



SAFER CITY

Creating a safer city and helping people feel safer

Safer City Business Plan

2011 - 2012

11 May, 2011

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1.0 SAFER CITY

2011/12 is the third year of Belfast City Council internal Safer City Plan. A key factor that continues to drive the thematic priority around creating a safer city is feedback from residents (via recent corporate survey) and members that making Belfast feel safer and reducing ASB is an important issue.

Belfast City Council already delivers many services and works with a wide range of partners to achieve a safer environment for the residents of, and visitors to the city. The Community Safety Partnership (CSP) has produced a Safer Belfast Plan for 2011/12 which will work towards tackling antisocial behaviour, reducing alcohol and substance misuse, reduce hate crime and incidents in the city; the Department of Health and Environmental Services continues to deliver services to address issues around dog fouling, cleansing, domestic and commercial noise, and licensing entertainments venues. Aside from addressing behaviour and local environmental quality issues, Building Control Services has responsibility for securing the safety, health and welfare of people in buildings, ensuring dangerous and derelict properties are made safer and licensing our entertainment establishments.

In 2009/10 we established a Safer City Framework and Action Plan for the Council and from this, the Safer City Plan for 2011/12 intends to build upon the achievements of the previous two business plans but also reflect the changing environment impacting upon the Council's resources and role. Subsequently there is an argument that during a time of increased pressure on finance and resources, internal joint working for the purposes of improved and more efficient service delivery is all more important. Further more it is intended that the work driven by the Safer City Strategic Group directly influences service delivery and in so doing make a visible impact upon residents' quality of life.

1.1 Key achievements of 2010/11

With seven wide ranging objectives and some 37 projects, much has been achieved in 2010/11. The work of the Safer City group has enabled the following:

- Completion of an ASB manual for the council
- Delivery of joint enforcement operations in response to ASB issues at city hall
- Established a cross council group to improve coordination around interface areas
- Established an officers group to better plan and manage a coordinated response to bonfire issues
- Connected six units and services to the ASB CRM system and trained some 20 staff in the use of the system.
- Supported a communications campaign around safer city messages at student Fresher's week.

1.2 Performance information

A number of performance related information were agreed to monitor the wider impact of work around Safer City. The results for 2010/11 show:

Safer City objective	Key performance indicators/outputs		Commentary
To tackle Anti Social Behaviour (ASB)	The number of incidents of anti social behaviour reported in the city	21,449	This is a slight increase in the number of incidents reported than in 2009/10 period [21,204]. While the overall aim is to reduce the levels of ASB, communities have been encouraged to report ASB in their neighbourhoods.
	Overall recorded crime rates in the city	29,834	The number of offences recorded for crime has reduced by 2.8% on previous year.
	The number of specific bonfire related incidents reported to the PSNI	259 City [58 BMP]	The number of incidents has improved with a reduction on previous year (342) reported incidents.
	% residents who felt council was working to make the city safer	75%	This is a fair result from the recent residents Survey. It is not possible to compare directly with 2007 residents survey however, the question asked then related to if residents felt unsafe in Belfast in city centre after dark: 43% responded that they feel unsafe.
To implement a strategic approach to information Management	The number of units and services inputting ASB data via the new CRM system.	6[out of 10]	The CRM system was rolled out service, by service in 2010 with over half of identified services being trained and connected to the system. In 2011/12 it is planned to connect Cleansing Services, P&L Department and Development Department to the system.

1.3 The aim of Safer City Plan 2011/12

Taking into account the achievements of 2010/11 and the priorities of the Belfast City Council, the aim of 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 creating a Safer City within Belfast City Council;
2. Ensure shared information and knowledge of strategic developments linked to Safer City theme from both internal Services/Units and external sources.
3. Support communication of strategic messages across departments and with senior departmental management structures;
4. Lead the strategic performance management processes of Safer City and reporting to senior management and elected members;
5. Support the strategic integration of the community safety, good relations and district policing partnership agenda; alongside other council departments;

2.1 Membership of safer city group

The membership the Safer City Strategic group includes representatives of Departments and Services that can contribute to the overall aim of this work:

Tommy Barr: ISB, Department Finance and Resources

Emer Boyle: Policy and Business Development Unit, Parks & Leisure

David Cartmill: Directorate Services, Health & Environmental Services Department

John Corkey: Public Health & Housing Unit, Health & Environmental Services Department

Vivienne Donnelly: Cleansing Services, Health & Environmental Services Department

Patricia Flynn: Corporate Policy and Planning Unit, Chief Executive Department

Hazel Francey: Good Relations Unit, Chief Executive's Department

Suzanne Gowling: Community Safety Unit, Health & Environmental Services Department

Stephen Hewitt: Building Control, Health & Environment Services Department

Eddie Jackson: Community Services, Development Department

Stevie Lavery: Community Safety Unit, Health & Environmental Services Department

Victoria Law: Lead Communicator (Safer City), Parks & Leisure Department

Stephen McCrory: Member's Services, Chief Executives Department

Richard McLernon: Community Safety Unit, Health & Environmental Services Department

Lorna Somers: DPP Unit, Health & Environmental Services Department

Keith Sutherland: Urban Development Unit, Development Department

Siobhan Toland: Environmental health Services, Health & Environmental Services

Suzanne Wylie: (Chair) Director of Health & Environmental Services Department

Michelle Bagnall: Safer City Coordinator, Health & Environmental Services Department

3.0 KEY AREAS OF WORK

In 2011/12 key areas of work will continue around improving coordination around tackling ASB, responding and managing interface issues, planning and managing bonfire related issues and supporting council efforts to reduce on street and underage drinking.

In 2011/12 there will an increased focus on strengthening internal links between Department and Service plan initiatives that impact either directly on indirectly on Safer City aims and Section 7 references those programmes and activities.

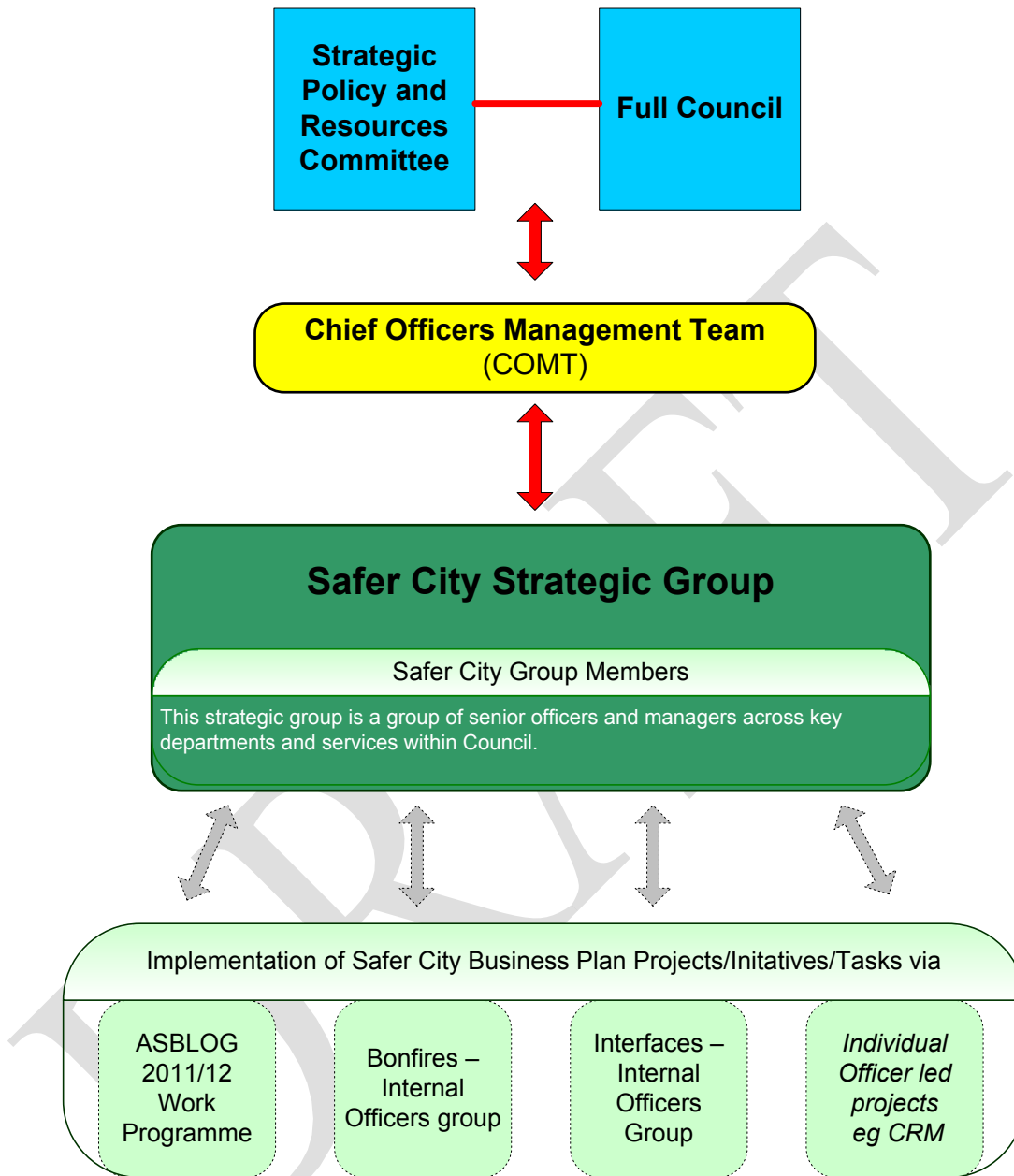
4.0 REPORTING STRUCTURE for 2011/12

The Chair of the Safer City Strategic Group is the Director of Health and Environmental Services. The Director will remain the reporting Officer of the Group to the Chief Officers Management Team (COMT) on the direction of the group, progress on the Safer City Plan and any key developments (see figure 1).

The implementation of the Safer City Plan will be via working groups and individual officers leading on specific projects or actions. Quarterly progress reports will be provided from the chair of the working group and lead officers to the Safer City Strategic

Group. The Strategic group will feed any issues to the Chief Officers Management Team and subsequently report to Committee.

Figure 1 Safer City reporting structure 2011/12



5.0 PERFORMANCE MANAGEMENT 2011/12

The Safer City Strategic Group will provide quarterly performance reports and six monthly reports to Committee (SP&R or as otherwise required) on the work outlined in Section 7 of the plan. On a quarterly basis the group will monitor the number of ASB incidents reported to the council, via data produced by the council ASB CRM system.

6.0 SAFER CITY CORE BUSINESS PLAN 2011/12

Corporate Element: To support people and communities			
Corporate objective: To ensure people feel safer			
	Safer City Objective	Project, activity, work programme	Delivery
1.0	To support council efforts to tackle anti social behaviour in an effective and coordinated way.	To develop and implement a work programme around key work areas through the Antisocial Behaviour Liaison Officer Group: <ul style="list-style-type: none"> 1.1 Implementation and maintenance of Council ASB Manual; 1.2 Review and implement Council ASB Policy; 1.3 Hold monthly meetings to coordinate and improve council's response to ASB issues; 1.4 Review the Information Sharing Protocol and deliver training with respect to the protocol; 1.5 Review ASB CRM reports and monitor usage and roll out of ASB CRM. 	Antisocial Behaviour Liaison Officer Group (ASBLOG) Budget allocation £8,000
2.0	To establish a coordinated approach to responding and managing interface issues.	To scope and develop an implementation plan around a coordinated approach to dealing with interface issues: <ul style="list-style-type: none"> 2.1 Investigate the council policy on interface issues and scope the relevant issues 2.2 Develop an implementation plan around coordinating council approach to interface issues. 	Internal Interfaces Officer Group Budget Allocation £6,000
3.0	To establish a coordinated approach to planning and managing bonfire and related issues.	To develop and deliver actions within the internal Bonfire Action Plan: <ul style="list-style-type: none"> 3.1 To implement the actions plan for July and August festivities 3.2 To review and evaluation the work of group, following implementation. 	Bonfire Officer group Budget Allocation £6,000
4.0	To improve the internal means of linking into tension monitoring.	To develop a coordinated mechanism across council to feed into CSU Tension monitoring process.	Lead Officer (R. McLernon)
5.0	To support council efforts to reduce underage and on street drinking and related antisocial behaviour in local communities in Belfast	To support the CSP Alcohol and Substance Misuse projects eg joint on street drinking enforcement. To support BHDU on to deliver the council's health and well being plan and its programme to reduce alcohol Misuse.	CSU Manager Donna Gleek

Corporate Element: Information Management		
Corporate Objective: To implement a strategic approach to information management		
6.0 Safer City Objective To improve information management and information sharing around Safer City issues.	Project, activity, work programme To complete full implementation of ASB CRM system. To explore and develop an internal mechanism for sharing ASB and other related Safer City data, such as information from PACT meetings. To explore and develop a mechanism to capture and report generic safer city/community safety issues raised via SNAP Area Officer meetings, to Safer City strategic group.	Delivery ISB Project lead ISB & Safer City Coordinator SNAP team
Corporate Element: Communication and engagement		
Corporate Objective: To ensure an effective and efficient one council approach to communications		
7.0 Safer City Objective To ensure an effective approach to communication around Safer City messages.	Project, activity, work programme To better improve the communication of the work of Safer City group to staff and council members: 7.1 Develop a communications action plan taking consideration and making best use of internal mechanisms.	Delivery Safer City Coordinator
Corporate Element: Policy, Planning and Performance		
Corporate Objective: To establish integrated planning and linkages between internal business plans and Safer City		
8.0 Safer City Objective To support council business planning and project delivery to coordinate any contributions to Safer City efforts.	Project, activity, work programme To continue to support the development and roll out of thematic planning within department business planning processes. To strengthen and support linkages between relevant internal activities/projects/initiatives with the objectives of Safer City (see Section 7 for list of internal activities).	Delivery Safer City Coordinator Safer City Strategic Group.

BELFAST CITY COUNCIL: OTHER INTERNAL PLANS WITH POTENTIAL LINKS TO SAFER CITY THEME

Departments and Services across the organisational have planned to carry out many varying projects and programmes that may have linkages to the Safer City thematic priority. One of the objectives in the Safer City Plan 2011/12 is to support council business plans and project delivery in order to coordinate any contributions to Safer City efforts. Table 1 below references those projects and programmes, contained within other Department/Service Plans, that contribute to the Safer City theme.

Table 1 Service and Unit Business Plan and links to Safer City

Service / Unit	Projects/ Programmes contained in internal Business Plans 2011/12
Chief Executives Dept	<ul style="list-style-type: none"> • Complete community planning pilot and develop a community planning model • Implement the Good Relations Plan
Community Safety Unit	<ul style="list-style-type: none"> • Deploy Community Safety Wardens across the city • Deliver a programme of alley gates in prioritised areas of the city • Deliver Peace III funded programmes to reduce the fear of crime, including: <ul style="list-style-type: none"> ➢ Youth engagement project to reduce ASB and interface tensions in the city ➢ Tension monitoring project which will enable rapid responses to community tensions. • Build, lead and manage the new joint Policing and Community Safety Partnership for the city
Development Department	<ul style="list-style-type: none"> • Roll out access to CityStats across the organisation • Deliver a new Community Development Strategy • Create opportunities for children and young people: via Youth Forum and its Party in the Park themed event • Establish a city wide policy for children and young people • Delivery of 10 community safety thematic projects at local community centres (Community Services Area Support team) • Continue to support and participate on the inter-agency Traveller Community Safety Group (Travellers Unit)
Environmental Services	<ul style="list-style-type: none"> • To support the work of the Holylands Interagency Group [Holylands Implementation Plan, 2011] <ul style="list-style-type: none"> ➢ Continue to implement the off-licence Code of Practice ➢ Deliver Get Home Safe marketing campaigns, particularly at “hot-spot” times/events such as Freshers’ Week; Halloween and St. Patrick’s Day ➢ Continue to support the robust enforcement of the Alcohol Bye-laws ➢ Provide regulatory training to the warden-type services on enforcing the Alcohol Bye-laws in line with the draft Warden Services Authorisation Policy ➢ Develop an integrated action planning process involving relevant stakeholders for key events ➢ Explore longer term approaches to resolving endemic problems in the Holyland area and facilitate research into this area, including examining best practice from elsewhere

Service / Unit	Projects/ Programmes contained in internal Business Plans 2011/12 (Continued)
Environmental Services (cont'd)	<ul style="list-style-type: none"> • Lead councils Older Peoples Working Group and deliver associated action plan • Deliver council Healthier City action plan
Parks and Leisure Department	<ul style="list-style-type: none"> • Work in partnership to develop and deliver the Safer Neighbourhood ASB Programme • Deliver a Presence in Park (PIP) initiative, including <ul style="list-style-type: none"> ➤ Design and creation of 2 new job roles, re-scoped from previous Parks roles ➤ Recruitment of the 2 new roles in sufficient numbers to run the pilot ➤ Baselining measures of safety in the PIP sites • Develop the People in Parks Programme based on Year 1 feedback – <i>a Youth Intervention project run as part of the overall ASB programme which tries to engage young people in the positive use and promotion of their local parks</i> • Continue to progress with improvements in Parks by completing the Dunville and Woodvale Park development programme

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8.0 **EXTERNAL WORK: SAFER BELFAST PLAN 2011/12 (Community Safety Partnership)**

While the Safer City Strategic Group overviews specific internal projects and initiatives around creating a safer city within Belfast City Council, it is important to note the work of the *Safer Belfast Plan 2011/12* ie the external work of the Community Safety Partnership (CSP). Table 2 provides an overview of the CSP Safer Belfast Plan for 2011/12.

Table 2 Overview of Safer Belfast Plan 2011/12

Safer Belfast (CSP) Strategic priority/ aim	Overview of Projects
<p>Anti social behaviour</p> <p><i>We will aim to reduce crime and to help people feel safer by tackling antisocial behaviour</i></p>	<ul style="list-style-type: none"> • Support Antisocial Behaviour Fora • Deliver Community Safety Small Grants • Deliver Belfast Outreach Project • Deliver Youth Training Programme • Project RIO (Reintegration of Offenders)
<p>Alcohol and Substance misuse</p> <p><i>We will aim to reduce crime and help people feel safer by tackling alcohol and substance misuse.</i></p>	<ul style="list-style-type: none"> • Joint Enforcement of Alcohol Bye Laws • Licensed Trade [Bar Staff] Training • Off-Licence Work • Marketing and Publicity Campaign(s) • Information Sharing Protocol (ISP) • Belfast Nite Zones (BNZ) • Drugs and Alcohol Scoping study
<p>Hate Crime and Cohesion</p> <p><i>1. To reduce Hate Crime and Incidents in Belfast</i></p> <p><i>2. To increase reporting of Hate Crime and Incidents in Belfast</i></p> <p><i>3. To improve levels of cohesion in Belfast</i></p>	<ul style="list-style-type: none"> • Deliver Tension Monitoring Project • Deliver Hate Crime Training • Hold a Unite Against Hate Convention • Hate Crime Awareness • Deliver Third Party Reporting Project • Deliver Hate Incidents Victim Project • Deliver Hate Crime Media Project
<p>Fear of Crime</p> <p><i>To help create safer, shared and confident communities by working in partnership to address fear of crime.</i></p>	<ul style="list-style-type: none"> • Young People's Awards • Continue development of the Belfast Redeployable and Mobile CCTV service • Continue support of Intergenerational work • Safety For All Road shows: to inform the public on issues of community safety • Neighbourhood Watch Scheme • Deliver Good Morning Projects which support the reduction of isolation in respect of older and vulnerable people • Deliver Street by Street Project: aimed at tackling anti-community and ASB in South Belfast