



# SAFER CITY

*Creating a safer city and helping people feel safer*

## SAFER CITY STRATEGIC GROUP - ANNUAL PROGRESS REPORT 2009/10

The Safer City Strategic Group is the council's senior officer group responsible for the delivery of the Council's internal Safer City Plan, chaired by the Director of Health and Environmental Services, Suzanne Wylie. The success of this plan is dependent on the cooperation across departments and services and to ensure this, various aspects were assigned to an individual officer to lead, develop and ensure implementation of their particular area of work.

This paper follows on from the update provided in September 2009, which outlines the various aims of the plan and its achievements to date.

### AIMS AND ACHIEVEMENTS

#### 1. Key Area: Anti Social Behaviour (ASB)

**Aim:** To successfully and effectively implement the council's antisocial behaviour policy.

A range of senior officers involved in managing enforcement and ASB related activity from across the council met on a regular basis to discuss the most effective means of implementing the council's antisocial behaviour policy. The **key achievements and outputs** include:

1. **The development of a Corporate ASB incident diary** to record and capture key information in relation to ASB incidents. This is a new, evidenced based approach to developing a greater understanding of ASB experienced by residents which will help identify individuals responsible and inform decision making around appropriate course of action.
2. **The development and delivery of an awareness raising and training package** on ASB for a wide variety of frontline staff across the council.
3. **The development of standardised warning letters** and Acceptable Behaviour Contracts and subsequent legal consideration on most appropriate approach for various services involved.
4. **A review of the enforcement of bye laws in relation to ASB**, the outcome of which has been included in the review of Parks approach to bye laws as part of Parks Improvement Programme.

## 2. Key Area: Integration of Warden-type Services

**Aim:** To deliver integrated services which allows Belfast City Council to deliver our 'one council' approach to a Safer Belfast.

The key achievement and outputs for Integration of Services Group include:

- **The development of a Corporate Authorisation Policy for warden services** to ensure the appropriate officers are authorised to undertake the duties in relation to their posts, professionally and competently.
- **The delivery of joint training warden-type services** which will increase the awareness and understanding of the various warden roles across council and sharing of best practice.

## 3. Key Area: Information Management

**Aim:** To have an embedded system to record, manage progress and report on ASB.

The key achievements and outputs of the Information Management working group include:

1. **The development of a corporate ASB Information Management system** that will allow us to record and report corporately on incidents of ASB reported to Council
2. In so doing, **the development of a single set of incident categories for ASB** to be utilised across the council for the purposes of centrally recording incidents of ASB.
3. Agreement on **coordination of multi-departmental responses to incidents of ASB** to improve customer services
4. The **training of data entry staff on the new IT system**

## 4. Key Area: Business Planning Cycle

**Aim:** To ensure the sustainability of Belfast City Councils contribution to Safer City across the organisation

The key achievements and outputs lead by [Chief Executive] Policy and Planning Unit

1. The **development of Safer City business planning guidance** for departments on how to incorporate Safer City objectives into departmental plans
2. Regular **planning meeting with thematic coordinators** (from health, young people, older people etc) across Council

3. **Business Planning support workshop for Business Support Managers** across the council to contribute to the councils commitment on Safer City.

## 5. **Key Area: Communications**

**Aim:** To ensure staff and public awareness of our role in creating a Safer Belfast

The key achievements and outputs of the Communications working group include:

1. The **development of a Safer City dedicated Interlink page** to update officers and elected members on the work of the Safer City Group.
2. The **development of a Safer City Communications plan**, ensuring a one council message from Council and other key partners.
3. The **organisation of a Councillor Summit and stakeholders workshop** to review and discuss actions around Safer City and to raise key issues to be included in 2010/11 work plan.

**For more information on the work of the Safer City Strategic Group please contact:**

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