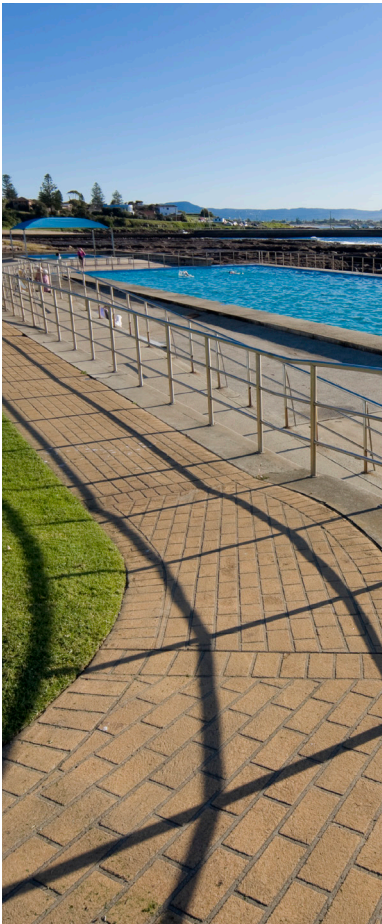




# Shellharbour Graffiti Management Plan





# Shellharbour Graffiti Management Plan

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A City of Vision

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## 1. **EXECUTIVE SUMMARY**

Graffiti contributes to the perception of fear and a place feeling unsafe. It is the most reported crime within the Shellharbour Local Government Area (LGA). The *Graffiti Control Act 2008* has established guidelines for NSW Councils to address graffiti removal and has implemented law associated with graffiti offences.

Shellharbour is ranked 65<sup>th</sup> out of 152 NSW LGAs for reported malicious damage. Shellharbour City Council spends approximately \$219,000 per year on graffiti removal, repair and prevention. Council has implemented various strategies to encourage graffiti management within the Shellharbour LGA which have included a volunteer removal program, good graffiti/street art crew program, PCYC's *Graff Off* program, and the *Safer Public Places* Compact Project.

Community engagements, a literature review and research of the best practice methods were conducted as a way of developing the most comprehensive Graffiti Management Plan that deals with all aspects of graffiti management in our area.

The aim of the Graffiti Management Plan is to reduce the number of graffiti incidents and to reduce costs associated with graffiti repair/removal. The Graffiti Management Plan will also improve Council's response and procedures when dealing with graffiti.

The key recommendation themes are:

1. Reporting & Recording
2. Removal
3. Prevention
4. Community Education and Awareness
5. Partnerships and Art Opportunities for Young People

## **2. INTRODUCTION**

The Shellharbour community is being impacted by graffiti by generating unattractive streetscapes, a perception of fear, and unsafe public spaces. Graffiti creates fear in the community making the environment seem dangerous, isolated, and 'gang' related (Morgan & Lewis 2002). It disrupts economic environments, the use of public spaces and also ruins the community environment (Wilson 2002). IRIS Research conducted a *Community Survey 2010* in Shellharbour that revealed residents felt unsafe to walk in the community at night and crime prevention and community safety was the highest concerns. To achieve a vision of a safe community a range of actions under objective 1.2 *A Connected Community that is safe*, have been identified in the *2011-2021 Community Strategic Plan*.

In 2008 the NSW Government introduced the *Graffiti Control Act 2008* to set legislation that will manage this ongoing issue within the community. This Act clearly defines graffiti and malicious damage and states the law surrounding graffiti, use of the graffiti implements, and graffiti removal.

The cost of graffiti removal and repair is becoming a burden to property owners, businesses and to Council. Within the Shellharbour Local Government Area (LGA) there has been an increase in the incidence of graffiti within the area with malicious damage (including graffiti) being the most reported crime. There have been a number of initiatives implemented by Shellharbour City Council in order to reduce graffiti, however, further policy and management needs to be implemented for Council to become proactive in reducing the costs associated with graffiti, increasing the safety and appearance of public spaces.

## **3. PURPOSE OF GRAFFITI MANAGEMENT PLAN**

The main focus of the Shellharbour City Crime Prevention Plan 2012-2015 is malicious damage and graffiti which recommends the development of a Graffiti Management Plan to reduce the incidents and cost associated with graffiti.

The Graffiti Management Plan aims at developing procedure and policy that will improve Council's response to graffiti reduction based on researched best practice methods, community consultation and current initiatives. These actions are to be reviewed on the basis of which options are effective, sustainable and suitable within the current vision of Shellharbour City Council and NSW State crime prevention guidelines.

As a result of this Graffiti Management Plan, Shellharbour City Council seeks to address or respond through the following ways:

1. Reporting & Recording
2. Prevention
3. Removal
4. Community Education & Awareness
5. Partnerships and Art Opportunities for Young People

## **4. BACKGROUND**

### **4.1 History of Graffiti in Shellharbour**

Graffiti is a costly issue throughout NSW, including Shellharbour. Annually Council spends approximately \$219,000 on removal, repair and diversionary programs in regards to graffiti.

Shellharbour LGA is rated 65<sup>th</sup> out of 152 LGAs in NSW for malicious damage of property (including graffiti). There were 1022 malicious damage incidents in 2009 compared to 985 incidents in 2005 indicating that there is a steady increase in malicious damage. Malicious damage (including graffiti) has become the most prevalent crime within Shellharbour. Graffiti is an under reported crime, therefore the incidents of graffiti could be significantly higher.

## 4.2 Shellharbour City Council Graffiti Initiatives

Shellharbour City Council implemented various strategies to encourage graffiti management within the Shellharbour LGA. These strategies include the *Volunteer Graffiti Removal Program*, *Good Graffiti/Street Art Crew* projects, sponsorship of PCYC's *Graff Off Program*, and *Safer Public Places Compact Project*.

### Volunteer Graffiti Removal Program

The *Volunteer Graffiti Removal Program* relies upon concerned residents volunteering their services to the community in graffiti removal, with different levels of involvement. A Youth Development Worker provides graffiti removal products and training in their use to interested volunteers and encourages them to take pride in their neighbourhood and remove graffiti as soon as it appears.

### Good Graffiti Project/Street Art Crew

This diversionary program developed by Shellharbour City Council called the *Good Graffiti Project/Street Art Crew* involves recruiting and training young people in our community in the art of painting and designing murals. This program allows young people to develop their knowledge and skills in aerosol art. Murals are less likely to attract illegal graffiti and allow young people to display their unique art and talent. This gives them a sense of pride and community while diverting them from participating in illegal graffiti. It has also assisted some young people in getting employment within similar fields such as sign writing.

In Albion Park and Albion Park Rail there have been a number of youth art projects which have included Terry Street bus stop, Albion Park Skate Park, and the RTA metre box project. The metre box project involved young people that over nine weeks, painted one Telstra box and 4 RTA metre boxes. This group also painted the Albion Park Swimming Pool wall which was a considerable target for graffiti.

These youth programs met the needs of Council's *Social Plan 2004-09* to develop and implement strategies that promote young people as full and contributing members of our community. It also meets the strategies outlined in the *2007 - 2010 Community Safety and Crime Prevention Plan* by engaging with young people in public art projects to reduce the incidence of graffiti. This program is sustainable; designing and painting murals are more cost effective than graffiti removal and the murals stay in tact for approximately 2 years. This program has seen the beautification of amenity blocks, walkways and highly visible walls that have been the target of illegal graffiti.

### PCYC Graff Off Young Offenders Program

This monthly program is sponsored by Council and is a joint initiative of Lake Illawarra PCYC and NSW Police Lake Illawarra Local Area Command. It offers a paint-out service in order to allow young graffiti offenders to make reparation to the community. Participants in the program are found through direct referrals and are either graffiti offenders or youth at-risk of committing crime. This ongoing project has been successful at reducing the incidents of graffiti on various bus shelters, amenities blocks, and the Stoney Range Pony Club. This project is more cost effective than graffiti removal.

### Safer Public Places Compact Project

The Attorney General's Office Crime and Justice Department funded the *Safer Public Places Compact Project* on malicious damage (including graffiti) which focused on conducting Crime

Prevention Through Environmental Design (CPTED) audits on hot spot areas including Albion Park, Albion Park Rail, Oak Flats, Warilla, and Shellharbour City Centre. A Project Coordinator was trained by NSW Police on the principles of CPTED and 23 CPTED audits were conducted on council facilities and public land based on surveillance, lighting/technical supervision, territorial reinforcement, environmental maintenance, activity and space management, access control and design/definition/designation of site.

The audit identified seven sites were a high risk of crime, nine were a medium risk of crime, and seven were a low risk of crime. Most of the sites required extensive graffiti removal and maintenance which would reduce the risk of crime and also discourage offenders from committing malicious damage. A report with results of the CPTED audits and recommendations will be submitted to Council in order to reduce the incidents of malicious damage (including graffiti). This will enable Shellharbour City Council to be better informed on measures to reduce graffiti, lower the risk of crime, and making the area safer.

As a result of this project, Council will seek funding for targeted modifications to three sites that are at high risk of crime and malicious damage. These sites include Albion Oval & Princes Highway, Albion Park Rail; Russell Street Precinct, Albion Park; and Queen Street Shops & Crew Park, Warilla.

#### **4.3 Current Legislation and Local Policies**

##### *Graffiti Control Act 2008*

The Graffiti Control Act was passed by the NSW Government in 2008 (last updated in December 2010) in order to deal with graffiti specific offences, including malicious damage, possession and sales of spray cans. Part 4 of the Act relates to Local Government and graffiti removal. It defines what rights local councils have in graffiti removal.

In section 11 it states that a local council may, by agreement with the owner or occupier of any private land, carry out graffiti removal work on the land. It has also given local council authorisation to carry out graffiti removal without agreement from the occupier/owner if:

- Graffiti is visible from a public place.
- Graffiti removal work may only be carried out from a public place.
- The local council is to bear the cost of graffiti removal work referred
- The council must, within a reasonable period, give the owner or occupier of the land concerned written notice that the work has occurred.
- A local council must pay compensation for any damage caused by the council in carrying out graffiti removal work in accordance with this section.

The Graffiti Control Act also states that if a local council is carrying out work on private property it must keep a register of graffiti removal work including location, the nature of the graffiti, and cost for the work for each incident. (NSW Parliament 2010)

##### *Crime Prevention Plan 2012 -2015*

The Crime Prevention Plan 2012-2015 focuses on targeted crime prevention strategies to reduce malicious damage and graffiti. The plan refers to community concerns that were raised in the 2010 IRIS Community Survey, community consultations, and community and youth engagement events. Crime Prevention/Reducing Crime was ranked as a top priority by the Community.

The Crime Prevention Plan directly correlates with objectives and strategies in *Shellharbour Community Strategy Plan 2011 - 2021* (objective 1.2 - a connected community that is safe) and the *Delivery Program 2011-2015*. The Plan addresses six strategies to reduce and manage malicious damage in the Shellharbour LGA.

### Crime Prevention Partnership

Shellharbour City Council is a member of three interagencies that focus on crime prevention including Illawarra Crime Prevention Partnership, Shellharbour Crime Prevention Partnership and Local Government Community Safety and Crime Prevention Network.

*Illawarra Crime Prevention Partnership* is a regional meeting that is made up of state agencies and local councils within the Illawarra region. It focuses on reducing crime within the region. Shellharbour City Council is the lead convenor in the malicious damage component of the plan.

*Shellharbour Crime Prevention Partnership* is made up of Lake Illawarra Local Area Command (LILAC), Housing NSW, Council Rangers, and the Community Engagement Officer & Crime Prevention Coordinator in order to coordinate local initiatives in crime reduction and prevention.

*Local Government Community Safety and Crime Prevention Network* is a bi-annual meeting that for NSW community safety officers, crime prevention officers and various government agencies to receive information on current legislation, network and learn about programs that have been implemented and the results of these crime prevention programs.

## **5. METHODOLOGY**

When assessing the graffiti issues within Shellharbour various methods were used to develop an informed overview on the current issues of graffiti faced by Council and the community. Community engagement, literature review, and best practice methods were all considered in order to develop a comprehensive Graffiti Management Plan with initiatives that were appropriate to our LGA.

### **5.1 Community Engagement**

Businesses and residents were consulted various locations in order to receive feedback regarding their experience with graffiti. The consultations identified that people did not know how to remove graffiti and that they didn't know who to report graffiti to. In addition to this, residents don't have a direct problem with graffiti but are affected and concerned about graffiti in their community. Contrary to this, business owners did have problems with their shops being targets of graffiti vandalism and had little information on reporting, removal and/or preventing graffiti.

### **5.2 Literature Review**

Halsey & Young (2002) look at the history of graffiti and the hip hop culture and explore the methods that Local Governments have tried to reduce the incidents of graffiti. It states that "'graffiti vandalism' describes those mere scrawlings that are motivated by a desire to mark territory, create notoriety, or show one's defiance of the law and society" (Page 169)

This article explores how it is assumed that graffiti is associated with teenage boys, unemployment, boredom, anti-social behaviour, criminal activity and low income areas. However, it disproves all of those assumptions and suggests that graffiti 'artists' are from diverse backgrounds and policies should understand the culture of graffiti and the need for expression rather than focus on the stereotypes. It says diverse culture of graffiti would mean "that single-pronged strategies (whatever their motivation) would seem doomed to failure" (Page 180).

Another paper by Morgan & Louis (2002) defines graffiti as "the marking of other people's property without their consent" (Page 1). It explains that developing an understanding of the nature of graffiti in the local context will "enable more effective graffiti-prevention strategies that focus on reducing the elements that have a negative impact on the community as a



whole" (Page 1). In this article has a table that states the different types of graffiti, their purpose, profiles, and characteristics.

Morgan & Louis suggest that the cost of graffiti is far more extensive than just removal and repair, but it impacts on perceptions of safety and public amenity. Graffiti is associated with other problems that include: public disorder, such as antisocial behaviour and loitering; shoplifting materials used for graffiti, including paint and markers; gang-related activity; property destruction, such as broken windows or slashed bus or train seats.

A statement in this article is that "the association with other crime problems means that the amount of graffiti in a community can influence adult's opinions of young people and their behaviour" (Page 3).

Additionally, in an address by Wilson (2001) he states that the community may "become fearful about their environment when they see graffiti...for many businesses and citizens graffiti ruins there economic or personal space and environment" (Page 2). Wilson also highlights the importance of CPTED principles in graffiti management in order to control urban spaces.

It is interesting that he notes that the media "often played a critical role in reinforcing behaviour... by rewarding perpetrators with publicity and a level of social recognition otherwise unattainable" (Page 2). This outlet gives graffiti offenders increased recognition which is possibly what we have seen within Shellharbour.

In a bulletin by Howard (2006), it states that one in ten case of malicious damage is graffiti and that malicious damage is the second most reported category of crime. It gave an overview of graffiti statistics and offenders.

The bulletin stated that the best way to address the issue of graffiti is through prevention within the community. These included "reduce the opportunities to commit malicious damage, such as improved lighting and greater opportunities for natural surveillance, or physical barriers that prevent the defacing of walls and fences, such as protective coatings/materials or vegetation" (Page 10).

It also suggests "increasing awareness of malicious damage offences within the local area may also serve to reduce opportunities for offenders" (Page 10). It supports rapid removal and says that repairing/removing the graffiti may "discourage opportunistic offending by increasing patronage to the area...and diminishing the perceived benefits associated with the crime."

Lastly, in 2010 the Legislative Assembly created a *Report on Graffiti and Public Infrastructure*. This report reflects on what has been done in the past to reduce and prevent graffiti. It also defines graffiti and the *NSW Graffiti Control Act 2008*.

This report is based on trials by various Councils in NSW and has developed a list of recommendations for Local Councils which include:

- Where appropriate, councils should consider providing a dedicated graffiti hotline to encourage the reporting of graffiti within their area
- All councils and NSW state infrastructure providers should actively report significant graffiti damage to NSW Police
- All councils and NSW state infrastructure providers should subscribe to the Australian Graffiti Register
- All NSW government state infrastructure providers should establish an allocated budget for graffiti prevention and clean-up
- Local Councils which are facing significant costs as a result of graffiti vandalism should consider the use of special levies as a method of providing additional funding

- The Committee supports and encourages the use of Crime Prevention Through Environmental Design through State Environmental Planning Policies, Development Control Plans and other planning instruments.

These recommendations are based on previous initiatives and trials from NSW Councils. Its multi-faceted approach deals with the most effective ways to deal with all aspects of graffiti management and reduction. The Australian Graffiti Register is used by 70% of all NSW Councils, all ACT Councils and infrastructure providers such as RTA and State Rail.

### 5.3 Best Practice Methods

During 2007-2008 the NSW Department of Justice Attorney General funded pilot programs with various NSW Councils to develop evidence on the most effective strategies to reduce the incidents of graffiti. According to the NSW Department of Justice Attorney General (2009) there are three graffiti strategies that have been identified as the most successful. These include Crime Prevention Through Environmental Design (CPTED), rapid removal, and volunteer programs.

#### Crime Prevention Through Environmental Design (CPTED)

CPTED principles have been adopted by NSW Police and most NSW Councils as a means of crime reduction. Aspects that are assessed include territorial reinforcement, surveillance, access control, and space/activity maintenance. In regards to graffiti reduction, lighting, surveillance, and access control are all effective graffiti management strategies. For example, increased lighting encourages natural surveillance which results in an increased risk of committing crime and makes the crime less appealing to the offender. Another example is access control which uses fencing, planting and green screening to limit access to areas, walls, and buildings. All of these things will make it difficult to commit the crime and the perceived benefit of crime will be reduced.

#### Rapid Removal

The process of removing graffiti promptly is called rapid removal. Most councils that use rapid removal in graffiti management set a removal timeframe with offensive graffiti to be removed 24-48 hours and all other graffiti to be removed within 72 hours of reporting.

There are different removal methods which include cleaning using water pressure, cleaning using graffiti removal products and painting over graffiti. At the moment the only paint over service council available is a sponsored program through the PCYC *Graff Off* program that paints designated bus stops and amenities blocks once a month.

A benefit of rapid removal is that it limits the notoriety gained by graffiti offenders making graffiti less appealing and more expensive for the offender. Another benefit is that graffiti is easier to remove when it is newly painted instead of old in-ground paint. Additionally, a social benefit is that it encourages the use of public spaces through the perceived safety and image of the surrounding environment.

Currently, Shellharbour City Council has no policy or procedures on graffiti removal, removal timeframes, graffiti types or graffiti reporting systems.

#### Volunteer Programs

Engaging the community in the process of graffiti management allows individuals to become proactive against graffiti and gives them a sense of pride and community. Current youth art programs have been successful in reducing the costs associated with graffiti by designing and painting murals that have not been tagged for several years.

Another initiative that could benefit the Shellharbour community is Graffiti Action Day. This state-wide initiative through Keep Australia Beautiful uses volunteer groups at selected

locations to target graffiti with removal, paint-over or planting out walls and buildings. Shellharbour City Council's inaugural Graffiti Action Day was held in 2011 which was a successful partnership between Council, PCYC and Lake Illawarra Local Area Command and received positive media coverage from local newspapers.

## **6. KEY RECOMMENDATIONS**

The following key recommendations in the action plan address current changes in legislation and follow the recommendations in the Crime Prevention Plan 2012-2015 which focuses on malicious damage and graffiti. These strategies focus on graffiti recording, removal, prevention, partnerships and community education and awareness. The action plan strategies are as follows:

### **Strategy 1 - Reporting and Recording**

- Register with Australian Graffiti Register -Have training for Crime Prevention Coordinator, Administration Officer, Works & Services Staff, NSW Police and PCYC Graffiti Coordinator
- Implement Australian Graffiti Register system - to establish an efficient reporting and documentation system for all new incidents of illegal graffiti appearing on public and private facilities
- Establish a graffiti reporting hotline
- Develop standard reporting forms, standard response template letters, and factsheets.
- Develop and implement Standard Graffiti Response procedures with Works & Services, Customer Services and Records.

### **Strategy 2 - Removal**

- Develop graffiti removal/repair timeframe matrix including property, offensive, who removes and when
- Continue/Implement rapid removal of graffiti within the designated timeframe matrix
- Remove graffiti from all facilities/amenities and public property

### **Strategy 3 - Prevention**

- Reduce the incidents of malicious damage and graffiti by implementing CPTED principles such as lighting, green screening and access control
- Implement CPTED recommendations of Safer Public Places Compact Project
- Continue to conduct CPTED audits of identified high risk and graffiti targeted locations.
- Create CPTED policy for DCP and future DAs

### **Strategy 4 - Community Education and Awareness**

- Reduce the perception of fear in the community and increase the amenity of public spaces and facilities through media campaigns, factsheets and events
- Encourage the community to become proactive in their community and their property when dealing with graffiti issues through education programs that target all residents of the Shellharbour LGA such as factsheets, information brochures and media releases.
- Hold annual Graffiti Action Days - and develop volunteer paint removal teams
- Have fact sheets or information sent to households via rates notices.

### **Strategy 5 - Partnerships and Art Opportunities for Young People**

- PCYC Graff Off program
- Expand PCYC program to include private property fences adjacent to public land (require a reporting system under NSW legislation)
- Working constructively with youth services and young aerosol artists to undertake legal practice and reduce illegal vandalism
- Expand youth diversionary programs to other areas including eastern suburbs and newer estates
- Graffiti Action Day
- Explore and develop new partnerships with non-utilised working groups, for example ATSI working group.



# **GRAFFITI ACTION PLAN**

## 7. GRAFFITI ACTION PLAN

### Strategy 1:

### Reporting and Recording

#### Objective:

Comprehensive and accurate data reports that identifies the volume, nature and location of incidents of graffiti as well as the costs and details of repairs.

#### Lead Agency & Partners:

Shellharbour City Council Community Services, IT, Records, Customer Services, Works & Services and Illawarra Local Area Command.

#### Expected Outcomes:

Understanding of the nature of graffiti, graffiti removal and costs.  
Implementation of response and reporting system to address graffiti reports  
Identifying hot spot locations for future crime prevention initiatives

Action	Performance Measures	Time Frames	Funding required	Responsible Officer	Milestones
<u>Bi-Monthly Reporting</u> Implement Australian Graffiti Register	- Number of incidents identified in bi-monthly reports - Number of hotspot locations identified	1 Year	Within existing resources	Crime Prevention Coordinator and IT	- Register implemented and tested - Production of reporting system - Bi-monthly reports that monitors graffiti incidents and identifying hot spots
<u>Standard Graffiti Reporting Forms</u> Develop standard reporting forms, standard response template letters, and factsheets.	- Number of graffiti incidents reported through standard forms	1 Year	Within existing resources	Crime Prevention Coordinator	- Mainstreaming of response to graffiti reports - Develop factsheets for website and graffiti complaints
<u>Standard Graffiti Response Procedure</u> Develop and implement Standard Graffiti Response procedures with Works & Services, Customer Services and Records	- Number of graffiti response letters sent out - Number of factsheets sent out	1 Year	Within existing resources	Crime Prevention Coordinator with Customer Services and Records	- Development of standard graffiti procedure within Council - Implement procedure - receive complaint, inspect complaint, photograph, add to database, send out letter and information to individual

## **Strategy 2:**

## **Removal**

### **Rationale:**

Identified opportunity to develop current policy and procedure that will improve management of graffiti within Shellharbour LGA

### **Objective:**

To remove graffiti from Council facilities within 72 hours of reporting.

### **Lead Agency & Partners:**

Works & Services, Community Services and Lake Illawarra PCYC

### **Expected Outcome:**

Increased graffiti removal within the LGA.

Improved appearance of public places

Increase amenity and perceptions of safety in public places.

Action	Performance Measures	Time Frames	Funding required	Responsible Officer	Milestones
<b><u>Rapid Removal Policy</u></b> Establishment of a rapid removal policy with a clear time-framed practice for the removal of graffiti in the public domain	<ul style="list-style-type: none"><li>- Removal of offensive graffiti from Council assets within 24 hours</li><li>- Improved turnaround in time between reports and removal of graffiti from Council assets.</li></ul>	Year 1	Within existing resources	Crime Prevention Coordinator - with Works & Services	<ul style="list-style-type: none"><li>- Development of policy</li><li>- Consultation with stakeholders</li><li>- Adoption of policy</li></ul>
<b><u>Graffiti Removal and Repair</u></b> Remove graffiti from all facilities/amenities and public spaces	<ul style="list-style-type: none"><li>- Number of graffiti repairs completed</li><li>- Number of Council facilities repaired/removed/painted</li><li>- Number of tag incidents recorded in AUSGR</li></ul>	Ongoing	Within existing resources	Works and Services and PCYC	<ul style="list-style-type: none"><li>- All graffiti reported is removed quickly</li><li>- Reduces cost and incidents of malicious damage and graffiti</li><li>- Improved management of graffiti response</li><li>- Improve perceived safety of community facilities and public spaces</li></ul>

### Strategy 3:

### Prevention

#### Rationale:

Identify possible risks and solutions at hot spots and new developments to reduce opportunistic crime through crime prevention methods

#### Objective:

To reduce crime and graffiti in public places

To create safer public places by identifying hot spots and implementing Crime Prevention Strategies

#### Lead Agency & Partners:

Works & Services, Community Services, NSW Police

#### Expected Outcome:

Reduce the number of graffiti incidents within Shellharbour LGA through prevention

Reduce the cost associated with graffiti repairs and removal

Action	Performance Measures	Time Frames	Funding required	Responsible Officer	Milestones
<u>Hot Spot locations</u> Continue to conduct CPTED audits of high risk and graffiti targeted locations and implement CPTED principles such as lighting, green screening and access control	<ul style="list-style-type: none"><li>- Number of CPTED recommendation implemented</li><li>- Number of audits completed</li><li>- Number of hot spot sites identified</li></ul>	Ongoing	Cost of products and labour	Crime Prevention Coordinator with NSW Police, and Property	<ul style="list-style-type: none"><li>- Reduced opportunity for crime</li><li>- Reduced number of graffiti incidents</li><li>- Reduce costs of repair and removal</li><li>- Safer public facilities and spaces.</li></ul>
<u>Safer Public Places Compact Project</u> Implement CPTED recommendations of Safer Public Places compact Project.	<ul style="list-style-type: none"><li>- Number of Project recommendations implemented/achieved</li></ul>	Ongoing	Cost of installation and maintenance	Crime Prevention coordinator with Property and Works & Services	<ul style="list-style-type: none"><li>- Improved public places</li><li>- Reduced crime in public locations</li><li>- Increased use of public spaces</li></ul>
<u>CPTED Training</u> Provision of CPTED training for Council's Works and Services, Planning Services and Community Services teams and relevant officers from Police, schools and Housing NSW.	<ul style="list-style-type: none"><li>- Number of staff trained from each program area</li><li>- Evidence of CPTED incorporated into relevant Council policy and practice.</li></ul>	Year 1-2	\$5000 for up to 20 staff - possibly within existing resources	Crime Prevention Coordinator - with Human Resources	<ul style="list-style-type: none"><li>- Identification of core training needs</li><li>- Negotiation of training service provider</li><li>- Delivery of training</li></ul>



**Strategy 4:****Community Education & Awareness****Rationale:**

Identified opportunity to educate the community and businesses in graffiti removal, prevention and reporting

**Objective:**

To reduce graffiti on private and commercial sector

**Lead Agency & Partners:**

Communications, Community Services, NSW Police & Crime Prevention Van, PCYC

**Expected Outcome:**

Increased awareness of graffiti removal and prevention methods  
Reduction in graffiti in private and commercial sector

Action	Performance Measures	Time Frames	Funding required	Responsible Officer	Milestones
<u>Positive Media Campaigns</u> Reduce the perception of fear in the community and increase the amenity of public spaces and facilities through media campaigns, factsheets and events.	<ul style="list-style-type: none"> <li>- Number of factsheets created</li> <li>- Number of positive news articles</li> <li>- Number of community events held</li> </ul>	1 Year	Within existing resources	Crime Prevention Coordinator with Communications	<ul style="list-style-type: none"> <li>- Public spaces appear safer</li> <li>- Community utilise public spaces and facilities more frequently</li> <li>- Community fear of crime is reduced</li> </ul>
<u>Community Involvement/Volunteer Graffiti Removal Team</u> Encourage the community to become proactive in their community and their property when dealing with graffiti issues through education programs that target. Develop volunteer paint removal teams	<ul style="list-style-type: none"> <li>- Number of factsheets distributed</li> <li>- Number of graffiti incidents reported</li> <li>- Number of letters sent out</li> </ul>	Ongoing	Printing cost	Crime Prevention Coordinator	<ul style="list-style-type: none"> <li>- Increased information and awareness of graffiti management and prevention</li> </ul>
<u>Graffiti Action Day</u> Hold annual Graffiti Action Days and continue to work with key stakeholders	<ul style="list-style-type: none"> <li>- Number of sites targeted</li> <li>- Number of Volunteers Involved</li> <li>- Number of Graffiti Action Days Held</li> </ul>	Ongoing	Paint and Graffiti remover costs	Crime Prevention Coordinator	<ul style="list-style-type: none"> <li>- Graffiti Action Days increase awareness</li> <li>- Community becoming involved in Graffiti Management</li> <li>- Improved appearance of graffiti issues and prevention</li> <li>- Strengthened partnerships</li> </ul>
<u>Crime Prevention Fact Sheets</u> Have fact sheets or information sent to households via rates notices.	<ul style="list-style-type: none"> <li>- Number of Factsheets sent out</li> </ul>	1 Year	Printing cost	Crime Prevention Coordinator	<ul style="list-style-type: none"> <li>- Increased information and awareness of graffiti prevention, removal and reporting</li> </ul>

**Strategy 5:****Partnerships and Art Opportunities for Young People****Rationale:**

Identified opportunity to develop programs for young people to become contributing individuals within the community

**Objective:**

To involve agencies to support youth programs and Graffiti Action Day

Engage young people to develop artistic skills

**Lead Agency & Partners:**

Community Services, Youth Services, NSW Police, PCYC, Keep Australia Beautiful

**Expected Outcome:**

Working with agencies and young people to reduce the incidents of graffiti within Shellharbour LGA

Action	Performance Measures	Time Frames	Funding required	Responsible Officer	Milestones
<u>PCYC Graff Off Program</u> Expand PCYC program to include private property fences visible from public land (Require reporting system under NSW legislation)	<ul style="list-style-type: none"><li>- Number of structures painted</li><li>- Number of young people involved</li><li>- Number of graffiti removal requests from private property</li></ul>	Ongoing	Paint costs	PCYC with Crime Prevention Coordinator	<ul style="list-style-type: none"><li>- Continued support of Graff Off program</li><li>- Graffiti gets painted over on Council facilities</li><li>- Assistance in graffiti removal for private property</li><li>- Improved appearance of Shellharbour LGA</li></ul>
<u>Youth Diversionary Programs/Art Opportunities</u> Working constructively with Youth Services and young aerosol artists to undertake legal practice and reduce illegal vandalism	<ul style="list-style-type: none"><li>- Number of youth in program</li><li>- Number of murals completed or repaired</li></ul>	Ongoing	Paint Costs	Youth Services	<ul style="list-style-type: none"><li>- Youth are able to develop their artistic skills</li><li>- Young people are diverted from illegal vandalism</li></ul>
<u>Youth Diversionary Programs</u> Expand youth diversionary programs to eastern suburbs and new estates.	<ul style="list-style-type: none"><li>- Number of programs implemented</li><li>- Number of young people in programs</li></ul>	3 Years	Within existing resources	Youth Services	<ul style="list-style-type: none"><li>- Increased number of youth targeted and involved in community</li><li>- Increased number of youth developing artistic skills</li><li>- Increase sense of pride and community in young people</li></ul>
<u>New Partnerships</u> Explore and develop new partnerships with non-utilised working groups	<ul style="list-style-type: none"><li>- Number of people involved</li><li>- Number of tags removed</li></ul>	2 Years	Paint costs	Crime Prevention Coordinator	<ul style="list-style-type: none"><li>- Develop new partnerships that will help Shellharbour City Council improve graffiti management</li></ul>

## 8. REFERENCES

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