

Council Briefing Agenda

Date: 4 August, 2021

Time: 9:00 am

Location: Council Chamber
Forum North, Rust Avenue
Whangarei

Elected Members: Her Worship the Mayor Sheryl Mai
(Chairperson)
Cr Gavin Benney
Cr Vince Cocurullo
Cr Nicholas Connop
Cr Ken Couper
Cr Tricia Cutforth
Cr Shelley Deeming
Cr Jayne Golightly
Cr Phil Halse
Cr Greg Innes
Cr Greg Martin
Cr Anna Murphy
Cr Carol Peters
Cr Simon Reid

For any queries regarding this meeting please contact
the Whangarei District Council on (09) 430-4200.

1. Apologies

2. Reports

2.1. CitySafe Briefing

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3. Closure of Meeting

2.1 CitySafe Update

Meeting: Council Briefing
Date of meeting: 4 August 2021
Reporting officer: David Palmer, Community Safety Officer

1 Purpose

The purpose of this briefing paper is to update the Committee on the current operating environment for council's CitySafe programme.

2 Background

The current CitySafe Community Officer contract provider is Caughey and Dignon Ltd, trading as Northern Districts Security, initially contracted in 2011 to provide the CitySafe Community Officer service until February 2015.

Their current contract expires in February 2022. Currently, there are two community officers covering the CBD and Town Basin patrol areas, plus two more covering the Forum North patrol area. Two CitySafe Officers also cover the CBD on Friday and Saturday nights (See attachment 1).

The contract is funded through the Community Development Department, with partial support funding from the District Development Department, which pays for 0.8 FTE of the Central City Car Park (CCCP) CitySafe Community Officer, for guardianship of the Central City Carpark.

The current operating environment experienced by CitySafe Community officers has deteriorated over the last year for a multitude of reasons including truancy, shop theft, carrying of knives and fighting during daytime hours, which have all seen increases. A recent homicide of a male outside a licensed premise at night has been a tragic extension of the fights and brawls and breaches of the liquor ban, intoxication and public urination taking place.

In essence CitySafe plugs a gap in police resourcing by providing 'eyes' and 'ears' and a deterrent presence in the city area.

3 Discussion

The scope, level of service, budget and related issues in providing the current contract is for discussion and forms a precursor for a workshop in August to explore options for the programme including expansion to the CitySafe Community Officer Programme to meet the increasing needs of the District for the next 6-8 years.

3.1 Scope

The scope of service currently provided by the CitySafe community officers is detailed below:

Services Provided

- Community Safety (Ambassadorial Guardianship)
 - providing a visible uniformed presence
 - ensuring that the public feel and are safe

- assisting members of the public (way-finding, lost people, property and vehicles)
- mitigating anti-social behaviour (ASB)
- supporting retailers (shoplifters / ASB)
- engaging with and mitigating homelessness
- engaging with youth and supporting schools (truancy)
- patrolling high-risk carparks,
- monitoring playgrounds, parks and reserves
- Bylaws and Smokefree Policy
 - assist with the issuing and monitoring of busker and mall permits
 - education of Public Places and Dog bylaws, and the Smokefree Policy
 - enforcing the Public Places Bylaw in respect to the skateboard and bike bans in the Mall and environs, begging and obstruction of footpaths
 - responding to, and reporting, breaches of the liquor ban
- Assist with Monitoring the One-Way Door Policy at Night
 - reporting instances of breaches to this policy
- Guardianship of the Central City Car Park
 - hourly vehicle counting and reporting
 - safety and security
 - building maintenance reporting
- Staff Safety
 - responding to Code Orange incidents occurring with Council staff and Councillors within their patrol area
- Community Safety Partner Engagement
 - attend monthly CitySafe network meetings
 - engaging with CitySafe network partners

Areas of Service

CitySafe currently covers the following three patrol areas:

- CBD / Town Basin Patrol Area
- Forum North Patrol Area
- Night time CBD Patrol Area

Out of Scope Areas

- Inner City
 - Railway Road Carpark
 - Industrial & Commercial areas outside of Forum North, CBD and Town Basin areas
 - Tarewa Shopping Centre (privately owned)
- Town Basin Areas
 - Hatea Loop Walkway (outside of Town Basin)
 - Pocket Park
 - Bascule Carpark
 - Cobham Carpark
 - Pohe Island
 - Children's Playground
 - Carpark
 - Skatepark
 - Bike Park

- Dog Park
 - Riverside Park
 - Aquatic Centre and carpark
- Kamo Shared Pathway (north of Vinery Lane)
- Raumanga Shared Pathway
- Mander Park
- City Suburbs
 - Tikipunga Shopping Centre & Library (privately owned shops and carpark)
 - Kamo Shopping Centre & Library (Council controlled carpark)
 - Whau Valley Shops (Council controlled carpark)
 - Tarewa I-site (Council controlled carpark)
 - Otaika Shopping Centre (privately owned shops and carpark)
 - Onerahi Shopping Centre (Council controlled carpark)
- Towns
 - Ruakaka and Hub / Library
 - Waipu, Hikurangi, Maungatapere, Maungakaramaea, Parua Bay etc

3.2 Levels of Service

The current level of service for each patrol area is detailed below:

CBD / Town Basin Patrol Area

- CBD – high level of service (routine patrols)
- Town Basin Shops / I-site – medium level of service (occasional patrols & incident response)
- Claphams Clock Museum, Playground, Reyburn House, Art Park and Hihiaua Peninsular – low level of service (sporadic patrols and responding to incidents)

Forum North Patrol Area

- Forum North and Library – high level of service (routine patrols)
- Kamo Shared Pathway, Cafler Park and carparks – high level of service (routine patrols)
- Elsewhere – medium to low level of service (occasional patrols and responding to incidents)

Night CBD Patrol Area

CBD – high level of service (routine patrols)

Patrol Hours

CitySafe patrols Monday to Friday with 4 community officers, 2 community officers on the weekends during the day and 2 community officers on Friday and Saturday nights (See attachment 1).

No patrols operating in the evenings, apart for the two four-hour shifts from 11:30pm to 3:30am on Friday and Saturday nights.

3.3 Budget

The current service provider has been operating on a minimum wage pricing structure that was recently varied to cover increases in the minimum wage (April 2021). Due to budget

constraints this has resulted in a reduction in the level of service for the 2021/2022 year, reducing the amount of patrolling by approximately 10 hours per week.

The total 2021/2022 budget is \$334,989, consisting of \$280,200 from Community Development and \$54,788 from District Development (car park revenue).

The proposed budget for the next 8-year contract would be \$3,084,364 (This is currently proposed for 2 years, plus two further 3-year terms and incorporating a forecasted 2.2% increase in the annual Local Government Cost Index (LGCI), which may require a further reduction in hours, should the LGCI not meet future minimum wage increases.

3.4 Issues

- Scope
 - Requests have been received (and declined) for supplying a CitySafe Community Officer presence that is out of the scope of the current contract, being:
 - Pohe Island – Parks Dept and Planning Department requests to cover the development of community facilities and graffiti vandalism at the new Skate Park.
 - Kamo Shared Pathway (KSP) – Public, Police and Principals request to patrol this path at school start and end.
 - Railway Road Carpark – Men's Shed request re vehicle break-ins and night-time break-ins while community groups use community facilities during the day and in the evenings; and for the safety of public using walkway past the Men's Shed, when walking to the Okara Shopping Centre and the Semenoff Stadium.
 - Kamo Shopping Centre – Police & Kamo High School request due to student antisocial behaviours and truanting.
 - Tikipunga – previous TikiPride requests to the Spedding Rd shopping centre (Council controlled carpark) and the recent Community Crime Hui called by MP Dr Emily Henderson in respect to recent crime and antisocial behaviours around the Palms Lifestyle Village and Tikipunga Sports Field.
 - Kensington sports fields carparks – Sports Northland and Trigg Stadium carparks experiencing increase in vehicle crime and requests received to patrol these areas and supply CCTV.
 - Tarewa I-Site – Staff and public safety in regard to recent assaults and threats to members of the public in carpark and abuse of 24 hour toilet / shower facilities.
 - Public transport – Members of public request to NRC for CitySafe presence on the CityLink buses to mitigate the antisocial behaviours occurring on these busses (CitySafe Community Officers currently supporting the NDS security guard at the Rose St Bus Stop at peak times after school).
 - While we would like to have agreed to these requests there is simply not the budge to do so. In addition experience suggests that increasing CitySafe resource simply allows the police to reprioritise resource away from that area thus transferring the costs to ratepayers.
- Safety
 - Safety of staff. Risks to them.
- Level of Service
 - Reduced Patrolling - 10 hour per week patrol time this financial year to meet budget
 - Priority Areas - Town Basin area not a high priority area, despite the completion of the new children's playground, the Hundertwasser Art Centre (opening December 2021) and the construction of the new toilets, park and water playground, which

may require greater demand for service that existing service may effectively respond to due to the current demand for service in the Forum North and CBD areas.




- Patrol Hours – There are no patrols during the evenings, particularly, in the transition periods between restaurants and the Events Cinema closing and night bar patrons on Thursday, Friday and Saturday evenings.
 - Community Safety – An increase in antisocial behaviour and violent crime in the inner-city area has resulted in a higher level of patrolling.
 - Staff Safety – An increase in Code Orange incidents has seen CitySafe responding to Council and contracted staff incidents. CitySafe have been issued with stab-proof vests and other safety equipment and required to patrol in pairs that reduce the capacity to patrol larger areas, such as the Town Basin. When the One-way Door Policy commenced in April 2015, there were 4-night community officers and this number was reduced to 2 community officers when funding was reduced. Reinstating the additional 2 community officers provides greater coverage of the inner city and extension to the Town Basin, as well as, ensuring greater staff safety.
 - Staff Retention – This is an ongoing issue; the security industry is low-paid with a high turn-over of staff, despite their having to obtain Police clearance and qualifications under the security certificate of approval process. This high turnover has hidden costs from the knowledge of Council bylaws and procedures retained by staff as well as knowledge of the people regularly using our places and spaces, which impacts on our ability to provide a high level of continuity of service.
- Budget
 - There was a deficit of \$12,000 in the current budget, arising from the contract variation that was approved to pay for the increase in the minimum wage, which has resulted in the reduction of 10 hours of service delivery per week, for this financial year.
 - The CitySafe programme has relied heavily on sponsorship, particularly from the current provider and there is a risk that this budget will not be sufficient to cover the full costs in providing this contract for the next 8 years (to 2030) by a new provider, which will be reflected in the tender documents to Council in this contract procurement process.
 - Council to consider whether Council requires contractors to pay the living wage to their staff, thereby, retaining qualified and appropriately trained staff, in order to ensure the delivery of a consistent community safety programme to city. Payment of the living wage would affect the total budget required (refer to attached Living Wage Budget Options) to run this programme.
 - Council to consider whether there is need to broaden the scope of the contract, that will reflect on a corresponding increase in the budget. Workshop planned for August will determine this.

4 Attachment

Attachment 1 - City Safe Patrol Areas, Hours and Budget

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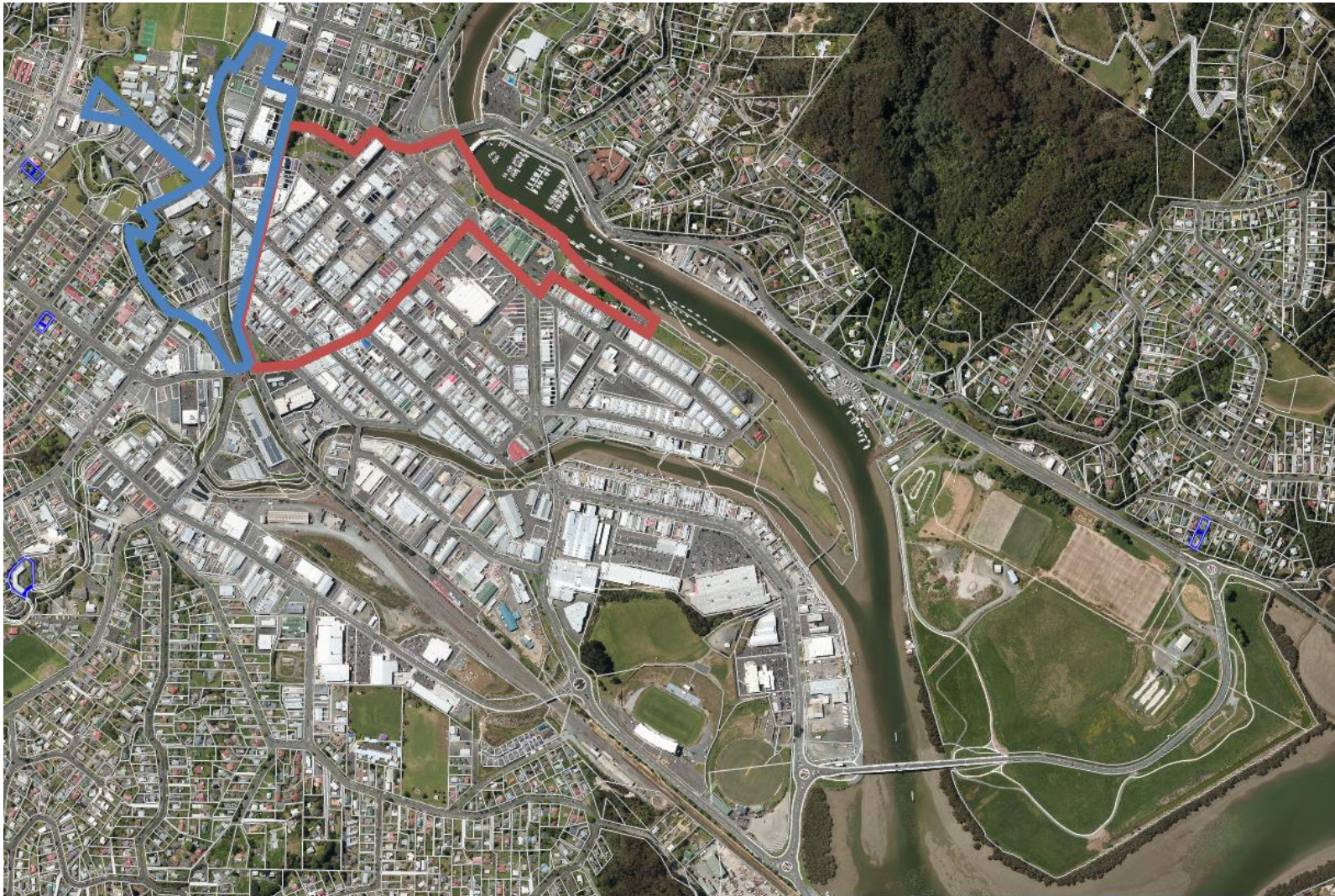
City Safe Patrol Areas

CBD / Town Basin Patrol Area	
Forum North Patrol Area	
Night Patrol Area	



CitySafe Update Attachment – CitySafe Patrol Area Global View

Global view in relation to areas not covered, such as: Pohe Island, Cobham Oval Carpark, Railway Rd Carpark, Hatea Carparks, Mander Park and Shared Pathways



CitySafe Update Attachment – CitySafe Patrol Hours Schedule

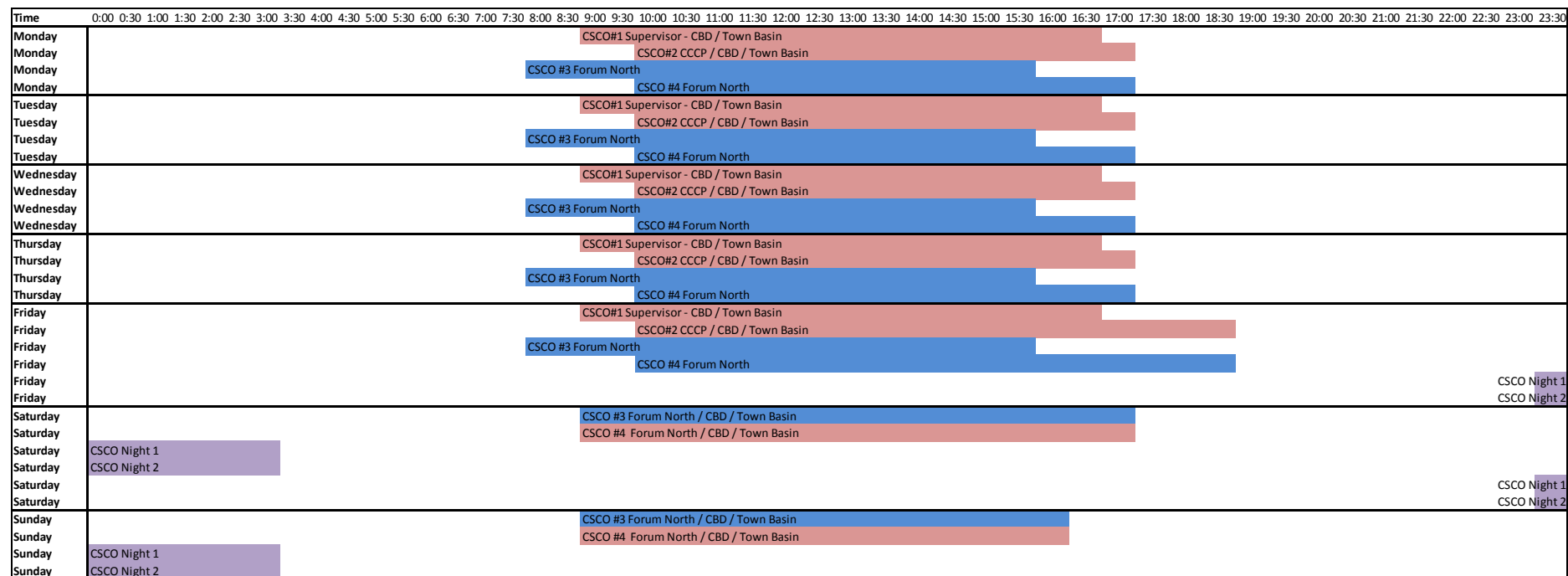
CitySafe hours from 01/07/2021									
Day Staff Times	Mon	Tue	Wed	Thu	Fri	Sat	Sun		
Supervisor	09:00-17:00	09:00-17:00	09:00-17:00	09:00-17:00	09:00-17:00				
CCCP Staff	10:00-17:30	10:00-17:30	10:00-17:30	10:00-17:30	10:00-19:00				
Sponsored					3.19				
F/Nth Staff Times	Mon	Tue	Wed	Thu	Fri	Sat	Sun		
1 Staff	08:00-1600	08:00-1600	08:00-1600	08:00-1600	08:00-1600	09:00 - 17:30	09:00-16:30		
1 Staff	10:00-17:30	10:00-17:30	10:00-17:30	10:00-17:30	10:00-19:00	09:00 - 17:30	09:00-16:30		
Night Staff Times	Mon	Mon	Mon	Mon	Fri	Sat	Sun		
2 Staff					23:30-03:36	23:30-03:36			
Day Staff Hours	Mon	Tue	Wed	Thu	Fri	Sat	Sun		
Supervisor	8	8	8	8	8				
Staff	7.5	7.5	7.5	7.5	9				
F/Nth Staff Times	15.5	15.5	15.5	15.5	17	17	15		
2 Staff (Nights)					8.2	8.2		206.4	Total Hours
Sponsored					3.19			203.2	Charged Hours
Total Hours Supervisor	40							3.19	Sponsored Hours
Total Hours Day	150								
Total Hours Night	16.4								
Total Hours Service	206.4								
Stat Holidays Day									
Stat Holidays Night									
Hours Sponsored	3.19								

Note 1: There has been a reduction in the level of service of 9.6 hour per week to meet the 2021/2022 budget (216 hours per week provided in 2020/2021)

Note 2: Current sponsorship (NDS & Dr Shane Reti) provides \$400 per month which equates to 3.19 additional hours of coverage per week

Note 3: Night patrols are a 4-hour shift but are billed at 4.1hours to cover overtime. Any overtime over this amount is sponsored by NDS.

CitySafe Update Attachment – CitySafe Patrol Hours (Graph)



Note 1: Monday to Friday at 5:00pm, one Forum North staff member and the CCCP / CBD staff member combine to patrol the city

Note 2: The two weekend patrol staff jointly cover the whole of the three areas of Forum North / CBD & Town Basin.

CitySafe Update Attachment – CitySafe Living Wage Budget Options

The total 2021/2022 budget to run the CitySafe Community Officer Programme is \$339,789, consisting of \$334,989 from Council and \$4,800 from sponsorship, providing 206.4 hours per week in service delivery.

The below schedule shows the amount of additional funding options that would be required to pay a living wage for the current level of service, and for the previous level of service of 216 hours per week in previous years, as well as, the minimum wages for 216 hours of service delivery per week.

CitySafe Budget	Living Wage 207 hrs/w	Living Wage 216 hrs/w	Min Wage 216 hrs/w	Min Wage 206.4hrs/w
Annual CD Cost	\$ 322,141.28	\$ 337,092.42	\$ 292,056.94	\$ 280,200.72
Annual DD Cost	\$ 58,139.70	\$ 58,139.70	\$ 54,788.57	\$ 54,788.57
Sponsored	\$ 7,245.03	\$ 7,245.03	\$ 6,008.98	\$ 4,800.00
Total Cost	\$ 387,526.01	\$ 402,477.15	\$ 352,854.49	\$ 339,789.29
Supervisor/ CCCP	\$ 35.29	\$ 35.29	\$ 33.26	\$ 33.26
Day	\$ 34.75	\$ 34.75	\$ 28.82	\$ 28.82
Night	\$ 40.71	\$ 40.71	\$ 38.80	\$ 38.80
Day Stat	\$ 86.88	\$ 86.88	\$ 33.26	\$ 72.05
Night Stat	\$ 101.78	\$ 101.78	\$ 28.82	\$ 97.00
Sup/CCCP Stat	\$ 88.22	\$ 88.22	\$ 38.80	\$ 83.14
2021/2022 CD Budget	\$ 280,200.72	\$ 280,200.72	\$ 280,200.72	\$ 280,200.72
2021/2022 DD budget	\$ 54,788	\$ 54,788	\$ 54,788	\$ 54,788
CD Deficit	\$ 41,940.57	\$ 56,891.71	\$ 11,856.22	\$ -
DD Deficit	\$ 3,351.23	\$ 3,351.23	\$ 0.10	\$ 0.10
Sponsor Deficit	\$ 7,245.03	\$ 7,245.03	\$ 6,008.98	\$ 4,800.00
Total Deficit	\$ 52,536.82	\$ 67,487.96	\$ 17,865.30	\$ 4,800.10

Note: The “Total Deficit” is the amount required if we lost the current minimum level or sponsorship of \$400 / week (more as it is increased) and shows what additional sponsorship and / or Council funding that would be required to provide these levels of service.