



SAFER CITY FRAMEWORK & 2009 / 2010 SAFER CITY PLAN

VERSION 2.0
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1.0 Foreword – Lord Mayor & Chief Executive

The people of Belfast have told us that safety is one of their key concerns and that they would like the Council to take a lead role in improving the safety of local neighbourhoods and the city centre.



Councillor Tom Hartley.
Lord Mayor



Mr Peter McNaney
Chief Executive

This Council must be responsive to the needs of our citizens and so Members have made a Safer City one of the priorities in the Corporate Plan. We must now make sure that we can deliver on this agenda right across all of our Departments and through the partnerships where we take a lead role, particularly the Community Safety Partnership (CSP) and the District Policing Partnership (DPP).

This will be a test of how well we can deliver on a cross-departmental theme and work in a much more integrated way. Many of you have a role in delivering services which help to reduce antisocial behaviour and fear of crime, whether you work for Cleansing Services, are a Park Ranger, a Noise Officer, a Community Development Worker or a Leisure Attendant, you can make a difference. We need to work as one council and plan how we are going to do this together in a way which will have the greatest impact in local communities.

To help us do this we have developed this Safer City Framework and one year Plan, which has been put together by the interdepartmental Safer City Group. This gives us a mechanism and key actions to help us jointly plan and deliver services, implement projects and activities, communicate and share information and manage our performance.

There are also likely to be a number of changes to how we manage the CSP and DPP over the coming year, with the aim of more closely aligning their work and making sure that the resources we put into this are well spent and that they deliver what local people want.

This framework and first year plan is of relevance to everyone in the Council, so we would encourage you to read it to become involved in what your Department is doing to contribute to a Safer City. Our new performance management system will tell us how well we are all performing against the actions and targets set and Chief Officers and Members will be reviewing this regularly which will ensure that Safer City is always high on all of our agendas.

We look forward to seeing real progress on shaping a Safer City during 2009 and beyond.

Councillor Tom Hartley
Lord Mayor

Mr Peter McNaney
Chief Executive



2.0 Purpose

The purpose of this document is to clearly layout how Belfast City Council will deliver and/or contribute to developing a Safer City. It describes the delivery, leadership and accountability mechanisms that we will need, to meet the challenge of a 'One Council' approach in developing a Safer City.

Creating a Safer Belfast is a key priority for Belfast City Council; however the Council cannot achieve this in isolation. To ensure a multi-agency approach is achieved Belfast City Council is leading the Community Safety Partnership, with a range of statutory and voluntary agencies, in the development and delivery of the 2009-2011 Safer Belfast Plan.

As a large multi-faceted organisation, Belfast City Council needs to ensure co-ordination and integration of key services, which have a direct and indirect impact on community safety and anti-social behaviour.

The Safer City Framework (SCF) is the platform to develop and maintain this integration which, in turn ensures Belfast City Council meets its key priorities under the 'Safer Belfast' Plan through the development of an internal 'Safer City' Plan.

3.0 Context

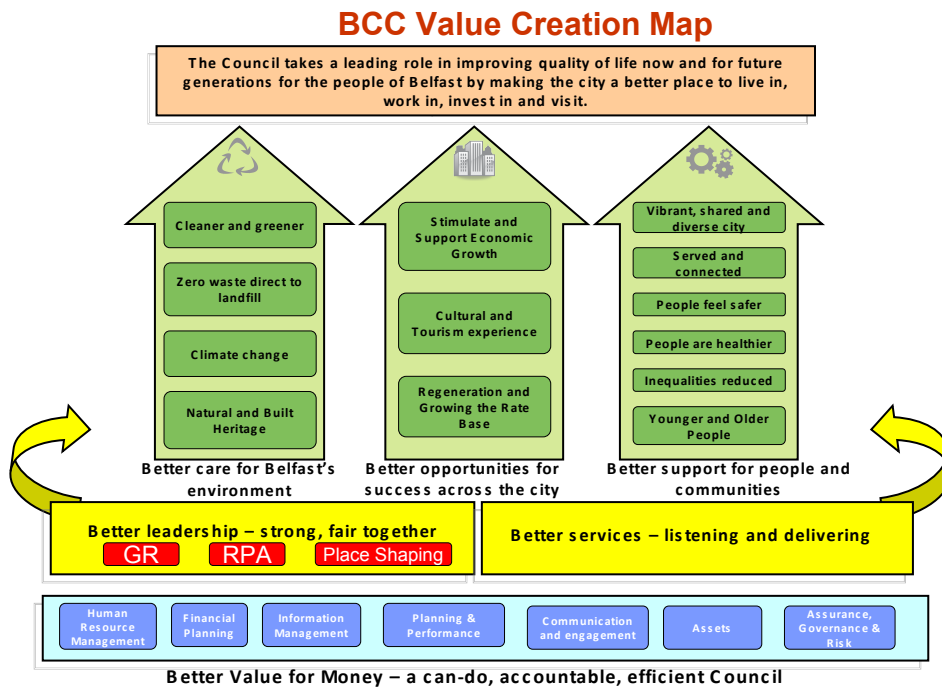
The six strategic themes adopted by Belfast City Council (Belfast City Council; Corporate Plan 2008 – 2011; Today's action, tomorrow's legacy) include *Better Support for People and Communities*, with the associated key objective that *by 2011 we will have led, supported and influenced others to ensure people feel safer*.

Belfast City Council's corporate action to achieve this objective is to *develop and implement, in partnership with others, a safer city plan that encompasses and integrates* all council services which directly support the objective of creating a Safer Belfast.

The Corporate Plan is underpinned by a strategic performance management framework, which utilises a 'value creation map' – a visual representation of our overall purpose, the key competencies we need to have in order to deliver our purpose and the key resources we need to support these competencies. See figure 1 overleaf.



Figure 1: Belfast City Council Value Creation Map



To deliver the objective of a Safer Belfast, we must work through Belfast City Council's Safer City Framework and, in partnership with other stakeholders in the city, work to deliver the Belfast Community Safety Partnership vision, which is:

"To listen to local issues and bring about a Safer Belfast by working together to tackle antisocial behaviour, reduce alcohol fuelled violent crime, deal with hate crime and help Belfast feel safer."

Belfast Community Safety Partnership, 2008

Belfast City Council leads the Belfast Community Safety Partnership. To achieve the vision each organisation has to deliver its core business as well as work with the other partners to meet the needs of the communities across the city. In pursuit of this vision and to enable a planned and integrated approach, the Partnership has developed and agreed a Safer Belfast Plan which sets out a shared vision, and high level objectives for the city.

The Safer Belfast Plan 2009 – 2011 details partnership projects which will be delivered over the next two years; it also provides some flexibility to assess and respond to emerging issues as they arise (referred to later as the Tasking Process).

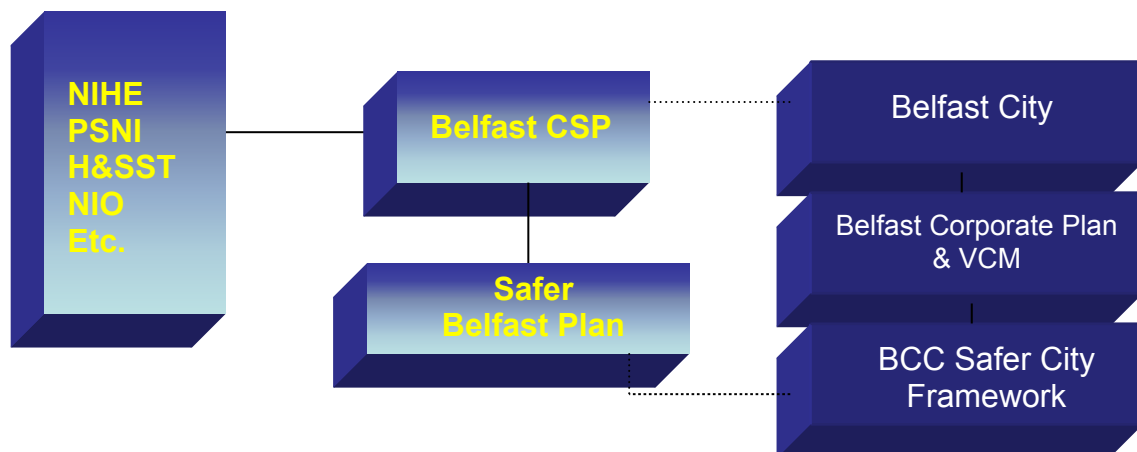


The pursuit of a Safer Belfast brings challenges to all of the partner organisations as this community-planning approach is adopted by Belfast Community Safety Partnership and expanded to incorporate other relevant structures and partners.

Because council leads the Community Safety Partnership, our Safer City Framework will help ensure that:

- There is greater engagement with Elected Members, thereby enhancing the legitimacy of the Safer Belfast process;
- Belfast City Council is 'fit for purpose' and able to contribute to the shared vision of a safer Belfast and to lead the Community Safety Partnership;
- There is a mechanism to align our work to the Safer Belfast Plan, which enables us to meet our obligations and responsibilities under the Safer Belfast in a planned and integrated manner;
- There is a robust mechanism to inform the Safer Belfast Tasking Process

Figure 2: Belfast City Council / Belfast Community Safety Partnership



4.0 Introduction

It is clear, from both internal and external research, that community safety is a high priority for the citizens of Belfast.

In 2007, the Council's public consultation survey found that generally respondents felt safe in their area (89%), although there were variations across areas of the city and perceptions of safety decrease significantly after dark, particularly in the city centre. Despite this; however, respondents also felt that:

The worst things about living in Belfast were:

- Anti-social behaviour (24%),
- Sectarianism/Religious tension (9%),
- Attractiveness of city (9%)
- Crime (8%),

When asked what they thought would make their local area a better place in which to live.

The top 3 things were:

- Addressing anti-social behaviour (26%)
- Providing more facilities/activities for children and young people (19%)
- Having more police on the beat/visible police presence (12%)

When asked what was the most important issue for the Council to prioritise. The top priority was:

- Making my local area safer (54%)

These results are also reflected across Great Britain. When asked what things are most important in making somewhere a good place to live the level of crime comes through most strongly (MORI Liveability Surveys 2001 and 2005). Audit Commission research also highlighted the importance of safety: "Nationally, recorded crime is also generally falling, but despite this nearly two thirds of people believe that crime is rising, whilst one person in three living in deprived areas think that ASB is damaging their quality of life" (Audit Commission Neighbourhood Crime & ASB 2006)



Belfast City Council (BCC), through its departments and functional areas, delivers a wide and diverse range of services to the local community. Many of these services have a direct or indirect impact on making Belfast safer, including;

- **Community Safety,**
- **Cleansing Services,**
- **Good Relations,**
- **Community Services,**
- **Parks & Leisure Services,**
- **Noise Team,**
- **Dog Wardens and**
- **Building Control (licensing).**

BCC also plays a lead role in a range of multi-agency forums with a direct link to community safety, which include,

- **Belfast Community Safety Partnership,**
- **Belfast District Policing Partnership,**
- **Good Relations Partnership,**
- **Get Home Safe Partnership,**
- **Community Safety Wardens Steering Group,**
- **Older Peoples Steering Group,**
- **Young Peoples Steering Group.**

The Safer City Framework (SCF) will create, manage and lead a mechanism for integrated action across the Council. The framework will also create clear linkages between the above structures, to ensure complementarity of services, input and development, whilst avoiding duplication. The focus of the work is aligned to the themes of the 2009-2011 Safer Belfast plan, namely,

- **Tackling antisocial behaviour,**
- **Deal with hate crime,**
- **Reduce alcohol fuelled violent crime and**
- **Help Belfast feel safer.**

In line with the corporate planning process, the SCF will be implemented across all relevant council departments and service areas in the development of a 'one council' approach. The SCF will allow the Council to oversee and lead the co-ordination of resources, project delivery and the performance and information management of the key aspects and objectives under the '**Better Support for People & Communities**' – **People feel safer**' element of the Belfast City Council 2008 – 2011 corporate plan.



Central to the SCF will be an internal, council wide, Belfast City Council safer city plan, which will shape the Council's approach, identify potential gaps, identify joined up actions, resource requirements and demonstrate clear linkages with other internal and external strategies, relevant to creating a safer city. The SCF will also include clear guidelines for overall communication of the safer city programmes and successes, ensuring information, both internally and externally, is streamlined and appropriate.

The SCF will provide a high level accountability framework, with regular reports to the Chief Officers Management Team (COMT) and the Strategic Policy and Resources Committee (SP&R). More detailed operational reports will be brought to relevant Committees as required.

In addition the Safer City Framework will operate using Belfast City Council's core corporate values that underpin all of the work of the organisation. These values are;

- *Focus on the needs of customers, have a 'can-do' attitude, be problem solvers.*
- *Provide value for money and improve services.*
- *Work together.*
- *Respect each other, be fair, and promote equality and good relations.*
- *Act sustainably*
- *Value our employees.*

2008-2011, Belfast City Council- Corporate Plan



5.0 SAFER BELFAST

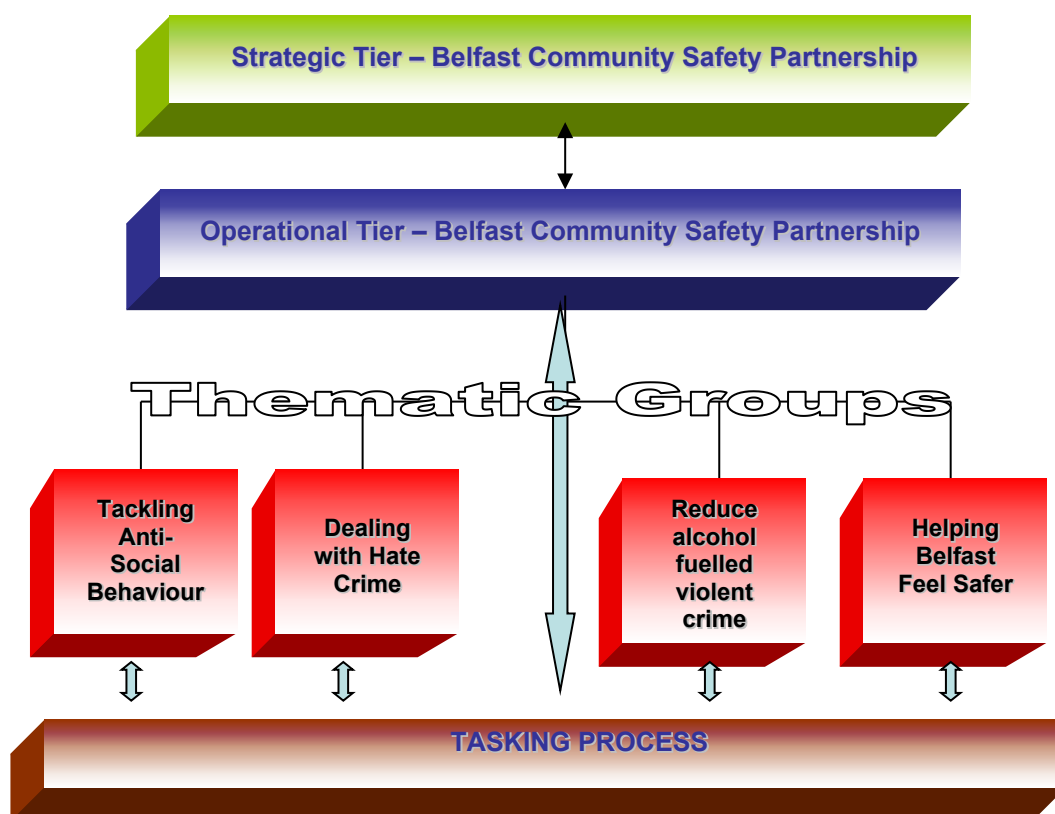
History

Belfast Community Safety Partnership, led by Belfast City Council, was first established in 2004 and has political representation, at the strategic level, from all six of the political party groups currently represented on the Council. There is representation from statutory, voluntary, community and business sectors at both operational and strategic levels and the Partnership is currently chaired by the Chief Executive of Belfast City Council.

Safer Belfast Process

The Safer Belfast Process is the interagency, intersectoral approach that has been adopted by Belfast Community Safety Partnership to achieve its vision and is delivered through a number of tiers, thematic groups and a tasking process (to identify and respond to emerging issues) as illustrated below;

Figure 3: Safer Belfast Framework



The Safer Belfast Process has allowed increased participation with more stakeholders and partners working together than ever before; facilitating an aspirational community-planning approach to making Belfast be safer and feel safer.

Due to the inclusive nature of the process, the high level targets that are being worked toward are:

1. Tackle antisocial behaviour:

Target: Levels of recorded antisocial behaviour reduced by 5% per year

Source: Safer Belfast & BCC Corporate consultation (2010)

Baseline: 2007

2. Reduce alcohol fuelled violent crime:

Target Levels of recorded alcohol fuelled violent crime reduced by 5% by 2011

Source Safer Belfast & BCC Corporate consultation (2010)

Baseline: 2007

3. Deal with hate crime:

Target Levels of recorded hate crime incidents reduced by 5% by 2011

Baseline: 2007

4. Help Belfast feel safer:

Target Safer Belfast & BCC Corporate consultation (2010)

Baseline: 2007

These targets will be achieved through the delivery of a number of community safety projects, under the four themes, which have been developed by and will be monitored by the relevant Safer Belfast thematic groups; which are managed through the Community Safety Partnership. These projects are the basis of the Safer Belfast Plan 2009 – 2011.

Each thematic group is championed by a member of the Community Safety Partnership's Operational Tier.

This work is complemented through the process of Safer Belfast Tasking supported by a Safer Belfast analyst (on secondment from the Police), in which a crime analysis is carried out on a regular basis, to allow the Community Safety Partnership members to respond to new and emerging Safer Belfast issues by tailoring the delivery of existing services.

The Safer Belfast Projects, Safer Belfast Thematic Groups and the Safer Belfast Tasking Process converge through the Operational Tier of Belfast Community Safety Partnership.



The Strategic Tier of Belfast Community Safety Partnership receives holistic Safer Belfast information which allows it to dispense its responsibilities to achieve the Safer Belfast targets vision.

As the lead organisation Belfast City Council has major work to do in relation to developing a 'one council' approach to deal with safer Belfast priorities and targets. All of this work will be channelled, discussed, agreed and monitored through the Safer City Framework



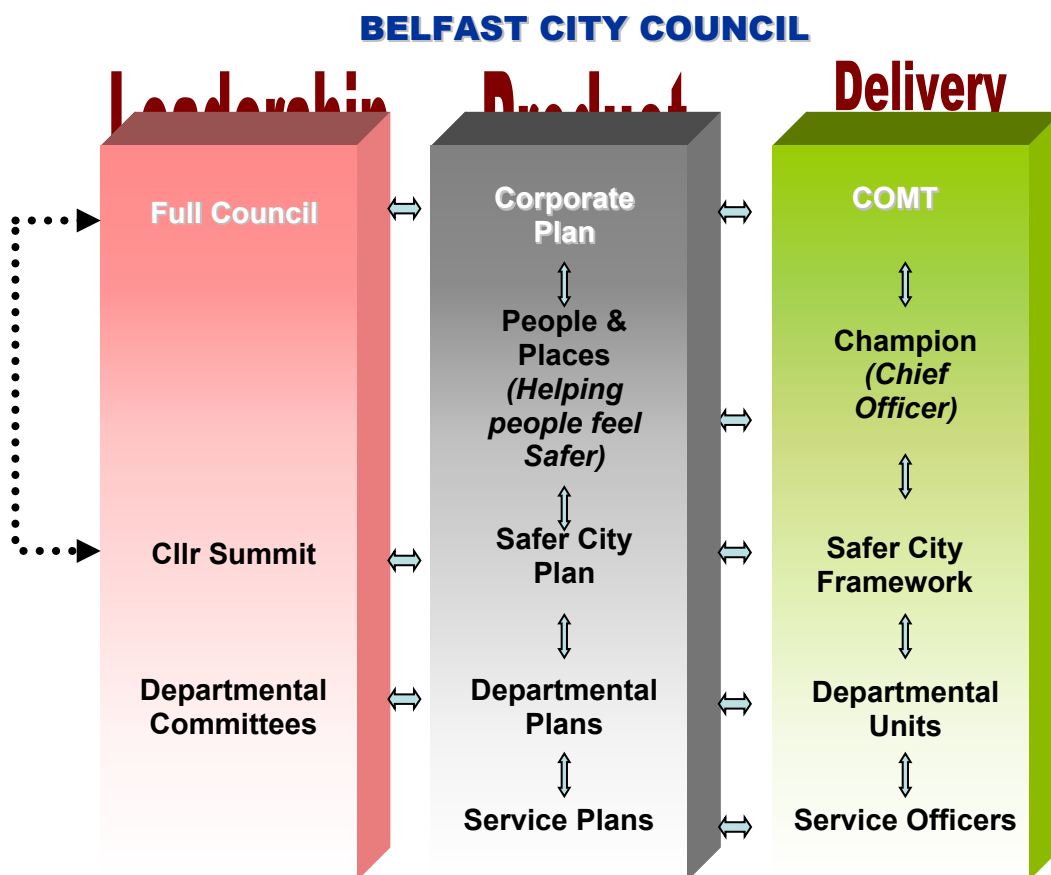
6.0 SAFER CITY FRAMEWORK

6.1 Overview

The Safer City Framework is the internal structure and mechanism that will co-ordinate Belfast City Council's responsibilities, through the development of an internal safer city plan, under the Council's corporate plan, and the Community Safety Partnerships, Safer Belfast Plan.

The framework will enable the development of the plan, communication, and performance and information management. Participation in the framework delivery will include elected members and officers at all levels from across departments.

Figure 4: Safer City Framework



6.2 Vision and Mission

The vision and mission for the Safer City Framework are;

6.2.1 Vision

Belfast City Council delivering integrated services, creating a safer city for residents and visitors.

6.2.2 Mission

To achieve an integrated and co-ordinated 'one council' approach; establish and maintain open communication links; review, monitor and challenge performance and information that enables the Council to deliver its corporate priorities and maximises contribution to the Safer Belfast priorities and key emerging issues.

6.3 Principles

The achievement of the vision and mission will be underpinned by the frameworks principles, namely;

Lead - Develop

Support political leadership and facilitate departmental and service level leadership; to bring about a 'one council' approach in delivering the Corporate Plan and addressing the Safer Belfast priorities and key emerging issues.

Integrate – Coordinate - Collaborate

Integrate and coordinate information, services, resources, skills and experience and establish team-working and knowledge-sharing approaches in achieving overall goals.

Communicate - Inform

Communicate key messages, both internally and externally, utilising a range of media outlets, whilst implementing information sharing protocols and mechanisms across departments, to inform working.

Monitor – Review – Challenge

Monitor and review performance of safer city initiatives, in line with the corporate performance management systems, and challenge projects and protocols to improve performance and working.



6.4 Structure

Political Engagement

Fundamental to the success of the framework is political engagement, to ensure that elected members play a full role in leading, developing and overseeing the safer city theme.

As a cross cutting theme, political engagement will be achieved utilising the existing departmental committee structures to inform decision making and to target and direct resources. Joined up working will be discussed and worked up at an operational level and agreed at a senior officer level, following which reports will be presented to relevant committees for political input and approval with direct reference to the 'one council' safer city approach

In addition to this and to ensure political representatives play a focused role in the Safer City Process; it is also proposed that there will be a series of other interactions with Elected Representatives. This will include:

- Party Group briefings;
- The establishment of a task and finish reference group of Elected Representatives and Senior Officers to oversee structural and cultural changes necessary to achieve better integration;
- Bi-annual councillor summits open to all Councillors. The councillor summits will allow for a two way communication flow to update members on progress and emerging issues, whilst ensuring members are given the opportunity to lead a Safer City. The summit will also act as a forum for elected members, involved in other Safer Belfast structures, to debate and determine the role and contribution of each structure.

As organisational structures develop, in relation to political engagement around corporate themes, the Safer City Framework will adapt to utilise these new structures.



Officer Engagement

Strategic Safer City Group

The Strategic Safer City Group, made up of senior officers and chaired by the Head of Environmental Health, will oversee the development, performance management, monitoring, evaluation and communication of the Safer City Plan. . The work of the Strategic Safer City Group will be supported by the Safer City Coordinator.

Strategic Tier – Terms of reference.

- Agree and oversee the development and implementation of the Safer City plan, in line with the Safer Belfast and Corporate plans.
- Provide strategic leadership and integrated action across the Council on the safer city theme.
- Agree performance management systems, in line with the corporate performance management framework.
- Identify resource gaps and develop business cases to access and re-align resource requirements and oversee any strategic 'safer city' budgets.
- Review and agree geographic and thematic priorities.
- Guide, monitor and act as the accountability structure for the task and finish groups.
- Be represented, by the chief officer representative, on the strategic tier of Belfast Community Safety Partnership.
- Develop, agree and oversee the implementation of an interdepartmental information sharing protocol and ensure that information is co-ordinated and managed utilising a streamlined information recording and management system.
- Provide regular update reports to C.O.M.T. and the Strategic Policy and Resources Committee.
- Ensure that the work on the safer city agenda is integrated with the corporate plan, community planning and SNAP.
- Influence policy and legislative developments that may impact on a safer city.



Task and Finish Group

At an operational level various aspects of the Safer City Plan will be implemented through task and finish groups, these include;

- **Antisocial Behaviour Liaison Officers group (ASBLOG)**
- **Integration of Wardens group**
- **Information Management working group.**
- **Communication working group.**

The task and finish groups will be made up of unit/section managers and relevant staff, chaired by the strategic officer appointed to lead on a particular area of work and will develop co-ordinated projects, integrate resources and develop and implement mechanisms for reactive actions to issues identified within the Safer City Plan.

Task & Finish Groups – Terms of reference.

Frequency of meetings:

Each group will agree the frequency and intervals of its meetings in order to achieve its purpose and specific duties within the timescale agreed by the Safer City Group.

Purpose

- Each task and finish group will complete the key tasks, under relevant areas of work, as identified within the Safer City Plan.
- To develop and deliver options for addressing the identified issues, which will contribute towards achieving aims in both the short and longer term.
- To propose options for consideration and endorsement and provide regular update reports to the strategic Safer City Group
- Influence and support services and ensure relevant business plans reflect the safer city agenda.
- Seek and form cross departmental working practices.



6.5 ACCOUNTABILITY

The various elements of the Safer City framework will have overall accountability to full council via the Strategic Policy and Resources committee. As work on the new corporate planning process progresses, new reporting structures may be introduced that the 'Safer City Framework will adopt.

Officer level accountability will be through the Chief Officer, appointed to champion the Supporting People and Communities corporate theme (or alternatively, the chief officer appointed to champion the Safer City priority) and ultimately COMT.

Figure 5: Safer City: Accountability Structure



6.6 MEMBERSHIP

Safer City Strategic Tier

Suzanne Wylie	Environmental Health, Health & Environmental Services (Chair)
Andrew Hassard	Parks & Leisure
Siobhan Toland	Community Safety, Health & Environmental Services
Stephen Hewitt	Building Control, Health & Environmental Services
Sam Skimin	Cleansing, Health & Environmental Services
Emer Boyle	Parks & Leisure
Katrina Morgan	Parks & Leisure
Hazel Francey	Good Relations, Chief Executive
Stephen McCrory	Member Services, Chief Executive
Catherine Taggart	Community Services, Development
Keith Sutherland	Development
David Cartmill	Corporate Services
Paul Gribben	Information Services Belfast, Corporate Services

6.7 MEETING SCHEDULES AND ADMINISTRATION

Strategic Tier

Meeting Date 2nd Tuesday in each month (except July)

Time: 2.00pm – 4.00pm

8.0 OFFICER CONTACT DETAILS

For further information, please contact,

Ryan Black
Council Safer City Co-ordinator

Belfast City Council
Cecil Ward Building
4-10 Linenhall Street
BELFAST
BT2 8PB

E. blackr3@belfastcity.gov.uk
T. 028 9032 0202 Ext. 3452
M. 075 0096 6723

Suzanne Wylie
Head of Environmental Health

Belfast City Council
Cecil Ward Building
4-10 Linenhall Street
BELFAST
BT2 8PB

E. wylies@belfastcity.gov.uk
T. 028 9032 0202 Ext. 3281

Peter McNaney
Chief Officer Champion, People Feel Safer

Chief Executive
Belfast City Council
Adelaide Exchange
24-26 Adelaide Street
BELFAST
BT2 8GB

E. mcnaneyp@belfastcity.gov.uk
T. 028 9027 0234 Ext. 6001





SAFER CITY PLAN

2009 / 2010

Version: 2.0

Key areas of work

The 2009/2010 Safer City Plan will focus on a number of key areas of work to help ensure Belfast City Council tackles antisocial behaviour in a coordinated and integrated manner. The key areas of work are;

Antisocial Behaviour

Successfully and effectively implement the council's antisocial behaviour policy.

Information Management

To embed an agreed overarching information management system to record, manage progress and report on antisocial behaviour complaints.

Involving Elected Members

To ensure elected members play a lead role in shaping the 'Safer City' agenda

Integration of Services

Deliver integrated services which, allows Belfast City Council to deliver it's 'one council' approach to a Safer Belfast

10/11 Business Planning Cycle

Ensure sustainability of Belfast City Councils contribution to Safer City across the organisation.

Communication

Ensure staff and public awareness of Belfast City Councils role in creating a Safer Belfast

SAFER CITY PLAN 2009/2010

Belfast City Council Corporate Priority	People Feel Safer
Safer City 2009/2010 Key Area	Antisocial Behaviour

Aim/Definition	A.1 Successfully and effectively implement the council's antisocial behaviour policy.			
Objectives	O1 To redevelop the antisocial behaviour liaison officers group to implement the antisocial behaviour policy. Lead Service: Community Safety Lead Officer: Ryan Black		O2 To develop effective procedures to implement the antisocial behaviour policy. Lead Service: Community Safety Lead Officer: Ryan Black	
Outcomes	<ul style="list-style-type: none"> Each department contributing to the 'one council' approach to dealing with antisocial behaviour. A represented working group and a fully implemented antisocial behaviour policy. 		<ul style="list-style-type: none"> Effective resolution of antisocial behaviour through consistent application of the antisocial behaviour policy. An improved service to customers in dealing with ASB complaints 	
Key Tasks / Milestones	Key Tasks	Timescale	Key Tasks	Timescale
	Reconvene the ASBLOG group, define role and establish terms of reference.	April 2009	Develop antisocial behaviour procedures manual to include <ul style="list-style-type: none"> Departmental contacts Internal information sharing Effective & graduated approach Standardised warning letters Standardised Acceptable Behaviour Contracts Case file proformas Case file processes Responding to complaints Data Protection / Freedom of Information Information Sharing 	Sept 2009
	Review membership of the ASBLOG group and ensure an antisocial behaviour liaison officer is appointed within each relevant department/service.	April 2009		
	Monitor antisocial behaviour incidents, both work/facilities related and re-direct and/or co-ordinate services and resources to deal effectively with.	Ongoing		
	Feed relevant information on antisocial into the external anti social behaviour foras.	Ongoing		
	Respond and co-ordinate services to deal effectively with key emerging issues identified through the Safer Belfast tasking process.	Bi Monthly	To investigate an appropriate process in conjunction with Core Improvement to gather customer opinion on how well we are dealing with antisocial behaviour complaints.	Nov 2009
	Communicate how Belfast City Council is tackling antisocial behaviour as an organisation.	Annually	To develop an effective communication model to share relevant information with the area based anti social behaviour foras.	Jun 2009

SAFER CITY PLAN 2009/2010

Belfast City Council Corporate Priority	People Feel Safer
Safer City 2009/2010 Key Area	Antisocial Behaviour

Aim/Definition	A.1 Successfully and effectively implement the council's antisocial behaviour policy.			
Objectives	O3 To develop integrated and streamlined reporting mechanisms across all relevant council departments		O4 To develop and implement staff training on antisocial behaviour and council bye laws.	
Outcomes	Lead Service: Community Safety Lead Officer: Ryan Black <ul style="list-style-type: none"> Integrated cross council reporting and recording mechanisms. One council case files and information. 		Lead Service: Community Safety / Corporate Services Lead Officer: Ryan Black / David Cartmill <ul style="list-style-type: none"> An informed workforce who are implementing council mechanisms to deal with antisocial behaviour. 	
Key Tasks / Milestones	Key Tasks	Timescale	Key Tasks	Timescale
	Secure agreement, print and circulate the antisocial behaviour 'AtoZ' guide.	May 2009	Review existing training provision in relation to antisocial behaviour and bye laws.	May 2009
	Agree council wide antisocial behaviour categories, in line with the needs of relevant council services.	May 2009	Develop specific tailored officer training programme covering; <ul style="list-style-type: none"> Council antisocial behaviour policy Policy procedures Reporting mechanisms Effective, Graduated approach Information, Advice and Enforcement Practical approaches in dealing with antisocial behaviour Bye law awareness 	Jan 2010
	Develop mechanisms to collect and merge information on antisocial behaviour	Sept 2009		
	Develop key questions to be answered when reports of antisocial behaviour are made.	Jun 2009		
	Identify persons responsible for data quality control within relevant units.	Jun 2009	Identify and train relevant officers to deliver training	Mar 2010
			Deliver pilot training programme with front line switchboard, call centre and reception staff	Mar 2010
			Liaise with human resources to incorporate the training programme as part of the council wide training schedule.	Mar 2010

SAFER CITY PLAN 2009/2010

Belfast City Council Corporate Priority	People Feel Safer
Safer City 2009/2010 Key Area	Antisocial Behaviour

Aim/Definition	A.1 Successfully and effectively implement the council's antisocial behaviour policy.	
Objectives	O5 To review and manage enforcement of council bye laws in relation to antisocial behaviour.	
Outcomes	<p>Lead Service: Parks & Leisure Lead Officer: Emer Boyle</p> <ul style="list-style-type: none"> • An effective, graduated approach to dealing with antisocial behaviour • Better utilisation of council enforcement powers • Streamlined approach to enforcement of council bye laws. 	
Key Tasks / Milestones	Key Tasks	Timescale
	Agree plan of action to review council bye laws from a problem perspective, to include,	Sept 2009
	<ul style="list-style-type: none"> • Scoping exercise of current bye laws • Review of current bye laws • Identify interventions which should be strengthened or introduced. • To establish a mechanism for measuring compliance and effectiveness of byelaws 	
	Plain English relevant legislation and indicate their use in the Antisocial Behaviour Procedures manual.	Sept 2009
	Communicate intervention options to the public.	Dec 2009
	To establish a mechanism for measuring compliance and effectiveness of byelaws	Jan 2010

Key performance questions

Are we communicating antisocial behaviour incidents more effectively across the organisation?
Have we developed an effective antisocial behaviour procedures manual?
Have we developed an adequate staff training programme?
Have we reviewed our bye laws and made effective recommendations?

Key performance indicators

The number, location, types of incident reports of antisocial behaviour received.
The number of reports of antisocial behaviour that Council can respond to that is successful resolved.
The number of staff trained.
Levels of customer satisfaction (Corporate consultation)

Risks

Officer workload
Buy-in and compliance
Number of Antisocial behaviour complaints received.
Customers / Stakeholders expectations not being met.

Services Involved

Community Safety
Cleansing
Waste Management
Building Control
Housing
Environmental Protection
Community Services
Parks & Leisure
Good Relations

Resources

Objective 1	Objective 2	Objective 3	Objective 4	Objective 5
£0.00	£10,000	£10,000	£10,000	£10,000

SAFER CITY PLAN 2009/2010

Belfast City Council Corporate Priority	People Feel Safer
Safer City 2009/2010 Key Area	Information Management

Aim/Definition	A.2 To have an embedded system to record, manage progress and report on antisocial behaviour complaints.			
Objectives	1. To develop central information collection system to map, manage progress and report on antisocial behaviour incidents.		2. To ensure the correct information is collected, shared legally and effectively to deal with antisocial behaviour.	
Outcomes	<p>Lead Service: Information Services Belfast Lead Officer: Paul Gribben</p> <ul style="list-style-type: none"> Better access to information to deal with antisocial behaviour Integrated cross council reporting and recording mechanisms Informed workforce who can deal effectively with antisocial behaviour 	<p>Lead Service: Information Services Belfast Lead Officer: Paul Gribben</p> <ul style="list-style-type: none"> Information shared effectively and efficiently across the organisation. Information shared effectively and efficiently externally. 		
Key Tasks / Milestones	Key Tasks	Timescale	Key Tasks	Timescale
	Secure representation from ISB onto the Safer City Steering Group.	April 2009	To identify key information which needs to be collected and shared across departments.	June 2009
	In conjunction with ISB and relevant departments develop an overarching information management system to export pertinent information in relation to antisocial behaviour.	April – Sept 2009	To identify key information which needs to be collected and shared with other relevant agencies.	June 2009
	Incorporate agreed antisocial behaviour categories in all relevant information management systems.	May 2009	Develop the role of the nominated departmental antisocial behaviour liaison officers in relation to sharing information with each other.	Oct 2009
	To identify key information which needs to be collected and shared across departments.	June 2009	Ensure nominated officers are fully trained in the use of information in relation to;	Nov 2009
	Fully implement the new information export system.	Sept 2009	Freedom of information Data protection Existing information sharing protocols	
	Develop reporting structures to feed council wide antisocial behaviour information into the Safer Belfast tasking process	Dec 2009		
	Develop reporting structures to feed council information into the multi-agency anti social behaviour forums.	Dec 2009		

Key performance questions	Are we managing information in relation to antisocial behaviour more effectively? Are we sharing information appropriately and legally to deal holistically to antisocial behaviour incidents? Are we dealing more effectively with antisocial behaviour? Are we developing and managing case files consistently across the organisation?	
Key performance indicators	Number of reports of antisocial behaviour logged and exported. Number of antisocial behaviour cases dealt with successfully. Number of incidents pass or dealt with in partnership with other agencies.	
Risks	Data protection versus information sharing. Resistance within services Unable to make amendments to external software packages Integrity of information used to populate system.	
Services Involved	Community Safety Waste Management Community Services Noise Team Cleansing Good Relations Housing Environmental Protection Building control	
Resources	Objective 1 £50,000	Objective 2 £0.00

SAFER CITY PLAN 2009/2010

Belfast City Council Corporate Priority	People Feel Safer
Safer City 2009/2010 Key Area	Involving Elected Members

Aim/Definition	A.3 To ensure elected members play a lead role in shaping the 'Safer City' agenda			
Objectives	1. To develop a programme of councillor summits to act as a two way flow of information in relation to creating a 'Safer City'		2. To investigate and develop other mechanism to ensure elected members lead the Safer City process.	
Outcomes	<p>Lead Service: Member Services Lead Officer: Stephen McCrory</p> <ul style="list-style-type: none"> Informed elected members leading the Safer City/Safer Belfast agendas. Elected members playing a central role in the Safer City process. Links created and/or maintain with other community safety structures 	<p>Lead Service: Member Services Lead Officer: Stephen McCrory</p> <ul style="list-style-type: none"> Informed elected members leading the Safer City/Safer Belfast agendas. Elected members playing a central role in the Safer City process. Links created and/or maintain with other community safety structures 		
Key Tasks / Milestones	Key Tasks	Timescale	Key Tasks	Timescale
	To agree content and programme for councillor summits to include; Emerging issues Ongoing developments	July 2009 & Feb 2010	Develop and implement quarterly 'One Council' newsletters to update members on Safer City/Safer Belfast initiatives and progress	May & Quarterly
	To develop and implement bi-annual councillor summits as a communication platform to engage elected members in the Safer City process, taking into consideration the ongoing review of Council governance arrangements.	Sept 2009 & Mar 2010	Ensure elected members are supported in connecting key pieces of work, strategies and partnerships in relation to Safer City/Safer Belfast.	Ongoing
	To map and agree the future planning for the Safer City Theme.	Jan 2010	Keep up-to-date on progress and developments within the political realm particularly in relation to the Review of Public Administration.	Ongoing

Key performance questions	<p>Are elected members more informed about the Safer City agenda? Are members leading and effectively inputting into the Safer City agenda?</p>	
Key performance indicators	<p>Number of councillor's summits organised Number of elected members attending councillor summits. Number of elected members indicating that they feel more informed about the Safer City agenda.</p>	<p>Targets</p> <p>2 Cllr Summits organised and implemented 4 newsletters designed and circulated.</p>
Risks	<p>Councillor workload Number of working groups established for thematic working Ongoing review of Council governance arrangements</p>	
Services Involved	<p>Members services Community Safety Cleansing Environmental Protection Parks & Leisure Housing</p>	
Resources	<p>Objective 1 £3,000</p>	<p>Objective 2 £2,000</p>

SAFER CITY PLAN 2009/2010

Belfast City Council Corporate Priority	People Feel Safer
Safer City 2009/2010 Key Area	Integration of Services

Aim/Definition	A.4 Deliver integrated services which, allows Belfast City Council to deliver it's 'one council' approach to a Safer Belfast			
Objectives	1. To develop systems to integrate 'warden type' services across the council.		2. To contribute to and direct services to deal with emerging issues identified by the Safer Belfast tasking process in line with area based working.	
Outcomes	Lead Service: Community Safety Lead Officer: Siobhan Toland <ul style="list-style-type: none"> • Warden services working and training together • Improved delivery of services • Information / Good practice shared effectively across warden type services. 		Lead Service: Community Safety Lead Officer: Ryan Black <ul style="list-style-type: none"> • Council responding effectively and efficiently to key emerging issues. • More effective and collective use of resources. 	
Key Tasks / Milestones	Key Tasks	Timescale	Key Tasks	Timescale
	To reconvene the internal working group to look at further developing the integration of warden type services.	May 2009	Ensure consistent representation on the Safer Belfast tasking group from the Safer City Steering group.	Ongoing
	Update the scoping exercise, completed in march 2008, and make recommendations to the Safer City Steering group to improve working.	June 2009	Develop protocols to circulate information on emerging issues and timescales to respond to emerging issues.	June 2009
	Review enforcement and engagement responsibility of warden type services, hours of service and joint training opportunities across council and make recommendations based on the review of council bye laws.	Sept 2009	Act reactively and deploy Belfast City Council current services to deal effectively with emerging issues.	Bi Monthly
	Develop a programme of work outlining key tasks for better joined up working and integration of service delivery.	Dec 2009	Identify any resources gaps in relation to tasking and develop business cases as appropriate.	Bi Monthly
	Investigate how council premises could be better utilised for	Jan-Feb 2009	Monitor and review the effectiveness of Belfast City Council in contributing to the Safer Belfast tasking process.	Ongoing



the delivery of warden type services

Key performance questions

Are we delivering warden type services more effectively?
Are we dealing effectively with emerging community safety issues?

Key performance indicators

Number of joint warden training initiatives organised
Public perception of BCC Warden services
% of key emerging issues dealt with effectively and efficiently

Targets

2 Joint training sessions organised
New warden staff induction to include links with other warden type services.
Re-branded 'one council' warden service

Risks

Employment and trade union issues
Resources

Services Involved

Community Safety
Parks & Leisure
Environmental Protection (Dog Wardens)
Cleansing

Resources

Objective 1
£0.00

Objective 2
£0.00

SAFER CITY PLAN 2009/2010

Belfast City Council Corporate Priority	People Feel Safer
Safer City 2009/2010 Key Area	2010/2011 Business Planning

Aim/Definition Objectives

A.5 Ensure sustainability of Belfast City Councils contribution to Safer City across the organisation.

1. To support departmental and service business planning to ensure 'Safer City' is reflected in all relevant departmental and business plans.

Outcomes

Lead Service: Core Improvement Team
Lead Officer: Sharon McNicholl / Patricia Flynn
 A collective 'one council' approach to tackling and dealing with Antisocial behaviour and community safety.
 Safer City agenda reflected in all relevant business and departmental plans.

Key Tasks / Milestones

Key Tasks	Timescale
Work closely with Core Improvement Team in the identification of the 10/11 business planning timetable.	Sept 2009
Identify the implications of cross cutting themes and ensure actions are reflected within all relevant business and departmental plans.	Oct 2009
Support relevant departments and units in the identification of key tasks and performance indicators that contributes to the Safer City agenda.	Oct – Feb 2010
Begin the preparation work for the impacts of community planning in the creation of a Safer Belfast.	Jan 2010
Ensure business plans reflect input into the new Safer Belfast planning process for 2011 onwards.	Oct – Feb 2010

Key performance questions

Is safer city reflected in all relevant business and departmental plans?
Are we working better thematically across the organisation?
Are we better integrated as an organisation in helping people feel safer?

Key performance indicators

Number of training/support sessions organised with key services / departments
Number of business and departmental plans reflecting the Safer City priority.

Services Involved

Community Safety
Waste Management
Community Services
Noise Team
Cleansing
Good Relations
Housing
Environmental Protection
Building control

Resources

Objective 1
£0.00

Objective 2
£0.00

SAFER CITY PLAN 2009/2010

Belfast City Council Corporate Priority	People Feel Safer
Safer City 2009/2010 Key Area	Communication Framework

Aim/Definition	A.6 Ensure staff and public awareness of Belfast City Councils role in creating a Safer Belfast			
Objectives	1. To develop internal communication structures and procedures to ensure all officers are aware of the Safer City structures and how their work fits.		2 To develop protocols to ensure that external communication, in relation to Safer City is coordinated and promotes the 'one council' approach.	
Outcomes	<p>Lead Service: Corporate Communications Lead Officer TBC</p> <ul style="list-style-type: none"> More informed workforce delivering the one council approach to Safer City 		<p>Lead Service: Corporate Communications Lead Officer TBC</p> <ul style="list-style-type: none"> Delivering messages, as a one council, that promotes a safer city 	
Key Tasks / Milestones	Key Tasks	Timescale	Key Tasks	Timescale
	To secure representation from Internal Communications onto the Safer City Steering Group.	April 2009	Utilise systems to ensure that 'Safer City' press releases and publications fit under the council wide key messages.	Jan 2009
	Develop and agree Safer City communication framework to include; <ul style="list-style-type: none"> Identify Safer City representative from within corporate communications. The role of departmental Lead Communicators. The role of the community safety team Information and Communications Officer. Development of council wide key messages. 	Sept 2009		
	Raise staff awareness of the Safer City agenda and ensure utilisation of new integrated systems.	Dec 2009		
	Agree communication timetable for reporting updates to Officers, COMT, Strategic Policy and Resources Committee and other structures.	May 2009		

Key performance questions	<p>Are our customers finding reporting antisocial behaviour to the council easier? Are we communicating effectively with our customers in relation to community safety? Have we effectively raised the profile of the Safer City agenda internally? Are we delivery key messages consistently across the council</p>
Key performance indicators	<p>Number of internal publication and communication methods used to promote the Safer City Agenda % of information cascaded through the organisation through 'Core Brief' % of external press coverage in relation to Safer City key messages, % of press coverage deliver as a one council approach</p>
Risks	<p>Media interpretation</p>
Services Involved	<p>Corporate Communication Departmental Lead Communicators Internal Communication Community Safety Safer City Steering Group</p>
Resources	<p>Objective 1 £0.00</p> <p>Objective 2 £0.00</p>

10.0 GLOSSARY OF TERMS

Belfast City Council Corporate Plan

The corporate plan sets out Belfast City Council's objectives and priorities for improving quality of life in the city.

Belfast City Council Value Creation Map (VCM)

The Value Creation Map is the performance framework which underpins the delivery of the Corporate Plan.

Belfast Community Safety Partnership (BCSP)

BCSP is an interagency, intersectoral partnership which is responsible for developing the Safer Belfast process and managing performance. It is facilitated and led by Belfast City Council through strategic tier all party group representation.

Belfast District Policing Partnership (BDDP)

Belfast DPP is a partnership between locally elected Councillors and representatives of the community; arranged as one principle DPP and four area DPPs (north, south, east and west). The function of the DPP is to ensure local accountability for local policing, to develop the local policing plan and to encourage the cooperation of the public with policing.

Safer Belfast

Interagency, intersectoral approach to tackling antisocial behaviour, reducing alcohol fuelled violent crime, dealing with hate crime and helping Belfast feel safer.

Safer Belfast Analysis

Analysis provided through a combination of statistics from CSP members, qualitative data and community knowledge; the analysis results in a measure of progress towards Safer Belfast targets and identifies emerging and ongoing issues.

Safer Belfast Plan 2009 - 2011

The action plan for 2009 - 2011 which has resulted from the Safer Belfast Process; it includes detail of projects and the tasking approach.

Safer Belfast Process

The "community planning approach" by which partner organisations and stakeholders cooperate to develop a Safer Belfast. The process operates through a number of mechanisms; project delivery, thematic working groups, a tasking group, an operational tier and a strategic tier.

Safer Belfast Tasking

Using the analysis, the interagency, intersectoral tasking group will determine the movement/change of **existing** resources to best achieve a Safer Belfast.

Safer Belfast Thematic Groups

There are four interagency, intersectoral groups charged with developing the Safer Belfast Plan along the themes of tackling antisocial behaviour; reducing alcohol fuelled violent crime; dealing with hate crime; and helping Belfast feel safer.

Safer City

Safer City refers to the interdepartmental one council contribution that Belfast City Council makes to the Safer Belfast Process.

Safer City Plan

The Safer City Plan is Belfast City Council's internal plan, which seeks to integrate action across the Council towards achieving its corporate objective of a Safer City, and which sets out the key priorities and actions necessary for it to meet its responsibility, in an integrated manner, under the Community Safety Partnership's 'Safer Belfast' Plan.

Safer City Tasking

How Belfast City Council coordinates itself to deliver services in line with commitments made as part of the Safer Belfast Tasking Process.

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