City Safety Plan

Overview of the City Safety Plan

PURPOSE: To create a vibrant, welcoming, and safe central city by addressing complex safety challenges through a collaborative, sustainable, and integrated approach.

VISION: A safe and inclusive Wellington where public spaces are inviting, communities thrive, and where people and whānau feel safe.

Problem Statement

- Wellington's central city is perceived as unsafe due to visible complex issues such as drug and alcohol-related harm, homelessness, anti-social behaviour, and urban design challenges.

- To address these challenges, we are developing an enduring and integrated approach to city safety to create a vibrant, welcoming environment where everyone feels safe.

Background and context

- Public safety perceptions in Wellington's central city have declined since 2019, with the 2024 Resident's Monitoring Survey showing a 12% drop in daytime and a 33% drop in nighttime safety.

- Despite stabilisation from initiatives like the Pōneke Promise, key concerns remain, including:

  - Drug and alcohol-related harm
  - Rough sleeping and visible homelessness
  - Anti-social behaviour and aggressive begging
  - Urban design challenges
  - Retail crime and street harassment
  - Graffiti and environmental factors

What We Can Control

- Services and Infrastructure:
  - Managing and maintaining the CCTV network and urban lighting.
  - Coordinating safety initiatives like the Hāpai Ake team and community patrols.
  - Delivering tactical urban design improvements for safer public spaces.

- Funding and Support:
  - Funding key programs and services such as harm reduction, homelessness support, and health services in partnership with providers.

- Local Regulations:
  - Enforcing bylaws like the Public Places Bylaw 2022.Developing policies like the Local Alcohol Policy to manage harm.

- Collaboration and Advocacy:
  - Partnering with Police, NGOs, and community groups to deliver coordinated safety interventions.
  - Providing evidence-based advice and data to Mayor and Councillors to advocate for better service provision, housing support, and systemic solutions.

What We Can't Control

- Systemic Issues:

  - Root causes of homelessness, systemic inequality, and mental health provision

  - Broader economic and social factors driving retail crime or anti-social behaviour.

- Policing and Emergency Services:

  - Direct control over Police operations, resource allocation, and response times.

- Health and Addiction Services:

  - Delivery and funding of mental health and addiction support services, which fall under central government agencies like Te Whatu Ora.

Working Smarter Together – Integrating Systems, Services, and Partnerships

We have developed five key pillars as part of the City Safety Plan to create a comprehensive strategy that aligns interventions with our goals for a safer, inclusive, and vibrant central city.

Key Pillars of the City Safety Plan

Enhancing Safety Systems

Strengthening our Community's strategic response to Homelessness

Supporting a Safe Night Life

Integrated and Enduring Approach

Our Regulatory Framework
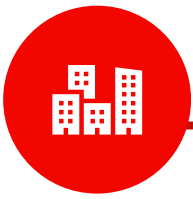
Pillar 1 - Enhancing our Safety Systems

Objective: Deploy targeted interventions to address specific factors contributing to negative perceptions and experiences of safety

Actions

- **1.1** Strengthening and re-designing our CCTV network.

- **1.2** Investing in our Community Patrols and the Māori Wardens

- **1.3** Pilot 'safety spots' where people can access help 24/7 support and assistance if feeling unsafe.

- **1.4** Establish and set up a proposed Urban Liaison Team.

- **1.5** Supporting community-led safety initiatives.

Pillar 2 – Strengthening Our Community's Strategic Response to Homelessness

Objective:
- Continue to deliver against the Homelessness Actions within the Housing Action Plan. This responds and expands our harm prevention services to support people to access services with a view to exit homelessness.
- To deliver tailored interventions for Wellington's most vulnerable communities by developing individualised support pathways, expanding outreach, and utilising evidence-driven advocacy.

Actions:

2.1 Facilitate bespoke solutions for the 'Cohort of 30' to identify and facilitate effective support and housing. Identify each individual's unique needs and coordinate targeted support.

2.2 Strengthen outreach and expand support networks to provide services outside of normal business hours.

2.3 Data driven advocacy - Collate and analyse evidence and real time data to help advise the Mayor and Council on any advocacy requirements such as the provision for mental health services, facilities, and support.

Pillar 2 – Homelessness response: actions already underway within the Housing Action Plan

- ✓ Engage with mana whenua to address drivers of homelessness

- ✓ Develop a Housing Pipeline Map including affordable, social, transitional, and emergency housing

- ✓ Investigate establishing a Strategic Leadership Group to engage local and central government

- ✓ Create a Wellington Regional Homelessness Network Group to promote regional collaboration

- ✓ Investigate a centralised data system to understand homelessness numbers and journeys

- ✓ Increase public and business awareness about homelessness responses in Pōneke

- ✓ Explore enhanced support services: early intervention, urgent support, kaupapa Māori, and targeted support (links to outreach)

- ✓ Strengthen internal capabilities and resources for Council kaimahi interacting with homelessness

- ✓ Make financial contributions to targeted housing solutions including Te Pā Maru and Whakamaru

Pillar 3 – Supporting a safe night life

Objective

• Use the **Sexual Violence Prevention Action Plan** and roadmap to inform targeted interventions and action.

• Enhance the **visibility of safety initiatives** in key hospitality and entertainment venues during night hours to support the Economic Wellbeing Strategy's night-time economy work.

Pillar 3 - Supporting a safe night life
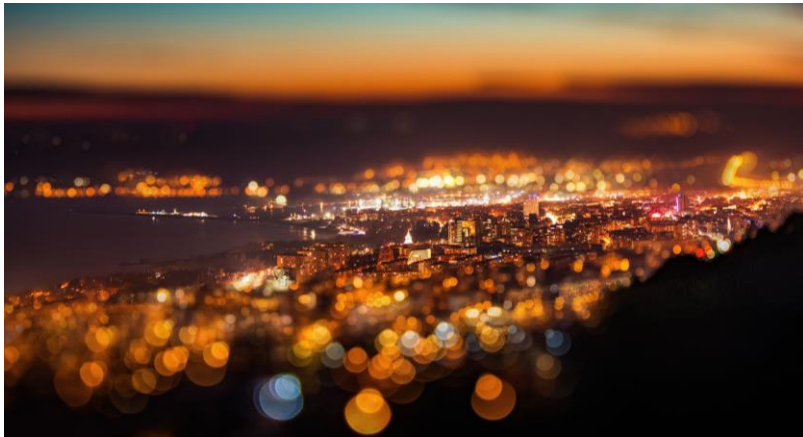
Action:

- **3.1** Develop and deploy C.A.R.E. - Coordinated Assistance and Response for Everyone Officer aligned with Courtenay Precinct Plan.

- **3.2** Event Response Plan: Coordinated with CCTV, Police, and Proposed Urban Liaison Team to deter anti-social behaviour and enhance perceptions of safety around key venues like the St James, Opera House, Michael Fowler Centre, and Embassy Theatre .

- **3.3** Develop and deliver 'The Nightline', a vibrant, safe access route through a key hospitality route with welcoming lighting and opportunities for collaborative street activations for bars and restaurants.

- **3.4** Expansion of drug checking, education, and promotion of services.

- **3.5** Sexual violence prevention training for hospitality staff

Pillar 4: Moving Forward in an Integrated and Enduring Way

City Safety Meeting Framework

Weekly Round-Up: Situational Assessment and Response *Weekly - Monday 10am*	Safe City Coordination Meeting *Weekly - Monday 1:00pm*	WCC Safety Delivery Team *Fortnightly - Wednesday 1:00pm*	City Safety Steering Group *Monthly*	Mayor's Advisory Group *Quarterly*
Purpose: Gather information from the past week and assess risks for the upcoming week. Focus on situational assessment and management of risks for the week ahead. **Participants:** · Police O/C Community Beat · Safe City Team Leader · CCTV Supervisor · Security Team Leader · Hāpai Ake Supervisor · Street Cleaning Team Leader	**Purpose:** Share information and actions from the Weekly Round-Up and coordinate solutions and the provision of services. Informed by NGO and regional information gathered at Harm Prevention team meetings. **Participants:** · Safe City Team · Harm Prevention Team · Hāpai Ake Supervisor · CCTV Team	**Purpose:** Update on city safety initiatives, ensuring business units are informed, and coordinating responses to urgent safety issues. A focus on quick responses to safety interventions. **Participants:** · Cross WCC Representatives	**Purpose:** Provide executive oversight, manage challenges, and instruct the Delivery Group. Sign off on reports for Mayor and Councillors. Receive intelligence from Delivery Group to guide decisions. **Participants:** · Police: Jason McCarthy, Hamish Knight · Urban Design: Vida Christeller · Transport & Infrastructure: Brad Singh · Connected Communities: David Ensor · SRO City Safety: Sehai Orgad · Economic Strategy & Commercial: Melissa Davies · Property & Capital Projects: Iestyn Burke · Te Mataaho Aronui: Gabrielle Paringatai-Lemisio	**Purpose:** Strategic engagement with key partners to advise on major safety issues. Receives reports from the City Safety Steering Group and sets long-term strategic direction. **Participants:** · Mayor · NZ Police Wellington City Area Commander · MSD · Health New Zealand · Wellington City Mission · DCM · Chamber of Commerce

Role of regional/NGO Input:

Indirect role: Initial discussions on risks and issues for the week, informed by previous NGO/regional intelligence, but focused on real-time city data and operations.	**Direct role**: Integrates regional and NGO inputs received through the Harm Prevention team. The insights gathered from NGOs, social service providers, and regional reports directly influence actions and strategies for coordination.	**Indirect role**: While this meeting is primarily operational, NGO/regional information flows indirectly via the **Safe City Coordination Meeting**, where regional and NGO intelligence shapes specific safety interventions discussed here.	**Direct and strategic role**: Informed by **intel gathered from regional meetings and NGO sources**. Insights on vulnerable communities, homelessness, and safety from City Mission and DCM (among others) influence strategic decisions.	**Direct and strategic role**: Inputs from regional partners (MSD, Health NZ) and NGOs (City Mission, DCM) provide data and reports to shape strategic direction. These inputs are crucial for advising on city safety issues that impact long-term planning.

Objective:

- Shape the way we work to enhance safety by effectively coordinating our projects and maintaining programme management oversight.

Action:

- 4.1 Integrated internal and external coordination, communication, and clear governance structure including the Mayors Safety Advisory Group.

- 4.2 Establish a Safety Hub to support coordination, communication and partnered prevention initiatives that will accommodate external partners such as Māori Wardens, community patrols and Police Beat team.

Pillar 5: Our Regulatory Framework

Objective:

To strengthen and adapt Wellington's regulatory framework in support of a safe and vibrant city by advancing responsible alcohol management through the development of a Local Alcohol Policy and ensuring the Public Places Bylaw 2022 remains effective and relevant. This pillar seeks to balance regulatory measures with community needs, fostering safer public spaces and supporting the city's social and economic well-being.

Action:

- **5.1** Developing the Local Alcohol Policy

- **5.2** Using our regulatory powers to minimise pre and side loading

- **5.3** Ensure that the use of our Public Places Bylaw 2022 is effective and fit-for-purpose.

Our Communications Approach

- **Increase Visibility and Confidence**: Proactively share progress, key interventions, and successes to build trust and engagement, ensuring residents, businesses, and communities are well-informed about city safety initiatives.

- **Collaborate with Strategic Partners**: Work closely with Police, Wellington City Mission, DCM, and other key stakeholders to align messaging

- **Define Roles and Ensure Coordination**: Clearly outline responsibilities and streamline efforts to deliver an aligned and effective response to city safety challenges

Measuring success and the impact of our plan

Police Data Trends:	CCTV Data Analysis:	Fresh Service Tickets:	Impact of interventions at night	Community Patrol Data:
• Monitor changes in reported incidents of anti-social behaviour, assaults, theft, and other crimes in key areas of the city. • Track victimisation rates to assess improvements in community safety.	• Evaluate the frequency of incidents captured by CCTV and response times to those incidents. • Measure responses in observed anti-social behaviour and activity in high-risk areas monitored by CCTV.	• Analyse trends in the volume and types of "Fix-it" or "Fresh Service" tickets related to city safety issues (e.g., graffiti removal, lighting repairs, reporting unsafe areas). • Measure response times and the number of repeat incidents in specific locations.	• Measure use of safety spots and response to calls • Collect data from Take 10 to better understand what interventions are working • Use data from CARE Officer response to monitor harm from drug and alcohol use.	• Collect feedback and data from community patrols, such as the number of interventions, referrals to support services, and safety improvements noted during patrols.

Proposed Delivery timeline December 2024 – July 2025

4 Dec
Councillor Briefing

1 Feb
- 3.2 Strengthened **Event Response Plan** in place

End Feb
- **Local Alcohol Policy** Briefing to Councillors

March
Proposed Urban Liaison Team established

By April
1.3 Install pilot of 'safety spots'

1 July
1.1 Strengthened CCTV Network
4.2 Safety Hub established

31 Jan
- RFP drafted for **C.A.R.E Officers**
- **'Cohort of 30/'Te Kāhui Awhero''** service design completed with key providers
- **Design for Safety Hub Complete**

6 March
City Safety Plan to SCE

19 March
Grants Committee:
- **1.2** Community Patrols
- **2.1** 'Cohort of 30'
- **2.2** Weekend Outreach and support

End of June
Design and planning phase **of Nightline** completed