

Douglas Community Safety Partnership



Annual Report 2010/11

“Striving to improve quality of life within Douglas”

Forward

This is the second year of review for the Douglas Community Safety Partnership (DCSP). The review reflects on the significant progress made during 2010/11 in genuine Partnership working across all member agencies and how that effort has led to the development of a refreshed and revised 'Douglas Charter'. This Charter positively affirms membership of the DCSP and a public pledge to ensure all agencies work together in providing a "Cleaner, Safer, Greener" community" for the people of Douglas.

In working together, we recognise the critical importance of improving public confidence in the ability of all our agencies to deliver cleanliness, safety and an improved environment within Douglas. In addition, we all share a wider role to maintain and seek to improve on the already high quality of life we enjoy. To do so, we must make sure that we are responding to the issues people care about locally.

As the DCSP matures, we recognise that part of our success lies in ensuring that our agencies are not only aware of each other's work, but plan together whenever possible to ensure the best possible provision of services. The DCSP was instrumental in the introduction of Ward policing throughout Douglas, and this initiative has shown one way in which we can build trust and confidence, through visible and familiar policing arrangements. However, quality of life is about more than policing, important as that is. To improve on what we already have requires the contribution of a wider variety of agencies. The DCSP is demonstrating real gains and achievements through its partnership activity, maximising the genuine desire of all its agencies to further enhance Douglas as a place in which to work, live or visit.

Whilst this review by definition, reflects on what has been achieved, the Partnership team is concentrating on future development and meeting its commitment to the Community of Douglas to maintain and improve quality of life. We look forward to the challenge.

Inspector Ken Kneale.
Chairman – Douglas Community Safety Partnership.

Partners – the DCSP team:

- Ken Kneale, Inspector - IOM Constabulary. Chair.
- Yvette Mellor, Deputy Chief Executive, Department of Social Care.
- Amanda Craig, Strategic Planning & Governance Manager, Department of Infrastructure
- Sally-Ann Cain, Development Officer, Department of Community Culture & Leisure
- Ian Clague, Borough Engineer and Surveyor - Douglas Borough Council
- Glen Blacker, Department of Environment, Food and Agriculture
- Neil Cringle, Enforcement Officer - Douglas Borough Council
- John Gill, Legal Officer, Department of Education and Children
- Carl Kinvig, Fire Safety Officer, IOM Fire and Rescue Service

Introduction.

Community Safety has a major impact on everyone's quality of life. The Partnership is committed to improving the quality of life for everyone who resides, works or visits Douglas.

Feelings of safety and security are intrinsically linked to events which occur as we go about our daily activity and, often, such issues have a disproportionate impact on how we feel about our environment. This can manifest itself in a sense of disenchantment, where a person feels uncomfortable about a specific issue, such as vandalism or litter, and that feeling extends to how they feel about their whole environment.

Within Douglas, the DCSP demonstrates the true value of working together is in building relationships, where local issues are prioritised and any actions taken are reflective of that priority in the delivery of services within a recognisable area.

The main objective of the DCSP is to work together to improve the quality of life for all persons who live, work or visit Douglas. This is an attainable and creditable objective which supports both the local community and the overall Government objective of ensuring the Island is viewed as an attractive place in which to inwardly invest. The approach of the DCSP therefore has benefits right across the spectrum of Island life.

In an environment of diminishing financial resources, the DCSP assists all partner agencies in having clearly shared priorities when it comes to Douglas issues. This Partnership approach enables the sharing of expertise and/or resources on issues in order to challenge and resolve often deep-rooted problems. This ultimately provides better value for money and problem solutions than a single agency could muster. The DCSP works hard to ensure this commitment to a multi-agency approach is made at senior level and preparation of a revised 'Douglas Charter' publicly outlining our pledge to work together is testimony to such commitment for the benefit of the whole community.

As part of this commitment, Douglas Borough Council originally established a 'Douglas Charter', as a voluntary partnership agreement between the community, the local authority and partners within the DCSP. Through the course of the year under review, this 'Charter' has been revised, reviewed and re-launched to reflect the standards of service members of the community can expect from service providers forming the DCSP membership. In describing the service standards which local people can expect from our agencies, the revised Charter document reflects and encompasses the changes within the IOM Government structure since April 2010. Copies of the Charter are available on-line or at the Town Hall public counter.

Through the DCSP we will work together to ensure:

- ✓ A formalised strategic approach by our partner agencies to Douglas issues.
- ✓ Accountability from our partners and value for money for residents, visitors and businesses of Douglas.
- ✓ DCSP priorities are driven by local information, intelligence and what local people say is important to them.
- ✓ We contribute to the strategic aims and objectives set out in the IOM Government and Douglas Strategic Plans.

- ✓ We deliver positive improvements in the quality of life for residents, visitors and businesses in the town and secure a “Cleaner, Greener, Safer” Douglas.
- ✓ Where appropriate, seek to co-ordinate working practises and cost savings across Departments by use of common functions to meet our overall aims.
- ✓ We invite or co-opt other agencies onto the DCSP to assist in achieving the overall purpose and vision as we see fit and proper to do so.

Our main activities

The work of the Douglas Community Safety Partnership is directed by our own strategic plan which sets out broad objectives and an annual assessment on which to gauge our progress and any revisions. Our strategic plan outlines the following priorities:

- Anti social behaviour and vandalism.
- Parking and Transport.
- Litter and Street Cleanliness.
- Dog fouling and related issues.

The Strategy Plan is based on:

- The results of a comprehensive public survey.
- Lessons learned and existing best practice.
- National influences from the Government.
- Realistic targets and priority setting.
- Operational feedback from the community and partner agencies.

Anti social behaviour and vandalism.

A pro-active patrolling plan involving the Douglas Neighbourhood Policing Team and the Borough Council Enforcement Team seeks to reduce and prevent offending and anti social behaviour, helping make Douglas a safer and more welcoming place to visit, socialise and do business in.

This pro-active approach is supported by all DCSP partners and compliments the investment ongoing by the Borough Council in replacement and renewal of CCTV infrastructure throughout the Town Centre and Quayside areas. The DCSP has played an integral role in the CCTV project by assisting in a comprehensive review of the Town Centre CCTV system to improve safety for the whole community by enhancing prevention and detection opportunities. Further developments are anticipated to this scheme.

Parking and Transport.

The DCSP plays an active role in the road safety issues affecting the Borough from indiscriminate parking posing a threat to emergency service vehicle access, to supporting our partner agencies, such as the Department of Infrastructure, the Police and the Fire Service in their regular road safety campaigns.

The DCSP is a strategic Partnership and to this end, has made substantial submissions to a number of consultations which have a potentially significant effect on Douglas and the objectives of the Partnership. These submissions have included:

- ✓ Review of the Bus network.
- ✓ Douglas Promenade – Issue and Options a consultation on options.
- ✓ The consultation on large vehicles parked in residential areas.

The DCSP will continue to make submissions on any issues which affect or potentially affect quality of life within Douglas.

We continue to work in conjunction with partner agencies in upgrading car park facilities in line with our 'Safe and Secure' Car Park guidance scheme. The adoption of this guidance enables operators to assess the potential vulnerability of individual sites, and where required, incorporate appropriate physical measures or management practices to ensure that parking facilities remain 'safe and secure' environments. The car park facility operator has considered matters such as anti-social behaviour and the physical environment of the Car Park area and where appropriate, action has been taken to reduce the risk of incidents occurring or improve the layout of the facility.

Litter and Street Cleanliness.

Creating cleaner, greener and safer public places is our core strategic aim. Douglas Borough Council has a range of work underway to improve the physical environment in public places, including minimum service standards in the removal of graffiti, fly tipping, abandoned vehicles and cigarette butts. Other DCSP partner agencies play a role in supporting the Council teams in this aim where necessary.

The Council's Environmental Crime Unit carries out investigations to identify and prosecute offenders responsible for litter, fly tipping and other so called 'environmental crimes'. Again, the Council is supported by other DCSP partner agencies in this function.

Regularly throughout the year, the Borough Council conduct local environmental quality surveys (LEQ's) in locations throughout the Douglas Wards. This gives a standardised methodology to score and track different areas of the town against a set 'Cleaner, Safer, Greener' criteria. The results are cross referenced with previous results and assist greatly in identifying problematic areas and the taking of targeted action to rectify the issues. These LEQ's have played a significant part in multi agency activity within several areas of Douglas coordinated by the DCSP to maximise the response and bring about an improvement in standards.

Dog fouling and related issues.

Matters concerning dogs, including strays, barking and fouling cause a serious nuisance and loss of amenity to an area.

Douglas Borough Council is continuing to increase the provision and maintenance of dog waste bins across the Borough. The Council Enforcement Team actively enforces dog fouling and 'dogs at large' offences which can result in fixed penalty notices or prosecution.

The Council is supported in its endeavours in this regard by the Department of Environment, Food and Agriculture through the Dog Warden service that also endeavour to respond immediately to all complaints of stray and dangerous dogs. This Department in conjunction with the Dog Warden oversees and enforces the legal requirements of the Dogs Act 1990 in relation to dog licensing, complimenting the work of the Council Enforcement Team.

The Police overarch this approach to deal with nuisance, fouling, dangerous and stray dogs.

Priorities 2011/12

Cleaner, greener and safer public places

A reduction in recorded crime is not enough to make communities feel safer, welcome as it may be. An increased feeling of well being and safety within a community can be influenced by clean and well tended open spaces; adequately maintained buildings and a uniformed effort across all agencies on local priorities.

The Douglas Community Safety Partnership will continue to achieve major improvements in engagement by partner agencies by coordinating effort, expertise and equipment as appropriate ensuring that finite resources are targeted in the right place at the right time to satisfy the public.

Communities must be actively involved in their areas and involved in decisions that affect their lives and the Partnership is committed to meaningful dialogue with Council members, members of Tynwald for the Douglas constituencies and the public in making Partnership priorities reflect what Douglas wants and needs. The DCSP welcomes feedback on its work or areas of focus.

In addition to our stated priorities, other areas will receive focus or activity by individual agencies or collectively. Such areas include:-

- Crime reduction.
- Road safety.
- Target areas.
- Youth issues.
- Town Centre safety.
- Vulnerable groups.
- Misuse of alcohol, drugs and other substances.

Further information on the work of the Community Safety Partnership can be found at

www.DCSP/douglas.gov.im

Alternatively, if you would like further information about anything contained within this report or if you would like to get involved in working with the DCSP please contact

Town Hall,
Ridgeway Street,
Douglas.
Tel: 696300.