



DRAFT COMMUNITY SAFETY PLAN

PROGRESS UPDATE - 4 November 2021

Background/context

- Council is obligated to act for 'community good' and this includes playing our part to help ensure that Rotorua is a safe and attractive place for locals and visitors alike.
- The importance of community safety was reiterated during discussions that led to the formation of the 2021-2033 Long Term Plan (LTP). This subject remains a key priority for the Rotorua District moving forward.
- To assist with improving community safety and crime prevention in Rotorua, Council agreed to invest a further 500K per annum towards community safety. This equates to \$5m across the term of the LTP.
- A collaborative partnership between RLC, Police and key safety stakeholders had already been formed in late 2018 in response to increased negative perceptions of safety in the CBD.
- The partnership initially went under the title of 'Summer CBD safety campaign' and included increased CCTV monitoring and assistance from local security partners. The campaign has continued on since then and remains a key tool in addressing concerns about, and improving community safety and perceptions. The photo on the first slide is an example of collaborative patrolling with Guardians and Security staff vehicles.
- All partners share a desire to achieve the community objectives contained in the draft Community Safety Plan which was presented to and approved by Council in March this year.

WHAKAHAUMARU HĀPORI Draft Community Safety Plan

**ROTORUA
LAKES COUNCIL**
Te kauriwhiri o ngā rāko o Rotorua

KUPU ARATAKI | INTRODUCTION

In 2020, Council developed *He Papahāinga, He Hāpori Taurikura - Rotorua's Homes and Thriving Communities Strategic Framework*.

The need for a Community Safety Plan was identified through engagement with Te Arawa, communities and organisations.

This draft Community Safety Plan proposes a range of ways in which Council will work with communities and other stakeholders towards achieving Rotorua 2030 goals particularly:



He hāpori pūmanawa | A resilient community
Inclusive, liveable and safe neighbourhoods give residents a sense of place, and confidence to be involved and connected.

TE TIROHANGA | VISION

The vision guiding the development of the Community Safety Plan is based upon Rotorua:

- Being the safest place to live and raise a family
- Having a positive reputation as a safe destination
- Having a sense of belonging and connection in our neighbourhoods
- Children and young people growing up in nurturing families
- Reduction in anti-social behaviour, alcohol and drug abuse
- Reducing crime statistics and victimisation
- Developing effective collaboration with Police, community groups, business and neighbourhoods/families.

NGA WHĀINGA | OBJECTIVES

- People feel safe across our communities
- Reduction in anti-social behaviour and crime
- Reduction of family harm

NGĀ MĀTAPONO ARATAKI | GUIDING PRINCIPLES

Developing thriving communities

- Taking a long term view for our future generations, 'Mokopuna decisions'
- Partnership and co-design
- Connecting communities
- Creating momentum for change
- Safety by design
- Prevention
- Evidence-based solutions

NGĀ WĀHI MATUA | PRIORITY AREAS

- CBD and Inner City
- Hot Spots* (change over time but currently Fenton Street, Kerosene Creek)
- Western Locality
- Eastern Locality
- Ngongotaha Locality

INTELLIGENCE	RESPONSE	PREVENTION	COLLABORATION
CPTED* - Assess public spaces of concern	CPTED* - Address issues identified with rapid interventions	CPTED* principles in public and community space design	Identify community safety partners and align efforts
CCTV - Network Plan to extend coverage to entire CBD and Fenton Street and staff extended monitoring	City Guardian team respond to intel; increase mobility of team; boost with contract security at peak need times	Review impact alcohol and drugs in public spaces and operation of Bylaws	Community awareness and participation in prevention <ul style="list-style-type: none"> - Zero tolerance for anti-social behaviour - Encouraging reporting - Encourage and support neighbourhood connections (eg Neighbours Day) - Support community safety initiatives with funding
CCTV - Investigate AI monitoring, extend coverage to suburban and other parts of district; link with private security and providers	Community Safety Patrols <ul style="list-style-type: none"> - Increase patrols of suburban areas - Liaison other community patrols, Neighbourhood Support - Māori Wardens 	Plan and implement activating public spaces with pro-social events	
Connections of City Guardians team with Police, private security, Māori wardens		Plan and implement activities with families living in motels to enhance inclusion, participation and pro-social behaviour	
Investigate community reporting fora and methods (eg: Apps)	Regulatory team target effort on reducing alcohol and drug harm in collaboration with Police, Toi Te Ora Public Health, Licensing Committee		<ul style="list-style-type: none"> - Safe public transport - Support youth justice models - Advocate for community policing resources
* CPTED - Crime Prevention Through Environmental Design		Development of community hubs	

Community Safety Plan

The plan provides some direction in how we will achieve the listed objectives, many of which rely heavily on the capabilities of the Guardian and CCTV teams and their relationships with key partners.

The approved plan contains the following expectations around functions, linkages and partnerships:

- Community Safety Patrols
 - Increase patrols of suburban areas
 - Liaise with other community patrols
 - Neighbourhood Support
 - Māori Wardens
- City Guardian Team respond to intel: Increase mobility of Team, Boost with Contract Security at Peak times.
- Connection of City Guardian Team with Police, Private Security, Māori Wardens.
- CCTV network to extend coverage to entire CBD and Fenton Street and extended monitoring
- CPTED (crime prevention through environmental design) assess public spaces of concern.
- Address issues identified with rapid interventions
- Linkages with regulatory team assist in reducing alcohol and drug harm in collaboration with Police, Toi te ora, Public Health, District Licensing Committee.

What does collaboration look like?

- Police, Safe City Guardians, CCTV and Security staff continue to provide a joined up approach and have zero tolerance toward anti-social behaviour particularly focused on the CBD. Prevention is a shared focus.
- Joint communications are maintained between Police and CCTV/Patrol staff along with rostered hours and patrol areas provide a continued level of public visibility and coverage for deterrence and detection purposes.
- Increased monitoring of council's CCTV network for crime prevention purposes and direction of patrollers has become 'the norm'. More recently, vehicle patrols have also been incorporated to widen the scope of our services to areas outside the CBD and in turn provide more value and connectedness to the community.
- Trespass procedures continue to be utilised to help stamp out anti-social behaviour in public spaces. Linkages with strategic partners assist with steering people towards wrap around support services where appropriate.
- An internal working group has been set up in recognition of the importance of continuing to expand the scope and capabilities of our CCTV network. This includes feedback from the Police and Council teams around camera type and placement. This team is also focusing on the potential for phased technology advancements to further increase the effectiveness of CCTV services in time.
- As Covid-19 hit our shores these partnerships have enabled a more cohesive and efficient response ranging from enforcement through the Police, property protection, education, support and welfare duties as required while all the while continuing to provide professional re-assurance and visibility to sections of our community.

Collaboration cont'd

- Commitment from Police to increase visibility by working alongside the Guardians, in and the CBD and wider District. Police are altering routine deployment to support Guardians, businesses and the wider community.
- Police and Council are working with partner agencies with a holistic lens to address community issues.
- Police and Council working together to model different operational and response scenarios for the CBD.
- Support for events (special and regular) e.g. patrolling for Night markets, alcohol ban extension, concerts, etc.
- Engagement with council at both Operational and Governance/ Strategic level (e.g. MOU)

Current safety state

- With the extended daylight hours and Summer just around the corner, this provides great opportunities for locals and visitors to enjoy activities in our beautiful city.
- This also unfortunately provides additional opportunities for antisocial/criminal behaviour to occur which negatively impacts our city's reputation, directly affects individuals and influences perceptions of safety.
- There has always been a degree of Police demand around socio economic factors in Rotorua. The centralisation of the transitional housing has not disproportionately increased this demand. Police are aware that this one location approach, increases reporting, public awareness and perceptions of safety in the Fenton Street motel strip and in the CBD. This is similar to other cities with transitional/emergency housing.
- Police and Guardians have seen an annual trend re-emerge of rough sleepers moving back into the public eye particular as the weather warms.
- Anti social behaviours in and around the core of the CBD in particular have recently decreased, which can be linked to regulatory involvement and visibility of patrols.

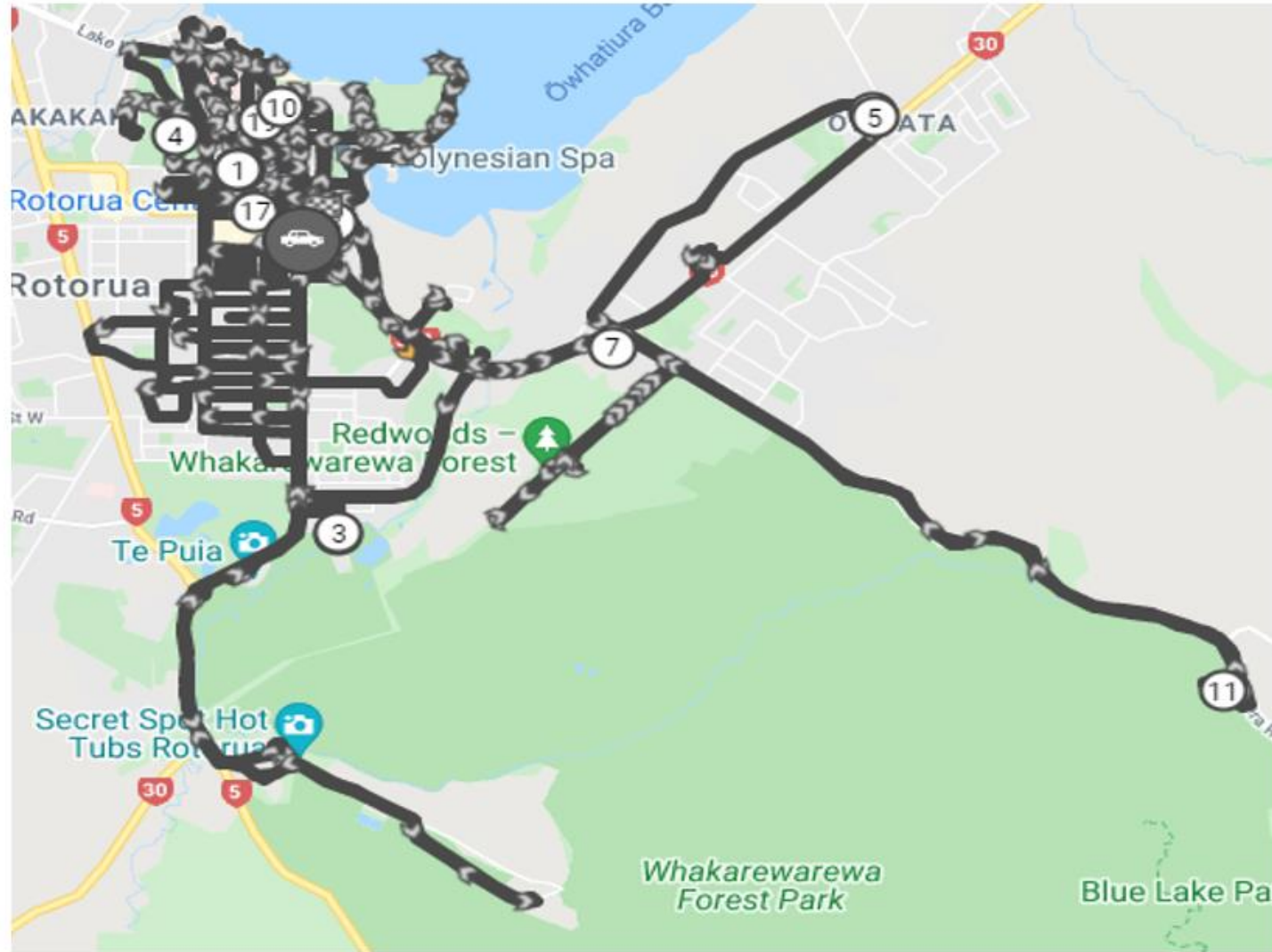
Guardian Patrolling snapshot

Patrolling Data is from 19 Sept – 19 October 2021 – CBD and wider District.

- Total 230 incidents reported,
 - 9 x Community Assistance e.g. assisting member of the public needing help
 - 11 x Breach of liquor (ban areas) typically request to tip out alcohol and/or refer to Police
 - 16 x Suspicious Activity
 - 7 x Domestic Dispute
 - 1 x Assist Emergency Services – Assist with traffic Control regarding a landslide.
 - 1 x (Juvenile Incident) Loitering
 - 14 x Drunk/Drug driving
 - 1 x Illegal Dumping
 - 3 x suspected mental health
 - 9 x Disorderly Behaviour
 - 7 x Traffic Incident
 - 5 x (CPTED) Crime prevention through environmental design e.g. trees, visibility etc.
 - 7 x Business Visits – ambassadorial to touch base with businesses
 - 3 x Illegal Campsite
 - 48x Dog in CBD
 - 88 x (Noting = no action required, recorded general observation)

Vehicle patrolling example

Sunday: 24 October 2021

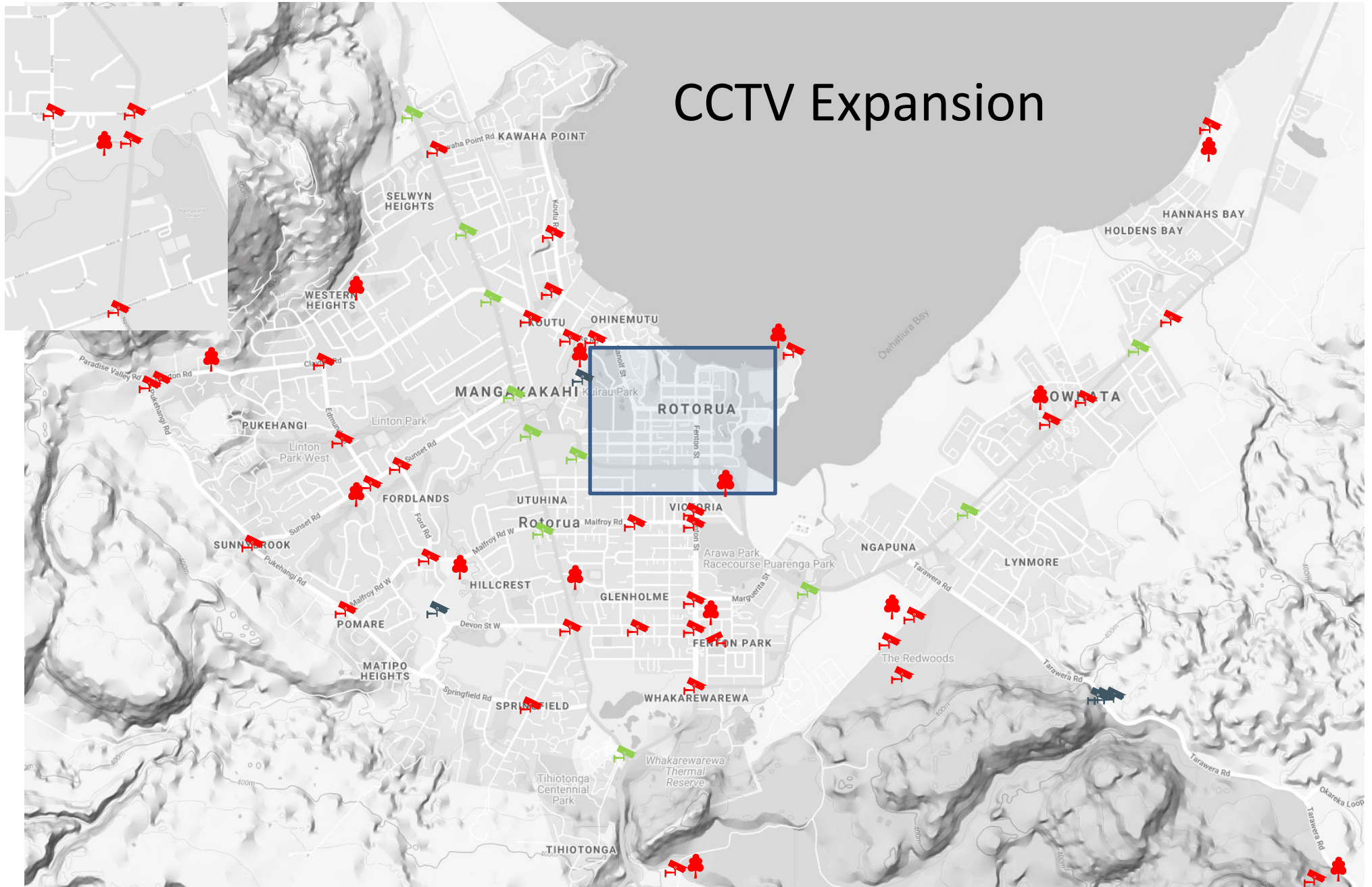


Council CCTV monitoring snapshot

Data is from 18 Sept – 18 October 2021 and includes incidents across the CBD and wider District.

- Total 159 incidents recorded
 - 138 (86%) incidents were passed onto NZ Police.
 - 2 x Breach of liquor (ban areas)
 - 34 x Acting Suspiciously
 - 11 x Domestic Dispute
 - 3 x Juvenile Incident
 - 5 x Drunk/Drug issue
 - 29 x Traffic Incidents - these include damaged or broken down, stolen, speeding
 - 2 x Erratic Driving
 - 1 x Family Violence
 - 51 x Footage reviews on behalf of Police (7 x reviews resulted in nothing found)
 - 2 x instances passed to other services (Animal control and Security contractors)
 - 12 x required no further action

CCTV Expansion



CCTV Priorities

(In no particular order)

Fenton Street

Ngongotaha

Pukehangi\Fordlands

Otonga\Springfield

Lake Road

Owhata\Holdens Bay

Ranolf

Te Koutu\Kawaha Point

CBD



Locations have been chosen for different reasons such as providing better visibility of traffic/pedestrians, major routes in/out of the city, further development of neighbourhoods etc.

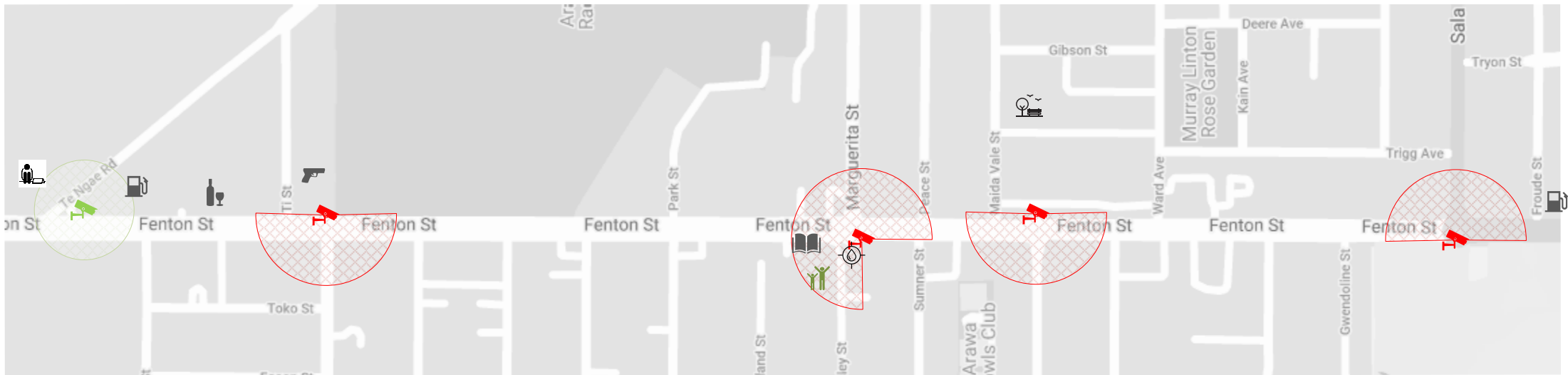
Fenton Street

Status: Planning Underway

First stage completion ETA: 3 months

Objectives:

- Deter anti Social behaviour
- Real-Time Police support
- Protect Council assets (Bus shelter, Stormwater pump station)
- information re: pedestrian/traffic usage
- Increased perceptions of safety



Lake Ōkāreka

Conjunction with regional council

Status:

Completion ETA: 3 months

Planning Underway

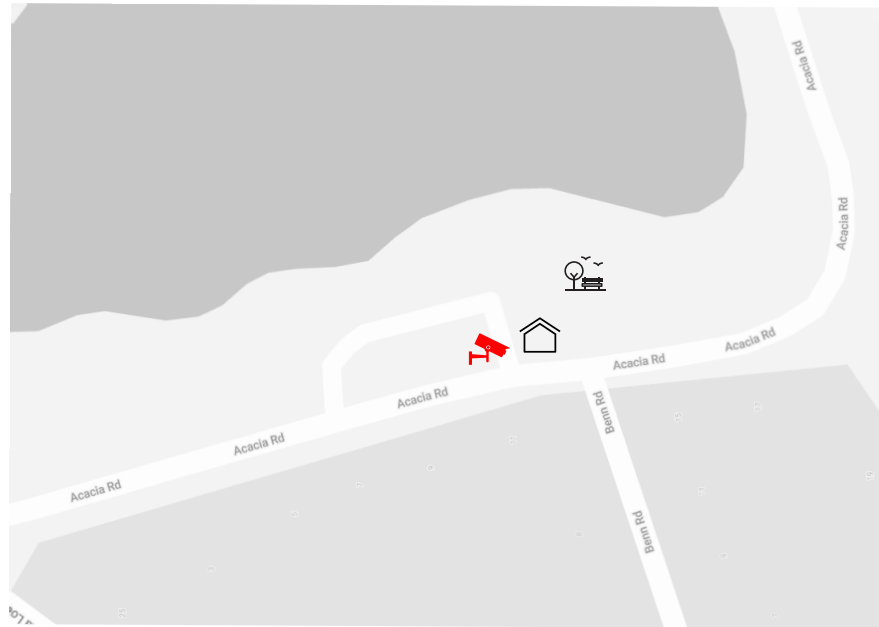
Objectives:

Support Regional Council environmental goals

Protect Council assets and investments (Toilet, boat ramp and jetty)

Encourage a safer community

Increased perceptions of safety



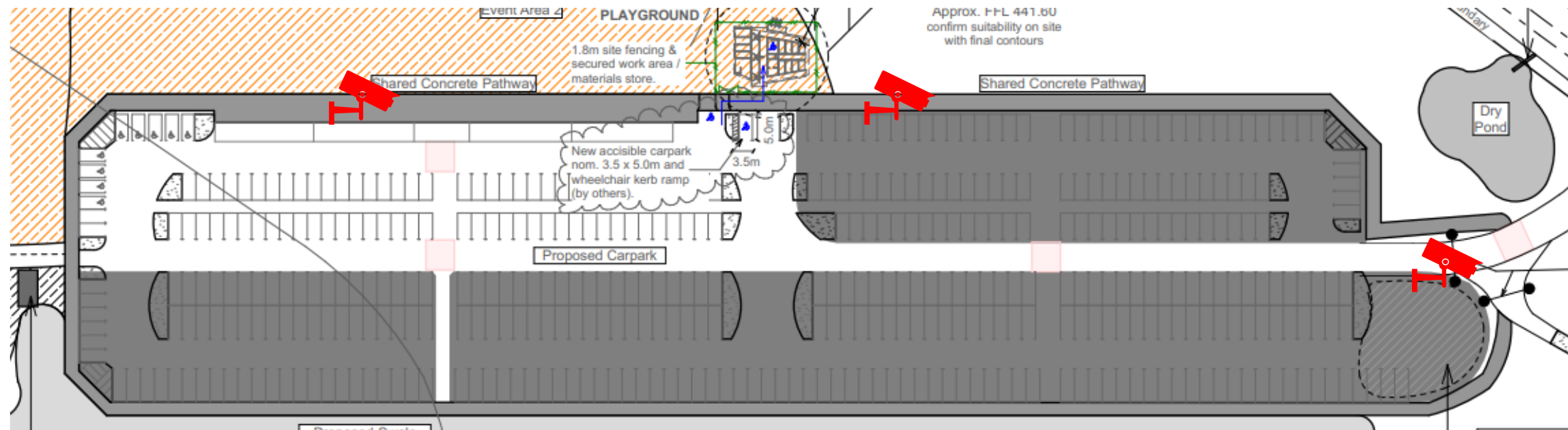
Te Putake O Tawa

Status: **Implementation Underway**

Completion ETA: 4 Months

Objectives:

- Protect Council assets and investments (Facilities and Artworks)
- Encourage a safer community
- Support local business development
- Monitor carpark utilisation
- Increased perceptions of safety



Lake Front

Status: **Implementation Underway**

Completion ETA: 4 Months

Objectives:

Protect Council assets and investments
(Facilities and Artworks)

Encourage a safer community

Deter Anti-Social behaviour

Support Council bylaw enforcement

Increased perceptions of safety



Police 10/7 video clip

- We would like to now share a clip of a recent video shown on television which demonstrates the collaborative way in which CCTV and Police work together on a daily basis. This is merely one example.

Where to from here?

To ensure that we are in the best position to achieve the objectives of the Community Safety Plan and help create a safer tomorrow each day, the following actions are underway:

- Recruitment of six additional Safe City Guardians (patrollers) to raise the total number from four to ten. These staff are intended to replace the current security contractors by early next year and will enable Council to continue to provide effective and efficient patrol services while also reducing current costs.
- An additional two CCTV monitoring staff are also being recruited to increase the total number to four. This will provide more consistency in service and flexibility around monitoring hours.
- The above also provides an opportunity to utilise Council staff resources more efficiently in outer areas such as reserves and also to revisit the current look/branding to ensure that the public are able to quickly identify the patrol teams and any other Council safety related activities/functions.
- Patrol vehicles will also soon be operated by Council using Council staff and will continue to reach out further than the CBD into residential areas and reserves to provide additional deterrence and detection value.

Where to from here cont'd....

- Initiatives to strengthen relationships and connections with Maori Wardens, Neighbourhood Support and Community Patrol Groups are now underway.
- We continue to reassess how Council collectively approaches lower level crime that negatively impacts perceptions (e.g. Graffiti) to help ensure a quicker response and encourage reporting.
- Work is underway to select a handful of priority locations for additional CCTV cameras to be installed in public spaces. This follows feedback and intel from the CCTV camera operators and Police and incorporate some changes in public spaces resulting from the Covid-19 response. These sites will be able to be confirmed shortly.
- A process to determine priorities in relation to requests for cameras from the public is being developed.
- Council's mobile CCTV trailer will be out around the District over Summer to provide a further tool to address concerns, act as a deterrent and provide further information to Council and the Police.
- Subject to available funding, the camera network will continue to expand in a measured fashion taking into account any emerging priority areas and the objective to add value and increase safety and perceptions of safety across the wider District in due course.

Where to from here cont'd

- Council patrols and CCTV have shifted into a 'Summer Roster' which will mean patrols and monitoring are focused more intently around the hours of busiest public activity. Data and observations are continually reviewed and assists in work programming.
- We continue to focus on improving collaboration, intel and the use of technology to support the move towards a more prevention based approach.
- All of these actions and the associated funding are vital to ensure that Council in conjunction with our key partners, are able to deliver on the objectives adopted by Council in the Draft Community Safety Plan. This will help ensure that Rotorua's public spaces are the safest in the Country and lead to more favourable public perceptions of safety.

Questions?....