



SAFER CITY

Creating a safer city and helping people feel safer

Safer City Business Plan

2010 - 2011

1.0 THE AIM OF SAFER CITY PLAN AND SAFER CITY STRATEGIC GROUP

Creating a safer city and helping people feel safer is a key corporate priority for Belfast City Council. The aim of the Safer City Plan is to assist the Council in achieving its corporate priority by aligning its internal work with external partnership working and in doing so meet the shared objectives of the Safer Belfast Plan [which is delivered through Belfast Community Safety Partnership] and other relevant plans such as those facilitated by the Good Relations Partnership and the District Policing Partnership.

In 2009/10 we established a Safer City Framework and Action Plan for the Council. The Safer City Plan for 2010/11 intends to build upon the achievements of the previous twelve months but also reflect the changing environment impacting upon the Council's resources and role. Further more it is intended to directly influence service delivery and in so doing make a visible impact upon residents' quality of life.

Therefore our aim in 2010/11 as the Safer City Strategic Group is:

“to take a leading role in improving the quality of life now and for future generations by supporting our organisation to work together to help people feel safer”

2.0 THE ROLE OF THE SAFER CITY STRATEGIC GROUP

The role of the Safer City Group is to:

1. Provide strategic direction and leadership for Safer City within Belfast City Council;
2. Support communication of strategic messages across departments and with senior departmental management structures;
3. Lead the strategic performance management processes of Safer City and reporting to senior management and elected members;
4. Support the strategic integration of the community safety, good relations and district policing partnership agenda; alongside other council departments;
5. Ensure shared information and knowledge of strategic developments linked to Safer City theme from both internal Services/Units and external sources.

4.0 KEY AREAS OF WORK

The 2010/11 Safer City plan will focus on a number of key areas of work to help us tackle anti social behaviour in a coordinated and integrated manner. The key areas of work are around **anti social behaviour; alcohol fuelled crime and underage drinking; hate crime and good relations; internal business planning; information management and; communication and engagement.** The Safer City Business Plan will also link to other relevant action plans such as the Good Relations Plan, Holyland Implementation Plan and Local Policing plans.

5.0 REPORTING STRUCTURE

The Chair of the Safer City Strategic Group, the Director of Health and Environmental Services, will remain the reporting Officer of the Group to the Chief Officers Management Team (COMT) on the direction of the group and key developments. The Chair will also provide a six monthly progress report to the Council's Strategic Policy and Resources Committee and full Council.

The reporting and progress updates reports against individual tasks and projects will be the responsibility of the identified **Lead Reporting Service** – each Lead Reporting Service will be responsible for establishing the appropriate means for delivering and engaging relevant staff necessary to ensure the task/project is completed.

Figure 1 Safer City reporting structure



6.0 PERFORMANCE MANAGEMENT

The Safer City Strategic Group will provide quarterly performance reports to COMT and six monthly reports to Committee (SP&R or as otherwise required) on the work outlined below. Key performance indicators are aligned with the existing corporate and Safer Belfast indicators e.g.:

1. Recorded incidents of anti social behaviour in the city (corporate indicator)
2. Recorded incidents of alcohol fuelled violent crime (Safer Belfast Plan target = reduction by 5% since 2008/9)
3. Recorded incidents of hate crime (Safer Belfast Plan target = reduction by 5% since 2008/9.

7.0 SAFER CITY BUSINESS PLAN 2010/11

CORPORATE ELEMENT: BETTER SUPPORT FOR PEOPLE AND COMMUNITIES		
<i>Corporate objective: To ensure people feel safer</i>		
Safer City objective: To tackle Anti Social Behaviour (ASB)		
Tasks	Lead Reporting Service	Thematic allocation
1. To manage the delivery of a city-wide Community Safety Warden Service [<i>Safer Belfast Plan, CSP</i>].	Community Safety Unit, EHS	£100,000
2. To review the effectiveness and future of the cross-council Anti Social Behaviour Officer Liaison Group (ASBLOG).	Community Safety Unit, EHS	No additional cost
3. To improve the Council's response to ASB via continued implementation of the Council's ASB policy and development of ASB procedures manual.	Community Safety Unit, EHS	No additional cost
4. To deliver training to at least 40 frontline staff throughout the Council on the Council's ASB policy and ASB information management system.	Community Safety Unit, EHS	£4,000
5. To combine available resources from Community Safety Unit and Good Relations Unit to allow the delivery of a small grants programme to support summer 2010 intervention work.	Good Relations Unit	No additional cost
6. To erect approximately 75 alley gates in selected areas in 2010/11 [<i>Safer Belfast Plan, CSP</i>].	Community Safety Unit, EHS	Associated costs secured in capital programme
7. To carry out 10 joint alcohol bye-law operations, involving Parks and Community Safety Unit staff alongside PSNI, in Council parks throughout the city.	Parks Service	No additional cost
8. To link with Older Peoples Officers Group to ensure anti social behaviour and community safety issues are considered within the emerging Action Plan for 2010/11 and appropriate tasks identified, such as an Intergenerational event (link to Task 4, Page 9).	Belfast Health Development Unit	No additional cost
9. To influence the redevelopment of Dunville and Woodvale Parks to take account of community safety ASB issues via secure by design principles [<i>BCC Corporate Plan and Parks and Leisure VCM</i>].	Parks and Leisure Department	No additional cost
10. To research the feasibility of accessing/developing a mediation service to support Council when handling ASB related neighbour disputes.	Community Safety Unit, EHS	£3,000
11. To support the Council's Bonfire Management Programme as a youth engagement initiative that contributes to a reduction in anti-social behaviour.	Good Relations Unit	No additional cost

Key evaluation questions	
Have we delivered ASB training to all relevant Council staff?	
Are we dealing more effectively with ASB?	
Do staff have a better understanding of ASB issues and how the Councils will respond? [Of those attending ASB awareness training]	
Did the council carry out joint operations as part of Parks ASB Programme?	
Has there been an ASB and community safety input to redevelopment of Dunville and Woodvale Parks?	
Key performance indicators/outputs	
The number of incidents of anti social behaviour reported in the city	
Overall recorded crime rates in the city	
The number of specific bonfire related incidents reported to the PSNI	
% Residents who feel safe in their local area	
Estimated resource allocation from thematic and other budget	
Total £107,000: Out of the 11 ASB related tasks, three will receive an allocation from the thematic budget. All others will be accommodated through either existing estimates or through greater business efficiency.	

CORPORATE ELEMENT: BETTER SUPPORT FOR PEOPLE AND COMMUNITIES

Corporate objective: To ensure people feel safer

Safer City objective: To reduce alcohol fuelled crime and underage drinking

Tasks	Lead Reporting Service	Thematic allocation
1. To provide regulatory training to warden-type services regarding enforcement of Alcohol Bye-laws in line with the Warden Services Authorisation Policy.	Community Safety Unit, EHS	No additional cost
2. To carry out at least one Alcohol Bye Law enforcement operation per month in neighbourhoods across the city [<i>Safer Belfast Plan, CSP</i>].	Community Safety Unit, EHS	Allocation from CSP budget
3. To undertake targeted action in relation to ASB and public consumption of alcohol in the City Hall grounds and engage with Security Management Unit to explore further.	Community Safety Unit, EHS	Allocation from CSP budget
4. To develop a procedure/advice note to allow BCC Committee to make more informed decisions, over granting of entertainments licenses to premises. [<i>Holyland Implementation Plan, April 2010</i>].	Holylands Inter-Agency Group (Building Control, BCC)	No additional cost
5. To liaise with and support Belfast Health Development Unit on the development of Total Place approach in Belfast and work around Alcohol Misuse [<i>2010/2011 BCC Healthier City Plan</i>].	Belfast Health Development Unit	No additional cost

Key evaluation questions

Have we delivered training to warden-type services on Alcohol Bye laws?

Of staff attending Alcohol Bye Law training, has their understanding increased?

Number of alcohol bye law enforcement operations carried out in neighbourhoods

Key performance indicators/outputs

5% reduction in alcohol fuelled violent crime by 2011

Estimated resource allocation from thematic budget

Overall no additional cost: All tasks in this area will be accommodated through either existing estimates/funding or through greater business efficiency.

CORPORATE ELEMENT: BETTER SUPPORT FOR PEOPLE AND COMMUNITIES

Corporate objective: To ensure people feel safer

Safer city objective: To deal with Hate Crime and Good Relations

Tasks	Lead Reporting Service	Thematic allocation
1. To establish a council cross-departmental working group of senior officers to provide for a coordinated approach to interventions in and around interface areas.	Good Relations/Community Safety	£10,000
2. To develop and establish a coordinated mechanism across council to feed into Community Safety Unit's Tension Monitoring process and provide support, where appropriate.	Community Safety Unit, EHS	No additional cost
3. To support the development of a Tension Response team deployed to neighbourhoods identified through Tension Monitoring	Community Safety Unit, EHS	Peace III allocation (TBC)
4. To increase engagement between Good Relations and Community Safety Unit and to carry out a workshop to develop joint business planning opportunities.	Good Relations/Community Safety	No additional cost

Key evaluation questions

Have we established a cross-departmental forum to support better joint working on interface issues?

Has there been engagement between Good Relations and Community Safety Unit in relation to joint working and business planning?

Estimated resource allocation from thematic budget

Total £10,000

CORPORATE ELEMENT: POLICY, PLANNING AND PERFORMANCE

Corporate objective: To establish an integrated strategic planning cycle and embed performance management across the council

Safer city objective: To support Council business planning to ensure contribution to Safer City across the organisation

Tasks	Lead Reporting Service	Cost allocation
1. To support the development and roll-out of thematic planning within department business planning processes across the council.	Policy Planning Unit, Chief Executives Department	No additional cost
2. To contribute to a proposal for a cross council approach to summer schemes planning and delivery [2010/2011 BCC Healthier City Plan].	Community Services, Development Department	No additional cost
3. To review current mapping exercise of Safer City related activity across the Council.	Safer City Strategic Group, via Coordinator	No additional cost
4. To support the strategic leadership of Safer City through COMT, SP&R and to ensure elected members are briefed and aware of progress.	Safer City Strategic Group, via Coordinator	No additional cost
5. To review small grant funding made available by the Council for the purpose of achieving common goals relating Safer City issues, to identify and ensure a best value approach to funding.	Community Safety Unit, EHS	£3,000
6. To review any in-house protocols for coordinating the Council's multi-service planning in major events/occasions and develop links with PSNI protocol.	Community Safety Unit, EHS	No additional cost

Key evaluation questions

Have all departments indicated that Safer City theme has been considered as part of their planning process?

Have we established a coordinated planning approach to major/key events?

Have we identified best value approach to funding streams that contribute to Safer City?

Key performance indicators/outputs

The number of Services/Units within Business Plans, which have indicated links to Safer City theme

Estimated resource allocation from thematic budget

Total £3,000. One task will require an allocation from the thematic budget, all other work will be accommodated through either existing estimates/funding or through greater business efficiency.

CORPORATE ELEMENT: INFORMATION MANAGEMENT

Corporate objective: To implement a strategic approach to information management that supports all aspects of how we work

Safer city objective: Information Management

Tasks	Lead Reporting Service	Cost allocation
1. To continue with full implementation of the new information export system [ASB CRM system].	ISB	£10,000
2. To develop evidence gathering information framework around ASB reported incidents for the purpose of supporting Councils response to planning applications for Hot Food Bars in the City.	Environmental Health Service	No additional cost
3. To establish an analyst resource to analyse and report on crime and antisocial behaviour.	Community Safety Unit, EHS	No additional cost

Key evaluation questions

Are we managing information in relation to ASB reported incidents more strategically?

Are we utilising ASB information gathered strategically to evidence ASB related issues?

Key performance indicators/outputs

The number of units and services inputting ASB data via the new CRM system.

Estimated resource allocation from thematic budget

Total £10,000

CORPORATE ELEMENT: COMMUNICATION AND ENGAGEMENT

Corporate objective: To ensure an effective and efficient one council approach to communications

Safer city objective: To ensure an effective and efficient one council approach to communication around Safer City messages

Tasks	Lead Reporting Service	Cost allocation
1. To promote the work of Safer City in different languages.	Corp. Communications	£2,000
2. To deliver Safer City message to frontline Parks staff as part of the Parks Improvement Programme.	Parks Department	No additional cost
3. To deliver awareness raising sessions for warden type services, to share information and good practice.	Community Safety Unit	No additional cost
4. To organise and hold an event with young people via Council's Youth Forum to debate Safer City issues and communicate role of relevant Council services.	Community Services, Development Department	£3,000
5. To support a joint approach to communication for known seasonal peaks in ASB such as Freshers' week and St. Patrick's Day	Community Safety Unit	£3,000
6. To communicate the work of Safer City through existing internal & external communications mechanisms.	Safer City Strategic Group, Corp. Comms.	No additional cost
7. To ensure elected members are supported, consulted with and updated on the work of the Council in this field.	Safer City Strategic Group	£2,000
8. To develop a better Council-wide approach to responding to issues related to bonfires to ensure a better service (communities, residents etc).	Bonfire interagency group	No additional cost

Key evaluation questions

Have we communicated the work of Safer City to both internal and external audiences, including elected members?

Have we communicated the work of Safer City in different languages?

Have we delivered a Safer City message as part of Parks Improvement Programme?

Did we receive any positive feedback from the Youth Forum as part of the young people event?

Key performance indicators/outputs

The number of progress updates communicated to staff and elected members

Resource allocation from thematic budget

Total £10,000