

## 8.3 CITY SAFETY

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playing it  
safe

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The ability for people to feel safe and secure in their homes, communities and urban areas is a basic human right. Feeling and being safe is key to overall health in the community. Safety and perceptions of safety feature highly in people's view of their living and working environments, their sense of well-being and their quality of life. As Hamilton grows and develops, the need to plan and deliver safe social and physical environments where people are able to participate fully in their communities becomes increasingly important.

In response to Council's Residents Survey, Hamiltonians have identified 'Law and Order' (which includes factors such as safety and crime) as an important issue that Council needs to consider. The presence of 'Law and Order' high up the list of issues that people want Council to address indicates that this topic is at the heart of making their communities safer places in which to live, work, learn, and play.

Council's City Safety Activity Group includes the following activities:

#### Emergency Management

Focuses on developing and maintaining an appropriate level of planning and support to ensure that the Waikato Valley Emergency Operating Area (WVEOA) can respond to and recover from any disaster event. Five neighbouring local authorities comprising Waikato, Waipa, Otorohanga, Waitomo and Hamilton form the WVEOA. Hamilton is the administering authority for the WVEOA. The Emergency Operations Centre is located at the Council's Duke Street Depot in Hamilton.

#### Animal Care and Control

Contributes to making Hamilton a safe city by ensuring dog owners comply with dog legislation and by promoting responsible dog ownership through education initiatives. Animal Care and Control is based in Ellis Street, Frankton. In their day to day operations, staff ensure that the maximum number of dogs are registered, investigate complaints, provide public education on dog ownership and control, and provide for the impounding of stray and seized dogs. They also deliver a range of additional functions and services, including a dog adoption programme, managing requirements for dogs classified as dangerous and menacing and control of other animals such as wandering stock.

#### Central City Safety

Engages with crime prevention partners to develop and implement initiatives that form an overall approach to safety, with the aim to reduce crime and disorder and improve people's safety and perceptions of safety in the city centre. Aspects include partnership with the Police, liquor licensing, late night transport options, improved lighting, reduced tagging and 'crime prevention through environmental design' (a crime prevention philosophy based on the proper design and effective use of the built environment leading to a reduction in incidence and fear of crime). Council manages the central city crime prevention camera network (which also assists the police in their investigation of crime), the 'City Safe' night patrol team that is present in the central city on Thursday, Friday and Saturday nights, and has a Liquor Control bylaw in effect in areas of the city to ensure that drinking is appropriately managed.

#### Environmental Health

Provides protection and promotion of public health and safety in the city. This is achieved by undertaking the monitoring, inspection, registration and enforcement of standards in relation to food businesses, hairdressers and other regulated businesses (under the Health Act 1956) and the monitoring of recreational water quality (including public swimming pools). The activity also investigates reported cases of communicable disease, manages hazardous substances in public places and residential areas, provides a noise control service, carries out an environmental noise monitoring programme and controls the use of contaminated land.

“Feeling and being safe is key to overall health in the community”

**■ POLICY AND PLANNING CONTEXT**

Council's planning and operating environments are shaped by a wider context of national, regional and city wide priorities and objectives. This diagram identifies the key legislation, strategies, policies and plans that link to and provide direction for the City Safety Activities.



**■ REASON FOR PROVIDING THIS ACTIVITY GROUP**

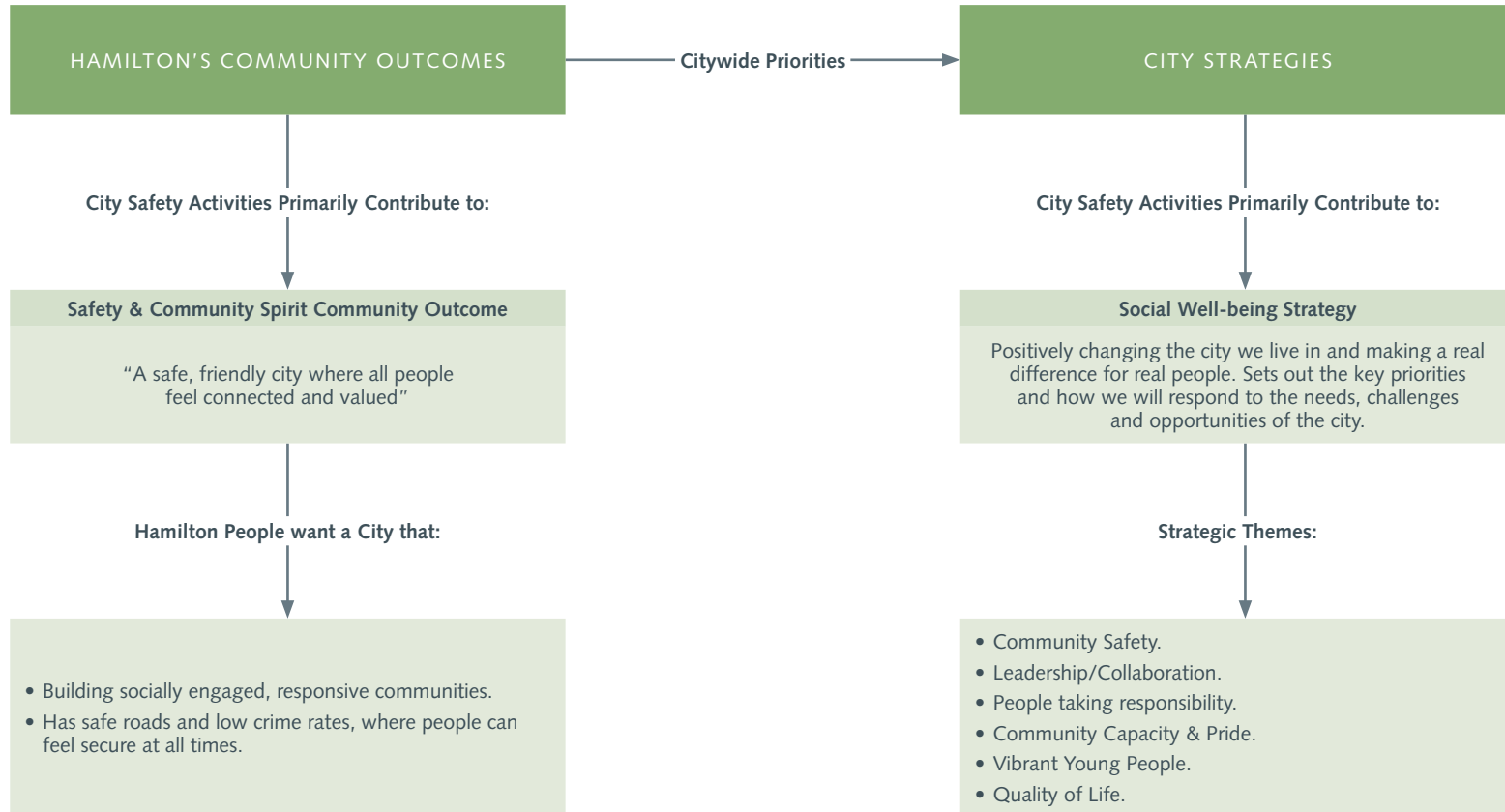
Public safety and security is increasingly recognised as a central aspect of economic and social development. Vibrant environments invite participation and create a sense of belonging, which creates a sense of safety. People are more likely to go to places where they feel safe, which keeps the city exciting, enhances social cohesion and benefits the business sector. The way we design, use, and manage spaces in our community influences perceptions of safety.

Public confidence in the safety of the city's central business district and suburbs is a priority for Hamilton. Council's City Safety Activities contribute directly towards progressing the Community Outcome of 'Safety and Community Spirit', which identifies that people want to live in a safe and friendly city. Promoting the well-being of the community is a core responsibility of Council under the Local Government Act 2002. In addition other legislation, such as the Dog Control Act 1996 and the Civil Defence Emergency Management Act 2002, also require Council to promote and protect public safety.

The City Safety Activity Group contributes to the Social Well-being Strategy, through which Council aims to foster community pride by encouraging people to take responsibility for themselves and celebrate the community in which they live.

“Public confidence in the safety of the city's central business district and suburbs is a priority”

■ CONTRIBUTION TO HAMILTON'S COMMUNITY OUTCOMES AND THE CITY STRATEGIES



“encouraging people to take responsibility for themselves”

## HOW THE CITY SAFETY ACTIVITIES CONTRIBUTE TO HAMILTON'S COMMUNITY OUTCOMES

The City Safety Activities contribute to residents and visitors feelings of safety in the city. Safety and crime are complex issues that territorial authorities cannot solve on their own and it is vital that Council adopts a collaborative approach to safety in the city.

### Emergency Management:

This activity is designed and implemented to ensure that the community is more aware of, prepared for, able to prevent, mitigate, respond to, and recover from the effects of emergencies or disaster events. Staff work with many sectors of the community to coordinate, develop and implement public awareness programmes, training and welfare systems. Close links are maintained with other emergency response agencies such as the Police, Fire Service and the Red Cross. These activities enable Council to protect life and property by coordinating an immediate and effective response to support communities during emergency events.

### Animal Care and Control:

Domestic animals enrich the lives of many Hamilton residents. However, if not cared for properly, these animals can also be disruptive to a neighbourhood. Animal Care and Control can help resolve animal control problems such as stray animals, noise complaints and reports of cruelty to animals. This activity protects the safety and well-being of people and animals by ensuring animal owners comply with legislation and by promoting responsible dog ownership through education and publicity campaigns.

### Central City Safety:

A key aspect to achieving results in community safety is to create partnerships with other organisations such as the Police. Working in partnerships brings together different points of view, knowledge, skills and experience to generate new approaches to crime prevention. The benefits to the community as a result of successful partnerships include:

- Increased community engagement – partnership members often have a good understanding of the key people in their communities and how to access local knowledge and resources. Their networks can enable greater and more efficient community participation in consultation processes, appraisal of options, implementation and evaluation. The engagement of local people can be critical to success.

- Better use of resources – coordinating resources and organisational responses to a particular crime problem increases their overall impact and gets results that agencies are unlikely to achieve on their own.
- Increased commitment – participating in partnerships requires joint operational and/or strategic planning and decision-making, increasing the commitment to getting results. Working together requires each partner to examine their policies and plans in terms of crime prevention and their implications for community safety.
- Local solutions to local problems – partners bring a range of perspectives that increase understanding of the specific problem and allow crime prevention measures to be tailored to local circumstances.

### Environmental Health:

Environmental Health programmes and services are necessary for ensuring the health and safety of people in Hamilton, as they benefit the entire community including residents, tourists, visitors, and businesses. Anyone who eats food prepared by a food business or swims in a community swimming pool benefits from the monitoring and inspection processes. Businesses also benefit from having a safe community that attracts visitors and encourages residents to use their services. Environmental Health activities also aim to minimise the impact on the community of potentially harmful nuisances such as noise pollution, air pollution, hazardous substances and contaminated sites.

### MEASURING PROGRESS TOWARDS HAMILTON'S COMMUNITY OUTCOMES

Progress towards Hamilton's Community Outcomes is monitored through a selection of indicators. Indicators provide ways in which we can measure, directly or indirectly, changes to social, environmental, economic and cultural well-being over time. They provide a picture of what is going on around us that we can use to guide our future planning. Indicators can assist in identifying areas where progress is being made towards the Community Outcomes and alert us to areas that require action.

Council is one of numerous organisations whose actions and direction assist in progressing the outcomes and overall community well-being. The following Community Outcomes Progress Indicators (drawn from the full outcome set – refer Section 3.4) will assist in demonstrating the effect that the City Safety Activity Group has on progressing Hamilton's Community Outcomes. The monitoring undertaken for these indicators will be reported each year in Council's Annual Report.

#### Key:

- M** = Moderate Contribution
- S** = Significant Contribution
- O** = Council is the only Provider

#### Community Outcomes Progress Indicators:

- S** Residents' perceptions of safety in the CBD and their neighbourhood.
- M** Residents' perception of neighbourhood noise.
- S** Number of confirmed contaminated sites that have been remediated or managed.
- M** Crime (including dwelling burglaries, theft from motor vehicles, unlawful theft and taking of motor vehicles, violent offences, family violence, sexual offences, dishonesty offences).
- M** Resident's agreeing that it's important to feel a sense of community with others in their local neighbourhood.
- M** Residents' sense of community within their local neighbourhood.

### MEASURING SERVICE DELIVERY PERFORMANCE

This section includes the intended levels of service for the City Safety Activity Group and the performance measures and targets that Council will use to monitor service delivery performance. The levels of service, performance measures and targets represent Council's service commitments to the community and outline what the community can expect to receive from this Activity Group over the 10 year period of the LTCCP.

The levels of service focus on the key service delivery attributes of this Activity Group. They draw on a number of factors including the aspirations and goals of Hamilton's Community Outcomes and the City Strategies, legislative requirements and national objectives, national and industry standards and community expectations.

This Activity Group primarily contributes to the 'Safety and Community Spirit' Community Outcome. The levels of service that specifically contribute towards progressing the goals of these outcomes are identified by the following key.

Safety and Community Spirit Community Outcome "A safe, friendly city where people feel connected and valued"	
1	Building socially engaged, responsive communities.
2	Has safe roads and low crime rates, where people can feel secure at all times.

Performance information is provided in detail for the first three years of the LTCCP and in outline for the remaining seven, through a projected target for year 10 (2018/19). Unless otherwise stated, all performance measures will be completed on or before 30 June for each financial year.

A number of performance measures and targets are from Council's Residents Survey and Customer Surveys. The Introduction to the Activity Groups (Section 8.1) provides information on these surveys, including explanations of the performance scores and categories.

KEY SERVICE ATTRIBUTES	LEVELS OF SERVICE	PERFORMANCE MEASURES	TARGETS					ADDITIONAL INFORMATION
			BASELINE	YEAR 1 2009/10	YEAR 2 2010/11	YEAR 3 2011/12	PROJECTED YEAR 10 2018/19	
Preparedness	Emergency Management response systems have been tested. ①	Number of preparedness exercises held each year.	2007/08 result: Two test exercises were held in March and June 2008	One exercise	One exercise	One exercise	One exercise	The exercises test the Civil Defence Emergency Management response systems and processes, and can be used to assess preparedness for a disaster event.
Quality	Dog Control and CitySafe Patrol services are effective in protecting the community. ① ②	Residents' satisfaction with:	2007/08 result:					Measured through Council's Residents Survey. A score of 77-78 indicates Excellent Performance and 73-76 indicates Very Good Performance for a 'no customer choice' service.
		<ul style="list-style-type: none"> <li>Dog Control Service</li> <li>CitySafe Patrol Team</li> </ul>	Exceptional performance (score of 79.8)  Very good performance (score of 75.5)	77 – 78	77 – 78	77 – 78	77 – 78	

KEY SERVICE ATTRIBUTES	LEVELS OF SERVICE	PERFORMANCE MEASURES	TARGETS					ADDITIONAL INFORMATION
			BASELINE	YEAR 1 2009/10	YEAR 2 2010/11	YEAR 3 2011/12	PROJECTED YEAR 10 2018/19	
Reliability/Responsiveness	A reliable and timely response is provided. <b>1 2</b>	Percentage of complaints relating to excessive noise responded to within 30 minutes.	2007/08 result: 95%	95%	95%	95%	95%	Response to a noise complaint is a visit to the location by a Noise Control Officer.
		Residents' satisfaction with the handling of noise complaints.	2007/08 result: Exceptional performance (score of 79.4)	77 – 78	77 – 78	77 – 78	77 – 78	Measured through Council's Residents Survey. A score of 77-78 indicates Excellent Performance for a 'no customer choice' service.
		Percentage of urgent requests for service involving dog threats to public safety responded to within one hour.	2007/08 result: 100%	80%	80%	80%	80%	Response to an urgent request is either a phone call or a visit to the location by an Animal Control Officer.
		Percentage of routine requests for service relating to dog control responded to within 48 hours.	2007/08 result: 99.2%	90%	90%	90%	90%	Response to a routine request is a visit to the location by an Animal Control Officer.
		Number of inspections of licensed premises per year.	2007/08 result: 200 inspections	200 inspections	200 inspections	200 inspections	200 inspections	This is in accordance with the Sale of Liquor Act 1989 and Council's monthly inspection schedules.
		Percentage of licensed food premises complying with notices of improvement within agreed time frames.	2007/08 result: 100%	100%	100%	100%	100%	In the event that a licensed food premise does not comply with a notice of improvement, their license is removed.

**■ SIGNIFICANT NEGATIVE EFFECTS**

Although the City Safety Activities provide many vital and important benefits to the community in terms of protecting and promoting public health and safety, there are potential negative effects that could arise from the activities. These include adverse reactions from people being investigated for noise complaints, and financial implications for registered businesses that need to improve their processes to meet legislation and standards. Some negative effects are beyond the control of Council, but in some cases measures can be taken to alleviate the effects. This is taken into account during the planning of new projects and reviews of existing ongoing programmes and other work.

The following table identifies the *significant* existing or potential negative effects for City Safety Activities. The significance of an effect is determined through its likely impact on and consequences for:

- a) The current and future social, economic, environmental, or cultural well-being of the city.
- b) The extent to which communities are likely to be affected.
- c) The capacity of Council to perform its role, including financial and other costs.

SIGNIFICANT NEGATIVE EFFECTS		HOW COUNCIL MITIGATES OR MANAGES THE EFFECTS
Potential Social or Financial Effects	Potential financial and health impact on owners of contaminated land if remediation or active management is required.	Advice is provided on requirements at an early stage of the process to minimise any adverse impacts.
	Potential adverse publicity where significant action is required to abate nuisance or adverse effects.	Council liaises with the relevant media to ensure clear lines of communication are maintained. Standard operating procedures are followed to ensure consistency.
	Potential for adverse reaction from city centre revellers if confronted regarding breach of the Liquor Control Bylaw.	Council works with the contractor responsible for providing the City Safe night patrol to ensure they are trained in the purpose and objectives of the service and in relating these to the people they have contact with.
	Potential for adverse reactions by noise-makers following the investigation of complaints in relation to excessive noise.	Council provides for comprehensive staff training in the purpose and objectives of the noise control service and in relating these to the people responsible for making the noise. Customer confidentiality is maintained at all times.

**■ CURRENT AND FUTURE ASSET CAPACITY**

There are no significant assets associated with this Activity Group.

**■ COST OF SERVICE FOR THE YEARS ENDED 30 JUNE 2010 – 2019**

The following table identifies the forecast expenditure and revenue sources (including fees and charges, and subsidies), associated with providing the City Safety Activities for the 10 year period of the LTCCP.

The table also includes:

- 1 Capital expenditure by type i.e. growth, renewal and increased level of service.
- 2 Funding source (i.e. loans, subsidies, reserves or rates) for significant assets associated with the City Safety Activities.

## FORECAST COST OF SERVICE FOR THE TEN YEARS ENDING 30 JUNE 2010 – 2019

	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
<b>GROUP OF ACTIVITY – OPERATING STATEMENT</b>										
<b>OPERATING REVENUE</b>										
Activity revenue – User charges and fees	1,572	1,620	1,667	1,711	1,757	1,791	1,847	1,902	1,955	2,006
– Subsidy for operating expenditure	58	59	61	62	64	65	67	69	71	73
General rates	2,068	2,235	2,310	2,424	2,522	2,576	2,781	2,841	2,974	3,113
Other general sources	0	0	0	0	0	0	0	0	0	0
<b>Total operating revenue</b>	<b>3,698</b>	<b>3,914</b>	<b>4,038</b>	<b>4,197</b>	<b>4,343</b>	<b>4,432</b>	<b>4,695</b>	<b>4,812</b>	<b>5,000</b>	<b>5,192</b>
<b>OPERATING EXPENDITURE</b>										
Emergency Management	446	447	462	473	487	498	511	526	543	555
Animal Care and Control	1,270	1,300	1,343	1,377	1,417	1,451	1,492	1,534	1,581	1,620
Central City Safety	1,019	1,036	1,063	1,090	1,120	1,148	1,179	1,213	1,250	1,282
Environmental Health	1,128	1,125	1,164	1,196	1,231	1,259	1,290	1,326	1,366	1,400
<b>Total operating expenditure</b>	<b>3,863</b>	<b>3,908</b>	<b>4,032</b>	<b>4,136</b>	<b>4,255</b>	<b>4,356</b>	<b>4,472</b>	<b>4,599</b>	<b>4,740</b>	<b>4,857</b>
<b>Operating surplus/(deficit)</b>	<b>(165)</b>	<b>6</b>	<b>6</b>	<b>61</b>	<b>88</b>	<b>76</b>	<b>223</b>	<b>213</b>	<b>260</b>	<b>335</b>

	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
<b>GROUP OF ACTIVITY – CAPITAL AND RESERVES FUNDING STATEMENT</b>										
<b>CAPITAL EXPENDITURE</b>										
Growth	0	0	0	0	0	0	0	0	0	0
Increased level of service	72	73	75	64	33	16	57	12	6	10
Renewal	124	111	110	111	122	120	151	148	147	154
<b>Total capital expenditure</b>	<b>196</b>	<b>184</b>	<b>185</b>	<b>175</b>	<b>155</b>	<b>136</b>	<b>208</b>	<b>160</b>	<b>153</b>	<b>164</b>
Loan repayments	1	4	2	4	3	3	3	3	4	4
Transfers to reserves	33	34	34	67	78	88	104	115	154	183
Operating deficit	165	0	0	0	0	0	0	0	0	0
<b>Total funding required</b>	<b>395</b>	<b>222</b>	<b>221</b>	<b>246</b>	<b>236</b>	<b>227</b>	<b>315</b>	<b>278</b>	<b>311</b>	<b>351</b>
<b>Funded by:</b>										
Operating surplus	0	6	6	61	88	76	223	213	260	335
Funding from non-cash expenses	46	49	42	42	42	40	43	46	47	48
Loans raised	0	1	1	0	0	0	0	0	0	0
Transfers from reserves	2	2	2	2	2	2	2	2	2	2
<b>Total funding applied</b>	<b>48</b>	<b>58</b>	<b>51</b>	<b>105</b>	<b>132</b>	<b>118</b>	<b>268</b>	<b>261</b>	<b>309</b>	<b>385</b>
<b>Funding surplus/(deficit)</b>	<b>(347)</b>	<b>(164)</b>	<b>(170)</b>	<b>(141)</b>	<b>(104)</b>	<b>(109)</b>	<b>(47)</b>	<b>(17)</b>	<b>(2)</b>	<b>34</b>

Group of activity expenditure is not fully funded. See section 2.2 of the Revenue and Financing Policy in Volume Two of this LTCCP for an explanation of the funding shortfall. 'General rates' funding above includes rates from all sources excluding Access Hamilton and water rates which are shown separately where applicable.