

# SAFER NEIGHBOURHOODS PLAN 2022-2027

## Engagement Report Phase 2

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### Overview

The Safer Neighbourhoods Plan (SNP) guides the Town of Victoria Park in addressing crime and safety challenges impacting our community. From extensive community and stakeholder engagement undertaken as part of the review of the Town's current Community Strategic Plan, community safety and crime prevention were identified as top priorities.

This report provides a snapshot of the second phase of consultation undertaken to seek confirmation from the community and key stakeholders that the Town correctly captured the needs of the community in developing the SNP 2022-2027 and to make final adjustments depending on the feedback.

### Consultation process

The second phase of engagement occurred from late September to mid-October 2022, seeking feedback from the community and key stakeholders on the following themes:

- Levels of support
- Is there anything missing in the SNP 2022-2027
- Comments on the outcomes, actions and deliverables

### Approach



Direct email community survey to Phase 1 respondents and key external stakeholders



Online community survey (15 responses)



Phone or email feedback

## What we learned

### Levels of support

Answer	#	Reasons	Town's Response
Yes	11	<ul style="list-style-type: none"> <li>• Three of 11 want the deliverables implemented sooner, which would only be possible with a larger Safer Neighbourhoods Team</li> <li>• Most are pleased with the hard work the Town put into making the SNP and the types of initiatives that have been included</li> </ul>	<ul style="list-style-type: none"> <li>• No action required</li> <li>• No action required</li> </ul>
Unsure	2	<ul style="list-style-type: none"> <li>• Does not support the ANPR cameras due to 'potential for invasion of privacy'. The ANPR cameras were a part of the expired SNP, but otherwise the respondent agrees with most of the incoming SNP</li> <li>• Concerns about antisocial behaviour in social housing, requesting that the Town advocates to the State Government to improve the situation</li> </ul>	<ul style="list-style-type: none"> <li>• Changed the 'Progress since 2017' title to 'Progress between 2017 and 2022' to clarify past-present actions</li> <li>• Social housing is a State Government responsibility. Town can assist with clarifying reporting pathways via 'Who to Call' campaign(s). Town can monitor and discuss with State resident concerns. The Town can encourage residents to reach out to the State Government directly.</li> </ul>
No	2	<ul style="list-style-type: none"> <li>• Concerns about ongoing antisocial behaviour, but otherwise happy with the initiatives in the SNP</li> <li>• Doubts whether the deliverables will be implemented due to believing that their concerns had not been dealt with in previous years</li> </ul>	<ul style="list-style-type: none"> <li>• Created deliverable 4.1.8 to address concerns in both No responses about the John Macmillan Precinct</li> </ul>

## Is there anything missing in the draft SNP?

Description	#	Town's Response
Road safety measures	3	Exists in 1.2 & 4.1.2. No changes made
John Macmillan Park & Hawaiian's Park Centre	2	Exists partially in 1.3.1 & 4.1.7 but the specified area deserves its own deliverable to demonstrate attention to community concerns. New action 4.1.8 created
Who to call for safety issues	1	Exists in 3.1.1. No changes made
Street Meet n Greet	1	Exists in 3.2.1 No changes made
Footpaths	1	Exists in 1.2, 1.3.3 & 4.1.2 No changes made
Zero tolerance approach	1	Not supported by the criminological academic literature. No changes made
Social housing	1	Exists partially in 5.1.4 but could be included in the 3.1.1 campaign. No corresponding SNP changes are required
Noise pollution	1	Not included, only one request for it. No changes made
Communication between Councillors and residents	1	Not relevant to Safer Neighbourhoods Plan. No changes made
Lighting	1	Exists in 1.1 & 4.1.2. No changes made
AOD	1	Exists in 4.1.5, 3.2.2 & 3.2.4. No changes made

Eleven out of 14 items that respondents believed were 'missing' from the SNP were in fact in the Action Plan, either stated clearly or were implied. The remaining three comments will not be actioned, due to lacking in evidence, not being widely supported, or irrelevant to the Safer Neighbourhoods portfolio.

The John Macmillan Precinct is consistently a hotspot for criminal and antisocial behaviour, and the SNP would benefit with having an Outcome 2 deliverable (4.1.8) associated with improving these issues in that specific area. It will be a useful addition to demonstrate the Town's commitment to dealing with community concerns.

Antisocial behaviour conducted by social housing tenants was largely reported as an issue; however, dealing with this is the State Government's responsibility. Communications regarding the 'Who to Call?' campaign can assist clarify the roles and responsibilities of the Town and agencies, explaining the correct reporting pathways. No additions into the SNP required.

## Comments on outcomes, actions and deliverables

Description	#	Town's Response
Positive comments – full agreement, great management, seems about right	4	Noted
Footpaths – reporting damage and obstruction and improving connectivity	2	Already included (1.2). No changes made
No comment	2	N/A, both support the SNP
Outreach – more support services for disadvantaged youth, A&TSI people, people experiencing homelessness, people experiencing AOD issues	2	Already included as a priority (3.2.2, 3.2.3, 3.2.4 & 4.1.5). No changes made
Concerns about e-vehicle safety	1	Great idea – will likely be incorporated into a future communications campaign (4.2), but no corresponding changes to the SNP are required
Street Meet n Greet – encourage residents to exchange contact details	1	Great idea – a contact sheet will be emailed to the SMNG applicant for them to print off multiple copies and use as they see fit. No corresponding changes to the SNP are required
Lighting improvements are key	1	Already included as a priority (1.1 & 4.1.2). No changes made
Educating the public on the actual vs. perceived prevalence of crime in the community	1	Already included (2.2.4 & 4.2). No changes made
Antisocial social housing tenants	1	Please see previous comments in 'levels of support'. No changes made
Road safety initiatives	1	Already included (1.2). No changes made
Communication between the Town, Councillors and the community	1	Not relevant to the SNP. Education & communication is included (4.2). No changes made

## Demographics

Category	Information	#	Summary
Suburb	Victoria Park	7	Most respondents were from the suburb of Victoria Park. The spread is not representative of the population with such a small number of responses
	St James	3	
	East Victoria Park	2	
	Carlisle	1	
	Burswood	1	
	Cannington	1	
Age	25-34	1	Most respondents were between 35 and 49 years of age, which was similar to the Phase 1 survey, but not representative of the population
	35-49	7	
	50-59	3	
	60-69	1	
	70-84	3	
Status	Resident	14	Most respondents were residents of the Town, and multiple also worked in the Town
	Worker	4	
	Visitor	1	

## Appendix

### Draft Safer Neighbourhoods Plan Survey on Your Thoughts

1. Have you reviewed the draft Safer Neighbourhoods Plan 2022-2027?

- Yes
- Not yet

2. Did you respond to our Safer Neighbourhoods survey earlier this year?

- Yes
- No
- I'm not sure

#### Community feedback

From February to June this year, the Town consulted with over 1,000 community members about the safety issues that impact them.

From what we heard, the community would like to see:






- More lighting and brighter lighting for streets, laneways and parks
- More security initiatives
- Support for vulnerable residents – especially seniors
- More visible Town Rangers and WA Police
- Partnering with other agencies to improve neighbourhood safety
- Safer parks, shopping centres, train stations and main streets
- Traffic calming measures, particularly near car yards and schools

3. Are there any major areas that are missing from this list?

Please add your comment here...

## Key outcome areas

Based on community feedback, the draft SNP proposes five key outcome areas that will help achieve safer neighbourhoods in the Town over the next five years, shown below.

	<b>Infrastructure and environmental design</b>	Improving lighting was the most requested action by the community, followed by improving roads and pedestrian safety. The Town aims to design public spaces to be safer, brighter, livelier, and more accessible.
	<b>Security and regulatory initiatives</b>	Through funding and education programs, the Town aims to empower residents, businesses, and community groups to contribute to reducing crime. We will continue to provide visible Ranger Services that focus on community safety concerns.
	<b>Community connection and social cohesion</b>	The Town aims to build capacity and connections within our community, and in doing so, support vulnerable and at-risk groups. We will engage in and collaborate with other organisations to provide early intervention, outreach, support, and rehabilitation services.
	<b>Advocacy and partnering</b>	Sharing information and working together was identified as key in addressing the Safer Neighbourhoods priorities. The whole is greater than the sum of its parts, so the Town will collaborate with Local, State, and Federal agencies, and also encourage community members to report crime and safety issues.
	<b>Governance and impact</b>	Monitoring and evaluating the outcomes of our programs and initiatives is vital in ensuring that we are making a positive difference in the community, and that we are focused on current crime and safety priorities.

#### 4. Do you have any comments about the proposed key outcome areas?

Please add your comment here...

## Key deliverables

Under the five outcome areas, the draft SNP proposes 37 actions to be delivered over the next five years. The 37 actions are detailed in full on pages 23-33 of the [draft Plan](#).

A summary of the key deliverables is shown below.

<b>We will deliver</b>	
<b>Initiative</b>	<b>Description</b>
CPTED audits	Auditing the public realm from a CPTED perspective. Recommendations made are evidence-based
CCTV Partnership Program	Aims to increase residential security in the Town by providing up to a \$750 rebate per CCTV system installed that faces the public realm. The applicant must share any footage to WA Police Force if required
Security Incentive Scheme	Aims to increase residential security in the Town and reduce the likelihood that residential burglaries occur. Rebates up to \$200 are provided for security alarms, security doors/screens and locks
Cocooning Project	Visit hotspot street sections, conducting a CPTED audit on each property and the streetscape. Recommendations are made for residents, internal staff, and external stakeholders
'Who to Call' campaign	A flyer aimed to educate people on who to call for a multitude of issues and services in the Town
Street Meet n Greet	Aims to build community connections by providing rebates for street events held by residents to meet their neighbours
Assertive Outreach Program	Outreach team visits hotspots and aims to reduce escalation of antisocial behaviour, and provides support to vulnerable people
Government collaboration	Grants for projects such as lighting upgrades, safety cameras and installing Automatic Number Plate Recognition (ANPR) Cameras
Other safety improvement initiatives	<ul style="list-style-type: none"> <li>• Strategic lighting upgrades</li> <li>• Parking, streetscape, and pathway upgrades</li> <li>• Park/precinct redevelopments</li> <li>• Partnering with private enterprise</li> <li>• Ranger Services</li> <li>• Youth Plan and Local Drug Action Group</li> <li>• Supporting at-risk and vulnerable groups, and linking to relevant support services</li> </ul>



5. Do you have any comments about the 37 actions or the key deliverables?

Please add your comment here...

#### Final comments

6. Overall, do you support the draft Safer Neighbourhoods Plan 2022-2027? \*

- Yes
- No
- I'm unsure

7. Do you have any final comments to share about the draft Plan?

Please add your comment here...

## About you

To help us determine how well the feedback we receive reflects the diversity of our community, please share a few details about yourself.

Your information will remain anonymous and only be used for the purposes of this project.

8. Please select all that apply to you

- I am a Town of Victoria Park resident
- I am a Town of Victoria Park ratepayer
- I work in the Town
- I own a business in the Town
- I visit the Town often

9. What suburb do you live in?

10. What is your age?

11. What is your best contact email address? \*