

# SAFER CITY ACTION PLAN TABLE 2019-2023

## Outcome 1: Safe streets, spaces and places

### Population Measure

- Percentage of residents who feel safe in Adelaide (Resident survey – develop baseline in 2019)
- Percentage of City users who feel safe in Adelaide (City User Profile biennial – maintain at 85%)
- Crime rates maintained at or below current levels (Adelaide and North Adelaide crime rates – Attorney General's Department)

### Action 1

#### Design and plan places, spaces and streets which are well lit, safe and attractive to reduce opportunities for crime (Planning and Design focus)

### Performance Measures:

- Number of safety audit actions implemented
- Number of projects delivered using Safety in Design process
- Counts demonstrate increased youth use of specific identified City spaces (measure to be developed)

Activities:	Responsible Program	Budget	Year Delivered	Action Monitoring
<ul style="list-style-type: none"> <li>Conduct Park Lands, West End and other district safety audits as required. (2019 -23) and deliver on associated safety audit workplans</li> </ul>	Community and Culture	General Operating Budget	2019 2021 2023	Completed On Track At Risk
<ul style="list-style-type: none"> <li>Apply cultural lens to work with artists to encourage activation of private and Council-owned buildings, spaces and new developments with cultural activity.</li> <li>Ensure engagement of artists to facilitate creative lighting in public space master planning and project delivery.</li> </ul>	Community and Culture Customer	Public Art Budget Live Music Budget Splash Cultural Partnerships General Operating Budget	2019-2023	
<ul style="list-style-type: none"> <li>Continue to review and deliver high-quality cleansing and waste services to the community</li> </ul>	Public Realm	General Operating Budget	2019-2023	
<ul style="list-style-type: none"> <li>Continue to incorporate the Safety in Design process in all design projects delivered</li> </ul>	Design and Strategy Planning and Development	General Operating Budget	ongoing	
<ul style="list-style-type: none"> <li>Use culturally inclusive language, signage and symbols in City facilities, venues and parks to create and champion safe and welcoming spaces for all</li> </ul>	Design and Strategy	General Operating Budget Projects	2019-2023	
<ul style="list-style-type: none"> <li>Work with young people to identify what assists them to feel safe in the City and to conduct pilot projects to enhance perceptions of safety (focus on spaces).</li> </ul>	Community and Culture	Externally funded (Local Drug Action Team) Project (space based) funding	2019-21	

## Action 2

### Deliver world class infrastructure to increase actual public safety (delivery focus)

#### Performance Measures:

- Percentage of safety lighting projects delivered in line with condition service levels
- Percentage of City Safe CCTV Network upgraded in line with CCTV Review findings
- Number of public safety claims against Council

Activities:	Responsible Program	Budget	Year Delivered	Action Monitoring
<ul style="list-style-type: none"> <li>Partner with SAPOL to ensure a strategic approach to city-wide CCTV coverage and monitoring</li> </ul>	Community and Culture Information Management Infrastructure	\$2,085,000	Ongoing	Completed On Track At Risk
<ul style="list-style-type: none"> <li>Support residents and business operators on the use of Crime Prevention through Environmental Design (CPTED) principles to reduce opportunity for crime and anti-social behaviour</li> </ul>	Community and Culture	General Operating Budget	Ongoing	
<ul style="list-style-type: none"> <li>Develop agreed service levels for basic infrastructure</li> </ul>	Infrastructure	General Operating Budget	Ongoing	
<ul style="list-style-type: none"> <li>Continue to deliver safety lighting projects across the City</li> </ul>	Design and Strategy Infrastructure	Capital Budget	Ongoing	
<ul style="list-style-type: none"> <li>Continue to apply for and deliver on blackspot funding projects</li> </ul>	Design and Strategy Infrastructure	Infrastructure Budget	Ongoing	
<ul style="list-style-type: none"> <li>U-Park Facilities are safer through continuous improvement strategies</li> </ul>	Finance and Procurement - Commercial	General Operating Budget	Ongoing	

## Action 3

### Provide leadership, advocacy and data to ensure best practice approaches to public safety in city streets and spaces (policy focus)

#### Performance Measure:

- Number of information sessions and advocacy initiatives delivered to support best practice approaches to public safety

Activities:	Responsible Program	Budget	Year Delivered	Action Monitoring
Advocate for: <ul style="list-style-type: none"> <li>more frequent late-night public transport</li> <li>safe waiting/ meeting areas</li> <li>extension of public transport free zones</li> <li>safe spaces in the City</li> </ul>	Community and Culture	General Operating Budget	2019/2020	Completed On Track At Risk
<ul style="list-style-type: none"> <li>Work with the State Planning Commission to update the planning documents (Planning and Design Code and Design Standards) in accordance with best practice safety approaches.</li> </ul>	Planning and Development	General Operating Budget	2020	
<ul style="list-style-type: none"> <li>Provide education and training resources for the community and development industry to support best practice urban design and safety through new development.</li> </ul>	Planning and Development	General Operating Budget	2021	
<ul style="list-style-type: none"> <li>Use data to inform decision making to increase safety for city users (may include trip planning or access to City)</li> </ul>	Information Management	General Operating Budget	ongoing	

## Outcome 2: Strong and Welcoming Communities

### Population Measure

- Percentage of residents who feel connected to the community (Resident survey and or Participation and Inclusion data set)

### Action 1

#### Build opportunities to celebrate diversity and be well connected

#### Performance Measures:

- Percentage of community members who report participation in the community (Resident survey)
- Percentage of community members who feel that people in their neighbourhood can be trusted (Resident survey)
- Number of partnerships focussed on addressing domestic and family violence and sexual assault

Activities:	Responsible Program	Budget	Year Delivered	Action Monitoring
<ul style="list-style-type: none"> <li>Collaborate with the community to implement and promote community-led safety actions including addressing the specific needs of vulnerable people, young people and women</li> </ul>	Community and Culture YWCA (external) State Gov	General Operating Budget Project funding	2019 2021 2023	Completed On Track At Risk
<ul style="list-style-type: none"> <li>Work with CALD communities to deliver meaningful outcomes and connections between diverse communities</li> </ul>	Adelaide Mosque SA Police Community and Culture	General Operating Budget	2019-23	
<ul style="list-style-type: none"> <li>Community Centre and Library programs promote active citizenship and resilience to increase safety</li> </ul>	Community and Culture	General Operating Budget	2019-23	

### Action 2

#### Residents, businesses, Government and non-government agencies actively support the safety and wellbeing of their community

#### Performance Measures:

- Number of community or industry led activities that increased perceptions of safety (Community and Culture, Customer and external data sets)
- Number of police reports made by Parking and Information Officers about potential emerging safety issues for real time response
- Number of interactions between Council SPOC and Police out of hours

Activities:	Responsible Program	Budget	Year Delivered	Action Monitoring
<ul style="list-style-type: none"> <li>Strengthen CoA and inter-agency communication.</li> <li>SAPOL specific:               <ul style="list-style-type: none"> <li>Single out of hours point of contact (SPOC)</li> <li>Quarterly Councillor/Police informal conversations</li> <li>Continued community engagement projects</li> </ul> </li> </ul>	Community and Culture Councillors	General Operating Budget	Ongoing	Completed On Track At Risk
<ul style="list-style-type: none"> <li>Environmental Health Education Fortnight</li> </ul>	Customer	\$2000	Ongoing	
<ul style="list-style-type: none"> <li>Continue to engage with Music Industry Council and live music venues to advocate for programs supporting safety in live music venues particularly for young women</li> </ul>	Community and Culture	General Operating Budget	Ongoing	
<ul style="list-style-type: none"> <li>Parking and Information Officer's monitor the City reporting emerging:</li> </ul>	Customer	General Operating Budget	2018/19	

<ul style="list-style-type: none"> <li>o safety issues to Community Safety Officers or Rapid Response to manage</li> <li>o anti-social or criminal issues to SA Police to manage</li> </ul>				
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### Outcome 3: A world-renowned safe destination

#### Population Measures:

- Number of people who feel safe in Adelaide (Crime stats, City User Profile)
- Number of citations of Adelaide as a safe destination in external publications (e.g. Lonely Planet)

#### Action 1

#### Promote a creative and vibrant night life to reduce anti-social behaviour

#### Performance Measures:

- Number of harm minimisation initiatives delivered (Customer data, venue/event-based initiatives, Encounter Youth engagements)
- Number of drug and alcohol related hospital admissions (Dept of Health, Drug and Alcohol Strategies of SA (DASSA))
- Number of positive, creative and nightlife-based stories including media and City of Adelaide channels
- Number of people engaged by Encounter Youth

Activities:	Responsible Program	Budget	Year Delivered	Action Monitoring
<ul style="list-style-type: none"> <li>• Celebrate and build on our status as a UNESCO Creative City by delivering more music, public art and creative experiences in buildings, places &amp; spaces</li> </ul>	Community and Culture Customer	Live Music Budget Public Art Budget Splash Cultural Partnerships General Operating Budget	2019 – ongoing	Completed On Track At Risk
<ul style="list-style-type: none"> <li>• Work in collaboration with Encounter Youth Hindley Street Program (Green Team) and others to support safety and connection for young people using the City</li> </ul>	Encounter Youth	Council provides storage space to support operation	Funded externally until 2021	
<ul style="list-style-type: none"> <li>• Use a harm minimisation approach to create a positive social and physical environment around events to attract patrons and help people to feel and be safe</li> </ul>	Customer	General Operating Budget	Ongoing	
<ul style="list-style-type: none"> <li>• Partner with DASSA to develop harm minimisation strategies which create a safer environment for people attending dance music venues and events in the City</li> </ul>	DASSA Community and Culture Customer	General Operating Budget	Ongoing	
<ul style="list-style-type: none"> <li>• Promote the range of evening cultural activities where alcohol is secondary to the activity itself</li> </ul>	Community and Culture	General Operating Budget	Ongoing	
<ul style="list-style-type: none"> <li>• Consider safety for Golf course users, motorists and cyclists when conducting the Golf Business Masterplan</li> </ul>	Finance and Procurement - Commercial	General Operating Budget	2019/20	

## Action 2

Ensure visitors to our City feel safe and welcome to experience what the City has to offer

### Performance Measures:

- Percentage of City visitors who know where to get help if they need it (add to CUP)
- Percentage of users of Council facilities and businesses who felt safe and welcome to use them (Customer satisfaction surveys)

Activities:	Responsible Program	Budget	Year Delivered	Action Monitoring
<ul style="list-style-type: none"> <li>Community Safety &amp; Health Team BAU activities- routine, reactive, and proactive compliance and enforcement activities with various Acts and CoA By-Laws</li> </ul>	Customer	General Operating Budget	Ongoing	Completed On Track At Risk
<ul style="list-style-type: none"> <li>Work with tourist providers to ensure in bound visitors to the City have access to safety information (City maps provided through Visitor Information Centre, tourist operators and online provide a wide range of essential and local contact information including emergency services, AEDs, public toilets etc)</li> </ul>	Economic Development	General Operating Budget	Ongoing	
<ul style="list-style-type: none"> <li>Work with Council businesses to provide a safe and welcoming experience for all customers</li> </ul>	Finance	General Operating Budget	ongoing	

## Action 3

International students live, study, work and play safely in Adelaide

### Performance Measures:

- Number of international student participants in information sessions, activities and events supported through the WAY initiatives
- Percentage of international students who feel safe in the city(survey)

Activities:	Responsible Program	Budget	Year Delivered	Action Monitoring
<ul style="list-style-type: none"> <li>Support the WAY (Wellbeing of Adelaide Youth) as a collaborative initiative focussed on improving the wellbeing of young people aged 18-24 years living in CoA.</li> </ul>	Community and Culture	General Operating Budget	ongoing	Completed On Track At Risk
<ul style="list-style-type: none"> <li>Work with International students to ensure that people know where to get safety assistance should they need it</li> </ul>	Community and Culture Economic Development	General Operating Budget	2020	
<ul style="list-style-type: none"> <li>Multicultural marketing campaigns targeted to international students, business groups and visitors.</li> </ul>	Commercial and Marketing	General Operating Budget	Ongoing	
<ul style="list-style-type: none"> <li>Adelaide Aquatic Centre supports and enables diverse communities to safely access their programs and services.</li> </ul>	Commercial	Externally funded	Ongoing	