
ACTIVITY REVIEWS:

2.1.1 FACILITATOR – CITY SAFETY

2.1.2 SERVICE PROVIDER - CITY SAFETY

2.1.3 SERVICE PROVIDER – SUBURBAN SAFETY

1. Purpose of Report

In line with the requirements of Local Government Act (LGA) 2002, the Wellington City Council is developing its 2006-09, Long Term Council Community Plan (LTCCP). As part of this process Council needs to review its activities to ensure that its work aligns with the outcomes the community seeks and delivers services to the community in the most effective and resource efficient way. This report has been prepared as part of the overall activity review process being conducted and focuses on the city safety initiatives currently provided and/or funded by Council under activities:

- 2.1.1 (Facilitator – City Safety)
- 2.1.2 (Service Provider – City Safety)
- 2.1.3 (Service Provider – Suburban Safety).

2. Executive Summary

Responsibility for city safety is principally in the domain of central government and the police. It is however acknowledged that there are limitations on the breadth and depth of police resources available to Wellington and a possible disconnect between the objectives of the police and the city council in areas such as events. The provision of the city safety activities is intended to supplement the role of police and provide some balance between the impact of Council’s activities on increasing the risk of public safety and its responsibility towards helping to mitigate such risk.

This responsibility is reflected in the new strategic outcomes wherein Outcome 9 states that:

“Wellington will offer a safe living environment, where people feel safe.”

“Making Wellington a safer city will mean:

- promoting public safety
- supporting crime prevention programmes such as Walkwise, CCTV...”

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Having established this strategic linkage and need for continued involvement, consideration has been given as to whether the current levels of service are appropriate and whether opportunities exist to improve the level of efficiency and effectiveness.

In reviewing the range of city safety initiatives, it has been difficult to assess with any certainty what level of service and funding is optimal. This is due to the subjective nature of both the perceptions of safety and the degree of responsibility that the council should accept to address these perceptions. The resident satisfaction surveys measure the perceptions of safety and, despite some significant earlier gains, have reported a decrease in the perceptions of safety over the past three years. These perceptions are however largely contradictory to the crime statistics reported by the Police, and are influenced by a number of other factors such as media coverage of isolated incidents. It should also be noted that while the number of minor assaults have increased, these also have a high resolution rate that is due in part to the presence of City Safety Officers (who have recently received an Area Commanders Commendation for their efforts in supporting the Police).

The following comments summarise the findings of this review in respect of each of the three city safety activities:

Activity 2.1.1 (Facilitator – City Safety)

This activity currently provides funding for the Night Shelter upgrade (project C604) and Support for the Homeless (project C637). Funding for these two projects does not currently extend beyond the current year. A new initiative has however been requested to review the success of Project Margin in supporting the Homelessness Strategy (refer Appendix One). This may lead to a further funding request for 2006/07. It is however considered that any ongoing involvement be reflected within project C130G (Service Provider - Community Advice). It is therefore recommended that this activity be disestablished.

Activity 2.1.2 (Service Provider – City Safety)

The majority of city safety expenditure is reflected within project P169 (Safe City Operations). This project reflects the following range of initiatives approved within the City Safety Package (refer Appendix Two):

- City Safety Officers
- CCTV
- Mobile events van
- Monitoring
- Neighbourhood safety
- Police kiosk
- Safe City Co-ordinator & youth advisors
- Safety audits
- Youth events and communication

As can be seen, the initiatives currently include a mix of direct safety activities and indirect youth activities (aimed towards encouraging participation and engagement of youth within the community).

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The staffing and delivery structure of the Community Services business unit has recently been reviewed, and has resulted in the formation of a separate City Safety Unit. As a result, the following youth funding has been separated out from the direct safety initiatives:

- Youth advisors \$100,000
- Youth events and communications \$125,000
- Mobile events van \$ 60,000

These amounts will be included within the budget for project C130G (Service Provider - Community Advice) for 2006/07 and beyond.

In light of previous under-expenditure and current Council budget constraints, it is considered appropriate to reduce the level of remaining direct cost funding for city safety initiatives by ten percent from \$955,000 to \$860,000. The following table provides a suggested reprioritisation of direct expenditure and funding for project P169 (Safe City Operations):

| Priority | Proposed City Safety Initiative (project P169) | Proposed Full Year Budget 2007 \$ |
|----------|--|-----------------------------------|
| 1 | City Safety Business Unit staffing and overheads | 160,000 |
| 2 | City Safety Officers (including CCTV monitoring) | 600,000 |
| 4 | Safety Audits, Police Kiosk and other monitoring | 100,000 |
| | Total Current City Safety Initiatives | 860,000 |

In order to live within this reduced level of funding the cost of the City Safety Officer contract will need to be capped at the current level. This is contrary to an estimated 20 percent inflationary increase to the original price negotiated in October 2001, and the transfer of CCTV monitoring to this contract. The existing contract has however been extended to 30th June 2006 to enable an independent review of the current levels of service and contract arrangements. This review has identified a number of opportunities to adjust the current levels of service and distribution of resources and to improve contract management processes to ensure Council obtains best value from this service.

It is also suggested that the utilisation of the Police Kiosk be monitored over the next year and a reassessment made of the need to continue to fund the lease costs of the premise.

Activity 2.1.3 (Service Provider – Suburban Safety)

This activity provides funding for safety within the suburban areas and has been addressed through the awarding of Safer Community Grants (project C466). Safer Community Grants funding is subject to the separate Grants Effectiveness Review.

The Grants Effectiveness Review has recommended the establishment of four pools to replace the current nine grants pools (of which Safety was one pool). The size of the pools was established on the basis of current grants funding less the funding that will go to organisations that have been moved from the grants pool to being funded through contracts/ agreements.

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Priorities have been recommended for each pool and the Strategy and Policy Committee will be asked to agree that approximately 13 percent of the Social grants are applied to safety. This equates to approximately \$60,000, which is \$40,000 less than the current budget of \$100,000, but in line with the previously approved city safety package. The balance of \$40,000 has however been applied to a number of organisations that contribute to safety in the city that will now be funded through contracts/agreements. Examples are Women's Refuge (\$10,000), Boys and Girls Institute (\$17,000), Wellington Ending Abuse and Violence (WEAV) (\$9,000), and ZEAL (\$5,000).

The proposed level of grants expenditure therefore remains in line with the \$94,000 of safer community grants paid out last financial year, (refer to Appendix Three). It is suggested that any change to the level of grants funding be considered in the context of the new grants pools and framework.

It is also suggested that there is no requirement for a separate activity for suburban safety. It is therefore recommended that this activity be merged with activity 2.1.2 and renamed (Service provider – City and suburban safety).

3. Recommendations

It is recommended that the Committee:

1. *Receive the information*
2. *Note that funding within Activity 2.1.1 (Facilitator – City Safety) for the Night Shelter upgrade (project C604) and Support for the Homeless (project C637) does not extend beyond the current financial year.*
3. *Note the transfer of \$285,000 of youth funding to project C130G (Service Provider – Community advice) under the management of the City Communities Business Unit.*
4. *Note that Safer Community Grants funding of \$100,000 has been transferred for inclusion in the new grants pool and that the level of ongoing funding will be assessed in the context of the new framework.*
5. *Recommend to Council that it agree to a ten percent reduction of the remaining direct cost funding for city safety initiatives from \$955,000 to \$860,000 for project P169 (Safe City Project Operations) under the management of the City Safety Business Unit, to be consulted on through the draft 2006/07 LTCCP*
6. *Note that the funding for City Safety Officers will be capped at the current level of \$600k and required levels of service will be reviewed prior to renewing the existing contract in July 2006.*
7. *Recommend to Council that it agree to the merging of Activity 2.1.3 (Service provider – Suburban safety) into a renamed Activity 2.1.2 (Service provider – City and suburban safety), as part of the draft 2006/07 LTCCP*

4. Overview of Activities

This section of the paper provides a general overview of the three activities including main functions/projects, key financial information, and general performance trends/data.

4.1 Functions

Activity 2.1.1 (Facilitator - City safety)

This activity provides funding for the Night Shelter (project C604) and support for the Wellington homeless (project C637). Funding for this activity is in line with the Homeless Strategy (refer Appendix One) adopted by the Community, Health and Recreation Committee on the 4th August 2004. The strategy is based on the premise that:

“Wellington City Council is committed to promoting the well-being of its citizens. That commitment is concerned with ensuring that the needs of vulnerable people are met and the quality of life for all Wellington residents is not compromised. In the case of homeless people, the Council’s role is to:

- *Contribute to the provision of housing for people in need*
- *Advocate for and facilitate the provision of services to vulnerable people*
- *Ensure the safety of both homeless people and other members of the public*
- *Protect the environment.”*

Night Shelter (Project C604)

The Wellington Night Shelter in Taranaki Street provides accommodation to homeless people. The existing Night Shelter was built in 1968 and at the time of adopting the Homelessness Strategy, the shelter was able to accommodate 25 men in a dormitory and a further 14 men were catered for in the transitional hostel accommodation on a longer-term basis (whilst being encouraged to move into more permanent accommodation). The shelter was also able to accommodate up to 3 women per night in separate quarters.

Support for Wellington Homeless (Project C637)

This project contains funding for Project Margin that aims to provide support for housing those who are homeless and working towards coordinating services.

Activity 2.1.2 (Service provider – City safety)

This activity relates to the City Safety Package that was developed as a response to several high profile incidents of violent behaviour in Wellington in 1998/99, including the on-street murder of a young person and several serious sexual assaults in public places. These incidents were highlighted by both local and national media, along with stories on the high level of drunken and unruly behaviour of youth in the central city. The public perception was that Wellington, particularly in the central city area, had high levels of crime, including violent crime.

Safe City Project Operations (Project P169)

The Council's Safety Strategy includes a range of safety initiatives aimed at improving safety, and the perception of safety, in public places. It also identifies and addresses ways of reducing the fear of crime amongst those using the city. Council staff work together with a number of community groups, businesses and agencies – including the police - to ensure a vibrant and safe city environment.

The City Safety Package initially comprised 31 specific initiatives and funding of \$5,000,000 was approved in the 2000/01 Annual Plan for funding the initiatives until 30 June 2004. A Safety Strategy was evolved to be responsive to current issues and emerging trends and with the desired outcome that people feel safe in Wellington at any time. Key elements of the safety package have included:

- The establishment of 15 (full time equivalent) City Safety officers who operate 24 hours a day seven days a week within the central city. Their role is to prevent and deter crime and anti-social behaviour through visibility and acting as ambassadors for the Council.
- Partnerships with government, police, health and community agencies, and the business sector (in particular the hospitality and the security industries) have been established through a variety of programmes. The partnership with police has been imperative to the success of the programme. This has been key to the Council's leadership role and the Council has facilitated and promoted models of community safety.
- Increased events for youth along with participation by youth in the planning, participation and delivery of Council led initiatives.
- The integration of safety initiatives into business as usual. For example in urban design, lighting and developing partnerships.

Activity 2.1.3 (Service provider – Suburban safety)

This activity relates to the provision of safety initiatives outside of the CBD particularly through safety audits of suburban communities.

Safer Community Grants (project C466)

Safer Community Grants support local initiatives that help prevent crime and encourage a safer community environment. These grants aim to make Wellington City a safer place to live, through crime prevention and initiatives that lead to an increased sense of personal and community safety. To be eligible, applicants must:

- be a group or organisation (individuals cannot apply)
- show their project would lead to a safer community environment and promote personal safety
- show their project would help reduce crime in the Wellington City rate paying area
- meet all criteria on the Safer Community Grants application form

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This scheme does not provide grants for ongoing salary or capital costs, but can assist with a start-up salary and some seeding funding.

4.1 Financial Overview

The following funding for city safety projects is provided within the current Annual Plan:

| Project | Description | 2006 \$000 | 2007 \$000 | 2008 \$000 | 2009 \$000 | 2010 \$000 | 2011 \$000 | 2012 \$000 | 2013 \$000 |
|---------|---------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| C604 | Night shelter | 250 | | | | | | | |
| C637 | Support for Wellington homeless | 130 | | | | | | | |
| P169 | Safe city project operations | 1,903 | 1,893 | 1,886 | 1,891 | 1,886 | 1,895 | 1,890 | 1,897 |
| C466 | Safer community grants | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

Night Shelter (Project C604)

The Night Shelter was scheduled to undergo refurbishment towards the end of the 2004 calendar year and the Council provided for a grant of \$250k in its 2004/05 Annual Plan to support that refurbishment. The grant was conditional on the Night Shelter Trust satisfying Council that it could fund the remainder of the costs. This condition was not met during that year and the grant funding has therefore transferred to the current 2005/06 Annual Plan.

Indications are that the trust may be close to obtaining the required further funding and may wish to commence refurbishment in March. Assuming that the grant conditions can therefore be met this year, no further funding of this project is planned.

Support for Wellington Homeless (Project C637)

In addition to the Night Shelter funding, a further \$130k was provided in each of the 2004/05 and 2005/06 Annual Plans to fund grants in support of the Homelessness Strategy. This money funds Project margin – by providing support for housing those who are homeless and working towards coordinating services.

Funding beyond this financial year is the subject of a new initiative that will be separately considered as part of the draft LTCCP approval process.

Safe City Project Operations (Project P169)

Of the approved annual investment of \$1.5m for the City Safety Package, \$1.24m of the direct costs are currently included in project P169. This funding can be summarised into the following initiatives:

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| Safety Initiative | Full Year Budget 2006 \$ |
|---|--------------------------------|
| Police kiosk | 35,000 |
| Safe City Co-ordinator & youth advisors | 215,000 |
| City Safety Officers | 600,000 |
| Monitoring | 40,000 |
| Safety audits | 60,000 |
| Mobile events van | 60,000 |
| Neighbourhood safety | 45,000 |
| Youth events and communication | 125,000 |
| CCTV | 60,000 |
| Total Safety Initiatives | 1,240,000 |

It should be noted that these initiatives contain a mix between youth support, events and activities (\$285k) and other city safety initiatives (\$955k). Expenditure against these initiatives equalled \$1.088m in the last financial year (or 88 percent of budget).

It should be pointed out however that this project has received a growing level of indirect funding through internal labour charges and asset ownership costs. The level of indirect funding has been reviewed and adjusted as part of developing the 2006/07 business as usual budget.

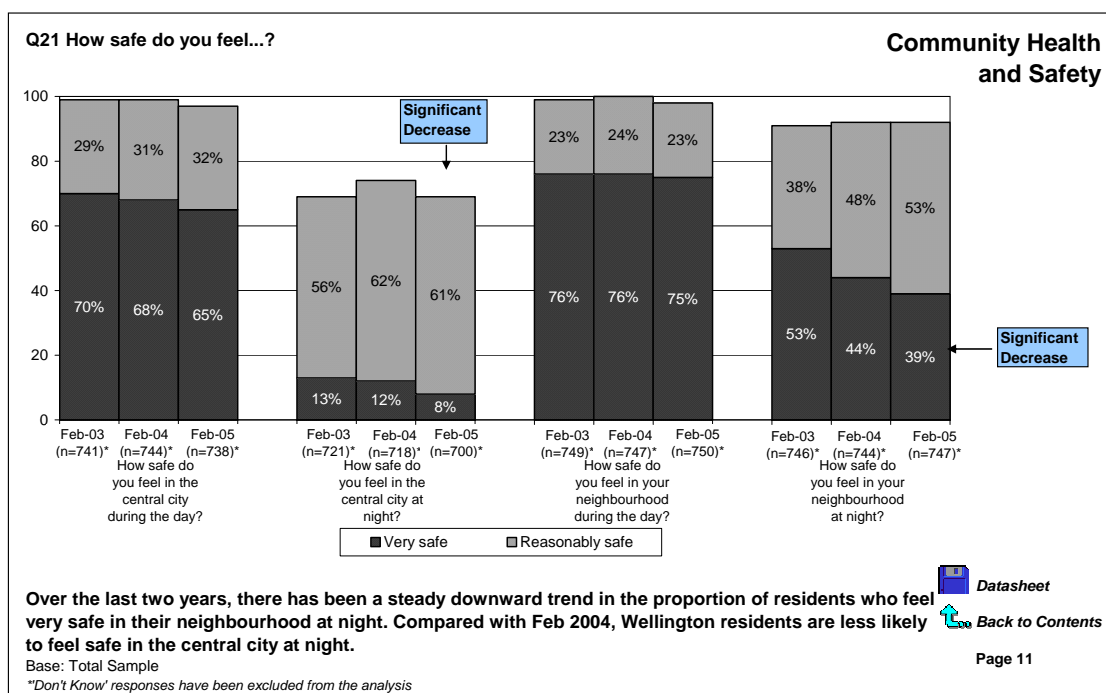
Safer Community Grants (project C466)

The remaining \$260k (\$1.5m minus \$1.24m) reflects grants funding. Of this amount, \$60k relates to safer community grants and is included within project C466. The total funding for this project is \$100k. A summary of the safer community grants paid out last financial year is attached at Appendix Three.

The balance of \$200k relates to Youth Development Grants (project C475) that sits within activity 2.6.2 (Service provider – Community development). This project and activity is not included within the scope of this review.

4.2 Performance data

The performance of council in respect of its city safety initiatives is primarily measured through the residents' satisfaction survey. The following table shows the results of the most recent survey and indicates how safe respondents feel:



The table shows that, despite the significant ongoing investment in city safety initiatives, the perceptions of safety have shown a significant decrease over the past three years in respect of how safe residents feel within the city and suburbs at night.

The reduced perception of safety is contrary to earlier surveys during the initial implementation of the city safety package and contradict the levels of reported crime as per the Wellington crime statistics recorded by the Police for the year ended 30th June and summarised in the table below:

| Crime | 2002/2003 | 2003/2004 | 2004/2005 |
|---------------------|---------------|---------------|---------------|
| Violence | 1,883 | 1,838 | 1,872 |
| Sexual | 128 | 132 | 121 |
| Drugs & Anti-Social | 2,093 | 2,086 | 1,848 |
| Dishonesty | 11,506 | 11,387 | 9,160 |
| Property Damage | 1,154 | 1,228 | 1,238 |
| Property Abuse | 795 | 723 | 568 |
| Administrative | 678 | 528 | 650 |
| Total | 18,237 | 17,922 | 15,457 |

As can be seen, the level of reported crime has generally dropped during the last year, particularly in respect of dishonesty (e.g. burglary and theft). The notable exception is violence (e.g. assaults and robbery) that have shown a slight increase. It should however be noted that while the number of minor assaults have increased, these also have a high resolution rate that is due in part to the presence of City Safety Officers (who have recently received an Area Commanders Commendation for their efforts in supporting the Police).

5. Strategic Alignment

5.1 Alignment to Council Outcomes and Priorities

The Residents Satisfaction Survey and Police Crime Statistics suggest the need for continued involvement of council in city safety initiatives. The following table highlights how this need for continued involvement is reflected within the new Council outcomes:

| Core Outcomes | Ancillary Outcomes |
|--|---|
| <p>The activities directly contribute to the following strategic outcome:</p> <p>Outcome 9: Safer</p> <p><i>Wellington will offer a safe living environment, where people feel safe.</i></p> <p><i>Public confidence in the safety of the city's streets and suburbs is a top priority for all cities. Wellington enjoys a reputation as a safe city with a vibrant inner city. To be an attractive destination for immigrants and visitors and to offer a high quality of life to residents it is critical that that reputation is maintained or enhanced. In addition to initiatives designed to promote safety in the city, safety will also be enhanced through initiatives and programmes that act to support a vibrant city where people participate in their communities and activities. Safety is also enhanced when people feel proud of their community and have a strong sense of belonging. As a city built on an earthquake fault line, and with an extensive coastline potentially at risk of violent storms or tsunamis, Wellington must maintain a high level of preparedness for natural and other hazards. (Road safety and safety design principles – noted in the Transport and Urban Development strategies respectively – also contribute to making Wellington a safer place)</i></p> <p><i>Making Wellington a safer city will mean:</i></p> <ul style="list-style-type: none"> • <i>promoting public safety</i> • <i>supporting crime prevention programmes such as Walkwise, CCTV...</i> | <p>Improving city safety will also indirectly contribute to the wider social strategy encompassing the following additional strategic outcomes:</p> <p>Outcome 1: More liveable</p> <p><i>Wellington will be a safe city that offers residents high quality choices about where and how they live, work and play.</i></p> <p>Outcome 5: More inclusive</p> <p><i>Wellington's diverse population will be supported and embraced by a tolerant, caring and welcoming community.</i></p> <p>Outcome 6: More actively engaged</p> <p><i>Wellington residents will be actively engaged in their communities, and in recreation and leisure activities.</i></p> <p>Outcome 7: Better connected</p> <p><i>Wellington will offer excellent access to a sound social infrastructure the supports strong networks.</i></p> <p>Outcome 10: Healthier</p> <p><i>Wellington's population will enjoy a healthy lifestyle and high standards of public health.</i></p> |

In addition to the direct strategic linkages, the provision of city safety initiatives also connects with other strategies such as the issue of situational crime prevention.

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Situational Crime Prevention modifies the environment by making crime more difficult and risky or less rewarding. To be effective, situational crime prevention must be integrated with business as usual activities.

Key activities for the Council in situational crime prevention include:

- maintaining the urban infrastructure in excellent condition
- using safer design concepts in urban design and public place planning
- enhancing public spaces through landscaping, lighting and street furniture
- managing traffic

The council has been working with CPU to develop national guidelines for Crime Prevention through Environmental Design (CPTED) and this year will be looking to implement these locally. Some of that work will be with Urban Design and District Plan but other work will be through implementation of some small projects. One example might be the development of a maintenance plan for walkways in the city. Other projects will continue to be funded by CPU.

5.2 Local government/Council involvement

Responsibility for city safety is principally in the domain of central government and the police. There are however limitations on the breadth and depth of police resources available to Wellington and a possible disconnect between the objectives of the police and the city council. Examples here and overseas show that while the responsibility for crime prevention rests with central government agencies the best results are actually achieved when there is a collaborative approach that involves both central and local government. One example is in the area of events, where the council has a stated aim to enhance the city's status as the 'events capital' by developing and attracting high profile events. Such events attract residents and visitors into the city and increase the risk of public safety. The police are arguably not resourced for the proposed level of events. In order to address the increased risk, they are required to divert their staff and resources into the central city.

The provision of the city safety activities supplements the role of police and provides some balance between the Council's impact on increasing and mitigating the risk of public safety. There is however some risk that police resources will be withheld in light of the contribution being made by the city. The council should therefore continue to work with the police and central government to ensure that this does not occur.

5.3 Inter-linkages (internal and external)

The provision of city safety initiatives also has some linkages to other council activities such as the Central City Liquor Ban. The Wellington City Council's Liquor Control Bylaw came in to effect in November 2003 and is currently under review. It was designed as a city safety initiative to:

- reduce alcohol-related crime and disorder
- provide a safe city environment for everyone.

The bylaw prohibits the consumption and possession of open alcohol in public places (including vehicles) within the central area of the city every Friday and Saturday night. In addition to this liquor ban, the Council can prohibit consumption and possession of liquor within the central area of the city (or parts of the central area) for specified

events. The 'central area' includes the central city, from the Stadium and parts of Thorndon to the Basin Reserve. Council and Police research has found that alcohol has been a factor in the majority of arrests made for disorder, violence and sexual offending in the central city.

6. Delivery Options

Much of the work undertaken as a part of safety initiatives is about working in partnerships. Since the start of the safety initiatives, Council has continued to work closely with Police and the partnership has grown to one where both organisations meet regularly to discuss emerging issues and identify possible responses.

This has extended to weekly briefings of City Safety Officers (CSOs) and council staff that provide an opportunity to respond more quickly to emerging issues.

Provision of CSOs is currently out-sourced under the Walk-wise contract. Early investigations associated with the letting of the original contract identified there were efficiency gains in having an external organisation provide the service. As it is currently provided by an organisation that has a large human resource pool it ensures adequate staffing levels, training and opportunities to respond to emerging issues. This would possibly not be the case if the role was maintained internally.

The Walk-wise contract is currently up for renewal and has been extended to 30th June 2006 to enable the outcomes of this activity review to be accommodated within the new contract. A separate external review has now been undertaken aimed towards confirming the levels of service required and reviewing the existing contract arrangements to ensure that the risks associated with outsourcing this service are appropriately managed and monitored. The key finding and recommendation of the review is that the CSOs role is a unique service that remains a relevant safety initiative due to its high visibility and defined geographic range within the CBD. The review included interviews with representatives from:

- ACC
- ADT Armourguard
- DownTown Ministry
- City Safety Officers and Operations Supervisor
- Council City Safety
- Council Intercultural Relations
- Council Liquor Licensing and Policy
- Council Maori Liaison
- Council Pacific Liaison
- Council Security Manager
- Council Settlement Support
- Door Staff
- Police
- Retailers' Association.

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All interviewees confirmed the value of the CSOs function for Wellington and believed it to be a great concept, however there are many opportunities for improving the service. There was unanimous agreement that the CSOs function should continue. It was however highlighted that future complications exist from the linking of the CSO service to ADT, ParkWise and StreetWise through branding and reliance on company association to share information. It has been recommended that Council should consider whether it may be better served by aligning the identity and brand of CSOs solely with Council itself; and whether other benefits may be created by providing the service in-house or through alternative service providers. This will be considered prior to the renewal of the existing contract.

Other examples of partnerships include ACC for injury prevention and the Crime Prevention Unit (CPU) who provide support, funding and information for best practice on crime prevention/reduction. Together with Police, these arrangements are considered to remain appropriate to best meet council's needs.

7. Service Levels

As previously stated, the majority of expenditure relates to the following city safety initiatives funded under project P169 (Safe City Project Operations)

At the time of last reporting against the City Safety Initiatives to the Community, Health and Recreation Committee on the 15th April 2004, there had been a significant improvement in perceptions of safety. Based on the results achieved, the 2004/05 Annual Plan approved a further \$15 million over ten years to support safety initiatives. The future emphasis for safety initiatives was to focus on innovation, integration (into business as usual) and maintenance of those initiatives, tactics and achievements that have proved successful.

The following initiatives were included in the revised funding and aimed to be responsive to emerging trends whilst providing increased monitoring and analysis of statistical or hard data to guide future prioritisation and interventions:

Police Kiosk

The Central City Police Base in Cuba Street was opened September 2000 to support a community policing approach in the central city. The initial Council contribution was funding to fit out the office in James Smith Building. Subsequent funding has been delivered by a contribution of half the rental costs of the property. There is space for up to 12 Police officers and volunteers.

Originally the purpose of the building was to provide a central city location for a team of police focussed on the central city beat. Over time needs and issues have changed and the use of the building has changed as well. It has been used for a variety of police activities. At present it houses the central city community constable and Strategic Response Group which is responsible for inner city policing. At a time when other offences such as vehicle crime and burglary were at high levels special teams were assembled and worked from there. The base has also now developed a pool of volunteers that can respond to immediate calls.

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It is however acknowledged that the facility is not as well utilised as it could be. It is suggested that the ongoing utilisation of this facility should be monitored over the next year and the requirement for Council to continue to contribute towards the lease costs reassessed.

Safe City Co-ordinator and Youth Advisors

This funding was initially provided to pay for the staff costs of the Safe City Co-ordinator and two Youth Advisors. The review of the Community Services business unit has resulted in the establishment of a new City Safety Unit. This will be a three person unit comprising the Manager, A neighbourhood support officer, and a police liaison officer. The latter position may possibly be seconded from and/or funded by the police. The two youth advisor positions will remain with the Community Services business unit and funding will be transferred to project C130G (Service Provider – Community advice).

City Safety Officers (Walk-wise Contract)

The Council funds the equivalent of fifteen full time City Safety Officers to patrol Wellington's inner city, 24 hours a day, seven days a week. Their role is to help prevent crime in public places by being an approachable, visible presence. City Safety Officers can quickly alert police to a potentially dangerous situation, or a crime. They are trained in first aid and emergency management procedures. The main tasks of the officers include:

- Deterrence of crime through visibility
- Eyes and ears of the police
- Identifying hazards in public areas
- Promote public image of the 'safe city'
- Distribution of information
- Greeting and directing visitors to the city
- Assisting citizens
- Providing feedback to utilities

A survey carried out by A C Nielson in 2002 showed high levels of acceptance by residents and retailers with a large proportion believing they were contributing significantly to a reduction in crime in the city. The current arrangement is also well regarded by Police who have recently awarded an Area Commander's commendation and who continue to provide ongoing support and involve the City Safety Officers in weekly briefings. The Police also point to the absence of complaints or assaults against the City Safety Officers as being good indicators of their attitude and performance.

As previously stated, the Walk-wise contract is currently up for renewal and has been subject to a separate external review aimed towards confirming the levels of service required by the new contract, and the best way to deliver these. This has resulted in a large number of recommendations identifying many opportunities to rewrite and improve the contract documentation and thereby improve the management of the CSOs service. It has also been recommended that Council reassess the 24 by 7 provision of service and the staffing levels required for each shift, with a view to redeploying CSOs from quiet times to provide wider coverage during busy periods or to resource a suburban pilot. The latter is not supported by this review.

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Monitoring

Monitoring incorporates analysis of statistics to inform priorities and responses. Much of this information is obtained via the Residents Satisfaction Survey and Police Crime Statistics and therefore is available at no cost. A further group of related initiatives are also undertaken aimed at ensuring appropriate decision making on safety issues in Wellington and promoting co-operation and collaboration between all organisations working towards achieving safety outcomes in Wellington. A reduced level of ongoing funding is possible and will continue to offer the opportunity to work with others internally and externally around a collaborative approach to safety. The resultant saving could be used to fund the expected increase in contract cost for the City Safety Officers, and is further discussed under Section 8 of this report.

Safety Audits

Safety audits have been undertaken to identify safety issues and gaps as a mechanism to prioritise and guide the work programme. The audits have been carried out in accordance with internationally recognised urban public security and safety criteria in 10 precincts across the central business district. They were useful to ascertain issues of environmental risk such as inadequate lighting. Each audit was based on nine criteria including such factors as visibility, lighting and overall quality of the environment. Results were analysed and an implementation plan set in place. The implementation plans were undertaken internally with development costs being within organisation budgets. This work has now been integrated into the Council's urban design programme and incorporates the principles of Crime Prevention through Environmental Design (CPTED).

Since undertaking the initial safety audits within the central city, most of the recent safety audits have been carried out within suburban communities and undertaken by the community members with council assistance. This has reduced the overall funding requirement for this initiative.

This year safety audits are planned to be undertaken in some of the council housing complexes as they are seen as communities in their own right. It also allows the opportunity for council to work with communities to find solutions to issues they have identified. It is intended that there will be scope in the City Safety Unit's new business plan to look at other ways of working in this area.

Mobile Events Van

Two mobile events vans are being operated along with both sporting and musical equipment to promote indoor and outdoor events and to maximise the use of current facilities. Equipment includes recording equipment, sound and amplification equipment, lighting and a range of sporting equipment. These vans are being operated in conjunction with the youth initiatives and appear to be well utilised. Funding for the vans largely represents the fixed costs of ownership and will also be transferred to project C130G (Service Provider – Community advice) in line with the Community Services restructure.

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The vans are due for replacement in another year and consideration should be given at that time to decide whether one or two are required. Indications are that only one may be necessary.

Neighbourhood Safety

Activity within this area has largely been limited to the provision of neighbourhood safety grants. This is intended to change under the new City Safety Business Unit that is planning to work closely with CPU to identify ways of working more collaboratively with suburban communities. It is expected that undertaking some of this work in local communities will contribute to social cohesion and social connectedness

Youth Events and Communication

A range of youth events and communication approaches are used to encourage the participation and engagement of young people within the community. These activities, whilst having some linkage to city safety, have been separated away from the City Safety Business Unit and will be managed in conjunction with other community activities. The related funding will be transferred to project C130G (Service Provider – Community advice) and, as such, will not be subject to further review within this report.

CCTV

The Council operates closed circuit television (CCTV) surveillance in the Te Aro area of central Wellington. The cameras are monitored by the Walkwise city safety officers, who have radio contact with Police. A trial of the cameras in 2003 showed them to be a valuable tool in assisting Police to prevent or reduce crime and disorderly behaviour, including burglary, assaults and vandalism.

Three cameras are currently being operated in elevated positions at strategic locations within the CBD. Monitoring and use of images are carried out in accordance with the Privacy Act. There is the possibility to increase the number of cameras in the future subject to identification of further suitable locations.

\$60k is currently provided to fund the operating costs of running and monitoring the cameras. This funding has not been utilised as the CCTV operation has been incorporated into the existing Walk-wise contract at no extra cost. It is recommended that this extended service be reflected in the renewal of the Walk-wise contract.

8. Efficiency and Effectiveness

Safe City Project Operations (Project P169)

The above range of city safety initiatives include a mix of direct safety activities and indirect youth activities (aimed towards encouraging participation and engagement of youth within the community).

APPENDIX E

The staffing and delivery structure of the Community Services business unit has recently been reviewed, and has resulted in the formation of a separate City Safety Unit. As a result, the following youth funding has been separated out from the direct safety initiatives:

- Youth advisors \$100,000
- Youth events and communications \$125,000
- Mobile events van \$ 60,000

These amounts will be included within the budget for project C130G (Service Provider - Community Advice) for 2006/07 and beyond.

In light of previous under-expenditure and current Council budget constraints, it is considered appropriate to reduce the level of remaining direct cost funding for city safety initiatives by ten percent from \$955,000 to \$860,000. The following table provides a suggested reprioritisation of direct expenditure and funding for project P169 (Safe City Operations):

| Priority | Proposed City Safety Initiative (project P169) | Proposed Full Year Budget 2007 \$ |
|----------|--|-----------------------------------|
| 1 | City Safety Business Unit staffing and overheads | 160,000 |
| 2 | City Safety Officers (including CCTV monitoring) | 600,000 |
| 4 | Safety Audits, Police Kiosk and other monitoring | 100,000 |
| | Total Current City Safety Initiatives | 860,000 |

In order to live within this reduced level of funding the cost of the City Safety Officer contract will need to be capped at the current level. This is contrary to an estimated 20 percent inflationary increase to the original price negotiated in October 2001, and the transfer of CCTV monitoring to this contract. The existing contract has however been extended to 30th June 2006 to enable an independent review of the current levels of service and contract arrangements. This review has identified a number of opportunities to adjust the current levels of service and distribution of resources and to improve contract management processes to ensure Council obtains best value from this service.

It is also suggested that the utilisation of the Police Kiosk be monitored over the next year and a reassessment made of the need to continue to fund the lease costs of the premise.

Safer Community Grants (project C466)

Safer Community Grants funding is subject to the separate Grants Effectiveness Review.

10. Conclusion

In conclusion, the range of current activities remains appropriate to meet council's ongoing responsibility towards improving city safety.

APPENDIX E

The review of Community Services has resulted in the establishment of a new City Safety Unit and the separation of youth funding from direct safety initiatives. Youth funding of \$285k will therefore be transferred to project C130G (Service provider – Community advice).

The remaining direct expenditure funding of \$955k has been reduced by 10 percent to \$860k and reprioritised within the revised budget.

Grants funding is subject to the separate Grants Effectiveness Review.

Activities 2.1.3 (Service provider – Suburban safety) does not warrant separation from other safety initiatives, and can therefore be merged into a renamed Activity 2.1.2 (Service provider – City and suburban safety).

Contact Officers: *Andrew Cudby – Finance*

| Supporting Information |
|---|
| <p>1) Strategic Fit / Strategic Outcome</p> <p>The activities under review directly contribute to the following strategic outcome:</p> <p>Outcome 9: Safer</p> <p><i>Wellington will offer a safe living environment, where people feel safe. Public confidence in the safety of the city's streets and suburbs is a top priority for all cities. Wellington enjoys a reputation for low crime rates, particularly of violent crime...</i></p> <p><i>Making Wellington a safer city will mean:</i></p> <ul style="list-style-type: none"> • <i>Promoting public safety</i> • <i>Supporting anti-crime programmes such as Walkwise, CCTV...</i> |
| <p>2) LTCCP/Annual Plan reference and long term financial impact</p> <p>In line with the requirements of Local Government Act (LGA) 2002, the Wellington City Council is developing its 2006-09, Long Term Council Community Plan (LTCCP). As part of this process Council needs to review its activities to ensure that its work aligns with the outcomes the community seeks and delivers services to the community in the most effective and resource efficient way.</p> |
| <p>3) Treaty of Waitangi considerations</p> <p>There are no separate Treaty of Waitangi considerations.</p> |
| <p>4) Decision-Making</p> <p>This is not a significant decision. The report sets out a number of options and reflects the views and preferences of those with an interest in this matter who have been consulted with.</p> |
| <p>5) Consultation</p> <p>a) General Consultation</p> <p>This review has been undertaken in consultation with Laurie Gabites (Manager City Safety) and Wendy Walker (Director Community Services and Treaty Relations).</p> <p>b) Consultation with Maori</p> <p>There are no proposed changes to levels of service that would require separate consultation with Maori.</p> |
| <p>6) Legal Implications</p> <p>There are no legal implications.</p> |
| <p>7) Consistency with existing policy</p> <p>Recommendations are consistent with the existing Homelessness Strategy and City Safety Strategy.</p> |

Appendix One: Homelessness Strategy



Homelessness Strategy

August 2004

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Homelessness Strategy

INTRODUCTION

The Wellington City Council is committed to promoting the well-being of its citizens. That commitment is concerned with ensuring that the needs of vulnerable people are met and the quality of life for all Wellington residents is not compromised. In the case of homeless people, the Council's role is to:

- Contribute to the provision of housing for people in need
- Advocate for and facilitate the provision of services to vulnerable people
- Ensure the safety of both homeless people and other members of the public
- Protect the environment.

Both the community and individuals benefit by addressing the needs of homeless people. Research associated with Wellington – Our Sense of Place identified a strong sense of community, tolerance and caring as being key values of Wellingtonians. In addition, Wellington has a reputation for safety, accessibility and cleanliness. To address the needs of vulnerable people contributes to preserving the characteristics that give Wellington its Sense of Place. To maintain its reputation and develop as a creative and innovative city, the city needs to address or reduce the number of people who are vulnerable and needy.

Wellington is a comparatively affluent city by New Zealand standards and the number of homeless people is probably low in comparison with other cities of a similar size.

However, the key outcome of this Strategy is the benefit that should accrue to susceptible individuals. Homeless people are highly vulnerable members of our community who often have multiple and complex needs beyond the provision of accommodation. There are no simple or generic solutions. There are some people living rough in Wellington or sometimes sleeping in public places who either have accommodation or are choosing not to be housed. For those who choose not to be housed it is important that there is access to facilities and essential services such as food, health services and safety. Some homeless people are vulnerable and need services which they may find difficult to access. The priority is to support access to services for them. Others have a lifestyle which is disruptive to others and leads to public nuisance and disorder. The priority for that group is a balance between access to services and responding to disorder. It is also important that the environment is not harmed and that other members of the public can go about their business free from intimidation and disorder.

Responding effectively to homeless people requires a coordinated approach. Central government, local government and community agencies are all involved in responding to people in need and to ensuring access to services. There is an interdependent relationship between the community, local and central government. The Council is well-placed to broker a response in collaboration with partners and community agencies.

Key issues for the Wellington City Council under this strategy are:

- services for people in Council accommodation who require support and services to maintain their tenancy
- integrated services for “at-risk” people congregating in Wellington’s parks
- ensuring access to services for homeless people
- the need for an outreach service aimed at ensuring at risk tenants and other homeless people are supported.
- an ongoing advocacy relationship with Capital and Coast District health board to promote the provision of health services to meet identified gaps, for example detoxification facilities in Wellington and increased community based mental health, alcohol and drug services in Wellington
- strengthening partnerships with the community
- partnership with Police on responding to concerns for the community arising from use of public spaces.

BACKGROUND

The term homelessness broadly refers to people with inadequate access to safe, secure and affordable housing or to people without conventional accommodation. Definitions of homelessness usually include people who:

- Have no shelter (living in parks/sleeping rough) – primary homelessness
- Move between various forms of temporary shelter – secondary homelessness
- Live in accommodation unsuitable to their needs and often without security of tenure – tertiary homelessness

In Wellington there are also a number of people who have accommodation (or access to it) but choose to sometimes sleep rough. This group of people appear to be the public face of the homeless yet provision of accommodation is not a key issue.

Homelessness may be short term caused by crisis, long term where a person has adapted to a homeless lifestyle or ongoing where a person at risk of homelessness moves through different forms of insecure accommodation.

The reasons for homelessness are diverse and often combine a number of issues including but not limited to:

- Family/relationship breakdown and loss of community support
- Gambling addiction
- Poverty and a history of social exclusion
- Domestic violence or sexual abuse
- Unemployment
- Alcohol abuse

- Other drug abuse or addiction problems
- Mental health issues
- Leaving prison or trouble with the police
- Eviction or abandonment of former home

Trends within the homeless population must be monitored to ensure that services are appropriate and that if there are changes to the groups of people becoming homeless a response is implemented. For example, if there was an increasing number of young people living rough there would be a need to adjust services to meet their needs.

The Council and those agencies offering support to homeless people must, in collaboration, be alert to emerging groups within the homeless population who need specific services. Monitoring of trends and issues faced by homeless people must be done in collaboration. The Wellington City Council has agreed to prepare regular reports on issues and trends.

STRATEGY AIMS

The Homelessness Strategy articulates the Council's role and objectives in addressing the needs of homeless people and those who live rough (but are not necessarily homeless).

The aims of the Homelessness Strategy are to improve the quality of life for homeless people and those at risk of becoming homeless by increasing accessibility to services and support and to take steps to ensure the safety of all Wellington residents.

The Wellington City Council will contribute to those aims by:

- Facilitating the provision of services including exploring options for an outreach worker
- Continuing its role as a key housing provider
- Strengthening partnerships and supporting community providers – enhancing coordination
- Advocacy, taking account of gaps in service provision
- Ensuring a range of responses are in place if there are instances of disorder, intimidation or inappropriate use of public places
- Co-ordinating the monitoring of trends and issues.

This document aims to articulate the overall direction and priorities of the Council in responding to homelessness. The Community Services Business Unit work programme will identify specific actions and detailed initiatives consistent with this strategy.

PRINCIPLES

- Improving the quality of life of homeless people in a *compassionate, culturally sensitive* and *sustainable* manner.
- Promoting effective *collaboration* and *partnership*. We recognise that these issues are community issues. This shared problem must be solved by shared solutions.
- Being *responsive* to the changing characteristics and circumstances of homeless people. Sometimes there will be different needs or challenges facing homeless people.
- Respecting and upholding the rights of all Wellington residents to *safety* and *wellbeing*.
- Ensuring the needs of Maori are identified and services are culturally appropriate.

ROLE OF COUNCIL

The Local Government Act 2002 establishes the role of local authorities as being to enable democratic local decision-making and action by, and on behalf of, communities and to promote the social, economic, environmental and cultural well-being of communities in the present and for the future. To this end the Council has several roles in responding to homelessness.

Service provider

The Council is a major provider of housing with 2,360 houses in Wellington city – ranging from bedsits and one bedroom units in housing blocks, through to stand alone houses. These are provided for people on low incomes or with special needs. Council officers are currently working in partnership with Housing New Zealand to build more social housing. Because some tenants have complex needs there are sometimes challenges in maintaining the tenancy and the support of community agencies for those tenants is beneficial to all parties. Community agencies assist the tenant's access to services and can also assist in the landlord/tenant relationship.

Walkwise officers also offer advice, assistance and support to vulnerable people in need. This is a valuable service which complements other social services. Walkwise are well positioned to make referrals to social services. Given their presence on the streets of Wellington and the relationships they develop, Walkwise officers are often the first to identify emerging issues.

Advocate and facilitator

The Council has an advocacy role in identifying gaps in services and either lobbying for increased services by central government agencies or working in partnership with other agencies to attain services. The Council is in an ideal position to support community agencies in their provision of services and does so through grants, by building relationships and assisting with coordination and communication. There is a need for the provision of activities to counter boredom for those who are rehabilitating or seeking opportunities to change their lifestyle.

Services and support for vulnerable people, particularly those that often have multiple and complex needs, are an important aspect of ensuring a strong sense of community, tolerance, diversity and safety.

Governance of Public Spaces

Public spaces are a community space available to all to be enjoyed. The Council must act to ensure their use and enjoyment. When the activities of any people, including those who are living rough, are such that it interferes with the use of public spaces by community members, the Council has a role in responding to those issues. There is a range of responses that can be made to such activity. The following table summarises the type of response considered most appropriate to various behaviours that may be evident.

| Response | None required | Refer to Social Services (Walkwise/Police) | Trespass Orders (Walkwise/ WCC) | Justice System (Police) |
|----------------------|---|---|---|--|
| Example of Behaviour | <ul style="list-style-type: none"> • People enjoying themselves • Picnics • Sitting relaxing • Playing • Dog walking | <ul style="list-style-type: none"> • Drunkenness (without disorder) • Disorientation/ signs of mental health issues • Physical symptoms of illness | <ul style="list-style-type: none"> • Drunk/drugs • Offences with no formal complaint e.g. intimidation • Repeat offending in an area | <ul style="list-style-type: none"> • Criminal offences • Indecent exposure • Disorderly behaviour • Violence |
| Concern | None | Concerns for individual's safety and health | Concerns for public health and safety | Illegal behaviour |

ASSISTANCE PROVISION

Housing

There is a range of services that provide housing:

City Housing (Wellington City Council) – mainly provide medium to long term housing but can offer a short term fixed tenancy. This can be reviewed and extended if appropriate. Housing ranges from bedsits to larger family homes and are located from Miramar to Johnsonville. City Housing gives priority to those who are disadvantaged in the private rental market, in particular, the fit elderly, refugees and people who have low level psychiatric conditions. Rents are set at 70% of the market rate. There are significant waiting lists for accommodation.

Housing New Zealand Corporation (HNZC) – offers a similar but complementary service to City Housing generally offering larger units in suburban areas. Rents are set at 25% of income and again there are significant waiting lists.

The *Wellington Night Shelter* in Taranaki Street is a critical service in providing accommodation to homeless people. The existing Night Shelter was built in 1968 for a clientele of mainly itinerant men aged in their 50's. Accommodation is provided for 25 in a dormitory and a further 14 men are catered for in the transitional hostel accommodation. The men in the transitional hostel are longer-term and are encouraged to move into more permanent accommodation. Over time the clientele has changed and currently the average age is 29 years. There have been an increasing number of women seeking shelter but only 3 women are able to be accommodated per night. Requests are also being received from families for accommodation. These requests are mainly for refugee families and can't be met.

The shelter is scheduled to undergo refurbishment towards the end of the year and the Council has provided for a grant of \$250,000 in its Annual Plan to support that refurbishment.

A number of social service agencies have been working together on the *Easy Access Housing* project. Easy Access, in partnership with HNZA and CCDHB, are focussed on providing housing for people with complex and multiple needs.

There is a range of *community housing* providers in Wellington that offer accommodation for people on low incomes or people with specific needs such as mental health consumers or people with disabilities. Generally places are available only through referrals from other agencies such as health services. There is some limited emergency accommodation at Menenga Pai Mansfield Street in Newtown. In addition there are some private boarding houses offering low cost accommodation.

Crisis and emergency accommodation provides a certain safety net for some groups of homeless people especially those who find themselves suddenly homeless, have no plans and do not know where to go. This strategy promotes the Council's ongoing role in the provision of housing and support for services to promote independent living.

Services to support independent living

The provision of crisis accommodation appears to be less successful for the long term homeless, in particular for those who experience homelessness as a way of life and regularly sleep in public places. There are additional barriers to providing accommodation to this particular group, for example:

- Personalities not suited to living in close proximity of other tenants such as in high density housing.
- Inability to raise sufficient money to pay a bond or rent in advance.
- Behaviour problems that intimidate or frighten neighbours and consequently lead to eviction.
- Friends who cause problems and disrupt neighbours, which can lead to eviction.
- Inability to maintain tenancy for all or some of the above reasons.

The Downtown Community Ministry is a key provider of support services to highly vulnerable people living in Wellington and the work it carries out mitigates against some of the barriers noted above. A significant amount of work is carried out successfully to support both homeless people and people at risk of being homeless. The early intervention and preventive nature of this work means it is often less visible.

There is however an identified gap in ensuring access to services, particularly health services and the Council is currently exploring options to provide support for the employment of a community outreach worker.

Public conveniences

For people without accommodation and sleeping rough, the provision of public conveniences is a relevant issue. The Council has a Public Conveniences Policy which guides the Council's role in the provision of public conveniences. The business unit of Council responsible for its implementation is currently developing initiatives through the asset management plan process. The Council is not the sole provider of conveniences with the commercial sector also providing some public conveniences, for example at the Railway Station.

Food Assistance and Meals

The Council does not have a role in provision of food and meals but does support agencies that offer that service. Meals are available from a wide range of agencies and there is a high service uptake. For example, the Compassion Centre has on average 20 to 50 for breakfast and 50 to 90 for dinner.

Health issues for homeless people

The role of the Council in provision of health services is concerned with the Council's leadership role. It is well placed to advocate and lobby for increased health services. There are two areas of concern around health. First, access to primary health care (such as basic medical facilities) and second, dealing with complex health issues associated with mental health problems and advanced addiction.

Difficulties in providing outpatient and community services to homeless people include;

- accessing an address to which outpatient appointments can be sent
- being able to find a client who may need wound care or other assistance
- locating an hygienic environment in which to treat/interview clients
- trying to promote healing when the day to day environment mitigates against this
- delivering rehabilitation services and equipment to people who live in a range of different environments.

Collaboration with community agencies is critical to the provision of services and there are a range of community agencies facilitating access of homeless people to services by addressing some of those barriers noted above. For example the Downtown Community Ministry provides a contact point or address for people in need.

APPENDIX E

Social service agencies act as brokers of services and identify support workers or advocates for people with multiple and complex needs. In recognition of the contribution these agencies make to accessibility of services the Council has a role in supporting and advocating for them.

Appendix Two: Safety Strategy

INTRODUCTION

This strategy is intended as an evolving and dynamic document that allows for flexible and innovative solutions to current issues and emerging trends. It is not intended to be an exhaustive or comprehensive document outlining the Council's safety initiatives but rather a brief overview of the strategic priorities and the tactics to be employed in meeting them. The Strategy has evolved to support the implementation and ongoing commitment to safety initiatives and is encapsulated in the Safe City Programme – a booklet developed as the winning entry in the local government section of the Bearing Point Innovation Awards.

A key feature of the strategy is the way it supports further evolution of priorities and tactics. For example, since the inception of a package of safety initiatives in 2000, the approach to safety has become increasingly integrated and the way in which partnerships are formed, developed and maintained is changing to reflect different opportunities and challenges. Safety is being integrated with a range of "business-as-usual" activities and it is intended that the integration into business as usual continues. For example safety aspects of urban design, youth events and liquor licensing.

DESIRED OUTCOME:

PEOPLE FEEL SAFE IN WELLINGTON AT ANY TIME

This outcome supports the vision of Creative Wellington – Innovative Capital by ensuring a vibrant inner city that people want to live and work in and that offers lively recreational activities.

There has been an increasing acknowledgement of the critical role that the perception of safety has in contributing to a vital and vibrant city that attracts creativity and innovation. One aspect of Wellington's sense of place is that it is a lively city that attracts people to its centre. Safety is a fundamental condition to maintaining that vibrancy. Creative people are attracted to live and invest in places where they can go about their everyday business both being – and equally important – feeling safe. Higher levels of confidence in personal and public safety influences the choices people make about participating in city life and helping to build a vibrant and dynamic city economy.

A key outcome of an attractive city is lifestyle and this includes a clean, safe and walkable city with people living, working and playing in a populated downtown. Any threats to community safety undermine the city's success. Safety is about how we design, use and manage behaviour in public spaces. In turn safety is a fundamental ingredient of Creative Wellington – Innovation Capital.

PRINCIPLES

- Wellington City Council has a leadership role in developing a safe city
- To achieve real and sustainable outcomes there must be strong and sustainable partnerships with other agencies
- Safety initiatives will be integrated into business as usual to the greatest extent possible.
- Emerging issues will be responded to proactively.

Community safety is generally approached in two ways – situational crime prevention and social or developmental prevention. The Wellington City Council Safety Strategy utilises both approaches.

Situational Crime Prevention modifies the environment by making crime more difficult and risky or less rewarding. To be effective, situational crime prevention must be integrated with business as usual activities. Key activities for the Council in situational crime prevention include:

- Maintaining the urban infrastructure in excellent condition
- Using safer design concepts in urban design
- Enhancing public spaces through landscaping, lighting and street furniture
- Urban renewal/ social capital
- Managing traffic.

Social and Developmental Strategies aims to redirect offenders or potential offenders to options rather than crime. Social crime prevention aims to reduce a person's exposure to as many risk factors as possible. Risk factors include poor school attendance, alcohol or drug abuse, unemployment and low income. Key activities for the Council in social crime prevention include:

- Creating crime resistant neighbourhoods
- Creating social bonds
- Involving young people in activities aimed at reducing boredom.

OBJECTIVES

Safe Clean and Walkable City

The objective is to provide a high standard of public amenity in the city's streets and public places to increase people's real and perceived safety. This supports the Council's vision of Creative Wellington – Innovative Capital (as described above).

Partnerships

Sustainable and meaningful partnerships must be developed and maintained with a broad range of agencies and community groups. Although the Council has a leadership role it cannot achieve real and sustainable benefits unless it is working closely with other agencies and the community.

Partners and potential partners include the Police, ACC, community groups, youth service providers, health providers, Child Youth and Family Services and the Crime Prevention Unit.

The objective is to develop relationships and cooperative initiatives with key constituents in the city with respect to enhancing community safety.

Well Informed Community

A high awareness of the safety related initiatives and programmes being developed and implemented in Wellington contributes to both perceptions of safety and community responses to safety issues. If the community are aware of the programme it provides an opportunity for communities to be proactive in participating and providing input to priorities, gaps and initiative development.

In addition the Council has a leadership role in providing education and guidance to the community on how to deal with crime and safety issues appropriately and effectively.

FOCUS AREAS 2000 -2004

In the first instance priority was given to seven issues impacting on city safety that were identified through the Draft Annual Plan process in 2000. They were:

1. Dark spots in the city encourage crime and reduce feelings of safety
2. Few activities to involve young people once they are in the City
3. The need for young people to be able to resist or avoid victimisation
4. A need to enhance the network of public transport in the Wellington Region to ensure that people are able to get home safely at all times
5. Youth access to and misuse of alcohol and other drugs
6. Crime and fear of crime can deter visitors and citizens from the city centre
7. The need for strong leadership and active decision making at senior levels and close collaboration with groups and agencies working with communities.

Thirty one initiatives were developed to support these focus areas and perceptions of safety have improved dramatically since the package was implemented. An overview of their implementation is attached separately.

FOCUS AREAS 2004 – 2008

The successes over the past four years in increasing perceptions of safety must now be maintained. Reports are clear that pro-activity, partnership and integration are critical to those successes. The Council will continue its leadership role in the area of safety.

Ongoing safety initiatives will:

- recognise the breadth of safety issues to be addressed
- encompass environmental design, community development, education and enforcement
- have the flexibility to respond to the varied needs of social, business and political life that make up Wellington's communities of interest
- create opportunities for groups of citizens to collaborate in making Wellington safe
- enable programmes contributing to city safety to be identified, implemented and evaluated for their impact on achieving Wellington's vision.

Over the next few years there are three themes driving the future focus of the safety strategy – maintenance of proven success factors, integrating safety concerns into business as usual and innovative initiatives to respond to emerging issues and trends.

Maintenance

The focus on youth, alcohol and leadership over the past few years has changed the way that the Wellington City Council is perceived and the way it does its business. Not only has safety been enhanced as a result of that focus but also the sense of community, responsibility and in the case of alcohol, effectiveness of the licensing regime. Therefore it is important that the changes that have been made and the leadership provided by the Council continue in these areas.

Integration

A key feature of sustainable safety programmes is the way in which safety issues are integrated into business as usual. Significant change has been made to the way the Council carries out its business so that safety concerns and issues are more integrated, for example, capitalising on the presence of street cleaners to report safety concerns. However, integration into business as usual can be enhanced and to ensure the momentum continues a systematic process is required to ensure ongoing integration. Consideration is currently being given to developing a Design Guideline for Walkways. The Council has over 500 walkways and by developing a guideline there can be some confidence that the walkways are maintained, lit and designed in a manner that supports safety.

Innovation

Ongoing innovation in implementing the safety strategy requires flexibility and responsiveness. This implies an ability and capacity to respond to emerging issues and trends as they become apparent. Of particular importance in identifying issues and trends are:

- the partnerships that the Council has with the Police and other agencies with an interest in safety
- monitoring and analysis of statistics and other information.

It is important that issues and priorities are identified in collaboration with our partners and stakeholders. To ensure a collaborative approach it is intended to continue to develop relationships with key stakeholders including the Police, ACC, Retailers and community representatives. Those relationships are pivotal to the future of the strategy. Further relationships will be strengthened and developed both in the community and with central government, for example with the Crime Prevention Unit.

Safety initiatives must be responsive to emerging issues and trends. For example, in March the Police released crime statistics for the calendar year to December 2003. Those statistics showed an increase in crime, in particular, violence, burglary and thefts from cars. Council officers have met with the Police to determine initiatives to address these issues. It is intended that in partnership with the Police, the WCC will develop information material (for homeowners and landlords), liaise with other partners to develop responses (for example, with the Chamber of Commerce and retailers) and maintain other initiatives such as the safety audits, alcohol interventions and KEG.

In addition Police are increasingly concerned about substance abuse and some consideration is being given to what if any Council's role is in addressing that issue. Consideration is being given to initiatives such as developing a voluntary code on substance abuse and facilitating its adoption by community members that are affected by or affect the level of substance abuse.

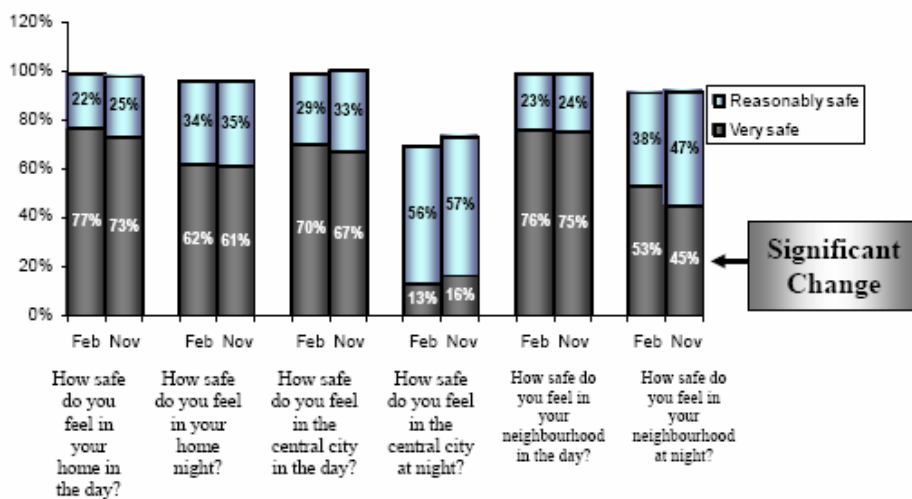
A challenge that is increasingly raised in the literature is the way in which urban renewal and social capital impact on safety. Further work is necessary to identify how the Council might take those issues on board and integrate them into the safety programme.

It is intended to pursue global recognition of Wellington's safety reputation by seeking Safe City Status under World Health Organisation criteria.

There will be an increased emphasis on neighbourhood safety in recognition of a change in perceptions of safety in the neighbourhood. Since February 2002 perceptions of safety seem to have stabilised at a high level. Almost all Wellington residents feel very safe or reasonably safe in their homes, neighbourhood and the central city during the day. The majority of residents also feel safe in these locations at night. But there has been a statistically significant decrease in the perceptions of safety in the neighbourhood at night between February and November 2003.

The following chart reports the perception of safety in February and November 2003.

Percentage of residents who felt safe or very safe in February and November 2003

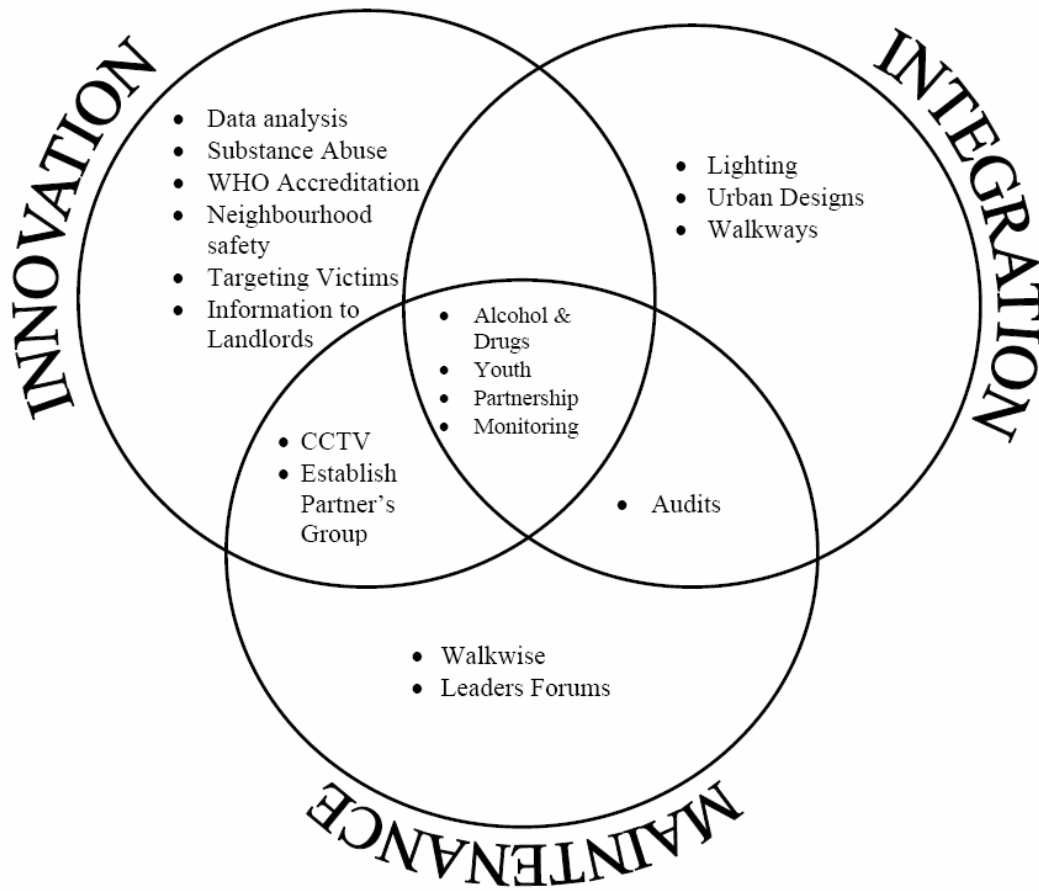


In response to this indicator future safety initiatives will prioritise safety in the neighbourhood. Promoting neighbourhood safety systems in Wellington's inner and outer city suburbs will contribute to addressing this issue by ensuring there are local solutions to local safety issues and that communities are empowered to proactively increase safety. For example, residents can work together to build support systems responding to particular neighbourhood needs such as crime and accident prevention, child watch, elderly people's alert etc.

A further key initiative will be exploring options for the use of CCTV. CCTV was trialled between April and December 2003 in the Manners /Dixon/ Cuba area. As noted in the attached overview, residents and retailers considered CCTV contributed significantly to perceptions of safety and the Police report it was highly successful in decreasing resolution time, contributing to response planning and ensuring a rapid response. Officers are exploring options for reintroducing CCTV early in the 2004/05 financial year.

The attached diagram illustrates the inter-relationship between existing and proposed initiatives, and the themes of integration, maintenance and innovation. It illustrates various new initiatives within the framework.

APPENDIX E



Appendix Three: Safer Community Grants



Safer Community Grants

July 2004 to June 2005

| Organisation Name | Project Description | Amount Granted |
|---|--|-----------------|
| Birthright Wellington | Parenting programme for one parent families at risk | \$4,500 |
| Catholic Social Services | Four violence prevention and self development programmes in schools | \$4,000 |
| Door Staff Association (Wellington) | Training and support to door staff in the Wellington rate paying area | \$5,000 |
| Downtown Community Ministry | Street People project assisting people who can't manage a bank account | \$7,500 |
| Drug Arm Wellington | street vans, upgrade kitchen and office equipment | \$4,240 |
| Island Bay Community Centre | Self defence project | \$600 |
| Lender of Last Resort | Salary grant for part time office assistant | \$3,000 |
| Parent Help Wellington Inc. | Anger change groups for women | \$4,000 |
| Wellington Boys and Girls Institute Inc | Gain programme revamp | \$2,000 |
| Wellington Boys and Girls Institute Inc | Footsteps project costs | \$15,000 |
| Wellington City Mission | For a new staff member to attend a Child Protection Services education programme | \$660 |
| Wellington Ending Abuse & Violence Inc | Woman and Anger programmes and a manual for the men's course | \$9,000 |
| Wellington Free Ambulance | To educate community groups on how and when to call for an ambulance | \$3,500 |
| Wellington Independent Rape Crisis Centre Inc | To print 1500 copies of Youth Information booklet on rape and sexual abuse | \$2,300 |
| Wellington Night Shelter Trust | Emergency night shelter providing a place of safety | \$10,000 |
| Wellington Somali Council Inc | Expansion of soccer training for at risk refugee youth | \$4,500 |
| Wellington Womens Refuge | To continue to provide a community office and education on family violence | \$10,000 |
| ZEAL (Under Body & Soul Trust) | Inner city youth venue with high quality programmes | \$5,000 |
| | Total: | \$94,800 |