CUMBERLAND
COUNCIL

Cumberland Community Safety and Crime Prevention Plan

2018-2022

Contents

Introduction

Safety is a priority for the Cumberland community and a focus area for Cumberland Council. The Cumberland Community Safety and Crime Prevention Plan 2018-2022 demonstrates Council's commitment to addressing crime issues and improving community safety.

The Cumberland Community Safety and Crime Prevention Plan 2018-2022 (the Plan) identifies and addresses five priority crime issues (based on crime statistics) and five community safety issues (informed by community and stakeholder feedback).

This Plan outlines strategies and actions to be undertaken directly by Council, as well as those involving partnerships with Police and other organisations.

This Plan will be implemented over a four-year period, with progress tracked annually.

Priority crime issues:

- Fraud
- Robbery
- Steal From Motor Vehicle
- Break and Enter Dwelling
- Domestic and Family Violence

Priority community safety issues:

- Reporting crime and safety issues
- Road and pedestrian safety
- Safety at train stations
- Safety in town centres
- Safety at facilities and open spaces

Introduction *(continued)*

WHAT IS CRIME PREVENTION?

Crime prevention focuses on deterring criminal activity and reducing crime. It aims to eliminate factors that lead to crime occurring. Examples of crime prevention measures include changing the physical environment to make it difficult or to discourage people from committing crimes, encouraging behaviour change and personal safety practices and improving community cohesion and connections so that neighbours are looking out for one another.

Crime prevention can be achieved through a combined effort from Council, the Police, government agencies, community groups, businesses and individuals.

PERCEPTIONS OF SAFETY

In additional to being safe, it is important that people feel safe living, working in, and visiting the Cumberland area. Feeling unsafe can lead to people avoiding certain places and in some cases, discourage people from being actively part of their communities.

It is not uncommon for there to be a gap between perceptions of crime in an area and the actual risk of experiencing crime. Crime statistics indicate that rates for many crimes in the Cumberland area have decreased or are much lower than in other areas across NSW. While this is the case, some community members have expressed concern about levels and types of crime in the area and their personal safety.

Misconceptions about the actual risk of crime can undermine perceptions of safety. This Plan aims to paint an accurate picture of crime in the area (informed by crime statistics and community feedback). It aims to address these issues as well as improve how safe the community feels in the Cumberland area.

PRINCIPLES OF BEST PRACTICE CRIME PREVENTION STRATEGIES

This Plan has been developed in accordance with the NSW Department of Justice Guidelines for developing a Crime Prevention Strategy (NSW AGD 2011). Once adopted by Council, it will be submitted to the NSW Department of Justice for endorsement as a Safer Communities Compact.

Good practice dictates that crime prevention at a community level should focus on a situational crime prevention approach. Effective strategies that prevent crime involve firstly the acknowledgement of a crime risk and secondly the development of actions designed to reduce that risk. To be effective, it requires a thorough understanding of a local crime problem, where and when it occurs, how it is being committed and who is affected by it. The development of this Plan has involved examining these aspects.

COUNCIL'S ROLE IN ADDRESSING CRIME AND SAFETY ISSUES

Due to its knowledge of and connections to the local community, local government is recognised as a key stakeholder in creating and maintaining a safer community.

There are many complex factors that influence crime in an area, many of which Council cannot alone control. There is however, significant scope for Council to play a role. Opportunities include raising awareness and building the capacity of the community to address issues, improving the public domain (which can have a significant impact on real and perceived safety) and making Council's facilities safer. Council can also play a role by advocating for changes and improvements by other stakeholders and by supporting and working with other organisations to deliver programs and services aimed at preventing crime and safety issues and supporting survivors of crime.

While Council can play a role, improving community safety relies on a combined effort of all stakeholders including the Police, other government agencies, the community service sector, community leaders and groups.

Development of the Plan

The first step in developing this Plan involved gaining an understanding of crime and community safety issues in the Cumberland area. This has been achieved by analysing crime statistics, as well as collecting information and feedback from community and stakeholders. Community and stakeholder feedback and a review of case study approaches to addressing crime and safety issues informed the development of the strategies and actions included in this Plan.

ANALYSING CRIME STATISTICS

NSW Bureau of Crime Statistics and Research (BOCSAR) data for the Cumberland Local Government Area was analysed to develop a 'crime profile' of the area. The profile (included in this Plan on page 8) outlines the key crime issues in the area – informing the identification of priority areas, which Council will focus its attention and resources towards.

HEARING FROM THE COMMUNITY AND STAKEHOLDERS

Council undertook an extensive consultation process involving 63 engagement activities with community members and stakeholders. Through these activities, information was gathered from residents, businesses representatives, community groups, community organisations and the Police on key crime and safety issues that impact on the community. Also collected were ideas for how these issues could be addressed by Council and by other organisations.

IDENTIFYING PRIORITY AREAS AND DEVELOPING STRATEGIES AND ACTIONS

Informed by the research undertaken, Council identified ten priority areas, including five crime related priority areas and five community safety priority areas. Strategies and related actions have been developed for each of the priority areas. These strategies and actions were informed by ideas gathered through community and stakeholder consultation, as well as research of evidence based crime prevention initiatives.

> Council is extremely grateful for the time given and valuable information provided by all who participated in the engagement process. The input provided informed the priority areas, strategies and actions outlined in this Plan.

IMPLEMENTING, MONITORING AND EVALUATING THE PLAN

Council will work collaboratively with the community and stakeholders to implement this Plan. The Cumberland Safety Committee, a committee consisting of community members and Councillors, will be involved in the implementation of many of the actions.

To assist the implementation process, an implementation plan will be developed each year. Each implementation plan will detail the actions to be delivered that year including, for example, the activities to be undertaken, who will be responsible, partners involved and timeframes for these activities.

It will be Council's responsibility to manage the implementation process, including coordinating the various partners involved. Strategies that are Council's responsibility will be formally incorporated into Council's Operational Plan, with accompanying responsibilities, resources and timeframes identified.

Implementation of strategies and actions will be monitored regularly and evaluated annually. A comprehensive evaluation will then be undertaken at the end of the Plan period (2022) to assess overall impact. Additional information is provided in the 'Monitoring and evaluation' section of this Plan.

The Plan in context

GLOBAL POLICY

The United Nations Office on Drugs and Crime (UNDOC) is charged to make the world safer from crime, drugs and terrorism. To address these threats, the UNDOC's work falls into five areas[1]:

- Crime prevention, especially urban crime prevention
- Criminal justice reform, including police and prison reform
- Justice for children
- Support and assistance to victims
- Gender in the criminal justice system.

NATIONAL CRIME PREVENTION FRAMEWORK

The Australian Institute of Criminology (AIC) is Australia's national research and knowledge centre on crime and justice. The institute seeks to promote justice and reduce crime by undertaking and communicating evidence-based research to inform policy and practice[2]. The National Crime Prevention Framework has been developed by the AIC as a resource which outlines the most effective approaches to the prevention of crime.

[1] Crime Prevention and Criminal Justice, United Nations Office on Drugs and Crime website, accessed March 2018: www.unodc.org/unodc/en/justice-and-prison-reform

[2] Australian Institute of Criminology website, accessed March 2018: www.aic.gov.au

NSW CRIME PREVENTION PLAN

The Crime Prevention and Community Programs Division of the NSW Department of Police and Justice leads the development of evidence-based policies and programs to prevent crime and reduce reoffending in NSW.

The Children (Protection and Parental Responsibility) Act 1997 (the Act) provides for the Attorney General to support local governments undertaking crime prevention activity in NSW. Under Part 4 of the Act, local government is identified as the lead agency for identifying and implementing local crime prevention strategies in NSW. This includes supporting the development of evidence-based strategies designed to reduce crime.

ALIGNMENT WITH COUNCIL'S COMMUNITY STRATEGIC PLAN

The Community Safety and Crime Prevention Plan aligns with the Cumberland Community Strategic Plan 2017-27 (CSP) which identifies 'safety' as a key community priority. This indicates the importance the community places on feeling safe in all areas of Cumberland. It also highlights the need to maintain public spaces and address specific areas of safety through continued strengthening of partnerships between Council, local Police, State Government agencies, community organisations and groups, businesses and other stakeholders.
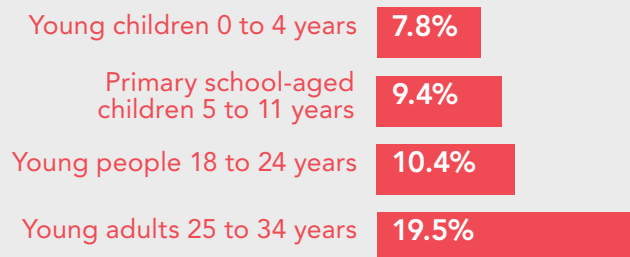
Cumberland community

The Cumberland area has a population of 242,524[3]. It is the fifth largest local government area in NSW in terms of population. This population is forecast to increase to 304,811 by 2036 (an increase of 26%).

Community profile: This profile of the Cumberland community is based on the most recent (2016) Census of Population and Housing data. The profile provides insight into the unique characteristics of the Cumberland community[4].
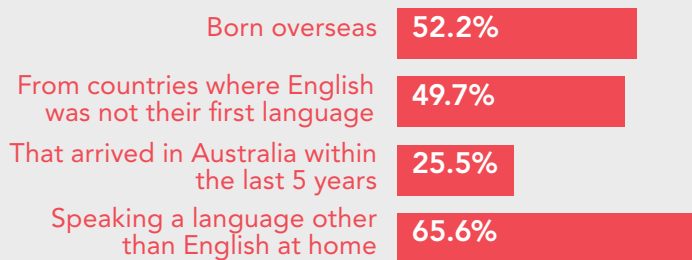
AGE

The Cumberland area has a relatively young community, with a **median age of 32 years**. The area has high proportions of:
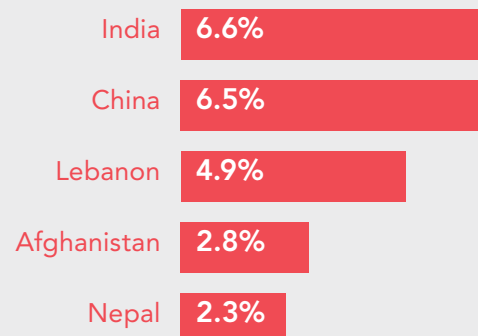
Young children 0 to 4 years	7.8%
Primary school-aged children 5 to 11 years	9.4%
Young people 18 to 24 years	10.4%
Young adults 25 to 34 years	19.5%

CULTURAL DIVERSITY

Cumberland is a culturally rich, vibrant and diverse area. The area has high proportions of people:

Born overseas	52.2%
From countries where English was not their first language	49.7%
That arrived in Australia within the last 5 years	25.5%
Speaking a language other than English at home	65.6%

The top 5 overseas countries of birth for the Cumberland community are:

India	6.6%
China	6.5%
Lebanon	4.9%
Afghanistan	2.8%
Nepal	2.3%

The top 5 languages spoken in the Cumberland area (other than English) are:

Arabic	15.2%
Mandarin	6.3%
Cantonese	4.5%
Persian/Dari	4.5%
Tamil	3.1%
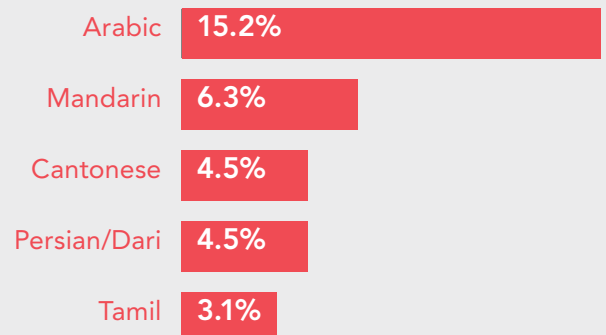
0.6% OF PEOPLE IN THE CUMBERLAND AREA IDENTIFY AS **ABORIGINAL OR TORRES STRAIT ISLANDER**.

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[3] Population and household forecasts, 2016 to 2036 (.id, September 2017).

[4] Unique characteristics identified by comparing Cumberland statistics with statistics for Greater Sydney. Data sources include 2016 Census of Population and Housing (Australian Bureau of Statistics) and Cumberland Council Community Profile (.id)

Cumberland has the **highest proportion of refugees per capita** and the **highest number of people seeking asylum** of any local government area in NSW[5].

Over the past 25 years, **20,000 refugees** have settled in the Cumberland area[6].
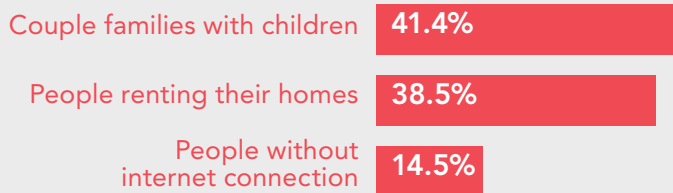
EMPLOYMENT AND INCOME

The Cumberland area has a high proportion of:

People working in the sectors of Health Care and Social Assistance	11.9%
Construction	10.6%
Retail	10.1%
Accommodation and Food Services	7.6%
Manufacturing	7.2%

HOUSEHOLDS AND HOUSING

The Cumberland area has a high proportion of:

Couple families with children	41.4%
People renting their homes	38.5%
People without internet connection	14.5%

DISABILITY
5.8%

PEOPLE IN THE CUMBERLAND AREA NEEDING HELP IN THEIR DAY-TO-DAY LIVES DUE TO DISABILITY

MEDIAN WEEKLY HOUSEHOLD INCOME IN 2016 WAS $1,377 (COMPARED TO $1,745 FOR GREATER SYDNEY).

Key considerations in relation to crime and safety

In the implementation of this Plan, Council is committed to tailoring crime prevention and safety initiatives to the specific needs of the Cumberland community. Examples of how this can be achieved include:

- Providing public education programs or community resources in relevant community languages, to cater to the diversity of languages spoken in the area

- Co-designing and piloting programs with community partners to ensure programs are culturally appropriate, in response to the high levels of cultural diversity in the area

- Delivering information and resources to the community through multiple formats (and not solely relying on online channels), in response to the lower levels of internet access in the area

- Targeting programs relating to the improvement of home safety and security to property owners and strata management agencies, in response to the higher proportions of people renting their homes. It is understood that people living in rented accommodation may have more limited scope to modify their homes.

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[5] Department of Immigration and Border Protection (June 2016), Illegal Maritime Arrivals on Bridging Visa E

[6] Department of Social Services (July 2016), Settlement Database www.data.gov.au/dataset/settlement-reports

Cumberland Crime Profile

Crime statistics show that levels for the vast majority of crimes have decreased across the Cumberland area over the past five years[7]. Council acknowledges however, that any level of crime can have significant negative impact on individuals and communities and that ongoing efforts to address crime and safety issues is critical.

The first step to addressing crime involves understanding the real picture of crime in an area. The following Crime Profile provides an overview of crime and recent emerging trends across the Cumberland area. The profile is based on crime statistics from the NSW Bureau of Crime Statistics and Research (BOCSAR)[8] and has considered:

- Crimes reported at the highest rate (number of incidents reported over the last twelve-month period)
- Crimes that occurred at a comparatively higher rate compared to other local government areas in NSW
- Crimes that experienced a significant increase in reporting (over the last twenty-four-month period).

[7] NSW Bureau of Crime Statistics and Research (BOCSAR) data (for period up to September 2017) 60-month trend data for 17 major crime categories

[8] Included analysis of the most recent statistics for the Cumberland area available at the time of writing (for period up to September 2017) and 2017 LGA rankings

CRIME RATES

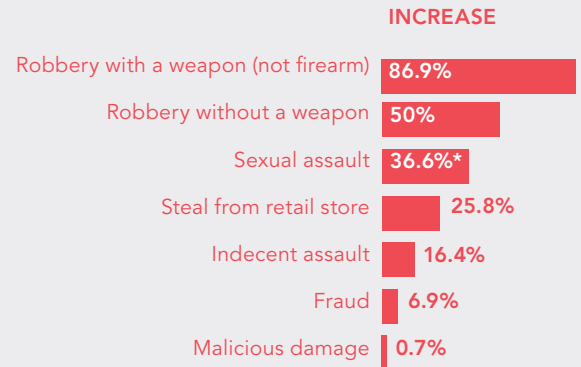Of the seventeen major crime categories identified by BOCSAR, those that occurred at the highest volume in the Cumberland area included[9]:

INCIDENTS

- Fraud — **1819 INCIDENTS**
- Malicious damage — **1250**
- Steal from motor vehicle — **1120**
- Break and enter dwelling — **834**
- Assault (Domestic and Family Violence related) — **815**
- Assault (non-domestic related) — **768**
- Steal from retail store — **453**
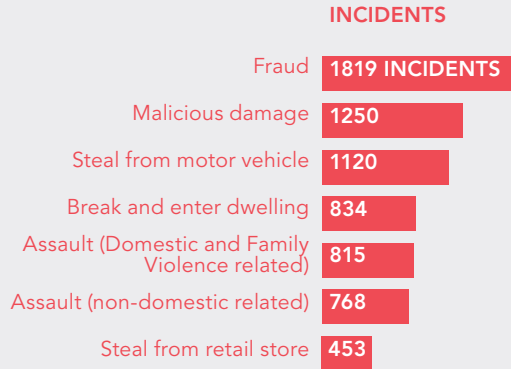
CRIME TRENDS

Of the 17 major crime categories, those which had the highest increases (in terms of numbers of incidents) in the Cumberland area included[10]:

INCREASE

- Robbery with a weapon (not firearm) — **86.9%**
- Robbery without a weapon — **50%**
- Sexual assault — **36.6%***
- Steal from retail store — **25.8%**
- Indecent assault — **16.4%**
- Fraud — **6.9%**
- Malicious damage — **0.7%**

*Note: The increase in sexual assault offences reflects a general trend across NSW. The NSW Bureau of Crime Statistics and Research reports this increase to be in part due to an increase in reporting of historic child sex offences, with the victim reporting the incident/s as an adult (rather than a sudden recent increase in recent incidents).

LOCAL GOVERNMENT AREA RANKINGS

Of the seventeen major crime categories, those in which the Cumberland area ranked the highest of local government areas in NSW[11] (in terms of the number of incidents) included:

- **6**TH Robbery offences
- **8**TH Fraud
- **31**ST Steal from person
- **41**ST Steal from motor vehicle
- **48**TH Motor vehicle theft
- **55**TH Break and enter dwelling
- **57**TH Assault (Domestic and Family Violence related)

PRIORITY CRIME ISSUES FOR THE CUMBERLAND AREA

When considering the crime rates, Local Government Area (LGA) rankings and crime trends, the crimes emerging as the key issues in the area include the following:

CRIME CATEGORY	HIGH VOLUME	HIGH LGA RANKING	INCREASE
Fraud	●	●	●
Robbery		●	●
Steal from motor vehicle	●	●	
Break and enter dwelling	●	●	
Assault (Domestic and Family Violence related)	●	●	

[9]Crime rates based on BOCSAR data for a 12 month period up until September 2017.
[10]Crime trends based on BOCSAR data - percentage change in total annual incidents reported between periods October 2015 - September 2016 and October 2016 - September 2017.
[11] Includes the 120 LGAs in NSW that have a population of more than 3000, based on BOCSAR data for 2016.

Community Engagement

This Plan was developed by listening to, and engaging with, community members and key stakeholders

Consultation activities included a community survey, face to face discussions with business representatives, community focus groups, discussions with specific demographic or needs-based groups, consultations with Council advisory groups and consultations with the Police. It also included consultation with a wide range of Council teams, including those with insights into issues from their experiences working directly with the community or managing Council facilities, spaces and assets.

COMMUNITY SATISFACTION SURVEY

While not conducted specifically to inform the development of this Plan, Council's Community Satisfaction Survey (Micromex, 2017) provided valuable insight into community perspectives in relation to safety. The survey, administered annually, seeks to identify community priorities and examine attitudes and perceptions towards current and future services and facilities provided by Council. These include services related to fostering a safe community.

602 SURVEYS COMPLETED

COMMUNITY SAFETY SURVEY

From September 2016 to November 2017 an online Community Safety Survey was hosted on Council's website. The survey was also provided in hardcopy format at key Council facilities (including libraries, community centres and customer service centres) as well as administered face to face at community events and activities. The survey was translated and made available in eight community languages. The survey asked people about their concerns and experiences of crime and safety, as well as where and when they feel safe and unsafe and the reasons why. The survey also asked participants for ideas for how Council could address the issues they raised.

977 SURVEYS COMPLETED (47 LANGUAGE GROUPS REPRESENTED)

DISCUSSIONS WITH BUSINESS REPRESENTATIVES

In December 2017, Council engaged with business owners and workers in the Cumberland area to talk to them about their perspectives on safety. The consultations involved drop-in discussions with a sample of businesses in key town centres. In addition, flyers, translated into key community languages, were distributed to businesses in all town centres inviting businesses to contact Council to take part in individual, face to face discussions with Council staff. Discussions with businesses focused on concerns, issues for their businesses as well as their thoughts of how safety in town centres in particular could be improved.

40 BUSINESSES CONSULTED

FOCUS GROUPS

In February 2018, four independent focus groups were conducted with community members to explore in more detail Community Safety Survey findings. Participants represented a cross-section of Cumberland residents in terms of age, gender, cultural background and suburb of residence. The focus group agenda included identifying and exploring issues relating to safety and testing potential strategies and actions with participants.

39 PARTICIPANTS

Community engagement *(continued)*

DISCUSSIONS WITH TARGET GROUPS

Targeted consultations were conducted to gain insights into the needs of groups that may experience specific safety issues, including young people and older people. Consultations were also held with organisations providing support services in relation to domestic and family violence and homelessness to understand issues specific to their clients and discuss potential actions for Council.

81 PEOPLE ENGAGED

CONSULTATIONS WITH COUNCIL ADVISORY GROUPS

Consultations with Council advisory groups were undertaken to gain unique insights and ideas from community representatives. Those consulted included the Cumberland Access and Inclusion Panel, Cumberland Youth Week Planning Group, and Cumberland Sport and Recreation Advisory Panel.

47 PANEL MEMBERS CONSULTED

STATE EMERGENCY SERVICES SAFETY EXPO

Council hosted an information stall at a Safety Expo organised by the Auburn Unit of the NSW State Emergency Services. The stall included a consultation activity about community safety. Participants were invited to respond to two key questions posted on boards at the booth: 'What are the key crime or safety issues in the Cumberland area' and 'How could these issues be addressed (by Council and/or by other organisations)?'

10 PARTICIPANTS

CONSULTATION WITH POLICE

Meetings were held with Police from the Auburn Police Area Command and Cumberland Police Area Command in February 2018. The purpose of these meetings was to test and gain additional information on the key crime issues identified through analysis of the crime data (including where and how crime is occurring) and gain feedback on safety issues raised by the community. Discussions also focused on how Council and the Police can work together to address priority issues.

2 POLICE AREA COMMANDS CONSULTED

CONSULTATION WITH COUNCIL STAFF

Internal consultations with representatives from Council teams were undertaken in January and February 2018. These consultations gained further information on safety issues from teams working directly with the community, insights into issues at facilities and spaces managed by Council, as well as safety issues for staff working at Council facilities. Further discussions occurred in March to workshop draft strategies and actions.

8 COUNCIL TEAMS CONSULTED

> "Places need to be cleaner. An area that looks nice is less likely to attract crime"

What the community told us

Many community members told us they feel part of their community, they feel safe at home and they are out and about in their neighbourhoods during the day. Many people did not perceive that crime had increased in the area in recent times. There were however, a number of crime related issues many community members were concerned about (primarily house and car break-ins, theft and vandalism). There were also a number of safety related issues that people told us impacted on them.

FEELING SAFE AT NIGHT

The significant majority of people told us they feel safe in their homes and out in the community during the day. Many people however, reported feeling less safe out and about at night. The community talked about the importance of good lighting. Lighting, or lack of it, impacts on how safe people feel when out at night or in dark places. Upgraded and well-maintained lighting (on streets, in carparks, alleyways and tunnels, and along walking routes between shops and public transport) was identified as a key priority. Maintaining landscaping was identified as a way to improve visibility and safety at night.

PLACES PEOPLE FEEL UNSAFE

Train stations and town centres were identified as specific places where people feel unsafe, particularly at night. People expressed concern about dangerous or suspicious looking people, fights or violent interactions, antisocial behaviour, alcohol intoxication, drug-use and dealing in these areas. Better lighting and CCTV, along with frequent Police presence, were common suggestions for improving safety. Increasing public transport services at night and on weekends was also suggested as a way to improve safety. It was suggested this could reduce the amount of time people are waiting at stations or bus stops, where they may not feel safe.

What the community told us *(continued)*

Car parks, parks and public toilets were also places people reported to feel unsafe. Many people also talked about feeling unsafe walking around their neighbourhoods at night. Some people talked about concerns or experiences of being followed or threatened. Improving lighting was identified as a key way to improve feelings of safety.

APPEARANCE OF TOWN CENTRES

People felt that rubbish, graffiti, vandalised or broken fixtures contribute to negative perceptions of safety. The community suggested regular litter and graffiti removal, maintenance and beautification of town centres are key ways Council can influence the appearance of the Cumberland area, how safe the area feels, and in turn perceptions of safety.

Business owners in particular would like to see town centres upgraded to make them more attractive and safe for customers.

DANGEROUS DRIVING AND PEDESTRIAN SAFETY

The community raised concerns about dangerous driving, road rage, speeding and disobeying of other road rules around neighbourhoods and town centres. People talked about how this behaviour impacts on the safety of both drivers and pedestrians. They also referred to the negative impact this has on the atmosphere or feel of an area and broader perceptions of safety. Traffic issues and road safety around schools was also raised as a particular issue. Community suggestions for addressing these issues included increased traffic calming and mitigation measures, patrolling and law enforcement and improving pedestrian infrastructure (including footpaths and crossings).

POLICE AND COMMUNITY RELATIONSHIPS

In addition to a desire for greater Police presence in town centres, the community was also interested in increased opportunities for interaction with the Police to build positive relationships and breakdown barriers to trust. Particularly viewed as important were opportunities for Police, young people and people from different cultural groups to interact. Suggestions included increased Police involvement at community events and activities. Focused activities to help raise awareness about the law and the importance of reporting crime was also suggested.

"People drive too fast and do not obey the road rules"

Priority areas, strategies and actions

Ten priority areas have been identified to guide Council in assisting to build a safe community for all. These priority areas reflect the Cumberland Crime Profile priorities as well as issues identified by the community. Priority areas are not listed in terms of importance. They are all considered to be of high priority to Council.

CRIME RELATED PRIORITY AREAS:

1.	2.	3.	4.	5.
FRAUD	ROBBERY	STEAL FROM MOTOR VEHICLE	BREAK AND ENTER DWELLING	DOMESTIC AND FAMILY VIOLENCE

COMMUNITY SAFETY RELATED PRIORITY AREAS:

1.	2.	3.	4.	5.
REPORTING CRIME AND SAFETY ISSUES	ROAD AND PEDESTRIAN SAFETY	SAFETY AT TRAIN STATIONS	SAFETY IN TOWN CENTRES	SAFETY AT FACILITIES AND OPEN SPACES

STRATEGIES AND ACTIONS

Strategies and actions have been developed for each priority area, to address the associated crime and safety issues.

Council's Role:

Council's role varies depending on our sphere of influence:

- **Concern:** Advocate, educate and support on behalf of the community
- **Influence:** Partial or shared responsibility with community or government partners
- **Control:** Core business and functions of councils

PRIORITY 1: FRAUD

NSW Police Force recognises Fraud as a growing problem, with the introduction of online services in particular increasing opportunities for fraud.[12]

Fraud encompasses a range of criminal activities including identify theft, credit card theft and misappropriate use, and forgery and scams involving the obtaining of money through false or misleading information. Fraud is an offence that impacts individuals as well as businesses. Theft of fuel from service stations is also classified as Fraud.

Fraud is often associated with other criminal offences. For example, Steal From Motor Vehicle offences can involve the theft of number plates to be used to commit fuel theft (so that offenders cannot be detected by CCTV). Mail theft (Steal From Dwelling) has escalated as a means of identity theft to aid credit card fraud and other types of fraud. Consultation with Police confirmed mail theft to be one of the key means used to commit fraud in the Cumberland area.

Given the diversity of the crime and the significant opportunity for online Fraud, the key role of Council in addressing this issue involves community awareness and education. In relation to theft from mailboxes, Council has the capacity to promote secure mailbox design.

STRATEGIES AND ACTIONS TO ADDRESS FRAUD

NO.	STRATEGY	ACTION
1.1	Raise awareness of fraud as a key crime issue and educate the community on the issues involved	In partnership with the Police, design and deliver a public awareness and education program on how community members can protect themselves against fraud and identity theft.
		In partnership with the Police, design and deliver community education workshops on protecting yourself against fraud. This will include workshops tailored to specific needs groups including older people and people from culturally and linguistically diverse backgrounds.
		In partnership with the Police, design and deliver a public awareness and education program on how businesses can increase security in relation to fraud.
1.2	Reduce opportunities for fraud through improved mailbox design	Research best practice design principles for safe and secure letterbox design and develop and promote a 'letterbox design guidelines' document for residents.
		Update guidelines for letterboxes as part of the new comprehensive Cumberland Development Control Plan (DCP).

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[12]NSW Police Force website. https://www.police.nsw.gov.au/crime/frauds_and_scams (Accessed March 2018)

ANTICIPATED OUTCOMES

INDICATORS	DATA SOURCE	COUNCIL'S ROLE
Increased awareness and capacity of engaged community members to protect themselves against Fraud	Council consultation data	Influence
Reduced incidence of mailbox theft	NSW Police data	Influence
Reduced incidence of Fraud occurring at businesses premises	NSW Police data and Council business consultation data	Influence
Reduced incidence of Fraud	BOCSAR statistics and NSW Police data	Influence

PRIORITY 2: ROBBERY

Robbery involves the use of threat or violence against a person for the purpose of taking their money, property or possessions.

Robbery with a weapon (not a firearm) and robbery without a weapon have experienced a significant increase in the Cumberland area in recent years.

A crime map for Robbery offences in the Cumberland area indicates they are relatively concentrated, suggesting the opportunity for focused initiatives targeting key hotspot areas. Crime statistics indicate that recent Robbery offences most commonly occurred in outdoor/public places followed by in retail/wholesale premises and residential dwellings.

The key role Council can play in addressing this crime involves raising awareness and building the capacity of residents, business owners and workers to protect themselves, their homes and property against robbery.

Many strategies and actions to address the priority area of 'Break and Enter Dwelling' (refer Priority 4) will also address Robbery occurring at residential dwellings.

STRATEGIES AND ACTIONS TO ADDRESS ROBBERY

NO.	STRATEGY	ACTION
2.1	Educate and support businesses to protect their staff and premises against robberies	Develop and deliver a public awareness and education program and resources for local businesses on how to improve the safety and security of their premises.
		Develop a program to undertake individual safety audits for local businesses in key locations.
2.2	Address robbery through CCTV program	Monitor robbery crime statistics and hotspots to inform Council's CCTV in Public Spaces Program.

ANTICIPATED OUTCOMES

INDICATORS	DATA SOURCE	COUNCIL'S ROLE
Increased community satisfaction with Council's CCTV Program	Council Community Satisfaction Survey	Control
Business owners and staff feel more secure in their premises	Council business consultation data	Influence
Increased number of businesses taking measures to secure their premises	Council business consultation data	Influence
Reduced incidence of robberies at businesses and residential dwellings	BOCSAR statistics and NSW Police data	Influence
Community members feel safer in public spaces	Council Community Safety Survey	Influence

COUNCIL'S CCTV IN PUBLIC PLACES PROGRAM

CCTV cameras can contribute to community perceptions about the safety of public spaces and, together with lighting, is one of the most common suggestions identified by the community to improve community safety in Cumberland.

Council's CCTV in Public Spaces Program uses both fixed and relocatable closed-circuit television (CCTV) cameras in public spaces throughout the Cumberland Council area.

Council currently has 43 relocatable, solar-powered CCTV cameras monitoring crime and illegal dumping hotspots in identified crime hot spot locations across the LGA. Throughout 2018, Council will expand the number of CCTV cameras, in addition to undertaking priority lighting upgrades in town centres across the Cumberland area through funding ($500,000) from the Stronger Communities Fund Major Projects Program.

The highest priority locations for the cameras are determined from regular consultations with Police, based on current patterns of offending and ongoing crime hotspots. Council's Compliance and Environment Group also provides advice on sites where illegal dumping is a problem.

Council also has a number of fixed CCTV systems installed at 23 locations across Cumberland monitoring Council facilities or car parks. Council is in the process of reviewing all existing CCTV infrastructure and technology for the purpose of integrating all CCTV systems into one centralised system.

PRIORITY 3: STEAL FROM MOTOR VEHICLE

Crime statistics indicate Steal From Motor Vehicle is a key issue in the Cumberland area.

Community feedback indicates that the experience of having a car broken into makes people feel less safe in the area, and at greater risk of being a victim of other crimes.

Crime maps indicate Steal From Motor Vehicle occurrences have been scattered across the Cumberland area. Crime statistics also indicate that Steal From Motor Vehicle incidents most commonly occurred in outdoor/public places followed by car parks and outside of residential dwellings.

The key roles that Council can play in addressing this crime include raising awareness within the community, promoting safe practices, increasing the presence of parking patrols in key public hotspot areas and making changes to the environment to deter incidents.

STRATEGIES AND ACTIONS TO ADDRESS STEAL FROM MOTOR VEHICLE

NO.	STRATEGY	ACTION
3.1	Raise community awareness of the issue and risk of theft from motor vehicles and encourage safer practices	Continually monitor crime statistics to identify hotspot areas. Install mobile signage and undertake community education activities in hotspot locations (i.e. reminding residents to lock their cars).
3.2	Deter theft from motor vehicles in key hotspot locations	Monitor crime statistics and focus Council Parking Ranger patrols in identified hotspot areas.
		In conjunction with the Police, liaise with private car park owners to encourage increased security in private car parks by property owners (e.g. shopping centres) in identified hotspot areas.
		Conduct lighting audits in hotspot parking areas and develop a schedule of works for lighting upgrades.

ANTICIPATED OUTCOMES

INDICATORS	DATA SOURCE	COUNCIL'S ROLE
Increased community satisfaction with Council's parking patrol service	Council Community Satisfaction Survey and Council consultation data	Control
Improved lighting at public car parks in hotspot areas	Council data	Control
Reduced incidence of theft from motor vehicles in public places	BOCSAR statistics and NSW Police data	Influence
Reduced incidence of theft from motor vehicles in private car parks (for which owners were engaged)	NSW Police data	Concern

PRIORITY 4: BREAK AND ENTER DWELLING

The crime of Break and Enter Dwelling consists of the unlawful entry of a residential building (forced or unforced) with the intent to commit an offence (for example theft).

Break and Enter Dwelling was the fourth most reported major offence in the Cumberland area. Feedback from the community also indicated the community is particularly concerned about house break and enters. Crime maps indicate the offence is reasonably scattered across the Cumberland area.

There are measures that can be undertaken to increase the security of a home (e.g. secure door and window locks, screens, sensor lights and alarms). These devices however, are typically less common in rental properties. In general, tenants have less control over the security of their homes and capacity to make improvements. This is of particular interest in the Cumberland area, in which there is a high proportion (38.5%) of people renting their homes (compared to 32.6% in Greater Sydney).

The key roles that Council can play in addressing this crime include encouraging residents and property owners to increase the security of their homes and properties, and promoting neighbourhood cohesion so that neighbours are watching out for each other and their properties.

STRATEGIES AND ACTIONS TO ADDRESS BREAK AND ENTER DWELLING

NO.	STRATEGY	ACTION
4.1	Encourage and guide property owners to increase security of their homes and properties	Develop and promote resources to encourage and guide all property owners to upgrade the security of their homes and properties.
		Deliver a targeted program to strata management agencies in hotspot break and enter areas to encourage the improvement and upgrade of security in apartment complexes.
4.2	Encourage stronger neighbourhood cohesion	Assist Police to raise awareness, establish and support neighbourhood watch activities in identified hotspot areas.
		Support community driven initiatives that encourage social cohesion.

ANTICIPATED OUTCOMES

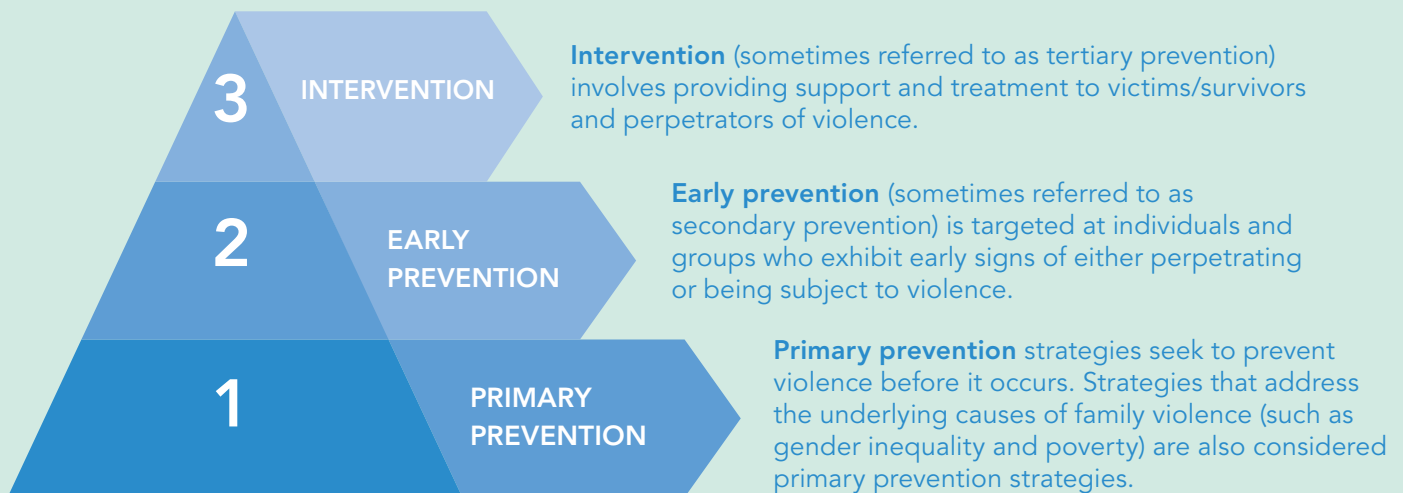| INDICATORS	DATA SOURCE	COUNCIL'S ROLE
Reduced incidence of break and enter in apartment complexes	BOCSAR statistics and NSW Police data	Influence
Reduced incidence of break and enter in residential areas	BOCSAR statistics and NSW Police data	Influence
Increase in community members reporting they feel part of their community	Community Safety Survey	Concern

PRIORITY 5: DOMESTIC AND FAMILY VIOLENCE

The NSW Bureau of Crime Statistics and Research (BOCSAR) statistics show Assault relating to Domestic and Family Violence is a key crime issue in the area. The extent and impact of the issue, however, is greater.

There are many challenges to obtaining accurate data on reported domestic violence, its prevalence and impact on victims, due to not only widespread underreporting, but the broad nature of the forms it takes.

Domestic and family violence can include often simultaneous forms of physical, sexual, psychological, emotional and verbal abuse. It can also take the form of economic abuse, harassment and/or stalking. It involves violent, abusive or intimidating behaviour carried out by one person against a partner or family member to control and dominate that person and causes physical and/or psychological harm. It can also affect the family's social and financial wellbeing.

Domestic and family violence and sexual assault are gendered crimes, that is, they have an unequal impact on women.[13] For this reason, there is an emphasis on primary prevention and driving cultural change from the ground up and, in the process, assisting communities to better respond to and support women and their children who are experiencing violence.

Council recognises that addressing and preventing domestic and family violence effectively in our community involves a whole of community approach. This involves working collaboratively with the police, community groups and services. It also involves short and long term strategies to address the underlying drivers of violence. This includes supporting local services and community groups who provide crisis and intervention support for those experiencing domestic and family violence. It also involves raising community awareness and developing long term strategies to 'change the story', using Australia's National Framework to Prevent Violence Against Women and their Children 2010–2022.

3 INTERVENTION

Intervention (sometimes referred to as tertiary prevention) involves providing support and treatment to victims/survivors and perpetrators of violence.

2 EARLY PREVENTION

Early prevention (sometimes referred to as secondary prevention) is targeted at individuals and groups who exhibit early signs of either perpetrating or being subject to violence.

1 PRIMARY PREVENTION

Primary prevention strategies seek to prevent violence before it occurs. Strategies that address the underlying causes of family violence (such as gender inequality and poverty) are also considered primary prevention strategies.

Adapted from Our Watch Framework[14] and VicHealth 2007[15]

[13] Council of Australian Governments (2011), The National Plan to Reduce Violence against Women and Their Children: Including the First Three-Year Action Plan, Commonwealth of Australia, Canberra

[14] Our Watch, Australia's National Research Organisation for Women's Safety (ANROWS) and VicHealth (2015), Change the Story: A shared framework for the primary prevention of violence against women and their children in Australia, Our Watch, Melbourne, Australia

[15] VicHealth (2007), Preventing violence before it occurs: A framework and background paper to guide the primary prevention of violence against women in Victoria, Victorian Health Promotion Foundation, Melbourne

STRATEGIES AND ACTIONS TO ADDRESS DOMESTIC AND FAMILY VIOLENCE

NO.	STRATEGY	ACTION
5.1	Improve awareness and collaboration between local services* to provide integrated support and referral ('one front door' approach) for people experiencing or at risk of domestic and family violence	Partner with local services to coordinate activities that bring services and community groups together to facilitate information sharing, referral and integrated case management.
		Work with local services to develop resources which promote specialist and mainstream support services available.
		Establish an online network for services working in the area to support information exchange, policy updates and collaboration opportunities.
5.2	Enhance the capacity of community groups and services to respond to domestic and family violence at the local level	Provide local community grants and include domestic and family violence as a funding priority to support the provision or expansion of prevention programs in the Cumberland area.
		Undertake research to map the existing community-driven approaches to preventing and responding to domestic violence within culturally and linguistically diverse communities in Cumberland.
		Consult with local services to identify training needs and coordinate training tailored to support community sector workers, including paid staff and volunteers.
5.3	Partner with local services and communities to design prevention initiatives tailored to the needs of high-risk communities (i.e. those experiencing barriers to seeking or accessing support)	Partner with local schools, service providers and/or community groups to develop and pilot domestic and family violence prevention programs targeting at risk groups.
		Partner with community leaders and domestic and family violence prevention advocates to co-design prevention programs which are tailored to engage culturally and linguistically diverse communities.
5.4	Drive change in the culture, behaviours and attitudes that lead to domestic and family violence	Seek partnerships and funding to pilot the delivery of evidenced based primary prevention programs to assist first-time parents to prepare for the transition to parenthood and promote equal and respectful relationships.
5.5	Provide opportunities to increase public participation of women and girls	Develop a program or event with sporting clubs and organisations to promote female participation, inclusion and safety in sport (e.g. Girls Get Active event).
		Develop a Sportsground Plan of Management that includes auditing Council facilities to identify improvements or upgrades required to overcome barriers for female participation in sport.

*NOTE: 'local services' is used to refer to specialist domestic and family violence and sexual assault services, government agencies (police, health, housing, etc), community organisations, groups and other stakeholders.

Priority 5: Domestic and Family Violence *(continued)*

STRATEGIES AND ACTIONS TO ADDRESS DOMESTIC AND FAMILY VIOLENCE *(continued)*

NO.	STRATEGY	ACTION
5.6	Support young people's capacity to develop respectful relationships	Scope the existing provision and facilitate the delivery and expansion of respectful relationships education in schools, Council services and community settings.
		Partner with local police and schools to deliver a campaign to raise awareness and educate young people on cyber safety issues (e.g. online sexual exploitation).
5.7	Embed gender equality principles in workplace culture and develop workplace measures to support people escaping domestic and family violence	Deliver staff induction, training and internal communication to raise awareness of domestic and family violence and the practical supports available for Council staff experiencing domestic and family violence.

ANTICIPATED OUTCOMES

INDICATORS	DATA SOURCE	COUNCIL'S ROLE
Increased reporting of domestic and family violence	BOCSAR statistics and NSW Police data	Influence
Increased community awareness of domestic and family violence	Council Community Safety Survey	Influence
Service providers are more responsive to the needs of culturally and linguistically diverse women and their children	Council consultation data	Concern
Council sport and recreation facilities are more inclusive of women	Council data	Control
Services report better integration, fewer gaps and more efficient referral and reporting processes	Council consultation data	Influence

CULTURAL CONVERSATIONS ABOUT DOMESTIC AND FAMILY VIOLENCE

In 2017, Council partnered with Police from the Auburn Police Area Command and members of the Stop Domestic Violence Action Group to deliver a community education program called 'Cultural Conversations'. The program brought together Police and domestic and family violence community advocates from three culturally diverse communities (Tamil, Sierra Leonean and South Sudanese) to build better relationships and explore domestic and family violence in different cultural contexts.

The interactive forum provided an opportunity:

- For Police, community leaders and advocates to speak openly about local domestic and family violence issues within their communities
- For Police to explain the legal requirements of domestic and family violence and what powers they do and don't have to intervene in a situation

- For community leaders and advocates to explain the cultural context of domestic and family violence and why people are sometimes reluctant to come forward or report incidents
- To discuss local solutions to combat domestic and family violence and develop closer working relationships between Police, community leaders and advocates.

The project was developed in response to research undertaken with local community organisations and assisted in developing greater trust and open lines of communication between Police and community leaders and advocates. It has also enhanced respect and understanding of the roles and responsibilities each party plays in responding to domestic and family violence and supporting women and families.

The project is part of a broader project 'Advancing the Frontline: Grassroots Domestic and Family Violence Capacity Building in culturally and linguistically diverse communities'.

PRIORITY 6: REPORTING CRIME AND SAFETY ISSUES

Information received from the community indicates many people do not report crime and safety issues. Reasons given for not reporting crimes were varied. They included perceiving the crime to be too minor to report, not having any evidence the crime was committed, believing nothing would be achieved and being too afraid to report the crime.

During discussions to inform the development of this Plan, local Police noted the importance of community members reporting not only crimes, but also safety issues and concerns. This information can assist Police to develop their understanding of issues; identify places of concern; collect evidence; and to inform how Police focus their resources. Council can play a role in supporting the Police by encouraging the community to report crime.

Council also wants to hear from the community about safety issues and concerns as well as issues that impact on people's perception of safety. Examples of safety issues that could be reported to Council include inadequate or broken lighting, poor road and footpath condition, litter, graffiti and vandalism of public spaces and facilities.

Council is also committed to improving systems and processes to make it easier for the community to report issues.

STRATEGIES AND ACTIONS TO ENCOURAGE INCREASED REPORTING OF CRIME AND SAFETY ISSUES

NO.	STRATEGY	ACTION
6.1	Promote and facilitate increased reporting of crime and safety issues	Design and deliver a community awareness program on reporting safety issues to Council and crime issues to Police.
		Introduce a centralised reporting system/tool through which community members can report safety issues and public places of concern to Council.
6.2	Encourage increased reporting of crime to Police through improved Police and community relationships	Facilitate Police talks about community and personal safety at community group meetings/activities.
		Organise and facilitate interactive Police/community activities at scheduled community events.
		Develop focused initiatives to build relationships and trust between young people and the Police, in accordance with Youth Strategy actions.

ANTICIPATED OUTCOMES

INDICATORS	DATA SOURCE	COUNCIL'S ROLE
Increased reporting of crime related issues to Police	NSW Police data	Influence
Increased uptake of Council's reporting tool by community members	Council data	Control
Increased community satisfaction with Council's reporting tools and procedures	Council Community Safety Survey Council consultation data	Control
Improved relationships between young people engaged and Police	Council consultation data	Influence
Community members are more aware of community and personal safety	Council Community Safety Survey Council consultation data	Influence

PRIORITY 7: ROAD AND PEDESTRIAN SAFETY

The community told us that dangerous driving is a major issue that impacts on their safety and makes them feel generally less safe in their neighbourhoods day to day. It was a key issue raised repeatedly at numerous community engagement activities conducted.

Dangerous driving practices mentioned by the community included road rage, illegal parking, speeding and disobeying other road rules. Community members are concerned about the impact of dangerous driving on other drivers, as well on pedestrians. Unsafe pedestrian behaviours (such as not using designated pedestrian crossings) was also identified as an issue.

The community also raised concerns about safety around schools at drop-off and pick-up times due to traffic congestion and unsafe driving and parking practices.

While the Police are mainly responsible for monitoring and tackling dangerous driving, there are many opportunities for Council to play a role in addressing the issue. These include encouraging safe driving practices through public education programs, planning our town centres to be pedestrian friendly and working with schools to address safety issues.

STRATEGIES AND ACTIONS TO ADDRESS ROAD AND PEDESTRIAN SAFETY

NO.	STRATEGY	ACTION
7.1	Encourage safe driving practices across the Cumberland area	Undertake public awareness and education programs to encourage safe driving practices.
		Undertake Council Parking Ranger patrols in reported problem areas for unsafe parking practices and parking offences at regular intervals.
7.2	Improve road infrastructure to reduce speeding and dangerous driving	Identify and assess problem areas for speeding and install traffic calming measures and pedestrian crossing upgrades where appropriate.
7.3	Prioritise the pedestrian experience in town centres	Plan for the prioritisation of the pedestrian experience in town centres through the town centre planning process (e.g. through landscaping, improved footpaths, street furniture, public art, urban parks/plazas and improved pedestrian crossings).
		Implement pedestrian safety improvements through the delivery of Town Centre Public Domain Plans. This could include installing/improving kerb ramps, footpaths, pavements, landscaping, street lighting etc.
		Advocate to NSW Roads and Maritime Services (RMS) for increased crossing times at key town centre intersections to improve pedestrian safety.

(continued >)

NO.	STRATEGY	ACTION
7.4	Address issues of road safety at schools	Deliver a community awareness program through local schools to encourage safe driving practices during pick-up and drop-off times.
		Work with local schools experiencing traffic issues to identify tangible strategies to better address and manage pick-up and drop-off arrangements/procedures.
		Undertake focused Council Parking Ranger patrols at key schools experiencing ongoing road safety issues and liaise with Police to increase Police patrolling at regular intervals.
		Support and actively encourage schools across the Cumberland area to participate in 'National Walk Safely to School Day'.

ANTICIPATED OUTCOMES

INDICATORS	DATA SOURCE	COUNCIL'S ROLE
Pedestrians feel safer in areas where traffic control measures are installed	Council consultation data	Influence
Reduced number of road injuries and casualities	RMS data and Police data	Concern
Increased community satisfaction with traffic management and road safety	Council Community Satisfaction Survey	Influence
Increased road safety and safe parking practices around schools	Council consultation data	Influence
Schools are better equipped to actively support their students walking safely to school	Council consultation data	Concern

Priority 7: Road and pedestrian safety *(continued)*

SAFER STREETS THROUGH ROAD SAFETY EDUCATION

Safer streets can contribute to local communities in a number of ways. For many residents, perceptions about the safety of the road network is one of the biggest barriers to their uptake of active travel. By improving both the safety and perceived safety of local roads, community members are empowered to take ownership of their preferred mode of travel while increasing social interaction at the local level.

Cumberland Council is committed to improving the quality and safety of our roads so that people of all ages and abilities can travel confidently and freely within their local area. Council adopts a *Safe System Approach* to improving road safety that sees road users, the roads, roadsides, the vehicle and travel speeds as a connected system, each with a role to play in helping to keep road users safe.

Council's *Road Safety Officer* delivers road safety programs and awareness raising campaigns throughout the year. They are responsible for educating road users, reducing traffic and parking problems, and working to improve community safety outside school areas.

> "As Council's Road Safety Officer, I work to improve safety outside schools and to reduce traffic or parent parking problems."
>
> – Milan Letunica,
> Council Road Safety Officer

Council's Road Safety Officer develops road safety promotions that encourage greater adherence to pedestrian safety laws, increased usage of seat belts and child restraints, and improve awareness of the risks and consequences of speeding and drink-driving.

What Council can provide:

- Free signs targeting illegal parking behaviour around schools
- Factsheets on illegal parking, speeding, restraints, mobile phones use, licence penalties, young drivers and more
- Presentations on pedestrian safety or other road safety issues
- Assistance with line marking and road signage around schools
- Community education on child restraints, licencing requirements, safe driving, pedestrian & motorcycle safety and road rules & regulations
- Advice or information on any road safety issue.

Contact:

Council Road Safety Officer
Email: rso@cumberland.nsw.gov.au
Phone: 8757 9000
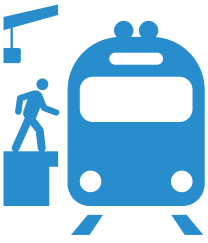
PRIORITY 8: SAFETY AT TRAIN STATIONS

Train stations are places that residents use regularly to travel within and beyond the Cumberland area. Train stations are also gateways through which visitors and workers access our town centres and neighbourhoods. An unsafe or unappealing atmosphere and environment at train stations can impact on a person's perceptions of the broader area and can shape how they feel about their neighbourhood.

Train stations were identified by the community as places where they often feel unsafe, particularly at night. The community told us that antisocial behaviour in and around train stations and a lack of train staff and Police presence made them feel unsafe. A lack of lighting was also raised as a key issue.

The lack of public transport services at night was raised by the community as a safety issue. Infrequent services mean people are waiting longer at train stations (and bus stops) where they may not feel safe. People also reported to not feel safe walking home from train stations at night, with many attributing this to a lack of lighting along their walking route.

Council can play a role in improving safety around train stations by upgrading lighting, improving the appearance of the public domain and working with the Police and service providers to address antisocial behaviour. Council can also advocate for improvements within stations and for more frequent and later services at night.

STRATEGIES AND ACTIONS TO IMPROVE SAFETY AT TRAIN STATIONS

NO.	STRATEGY	ACTION
8.1	Audit and upgrade train stations to improve safety	In partnership with Transport for NSW and the Police, audit specific issues of safety, crime, and appearance at key train stations.
		Develop and implement a program of priority works to be undertaken by Council around key train stations, and advocate for improvements and upgrades to station areas to be made by Transport for NSW (e.g. lighting upgrades, signage, landscaping, better sight-lines and paths of travel).
		In partnership with Transport for NSW and the Police, conduct a post-upgrade works evaluation of Merrylands Station and surrounds to assess the impact of upgrade works on crime and safety.
8.2	Advocate to increase police presence at train stations	Advocate for greater Police and Transport Police presence in and around key train stations at night.
8.3	Improve safety for residents travelling to and from train stations	Develop and implement a schedule of lighting upgrade works along key streets and walkways connecting to train stations.
		Undertake consultation with the community to determine the extent of need for additional night-time public transport services and involve the community in advocating for additional services from key transport hubs.
8.4	Address antisocial behaviour at train stations	Seek partners and funds to pilot an outreach program with a partner organisation to address anti-social behaviour at train stations experiencing issues.

Priority 8: Safety at train stations *(continued)*

ANTICIPATED OUTCOMES

INDICATORS	DATA SOURCE	COUNCIL'S ROLE
Improved Crime Prevention Through Environmental Design (CPTED) measures (including lighting) around audited train stations	Council data	Control
Improved crime prevention through environmental design measures within audited train stations	Transport for NSW reports	Concern
Improved lighting on upgraded walking routes to train stations	Council data	Control
Increased patrolling of key train stations at night	Stakeholder consultation data	Concern
Reduced anti-social behaviour at train stations	NSW Police data	Concern
Community members feel safer at audited train stations	Community Safety Survey	Influence
Community members feel safer walking to and from train stations at night	Community Safety Survey	Influence
Reduced incidence of crime and safety related issues at train stations	NSW Police data	Concern

PRIORITY 9: SAFETY IN TOWN CENTRES

Town centres are places of consolidated activity. They are places people come to work, shop, access services, socialise and play. It is therefore very important that people feel safe visiting our town centres. The community told us that there are a number of aspects of some of our town centres that do not make them feel safe.

Community members identified dark areas, due to poor lighting, as a specific issue in town centres. Aspects that affect the appearance of town centres (litter, graffiti and general poor condition of the public domain) were identified to contribute to people's perceptions of safety. Community members also raised concerns about drug dealing and use in some town centres (including concerns about personal safety as well as broader community impact).

The community felt that better lighting, CCTV surveillance and a greater Police presence in town centres would help to address issues and make them feel safer.

Council can play a role in addressing safety issues in town centres by upgrading lighting and providing CCTV. Council can also make improvements to the appearance of the public domain in town centres to improve perceptions of safety.

STRATEGIES AND ACTIONS TO IMPROVE SAFETY IN TOWN CENTRES

NO.	STRATEGY	ACTION
9.1	Review and address safety issues in town centres through safety and access audits	Undertake regular community safety and access audits (informed by community feedback and information provided by the Police) and implement recommendations.
9.2	Address crime and safety issues through a centralised and expanded CCTV program and lighting upgrades	Improve and expand Council's CCTV in Public Spaces Program across the Cumberland area.
		Evaluate the impact of Council's CCTV in Public Spaces Program post-implementation.
		Review lighting around key town centres to inform the development and implementation of a priority schedule of lighting upgrades and address particular problem 'dark areas' e.g. car parks and laneways.
9.3	Increase safety and perceptions of safety through improved town centre appearance and greater activation	Plan for the improved appearance of key town centres through town centre planning processes.
		Implement priority upgrade works in key town centres to improve the appearance and atmosphere.
		Undertake targeted rubbish removal in town centres at regular intervals.
		Undertake focused graffiti removal campaigns in key town centres.
		Implement activation initiatives and events in town centres as per the Cumberland Culture and Activation Strategy (under development).

(continued >)

Priority 9: Safety in town centres *(continued)*

NO.	STRATEGY	ACTION
9.4	Improve perceptions of safety through increased Police presence in Town Centres	Inform police when residents and community members have raised safety concerns about issues in town centres, and advocate for greater Police presence and patrolling.
9.5	Address alcohol and drug-use and dealing in key town centre areas	In partnership with service providers, research the current scope of service provision in the Cumberland area and identify gaps to prevent and address drug and alcohol issues.
		Develop a collaborative action plan in partnership with service providers and community groups to address issues.
		Continue to review and update Alcohol Free Zones in public places.

ANTICIPATED OUTCOMES

INDICATORS	DATA SOURCE	COUNCIL'S ROLE
Improved Crime Prevention Through Environmental Design (CPTED) measures in audited town centres	Council data	Control
Improved lighting in town centres	Council data	Control
Community members feel safer in audited town centres	Council Community Safety Survey	Control
Increased community satisfaction with Council's CCTV program	Council Community Satisfaction Survey	Control
Increased community satisfaction with the overall appearance of town centres	Community Safety Survey	Influence
Increased community satisfaction with Council's graffiti removal service	Community Satisfaction Survey	Control
Increased community satisfaction with Council's maintenance and cleaning of town centres	Community Satisfaction Survey	Control
Increased Police presence in town centres	Police data	Concern
Reduced incidence of crime and safety related issues in town centres	BOCSAR statistics and NSW Police data	Influence

> "I participated in a safety audit and found that it improved the safety of my local area both in the short and the long term."
>
> – Dr John Brodie, Safety Committee representative and community member

Local resident and member on Council's safety Committee, Dr John Brodie, regularly contributes his time and expertise to community safety and access audits. "The great thing about a safety audit is that it allows the local community to participate in improving the safety of their local area", Dr Brodie said.

The information collected from a safety audit is collated into a publicly available report for Council and NSW Police as well as community members.

SAFETY AUDITS

Council works proactively with residents, local businesses and the Police to conduct regular community safety audits of town centres and hotspot areas.

Safety audits provide an opportunity for community members to come together to walk through physical environments to evaluate how safe it feels to them, raise concerns they may have with Council and the Police and discuss potential methods to address identified issues.

Safety audits take into account factors such as sightlines, lighting and graffiti that combine to create an area that makes users feel safe or unsafe, and affects how comfortable people feel. Using Crime Prevention Through Environmental Design (CPTED) principles, safety audits can identify ways the natural and built environment can be altered to make it more difficult for crime to occur, or to make it easier for criminal activity to be witnessed, therefore discouraging crime.

PRIORITY 10: SAFETY AT FACILITIES AND OPEN SPACES

The community identified parks as places people often feel unsafe. For many people this specifically related to safety at night, with the need for lighting to enable people to be able to comfortably use open spaces later in the day and early evening. Public toilets were also identified as particular places people feel unsafe.

It is essential that Council's facilities and open spaces provide safe environments for the community. Access to open space is essential for community health and wellbeing. It can encourage and facilitate participation in regular physical activity. Open spaces also provide space for social interaction and facilitate social connection and cohesion. Council's facilities (such as libraries, community centres and childcare facilities) provide essential services and similar benefits to open space.

Council has significant scope to improve safety at Council open spaces and facilities through incorporating Crime Prevention Through Environmental Design (CPTED) principles into public open spaces, upgrading lighting and amenities and providing CCTV.

Council can also make changes to working processes and procedures to improve the safety of staff working at Council facilities.

STRATEGIES AND ACTIONS TO IMPROVE SAFETY AT FACILITIES AND OPEN SPACES

NO.	STRATEGY	ACTION
10.1	Review and address safety issues in open spaces through safety and access audits	Undertake safety and access audits of open spaces (identified to experience specific crime and safety issues) as part of the annual safety and access audit schedule.
10.2	Increase security at Council facilities and open spaces through CCTV and lighting upgrades	Expand CCTV at facilities and in open spaces and integrate into Council's CCTV in Public Spaces Program across the Cumberland area.
		Review lighting in and around key Council facilities and open spaces to inform the development and implementation of a priority schedule of lighting upgrades.
10.3	Plan and design safety and security into open spaces and facilities	Provide Crime Prevention Through Environmental Design (CPTED) training to Council staff overseeing the planning and design of open spaces.
		Incorporate a Crime Prevention Through Environmental Design (CPTED) review process into the development of the Plan of Management, landscape master plans and concept plans for key public open spaces (that include identification of priority, short-term actions).
10.4	Improve safety and security of Council's public toilets and amenities buildings	Research leading practice Crime Prevention Through Environmental Design (CPTED) public toilet models to inform public toilet upgrade works.
		Conduct an audit of Council's public toilets and develop a priority works schedule. Upgrade key facilities in line with leading practice standards as part of the Public Amenities Plan.
		Identify key hotspot public toilet facilities where syringe disposal units are required and install units in key locations.
10.5	Improve safety and security for Council staff working in Council facilities	Review and implement improved staff safety policies and procedures for Council staff working at Council facilities.

Priority 10: Safety at facilities and open spaces *(continued)*

ANTICIPATED OUTCOMES

INDICATORS	DATA SOURCE	COUNCIL'S ROLE
Improved Crime Prevention Through Environmental Design (CPTED) measures in audited open spaces	Council data	Control
Community members feel safer in audited open spaces	Council consultation data	Influence
Increased community satisfaction with Council's CCTV program	Community Safety Survey	Control
Improved lighting in upgraded open spaces	Council data	Control
Community members feel safer in public parks	Council Community Safety Survey	Influence
Community members feel safer in upgraded public toilets	Council consultation data	Control
Reduced incidence of crime and safety related issues in public open spaces	BOCSAR statistics and NSW Police data	Influence
Council facilities are safer work places for Council staff	Council data	Control

CRIME PREVENTION OFFICER

Council's Crime Prevention Officer is responsible for implementing a range of community safety and crime prevention initiatives across the LGA. This includes:

- Coordinating community safety audits
- Convening Council's Community Safety Committee
- Overseeing Council's CCTV in Public Spaces Project (camera relocations, police and community liaison, monitoring of safety concerns and hotspot data)
- Developing partnerships and supporting community organisations to deliver DV prevention projects
- Attending regular meetings with stakeholders including Police Community Safety Committee meetings, Liquor Accord meetings, DV Prevention Committees
- Delivering community safety and public education programs in partnership with the police
- Responding to emerging safety issues
- Implementing actions identified in the Community Safety and Crime Prevention Plan

Monitoring and evaluation

Implementation of the Cumberland Community Safety and Crime Prevention Plan is included in Council's Delivery Program and Operational Plan with associated responsibilities, resources and timeframes.

MONITORING AND REPORTING OUTCOMES

Council's Crime Prevention Officer will be responsible for managing the ongoing implementation of this Plan and monitoring and reporting on progress. The evaluation of this Plan will be managed by Council's Social Research and Planning Team (with input provided by other Council teams, external partners, stakeholders and the community).

The implementation of this Plan will be monitored and reported to Council quarterly, in keeping with Council's corporate planning and reporting framework. Quarterly updates will also be reported to the Cumberland Safety Committee. This reporting will be used to evaluate progress against each action item and to inform the ongoing management and review of the Plan. A report outlining the annual progress of the strategy and action items will be submitted to Council for inclusion in the Cumberland Council Annual Report.

Council will provide progress updates to the NSW Attorney General's Department (AGD) as required.

EVALUATION USING PERFORMANCE INDICATORS

This Plan is strengthened and supported by a methodical approach to monitoring and evaluation that uses specific and measurable evaluation criteria, or performance indicators. These performance indicators will be assigned to each action and referenced in annual implementation plans.

Performance indicators are an important tool used to determine Council's progress in implementing the Plan at regular intervals, as well as affirming Council's commitment to creating and maintaining a safer community. Council is committed to rigorous evaluation practices that not only report the number of projects in operation or services delivered, but measure the *impact* of these programs or services over time, and assess Council's success in achieving its stated objectives.

At the completion of the four-year term (2018-2022), Council will complete a summative, or final evaluation study to measure the overall impact of the Plan to the community. Summative evaluation will be supported by a broad range of data sources, including interagency cooperation with the NSW Police Force on the exchange of information and Police recorded crime data. Council will draw on information recorded on internal customer reporting systems, stakeholder and community surveys (including the bi-annual Cumberland Community Safety Survey and annual Cumberland Community Satisfaction Survey), reports from the Cumberland Safety Committee (on behalf of community members), observations from staff, feedback from program participants, and formal qualitative insights gained through community consultation and engagement activities. Council will also leverage NSW Bureau of Crime Statistics and Research (BOCSAR) data.