

# Safe and Sound

**building a strong and confident community**

A Safer Community Strategy  
for the City of Glenorchy



Published by  
Tasmanian  
Institute of  
Law  
Enforcement  
Studies



# **Community Safety Framework and Action Plan**

**February 2012 Glenorchy City Council**

## **Executive summary**

### **Introduction**

The Tasmanian Institute of Law Enforcement Studies, University of Tasmania, was contracted by the Glenorchy City Council to review the current evidence on crime, fear of crime and effective strategies to reduce both, and to update the Council's community safety strategy. The full report is available on the Glenorchy City Council website (Putt et al 2012).

This is the summary of the report. It includes sections on crime and safety, community characteristics, followed by the key outcomes from the work – the overarching Community Safety Framework and an Action Plan.

### **Glenorchy local government area**

Situated north of Hobart in southern Tasmania, Glenorchy City covers an area of just over 120 square kilometres and in 2006, had a resident population of over 42,000 people. Since the 1970s the population has remained relatively stable at over 40,000 residents. Similar to trends found in the rest of Australia over the past decade, the population is ageing, households are becoming smaller, one parent families are more common, there is more part-time employment and lower unemployment rates.

According to the last census, the majority of people living in the area are Australian born, nearly one in four persons is aged under 18 years, with an above average proportion aged over 65 years when compared with the rest of Australia

Of those aged 15 years and over, 65% of the population or just over 19,000 persons made up the labour force, of which over half were in full-time employment and less than 7% were unemployed. The age group with the highest unemployment rate was the 15 to 19 years age group. Of those employed, the most common industry sectors are retail trade, health and social assistance, and manufacturing.

The most common location for employment of employed Glenorchy residents was within the City of Glenorchy (40%), with 38% working in Hobart and the rest elsewhere. It is estimated there are over 1,300 businesses in the area with the majority in retail and other services, manufacturing, wholesale trade and construction.

There are over 11,000 families, with one-third being couples without children. Just under half of the families with children were one-parent families. The majority of households (62%) are one family households, and there are over 5,500 households where people lived alone.

## Crime and safety

In Tasmania, since 2006, there has been an overall decrease across major property and personal crime categories recorded by Police. The most common victim based crimes are theft and unlawful entries with intent (UEWI).

In 2009, nearly half of recorded assaults, nearly three-quarters of sexual assaults and over 40% of motor vehicle thefts occurred at residential locations. Armed robberies were more likely than unarmed robberies to occur at a retail location, and 10% of assaults, 15% of UEWI and 40% of other theft were recorded as occurring at retail locations.

Over one quarter of recorded offenders in Tasmania is aged 15 to 19 years, and the majority are male. Young adults are often recorded victims of assault, and two-thirds of all recorded victims of assault in 2009 knew their offender. Over a quarter of female victims of assault identified their partner as the offender.

Compared with the rest of Australia, Tasmania has the lowest proportion of people aged 15 years and over feeling unsafe in their local neighbourhood. Similar to national figures, it is likely that in Tasmania the most fearful are those that believe their neighbourhoods have multiple problems, those living in areas of most socio-economic disadvantage, to be victims of crime, and to be women.

These general characteristics of crime and perceptions of safety in Tasmania are likely to apply to the Glenorchy local government area. In addition, Police statistics show for the area that:

- It has a large number of family violence incidents compared with Hobart and Clarence.
- A noticeable increase in 2009-10 in business and car burglaries compared with the previous year.
- Shoplifting was the high volume crime in 2009-10.

## Strategic priorities and framework

The earlier community report *Safe and Sound* (Murray 2003) drew attention to the social and economic stresses that many Glenorchy residents appeared to experience. The more recent information on Glenorchy suggests the area still experiences significant disadvantage in comparison to Australia as a whole. However, fewer residents are unemployed than when the earlier report was compiled and although median personal and household incomes are lower than the Australian and Tasmania medians, it seems the cost of living is not as high, and housing is at least as affordable for Glenorchy residents.

Localised, community-based crime prevention usually involves a mix of social and crime prevention measures. Key elements of community safety strategies include:

- Employing social and environmental crime prevention approaches
- Fostering partnerships and implementing action or implementation plans and regular monitoring and review
- Promoting evidence based social marketing and community engagement

As an overarching framework, the earlier Safer Community Strategy (Murray 2003) seems relevant and applicable now with its broadly defined goals and guiding principles. A key principle is partnership with government, non-government and business. There are four goals – support and strengthen all members of the community, reduce violence and crime, build confidence in public space, and address offending in ways which are effective for both victims and offenders.

The new overall framework retains the essential elements of the previous Safer Community Strategy including its goals and key principles but concentrates on specific issues. This focus is based on current concerns evident from survey and workshop results and recorded crime data.

In the local government area of Glenorchy, the most recent Safety in Action workshop involving over 80 community stakeholders revealed that the most important issue for local residents and stakeholders continues to be safety in public places. The Myriad survey, conducted in 2010, also showed that many adult residents were not satisfied with community safety and that the proportion of those satisfied had dropped significantly since 2008.

These concerns highlight the importance of undertaking very visible initiatives with a clear purpose and the support of key partners. Adopting a social marketing strategy that communicates the assets and positives about living and working in Glenorchy as well as a number of priorities to tackle specific crimes and work with specific groups will help reduce negative perceptions of local neighbourhoods and of inaction.

Given its strong track record of improving community safety and its current focus on community engagement, Glenorchy City Council will also do more to communicate and celebrate the achievements of the community and local government.

The strategic focus is on addressing fear of crime, with four priority areas identified. The diagram shows the overall framework and priorities for specific initiatives.

### **Action Plan**

Glenorchy City Council already has a number of initiatives on the ground or in train that fall under priority areas in the framework. These include Operation Bounce Back, a Graffiti Management Plan, the Steps to the Future project and support for the newly agreed Glenorchy Liquor Accord. More detail is provided in the full report (Putt et al 2012) along with approaches and practical examples of measures that have worked elsewhere.

The Action Plan includes and builds on existing initiatives and incorporates further projects and activities that complement them.

The Action Plan contains key strategies under each priority area. A number of performance indicators are also identified for each priority area and these will be reviewed on a regular basis. The key Action Plan outcome measure for the collective impact of all the strategies is the reduction in the fear of crime.

### **Community safety framework**

<b>Goals</b>			
Support and strengthen all members of the community Reduce violence and crime Build confidence in public space Address offending in ways which are effective for both victims and offenders			
<b>Approach</b>			
A mix of social development and situational measures that involve working in partnership with key stakeholders			
<b>Strategic focus</b>			
Addressing fear of crime			
<b>Priority areas</b>			
<b><i>Volume crime</i></b>	<b><i>Perceptions of safety</i></b>	<b><i>At risk groups</i></b>	<b><i>Community strengths and achievements</i></b>
Domestic and family violence	Public space safety	Unemployed young people	Social cohesion
Business and car burglaries	Road safety	Young families	Community safety
Shoplifting	Online safety		

## Action Plan

Priority area	Issue	Strategies	Performance indicators
<b>High volume crime</b>	Domestic and family violence	<ol style="list-style-type: none"> <li>1. Assessing how well interagency coordination is working by holding key stakeholder forums</li> <li>2. Promoting what is available and being achieved</li> <li>3. Developing a project that involves working with parents and children, as a complementary initiative to the Steps to the Future program</li> </ol>	<p>Recorded incidents of domestic violence</p> <p>Applications for intervention orders</p> <p>Stakeholder assessment of coordination</p> <p>Project participation and completion rates</p>
	Business and car burglaries	<ol style="list-style-type: none"> <li>4. Working with the Business Crime Working Group and the Tasmania Police to promote the conduct of safety audits of businesses</li> <li>5. Working with the Business Crime Working Group and the Police to identify 'hot spots' for business burglaries and thefts from cars</li> <li>6. Continuing to implement and promote awareness of crime prevention measures that will reduce business burglaries and theft from cars</li> <li>7. Continuing to build on the success of Operation Bounce Back, including the development of educational web-based resources</li> </ol>	<p>Recorded incidents of business burglaries, thefts from cars, and car thefts</p> <p>Participation in forums to promote crime prevention measures</p>
	Shoplifting	<ol style="list-style-type: none"> <li>8. Working with the Business Crime Working Group and Northgate Shopping Centre Group to identify the extent and nature of the crime, and to build a profile of who is involved</li> <li>9. Working with the Business Crime Working Group and Northgate Shopping Centre to assess the most appropriate crime prevention measures that will prevent and deter shoplifting</li> </ol>	<p>Recorded incidents of shoplifting</p> <p>Business perceptions of impact of measures</p>

Perceptions of safety	Public space	<p>10. Working with key stakeholders, including the Police, to ensure there are ‘reassurance’ patrols at the appropriate times and places</p> <p>11. Implementing the GCC Graffiti Management Plan (GMP) and monitoring its impact through performance measures identified in the GMP</p> <p>12. Supporting the Glenorchy Liquor Accord, including reviewing and assessing current measures to reduce alcohol supply to underage youth</p> <p>13. Facilitating, in conjunction with all tiers of government and local businesses through grants, other financial assistance and in kind assistance the installation of CCTV cameras in the Glenorchy CBD</p> <p>14. Reviewing service level agreements in place for the Glenorchy Bus Interchange as they relate to amenity, maintenance and minor infrastructure works</p>	<p>GMP performance measures</p> <p>Recorded incidents of alcohol related crime</p> <p>Recorded incidents of anti social behaviour and other public place offences</p>
	Roads and public transport	<p>15. Conducting road safety audits in identified hot-spots and addressing issues identified through the audits</p> <p>16. Holding a forum with key stakeholders to identify options to reduce ‘hooning’, speeding and other dangerous driving</p>	<p>Public perceptions of road safety and the incidence of ‘hooning’</p> <p>Public perceptions of safety at bus interchange and on public transport</p> <p>Recorded incidents of motor vehicle offences</p>
	Online environment	<p>17. Holding a key stakeholder forum to identify how best to promote safety online, prevent cyber bullying and reduce risk of computer related crime.</p> <p>18. Promoting awareness of cybercrime issues and of resources that can assist key groups in the community</p>	<p>Public perceptions of online risks and uptake of measures to prevent risks</p>

At risk groups	Unemployed young people	<p>19. Working with key stakeholders to develop local projects that involve young unemployed men and relate to other priority areas, for example a bus interchange project, a young drivers education project, or a project on online safety</p> <p>20. Working with key partners to identify how to run a mentoring scheme for unemployed young men</p>	<p>Young people's participation in projects</p> <p>Participants satisfaction with project process and outcomes</p>
	Young families	<p>21. Continuing to work with young mothers through the Steps to the Future project</p> <p>22. Working with key stakeholders to develop an early intervention and family support project with those who have experienced family violence</p>	<p>Participation in projects</p> <p>Participants satisfaction with project process and outcomes</p>
<b>Community strengths and achievements</b>	Social cohesion	<p>23. In addition to existing activities, holding an annual event with a focus on community safety, including activities in public spaces and on public transport, with the involvement and support of key stakeholders including young people</p> <p>24. Developing a multi-media awareness campaign to promote the positive attributes of the local government area and community engagement</p>	<p>Public participation in the event</p> <p>Public perceptions of Glenorchy local government area</p>
	Community safety	<p>25. Developing a community safety section on the Glenorchy City Council website with interviews of local stakeholders, project leaders and participants, footage and reports of forums</p> <p>26. Continued production of articles for the Glenorchy Gazette on projects and on crime in the local community</p>	<p>Public awareness of crime prevention and community safety initiatives</p>