# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Government context</td>
<td>4</td>
</tr>
<tr>
<td>City of Swan role</td>
<td>5</td>
</tr>
<tr>
<td>Key considerations</td>
<td>7</td>
</tr>
<tr>
<td>How was the plan developed?</td>
<td>7</td>
</tr>
<tr>
<td>A wide definition of Community Safety</td>
<td>8</td>
</tr>
<tr>
<td>Community trends and dynamics</td>
<td>8</td>
</tr>
<tr>
<td>Priority Areas 2014-2018</td>
<td>10</td>
</tr>
<tr>
<td>Managing the Plan</td>
<td>12</td>
</tr>
<tr>
<td>Conclusion</td>
<td>12</td>
</tr>
<tr>
<td>How you can contribute to Community Safety</td>
<td>13</td>
</tr>
</tbody>
</table>
Mayors Foreword

Community Safety is rated as the highest area of importance and concern to local residents and business owners within the City of Swan.

This Community Safety Plan (2014-2018) has been developed following research and consultation with the many stakeholders within the City. The plan looks at the City’s role as a service provider, in partnerships and as an advocate for the community. It will also assist in planning City support for community safety related activities over the next four years.

The Community Safety Plan will be delivered as part of the City’s integrated planning framework and is aligned to the City’s Strategic Community Plan (2012-2022). The plan will assist in both prioritising actions and reporting on community safety matters within the City through the corporate business planning process.

The Community Safety Plan is based on four key themes:

- Measures to detect and deter crime;
- Measures to address the underlying causes of crime;
- Addressing safety issues related to personal and community responsibility in local neighbourhoods; and
- Increased coordination and responsiveness of agencies to address Community Safety.

Through focusing on each of these priority areas the City can best facilitate, advocate and deliver services that support positive Community Safety outcomes.

The City of Swan is very appreciative of the residents, community groups, businesses and other organisational stakeholders who all contributed during the development of the Community Safety Plan. This partnership approach during the plan development lays the foundations which will continue to build during the plans implementation to achieve successful outcomes for our community.

Charlie Zannino
Mayor
Introduction

Community Safety is integral to the City of Swan vision for its community. Taking actions to facilitate the strengthening of the safety, health and wellbeing across all the diverse regions of the City is a key component of the Strategic Community Plan (2012-2022). The Community Safety Plan focuses on strategic directions in addition to the core statutory duties which are also highlighted.

Stretching over 1,043 square kilometres, the City is a unique blend of residential, commercial, industrial and rural land and by size is the largest local government in the Perth metropolitan area. With an estimated 116,560 residents (and rising) in 2013, the City is a thriving hub of economic growth, consisting of some of the fastest growing suburbs in Western Australia, two regional centres, several national parks and reserves, major commercial and industrial areas and historically important town sites and rural areas.

To ensure that the City of Swan focuses on the community’s priority concerns for action in Community Safety, the Council has agreed to develop a four year Community Safety Plan (2014-2018). As a first step in developing the plan, the City undertook research into current trends and issues in Community Safety. It then undertook a comprehensive community consultation process to identify both city-wide and place-based priorities for action that have been incorporated into the Community Safety Plan.

The purpose of this plan is to:

- Clearly outline the City of Swan role in relation to Community Safety;
- Identify key priority areas and strategic actions for the City of Swan to undertake;
- Deliver a whole-of-organisation approach to Community Safety;
- Provide accountability for Community Safety related actions the City undertakes.

Government context

Community Safety is a responsibility across all three tiers of government. The Commonwealth Government has responsibility for setting broad crime and justice policy directions, addressing high-level crime and providing some funding to other tiers of government and non-government organisations through various grants schemes. Federal agencies that deliver Community Safety services include the Australian Crime Commission, Australian Customs and Border Protection Service, Australian Federal Police, Australian Institute of Criminology and The Attorney Generals Department.

The Western Australian State Government delivers Community Safety related services across the state and in particular funds major services such as W.A.Police, the Department of Fire and Emergency Services, Department of Justice, Department for Child Protection and Family Support and Department of Health to deliver Community Safety outcomes. The State government also provides some funding to both local government and non-government services to deliver Community Safety related programs.

The City of Swan provides direct service delivery that both influences perceptions and addresses actual Community Safety concerns. Some of these actions are obvious and visible such as activities undertaken by the Community Safety team related to animal management, vehicle management and fire hazard inspections. Other services such as graffiti removal services, parks and reserves management, strategic planning, youth and community development all contribute to a sense of Community Safety and wellbeing. These City services provide positive Community Safety outcomes through community planning and design, maintenance of quality community assets and facilities, community programs and education.
## How does the City of Swan contribute to Community Safety?

<table>
<thead>
<tr>
<th>DIVISION</th>
<th>FUNCTIONS</th>
<th>COMMUNITY SAFETY CONTRIBUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place</td>
<td>Lifespan Services, Leisure Services, Community Safety, Customer, Library and Visitor Services</td>
<td>The Place division provides a range of direct services in your suburb which is part of a local place area. Services provided through local leisure centres, libraries, youth, family, aged care and community development teams all deliver programs and services which contribute to Community Safety. Other services such as the Community Safety Advocate and Emergency Management teams address regular Community Safety concerns in your neighbourhood.</td>
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<tr>
<td>Operations</td>
<td>Asset Management, Facilities Management, Construction &amp; Maintenance, Fleet &amp; Waste, Project Management</td>
<td>The Operations division ensures that the streets are clean, street lights work, local parks and open spaces are well maintained and that community buildings and facilities are kept to a high standard. Through delivering these services both perceptions of spaces being safe and actual safety risks are addressed.</td>
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<tr>
<td>Planning</td>
<td>Statutory Planning, Health and Building Services, Strategic Planning</td>
<td>The Planning division ensures that many Community Safety problems never occur. Through effective planning related to housing, commercial buildings, new land developments and proactive work related to buildings and environmental health many Community Safety problems are prevented.</td>
</tr>
<tr>
<td>Corporate</td>
<td>Financial Services &amp; Rates, Governance, Information Services, Human Resources</td>
<td>The Corporate Services division provides the infrastructure to effectively manage City responses to Community Safety concerns. Through effective governance and financial management of Community Safety related contracts such as the delivery of Security Patrols or Swimming Pool inspections accountability of these services is provided to the community.</td>
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<tr>
<td>Office of the CEO</td>
<td>Marketing and Public Relations, Commercial and Economic Development</td>
<td>The Office of the CEO delivers Community Safety messages, provides feedback on Community Safety concerns and supports the delivery of information to residents. The actions of the Commercial and Economic Development team also strengthen local job creation which in turn strengthens the community.</td>
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</tbody>
</table>
City of Swan role

The Community Safety Plan 2014-2018 focuses on addressing local priorities in consultation with all community stakeholders using a place management model. This includes collaboration and coordination with other key government and non-government organisations that all play an important role in achieving successful outcomes.

Advocate

Successful approaches to Community Safety concerns require all stakeholder agencies to be engaged and addressing matters appropriately. This sometimes requires City advocacy to other levels of government as well as community leadership on issues such as drugs and alcohol, domestic violence and recommending changes to legislation in areas such as animal management.
Facilitate

A partnership approach is viewed by the City as particularly important to deal effectively with the variety of factors that influence Community Safety. The City recognises that partnership based strategies are the key to improving Community Safety outcomes. The City is in a unique position to facilitate partnerships between government, non-government, business, community groups and individual residents. It acknowledges the important role of facilitating Community Safety outcomes between stakeholders across the City.

Deliver

The City of Swan provides direct service delivery that influences both perceived and actual Community Safety concerns. In particular the City delivers Community Safety service outcomes through its Consolidated Local Laws (2005) and through its designated role in a range of State legislation including service delivery related to:

- Cat Act (2011)
- Dog Act (1976)
- Emergency Management Act (2005)
- Bush Fires Act (1954)
- Litter Act (1979)
- Control of Vehicles (Off-Road Areas) Act (1978)
- Health Act (1911)
- Food Act (2008)
- Environmental Protection Act (1986)
- Tobacco Products Control Act (2006)
- Liquor Control Act (1988)
- Biosecurity and Agriculture Management Act (2007)
Key considerations

During research for the Community Safety Plan some key considerations were identified to help guide both the plans development and implementation including:

Promotion of Community Safety

The increase in positive perceptions of Community Safety through promotion of the positive features and locations within the City of Swan is an area where local government can have a direct influence.

Planning and design of the urban environment

The City seeks to create safer communities through supporting developer’s use of principles for safer design known as Crime Prevention Through Environmental Design (CPTED). This multi-disciplinary approach seeks to increase community use of public spaces, reduce opportunities for crime and anti-social behaviour and create liveable communities.

Community Development

The City has a dedicated Community Development team who work collaboratively with local community members and organisations. Preventative and innovative approaches are often developed by working collaboratively with local communities.

Engagement of Young People

Young People are over represented as both victims and perpetrators of Community Safety related matters in particular in relation to criminal activity. The City has a large and growing youth population primarily in the urban growth corridor, therefore engagement of services and support for young people should be prioritised. The City has a Youth Development team that engages with and advocates for young people.

How was the plan developed?

The City conducted a desktop research initiative which considered international, federal, state and other local government’s trends and best practice in Community Safety. The findings from this research were then translated into relevance and importance in the context of demography and suburb characteristics within the City of Swan.

The City of Swan then engaged the services of an independent consultant (Shawn Boyle and Associates) to undertake the community consultation process. The process involved six key strategies to identify the issues and concerns of the residents, ratepayers and key stakeholders living and working in the City. The strategies were:

1. A briefing and discussion with Councillors of the City;
2. The provision of ten place-based community consultations throughout the five place based areas of the City;
3. The facilitation of a government and non-government stakeholders and partners workshop to identify and debate issues and strategies to address Community Safety;
4. The facilitation of a City of Swan staff workshop to identify internal and external factors impacting on Community Safety;
5. The development of City of Swan Community Safety web page and portal; and;
6. The creation of a Community Safety survey that was available on-line and in hard copy to residents and interest groups.

In total more than140 community representatives, other key stakeholders and City staff attended the workshops. The swan community website also provided background information, supporting documents, feedback forums and the on-line survey. The website had a total of 416 site visits with 716 page views and 275 unique visitors during the community engagement period. In addition many government and non-government organisations were engaged through interagency networks that service the north eastern corridor of the Perth Metropolitan Area.
A wide definition of Community Safety

During the consultation process and in keeping with the responsibilities and work areas of the City of Swan, the definition of Community Safety covered a wide cross-section of issues. First and foremost, the issues of criminal activity and crime prevention formed the fundamental concepts of the definition of Community Safety. From a local government perspective, there are also other key service responsibilities that impact on the outcomes of safety in the community. These service areas in particular include Animal Management, Emergency Management including Fire Safety and Road Safety.

During the consultation process the City was open to hearing the issues from participants across the full spectrum of safety issues; however some of these topics are covered by complimentary City programs and committees. In particular road safety is addressed through the RoadWise committee and is managed through a separate committee and strategy to the Community Safety Plan.

Community trends and dynamics

Participants in the consultation process were encouraged to spend some time reflecting on the current and emerging trends in their neighborhoods especially in relation to their impact on safety issues. Given that the Community Safety Plan will direct strategic actions over the next four years, it was important to understand the context of issues raised and the key emerging trends and dynamics that could become drivers of demand for safety related services. This has assisted the City of Swan prioritise actions and resource allocation for coming years.

The major trends and dynamics that were identified across all the consultations were:

- The increasing difficulty to engage residents to participate in community building and local activity. This factor impacts on measures such as organising neighbourhood watch and general community events due to the lack of parental engagement and community voluntarism.
- The increasing day-to-day financial pressures on families and individuals with decreasing housing affordability and inadequate public transport options. This factor results in problems of access to services, increased squatting and camping in the bush, more children at risk and an overall extra demand on existing social services.
- A new group of residents moving to semi-rural neighbourhoods some of whom are unaware of their increased responsibilities in bush areas in regards to fire safety, road safety with trail bikes and roaming dogs.
- An ongoing and in some areas a growing problem of young people who are engaged in a range of anti-social activities.

The above issues illustrate that the City of Swan works in a challenging environment with a diverse range of place management areas where many of the community social trends contribute to safety concerns and increased pressure on services.

At the same time however, many participants acknowledged the strengths of their neighbourhoods and the positive services of the City of Swan. The active presence and contribution of community progress associations, sports and leisure groups, government and non-government service delivery agencies and the City of Swan’s programs are strengths and assets in the region. The services of these groups and individuals contribute to social cohesion in the community.
As evidence of this, the survey results show that the majority of participants felt that their area in the City of Swan was average for safety (52.2%) and safe or very safe (33.7%). Only 14.2% of respondents rated the City of Swan as unsafe or very unsafe. However of this same sample, 63% responded that crime has become more of a problem during the time that they have lived in the area.

**Priority Areas 2014-2018**

The priority areas for the Community Safety Plan 2014-2018 have been informed by recent community consultation, discussions with key stakeholders and research on crime and safety. A comprehensive range of issues were identified during the research and community engagement process with varying degrees of emphasis across different place management areas of the City. The following four priority areas have been identified as the focus for improving Community Safety across the City of Swan and are described as:

- Measures to detect and deter crime;
- Measures to address the underlying causes of crime;
- Addressing safety issues related to personal and community responsibility in local neighbourhoods;
- Increased coordination and responsiveness of agencies to address Community Safety.
Priority area

**Measures that detect and deter crime**

**Outcome**
Strengthened measures that address perceptions of safety and deter criminal behaviour whilst contributing to offenders being prosecuted.

**Objectives**
- Reflect the strong support from the community for detection measures through the City undertaking community crime prevention measures.
- Advocacy for greater police presence and patrols throughout the City in particular the Midland CBD area and other hotspots such as train stations and shopping precincts after dark.
- Increasing the presence of CCTV in Council future infrastructure planning whilst considering the recurrent cost impacts of increased CCTV services.
- Improve street and other lighting where possible especially in the Midland CBD and other identified hotspot locations such as local skate parks.
- Maintain and strengthen programs such as Eyes on the Street and Neighbourhood Watch.
- Review the current Community Security Patrol service in Ellenbrook and The Vines (residents of these suburbs pay an additional rate for this service).
- Provision of timely and detailed feedback to the community on the results of detection and deterrence measures and encouraging the reporting of crime.

Priority area

**Measures that address the underlying causes of crime**

**Outcome**
Improvements in Community Safety including reducing criminal behavior through the support and provision of programs which strengthen local communities.

**Objectives**
- Maintain support for City of Swan Youth programs especially those targeting youth at-risk in partnership with other agencies develop an integrated plan for youth at-risk across all place management areas.
- Take an advocacy and support role with agencies to address the growing issue of homelessness and poverty in the region.
- Maintain graffiti clean-up programs and support for urban art projects.
- Advocate for improved social services in areas such as domestic violence, early childhood services, drug abuse and mental health.
- Take a leading role to improve public transport options.
- Support initiatives that strengthen aboriginal culture and support new and emerging communities.
Priority area

Addressing safety issues related to personal and community responsibility in local neighbourhoods

Outcome
Collaboration between the City of Swan, other organisations and local communities to improve responses in both emergencies and to ongoing Community Safety matters.

Objectives
- Support the Local Emergency Management Committee and its work regarding planning, prevention, response and recovery planning in the City of Swan.
- Ensure close engagement with local communities on bushfire safety is maintained throughout the year.
- Provide animal management information, education and enforcement actions.
- Create responsible residents initiatives including those focused on responsibilities in the areas of fire safety, animal management and Off-Road Vehicles especially in semi-rural neighbourhoods.
- Advocate for the State Trail Bike Strategy to be implemented.
- Undertake periodic specific operations between the City of Swan and other responsible agencies targeting hotspots for misuse of Off-Road Vehicles such as trail bikes.
- Actively support neighbourhood building programs like “Meet the Neighbour” and “Streets Alive” programs.

Priority area

Increased coordination and responsiveness of agencies to address community safety

Outcome
The coordinated use of existing resources to achieve best practice Community Safety outcomes.

Objectives
- City of Swan representatives to take a more active role in the work of the Midland Districts Leadership Council to address social issues in partnership with government and non-government agencies.
- Improve coordination between City of Swan representatives on interagency forums, committees and working groups linked to Community Safety issues.
- Advocate to the State Government for an improved North Eastern corridor focus on issues of crime prevention especially those linked to youth at-risk.
- Ensure effective communication flows between City of Swan front line staff, place based staff and business units working on Community Safety priorities.
Managing the Plan

The Community Safety business unit will have primary responsibility for the monitoring and review of the plan. The desired outcomes of the plan will be delivered in partnership with other City business units, government, non-government, business and community organisations and local residents. The plan will be implemented through the development of an annual action plan in line with the City annual business planning and budgeting process. A summary of the plans achievements each year will be presented to Council and published on the City of Swan website.

Conclusion

The Community Safety Plan identifies four strategic focus areas of action for the next four years. These actions will in most instances have to be developed in strong partnership with other government and community agencies in recognition of the various roles and resource capabilities of those who work in Community Safety.

The community and stakeholder consultation processes has been a valuable exercise to identify the Community Safety concerns of people who live and work within the City of Swan. It is important to strike the right balance of supporting initiatives that can make immediate impact on deterring crime and unsafe practices and those initiatives that contribute to longer term outcomes which lead to safer and more cohesive communities.

Through its place-based approach the City of Swan has a strong template to respond to the needs of its residents and those from outside the area who participate in the many social and economic activities in the region. The Community Safety Plan reflects a responsive approach and provides a solid foundation to plan for the future in the area of Community Safety.
How you can contribute to Community Safety

1. Be Informed! Make sure you have all the relevant safety information to protect yourself, your family and friends and your home.

2. Go to the Red Cross website, download and prepare a RediPlan Household Emergency Plan for your home and family.

3. Join or start a community group such as a residents association, a ‘friends of’ group or violence prevention group; all of which work to improve safety in the City of Swan.

4. Volunteer with an Emergency Service organisation such as your local Bushfire Brigade or SES.

5. Join Neighbourhood Watch, get to know your neighbours and always report crime to Police 000 in an Emergency, 131 444 in a non-emergencies or Crime Stoppers 1800 333 000 or http://wa.crimestoppers.com.au/