAND POLICE	104
4.6.1	<i>Satisfaction level of Respondents Employed in the Study Area.</i>	104
4.6.2	<i>Reasons for Dissatisfaction</i>	106
4.6.3	<i>Summary</i>	107
4.7	SOURCE OF PERCEPTIONS OF SAFETY BY RESPONDENTS EMPLOYED IN THE STUDY AREA	108
4.7.1	<i>Sources of Perception of Crime Levels by Respondents Employed in the Study Area.</i>	108
4.7.2	<i>Perception of Safety of Respondents at their Place of Employment During the Day</i>	109
4.8	OVERALL SUMMARY OF RESULTS	112
4.8.1	<i>Permanent Residents - Overall Summary</i>	112
4.8.2	<i>All Respondents Overall Summary</i>	113
CHAPTER FIVE: DISCUSSION		
5.0	INTRODUCTION	125
5.1	PUBLIC SATISFACTION WITH POLICE SERVICE DELIVERY	115
5.1.1	<i>What the literature review revealed</i>	115
5.1.2	<i>What the study revealed</i>	117
5.1.3	<i>Potential options for future exploration</i>	117
5.2	THE PERCEPTION OF CRIME IN NEIGHBORHOODS	118
5.2.1	<i>What the literature review revealed</i>	118
5.2.2	<i>What the study revealed</i>	118
5.2.3	<i>Potential options for future exploration</i>	119
5.3	CONCLUSION	120
	REFERENCES	121
	APPENDIX (I)	133

LIST OF TABLES

TABLE 1.	SUBURBS BY STATISTICAL LOCAL AREAS THAT DEFINE THE STUDY AREA	4
TABLE 2.	AVERAGE ESTIMATED TIME TO PROCESS A BREAK& ENTER COMPLAINT	35
TABLE 3.	NUMBER OF REPORTED BREAK AND ENTER OFFENCES FOR EACH REGION	42
TABLE 4.	NUMBER OF BREAK & ENTER OFFENCES	43
TABLE 5.	THE TOTAL NUMBER OF CALLS FOR SERVICE PER SUBURE PERIOD 9/8/95 TO 15/3/96	44
TABLE 6.	CALLS FOR SERVICE AND AVAILABLE OPERATIONAL POLICE	45
TABLE 7.	SAMPLE OF RESPONDENTS	70
TABLE 8.	HOURS WORKED TO CONDUCT THE SURVEY	75
TABLE 9.	PERMANENT RESIDENT RESPONDENTS BY SUBURB	77
TABLE 10.	GENDER OF PERMANENT RESIDENTIAL RESPONDENTS	78
TABLE 11.	AGE OF PERMANENT RESIDENT RESPONDENTS	80
TABLE 12.	HOME OWNERSHIP	81
TABLE 13.	FREQUENCY DISTRIBUTION OF HOUSEHOLD COMPETITION FOR RESIDENTS	82
TABLE 14.	SATISFACTION LEVEL WITH SERVICE PROVIDED BY POLICE OF RESPONDENTS WHO HAD CONTACT WITH POLICE	83
TABLE 15.	PERCENTAGE OF RESPONDENTS WITHIN THE SUBURB WHO WERE VERY SATISFIED OR SATISFIED WITH THE SERVICE POLICE PROVIDED	85
TABLE 16.	REASONS CITED FOR DISSATISFACTION BY RESPONDENTS WHO HAD CONTACT WITH THE POLICE	86
TABLE 17.	SOURCE OF PERCEPTIONS OF CRIME LEVELS BY RESPONDENTS SUBURB OF RESIDENCE	89
TABLE 18.	COMBINED POSITIVE PERCENTAGE SCORES FOR RESPONDENTS WHO FEEL SAFE IN THEIR HOME DURING THE DAY	91

TABLE 19.	PERCENTAGE SCORES FOR RESPONDENTS WHO FEEL SAFE WALKING IN THE STREETS AROUND THEIR HOME AT NIGHT	93
TABLE 20.	PERCENTAGE OF RESPONDENT WHO FEEL SAFE WALKING IN THE STREETS AROUND THEIR HOME AT NIGHT BY GENDER.	95
TABLE 21.	RESPONDENTS EMPLOYED IN RESEARCH AREA BY SUBURB	99
TABLE 22.'	GENDER OF RESPONDENTS WHO WORK IN THE SAMPLE AREA	100
TABLE 23.	AGE OF RESPONDENTS EMPLOYED IN THE STUDY AREA	102
TABLE 24.	PERCENTAGE OF RESPONDENTS EMPLOYED WITHIN THE SUBURB WHO WERE SATISFIED WITH THE SERVICE PROVIDED BY POLICE.	105
TABLE 25.	COMPARISON BETWEEN TYPE OF CONTACT AND REASON FOR DISSATISFACTION	107
TABLE 26.	SOURCE OF PERCEPTIONS OF CRIME LEVELS FOR RESPONDENTS EMPLOYED IN THE SUBURB SURVEYED	108
TABLE 27.	PERCENTAGE OF RESPONDENTS WHO FEEL SAFE WALKING IN THE STREETS AROUND THEIR BUSINESS DURING THE DAY	110

LIST OF FIGURES

FIGURE 1.	AVERAGE TIME SPENT ON POLICING ACTIVITIES DURING ONE WEEK QUEENSLAND (1995)	51
FIGURE 2.	AVERAGE TIME SPENT ON MAIN TASKS IN ONE WEEK AS RECORDED BY GENERAL DUTIES OFFICERS	52
FIGURE 3.	AVERAGE MONTHLY CALLS BY TYPE TOOWOOMBA FEBRUARY 1993 - JANUARY 1995	53
FIGURE 4.	PERCENTAGE OF PERMANENT RESPONDENTS BY SUBURB	78
FIGURE 5.	GENDER OF PERMANENT RESIDENTIAL RESPONDENTS	79
FIGURE 6.	SATISFACTION LEVEL OF RESPONDENTS WHO HAD CONTACT WITH POLICE	84
FIGURE 7.	PERCENTAGE OF RESPONDENTS WITHIN THE SUBURB WHO WERE EITHER VERY SATISFIED OR SATISFIED WITH THE SERVICE POLICE PROVIDE	85
FIGURE 8.	SOURCE OF PERCEPTIONS OF CRIME LEVELS BY RESPONDENTS SUBURB OF RESIDENCE	90
FIGURE 9.	PERCENTAGE SCORES FOR RESPONDENTS WHO FEEL SAFE IN THEIR HOME DURING THE DAY	92
FIGURE 10.	PERCENTAGE SCORES FOR RESPONDENTS WHO FEEL SAFE WALKING IN THE STREETS AROUND THEIR HOME AT NIGHT	94
FIGURE 11.	PERCENTAGE OF RESPONDENT WHO FEEL SAFE WALKING IN THE STREETS AROUND THEIR HOME AT NIGHT BY GENDER	95
FIGURE 12.	PERCENTAGE OF RESPONDENTS WHO ARE EMPLOYED IN THE SAMPLE AREA	100
FIGURE 13.	GENDER OF RESPONDENTS	101
FIGURE 14.	AGE OF EMPLOYEE RESPONDENTS	102
FIGURE 15.	PERCENTAGE OF RESPONDENTS EMPLOYED WITHIN THE SUBURB WHO WERE SATISFIED WITH THE SERVICE PROVIDED BY POLICE	106
FIGURE 16.	SOURCE OF PERCEPTIONS OF CRIME LEVELS FOR RESPONDENTS EMPLOYED IN THE STUDY AREA	109
FIGURE 17.	PERCENTAGE OF RESPONDENTS WHO FEEL SAFE WALKING IN THE STREETS AROUND THEIR PLACE OF EMPLOYMENT DURING THE DAY	111

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"The Hidden Panacea"

Gather ye 'round and dim the light,
'tis a secret I have I'll share this night.
Its about the crime we want to stop,
not the report that we want to jot.

It's an ancient tale as old as time,
veiled in mystery, though I know by rote.
About our life, yours and mine,
our kin and all the other folk.

The secret I feel, you already know,
for nary a new thought is often spoke.
My chronicle opens to the page and row
and therein lies my secret hope.

Our seed it grows in the soil we till,
we cherish peace, and promote goodwill
and we tell our seed they must be great,
whilst we turn our backs, upon their fate.

For the past holds the future,
that lesson is never learned,
as our seeds unfold and pass the door,
to make our mistakes again and more.

Break this cycle - and prevent the crime,
avail your children of your time.
Lassies and laddies as I'm telling this tale,
it's all about prevention and not about jail.

So open your eyes and read the lines,
the message is clear, we've been there before.
If you have a new thought, notion or idea,
look again my friend, it's been already here.

Prevention is not new, it's as common as salt,
'though this may be novel to some of you folk.
If you think it's no good and maybe a fad,
then walk as a victim, you'll wish it, you had.

From the desktop of unpublished dreams

Cameron B Hall

ABSTRACT

This study explores how the residential and business sectors of the community in the southern Gold Coast area perceive the police service provided to them. The study also records the community level of satisfaction with that service. To provide a context for these community outcomes, contemporary policing issues in Australia are discussed, in particular how policing has developed from the early convict days to the current methods used by the Queensland Police Service to deliver its service. This study discusses such issues in policing as technology and the current concepts underlying police response times and police numbers and the impact this has on crime and community satisfaction levels.

International concepts in crime prevention and community policing are explored and are highlighted by examples of community policing case studies conducted by the Queensland Police Service. Various studies relating to crime prevention are reviewed and the community fear of crime is discussed. Of particular interest is the expansion and theoretical considerations of situational crime prevention as relates to routine crime prevention activity and the role of guardians. The role of police as guardians for break and enter crime is of particular interest. The study concludes that a police response in this role is inadequate and alternative strategies must be implemented. Alternative strategies of guardianship could find the police implementing activities that empower the community with knowledge and resources to perform the role of guardians against break and enter crime themselves.