



NOTICE OF MEETING

NOTICE IS HEREBY GIVEN that of a meeting of the **COMMUNITY SAFETY AND PLACE MANAGEMENT COMMITTEE** will be held:

DATE: Thursday 11 September 2014

TIME: 8.00am – 10.00am

PLACE: Councillors Room, Manly Council

COMMITTEE MEMBERS:

Councillors

Councillor Jean Hay AM, Mayor
Councillor Barbara Aird
Councillor Hugh Burns

Councillor Alan Le Surf
Councillor Candy Bingham
Councillor Steve Pickering

Other Representatives

Superintendent Dave Darcy
Mike Baird
Jono Noyes
Malcolm Pearce
Jacquiline Smith
Gerard Dore
Wade Mitford
Sidar Demirbag
Amanda Watkins
Stuart Sprott
Ray Mathieson
Drew Johnson
Deb Patenall
Hania Norman
Cam Wall

Manly Police
NSW Member for Manly
Northern Beaches Health Promotion
Corrections NSW
Manly Community Centre
Manly Liquor Accord
State Transit Authority
Late Night Food Traders representative
Manly Drug Education & Counselling Centre
Community member
Community member
Manly Chamber of Commerce
Street Pastors
The Corso Precinct
Manly Youth representative

Council Staff

Leanne Martin
Anita Ugarkovic

Community Safety Coordinator
Manager, Regulatory Services

All other Councillors are free to attend as observers and are invited to do so and to engage in discussions, but not in voting, on any matter before the Committee.

Kathryn Fayle
Divisional Manager, Human Services & Facilities

Date: 28 August 2014



AGENDA

COMMUNITY SAFETY AND PLACE MANAGEMENT COMMITTEE

MEETING TO BE HELD ON THURSDAY 11 SEPTEMBER 2014 AT 8.00AM

AT MANLY COUNCIL CHAMBERS, 1 BELGRAVE STREET, MANLY

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|---------------|---|
| ITEM 1 | Apologies and leave of absence |
| ITEM 2 | Declarations of Interest – Pecuniary
Non- Pecuniary |
| ITEM 3 | Confirmation of Minutes of Meeting held on 14 August 2014 and
Matters Arising |
| ITEM 4 | Police Report |
| ITEM 5 | Rangers Report |
| ITEM 6 | Correspondence |
| ITEM 7 | General Business brought to the Attention of the Chair Prior to the
Meeting and Approved for Consideration |
| ITEM 8 | Date for Next Meeting – 9 October 2014 |



MINUTES OF MEETING

COMMUNITY SAFETY & PLACE MANAGEMENT ADVISORY COMMITTEE

HELD THURSDAY 14 AUGUST 2014

NOTE: All minutes are subject to confirmation at a subsequent Ordinary Meeting of Council or Planning and Strategy Committee Meeting.

PRESENT:

Councillors

Cllr Jean Hay (Chair)
Cllr Barbara Aird
Cllr Alan LeSurf
Cllr Candy Bingham
Cllr Hugh Burns

Manly Council
Manly Council
Manly Council
Manly Council
Manly Council

Other Representatives

Supt David Darcy
Ray Mathieson
Jacquiline Smith
Jonathon Noyes
Amanda Farrar
Hania Norman
Joe Chilmaid
Sidar Demirbag
Alana Smith

Northern Beaches Police Command
Community Member
Manly Community Centre & Services
Northern Sydney Health
NSW Member for Manly (staff rep)
The Corso Precinct
Manly Liquor Accord
Late Night Food Traders
Chamber of Commerce

Council Staff

Leanne Martin
Donna Donoghue
Anita Ugarkovic

Community Safety Co-ordinator
Community Safety Officer
Compliance Manager

TO THE MAYOR AND COUNCILLORS OF THE COUNCIL

The **Community Safety & Place Management Advisory Committee** met on Thursday 14 August 2014 to consider the matters referred to it and now provides the following advice to Council.

OPEN The meeting commenced at 8.00am.

ACTION

ITEM 1 Apologies and Leave of Absence
Drew Johnson, Deb Patenall, Ged Dore

ITEM 2 Declaration Of Interest
Nil

ITEM 3 Confirmation of Minutes of Meeting held on 17 July 2014 and Matters Arising
The July meeting minutes were adopted at the Ordinary Meeting on

Monday 11 August 2014. The following information updates the committee on previous actions:

3.1

Crime Prevention Projects - Grant Funded

ACTION

Late Night Radio Project

A preferred supplier has been nominated and the participating late night traders have met to discuss the purchase of equipment, the standard operating procedures and the timescale for the system to become fully operational. At this stage September has been set as a trial period for the system, with the aim for it to be fully functional by the October long weekend. This is subject to the availability and installation of the technical equipment.

Street Pastors

A meeting has been held with Deb Patenall and we are working together to decide on an appropriate type of jacket suitable for the Street Pastors.

Taxi Security Scheme (Commonwealth Attorney General grant)

As reported in previous meetings the original idea of a pop up style temporary shelter for the North Steyne late night taxi rank is not viable and we are now looking towards a permanent shelter at the rank. (Plan/photos shown on slides). As this was a significant variation to the original grant agreement approval was sought from the Attorney General. This has been approved and we are now working with JC Decaux with the aim of installing the shelter by December. The proposal will also go to the Public Domains committee for consideration.

Recommendation

The Committee recommends to the General Manager that the information be received and noted.

3.2

Cycling Enforcement

Rangers and Police continue joint enforcements with additional attention around the crossings in vicinity of Manly Village. Community Safety have completed a signage audit of Marine Parade. Results shown of existing signage for committee to view. It was agreed that existing signage is confusing and needs to be much clearer. Enforcement cannot take place until the signs/messages are much clearer. Original policy was meant to be cycling banned 9am to 6pm everyday but now banned all weekend. Two letters of complaint in last two months were tabled. Discussion of a total cycling ban on this stretch due to the increase foot traffic and congestion including lots of young children and dog walkers. Agreed that signs need to be made clearer and should be monitored with a view to future consideration of further restrictions.

Recommendation:

The Committee recommends to the General Manager that that the cycling regulatory signage on Marine Parade be replaced with clearer messages and monitor efficacy of outcomes.

ITEM 4 Police Report

Superintendent Darcy reported on a number of items:
Manly West Park: update on an enquiry about crime in this park from last month revealed low incidence of crime. Police have recorded 4 incidents in 2014 including 1 parking complaint, 1 Malicious damage and 2 “check bona-fides”. Follow up with Rangers if there have been any incidents recorded by them.

He also discussed:

- Balgowlah/Fairlight sexual offender investigation,
- Current Alcohol Related Violence,
- Major drug busts – emerging drug/gun issues
- Police Station redevelopment now underway aiming to be complete by June 2015.

Recommendation:

The Committee recommends to the General Manager that the information be received and noted.

ITEM 5 Rangers Report

Monthly report to be distributed with minutes. Compliance Manager reported on:

- Manly Wharf Hotel capacity and noise issues.
- Noise monitoring on hold until summer but ready to go as required.
- Bike blitzes ongoing and in consultation with Police.

Recommendation

The Committee recommends to the General Manager that the information be received and noted.

ITEM 6 Correspondence

6.1 Reply letter from Prime Minister re Homelessness in Manly LGA

Letter tabled.

6.2 Letter to Adams Hospitality solutions re Harris Farm CIS

Letter tabled. Health Promotion also submitted a response.

6.3 Petition and Letter of Objection re Harris Farm proposed liquor licence

Letter tabled. This has also been sent to OLGR, State MP and Police. Committee advised that further action may be required once a liquor license application is lodged.

6.4 Homeless Outreach Service report from Manly Community Centre

Report will be distributed with minutes.

Jacqui Smith announced that a third women's shelter will open this night. Men's Shelter still required. No proclaimed places available at all in the area anymore. Gap emerging for crisis accommodation for males. Community Safety will arrange homeless working group meeting to plan for this summer.

CSO

Recommendation

The Committee recommends to the General Manager that the information be received and noted.

ITEM 7 General Business

7.1 Updates requested for next month on Ferry and Aldi liquor licenses. **CSO**

7.2 It was reported that lights in Whistler Street near Sydney Rd, Market Place and Pavilion are all not working. Community Safety will follow up on all these.

ITEM 8 Date for Next Meeting – 11 September 2014

Meeting closed 9.30 am

DRAFT

Manly Community Centre & Services Inc.
Homeless Outreach Service (HOS) Quarterly Report
April 2014 –June 2014

Quarterly Overview

Seasonal Responses: The colder weather can result in a decrease in the number of homeless persons seen by the HOS. However, those clients seen by the HOS have been supplied with extra warm clothing and sleeping bags where possible.

The Homeless Outreach Service (HOS) continued to work with a range of accommodation and support issues for ongoing and new clients. Data on the number and type of client contacts is provided below and a case history outlined to indicate the broad scale of the service.

The main objective of the HOS continues to engage, assist and support at risk and homeless people in the local area. Many of these clients have complex needs, which include crisis accommodation, financial and dual diagnosis.

The holistic approach that the HOS now takes continues to provide accommodation referral and support over the long-term to better meet individual needs and community social objectives. The need for accommodation support services has been identified as a major concern for the safety and wellbeing of clients. In order to meet the long-term objective of accommodating clients, HOS continues to engage with service providers to reach appropriate solutions that meet client needs.

Categories of homelessness and at risk clients

The HOS continues to work within the identified ten types of homelessness experienced by clients who have been in contact with our service.

- Traditional homelessness (no place of safety) personal lifestyle
- Transient (couch surfing, short term accommodation arrangements)
- Homeless with mental health issues
- Homeless with drug /alcohol issues
- Indigenous transient (Aboriginal / Torres Straight Islanders)
- Tourist sleeping over (backpackers - transient)
- Single parent (Sole parent supporting children)
- Families (often transient - financial reasons)
- Domestic Violence (women)
- Newly emerged (Could not meet mortgage, financial issues, employment loss etc.)

The newly emerged category is a growing area. The HOS is encountering approximately 2to3 people a week affected by these issues.

Service Operational Model

The main areas of involvement for HOS are:

- Evaluating and identifying individual needs and risk factors: if necessary health and emergency services are involved to deal with community safety issues thereby

homelessness and at risk clients can be supported for the wellbeing of the wider community.

- Regular monitoring of local streets and surrounding areas continues to build up HOS identity. A collaborative approach to homelessness and clients at risk continues to build between the HOS and other services in the local and wider Sydney region.
- Local collaboration includes Manly Council Safety Officer, Manly Council Rangers, Manly Police, Fairlight Centre, St Vincent De Paul, and Salvation Army.
- Wider Sydney collaboration includes Mathew Talbot Homeless Services, Mission Australia, Wayside Chapel, The Station (City), St Vincent De Paul, Lifeline, NEAMI (Aboriginal Outreach).

Community Networking

Mental Health: The HOS regularly attends the Northern Beaches Mental Health NGO meetings where information sharing in regards to services on the Northern Beaches is discussed and updated. These meetings provide a forum for the identification of service gaps, obstacles to access, and unmet need that clients encounter.

HOS worker attended the Manly Council's Safety Committee meeting to inform the committee on recent events relating to the beachfront shelter due to a resident's complaint about homelessness people inhabiting the area. The HOS was able to make it quite clear that progress in working with these people had had good results and further progress continued, eventually leading to accommodation for the two who remained there at that time. As pointed out there is no quick fix as accommodation is very limited in the local area.

Big Brunch: Feedback from participants who attended the Big Brunch, 30th March, organised by Rough Threads, the Big Issue and the centre, reported that the event was an unqualified success with over 120 people attending. The success of this unique event has encouraged the HOS to repeat this popular event again in September.

Homeless Service Guide: The HOS for the very first time is now featured in the Homeless Services Guide 2014, produced by Sydney Homeless Connect (a not-for-profit organisation.) The guide contains many of the services available for homeless people right across the Sydney Metropolitan Area through various agencies dealing with homelessness and those at risk.

Homeless Forum: The HOS worker was invited to attend the inaugural Homeless Connect Forum. The forum brought together services from all Sydney Metropolitan Area to discuss the issues of homelessness in their local areas. The forum decided to meet at a future date due to the overwhelming complex issues being raised, and a way forward to meet these issues.

BUPA Health Organisation: As part of the HOS winter service provision, BUPA Health Organisation was approached to administer free flu vaccinations to homeless and transient clients who required this service.

Donations/Contributions: The HOS continues to receive dry food and clothing donations from organisations and the general public. The HOS acknowledge these people for their support. As part their annual Harbord Diggers Winter Appeal, the HOS was once again a recipient of their Winter Appeal.

The MCC through its HOS is now recognised by the Harbord Diggers members as one of its key community projects.

HOS Resources

Crisis Accommodation Resource Data Base :(CARDB)

In compliance with the principals of the HOS model, the CARDB is kept current. The HOS developed database has been successful in providing up to date accommodation information in the local area for clients in need of this service.

The HOS has now access to the Newtown Neighbourhood Centre's accommodation data base. This accommodation data base has proven useful for the MCC HOS to accommodate clients in the city area.

Link2Home: The HOS now uses the new Link2Home state-wide homeless phone line. The line uses integrates services around those at risk of homelessness, before they are at crisis level, before they are sleeping rough on our streets. This service is part of the Government's broader strategy of providing linked-in early intervention services to avert homelessness before it becomes a crisis for individuals or families.

In Summary

In reference to the HOS plan 2013 -2014 strategies the on-call direct phone service used mainly by the Manly Council rangers and police keep the HOS informed of any homeless in the LGA. This service continues to be a part of the HOS.

The HOS continues to be effective in meeting client's needs. Our one stop shop approach is greatly appreciated by the clients as the service relieves anxiety and stress that clients may have due to the situation they are facing and not knowing what is available for them.

Other services have been recommending homeless and at risk clients to seek us out for further help and services thus social networking is invaluable in connecting with clients in the wider community.

Neil McWilliam
Homeless Outreach Worker
16/7/2014

Attachment 1: Statistics for period

STATISTICS FOR APRIL TO JUNE 2014

The HOS sees approximately 4-5 clients a day with complex issues of housing accommodation, welfare, lifestyle and drug and alcohol issues.

CLIENTS IN CONTACT WITH HOS

Month	Male	Female	Ages	Mental Health	Physical Health	Drug/Alcohol	Complex Issues
April	30	10	26 - 66	25	20	28	23
May	25	12	24 - 60	22	19	31	29
June	28	7	35 - 74	27	18	24	25

CLIENT ACCOMMODATION ISSUES

This category covers clients who maybe completely homeless, transient (couch surfing), or have short term accommodation issues. Crisis accommodation availability on the Northern Beaches is a major focus for the HOS.

Month	Crisis/Emergency	Transient	Short Term	Long Term
April	18	12	3	6
Accommodation Resourced	2	0	1	0
May	10	8	6	7
Accommodation Resourced	3	2	2	4
June	15	5	1	6
Accommodation Resourced	2	1	0	1

Case Study

103: Male aged 33 lost job due to suffering from anxiety and depression. Client now homeless and sleeping rough. Client may have chance to return to work in the future.

Case Management: Working alongside client, the HOS worker was able to over a number of weeks negotiate a return to work with former employer. Affordable accommodation was sort as well as regular appointments with mental health services for treatment of client's anxiety and depression.

Attachment 2: Manly Women's Shelter Report

Manly Women's Shelter (MWS)

- This category covers clients who are presenting from dysfunctional relationships, homelessness, or at risk of, domestic violence and financial hardship, seeking access to crisis accommodation.
- Most client contacts occur through the MCC, the HOS worker, Domestic Violence Hotline or Homeless Line, or other referral agencies.
- Between the months April – June there were 43 client contacts, resulting in 16 clients being accommodated.
- 27 clients were unable to be accommodated due to lack of MWS accommodation.
- These clients were referred to other services e.g. Homeless Line, NSW Women's Refuge Service.

Month	Total	Ages	Housing Needs	Domestic Violence	Mental Health Issues	Drugs/ Alcohol Issues
April	20	18-53	12	11	6	7
May	9	22 -58	5	8	3	4
June	14	17-65	10	7	5	6



MANLY COUNCIL RANGERS MONTHLY STATISTICS FOR 2014

MANLY COMMUNITY SAFETY COMMITTEE

ENFORCEMENT 2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Abandoned vehicle investigations	25 <i>29</i>	28 <i>31</i>	22 <i>8</i>	9 <i>20</i>	17 <i>34</i>	15 <i>43</i>	17 <i>31</i>					
Fines, Boards, Bikes & Blades	0 <i>0</i>	0 <i>1</i>	0 <i>6</i>	5 <i>0</i>	15 <i>1</i>	0 <i>0</i>	0 <i>0</i>					
General warnings Bikes & Blades	257 <i>282</i>	444 <i>297</i>	237 <i>335</i>	303 <i>386</i>	330 <i>332</i>	170 <i>307</i>	260 <i>362</i>					
Dangerous Dog Investigations	0 <i>0</i>	15 <i>0</i>	0 <i>0</i>	2 <i>0</i>	1 <i>1</i>	1 <i>1</i>	0 <i>0</i>					
Noise complaints attended by Night Rangers	38 <i>12</i>	42 <i>22</i>	24 <i>35</i>	19 <i>45</i>	26 <i>25</i>	15 <i>42</i>	7 <i>23</i>					
Homeless persons (Complaints / Actions)	7 <i>0</i>	9 <i>0</i>	13 <i>0</i>	11 <i>0</i>	4 <i>0</i>	8 <i>1</i>	6 <i>5</i>					
Smoking Cautions	3 <i>0</i>	30 <i>0</i>	52 <i>0</i>	28 <i>0</i>	48 <i>0</i>	35 <i>5</i>	41 <i>10</i>					
Smoking Fines	0 <i>2</i>	0 <i>1</i>	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>					
Littering Warnings	40 <i>0</i>	47 <i>0</i>	41 <i>0</i>	28 <i>0</i>	53 <i>0</i>	32 <i>80</i>	43 <i>66</i>					
Littering Fines	0 <i>0</i>	1 <i>0</i>	0 <i>0</i>	1 <i>0</i>	0 <i>0</i>	0 <i>0</i>	1 <i>0</i>					
AFZ Enforcement	96 <i>5</i>	110 <i>12</i>	72 <i>74</i>	65 <i>0</i>	92 <i>118</i>	42 <i>55</i>	25 <i>48</i>					
Graffiti Complaints Investigated	9 <i>4</i>	9 <i>0</i>	4 <i>8</i>	0 <i>6</i>	5 <i>7</i>	2 <i>5</i>	1 <i>10</i>					
Licensed premises compliance checks	3 <i>1</i>	4 <i>2</i>	15 <i>3</i>	15 <i>1</i>	3 <i>0</i>	0 <i>0</i>	0 <i>0</i>					

Bold = 2013 / Italic = 2012