



**COMMUNITY SAFETY
STRATEGY
2009-2012**

Endorsed by Council 10 August 2009

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A Vibrant and Safe Capital City for South Australia

A growing population living, working, studying and visiting in the City of Adelaide is generating renewed vitality in the City's streets and public spaces. Adelaide is a safe City by world standards with sound infrastructure, good emergency services and relatively low rates of crime. This is an important factor in our enviable quality of life - ranked 11th most liveable city in the world by The Economist in 2009¹. It is also an important advantage for the City's ability to continue to attract visitors, residents, skilled migrants, investors, students, and tourists. However, like other major cities, Adelaide faces challenges to public safety and changing patterns of criminal and anti-social behaviour that call for an effective co-ordinated response.

A Safe Environment for Growth

South Australia's Strategic Plan targets an increase in the State population from its 2008 level of 1.60 million to 2 million by 2050. It aims to achieve this through substantial increases in both inter-state and overseas migration. It also targets gains in tourism and in South Australia's share of overseas students. A strong part of Adelaide's appeal in attracting migrants, tourists and students is its record and image as a safe City.

Creating our Future, the City of Adelaide Strategic Plan 2008-2012, supports these targets. It takes a leading role in promoting residential and commercial growth to provide for an increased population. It also takes a lead in supporting a vibrant cultural life in which all can thrive.

As the numbers of people visiting, living, working, and studying in the City increase, their presence will be a moderating influence on anti-social behaviour. They will generate greater vitality on the City's streets with more informal surveillance, helping reinforce a safe and attractive public environment.

Roles and Responsibilities in Promoting Safety

The State Government has the primary role in maintaining public order and safety through its legislative powers and its responsibilities for policing and liquor licensing.

Licensees and business owners and managers have a responsibility to their customers and the local community to maintain a safe environment in and around their premises.

The community generally, and each individual in the City, has a responsibility to take reasonable care and to discourage any anti-social behaviour they see, or report it to the authorities.

The Council has an essential part to play through its responsibility for design and management of the public realm, its planning and regulatory functions and through its close involvement with local communities. Council is therefore able to take on a valuable proactive role in facilitating and co-ordinating initiatives, creating a safe environment in the public realm and in supporting community engagement in safety programs.

The proactive and collaborative approach developed by Council in relation to safety in the City's late night entertainment precincts has won the 2008/09 National Award for Local Government in the category "*excellence in alcohol management*."

In collaboration with other stakeholders, Council plays a number of roles in promoting safety:

- **Information provider** – Council shares outcomes of projects, research, trends, data and information with other agencies and the community;
- **Advocate** – Council advocates for safety issues of importance to rate payers and the wider community. For example Council staff will represent rate payers affected by noise and anti-social behaviour in dealings with Police, the Office of the Licensing and Gambling Commissioner and late night City venues;
- **Regulator/Planner** – Council promotes safety through by-laws (for example, by ensuring that footpaths are free of obstructions or trip hazards for pedestrians) and through planning policy (for

¹ Economist Intelligence Unit. Liveability Rankings. 8 June 2009.
http://www.economist.com/markets/rankings/displaystory.cfm?story_id=11116839

example through application of Crime Prevention Through Environmental Design principles in assessment of development proposals);

- **Owner** - as the owner of infrastructure (including street lighting and CCTV) and manager of the public realm (including cleansing and maintenance work) Council has an important impact on safety and perceptions of safety in the City; and
- **Facilitator** - Council facilitates initiatives to improve safety by providing advice, co-ordinating effort and bringing together stakeholders (e.g. West End Reference Group, East End Solutions, Market Precinct safety Action Group).

About this Document

Creating our Future, the City of Adelaide Strategic Plan 2008-2012, presents Council's Vision, desired Outcomes and Strategic Directions for the City and the strategies and key projects Council will implement in its term of office to achieve these.

South Australia's Strategic Plan, updated by the State Government in 2007, sets out Objectives and Targets for development of South Australia. It includes an objective to 'Improve Wellbeing', including public safety, and sets a target to "reduce victim reported crime by 12% by 2014."

One of the key Outcomes for the City targeted in the Strategic Plan is a 'Culturally Vibrant City' in which "people of all ages, cultures and means form strong communities in a safe City."

The *Community Safety Strategy 2009-2012* sets out the Council's proposed actions to ensure that the City of Adelaide is a safe City in which a vibrant and diverse cultural life can flourish. It is based on consultation with key stakeholders and builds on the programs and initiatives established under the Council's *Community Safety Strategy 2003-2007*.

The Strategy sets out how Council will achieve this objective by outlining desired safety Outcomes for the City and Strategies required to achieve them. An Annual Action Plan will be developed with projects Council will implement in support of its Strategies. To ensure that Council is achieving its safety targets, Measures of Success have been identified.

Figure 1 below shows the structure of the Community Safety Strategy and how it contributes towards the Vision and Outcomes of the Council's Strategic Plan for the City.

Figure 1:

COMMUNITY SAFETY STRATEGY			
STRUCTURE			
Outcomes	Strategic Directions	Strategies	Action Plan
Eg Culturally Vibrant City	Create a safer City	Further improve safety in the City through lighting, design, surveillance, planning and partnerships	Community Safety Action Plan 2009/2010
TIMEFRAME			
30 years	10 years	4 years	Annual
PURPOSE			
Aspiration and desired qualities for the City's future	Broad directions for realising the aspiration and qualities	Ways of contributing to achieving the broad directions in a Council term	An annual summary of Council projects, services and programs that will contribute to the achievement of Strategies

Strategic Context

Creating our Future, the City of Adelaide Strategic Plan 2008-2012, sets the following directions for the City.

Vision

‘A vibrant, populous and sustainable Capital City built upon Adelaide’s heritage and lifestyle.’

Maintaining a safe and vibrant public environment is fundamental to the Council's Vision for the City, as set out in *Creating our Future*, the City of Adelaide Strategic Plan 2008-2012.

Safety is especially important to Outcome 4 of the Strategic Plan - "*Culturally Vibrant City*".

OUTCOME 4: Culturally Vibrant City

- The State’s hub for creativity, recreation, cultural and artistic activity and exciting events.
- People of all ages, cultures and means form strong communities in a safe City.
- A Council that effectively engages with its communities and stakeholders.

Strategic directions

- Foster creativity, recreation, cultural and artistic activities and events.
- Promote participation, volunteering and strong community life.
- Create a safer City.
- Effectively engage and communicate with communities.

Strategies

- further improve safety in the City through lighting, design, surveillance, planning and partnerships.

Key Projects and Services

- Lighting and City safety projects including public realm safety audits and action plans.

The following Outcomes and Strategic Directions are also relevant:

OUTCOME 1: Populous Capital City

- Increase resident population density and activity in the central City.

OUTCOME 2: Unique Heritage, Park Lands and City Design

- Promote high quality design and construction in public and private developments.
- Activate the City’s Park Lands and Squares.
- Enliven City spaces and streets.
- Clean, present and maintain the City to an exemplary standard.

OUTCOME 3: Accessible and Connected Capital City

- Ensure transport modes meet the needs of visitors, commuters, residents and businesses while reducing greenhouse gas emissions.

OUTCOME 5: Economically Prosperous City

- Enhance tourism opportunities and experiences.

Our Priorities

To create conditions for community safety supporting the Council's Vision for the City, the following contributing Safety Outcomes have been targeted.

Outcome 1 - Vibrant and Safe City Streets and Public Spaces

Outcome 2 - A Safe City by Night

Outcome 3 - A Shared Commitment to a Safe City

These provide the framework to guide development of specific strategies enabling Adelaide to continue to grow as a safe City.

Measuring Progress

To ensure Council is achieving its desired Outcomes, progress in implementing the *Community Safety Strategy 2009-2012* will be regularly measured.

Measures of Success have been set for each Safety Outcome area to demonstrate our commitment to being a 'Safe City'. The Measures of Success also display our commitment to contributing to the relevant crime prevention target of South Australia's Strategic Plan.

Outcome	Measure of Success	Alignment with South Australia's Strategic Plan
Vibrant and Safe City Streets and Public Spaces	At least 95% of general public interviewed by Council City User Survey feel safe in the City by day.	T2.8: Statewide Crime Rates - Reduce victim reported crime by 12% by 2014.
A Safe City by Night	At least 66% of general public (who are in the City at night) interviewed by Council City User Survey feel safe in the City by night. At least five (5) of the least safe audited locations rated safer at night than the previous year.	
A Shared Commitment to a Safe City	At least three (3) major Safety Audits undertaken annually involving partner agencies and community volunteers. At least four (4) successful safety partnerships in operation each year.	

Outcome 1 - Vibrant and Safe City Streets and Public Spaces

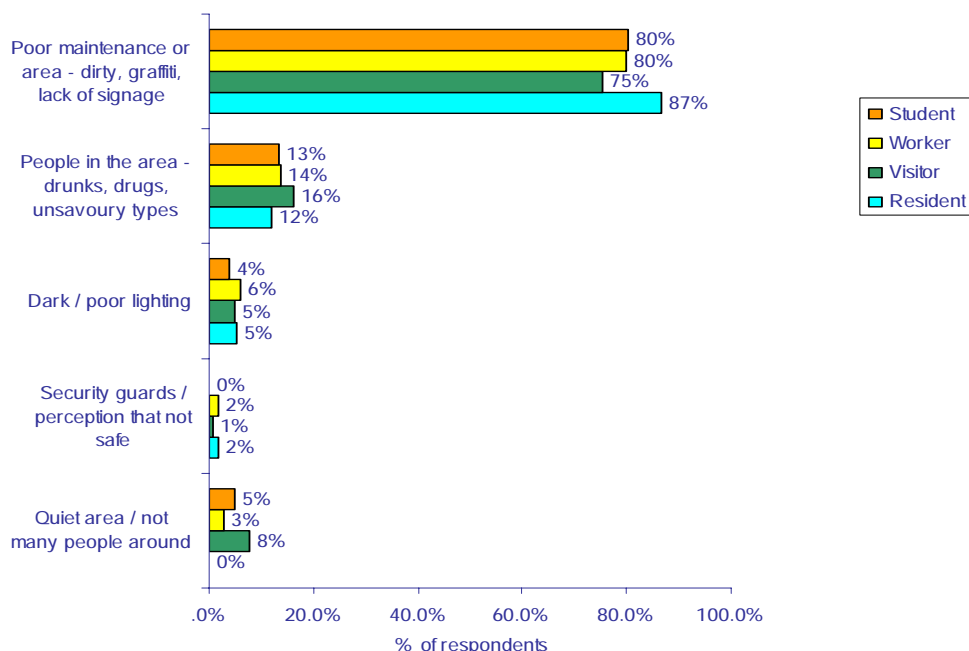
Background

A City's image is largely shaped by people's impressions of its streets and public places. Precincts with an attractive, well designed, well maintained and lively public environment are generally seen as welcoming and safe places. Poor design and neglect, on the other hand, can lead to unnecessary hazards as well as a lack of respect for public spaces, a decrease in responsible behaviour and an increase in vandalism.

Using Crime Prevention Through Environmental Design (CPTED) principles in the design of buildings and public spaces leads to a reduction in the incidence of crime and the fear of crime.

Perceptions of safety are impacted by different elements during daylight when compared to night hours. During daytime people are more likely to note poor maintenance, graffiti etc as making them feel unsafe.

PERCEPTIONS OF DAYTIME SAFETY IN THE CITY - what makes you feel unsafe?



Source: City User Population Research Sept 2008

Progress and Current Status

Since adoption of the initial Community Safety Strategy by Council in 2003 some of the key initiatives have included:

- Consistent application of CPTED principles in Council's urban design projects.
- Incorporation of CPTED principles in the Development Plan, ensuring that these are considered in all new developments in the City.
- Road safety initiatives to better manage pedestrian, bicycle and motor vehicle movement, reducing risks of injury.
- Improved standards for street maintenance - keeping the public realm orderly and attractive through cleansing and maintenance of infrastructure, and working with the private sector to maintain private land and buildings.
- Provision of appropriately located and well-maintained public toilets, including replacement by Exeloo design toilets for greater security in appropriate locations.
- Inter-agency initiatives to protect and where necessary manage inappropriate behaviour of homeless people sleeping rough in the City.

In relation to reported crime in the City, the available research shows that:

- Reported crime overall decreased in the City by 25% between 1997 and -2007.
- Most reported 'offences against the person' occurred in public space.
- The most reported crime type is 'offences against good order' (such as offensive language, disorderly behaviour).

Challenges

- Maintaining a clean and orderly public environment that encourages civic pride and high standards of public behaviour.
- Ensuring that new development and urban design projects create an environment that is safe, attractive and enjoyable.
- Managing private use of public spaces to maintain pedestrian access and safety (such as on-street dining, access to ATMs and 'hole in the wall' businesses and queuing for entertainment venues).

Outcome 1 - Vibrant and Safe City Streets and Public Spaces

- **Good Maintenance and Management** - maintenance and management of the public environment reduces injury risks while encouraging civic pride and high standards of public behaviour.
- **Safety by Design** - development projects and improvements to the City's streets and public spaces are designed to attract activity, increase natural surveillance and minimise opportunities for crime.

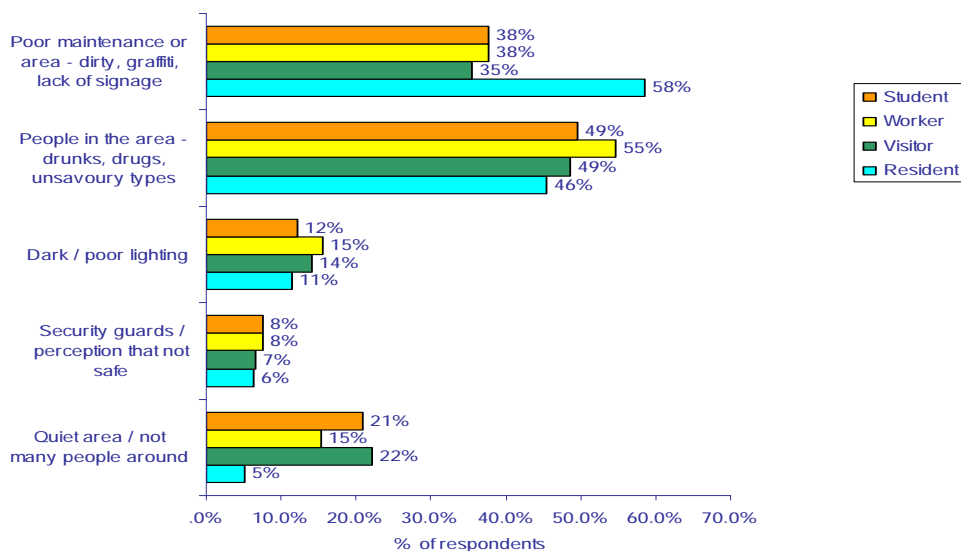
Strategic Direction	Strategies	Promoting high quality design	Activating Streets and Spaces	Cleaning and Maintenance	Ensuring safe movement	
(Abbreviated in right hand columns) • Promote high quality design and construction in public and private developments. • Activate the City's Park Lands and Squares and enliven City spaces and streets. • Clean, present and maintain the City to an exemplary standard. • Ensure transport modes meet the needs of visitors, commuters, residents and businesses while reducing greenhouse gas emissions.	1.1	Ensure that Crime Prevention Through Environmental Design (CPTED) principles are applied in the design of new residential and commercial development in the City through assessment against the Adelaide City Development Plan.	✓			
	1.2	Apply CPTED principles in the design of all new Council strategic property developments and urban design projects for City streets and public spaces.	✓			✓
	1.3	Encourage active street frontages by day and night throughout the Central Business Area and Mixed Use zones of the City through the development assessment process and initiatives such as public art projects.		✓		
	1.4	Support activities and events which bring people to the City's streets, Squares and Park Lands, and ensure that safety and the responsibilities of the Liquor Licensing Accord are fully taken into account in the planning stages.		✓		
	1.5	Maintain safety of City playgrounds by discouraging adults without children and conducting regular safety inspections.			✓	
	1.6	Continue City-wide Cleaning program to provide improved footpath cleaning, gum and graffiti removal in targeted areas.			✓	
	1.7	Review Public Conveniences Policy and Action Plan and implement the revised Action Plan to provide safer and more accessible public conveniences.			✓	
	1.8	Maintain syringe disposal units installed in public conveniences and as stand-alone units in high risk areas and ensure that relevant Council staff are trained in safe disposal practices.			✓	
	1.9	Review by-laws to investigate strengthened powers requiring property owners to address unsafe situations on their property and to repair buildings which have become unsightly through neglect.			✓	
	1.10	Maintain safe access and movement along City footpaths through implementation and enforcement of Council's Outdoor Dining and Objects on Footpaths Policies.				✓
	1.11	Progressively implement and review the Council's Disability Access Plan to improve safety and ease of access around the City for older people and people with disabilities.				✓
	1.12	Progressively improve road safety conditions for pedestrians, cyclists and motorists through the Council's capital asset renewal program.				✓

Outcome 2 - A Safe City by Night

Background

Perceptions of safety during the hours of darkness differ from day time perceptions as workers, family groups and students, have left for the day. These groups have the effect of moderating behaviour and generally are not engaged in activities (such as drug use and irresponsible use of alcohol) which cause unruly behaviour. The presence of drug or alcohol affected people in particular tends to heighten 'unsafe feelings' at night.

PERCEPTIONS OF NIGHT-TIME SAFETY IN THE CITY - what makes you feel unsafe?



Source: City User Population Research Sept 2008

A disproportionate number of offences occur in the City's night-time entertainment precincts - especially public order offences and offences against the person. Most of these offences occur after midnight at the weekends and involve young adults, with the level of risk increasing after 3.00am. Alcohol is usually a significant factor for both offenders and victims.

The issues are common to late-night entertainment precincts in other Australian cities and worldwide. Progressively liberalised licensing laws and changing social mores have led to a wider acceptance of binge drinking and drug use as part of a night out for young people. The resulting health and safety risks have become a major concern nationally and overseas as well as locally.

In Adelaide, safety concerns are largely focused in the Hindley Street / West End entertainment precinct as the prime late-night venue generating the largest number of offences. However the East End, Gouger Street / Central Market, O'Connell Street and Melbourne Street restaurant precincts also need attention to ensure that their broad family appeal is not diminished by anti-social behaviour late at night.

Noise and disturbance to neighbouring residents as patrons leave licensed premises can be a major cause of complaint in some localities.

Progress and Current Status

Since adoption of the initial Community Safety Strategy by Council in 2003 some of the key initiatives have included:

- An extensive program of improvements to street lighting, including under-veranda and footpath lighting.
- Installation and operation of Closed Circuit TV surveillance systems in locations with greater risk of anti-social behaviour.

- Establishment of managed taxi ranks to allow rapid and orderly dispersal of patrons from late-night entertainment areas.
- Representation of community interests in licensing issues in accordance with the Council's Liquor Licensing Policy.
- Strengthening City vitality and safety by providing active street frontages and stimulating after hours activity.
- Establishment of the Council's Noise Management / Mixed Use Management Program to help residents minimise noise disturbance from City nightlife.
- Commencement of a Late Night Licensed Premises Development Plan Amendment addressing the appropriate mix and hours of operation of licensed late night entertainment premises in the City.

Co-operative arrangements and safety programs are now in place for each of the City's main night-time entertainment and restaurant precincts with implementation and review ongoing.

Council's work in this area has won the 2008/09 National Award for Local Government in the category "*excellence in alcohol management*."

Challenges

- Shift by young people towards a later start and finish for a night out.
- Acceptance by many young people of binge drinking and the use of ecstasy and other so called 'party drugs' as part of a night out.
- Changing 'norms' of public behaviour in entertainment precincts depending on time of night:
 - ▶ Before midnight - a generally friendly family and social environment with limited evident intoxication;
 - ▶ Midnight to 2.00 / 3.00am - predominantly young adults, mostly in groups and with intoxication commonplace;
 - ▶ 3.00am to 6.00am - fewer people on the street but greater prevalence of intoxicated people and anti-social behaviour.
- Limited late night public transport.
- Limiting noise and disturbance for the growing numbers of residents in the City while maintaining a vibrant nightlife.

Outcome 2 - A Safe City by Night

- **Good Lighting** - Street and pedestrian lighting which supports safe movement and personal safety throughout the City.
- **Responsible Alcohol Management** - Effective Liquor Licensing controls ensuring responsible management of licensed premises.
- **Orderly Street Management** - A clean and orderly street environment at all hours encouraging responsible public behaviour in late night entertainment precincts.
- **Rapid Dispersal** - Safer late night public transport options to get home after a night out.

Strategic Direction		Strategies	Improving safety	Increasing residents	Encouraging recreation and events	Enhancing tourist experiences
(Abbreviated in right hand columns) • Create a safer City. • Increase resident population density and activity in the central City. • Foster creativity, recreation, cultural and artistic activities and events. • Enhance tourism opportunities and experiences.	2.1	Undertake lighting audits and reviews having regard to changing land-use, to identify priority areas including areas bordering the Park Lands, and progressively improve public lighting in accordance with Council's Lighting Policy.	✓			
	2.2	In conjunction with SAPOL and other stakeholders, develop, maintain and regularly evaluate the City's closed-circuit television camera surveillance system.	✓			
	2.3	Advocate for increased on-street policing levels and for legislative changes to support more effective policing in the City's late-night entertainment areas.	✓			
	2.4	Work with members of the Adelaide Liquor License Accord and the Office of the Liquor and Gambling Commissioner to promote practices in licensed premises that minimise anti-social behaviour and disturbance to neighbours.	✓	✓		
	2.5	Work with licensees, Office of the Liquor and Gambling Commissioner and SAPOL to better manage queuing and footpath congestion outside late-night entertainment venues.	✓			
	2.6	Provide recommendations to the State Government regarding promotion, enforcement and extension of the Dry Area legislation.	✓			✓
	2.7	Advocate for improved late night bus / train services from the City.	✓		✓	✓
	2.8	Establish and maintain infrastructure for managed taxi ranks in partnership with the State Government and SA Taxi Council.	✓		✓	✓
	2.9	Work with the SA Taxi Council to improve taxi ranks, infrastructure and standards of taxi services.	✓		✓	✓
	2.10	Complete the Council's Late Night Licensed Premises Development Plan Amendment and apply in assessment of applications for licensed premises.	✓	✓		✓
	2.11	Make representations on liquor licensing matters on behalf of the local community, consistent with the Council's Liquor Licensing Policy.		✓		
	2.12	Continue the Council's Noise Management / Mixed Use Management Program to help residents minimise noise disturbance from City nightlife.		✓		
	2.13	Improve cleansing and management of the public realm around entertainment areas late at night.			✓	✓
	2.14	Enforce on-street parking controls around the West End entertainment precinct at peak periods late night at weekends.			✓	✓

Outcome 3 - A Shared Commitment to a Safe City

Background

Adelaide City Council has a key community safety role through its responsibility for design, management and maintenance of the City's streets and public spaces. To effectively address safety issues however it must work co-operatively with the police, licensing authorities and other relevant agencies. As the level of Government closest to the local community, the Council is also best placed to facilitate stakeholder involvement and community engagement.

Progress and Current Status

Since adoption of the initial Community Safety Strategy by Council in 2003 some of the key initiatives have included:

- Consolidation and update of the Adelaide Liquor Licensing Accord to promote good practice in alcohol management, with membership including licensees, community groups and relevant authorities.
- Late Night Safety Audits have been regularly organised by the Council. These enable community volunteers to identify street design, lighting, maintenance and street management issues. The audit findings provide the basis for development and implementation of an Action Plan of improvements.
- Community reference groups established by Council to support the preparation and implementation of Safety Action Plans for the City's main night-life precincts:
 - West End Reference Group,
 - East End Solutions Group,
 - Market Precinct Community Safety Group.
- Re-focussing of the Capital City Safety Strategy Group. This comprises senior officers from SA Police, State Department of Premier and Cabinet, Adelaide City Council and the Office of the Liquor and Gambling Commissioner. Its role is to develop and co-ordinate strategies to reduce anti-social behaviour in the City and improve the perception of safety. The Group reports to the Capital City Committee.
- A Council - Police Liaison Group has been established to review Development Applications and licensing matters that may impact on safety for City residents or visitors.

These co-operative arrangements create the capacity to respond quickly and effectively to emerging community safety issues.

Challenges

- Working collaboratively across agencies, departments and levels of Government to address complex safety issues effectively.
- Planning effectively to meet future community safety needs as the City population grows and changes.
- Increased community expectation of involvement in planning and implementation of initiatives to maintain safety.
- Improving public perceptions of safety in the City.

Outcome 3 - A Shared Commitment to a Safe City

- **Strategic Partnerships** - Effective partnerships established and maintained with State Government, SA Police and the Office of the Liquor and Gambling Commissioner to support effective regulation and enforcement for community safety.
- **Community Engagement** - Effective partnerships established and maintained with peak industry groups and local communities to work together for community safety.

Strategic Direction	Strategies	Building Partnerships	Promoting participation	engaging with communities	
(Abbreviated in right hand columns) • Build strategic partnerships with key agencies in maintaining safety. • Promote participation, volunteering and strong community life. • Effectively engage and communicate with communities	3.1	Develop co-ordinated strategies with the State Government to address community safety issues through participation in the Capital City Safety Strategy Group, reporting to the Capital City Committee.	✓		
	3.2	Facilitate planning by SA Police and other emergency services to meet changing priorities, service requirements and resource levels arising with projected development and population growth in the City.	✓		
	3.3	Facilitate the Council / Police Liaison Group to review development applications with potential safety impacts, and make appropriate recommendations.	✓		
	3.4	Collaborate with the State Government and community agencies on the implementation and management of the Dry Area Support Strategy.	✓		
	3.5	In partnership with the State Government and community agencies, respond effectively to issues involving homeless people - their safety and their impact on local communities.	✓		✓
	3.6	Seek grants where available from State and Federal Governments for safety and crime prevention projects consistent with this strategy.	✓		
	3.7	Participate in the Adelaide Safe Community initiative to raise standards of safety in City workplaces and in the public environment.	✓		
	3.8	Work to improve conditions for safety with local groups, such as: <ul style="list-style-type: none"> • West End Reference Group; • East End Solutions; • Market Precinct Community Safety Group; • South West Community Network, and • Other resident and precinct groups. 		✓	✓
	3.9	Undertake regular safety audits with volunteers from local communities to identify and address perceived safety issues in the public environment.		✓	✓
	3.10	Work collaboratively to reduce property and motor vehicle crime and to improve safety in city car parks.			✓
	3.11	Provide safety and crime prevention advice to the community and through peak representative groups such as the Property Council and Australian Hotels Association.			✓
	3.12	Work collaboratively with educational institutions, student accommodation management, local groups, SAPOL and others to address safety issues affecting students, especially overseas students.			✓

Resources

Adelaide City Council documents (available from www.adelaidecitycouncil.com)

Creating our Future the City of Adelaide Strategic Plan 2008-2012

Delivering our Future the City of Adelaide Corporate Plan 2008-2012

Access Adelaide - Access Action Plan - 2006-2010

Council Policy - Crime Prevention through Environmental Design

Council Policy - Lighting

Council Policy - Objects on Footpaths

Council Policy - Outdoor Dining

Vibrant and Safe City Streets and Public Spaces

Crime Prevention through Environmental Design, Timothy D Crowe, National Crime Prevention Institute, 2000.

A Safe City by Night

A good night for all - options for improving safety and amenity in inner city entertainment precincts – Discussion Paper prepared by the Inner City Entertainment Areas Taskforce. Crime Prevention Victoria, 2005,

A Shared Commitment to a Safe City

Adelaide Liquor Licensing Accord, available from the Office of the Liquor and Gambling Commissioner, 50 Grenfell Street, Adelaide, or download from http://www.olgc.sa.gov.au/general/Latest_News/ALA.pdf)