



AGENDA

COMMUNITY SAFETY AND PLACE MANAGEMENT COMMITTEE

MEETING TO BE HELD ON THURSDAY 15 JULY 2013 AT 8.00AM

AT MANLY COUNCIL CHAMBERS, 1 BELGRAVE STREET, MANLY

- | | |
|--------|---|
| ITEM 1 | Apologies and leave of absence |
| ITEM 2 | Declarations of Interest – Pecuniary
Non- Pecuniary |
| ITEM 3 | Confirmation of Minutes of Meeting held on 13 June 2013 and Matters Arising |
| ITEM 4 | Police Report |
| ITEM 5 | Rangers Report |
| ITEM 6 | Late Night Manly Working Group – Market Place Activation |
| ITEM 7 | Correspondence

7.1 Safe Suburbs Program Taxi Security Scheme
7.2 Manly Community Centre Homeless Outreach Quarterly Report |
| ITEM 8 | General Business brought to the Attention of the Chair Prior to the Meeting and Approved for Consideration

8.1 IT CCTV presentation
8.2 CSP community consultation presentation
8.3 Liquor Accord planning meeting |
| ITEM 9 | Date for Next Meeting – 8 August 2013 |



TO: Community Safety & Place Management Committee

MEETING DATE: 18 July 2013

AUTHOR: Anita Ugarkovic, Manager Regulatory Services

SUBJECT: **Item 5: Rangers Report**

1. INTRODUCTION

This report provides information from Council's Rangers.

2. INFORMATION

Information from Council Rangers enforcement for the month ending June 2013 is attached for the consideration of Committee members.

3. RECOMMENDATION:

That the Committee considers the information within this report.

Anita Ugarkovic
Manager, Regulatory Services
Community Safety & Place Management Committee
July 2013

ATTACHMENT:

Attachment 1: Ranger Statistics 2013



MANLY COUNCIL RANGERS MONTHLY STATISTICS FOR 2013

MANLY COMMUNITY SAFETY COMMITTEE

ENFORCEMENT 2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Abandoned vehicle investigations	29 <i>64</i>	31 <i>35</i>	28 <i>69</i>	20 <i>35</i>	34 <i>36</i>	43 <i>27</i>						
Fines, Boards, Bikes & Blades	0 <i>2</i>	0 <i>1</i>	6 <i>4</i>	0 <i>1</i>	1 <i>0</i>	0 <i>0</i>						
General warnings Bikes & Blades	282 <i>450</i>	297 <i>960</i>	335 <i>900</i>	386 <i>298</i>	332 <i>349</i>	307 <i>349</i>						
Dangerous Dog Investigations	0 <i>0</i>	0 <i>4</i>	0 <i>6</i>	0 <i>3</i>	1 <i>1</i>	1 <i>0</i>						
Noise complaints attended by Night Rangers	12 <i>35</i>	22 <i>49</i>	35 <i>52</i>	45 <i>23</i>	25 <i>18</i>	42 <i>18</i>						
Homeless persons (Complaints / Actions)	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>	0 <i>1</i>	0 <i>0</i>	1 <i>0</i>						
Smoking Cautions	0 <i>15</i>	0 <i>5</i>	0 <i>3</i>	0 <i>7</i>	0 <i>0</i>	5 <i>0</i>						
Smoking Fines	2 <i>0</i>	1 <i>0</i>	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>						
Littering Warnings	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>	80 <i>0</i>						
Littering Fines	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>	0 <i>0</i>						
AFZ Enforcement	5 <i>370</i>	12 <i>380</i>	74 <i>415</i>	0 <i>245</i>	118 <i>240</i>	55 <i>240</i>						
Graffiti Complaints received	4 <i>7</i>	0 <i>5</i>	8 <i>2</i>	6 <i>0</i>	7 <i>0</i>	5 <i>0</i>						
Licensed premises compliance checks	1 <i>10</i>	2 <i>96</i>	3 <i>113</i>	1 <i>76</i>	0 <i>42</i>	0 <i>10</i>						

Bold = 2013 / Italic = 2012



TO: Community Safety & Place Management Committee

MEETING DATE: 18 July 2013

AUTHOR: Leanne Martin, Community Safety Co-ordinator

SUBJECT: **Item 7.1: Safer Suburbs Taxi Security Scheme Grant Funding**

1. INTRODUCTION

The Federal Minister for Justice has advised that Council has been successful in its application under the Safer Suburbs program Taxi Security Scheme. The application requested the funding to improve security and safety conditions around the two late night Manly CBD taxi ranks. The funding is mostly for improvements at the North Steyne Rank together with some additional enhancements at the main Belgrave St rank.

2. INFORMATION

The following enhancements have been approved to improve both the levels of security, comfort and the safety of the patrons, taxi drivers and security guards and reduce the levels of aggression and incidents of alcohol related crimes in the vicinity.

The proposed improvements that will be funded by the Federal Government are as follows :

1. CCTV camera and pole with cabling to be erected at the North Steyne taxi rank to provide coverage of this late night transport hub crime hotspot,
2. A removable shelter &/or water proof umbrellas for use at the North Steyne Rank to help protect security and patrons during windy or wet weather conditions,
3. Removable stainless steel bollards that can be secured into the ground and be connected with retractable barrier tape, to act as safety barriers and assist with orderly queuing for waiting patrons at the North Steyne taxi rank.
4. Clear plastic pull down blinds (restaurant style) to be installed at the Belgrave Street taxi rank shelter for use in inclement weather.
5. A lit sign displaying clear information (including passenger charter) with lighting at both ranks. The style of wayfinding signage/plinth is used along the main pedestrian areas of The Corso so the same or similar model could be used at the taxi ranks.
6. LED flood lighting to light the North Steyne rank (also required in order for CCTV to be useful).

Total cost of grant is \$59,420.

3. RECOMMENDATION:

That the Committee considers the information within this report.

Leanne Martin
Community Safety Co-ordinator
Community Safety & Place Management Committee
July 2013



TO: Community Safety & Place Management Committee

MEETING DATE: 18 July 2013

AUTHOR: Leanne Martin, Community Safety Co-ordinator

SUBJECT: **Item 7.2: Manly Community Centre Homeless Outreach Worker Quarterly Report**

1. INTRODUCTION

The Homeless Outreach Worker from Manly Community Centre produces a quarterly report for the information of the Committee.

2. INFORMATION

The attached report covers the three months from March to May 2013 and includes a range of information about the various types of homeless people and at risk clients that present at the Community Centre and the assistance they have been able to provide.

The Outreach Worker (Neil McWilliam) has also been assisting with training of Council staff on the Homelessness Protocol. This has also assisted in establishing a familiarization for him of frontline staff who have dealings with homeless people.

An additional update on the local affordable housing issue is that Community Services staff are monitoring a recent spate of Development Applications for Boarding Houses. We have been requesting that a condition is included that asks the owner/manager to contact local homeless services (including the MCC & Salvation Army) for client referral. This is to ensure that local people in need of long term housing have some additional options available with the aim of ultimately reducing the levels of primary homelessness. This is also in consideration of the possible closure of Elsie Hill (Far West) in the future.

3. RECOMMENDATION:

That the Committee considers the information within this report.

Leanne Martin
Community Safety Co-ordinator
Community Safety & Place Management Committee
July 2013

**Manly Community Centre
Homeless Outreach Service (HOS) Quarterly Report
March 2013-May 2013**

Review

For the period, March 2013...May 2013, the Homeless Outreach Service (HOS) continued to work with a range of accommodation and support matters for ongoing and new clients. Data on the number and type of client contacts is provided below and some case histories are outlined to indicate the broad scale of the service. The main aim of HOS continues to be engaged, assist and support at risk and homeless people in the local area. Many of these clients have complex needs, which include financial and dual diagnosis.

The main areas of activity 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 so homelessness and at risk clients can be supported for the wellbeing of the homeless and at risk population and the wider community.
- Liaising and engaging with relevant local agencies and service providers: the data that the HOS collects from clients is recorded on the HOS register and updated monthly. This is done with the consent of the client.

The holistic approach that the HOS now takes provides accommodation 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 which meet client needs.

Two clients who now have permanent accommodation have now been successfully case managed into employment. Their self esteem has risen considerably, and the HOS will continue to monitor their progress.

The Homeless Outreach Worker operates the service on Monday, Wednesday and Friday. When absent, the MCC Welfare Officer deals with clients referring case histories and relevant data to HOS. This is not always successful as the Welfare Officer can be otherwise engaged.

Categories of homelessness and at risk clients

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

- Traditional homelessness (no place of safety)
- Transient (couch surfing, short term accommodation arrangements)
- Indigenous transient (Aboriginal / Torres Straight Islanders)
- Tourist sleeping over (backpackers - transient)
- Single parent (Sol parent supporting children)
- Families (often transient - financial reasons)
- Domestic Violence (women)
- Newly emerged (Could not meet mortgage, other debt issues, employment loss)

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

Note: According to the Australian Bureau of Statistics 2011, in NSW 28,000 people were experiencing homelessness, a 21% increase on 2006 figures.

Manly Community Centre Homeless Outreach Service (HOS) Quarterly Report Statistics for March to May 2013

The HOS continues to see 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/ Physical Disability	Drug/ Alcohol Issues	Co morbidity
March	32	10	18-70	20	17	12
April	28	14	28-60	22	19	17
May	36	12	19-68	19	20	15

Client Accommodation Issues

This category covers clients who maybe completely homeless, transient (couch surfing), or have short or long 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
March	16	5	3	5
Accommodation Resourced	2	1	0	1
April	18	3	5	10
Accommodation Resourced	1	0	1	0
May	17	5	7	8
Accommodation Resourced	1	1	2	0

Note: Two clients from December 2012- February 2013 HOS report statistics who were permanently accommodated, have now been successfully case managed into employment by HOS.

HOS General Networking

The HOS continues to network through contacts established with the Salvation Army, St Mathews Church, Manly Council Rangers, Manly Community Safety Officer, Manly Police, Manly Hospital, Fairlight Centre, Street Mission, St Vincent De Paul, Lifeline and Neami (Aboriginal Outreach).

The HOS endeavours to contact these services either weekly or monthly. These services have referred clients to HOS to provide further support for needy clients as needed. Regular visits around the streets and surrounding areas continues to build up the HOS identity. A collaborative approach to homelessness and clients at risk continues to build between the HOS and other services.

The HOS has been able to establish the use of a direct line to Mathew Talbot Homeless Services as well as regular reports from Mission Australia. This will provide up-to-date information on their services and help to access them when needed.

Community Involvement

A continued liaison with the Harbord Diggers Club has again led to a Winter Food Appeal to be conducted by the club during the month of June. This appeal will benefit the clients of HOS who are in need of food supplies.

Community Development

The HOS worker continues to be present at the Salvation Army soup kitchen and supportive to the clients there as many utilise the MCC services.

A 1st stage Crisis Accommodation Resource Data Base has been developed and is updated weekly with information supplied by realestate .com.au.

Case studies

1) 071: Male 18 came to the MCC to seek advice and help in finding accommodation due to difficulties at his Northern Beaches home.

Case Management: The HOS worker was able to provide temporary accommodation for the client and then longer term accommodation at a youth refuge. HOS will continue to monitor situation.

2) 074: Male over 1 year on street seeking help in contacting his lawyers in regards to a car accident that has caused him to be homeless.

Case Management: The HOS worker was able to contact his lawyers and the necessary steps are being undertaken to house the client and sort out his court case. The HOS will continue to liaise with the client and lawyers to make sure the client will have his needs met.

3) 075: Male 27 referred to HOS by Max Employment as he was living in his car.

Case Management: The HOS worker on talking to the client was able to refer them to the Fairlight Centre for emergency accommodation. The HOS will work with Max Employment to help find suitable accommodation for the client when he gains employment near to where he will be employed.

Manly Women's Shelter (MWS)

- This category covers clients presenting from dysfunctional relationships, Homelessness, or at risk of, domestic violence and financial hardship, accessing 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 March –May there were 32 client contacts, resulting in 8 clients being accommodated.
- 24 clients were unable to be accommodated due to lack of MWS accommodation.
- These clients were referred to other services eg Homeless Line, NSW Women's Refuge Service.

Month	Total	Ages	Housing Needs	Domestic Violence	Mental Health Issues	Drugs/ Alcohol Issues
March	13	16-50	5	6	5	8
April	19	19-45	6	5	6	3
May	17	22-55	7	4	5	6

Summary

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.

The generosity of organisations and the general public continue to provide food and clothing for HOS. This help continues to support those in need and is appreciated by the clients. The Wednesday OZ Harvest fresh food delivery has been particularly well received by our clients and appreciative by them. There are approximately 30 clients regularly using this service.

Neil McWilliam
Homeless Outreach Worker

Homeless Person's Week 2013 Monday 5th August –10th "The Hidden Homeless"