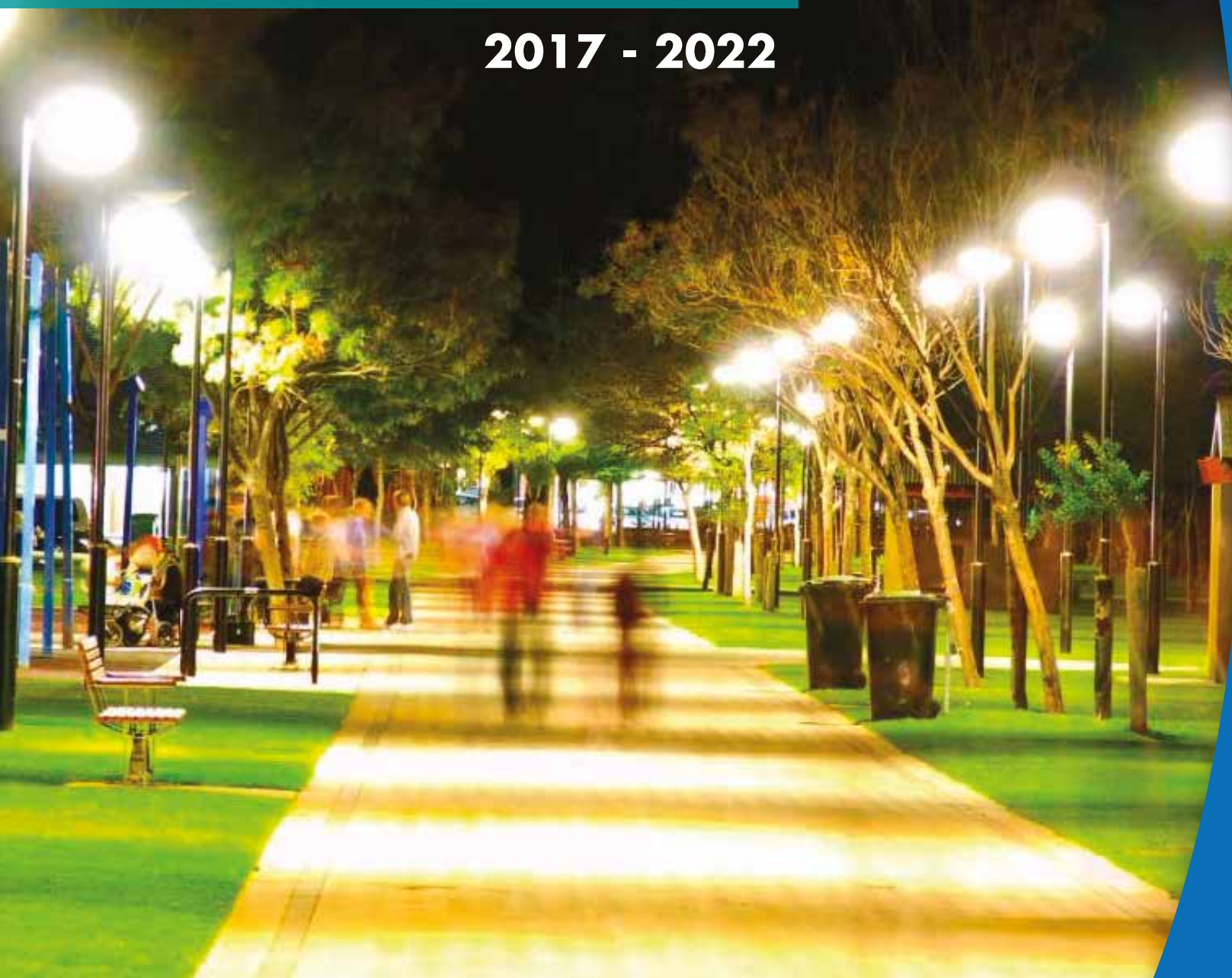


Community Safety & Crime Prevention Strategy

2017 - 2022



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Message from the CEO Mark Newman

The City of Mandurah strives to create a vibrant and connected city that supports and improves the community for everyone. Safety is of immediate and long term concern to Mandurah's Community. The Community Safety & Crime Prevention Strategy 2017-22 aims to help build our community's confidence in Mandurah as a safe and secure city.

This document aspires to address community safety through a number of key focus areas; social development, environmental design and community action, connection and involvement. The success of this plan is dependent on strong community partnerships, best practice approach and involves a whole of organisation effort.

The City of Mandurah and WA Police play an important role in planning and developing community safety and crime prevention initiatives. They work together, in collaboration with other Government and non-Government organisations and community groups, to reduce crime and antisocial behaviour.

Important City of Mandurah contributions include environmental design and management, effective planning and urban design and creating liveable communities. The City's Community & Social Development Team lead a number of initiatives through community engagement, safe event management, youth liaison, education, marketing, Safer Seniors, design and target hardening, and supporting and promoting networks.

The Community Safety & Crime Prevention Strategy is not a standalone document, it is one piece of the puzzle in a series of interconnected pieces of work. When our organisation works together to improve the outcomes of our residents by delivering and progressing a number of other strategies and plans the picture becomes clearer and more like the Mandurah we aspire for in the future.



Mark Newman
Chief Executive Officer,
City of Mandurah

Message from the Mayor Marina Vergone

Safety touches every aspect of our lives, whether you are a resident, business or visitor to Mandurah – we all want to feel safe. The City of Mandurah is committed to community safety. Yet, safety and crime prevention is not an issue that the City can tackle in isolation. We need to continue to work side-by-side with State and Federal government as well as local businesses and agencies to ensure community safety has a well-rounded approach, and that we are working together to keep our community safe.

Mandurah is a changing City, our population has never been as diverse as it is today, growing at a steady pace, with our preschool classes at capacity and a number of developments underway, and we have many exciting opportunities ahead of us. Mandurah is one of the world's most liveable cities. That doesn't mean we are perfect. Like all major cities around the world we have our challenges.

Acknowledging and dealing with a number of social issues including homelessness, drugs and antisocial behaviour are some of those challenges our community has raised with us as concerns.

The City of Mandurah works side by side with the WA Police, the Department of Education and the Department of Child Protection & Family Services, Department of Health, Department of Corrective Services and other key partners to ensure community safety has a well-rounded approach. Without these valuable partnerships, our task to keep Mandurah a safe place would become much harder.

Over the past few years the City has increased its focus on community safety and has attracted State and Federal Government funding for a range of programs and initiatives which are designed to improve community safety and reduce crime in the area.

The City of Mandurah Community Safety & Crime Prevention Strategy 2017- 22 demonstrates the City's vision and commitment to safety and crime prevention while outlining the City's roles and responsibilities.



Marina Vergone
Mayor, City of Mandurah





ALIA
GUE

SUNG
mobile

Background

The City of Mandurah is a rapidly developing area of Western Australia and represents a 50 kilometre long coastal strip ranging from the northernmost suburbs of Madora Bay and Lakelands to the southernmost areas of Clifton and Herron. The City covers a geographical area of 173.5 km².

Mandurah's population has grown sevenfold since 1980, from a Shire of just over 12,000 in 1980, to a City of over 85,000 in 2016. Mandurah's population is forecast to continue growing at a rapid rate, to reach almost 100,000 by 2021, and between 105,000 and 123,000 by 2036. This figure will be further revised following the 2016 Census.

As a result of the City's fast growth rate and an improved access to modern transport infrastructure such as the Forrest Highway and the Perth-Mandurah Railway, it is vital that community safety and crime prevention issues are identified early and are implemented in a collaborative and coordinated manner. The City's Community Safety and Crime Prevention Strategy 2017-22 demonstrates the City's ongoing commitment to delivering well planned initiatives locally.

Defining Community Safety and Crime Prevention

Community safety refers to the quality of life attained in a safe society in which the protection and security of the public is maintained. It refers to a society in which the rights and responsibilities of individuals, families and communities are properly balanced. A high level of community safety will enable Mandurah residents, business owners and visitors to pursue all aspects of their life without fear or hindrance from crime or anti-social behaviour.

Crime Prevention refers to the anticipation, recognition and appraisal of crime risk and the initiation of some action to remove or reduce it.

Challenges We Face

The City of Mandurah Strategic Community Plan 2013-2033 listed a number of challenges facing the Mandurah community. These included:

- Large and ageing population;
- Relatively low proportion of people aged between 15 and 40;
- High levels of disadvantage and low socio-economic outcomes;
- Relatively high unemployment;
- Below-average education and training outcomes;
- Limited industry diversity;

- Declining waterways sustainability.

The consultation outcomes from the 2017 review of the Strategic Community Plan has again highlighted Community Safety as a priority.

The Community's View

'A historic and beautiful place known best for its waterways and beaches; Mandurah is undergoing a transformation from a sleepy fishing town to sophisticated city. Mandurah has a high level of community involvement, particularly in the areas of sports and recreation. While the culture of the city remains friendly, relaxed and laid back, issues of traffic congestion, community safety and unemployment are causes for concern'. Excerpt from the City's Community Strategic Plan 2013 – 2033 consultation.

Priorities highlighted by residents in 2016 Community Safety & Crime Prevention Perceptions Survey:

- Improve and maintain existing lighting in public areas;
- Increased visibility of surveillance activities;
- Activate the public spaces, both daytime and after dark;
- Further encourage civic pride and community responsibility in the City of Mandurah.



Neighbourhood
Watch



Neighbourhood Watch

ewatch.com.au

Support

Neighbourhood
Watch

www.nhw.wa.gov.au

POLICE

Sunset
Beach
SURF FINALS
12 JANUARY - 18 FEBRUARY

Leadership for our Community

How did we get here? 2017-22

The City of Mandurah's Community Safety & Crime Prevention Strategy, 2017-2022 is a whole-of-community document that:

- Promotes the integrated action of key government and non-government partners to reduce crime and promote community safety.
- Assists communities in developing and implementing community-based solutions to problems that contribute to crime and victimisation, particularly as they affect vulnerable groups within the community.
- Increases public awareness of and support for effective approaches to crime prevention.
- Provides leadership and direction to the City of Mandurah's commitment to strengthening the social and economic fabric of the society.
- Encourages longer-term planning on matters that affect the quality of life in Mandurah.

The development of the City of Mandurah Community Safety & Crime Prevention Strategy 2017-2022 involved:

- Research into crime statistics for the period 1999–2015
 - City Centre Community Safety and Crime Prevention Study 2008 (Amlec House)
- Consultation with WA Police
 - Mandurah Local Policing Teams
 - Mandurah Response Teams
 - Water Police
 - Mandurah Investigations Team (Detectives)
 - Community Engagement Unit
 - Traffic Enforcement Group
- Research interstate and international community safety and crime prevention initiatives.
- Extensive public consultation and research via:
 - Mandurah Community Safety and Crime Prevention Audit Report 2007 (Sustainable Development Facilitation)
 - City of Mandurah Community Safety and Crime Prevention Partnership Plan's 2006-10 & 2011-16
 - 2017 Community Perception Survey
 - City of Mandurah Community Safety Survey's 2010, 2014 & 2016
 - Community Perceptions Survey 2008, 2010 (Catalyse)

Reported Crime Statistics

Crime statistics accessed through the WA Police Crime Statistics Portal provide an overview of types of crimes occurring across the Mandurah Local Government Area.

Figure 1. depicts City of Mandurah's crime statistics over three 5 year periods of; (1) 2001-2005, (2) 2006-2010, (3) 2011-2015. 18 suburbs of the City of Mandurah are collated to get total numbers. Suburbs include; Bouvard, Lake Clifton, Coodanup, Dawesville, Dudley Park, Erskine, Falcon, Greenfields, Halls Head, Herron, Lakelands, Madora Bay, Mandurah, Meadow Springs, Parklands, San Remo, Silversands and Wannanup.

On Figure's 2 and 3, crime statistics have been overlayed with Mandurah population and housing data to show trends in population growth and the number of dwellings.

Figure 1. shows longitudinal linear graph of crime statistics, assault, burglary (dwelling), burglary (other), graffiti, robbery and steal motor vehicle from 2001 – 2015. Figure 2. 1999 - 2015 Reported Burglary (dwelling) and Burglary (other) alongside population statistics, and dwelling numbers for all Mandurah suburbs combined.

Figure 3. 1999 - 2015 Reported Assaults alongside population statistics, and dwelling numbers for all Mandurah suburbs combined.

FIGURE 1

Comparison of Mandurah (Local Government Area) Crime Statistics between 2001-2005, 2006-2010 and 2011-2015

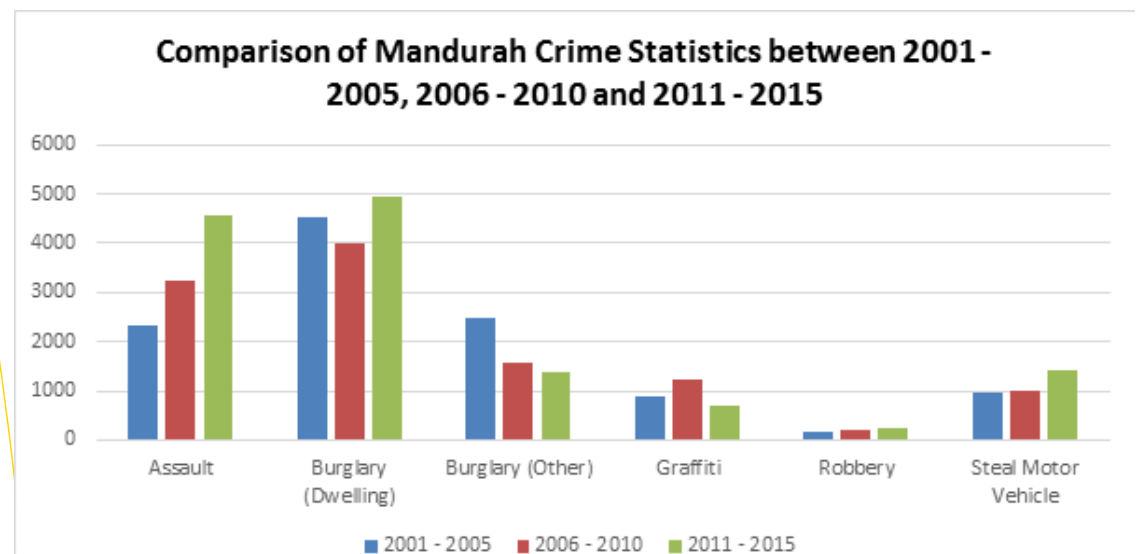
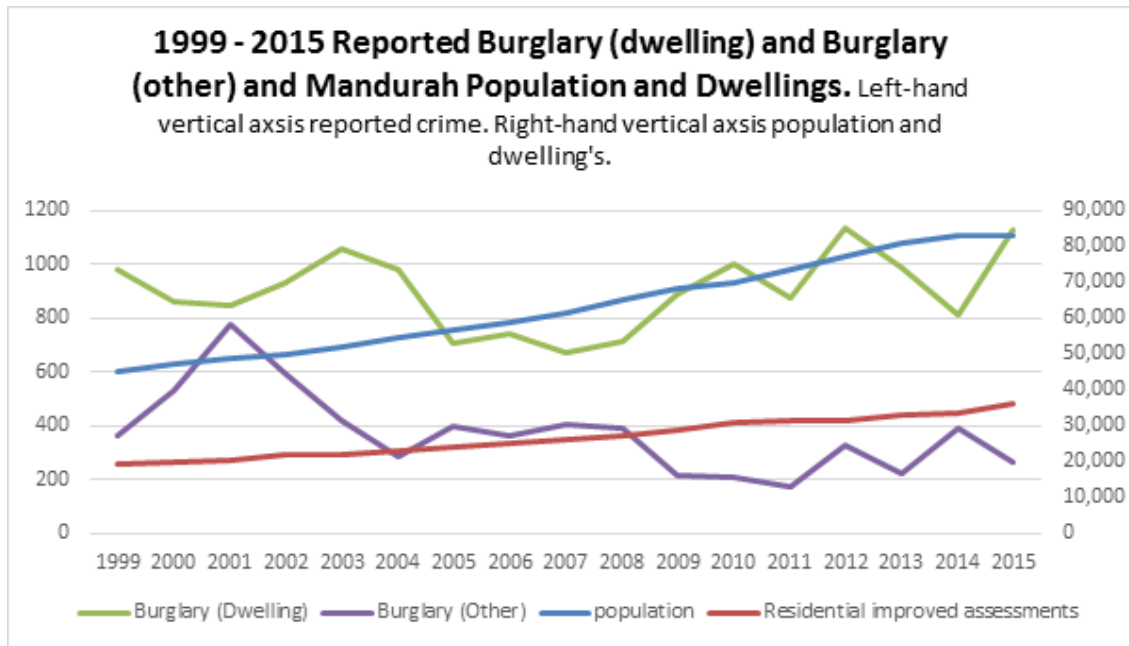


FIGURE 2

1999-2015
Mandurah (Local Government Area)
Reported Burglary (dwelling) and Burglary (other) with Mandurah Population and Dwelling numbers



Crime is still a concern in Mandurah, with reported crime broadly on the increase. It appears that as Mandurah's population grows, along with dwelling numbers so are reported offences.

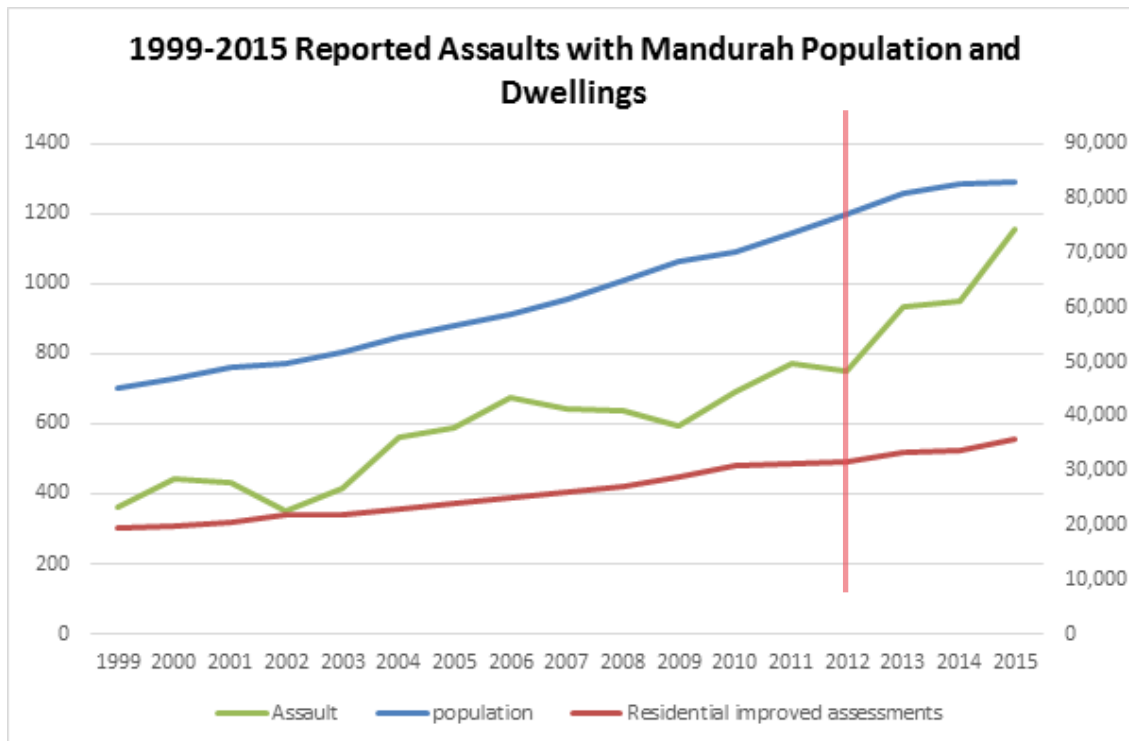
Crime Statistics are available through WA Police Portal at a suburb level www.police.wa.gov.au/Crime.

The City of Mandurah receives regular statistics through an agreement with WALGA and WA Police. The City of Mandurah meet regularly with WA Police to discuss emerging issues and work together to develop and implement solutions.

While crime statistics are important, the City of Mandurah utilises a number of other information sources to guide its efforts and develop a holistic response to community safety and crime prevention.

FIGURE 3

1999-2015
Mandurah Reported Assaults with Mandurah Population and Dwellings.
Orange line: change to the police definition of what constitutes a family and domestic relationship, which altered the way WA Police recorded domestic violence from 2012-13 onwards



Strategic Crime Prevention Advisory Group – “Group of Six”

The objective of the Group of Six is to enhance community safety and reduce criminal and anti-social behaviour through a collaboration of key interests and agencies. Preventing crime and improving community safety requires strong and supportive collaboration and partnership. Partnership is the basis for enacting, learning, monitoring and ongoing development of the City’s Community Safety and Crime Prevention (CSCP) Strategy.

This group is currently represented by six agencies, the:

1. City of Mandurah
2. WA Police
3. Department of Education
4. Department of Child Protection & Family Services
5. Department of Health
6. Department of Corrective Services

Key community safety and crime prevention responsibilities of the Group of Six include:

The Group of Six aims to:

- Provide leadership on CSCP issues to ensure:
 - A proactive, responsive and informed approach to CSCP;
 - Public perceptions of safety in the City of Mandurah Local Government Area are addressed, including the Tourist and Entertainment Precincts;
 - The safety of vulnerable groups within the community are acknowledged and considered;
 - The response to critical community safety issues and events are dealt with swiftly and effectively.
- Build relationships with other strategic leaders in the region, key network and information exchange opportunity.
- Report on items of significance:
 - as an agency;
 - emerging issues/trends within the community;
 - seek collaboration from agencies who attend;
 - share information.

Key Focus Areas

Community Safety & Crime Prevention actions within the strategy will be based on three key focus areas:

1. Social Development

This focus area maintains a primary focus on social development:

- Seeks to maximise resources and funding within other agencies, especially the social sector to strengthen Mandurah's position (e.g. Department of Housing).
- Seeks to address particular social and economic conditions that are more likely to divert the creation of crime offenders and opportunities for offending.
- Utilises strategies in which all stakeholders work together to develop and progress gradual changes with the goal to deliver long-term benefits.
- Utilises strategies that consider 'substantive equality'. This approach recognises the various barriers impacting on an individual's ability to compete on an equal basis and endeavours to reduce these barriers to ensure equality of opportunity to participate.

2. Crime Prevention Through Environmental Design (CPTED)

This focus area seeks to address the natural and built environment conditions that provide opportunities for offending and impacts on perceptions of safety. These include:

- Raising awareness within community to better understand the relationship between crime prevention and urban design and what can be done to increase personal safety.
- Improving the implementation of CPTED or DOC (designing out crime) principles in Mandurah developments, through policy development and planning mechanisms.
- Incorporating the use of lighting and CCTV cameras where appropriate.
- Influence policy development and the interpretation relating to urban design to encourage CPTED approach.

3. Community Action, Connection and Involvement

This focus area seeks to strengthen community education and engagement acknowledging that:

- Building a sense of community identity and harmony is a genuinely effective process in reducing feelings of isolation and vulnerability and promoting community involvement and responsibility.
- Encouraging and supporting community action provides great opportunities to share the responsibility for improving safety.
- It is vital to address the disparity between actual incidents of crime and community perceptions of crime.
- Strengthening Mandurah's brand as a safe and vibrant place to live, visit and do business in.



Key Focus Area 1: Social Development

Crime prevention through social development aims to reduce risk factors that start people, particularly children and young people, on the road to crime. Social development strategies deal with broad-based social or economic issues, such as poverty or drug addiction.

Research shows that certain conditions and experiences may influence whether a person turns to crime. Conditions such as poor pre-natal care (bad diet, lack of health care and alcohol abuse by the mother) can lead to conditions that can affect a child's physical and mental growth which can lead to:

- Learning problems;
- Poorly developed social skills and an inability to function in a group;
- Poor school performance.

Risk factors that can be targeted by social development strategies include:

- Lack of parental skills and positive role models;
- Domestic violence, child abuse and neglect;
- Poor education;
- Drug and alcohol abuse;
- Poverty, illiteracy and unemployment.

Social Development initiatives include:

- World Health Organisation Accreditation;
- Communities that Care Mandurah Project;
- Improving the understanding of and response to the issues from vulnerable groups;
- Addressing alcohol related antisocial behaviour;
- Addressing early year's development and intervention (AEDC) issues;
- Mental health – homelessness – drugs – advocacy.

Key Focus Area 1: Social Development

Strategy		Actions	Responsible Area/ Key Stakeholders	2017	2018	2019	2020	2021	2022
1.1	Investigate the process for the City of Mandurah to attain Pan Pacific Safe Communities Accreditation.	Phase 1: Demonstration of leadership by a coalition or group focused on improving community safety, safe community committee established. Form a committee.	Manager Community & Social Development		x				
		Phase 2: Gather local data, Target Injuries, Choose activities.	Manager Community & Social Development		x				
		Phase 3: Priority Setting.	Manager Community & Social Development			x			
		Phase 4: Define strategies – Education, Technology and/or Regulations/rules and Enforcement. Complete formal application.	Manager Community & Social Development				x		
		Phase 5: Data analysis and Strategic Alignment Preliminary Assessment of Application.	Manager Community & Social Development				x	x	
		Phase 6: Evaluation. Peer reviewers conduct assessment of application.	Manager Community & Social Development					x	x
1.2	Identify and address risk and protective factors for young people in Mandurah.	Deliver the 'Our Mandurah Community Youth Alcohol Strategy 2016-2019'.	Manager Community & Social Development	x	x	x			
		Communities that Care: Conduct youth surveys to identify the priority risk and protective factors.	Manager Community & Social Development	x					
		Communities that Care: Facilitate a wider community assessment process to identify existing services and also the needs and gaps in service provision.	Manager Community & Social Development	x					
		Communities that Care: Create a Community Plan encompassing intervention strategies and programs, to address the priority risk and protective factors.	Manager Community & Social Development		x				
		Communities that Care: Implement the strategies outlined in the community plan.	Manager Community & Social Development		x	x			
		Communities that Care: Measure the impact of the intervention strategies and programs.	Manager Community & Social Development			x	x		
		Youth surveys are delivered in 3 Mandurah schools in Term 1 2017.	Manager Community & Social Development			x			
		Youth surveys are repeated in three schools in 2019 and 2020.	Manager Community & Social Development					x	x

Key Focus Area 1: Social Development

Strategy		Actions	Responsible Area/ Key Stakeholders	2017	2018	2019	2020	2021	2022
1.3	Lobby/Encourage and/or Advocate for local services to address homelessness, drugs and alcohol and mental health and domestic violence issues in Mandurah.	Implementation of actions from the Social Infrastructure Plan Mandurah North District Community Centre and Library.	Manager Community & Social Development & Coordinator Community Development	x	x				
		Mandurah Family and Community Centre (TBA).	Coordinator Community Development		x	x	x	x	x
		Mandurah shower and laundry facility.	Coordinator Community Development	x	x				
		Lobby for a register of accurate numbers of people who are homeless in Mandurah 2018.	Coordinator Community Development		x				
		Education opportunity for local businesses to understand homelessness.	Team Leader Community Safety			x	x		
		General Education and awareness raising regarding homelessness.	Manager Community & Social Development & Team Leader Community Safety			x	x		
		Support local service providers/not for profits via Community Grants Scheme.	Manager Community & Social Development & Team Leader Community Safety	x	x	x	x	x	x
		Identify lead agencies in Mandurah who respond to issues and assist in strengthening networks.	Manager Community & Social Development & Team Leader Community Safety	x	x	x	x	x	x
1.4	Address alcohol related antisocial behaviour in the City Centre through the Mandurah Liquor Accord.	Facilitate Regular Liquor Accord Meetings.	Manager Community & Social Development & Team Leader Community Safety	x	x	x	x	x	x
		Facilitate workshop for relevant COM officers/management in regards to Council's options/capabilities to influence alcohol management issues.	Manager Statutory Services & Manager Environmental Health Services		x				
		City Centre Night Time Taxi Security Guard Contribution.	Manager Community & Social Development & Team Leader Community Safety	x	x	x	x	x	x
		Review Strategic Planning process with Liquor Accord biennially.	Manager Community & Social Development & Team Leader Community Safety	x		x		x	
		Encourage venues who are difficult to engage.	Manager Community & Social Development & Team Leader Community Safety	x	x	x	x	x	x
		Development of a City of Mandurah Public Health Plan.	Manager Community & Social Development & Manager Statutory Services	x	x	x			

Key Focus Area 1: Social Development

Strategy		Actions	Responsible Area/ Key Stakeholders	2017	2018	2019	2020	2021	2022
1.5	Support and advocate for initiatives that address and promote positive values in the community.	Research and identify initiatives that address antisocial behaviour and promote positive values to present to Council for endorsement.	Manager Community & Social Development & Team Leader Community Safety	x	x	x	x	x	x
		Provide support to organisations or initiatives that address antisocial behaviour and promote positive values.	Manager Community & Social Development & Team Leader Community Safety	x	x	x	x	x	x
		Support at least one project, program or event that addresses antisocial behaviour and promotes positive values during 2017-2022. (e.g. Communities that Care – Peel Says No to Violence).	Manager Community & Social Development & Team Leader Community Safety	x	x	x	x	x	x
1.6	Address new and emerging crime problems.	Investigate options that can impact technology enabled crime in Mandurah.	Manager Community & Social Development & Team Leader Community Safety		x	x			
		Continue to meet regularly with WA Police to keep abreast of latest crime trends.	Manager Community & Social Development & Team Leader Community Safety	x	x	x	x	x	x
		Increase awareness among both individuals and businesses through education and the development of appropriate resources of the risks posed by technology enabled crime.	Manager Community & Social Development & Team Leader Community Safety		x	x	x	x	x
		Develop strategies to protect socially marginalised and vulnerable groups at risk of being targeted biennially.	Manager Community & Social Development & Team Leader Community Safety			x		x	
1.7	Continue to raise awareness and deliver community education on local laws and compliance legislation regarding public safety annually.	Provide awareness and deliver information on local laws and compliance legislation regarding public safety annually.	Manager Statutory Services, Manager Community & Social Development & Manager Governance and Tenders	x	x	x	x	x	x
		Community education delivered/presented on local laws and compliance legislation regarding public safety are delivered annually.	Manager Statutory Services & Manager Governance and Tenders	x	x	x	x	x	x
		Community education; Emergency Management. Enhancing community resilience by promoting community preparedness.	Manager Statutory Services & Coordinator Emergency Management	x	x	x	x	x	x
		Community education; Road Safety (Roadwise).	Manager Technical Services	x	x	x	x	x	x
		Community education; Crime Prevention through Environmental Design.	Manager Community & Social Development		x	x	x	x	x



Key Focus Area 2: Environmental Design

Streetscape design and urban layout significantly impacts on offending behaviour.

Research has shown that:

- Design of spaces and places incorporating CPTED principles have a considerable impact in reducing opportunities for crime.
- Many people perceive crime prevention as being in the hands of the authorities, the local government and different forms of security.
- People are often not aware of the role they can play in preventing crime in their own homes.

There is a need for authorities, such as Police and local government to provide appropriate, accessible and evidence based information to residents and businesses regarding personal safety and crime prevention.

Simple environmental design changes that can improve community safety and prevent crime include:

- Improving natural surveillance (combining the physical features of any locality with the activities people engage in so as to maximise surveillance from the local residents).
- Ensuring that houses have entrances that face each other.
- Ensuring that access points to houses have several lines of sight that connect to one particular sightline.
- Using permeable fencing where possible.

- Reducing hiding places for criminals (bushes, walls and features etc.).
- Making clear distinctions between public and private areas.
- Installing lighting that discourages the possibility of criminal acts.
- Reducing the number of entrances used.
- Increasing surveillance through the use of cameras.

CPTED initiatives included in this Plan:

- Promoting information in regards to CPTED principles.
- Supporting home owners and businesses to adopt CPTED principles.
- Enabling City developments to adopt CPTED principles.
- Implement IP Enabled CCTV in relevant areas.
- Ensuring City staff are informed in regards to CPTED principles.
- Deliver CPTED outcomes for public areas such as parks and street scapes.

Key Focus Area 2: Environmental Design

Strategy		Actions	Responsible Area/Key Stakeholders	2017	2018	2019	2020	2021	2022
2.1	Encourage businesses in the City Centre to adopt initiatives that will prevent crime.	Apply for funding to support business owners in the City Centre to adopt crime prevention initiatives.	Manager Community & Social Development Manager Planning Services and Manager Land Services		x		x		
		Research the best crime prevention options for City Centre businesses.	Manager Community & Social Development Team Leader Community Safety			x			
		Support opportunities/initiatives that support improved understanding of CPTED.	Manager Community & Social Development Team Leader Community Safety		x	x			
		Address CBD and Foreshore lighting – improve ease of pedestrian passages (walk-ability) from Western Foreshore to Mandurah Ocean Marina.	Manager Community & Social Development Team Leader Community Safety, Manager Technical Services		x		x		x
2.2	Promote CPTED principles amongst local residents and relevant business owners.	Facilitate one initiative per year promotes CPTED principles to local residents. (e.g. Street Meet & Greet).	Manager Community & Social Development Team Leader Community Safety	x	x	x	x	x	x
		Facilitate one initiative per year that promotes CPTED principles to business owners.	Manager Community & Social Development Team Leader Community Safety	x	x	x	x	x	x
2.3	Continue to address road safety in Mandurah.	Continue to promote and support the RoadWise Committee to deliver public messages on safe road use.	Manager Technical Services	x	x	x	x	x	x
		Utilise community and Police feedback to amend urban traffic design to limit opportunities for 'hoon' behaviour.	Manager Technical Services	x	x	x	x	x	x
		Consider urban traffic design during the planning stages (and through the Technical Discussion Meeting) of all new developments and support safe pedestrian and bike road use.	Manager Technical Services	x	x	x	x	x	x
		Continue and refresh Strategic Planning document in 2018.	Manager Technical Services		x				
		Address Traffic Management Guidelines.	Manager Technical Services	x	x	x	x	x	x
		Supply appropriate signage.	Manager Technical Services	x	x	x	x	x	x
		Address speed concerns.	Manager Technical Services	x	x	x	x	x	x
		Traffic Monitoring.	Manager Technical Services	x	x	x	x	x	x
		Encourage use of ANCAP Safety Fleet Vehicles.	Manager Operations Services	x	x	x	x	x	x
		Monitor Traffic Volumes according to the Road Hierarchy.	Manager Technical Services	x	x	x	x	x	x

Key Focus Area 2: Environmental Design

Strategy	Actions	Responsible Area/Key Stakeholders	2017	2018	2019	2020	2021	2022
2.4 Improve CPTED outcomes (including lighting and CCTV) in City of Mandurah 'hot spots' to increase community safety and reduce crime.	Identify streetscape, lighting and CCTV standards needed to improve community safety and crime prevention in City of Mandurah 'hot spot' areas.	Manager Infrastructure Management, Manager Planning and Land Services	x	x	x	x	x	x
	Cost and prioritise the implementation program and include in relevant Works and Services budgets annually.	Manager Infrastructure Management & Manager Governance & Tenders	x	x	x	x	x	x
	Seek grants to shorten the timeframes of implementing CPTED changes.	Manager Community & Social Development	x	x	x	x	x	x
	Implement CPTED changes to City of Mandurah 'hot-spots' according to priorities and funding allocations.	Manager Operational Services,	x	x	x	x	x	x
	Deliver City of Mandurah CCTV Masterplan.	Manager Community & Social Development	x	x	x			
	Review 2013 CCTV Master Plan to include any capital / fibre networking.	Team Leader - Community Safety, Team Leader ICT				x		
	Review CCTV Maintenance Plan Tender.	Manager Tenders & Contracts, Manager Infrastructure Management, Manager Community & Social Development & Manager Systems & Technology	x				x	
	Include all public lights in the City's Asset Register Assetfinda.	Manager Technical Services		x	x	x	x	x
	Include all CCTV in the City's Asset Register Assetfinda – to include GIS mapping data.	Manager Technical Services	x	x	x	x	x	x
	Investigate 'vandalism mapping' specifically to understand the impact of vandalism on City of Mandurah property.	Manager Systems & Technology, Manager Infrastructure Management	X	x	x	x	x	x
	Deliver Public Area Lighting Plan.	Manager Technical Services				x	x	
	Investigate a business case for a resource to deliver the City's CCTV requirements.	Manager Community & Social Development	x	x				
Investigate an opportunity for Smart Cities technology to improve reporting of vandalism (CRM's) to expedite the reporting and response or issues, encourage community to report issues.	Manager Systems & Technology		x	x				
Develop a 'CCTV Master Pan' for internal facilities – maintenance, replacement and new facilities on a needs based assessment.	Manager Infrastructure Management			x	x			

Key Focus Area 2: Environmental Design

Strategy		Actions	Responsible Area/Key Stakeholders	2017	2018	2019	2020	2021	2022
2.5	Deliver a high standard of CPTED outcomes for all work undertaken during Foreshore Development.	Ensure that future major developments such as major shopping centres, Foreshore Development plans are referred to the Technical Discussion Group for specific CPTED considerations.	Manager Community & Social Development, Manager Planning Services	x	x	x	x	x	x
		Seek to plan and implement a high standard of CPTED outcomes in up and coming City Centre and Eastern and Western Foreshore developments.	Manager Technical Services, Manager Planning Services & Manager Community & Social Development, Manager of Governance & Tenders		x	x			
		Project managers to consider lighting options that improve community safety and crime prevention.	Manager Technical Services	x	x	x	x	x	x
		All Foreshore developments during 2017-22 deliver a high standard of CPTED outcomes including; <ul style="list-style-type: none"> • Marina District • Mandurah Terrace (from Gibson Street to the intersection of Pinjarra Road) • New Mandurah Traffic Bridge 	Manager Technical Services & Manager Community & Social Development	x	x	x	x	x	x
2.6	Continue to utilise IP Enabled CCTV cameras within Ranger Services activities to deter behaviours such as illegal dumping and illegal off road vehicle use.	Identify locations to utilise cameras, in collaboration with relevant agencies.	Coordinator Rangers Services	x	x	x	x	x	x
		Utilise camera footage to both educate new offenders and peruse legal pathways with repeat offenders.	Coordinator Rangers Services	x	x	x	x	x	x
		Share relevant information with Police.	Coordinator Rangers Services	x	x	x	x	x	x
2.7	Increase the understanding of CPTED (Crime Prevention through Environmental Design) principles amongst relevant City staff.	Continue to implement CPTED training for all relevant City staff - every 5 years.	Team Leader - Community Safety		x				
		Community Safety Team represented at Technical Discussion Group.	Team Leader - Community Safety	x	x	x	x	x	x
		Raise awareness through the Technical Discussion Group of the importance design and crime prevention.	Team Leader - Community Safety	x	x	x	x	x	x
2.8	Increase visibility of surveillance activities.	Investigate efficiencies for provisioning of security services to City of Mandurah assets.	Team Leader - Community Safety		x				
		Develop an internal working group for security management issues to meet quarterly.	Manager Governance & Tenders, Manager Community & Social Development and Manager Infrastructure Management			x	x	x	x
		Investigate the need for new tender to consolidate a whole of City approach.	Team Leader - Community Safety		x	x			

Key Focus Area 2: Environmental Design

Strategy		Actions	Responsible Area/Key Stakeholders	2017	2018	2019	2020	2021	2022
2.9	Minimise the incidence of graffiti on both private and public property in Mandurah.	Deliver the City of Mandurah – Graffiti Management Plan	Team Leader - Community Safety & Manager Infrastructure Management	x	x	x	x	x	x
		Ensure rapid removal of graffiti on Council assets.	Manager Infrastructure Management & City Build	x	x	x	x	x	x
		Ensure all graffiti vandalism is reported.	Manager Infrastructure Management & City Build	x	x	x	x	x	x
		Advocate rapid removal of graffiti from private property of both community members and companies.	Manager Infrastructure Management	x	x	x	x	x	x
		Build community capability to address graffiti and safety related issues.	Manager Community & Social Development	x	x	x	x	x	x
		Advocate for and support enforcement of sanctions for graffiti-related property offences.	Manager Community & Social Development		x		x		x
		Educate the community about graffiti management.	Manager Community & Social Development		x		x		x
		Investigate and deliver service level agreements with service providers (e.g. WaterCorp, MainRoads & Synergy) to improve removal of graffiti.	Manager Infrastructure Management & City Build	x	x	x			
Review Graffiti Policy.	Manager Infrastructure Management & Manager Community & Social Development		x						

Key Focus Area 3: Community Action, Connection and Involvement

The community has a unique opportunity to participate in actions that improve safety. However, modern day pressures and media exposure of crime have influenced some residents to adopt a fortress mentality. This approach can lead to social isolation, as people barricade themselves in fenced, barred, alarmed, or gated dwellings. This in turn can lead to them being alienated from the general community, including their neighbours.

This lack of community participation can increase the perception of fear. Building a sense of community identity and harmony is a genuinely effective process in reducing feelings of isolation and vulnerability. It can also promote community involvement and responsibility.

One of the key factors in building community involvement and connection is to dispel the myths that exist in regards to crime and community safety. The way in which crime, fear of crime and safety is perceived by a community, is often not related to the actual incidence of crime. To achieve a reduction in crime and to reassure the community that it is safe to go about their daily activities requires a combined effort. It requires the combined efforts of Police, local and State Governments and other agencies, working at a neighbourhood level.

Community action, connection and involvement initiatives in this Plan include:

- Ensure that State and Federal Government community safety and crime prevention (CSCP) initiatives are delivered locally and that the City lobbies and influences policy development and direction.
- Researching and supporting the delivery of quality initiatives that foster local community action and engagement.
- Improving public perceptions of community safety, especially vulnerable community groups.
- Activate the public spaces, both daytime and after dark.
- Further encourage civic pride and community responsibility in the City of Mandurah.



Key Focus Area 3: Community Action, Connection and Involvement

Strategy		Actions	Responsible Area/Key Stakeholders	2017	2018	2019	2020	2021	2022
3.1	Encourage local residents to take ownership of their suburbs, report issues and encourage activity in local parks and spaces. Encourage Civic Pride and Responsibility.	Facilitate annual neighbourhood based events that activate local neighbourhood parks. (e.g. Street Meet & Greet, MyParkGrooves).	Manager Community & Social Development Team Leader Community Safety	x	x	x	x	x	x
		Encourage membership to local community organisations.	Manager Community & Social Development, Team Leader Community Safety	x	x	x	x	x	x
		Investigate opportunities to activate public spaces, both day and night.	Manager Community & Social Development, Team Leader Community Safety & Manager Recreation Services	x	x	x	x	x	x
3.2	Research and utilise the delivery of quality initiatives that foster local community action and engagement.	Research other local, interstate and international initiatives that foster community action and engagement.	Manager Community & Social Development, Team Leader Community Safety	x	x	x	x	x	x
		Ensure that state and federal government community safety and crime prevention (CSCP) initiatives are delivered locally.	Manager Community & Social Development, Team Leader Community Safety	x	x	x	x	x	x
		Support initiatives that are relevant to and effective in the city of Mandurah, including Neighbourhood Watch.	Manager Community & Social Development, Team Leader Community Safety	x	x	x	x	x	x
		Ensure that local community organisations are supported to deliver CSCP initiatives.	Manager Community & Social Development, Team Leader Community Safety	x	x	x	x	x	x
		Staff access professional development opportunities to keep abreast of the latest community safety and crime prevention research, projects and initiatives.	Manager Community & Social Development, Team Leader Community Safety	x	x	x	x	x	x
		Implement small grants program to encourage residents to meet their neighbours.	Manager Community & Social Development, Team Leader Community Safety & Manager Recreation Services	x	x	x	x	x	x
3.3	Improve public perceptions of community safety.	Continue to utilise and build the 'Safer Mandurah' brand.	Manager Community & Social Development, Team Leader Community Safety, Manager Governance & Tenders	x	x	x	x	x	x
		Develop a strategic marketing approach to improve perceptions of community safety for locals, visitors and business.	Manager Community & Social Development, Team Leader Community Safety Manager Marketing & Communications	x	x	x	x	x	x
		Development and delivery of a community safety survey in 2022.	Manager Community & Social Development, Team Leader Community Safety					x	x
		Delivery of the Community Perception Survey.	Executive Manager Strategy & Business Performance		x		x		x
		Promote Mandurah as a Safe and Vibrant destination for visitors.	Manager Marketing & Communications	x	x	x	x	x	x

Key Focus Area 3: Community Action, Connection and Involvement

Strategy	Actions	Responsible Area/Key Stakeholders	2017	2018	2019	2020	2021	2022
3.4 Build our Communities Confidence in Mandurah as a safe and secure city for at risk / more vulnerable community groups. Including Seniors, Young People, Women, Local Businesses and their employees, Culturally and Linguistically Diverse Community, Early Years and the Aboriginal Community.	Create opportunities for (groups) to have a voice regarding safety and engage broadly to understand the perceptions of crime as well as the realities to ensure a collaborative and targeted approach.	Manager Community & Social Development, Team Leader Community Safety	x	x	x	x	x	x
	Deliver opportunities involving key stakeholders of specific groups aimed at action producing dialogue around CSCP issues to be held annually.	Manager Community & Social Development, Team Leader Community Safety		x	x	x	x	x
	Improve community information delivery and reduce negative public perceptions of community safety amongst specific groups.	Manager Community & Social Development, Team Leader Community Safety	x	x	x	x	x	x
	"Facilitate or support community safety initiatives targeted at: 1. Seniors 2. Young People 3. Women 4. Local Businesses and their employees 5. Culturally and Linguistically Diverse Community 6. Early Years 7. Aboriginal Community "	Manager Community & Social Development, Team Leader Community Safety	x	x	x	x	x	x
3.5 Continue to contribute to the Eyes on the Street program.	Review Eyes on the Street Program.	Manager Community & Social Development, Team Leader Community Safety			x			
	Develop internal procedures for reporting suspicious and criminal activities.	Manager Community & Social Development, Team Leader Community Safety			x			
	Refresh branding on the City's fleet vehicles.	Manager Operations Services			x			
	Deliver a refresher training course including internal communication about the Eyes on the Street program to all staff, targeting those that work out in the community.	Manager Community & Social Development, Team Leader Community Safety			x			
	Seek confirmation of current staff reporting practises to ensure program is being delivered effectively.	Manager Community & Social Development, Team Leader Community Safety			x			
	Encourage other local agencies to join the program.	Manager Community & Social Development, Team Leader Community Safety			x	x		
	Evaluate the usefulness Eyes on the Street Program locally with WA Police.	Manager Community & Social Development, Team Leader Community Safety			x	x		

Evaluation

The City will undertake regular reviews of projects and programs throughout the five year delivery of the strategy, and report to Council accordingly.

To determine the success of the City of Mandurah's Community Safety and Crime Prevention Strategy 2017-22, the City will undertake a formal evaluation at the completion of the Strategy. This represents the final stage of the City's Community Safety & Crime Prevention Strategy. The evaluation will involve:

- Summarising the success of each initiative with its stated objectives.
- Comparison of crime and safety statistics for the period of the Plan as compared to those statistics prior to the Plan.
- Consideration of other factors that may have influenced the community during the Plan period such as demographic changes, the provision of higher education, improved transport services, social services and employment opportunities and;
- Reviewing other community safety and crime prevention factors such as community perceptions of safety and crime in the City of Mandurah.

A report will be presented at the completion of the Plan outlining considerations for the 2023 - 27 planning period.

Abbreviations and Acronyms

AEDC	Australian Early Development Census
ANCAP	Australian New Car Assessment Program
CBD	Central Business District
CCTV	Closed Circuit Television
COM	City of Mandurah
CPTED	Crime Prevention through Environmental Design
CSCP	Community Safety and Crime Prevention
CTC	Communities that Care
DOC	Designing Out Crime
WALGA	Western Australian Local Government Association

Thanks

The City of Mandurah is the key driver of this Strategy through the Community Safety Team. We would like to acknowledge and thank our many partners; funding bodies, federal and state government agencies, community partnerships, local businesses, residents and internal staff for all of the work delivered to date on a number of projects and programs.

Contact Us

If you are interested in ways to work collaboratively with us, please contact the Team Leader – Community Safety on 9550 3850 or email safer.mandurah@mandurah.wa.gov.au.





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