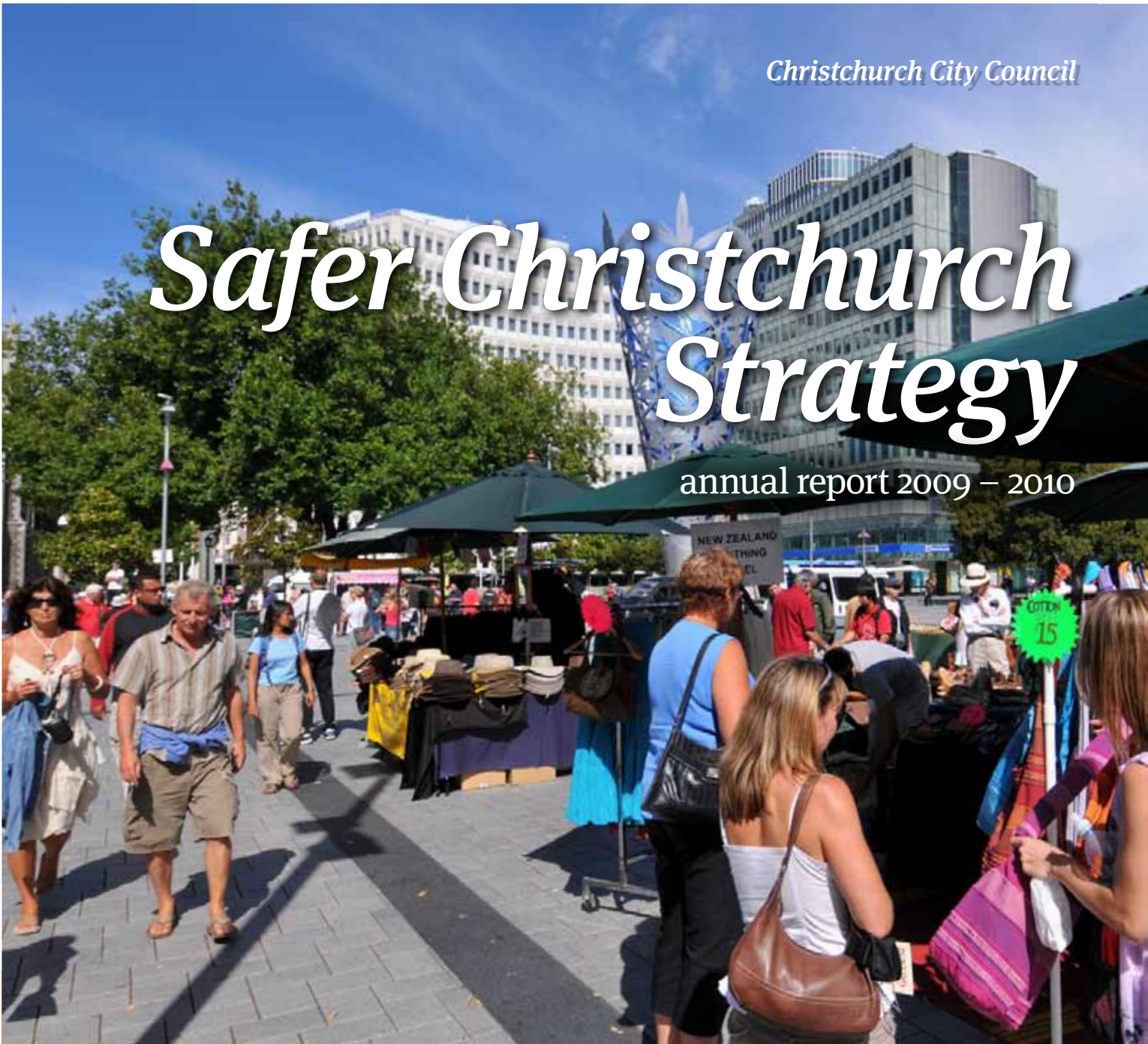


Safer Christchurch Strategy

annual report 2009 – 2010



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Introduction

The Safer Christchurch Strategy aims to make Christchurch a safer place to live, work, play and learn, through its focus on the three key areas of injury prevention, road safety and crime prevention. Adopted in September 2005, the Strategy was reviewed and updated in 2008.

This annual report provides an overview of some key projects worked on in the financial year to 30 June 2010 - either specifically initiated under the Safer Christchurch Strategy (through the crime prevention coordinating committee, the injury prevention coordinating committee or the road safety coordinating committee) or in related areas where signatory agencies (as listed in Goal 4) are working. The report does not aim to document all of the outstanding work done on a day-to-day, business-as-usual basis by the many agencies working within the safety environment of Christchurch. However, it recognises that this tireless work lays a strong foundation for all of the other projects to be developed and applied to ensure Christchurch is the safest city in New Zealand.

Building on the success and excellent feedback on last year's annual report, a similar format is being used this year to enable comparison and demonstrate how the programmes are tracking from year to year.

The achievements of the last year would not have been possible without the support and assistance of many agencies and individuals. Safer Christchurch is particularly grateful for advice and funding from the Ministry of Justice, the Ministry of Health and ACC. We have also been very fortunate to receive guidance and advice throughout the year from Safe Communities Foundation New Zealand (SCFNZ).

The work carried out under the Strategy assisted Christchurch towards accreditation in 2008 as an International Safe Community. The challenge now facing the city is to ensure that our solid foundation of safety initiatives is strengthened and enhanced to ensure we achieve re-accreditation at each five-yearly review of the city's performance.

The Safer Christchurch Strategy has the following aim and goals:

Safer Christchurch Strategy

Aim

Christchurch is the safest city in New Zealand

Goals:

1. Reduce the incidence of injury in our community
2. Enhance safety on our roads.
3. Enhance safety from crime through preventative and supportive actions.
4. Support safety and injury prevention through collaboration and coordination.

This report looks at each goal within the Strategy in the context of baseline measures, and offers a commentary on why this area of work is important and how we are doing in Christchurch on a programme and/or population basis.

A number of the actions where activity has occurred include comments on baseline measures established, commentary around projects, partners, funding undertaken (where applicable) over the year, and activity planned for the future.

The Safer Christchurch Strategy is overseen by the Safer Christchurch Interagency Group; whose partners represent central government agencies and sector representatives.

The goal areas of Injury Prevention, Road Safety and Crime Prevention each have their own dedicated coordinating committee. The role of these coordinating committees is to:

- Inform the Safer Christchurch Interagency Group.
- Increase collaboration among the sector.
- Coordinate planning in line with the Safer Christchurch Strategy.
- Provide a snapshot of activity in terms of need, interventions and opportunities to facilitate better decisions in terms of funding for outcomes.
- Play a role in analysing hard data – quantitative and qualitative.
- Make recommendations to the Safer Christchurch Interagency Group.

It should be acknowledged that the Safer Christchurch Strategy is a city-wide strategy. It is not owned by the Christchurch City Council. However the Council takes a lead role in implementing the Safer Christchurch Strategy mandated through:

- The Local Government Act 2002.
- The Long Term Council Community Plan 2009 – 2019, by coordinating the Safer Christchurch inter-agency group and implementing the Safer Christchurch Strategy.
- Christchurch Community Outcomes which include: a safe city, a healthy city and an attractive and well designed city.
- The Strengthening Communities Strategy Goal Seven; Enhancing the safety of communities and neighbourhoods.

Goal One:

Reduce the incidence of injury in our community

Why is Injury Prevention important?

Injuries are generally predictable and preventable events. The New Zealand Injury Prevention Strategy (NZIPS) seeks a cultural change that would see New Zealanders move beyond the idea that injuries are caused by “freak events” towards a culture that acknowledges that most injuries can be avoided and where injury prevention is a collective responsibility, with local communities playing a vital role in leading attitude and behavioural change.

Injuries cost lives, destroy families and ruin futures. Injuries can be traumatic, debilitating events and have huge social, economic and personal costs.

Last year more than 650,000 New Zealanders were injured in their own homes – equating to one person every 48 seconds.

The Injury Prevention Coordinating Committee

This year has been a time of growth and consolidation for the Injury Prevention Coordinating Committee. Following sign-off in February 2009, the Committee’s annual plan was rolled out and has provided a clear path of action for Committee activities in 2009/10. Members have supported each other in their individual activities and worked collectively on projects, most notably the Celebrating a Safer Christchurch event.

An Injury Prevention Committee membership survey was undertaken in November 2009. The results showed that all members had used meetings for networking and information-sharing opportunities. Some went on to work on collaborative projects with other members while all members reported that participation in the committee added value to their own roles and to the organisation they represent. The survey was also an opportunity to make suggestions for future committee activities; ideas which will be incorporated into next year’s meeting schedule. These include bringing in expert speakers, visits to injury prevention groups out in the community and working on a collaborative committee project.

Another significant Committee milestone was the appointment in May 2010 of local Community Board member and passionate injury prevention advocate, Kathy Condon as Committee Chair. Kathy was nominated by the Committee for her wealth of personal and professional experience and as someone who could lead them into the future.

How are we doing in Christchurch?

A Note About Statistics

Reporting of injury statistics continues to present challenges. There is no one agency collating statistics for all fatalities, hospitalisations and injury treatments. Different agencies collect and present information in different ways, often using different categories and classification types. This variability is further complicated by the reliance on human judgement to classify and sort the data in its raw form, as well as delays created by the time taken to collect and report on the data.

As injury information manager for New Zealand, Statistics New Zealand is leading work to ensure key information is collected in a cohesive and standardised way. In late 2009 they hosted a nationwide forum seeking a collective approach to improving quality injury data and in early 2010 they launched the New Zealand Injury Information Portal, an online tool providing statistical information, research and databases all in one place.

Locally, as part of the Injury Prevention Committee’s commitment to promoting improved injury surveillance, an Injury Data Fact Sheet for Christchurch was prepared for the second year. This adds a second set of data to the local baseline data established in 2009. Updating this document and sharing it with key local stakeholders is an ongoing action point in the Committee’s annual plan.

Figures in the following section are sourced from the NIQS (National Injury Query Statistics) database which is administered by the Injury Prevention Research Unit of the Otago School of Medicine and the ACC IP Data Analysis Team. Hospitalisation figures represent stays which are longer than 48 hours; they do not include day patients or re-admissions and count only people who are normally resident in the Christchurch Territorial Authority. Hospitalisation and injury claim figures are for the year 2008 and are the latest available. Fatality figures are from the NIQS database which is sourced directly from the Coroners Office. Due to the processing time for Coronal inquests the latest figures available are for 2006.

Injury Overview

Both fatal and non-fatal injury rates for Christchurch have decreased from the previous year. No one particular type of injury experienced a significant reduction, but there was a fairly even spread of reductions across all major injury types. Men continue to injure themselves at a slightly higher rate than women, and the over 65 age group continues to appear at a disproportionately high rate in both fatal and non-fatal statistics.

Fatalities

There were 123 injury related fatalities in Christchurch in 2006, down from 148 the previous year. The three most common causes of injury death are unchanged with falls (40 deaths), suffocation (23 deaths) and motor vehicle crashes (18 deaths). However the number within each of these categories has reduced since the previous year.

Injury-related fatalities were most common in the over 65 age group (with 57 deaths), followed by the 25-44 age group (24 deaths) and the 45-64 age group (23 deaths).

Hospitalisations

There were 3937 injury related hospitalisations in Christchurch in 2008, down from 3992 the previous year. Falls were again the most common cause of injury, accounting for 1,799 hospitalisations, followed by poisoning with 384 hospitalisations. The third most common cause of injury last year was struck by/against injuries (with 334 hospitalisations), up one place from the previous year; with injuries due to motor vehicle crashes (321 hospitalisations) in fourth place, followed by cutting and piercing injuries (with 303 hospitalisations).

Of these hospitalisations, 1309 occurred in the over 65 age group, followed by 798 in the 25-44 age group and 684 in the 45-64 age group.

Injury Claims

There were 11,652 new injury claims accepted by ACC in 2008. Once again, falls were the most common cause of injury with 4522 claims followed by struck by/against with 1212 claims and injuries inflicted by another person (1,150). In 2008/09 active ACC claims for all areas of injury in Christchurch totalled \$138,154,532.¹

Injury Fatalities by Major Cause, Christchurch TLA (Source, IPRU)

Major Cause	2005	2006
Fall	50	40
Poisoning	23	18
Struck by or against	5	1
Motor Vehicle Traffic	24	18
Cut/Pierce	2	1
Overexertion	1	0
Pedal Cyclist	0	0
Other Specified	0	8
Machinery	1	2
Other Land Transport	2	0
Unspecified	1	2
Natural/Environmental	0	2
Fire/Hot Object/Substance	1	1
Other Transport	0	0
Suffocation	32	23
Pedestrian	0	0
Drowning	2	6
Firearm	4	1
Total	148	123

Injury Hospitalisations by Major Cause, Christchurch TLA (Source, IPRU)

Major Cause	2007	2008
Fall	1658	1799
Poisoning	430	384
Struck by or against	334	270
Motor Vehicle Traffic	319	321
Cut/Pierce	292	303
Overexertion	215	166
Pedal Cyclist	146	118
Other Specified	170	174
Machinery	96	77
Other Land Transport	78	67
Unspecified	68	86
Natural/Environmental	64	85
Fire/Hot Object/Substance	57	40
Other Transport	22	12
Suffocation	20	10
Pedestrian	13	16
Drowning	6	7
Firearm	4	2
Total	3992	3937

1. "Claims summaries by TLA" ACC IP Business Intelligence, August 2009

Action 1

Support and develop initiatives that prevent falls

Falls continue to be the leading cause of death and hospitalisation from injury in Christchurch and the over-65 age group continues to appear at a disproportionate rate. In 2007, all but two fatalities due to falls were in the over-65 age group; while the number of people over-65 hospitalised due to falling in 2008 was four and a half times more than for any other age group.

Statistics show:

- 1 in 3 people over 65 will fall in a given year
- 10 % of those people fall more than once
- 30 % of injuries will require medical attention
- There is a high rate of under-reporting of minor to moderate injuries
- 50 % never regain their pre-fall level of functioning

The national lead agency for falls prevention is ACC and in Christchurch key ACC providers are Presbyterian Support, Healthcare NZ and Eastcare Physiotherapy. These agencies offer fall prevention programmes focussing on the over 65 age group (over 55 for Maori), recognising that not only is this age group most vulnerable to falls, they are also most at risk of associated ongoing medical, social and personal costs such as loss of confidence, social isolation, loss of independence, high medical and personal care costs. Enrolments for Presbyterian Support's Stand Tall Tai Chi Maintenance classes increased from 226 in 2007 to 374 in 2009.

As part of the 2009 Older Persons Expo, the Injury Prevention Committee worked alongside Presbyterian Support to distribute the ACC resource *Standing Up to Falls* as well as actively promoting OEP (the home-based, Otago Exercise Programme) and modified Tai Chi classes.



Injury Prevention Committee Member Story: Presbyterian Support

We find that our Tai Chi maintenance classes become more than just a way for older people to gain strength and balance, it is also about the nurturing relationships and camaraderie that come from being part of a group. Classes are also an environment where participants grow in confidence enabling them to rejoin activities and groups that they had previously been involved with such as bowls, volunteering for meals on wheels again or providing peer support for some of our frail clients in the Tai Chi Introductory programme. The programmes compliment each other.

Some comments from the last client survey

- Tai Chi helps me when I step out either round the house, out and about for such things as going up and down steps or just walking
- I am 86 and believe Tai Chi keeps me going. I don't know how I would cope if I stopped
- My family thinks I am happier since I've been going to Tai Chi
- Tai Chi keeps my hold on life both mentally and physically



Action 2

Support and develop initiatives that prevent sports injuries

The needs assessment for the prevention of sport injuries scheduled to be carried out as part of the Injury Prevention Coordinating Committee's 2009/2010 action plan has been deferred to the 2010/11 year.

Christchurch sports injury statistics continue to fall. ACC figures for 2008/09 show that for the previous five years claims per 100,000 of population fell from 542 in 2004 to 353 in 2009. When compared to rates for the 72 other local authorities ACC monitor, Christchurch's sports related claims rate sits slightly above the median of 346 and well below the national high of 2860.

New claims for sports injuries to ACC totalled 2,653 in 2008/09 at a cost of \$16,209,445. When added to ongoing claimants this total climbs to 6,157 Christchurch people whose lives have been affected by a sports related injury in just one year.

The most common injuries incurred from playing sport are to the head, shoulders, hamstrings, knees and ankles. The three sports with the highest rate of injury are rugby union with 415 claims, soccer with 220 claims followed by netball with 205 claims.

Action 3

Identify and develop initiatives that reduce childhood injuries

SafeKids

SAFEKIDS Worldwide is an international organisation which is represented in New Zealand by Safekids New Zealand which in turn is an injury prevention service of Starship Children's Health in Auckland. Safekids New Zealand provides an information and research centre, practical support and resources to local coalitions with the goal of reducing the incidence and severity of unintentional injuries to children aged 0 – 14 years. Each year Safekids New Zealand coordinates two nationwide collaborative campaigns, topics for which are chosen from the range of most common modes of unintentional childhood injuries.

Since its launch in May 2009, the Christchurch Safekids Coalition has grown in both member numbers and strength. At its first annual information and planning day in June 2009, 29 local agencies registered as coalition members. This number had grown to 36 groups and individuals by early June 2010. Members include individuals such as teachers, paediatricians and caregivers, and organisations such as Plunket, the Automobile Association, and the Canterbury District Health Board.

The 2009/2010 SafeKids national campaign themes were child car restraints and cutting and piercing injuries. The Christchurch coalition focussed on promoting the correct use of child restraints and keeping children in booster seats until they are 148cm tall. An annual plan was developed and signed off in August 2009. This contained 3 goals:

- Raise awareness of the need to use child car restraints whenever transporting children.
- Raise awareness of the need to correctly fit child car restraints in cars.
- Raise awareness of the need for children to stay in booster seats until they are physically able to fit an adult seatbelt.

Throughout the rest of the year coalition members worked collectively to spread these important messages. This included a joint submission to the Ministry of Transport's Safer Journeys 2020 Strategy. Displays included a driveway reversing demonstration at the Celebrating a Safer Christchurch Event and there were also many small but significant actions by individuals helping to spread the message through their networks and organisations

Injury Prevention Committee Member Story: Child Youth Mortality Review Group (CYMRG)

CYMRG has been a passionate supporter of Safekids campaign to keep children in car seats until they are 148cm tall. Based at Christchurch Public Hospital, they took the opportunity to find some strategic sites for the Booster Rooster height charts. Two sites were chosen, the entrance to Christchurch Women's Hospital and the reception of Paediatric Outpatients. In the

six months since the charts went up receptionists at both sites report the charts have caused a great deal of interest and discussion, so much so that each has had to be replaced with laminated versions. Their success has been attributed to catching parents at a time and place where their children's safety is at the forefront of their minds.



Action 4

Ensure an integrated approach to alcohol-related harm with crime prevention and road safety

The Injury Prevention Committee recognises that alcohol-related harm is an over-arching issue in all three areas of injury prevention, crime prevention and road safety. The committee believes that an integrated approach is the only way to be effective in addressing such a wide ranging issue.

In 2009/10, the Injury Prevention Committee made submissions to the Ministry of Transport *Safer Journeys 2020 Strategy* and the Law Commission *Alcohol in our Lives* review. In both submissions the Committee expressed its support for the lowering of the drink driving breath alcohol level limit

(BAC) to 0.05 with a zero limit for those aged under 20 years and recidivist drink drivers. Other recommendations included raising the off-licence purchase age to 20, restricting the caffeine and sugar content of RTDs and rigorous enforcement of liquor bans.

The Injury Prevention Committee is committed to working in an open and collaborative manner with its fellow committees and continues to have regular representation at all committee meetings, actively participating in discussions and pro-actively sharing resources, experience and expertise.

Action 5

Support neighbourhood-based initiatives which aim to reduce injuries

An underpinning value of best practice injury prevention is empowering communities to find local solutions to local issues². As the Safer Christchurch Team, the Injury Prevention Committee and the Injury Prevention Project Facilitator role have become more established inquiries and requests for information and assistance from the community have grown. This demonstrates good engagement with the community.

Some Stories from the Neighbourhoods

- The Rowley Resource Centre requested support scoping an information campaign on preventing driveway reversing injuries in their community. They were given resource material in English, Maori, Samoan and Tongan and have worked with the kindergartens, preschools and kohanga reo in their area to spread this message.
- At the Celebrating a Safer Christchurch Event, members of the Injury Prevention Committee and the Safekids Coalition combined to present numerous information displays on topics including fire safety, car restraints, safety with medicines, fall prevention and driveway reversing injuries.

- Safety Week 2009 gave the committee an opportunity to spread a wider fall prevention message. Because the most common place for falls to occur is in the home, committee members used Safety Week posters and home check lists to encourage people to identify potential falling hazards and make simple changes in their home environment. In a joint project with City Housing, the committee contributed an article for an edition of the *Back-yard Banter* newsletter, which is received by the Christchurch City Council's social housing tenants. The ACC brochure *Safety Begins at Home* was enclosed and copies distributed to around 3,000 social housing tenants.

Neighbourhood Support is an active member of the Injury Prevention Coordinating Committee and provides a link with local communities through its magazine *Eye on Communities*. The Injury Prevention Committee is a regular contributor to this magazine.

2. A Tool Kit to Help Communities Take Action to Prevent Injuries and Build Safe Communities, 2009, NZIPS

Action 6

Support initiatives targeted at minimising the rates of suicide and self harm

In December 2009 the Ministry of Health released its annual publication *Suicide Facts: Deaths and intentional self-harm hospitalisations* which reports statistics for the 2007 year. This provides the most up-to-date analysis of suicide and self-harm data available and shows once again, that rates of suicide and self-harm in New Zealand have been declining over the last decade.

Other key points from this document include:

- In 2007 483 people died by suicide and 2679 were hospitalised for intentional self-harm in New Zealand. Both of these figures are lower than 2006 totals of 524 deaths and 2860 self harm hospitalisations.
- The rate of male suicides is significantly higher than that for females, by a ratio of 3.6:1. However, women are hospitalised for self-harm at almost twice the rate of men.
- From 2006 to 2007 there has been a shift in the age groups in which most suicides occur. For men it has moved from 15-19 years to 30-34 years while for females it has shifted from 25-29 years in 2006 to 40-44 years in 2007.
- Maori continue to have a much higher rate of suicide with 16.1 per 100,000 of population compared to a non-Maori rate of 9.9 per 100,000. However both of these 2007 rates are less than those of 2006.

In December 2009, the Police and Christchurch City Council staff became aware of a building in the city which had been identified as a particular mechanism for committing suicide. Working with the building's body corporate, temporary barriers were put in place and the Injury Prevention Coordinating Committee recently welcomed news that permanent barriers are now planned.

Suicide Prevention Group

Following discussions at the Regional Injury Prevention Forum in early 2009 and discussions at Injury Prevention Committee meetings later in the year, a working group was set up to look at suicide prevention issues in the city. The first meeting of the group, in March 2010, included representatives from the Canterbury District Health Board, Kia Piki o te Ora, Christchurch City Council, Waimakariri District Council and the New Zealand Injury Prevention Strategy.

The group is reviewing the scoping report written by the CDHB Suicide Prevention Coordinator and believes that this comprehensive overview of suicide prevention services replaces the need for a separate needs assessments as outlined in the Injury Prevention Committee 2009/2010 action plan. By June 2010, the group was working on its own terms of reference and is planning an awareness raising event later in the year.

Injury Prevention Committee Member Story: Kia Piki o Te Ora

Kia Piki o Te Ora (All age Māori Suicide Prevention Project) became an active committee member in June 2009. Aside from a regular attendance at Injury Prevention meetings, Kia Piki uses the committee to distribute and share information relevant to the Suicide Prevention Strategy such as *Te Whakauruora Restoration of Health: Māori Suicide Prevention Resource* (Ihimaera, L., & MacDonald, P. Wellington: Ministry of Health (2009)) that was launched by Minister Tariana Turia at the SPINZ symposium in Wellington in September 2009.

Other Kia Piki achievements include promoting the medicine cabinet project which used a static display and written articles to promote regular stocktake of home medicine cabinets and the safe disposal of unwanted or unused medication. Kia Piki promoted this display to the public at the Celebrating a Safer Christchurch event held in February 2010.



Goal Two: Enhance Safety on our roads

Why is this important?

Road crashes continue to be a cause of death and injury on Christchurch roads, making road safety an important priority for the city. Progress made in the 1990s has not continued into the first decade of this century. More needs to be done more effectively to address this situation. This year the national

Safer Journeys: New Zealand Road Safety Strategy 2010-2020 was released. The strategy takes a safe systems approach to road safety, focussing on creating safe roads, safe speeds, safe vehicles and safe road use. Members of the Christchurch Road Safety Coordinating Committee have enthusiastically embraced this approach to addressing road safety issues, which aligns with the 2004 Christchurch Road Safety Strategy.

Serious and Fatal Road Crashes in Christchurch 2000 – 2009

Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Total
Fatal	15	14	16	14	10	14	10	12	16	11	132
Serious	112	146	137	147	125	160	159	205	202	165	1558
Total	127	160	153	161	135	174	169	217	218	176	1690

Statistics provided by the New Zealand Transport Agency

The Road Safety Coordinating Committee

The Christchurch Road Safety Coordinating Committee is in its 21st year of operation, having been established in 1989 as a sub-committee of a standing committee of the Christchurch City Council. With the formation of the Safer Christchurch Interagency Group, the Road Safety Coordinating Committee became one of three reference groups for the Interagency Group. Currently the Council employs three road safety coordinators and a Cycle Safe Team to work on community-based road safety programmes, and in the area of alcohol, schools and cycle safety.

Members of the Christchurch Road Safety Coordinating Committee meet monthly to share information about the road safety initiatives each member organisation is working on. Road Safety Action Plans are developed and reviewed six monthly. Progress is reported on at the monthly meeting of the Road Safety Coordinating Committee.

Member organisations include the Christchurch City Council, the Police, New Zealand Transport Agency, Ministry of Transport, ACC, Justice Department, Environment Canterbury, New Zealand Fire Service, St John Ambulance, Automobile Association, Spokes, New Zealand Road Transport Association, New Zealand Trucking, Age Concern, Students Against Driving Drunk, Roadshow Trust, and Living Streets Aotearoa.

The Council's leadership in road safety education and engineering, over the last 20 years, was recognised by the New Zealand Local Authority Traffic Institute (TRAFINZ) at its 2009 conference with the presentation of the TRAFINZ Road Safety Leadership Award to the Council.



Action 1

Support the Christchurch Road Safety Strategy as the mechanism to enhance safety on our roads.

The Christchurch Road Safety Strategy 2004 recognises road safety as a community issue. The purpose of the strategy is to help the Christchurch community to work together to create safer roads and safer road user behaviour.

Five strategic goals are identified in the strategy:

1. Road Safety is fully integrated and given high priority in the development, operation and maintenance of the city's transport system.
2. The present and future road safety needs of the community are met efficiently, effectively and in a manner that safeguards the environment.
3. Community ownership and coordination of road safety activities is central to road safety work in the city.

4. Behavioural, attitudinal and value changes throughout the community creating a safe road environment and responsible road-user behaviour are of prime importance to everyone.
5. Road infrastructure design that takes into account the physical and mental characteristics and frailties of the humans who use it and works towards a transport system where serious casualties are unlikely.

The strategy is currently under a planned review.

• Safe Speeds

Nationally, speed is one of the major contributing factors to road crashes. Speed continues to be an issue in Christchurch.

Serious and Fatal Road Crashes in Christchurch 2000 – 2009

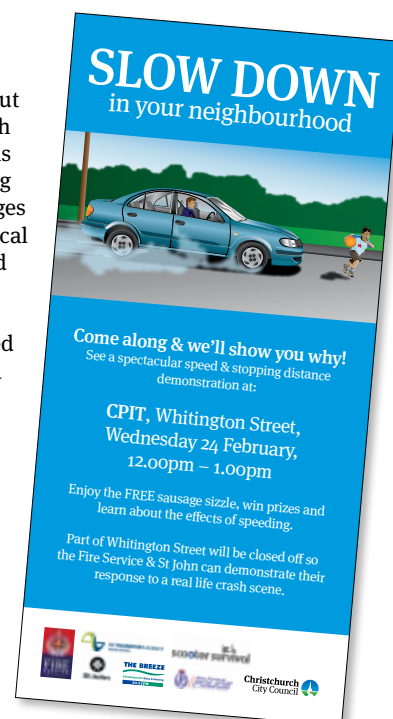
Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Total
Fatal	6	6	6	3	3	7	0	6	5	5	41
Serious	17	21	23	23	28	23	15	30	33	19	232
Total	23	27	29	26	32	30	15	36	38	24	279

Statistics provided by the New Zealand Transport Agency

Travelling at a lower speed means less likelihood of a crash and fewer severe injuries if a crash occurs. Small reductions in speed result in large reductions in the distance travelled during reaction times and braking and the time taken to stop. An excellent example of a multi-agency, collaborative approach to road safety education is the annual series of stopping distances demonstrations which for the last seven years have been held outside schools and tertiary institutions during February and March when the Police are focussing on speed enforcement outside schools. In 2010 two events were run at primary schools for the South New Brighton and Opawa school communities. Two more were run at the Sullivan Avenue campus of Christchurch Polytechnic Institute of Technology (CPIT) and the University of Canterbury during Orientation week. Each event attracted about 400 people.

The Don Elvy Driving School provides professional drivers who demonstrate the extra distance required to stop when driving at 40, 50 and 60km/h. A set of cardboard figures in the road remains safe when the car driven towards them at 40km/h and 50km/h brakes at a predetermined point but at 60km/h the driver braking at the same spot, hits one of the life-size figures, spraying fake blood over the car and sometimes the on-lookers. Members of the audience are invited to ride in the car and discuss the experience afterwards.

This year at the CPIT and the University there was also a demonstration of motorcycle braking and a static display about motorcycles. It was popular with the students. A commentary was provided by the Police, focussing on a range of road safety messages pertinent to novice drivers. A local radio station announcer assisted the Police with the commentary at schools. The second part of each event was a dramatic staged rescue of victims from a crashed car by the Fire Service and St John. At the event at South New Brighton School the rescue helicopter landed as part of the mock crash and carried the victim away.



Empty Shoes

One of the displays at the Celebrating a Safer Christchurch event in Cashel Mall in February 2010 was Empty Shoes. Thirty-two pairs of shoes were laid out on a cross, each pair of shoes representing a road fatality in Canterbury during 2009.



Also part of the road safety display at the Celebrating a Safer Christchurch event was a Wheel of Risk, based upon the New Zealand Transport Agency's series of television advertisements on intersection safety.



Left: Empty shoes representing road crash deaths in Canterbury during 2009.

Above: Wheel of Risk at Safer Christchurch Event.

Intersection Safety

Christchurch is laid out in a grid pattern and has more intersections per kilometre of road than other city in New Zealand. Intersection safety, therefore, has a greater impact

on road safety in Christchurch than it does elsewhere. Crashes at urban intersections account for nearly 60% of all urban crashes in Christchurch.

Serious and Fatal Crashes at Christchurch Intersections 2000 – 2009

Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Total
Fatal	5	7	6	6	5	7	5	6	5	4	56
Serious	52	73	69	78	62	89	82	108	93	83	789
Total	57	80	75	84	67	96	87	114	98	87	845

Statistics provided by the New Zealand Transport Agency

At signalised intersections, the main type of crash is turning versus straight through traffic. Often the traffic travelling straight through is entering the intersection during the orange light phase at the time when the turning traffic is endeavouring to clear the intersection. To address this issue, the Council organised a campaign on orange light running in partnership with the New Zealand Transport Agency, ACC, and the Police who have a special task force focussing on enforcement at intersections. During September 2009 orange light advertising was displayed on billboards and bus backs, and there was supporting radio and newspaper advertising.

In August, the Police held a two-week campaign on turning into the correct lane when turning into a multi-lane road. The Police distributed information cards, with art work from the Road Code showing how to turn into the correct lane on one side and the orange light creative on the other, when they stopped drivers.



Bus back advertising

Pedestrian Safety

Crashes involving pedestrians represent 10% of all injury crashes in Christchurch. Failure to give way or stop at signalised intersections and pedestrian crossings is an ongoing cause of pedestrian injuries.

Some years ago, the Council developed a pantomime zebra as an innovative way to alert drivers to the presence of zebra

pedestrian crossings, particularly in suburban areas outside schools. Since then the zebra has developed into a road safety mascot for road safety activities involving children, and has acquired the name Zebro. In November, Zebro took part in the launch of the St Albans School travel plan and in March he made appearances at 10 pedestrian crossings outside schools.

Serious and Fatal Crashes Involving Pedestrians (including those using wheelchairs and mobility scooters) in Christchurch 2000 – 2009

Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Total
Fatal	1	6	4	4	2	1	5	3	6	1	33
Serious	23	20	23	34	28	26	29	34	32	29	278
Total	24	26	27	38	30	27	34	37	38	30	311

Statistics provided by the New Zealand Transport Agency



The other pedestrian safety promotion asked drivers to give way to pedestrians when turning at signalised intersections. This advertising appears on three bus backs, three billboards and 12 bus shelters. It was supported by radio advertising and Timesaver Traffic announcements.



Left: Zebro the Road Safety Mascot Zebra at a crossing point near St Albans School.

Above: Billboard Advertising.

Cyclist Safety

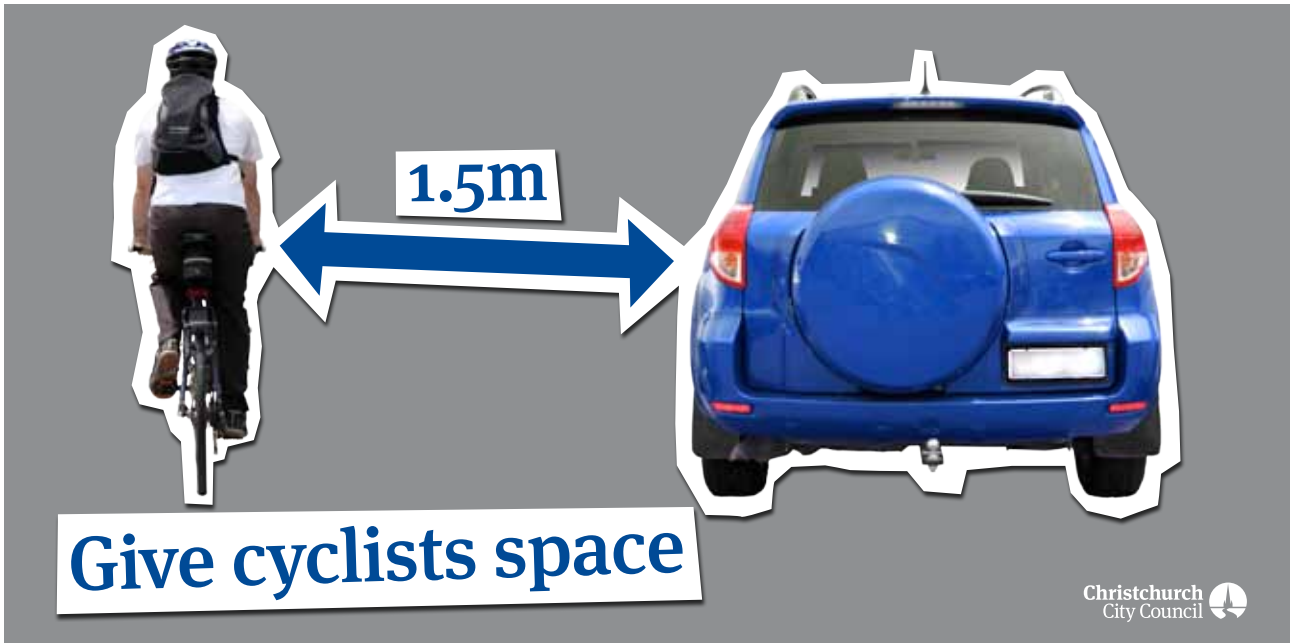
Serious and Fatal Crashes Involving Cyclists in Christchurch 2000 – 2009

Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Total
Fatal	1	1	2	0	2	1	0	2	0	1	10
Serious	13	28	29	20	20	23	23	40	37	29	262
Total	14	29	31	20	22	24	23	42	37	30	272

Statistics provided by the New Zealand Transport Agency

Cyclist injuries represented 11% of all crash injuries and 15% of all fatal and series injuries in Christchurch over the five-year period 2004 to 2008. The number of cyclists injured in crashes in Christchurch is increasing. The most common type of crash involving cyclists was when a cyclist travelling straight through an intersection is struck by a vehicle turning right across the cyclist's path. Other common crash types were right angle collisions at intersections, and cyclists being struck by opening doors of parked vehicles.

Coinciding with national Bikewise events in February and the Christchurch Summer Season of Cycling, media publicity about giving cyclists 1.5 metres space on the road was organised. This consisted of bus back and billboard advertising, along with radio advertisements and Timesaver Traffic announcements.



Billboard Advertising.

Not being seen in time by drivers has been shown to be a factor in many collisions between cyclists and motor vehicles, especially at intersections. In July, the Police ran an enforcement campaign focussing on the use of cycle helmets

and lights. Cyclists were encouraged to “be bright on a bike”. Stickers printed with this message were given to all students who participated in cycle training programme run by the Cycle Safe Team.



Stickers

Action 2

Support initiatives targeted at minimising alcohol-related harm ensuring an integrated approach with injury and crime prevention.

Alcohol and drug impaired driving is one of the most common causes of serious road crashes. Alcohol-impaired drivers have decreased vision, tend to make poor judgments, increase their risk-taking, and have poor attention and decreased reaction time. Impairment is magnified when coupled with other factors like fatigue, driver inexperience and the immaturity of youth. As a result of this, drivers aged 15 to 24 are more likely to be affected by alcohol and drugs than older, more experienced drivers.

One of the key strengths of the Safer Christchurch Strategy is the collaboration across the sectors and the theme of addressing the negative effects of alcohol through all of

the goals. In the reporting year, management of both Safer Christchurch and the Council's Transport and Greenspace unit have met frequently to build relationships, address common issues and scope areas for potential collaboration. This has been very successful, with both sides gaining a greater degree of understanding of the other's work commitments. Road safety played a major part in the Celebrating a Safer Christchurch event with a number of popular interactive stalls aimed at educating and challenging the public. Safer Christchurch also has a presence at all of the Road Safety Coordinating Committee meetings to ensure both sides are well briefed on safety issues regarding the strategy.

Serious and Fatal Crashes Involving Alcohol in Christchurch 2000 - 2009

Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Total
Fatal	4	4	6	4	5	4	0	5	4	2	38
Serious	24	25	23	20	21	28	22	27	38	20	248
Total	28	29	29	24	26	32	22	32	42	22	286

Statistics provided by the New Zealand Transport Agency

Transport Accord

The Transport Accord was set up to promote a safe, accessible and sustainable transport system in the Christchurch CBD by facilitating an alternative safe public transport home scheme for unprepared late night drinkers. Public transport options include taxis, shuttles and the Red Bus company's After Midnight Express.

The Transport Accord has three lead regulatory agencies: the Council, New Zealand Transport Agency (NZTA) and the Police. Key stakeholders include taxi companies, Red Bus, ACC, Automobile Association, Canterbury District Health Board, the Hospitality Association of NZ, NZ Taxi Federation and Environment Canterbury.

The Council, NZTA and the Police have agreed to develop and implement a strategic management and operations plan for various activities to meet the over-riding principles and objectives of the Christchurch Central Business District Transport Accord.

Recent initiatives include provision of night time taxi stands from 11pm until 5am, seven days a week on Hereford, Manchester and Lichfield Streets in the inner city, and improved behaviour of road users and industry participants, including taxi drivers. A code of conduct has been drafted for stakeholders.

Seasonal Alcohol Campaigns

Two collaborative campaigns were organised by the Council, the Police, Alcohol Liquor Advisory Council (ALAC) and Students Against Driving Drunk (SADD), and run in conjunction with Police compulsory breath testing checkpoints during December and in May. The objective of the campaigns was to thank people for being sober drivers and positively reinforcing their decision not to drink and drive. SADD students approached drivers who were processed as sober, thanked them for being a sober driver and gave them tokens of appreciation bearing the slogan Our city thanks you for being a sober driver, along with a leaflet about planning a safe night out and ALAC party planning information.



Police and Students Against Driving Drunk at compulsory breath testing checkpoint

Crash Bash

Crash Bash is an educational programme aimed at secondary school students. It uses a theatrical production as a medium to raise awareness and understanding about the consequences of drinking alcohol and driving. During 2009, Christchurch secondary school students were invited to explore issues relating to the legal alcohol limit for drivers under the age of 20 years (30 milligrams per 100 millilitres of blood), and to write and perform a script on this theme for the Crash Bash scriptwriting competition. During March 2010, the winning script, written by St Andrew's College student Mingji Liu, was toured to secondary schools in the Christchurch, Waimakariri, and Hurunui districts by professional actors. This programme is currently being reviewed and will be further developed.



Action 3

Support community-based initiatives which enhance road safety

Cycle Safe Programme

The Cycle Safe programme (CSP) exists to improve actual and perceived cycle safety for children, by providing an education programme for year six children. The CSP offers schools the opportunity to participate in a programme that aims to increase skills and encourage parents to allow their children to cycle to school as a healthy active transport option.

The Cycle Safe instructors ran practical cycling courses in 3641 year six children in 88 schools between July 2009 and June 2010. The Christchurch Cycle Safe programme is acknowledged nationally as a benchmark programme. In Safer Journeys (a central government strategy to guide improvements in road safety over the period 2010–2020) it is described as an effective and cost-effective programme for training young cyclists.

School Pupil Safety

A school travel plan enables schools to work with the Council to determine how they will improve the safety of pupils, parents and teachers travelling to and from the school. Research shows that key motivators for school communities to take part in the development of a school travel plan include concerns about children's safety in the presence of vehicle congestion around schools, dangerous parking behaviour of

drivers on the streets around schools, fast moving and high volumes of traffic on roads that children must traverse to gain access to their school.

School travel plans are created in consultation with the whole school community and take into account the local situation and the special challenges the school community faces. Consequently each school's travel plan is unique.

As of 30 June 2010, there were 12 schools in Christchurch which

had or were developing school travel plans. During the past year, three of these schools were already implementing their plans, three more officially launched and started implementing their plans, two schools completed the development of their plans and four schools started the development phase.



Often traffic congestion and illegal parking around the school gate creates an unsafe environment for children. Chaos at the School Gate is a programme aiming to improve parental parking behaviour at selected schools. Three schools are targeted each year for a Chaos at the School Gate campaign. This year the schools were Beckenham, Cashmere Primary, and Rangi Ruru Girls' School. At each school the Council's parking officers offer an educational and enforcement campaign over a three-week period. During the first week of the campaign, drivers who park considerably and legally are commended, while the reasons for the parking restrictions are explained to drivers parked illegally. Enforcement occurs during the second and third week of the campaign. Small gifts (stickers and pencils) are given to families who travel to and from school by some active means (walking and cycling), thereby reducing the chaos at the school gate.



SCHOOL TRAVEL PLANNING
INFORMATION KIT

Christchurch
City Council



Parking Officer rewarding Cashmere pupil for walking to school

Goal Three:

Enhance Safety from crime through preventative and supportive actions

Why is this important?

Crime is costly to individual victims and society as a whole. Criminal offending in New Zealand is closely linked to indicators of disadvantage, such as low income, family dysfunction, low educational attainment and substance abuse. These issues are complex and require cross agency intervention strategies. Official crime rates provide some reflection of levels of reported crime in communities, which are often a reflection of levels of community cohesion and social health.

Safe Communities. Action Plan to Reduce Community Violence and Sexual Violence

How are we doing in Christchurch?

The Safer Christchurch group continued to concentrate on community violence in the 2009 – 2010 year. Violence can have devastating effects on individuals, families and communities, in terms of physical injury and emotional trauma caused directly to victims, and also in terms of fear it generates among the wider community. People are more fearful of violence than any other type of crime.

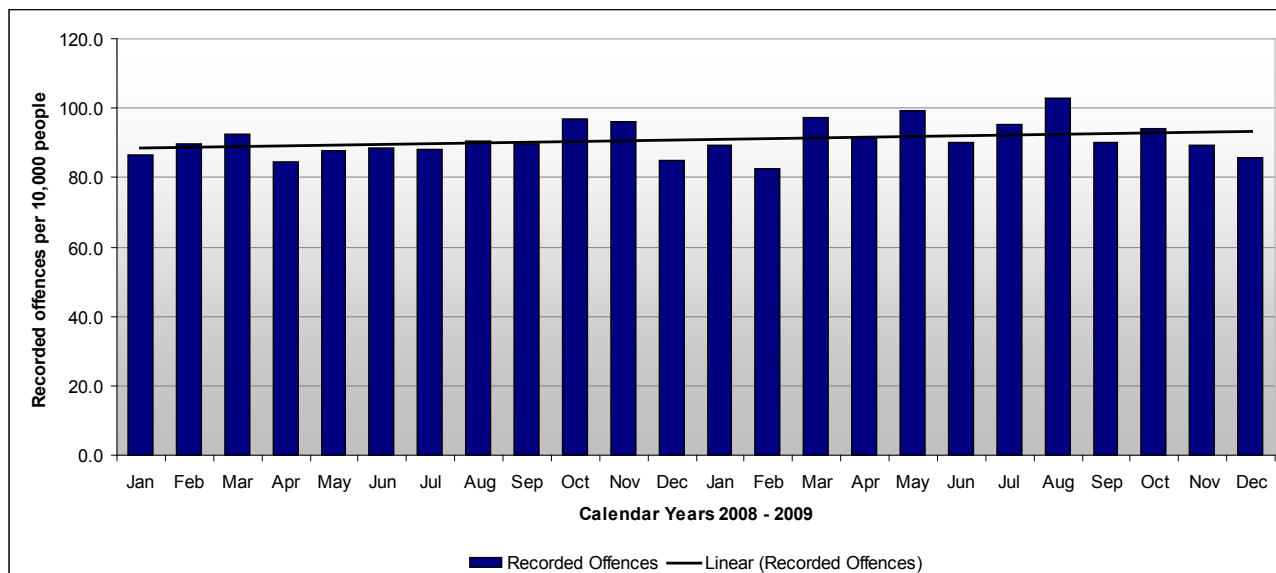
Alcohol-Related Crime: Although overall crime has decreased in recent years, concerns about safety within the central city remain, especially at night. Alcohol and its affects

are a particular concern not only in the area of crime, but across all areas covered by the Safer Christchurch Strategy. In Christchurch, 85% of all weekend crime is attributable to alcohol. During 2008, 37.5% of all charges for violence were recorded as involving alcohol. Over the same period, 71% of all charges for disorder were recorded as involving alcohol. These two figures illustrate a significant increase over previous years' reporting and highlight increasing alcohol misuse and crime in our community. In both these recorded offence areas, the category unknown if alcohol involved or not accounted for 29% of the total charges, indicating that the actual figure of alcohol and crime relationship is potentially even higher.

Total Crime: The total number of reported offences has increased over the past few years. Proactive and preventative policing have also increased over the same period as have reported family violence offences.

In 2009, the total number of recorded offences in Christchurch was 41,025. This is the second lowest in the time series (1996-2009), and 2,896 fewer than the high of 43,921 in 1997. Since 1996, the number of recorded offences per 10,000 people has declined. In 2009, the rate per 10,000 people was 1,108, compared with 1334 in 1996. The resolution rate has increased in most years since 2002. 2009 (40% resolution) was only a 0.02% fall from the previous period. The lowest resolution rate in the time series was in 1998 (32.9%).

Recorded Offences Within Christchurch Central 2008/2009



Action 1

Maintain a programme of training and community awareness in Crime Prevention Through Environmental Design (CPTED) principles including safety audits of all appropriate staff at Christchurch City Council and Christchurch Police.

Objectives:

To ensure the phased adoption of CPTED design principles into city-wide planning and policy.

To promote CPTED principles for application by owners and occupiers of existing buildings and spaces.

Crime Prevention Through Environmental Design (CPTED) is a crime prevention philosophy based on proper design and effective use of the built environment leading to a reduction in the incidence and fear of crime as well as an improvement in the quality of life. CPTED reduces criminal opportunity and fosters positive social interaction among legitimate users of space. The emphasis is on crime prevention rather than apprehension and punishment.

The four key overlapping CPTED principles are:

Surveillance

people are present and can see what is going on.

Access management

methods are used to attract people and vehicles to some places and restrict them from others.

Territorial reinforcement

clear boundaries encourage community ownership of the space.

Quality environments

good quality, well maintained places attract people and support surveillance.³

A significant recent direction is that of second generation CPTED, where social and community issues are included in the CPTED process. There is a movement from offender-focussed models to community-focussed models, where consideration is given to principles of human scale development, urban meeting places, youth engagement and resident participation and responsibility in creating CPTED solutions.⁴

Baseline Measures for Christchurch:

The national guidelines for Crime Prevention through Environmental Design in New Zealand were published in November 2005. Although there has already been some training around CPTED principles with council staff, the guidelines present CPTED principles within a New Zealand context. Ongoing training for planners and developers using the national guidelines is important to ensure Christchurch city public spaces and parks are designed with CPTED in mind. It is now common practice at Christchurch City Council for any design brief to include adherence to CPTED principles.

How are we doing in Christchurch?

Significant progress has been made in the past year towards achieving our goals, including:

- More than 35 Council and Police staff have participated in very successful introductory CPTED workshops, producing improvement plans for four areas of Christchurch which have experienced issues with crime and the perception of safety – High Street, Cambridge Terrace, Stewart Plaza and Christchurch Hospital car parks.
- Selected Council and Police staff have embarked on a programme to enhance their CPTED skills to advanced level.
- The Safer Christchurch Team has provided CPTED input to other city projects including the new Transport Interchange, Washington Reserve skateboard park, Hereford Street redevelopment, central city taxi stands, the Bus Exchange cycle stands/Kivers Lane area, Barnett Park skateboard development, Wilson car park in Hereford Street, Christchurch Hospital car parks, Stewart Plaza and others.
- Planning has begun for a second generation, multi-agency CPTED project at the Council's largest social housing complex, Airedale Courts.

3. National Guidelines for Crime Prevention through Environmental Design in New Zealand. Ministry of Justice 2005

4. 2nd Generation CPTED: An Antidote to the Social Y2K Virus of Urban Design. Greg Saville and Gerry Cleveland Paper presented at the 3rd Annual International CPTED Conference, Washington, DC, December 14-16, 1998.

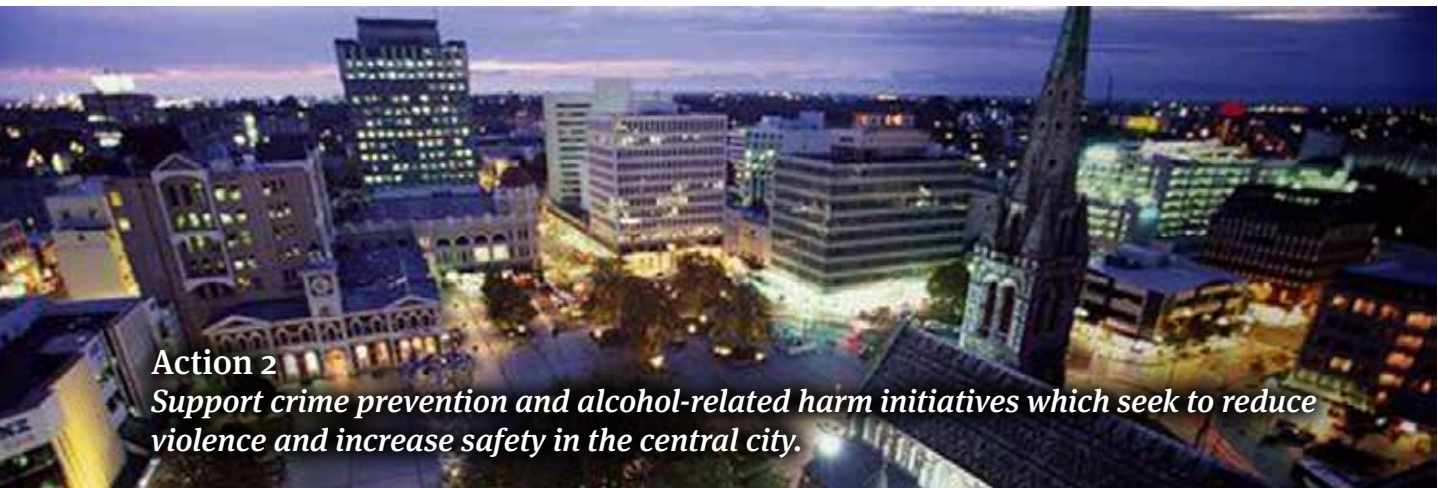


CPTED site assessment Police and Council planners working with Dr Frank Stoks

What will be done to improve performance in the next two years?

- Ongoing training for Council staff and Safer Christchurch partners, featuring introductory and advanced workshops.
- Selected staff will continue ongoing advanced training to create a highly-skilled, in-house CPTED assessment resource, with increasing input to city projects.
- Request For Service (RFS) to include CPTED concerns/ reporting. Call Centre staff to receive CPTED training
- CPTED-based frequently asked questions (FAQs) on the Council website.
- Identification of opportunities to provide introductory CPTED training to businesses and community groups.
- A paper will be prepared for Council consideration, recommending the CPTED considerations be incorporated from the early stages of all relevant Council projects and processes.

It is also important that the public is aware of CPTED principles so that they too can apply these principles in their own lives. Age Concern, for example, includes practical CPTED elements in their Home and Personal Safety Course (see later in this section, *Dispelling the Fear of Crime in the Elderly*). Council will seek opportunities to include CPTED guidelines for home owners and property developers on the Council's public website.



Action 2

Support crime prevention and alcohol-related harm initiatives which seek to reduce violence and increase safety in the central city.

Baseline Measures for Christchurch:

In the past two years, the Police and Christchurch City Council, with the support of the other partners of the Safer Christchurch Interagency Group, have had an intensive focus on reducing alcohol-related harm in Central Christchurch.

The Police have increased manpower and have focused on preventative and police-discovered actions, including stopping vehicles, relocating intoxicated people, alcohol ban breaches and disorder offences. Christchurch City Council has invested heavily in increasing the crime camera network and in placing the Safe City Officers into the Central City in a preventative role.

These initiatives have resulted in a significant decrease in violence and disorder offences in Central Christchurch, while there has been an increase in some lower level offences, including graffiti vandalism and alcohol ban breaches.

For Central Christchurch, there was a 9 per cent decrease in recorded violence (excludes FV and intimidation/threats) between 1 July 2009 and 30 June 2010. This was reflected in:

- grievous assaults decreased by 32 per cent
- serious assaults decreased by 16 per cent
- minor assaults decreased by 1 per cent
- disorder decreased by 1 per cent⁵
- Breaches of the Alcohol Ban in Central Christchurch increased by 28.8 per cent (increase of 269 recorded offences). In total, 1330 offences were recorded throughout the Christchurch Metropolitan area and 1203 of these were recorded in the Christchurch Central Area. This statistic is seen as positive as the large majority of Alcohol Ban offences are a result of proactive policing and are generally seen as preventing more serious offending at a later time.⁶

The reduction in violence has been achieved against the national upwards trend in these offences.

Story behind the baseline

For some years Christchurch agencies and Safer Christchurch stakeholders have been identifying and working on the perception and rate of crime in the central city. Alcohol is identified as a major aggravator of crime and violence in the central city. The effects of alcohol misuse extend well beyond the immediate victims and are also felt by business owners and inner city residents. As a result of this, in October 2006 the Christchurch CBD Alcohol Accord was formed to reduce alcohol-related inner city crime and violence through a collaborative partnership with licensees, the Council, Police, Community and Public Health (a division of the Canterbury District Health Board), and the Hospitality Association of New Zealand (HANZ).

Other groups working in the area of alcohol and crime in the inner city are the Community Violence Reduction Project and the Tri-Agency Group.

Community Violence Reduction Project

The Community Violence Reduction Project (CVRP) is a joint initiative established in 2005 to reduce alcohol-related violence in the Central City. It was originally funded by the Crime Prevention Unit of the Ministry of Justice and the partner agencies (Christchurch City Council, Police and Canterbury District Health Board). It is now self-sufficient and continues to work towards its original aims and has contributed extensively to establishing several of the key initiatives addressing crime in the central city.

The CVRP team has played an important role in creating the concept of the Security Providers Accreditation (SPA) program, working with the CBD Alcohol Accord, which took primary responsibility for implementing the SPA initiative. Members also give training in relevant aspects of the law to bar security staff, in association with the Security Providers Accreditation initiative.

Work continues to mitigate problems resulting from party buses dropping intoxicated passengers in the Central City, where they contribute to antisocial behaviour and conflict. A series of legal challenges to the party bus liquor licenses is still underway, following a hearing with the Liquor Licensing Authority in mid 2010. This issue is being closely monitored by the CVRP team and resolution is expected later in 2010.

5. Price, J. Inspector. (2010) Recorded Offences for Christchurch Central Suburb. Policing Development Manager, Canterbury District HQ
6. Knight, G (2010) Police record offences for Christchurch. National Statistics Manager, Organisational Performance Group New Zealand Police

Tri-Agency Group

The Tri-Agency Group comprises representatives of the Ministry of Health (Community and Public Health), Police and Christchurch City Council Liquor Licensing Inspectors who work with licensed premises in the Christchurch area. The group's goals are to:

- investigate and report on all licence applications
- monitor the operation of licensed premises
- educate licensed premise staff
- collaboratively prepare application files and present evidence at District Licensing Agency and Liquor Licensing Authority hearings
- collaboratively lodge applications for suspension and cancellation of liquor licenses and managers certificates
- organise controlled purchase operations to test if licensed premises will sell liquor to minors
- contribute to proactive initiatives
- maintain communication with all relevant agencies and the liquor industry.

Tri-Agency Group members have common interests in promoting practices consistent with the Sale of Liquor Act (1989) aim to reduce alcohol-related harm. Members also share a statutory requirement to investigate and report on new and renewal applications for on licence and club licence applications.

There is a close membership link with the CVRP. The Tri-Agency Group makes important contributions to most of the significant alcohol harm reduction initiatives worked on by the CVRP.



Stuart Spittle, owner of The Boulevard and Macs Brew Bar receiving his accreditation certificate from CBD Alcohol Accord Chair, Peter Morrison at the SPA launch, 30 March 2010

Christchurch CBD Alcohol Accord:

The Alcohol Accord is managed by an accord management committee that includes licensees, HANZ, the Council, Canterbury District Health Board, the Police and other stakeholders.

The Alcohol Accord was the first of its kind in New Zealand with its first initiative being a one-way door at 4am, meaning bars can not admit new patrons after 4am.

In October 2008, the Accord celebrated its second anniversary and at the same time, licensees (through the Alcohol Accord management committee) agreed to pull back the start of the one-way door policy by an hour, making it effective from 3am. Part of the rationale for this decision was an attempt to further pull back any crime spike around the one-way door/closing time of bars in the Central City. In conjunction with this initiative, the Police ran numerous Operation Crusaders, which saw maximum patrol numbers on the streets during the weekend peak periods of calls for service.

Security Providers Accreditation

The Alcohol Accord has overseen the successful introduction of the Security Providers Accreditation (SPA) initiative. The Accord worked with members of the security industry involved in inner city bars to create an accreditation process that would raise the industry standard and improve the overall safety of both patrons and licensed premise environs. The goal of the SPA Initiative is to set a minimum proficiency standard that security providers must achieve and maintain to be eligible to provide their services or staff to licensed premises and licensed events in Christchurch. The SPA concept has advanced well and a panel of regulatory representatives, security staff and licensees has now processed 25 applications for accreditation. Six security providers have attained accreditation and ten central city bars have SPA-accredited security. The SPA project was officially launched by the Mayor in March 2010.

Training and Monitoring:

Included in the SPA initiative is ongoing training and monitoring of hospitality staff in the Christchurch area. The training is delivered by the Police and Community and Public Health staff (members of the CVRP team) to up-skill licensed premise staff and security staff on compliance with the Sale of Liquor Act. Training includes relevant legislation, patterns of behaviour, how to deal more effectively with incidents etc.

The number of people trained in the reporting period were:

- 1171 people (made up of institutional presentations involving 991 staff and 13 on premises sessions involving 180 people).
- 98 security staff were involved in training made up of seven formal sessions and five premise training sessions.

Monitoring Activities	Monitoring Achievement
Monitoring of licensed premises to ensure compliance with the Act and licence conditions	<ul style="list-style-type: none"> • 21 monitoring sessions conducted involving 322 premise visits. • Five Controlled Purchase Operations involving 91 premises. • Four premises sold liquor to the volunteers and have/will be dealt with through the Liquor Licensing Authority

Law Commission Review of the Sale of Liquor Act 1989

The Safer Christchurch partners have taken a very active role in the Law Commission's review of New Zealand's alcohol law, on the basis the review represents a rare and important opportunity to reduce alcohol-related harm and to give communities more say in alcohol-related issues.

Safer Christchurch partners met with Sir Geoffrey Palmer in September 2009 to comment on *Alcohol on Our Lives: an issues paper on the reform of New Zealand's liquor laws* to discuss the issues Christchurch faces around alcohol-related harm and to give their view on the changes needed in legislation to assist the partners present efforts to overcome the challenges facing the community.

In October 2009, the Safer Christchurch Interagency Group, the Crime Prevention Coordinating Committee, the Alcohol Accord, the Council and many other individual Safer Christchurch partners made written submissions to the Commission, supporting many of the review's recommendations.

It is intended that similar representations will be made to the Select Committee when it sits later in 2010.

Addressing safety and the perception of safety in the Central City

Despite the improvement in violent crime figures for 2009, there is still concern about safety within the Central City, particularly at night. The Quality of Life in 12 of New Zealand's Cities Report (2008) stated that of the 12 cities studied, Christchurch had the lowest percentage of residents who felt safe in their city centre after dark (32.3 %).

Perceptions about safety take time to change, but the Council is committed to making Christchurch New Zealand's safest city.

"While there is poor public perception of safety in Christchurch, the reality is that Christchurch is a safe city."
 –Inspector Derek Erasmus, Area Commander Central Christchurch, NZ Police

As part of its commitment to improving Central City safety, the Council increased the number of crime prevention cameras in the Central City and further developed the Christchurch Safe City Officer programme. These initiatives were designed to target hot spots and improve perceptions of crime and safety in the city. With these initiatives in place, the Council is looking for a significant improvement in the public's perception of safety in Christchurch after dark in the Quality of Life in 12 of New Zealand Cities 2009 report.



Christchurch Safe City Officers

The Christchurch Safe City Officer programme was introduced in October 2008 as a way to reduce alcohol-related crime and violence in the Central City and also to improve public perceptions of safety. It has developed into an effective and visible deterrent to alcohol-related antisocial behaviour and crime in the Central City. Service improvement will be gained through ongoing training, improvements to the reporting system and close monitoring of the service by the Council.

The programme's success was recognised when it was named first runner-up in the Council's internal Celebrate Your Success Expo, which showcases successful Council projects.

"The Christchurch Safe City Officers are a great visible presence in the central city and make a significant contribution to the continued efforts to reduce violent crime in central Christchurch."

–Inspector Derek Erasmus, Area Commander Central Christchurch, NZ Police

Safe City Officers focus on being highly visible in public areas identified as high-risk for criminal offending and antisocial behaviour. Their role is to:

- promote central Christchurch as a safe city
- provide people with information and assistance
- deter crime and antisocial behaviour through direct intervention and high visibility
- collaborate with and provide information to the Police, the Council and other agencies
- identify hazards and other issues to be addressed which will help to create a safe, vibrant night-time environment.

The Safe City Officers identify people who are intoxicated, unwell or injured and assist them to safety. They also intervene in conflict situations and prevent these escalating into more serious incidents.

Up to 11 Safe City Officers walk the streets of the central city in teams each Thursday, Friday and Saturday night, assisting the public with directions and information, seeking vulnerable people before they become victims, intervening in disagreements, providing first aid to those who are injured or unwell, escorting people who feel vulnerable and recording and reporting faults and issues.

The Safe City Officers also work closely with the Police to help keep the Central City safe and have assisted the Police to identify and apprehend offenders on numerous occasions.

In the past 12 months, Safe City Officers have recorded more than 12,000 interactions, including:

- intervening in 414 incidents of disorder or violence
- assisting 2603 members of the public, including escorting them to safety, providing first aid/first responder assistance and giving directions
- advising 3638 people that they are breaching the Central City alcohol ban, with 92.3% of those people choosing to dispose of their alcohol
- removing 4442 bottles from the streets
- reporting on 63 incidents of graffiti and other vandalism
- meeting more than 600 party buses and managing the safe dispersal of the passengers.

An evaluation of the Safe City Officer program was undertaken by a leading security and CPTED consultancy, Stoks Ltd in early 2010. Key findings included:

- The Safe City Officer service benefits the community and the city by providing assistance to the public, assisting with the minimisation of liquor-related offences and providing a positive and unmistakable safety and security presence.
- Increased visibility of Police and Safe City Officers, along with the introduction of Alcohol Accord initiatives, has heightened a sense of safety and security presence on the inner city streets. It appears this effort has resulted in significant reductions in violent crime in the inner city.

The Safer Christchurch Team is also investigating how the Safe City Officer and the Police sponsored Maori Warden programmes might work more closely together.



Crime Prevention Cameras



View of the new Camera Monitoring room in the Christchurch Central Police Station

The Council and the Police have worked together to boost the number of crime prevention cameras in the CBD to 68. This is made up of crime cameras, cameras located in the Bus Exchange (also available to the Police) and traffic management cameras. As a result of this collaboration between the Police and the Council, Christchurch has the most extensive public closed circuit television network in New Zealand.

In the reporting period, there were 416 requests from Police investigators for access to crime camera footage. Of these requests, 220 involved footage that was helpful to the enquiry. In the same period, crime cameras were directly responsible for the arrest of 110 offenders in the central city and for locating 16 missing or wanted people.

While the crime cameras are a very effective and important tool for both the Police and the Council to ensure the central city is safe, their greatest productive period of use is when the technology is used in conjunction with specifically trained sworn Police staff to monitor the CCTV covered areas in a systematic and proactive manner. Police and CCC are currently reviewing their letter of agreement in relation to the use of the CCTV network and will include agreed levels of service.

Multicultural Taxi Driver Safety Training

Concern about the safety of taxi drivers has been mounting for some time in New Zealand. There have been three taxi drivers murdered in the course of their work, including Abdulrahman Ikhtiar in Christchurch in 2008.

The news media reports what appears to be a rapidly increasing trend in violence towards taxi drivers and this is reinforced by anecdotal reports from local drivers. Assaults and threats commonly go unreported. Many of the drivers who are attacked are immigrants. It is not necessarily the case that the attacks are racially motivated, but rather that they are a consequence of the times and areas where the drivers are working.

To address the concerns of the drivers and the community around their personal safety at work, the Crime Prevention Coordinating Committee formed a working party in November 2009 to develop a safety training program targeted at migrant taxi drivers in Christchurch. Working party member organisations are the Council, the Police, New Zealand Transport Authority, the Refugee and Migrant Centre and the Office of Ethnic Affairs.

The training aims to provide simple, practical tools to assist taxi drivers to keep safe while working and to give them the knowledge and confidence to call for emergency assistance when needed.

The target group for the pilot training was Afghani taxi drivers working in Christchurch. A focus group was formed to gain input and support from the target group, before training development began.

The training covered the following topics in three sessions of three hours each:

- common New Zealand greetings and social customs
- how to understand English slang
- how to use Language Line (a telephone-based interpreting service)
- how to keep safe at night
- how to deal safely with drunk and angry people
- how to communicate with the Police (which included a visit to the Police central communications centre)
- understanding relevant law



Abdul Salimi receiving his certificate from Bob Parker, the Mayor of Christchurch

Attendance and the feedback following the pilot training session indicates it was very successful. Thirty three Afghani taxi drivers attended over three nights, which is over half the number of Afghani drivers in the city. The sessions were interactive and those who attended were fully engaged in the programme.

The Crime Prevention Coordinating Committee is now planning similar training sessions for other interested migrant groups of taxi drivers over the next year.

Action 3

Support initiatives which reduce the incidence of Family Violence, Child Abuse and Elder Abuse.

Baseline Measures for Christchurch:

Family Violence:

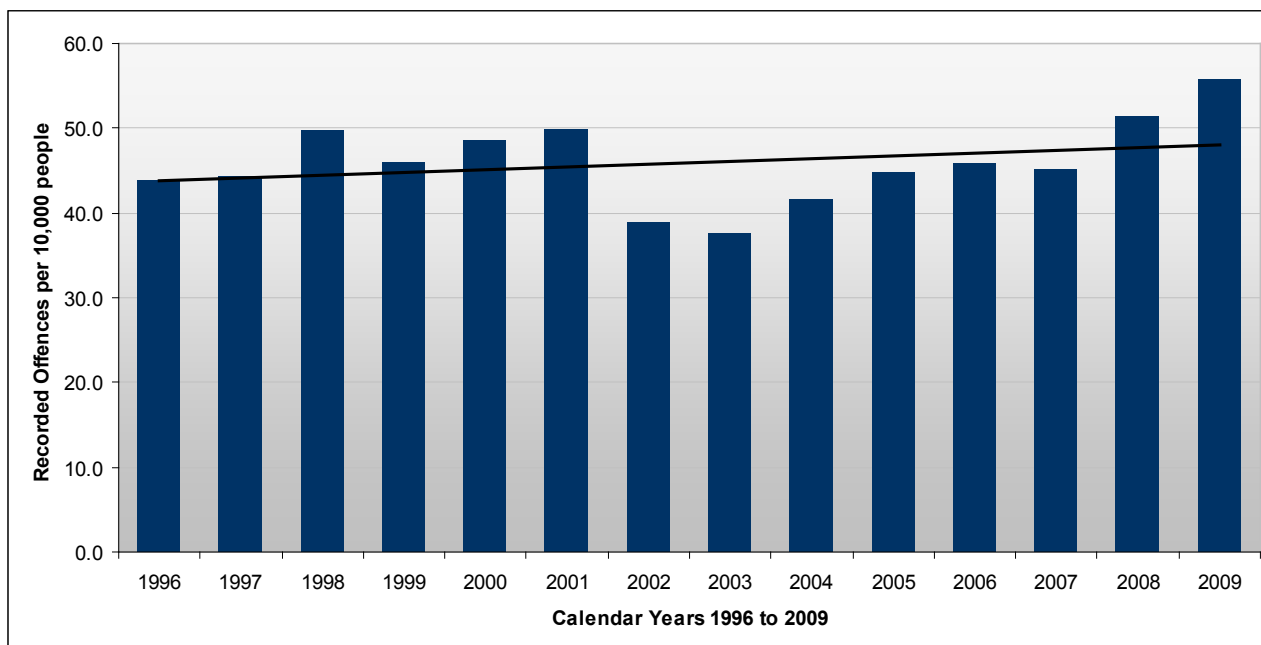
Long-term trends indicate that violence has been increasing within central Christchurch but considerable work has been done to improve reporting and recording of offences involving family violence. Family violence offences have increased steadily during the last five years and account for about one-third of all reported violence. When family violence related offences are excluded, there has been little change in recorded violence.

Alcohol was involved in 31% of family violence offences during the 2009 year in Canterbury. Anecdotal information from the Police suggests that the majority of incidents they attend involve alcohol.

In 2009, there were 2014 recorded family violence offences, a decrease of 422 from the previous year. However with changes in reporting methodology, trends are difficult to interpret accurately. At least some of the long-term increase in reported offences can be attributed to greater public awareness of family violence and an increased willingness of victims to report offences, following major local and national initiatives, including the It's not OK campaign.

Crime statistics only reflect reported and recorded offences, rather than the actual level of offending in the community. It is likely that less than 20% of domestic violence incidents are reported to the Police.

Total recorded family violence offences per 10,000 people in the Canterbury Police District 1996 to 2009



Family Safety Team

The Family Safety Team is a national joint initiative between the Police and community groups. The Christchurch team consists of six advocates (employed by Battered Women's Trust) and four police officers and their focus is on high-risk family violence cases - particularly those with complex needs such as mental health, alcohol and drug, organised crime and honour-based violence. The cases are referred from the Family Violence Roundtable which receives referrals from a variety of agencies in the community.

The team's principle roles are to ensure agencies are sharing information and coordinating their responses to ensure the safety of families. The dynamics of family violence are complex and require agencies to work collaboratively. With its links into both the NGO and GO sector, the Family Safety Team is uniquely placed to do that work. Alongside this work is the task of identifying and addressing systemic gaps in the sector.

The Family Safety Team usually has about 45 cases in its caseload and is currently undergoing a national review.

Youth Workers

Since 1996, the Council and the Police have jointly operated the Christchurch City Council Police Youth Project.

The project's primary objective is to actively promote a decrease in violent and criminal activity involving young people throughout the city and an increase in positive opportunities available to these young people.

Three Council employed youth workers work alongside a Police Liaison Officer. The youth workers support individual young people to participate in positive activities and programmes. They also act as role models and provide an advocacy role, linking the young person and their family to support agencies, counselling, schools, courts and other appropriate agencies.

Referrals are received from the youth aid section of the Police.

On Friday evenings, the youth workers and a police officer also patrol the city and search for youth at risk. They cover youth trouble spots in the Central City and in the suburbs and attend youth-related activities and venues. They also seek out youth who have been reported missing.

In the six months to 21 June 2010, the team has created programmes for 31 young people at risk. Of these 24 cases are ongoing, two cases have been satisfactorily resolved and five young people failed to engage.

"I respect their professional views and hold them in high regard"

–Judge McMeekan

"The staff (youth workers) are just sensational. They have an amazing reputation around the place – they really have."

–Police Youth Aid Officer

Older Persons Expo

The Safer Christchurch Team attended the Older Persons Expo which was held at the Christchurch Convention Centre on International Older Persons Day on 1 October 2009.

The team provided two stands – one focussed on home safety and safety in the central city and the other on graffiti vandalism and graffiti reduction. The day was very well attended and the Safer Christchurch stands attracted a lot of interest, giving the team plenty of opportunity to engage with older people and to tell them about the work done for the city.

In Through The Back Door

Christchurch Women's Refuge has created an innovative social marketing campaign, in partnership with the Council and with initial funding from the Ministry of Social Development, to deliver intimate partner violence messages to women using public toilets.

The campaign is called In Through The Back Door. Christchurch Women's Refuge has designed a series of posters that give women information about what domestic violence is and how to contact Women's Refuge for help. Working with the Council's community facilities team to trial the campaign in the Council's community buildings, the posters are placed in perspex holders on the inside of toilet doors, as this is one place where a woman is alone (and away from an abusive partner) and has time to digest the information.

Action 4

Support neighbourhood based initiatives which aim to reduce crime and to increase opportunities for neighbourhoods to connect.

Neighbourhood Support:

It is recognised that Neighbourhood Support assist in creating strong community links around the city and work as a catalyst in assisting neighbours to get to know each other. There is a very strong link between Safer Christchurch and Neighbourhood Support as their Canterbury coordinator is a long standing member of the crime prevention coordinating committee. This year Pat Creasey, the Canterbury coordinator, retired after many years in the role. Pat was a strong advocate for neighbourhood support and his friendly smile will be missed. Dave Wilkinson (a former Police officer) has taken over from Pat and has hit the ground running, signing up a number of new neighbourhoods in his first weeks in the role.

What will be done to improve performance?

- Work specifically with Neighbourhood Support to identify gaps and then work collaboratively with them in an attempt to fill them.
- As mentioned later in this report, establish and implement a marketing strategy for the Safer Christchurch team that will include targeting community and neighbourhood networks.
- Engage with community boards to work on specific community crime issues.
- Work with Police area commanders on a regular basis to assist with targeted local crime issues.

Mall Accreditation Project:

The Crime Prevention Coordinating Committee has formed a working party to assist shopping malls to improve public and staff safety. The working party's members represent the Police, the Fire Service, the Council and Neighbourhood Support.

The group has developed a CPTED-based assessment tool and will do a pilot audit on a mall in September. It is planned to offer the opportunity for assessment to other malls in the future with Police support and to publicly promote audit successes.

Safety In Home Expo

The Safer Christchurch Team attended the Safety In Home Expo which was held in Jellie Park (Burnside) on 10 April 2010. The team's stand focussed on home safety and graffiti. The Graffiti Team's volunteer coordinator successfully recruited new volunteers to assist with neighbourhood graffiti removal. Several Safer Christchurch partners were also represented at the Expo which was organised by the Fendalton/Waimairi Community Board.

Fire Awareness and Intervention Project

Children and young people’s fascination with fire is normal, but using it inappropriately or dangerously is not. Without education and intervention, fire-related behaviour can escalate causing injury, property damage, loss of life, severe legal penalties and unnecessary work for fire brigades and other community agencies.

The Fire Service estimates that approximately 40-45% of the fires attended in Christchurch and across Canterbury are deliberately lit. As the Fire Service does not attend all the fires that are actually lit in the community, it is reasonable to assume this figure is actually much higher.

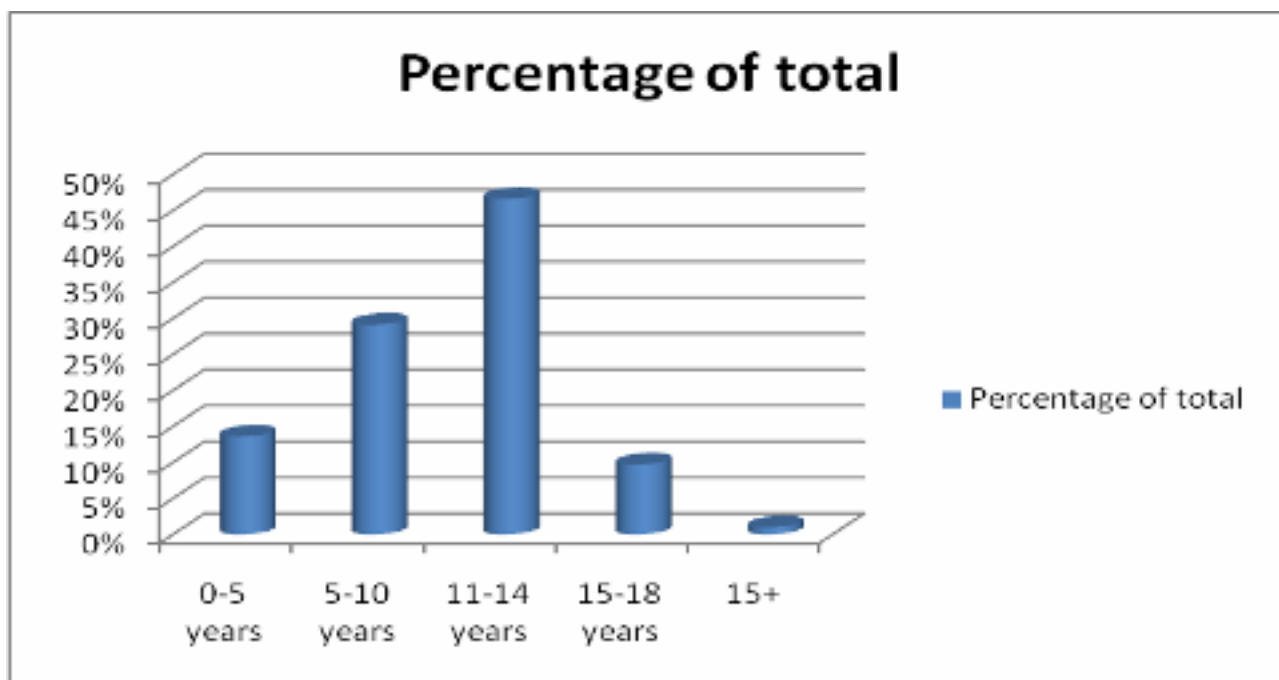
As a response to this serious crime and injury prevention issue, the Fire Service delivers the Fire Awareness and Intervention Programme (FAIP). The programme offers free, confidential, consequences-based education and intervention. The aim is to help young people aged 3-18 years and their families to understand fire dynamics and the consequences of their fire lighting, and to develop strategies to stop fire-lighting. According to 2009 Police data, young people under the age of 21 are responsible for around three quarters of the country’s recorded arson, and six out of ten of these young people are under 17 years old.

FAIP’s data confirms national trends on the age distribution of fire lighters and gender (88% male).

There are several motivations for child fire-lighting. Copying adult actions, curiosity and experimentation (especially in younger children), using fire to exert frustration, anger and deep-seated issues they cannot deal with positively, delinquent behaviour (often in groups) and rarely, pathological issues. FAIP educates children in the consequences of fire and also refers people on to other agencies where serious underlying issues are identified.

In the 2009 - 2010 year, the programme completed full interventions with 188 children. Of these, 103 were from Christchurch and most involved fires lit in the city.

2009 research by Ian Lambie (2010) from Auckland University indicates that FAIP makes a significant positive impact on fire-lighting over a long period. In Christchurch there has been a 2-3% recidivism rate among programme participants. However, Lambie found that children who play with fire often go on to do other serious criminal offending. He suggests that juvenile fire-lighting can be seen as a predictor of future offending. Early intervention, such as that done by FAIP, is therefore essential.



The graph shows fire lighters referred to the Fire Awareness Intervention Programme were predominantly between 11-14 years old, but that 5-10 year olds routinely use fire inappropriately.

Graffiti Vandalism

Why is the reduction of graffiti vandalism important?

Graffiti vandalism can significantly impact on perceptions of safety and the economic development of communities.

The New Zealand Quality of Life report suggests that Christchurch residents rate highly on achieving city pride.

‘The majority of residents in most of the 12 cities feel a sense of pride in their city. Graffiti is significantly more likely to be rated as a problem in the 12 cities than in the rest of New Zealand.’⁷

This biennial resident survey and Central City surveys indicate that Christchurch residents take pride in their city environment and support efforts to reduce graffiti vandalism and to increase perceptions of safety. Graffiti or tagging is seen as a problem by 82.8% of residents.⁸

The establishment of the Council’s Graffiti Office and the development of a strategy for the reduction of graffiti vandalism in the city is critical to the economic development of our communities, perceptions of community pride and safety and the reduction of crime, and responds to a number of Christchurch City Council community outcome indicators⁹ for Christchurch including:

- **A Safe City** - We live free from crime, violence, abuse and injury. We are safe at home and in the community. Risks from hazards are managed and mitigated.
- **A City of Inclusive and Diverse Communities** - Our diversity is seen, heard, valued and celebrated. All people feel a sense of belonging and participate in the community.
- **A Prosperous City** - We have a strong economy that is based on a range of successful and innovative businesses. We value sustainable wealth creation, invest in ourselves and in our future.
- **An Attractive and Well-designed City** - Christchurch has a vibrant centre, attractive neighbourhoods and well-designed transport networks. Our lifestyles and heritage are enhanced by our urban environment

These outcomes have been supported on a national level with new legislation and the Stop Tagging Our Place Strategy (STOP Strategy). The STOP Strategy is championed by the Ministry of Justice and is a coordinated approach designed to combat graffiti vandalism in New Zealand. The Council has taken an active role in the development of the STOP strategy and is represented on the strategy implementation review group.

Baseline Measures in Christchurch

The Council puts a lot of resources into addressing vandalism through graffiti removal contracts for Council-owned, residential and small commercial properties.

The cost of the Council’s main graffiti removal contract rose from \$664,000 in 2001-2002 to just over \$1.2 million by the end of June 2008. The increased contract cost is because of the increase in tagging removed by the contractor. Around 42,000 tags were removed in the 2007/08 year.

Story behind the baseline

Graffiti vandalism has grown worse in the city since 2005, with the perception of community safety decreasing in the same period.

In 2005, Phillipstown was identified as having a particular problem with 25% of houses in the suburb tagged to some degree. The graffiti and associated anti-social behaviour, led to action by community leaders. The Phillipstown Strengthening Communities Team, with support from the Council, launched a pilot project to address these problems.

As the Phillipstown project neared the end of its pilot phase, it was clear that the pilot programme was a success and that it needed to go citywide. This instigated the Council to take the lead in implementing a city-wide anti-graffiti initiative.

7. <http://www.qualityoflifeproject.govt.nz/built.htm> - Quality of Life ‘07 In 12 of New Zealand’s cities; Built environment Quality of Life 2008 - Christchurch

8. http://www.bigcities.govt.nz/pdfs/2008/Quality_of_Life_2008_Christchurch.pdf - ACNeilson (2009) Quality of Life 2008 – Christchurch (p.6)

9. <http://www.ccc.govt.nz/thecouncil/policiesreportsstrategies/communityoutcomes/index.aspx#jumplink1>

What are we doing in Christchurch now?

In April 2008, following the success of the Phillipstown pilot and recognising the need to support the removal programme with social intervention strategies, the Council decided to set up an office to coordinate a city-wide programme, with a focus on strategies for social change. The Graffiti Office opened in October of that year and works as part of the Safer Christchurch Team

Recognising that the condition of our surroundings can have a major impact on communities and on individual behaviour and that a neglected physical environment can make people feel unsafe and undermine pride in the local community, the Graffiti Office supports residents to take responsibility and retain a sense of pride in the look of their community. This then increases perceptions of safety and reduces the incidence of crime.

The Graffiti Office focuses on environmental scanning, working with offenders who remove tagging as part of their community service requirements, providing support to registered volunteer groups and individuals in the community, helping new groups get established and working to continually educate Graffiti Office staff, its partners and the wider community on graffiti vandalism-related issues and concerns

The Graffiti Office's vision is to take a lead role in a city-wide approach to restoration and social justice programmes for the removal and reduction of graffiti vandalism.

The primary objectives of the Graffiti Office are to significantly:

- reduce the implications of graffiti vandalism on perceptions of community safety
- reduce the incidence of crime
- reduce the cost of removal to the ratepayer
- increase community pride and the safety and well-being of the residents of Christchurch.

The approach includes:

1. Restoration: Using contract services and volunteer programmes for graffiti vandalism removal
2. Education: Promoting a better understanding of the harm graffiti has on, and within, our communities.
3. Prevention: Developing a collaborative multi-agency response to preventative measures.
4. Data management: Collecting, collating and interpreting data to monitor graffiti vandalism trends and issues.

How have we done?

Strategic Development

The Graffiti Office takes a strategic approach to looking at the causes of graffiti vandalism, in an effort to change behaviour specific to Christchurch, that will support the long-term good of the city.

This involves developing partnerships with stakeholders such as the Police, the Corrections Department, utility companies, and local communities.

Building on these relationships, the Christchurch City Graffiti Vandalism Forum was established to bring those stakeholders together and met for the first time in May 2010. The forum which meets quarterly seeks to:

- provide opportunity for discussion and information sharing leading to better understanding of the scale and impact of graffiti vandalism on Christchurch, and
- facilitate and/or support the projects and strategies targeting a reduction in graffiti vandalism.

1. Restoration

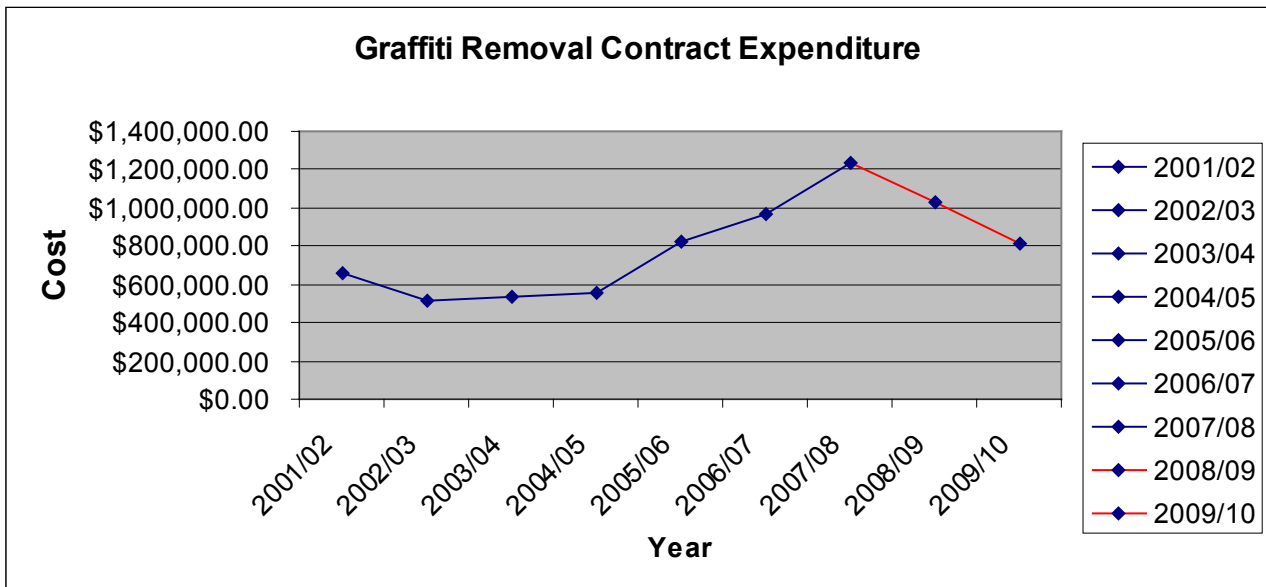
Where there is quick and early removal of tags by accredited community volunteer groups, individuals and commercial and business entities and supervision of taggers in clean-up and removal programmes, there is a greater sense of ownership and community pride in the city.

Contract Removal

The Council graffiti removal contracts are managed by the Transport and Greenspace unit, which contracts Transpacific Industries for the major contract, responding to customer removal requests and removal from most of the Council's own assets.

In choosing how to best spend ratepayer funds, the Council has decided to focus on the removal of graffiti adjacent to public land and so the Council graffiti removal contract covers the removal of graffiti from the ground floor level of residential and small business properties directly bordering Council property (including roads, footpaths and parks).

Graffiti removal management and contract changes resulted in a reduction in contract spending for the 2008-2009 year from \$1.2m to the \$1m mark and a further reduction in 2009/10 to \$811,000. However, reporting of graffiti vandalism has also increased, possibly due to the efforts of the Graffiti Office and this may be reflected in increased removal statistics in the 2009/10 year.



Volunteer Removal Programme

The Graffiti Vandalism Removal Volunteer Programme Off the Wall is a city-wide initiative that supports individuals and groups to become involved in helping to reduce graffiti vandalism in local communities and throughout Christchurch. The Graffiti Office helps to coordinate, advise and provide resources to registered volunteers.

The programme ensures that volunteers are valued and sets guidelines and criteria for best results. Past methods for removing graffiti/tagging were inconsistent. By registering in this programme, volunteers receive on-going support, leading to consistent and cost-effective removal of graffiti city-wide.

How much did we do?

Volunteer Programme Statistics:

- The volunteer programme currently has 138 registrations (119 individuals and 23 groups, a total of 342 volunteers), providing graffiti vandalism to 44 suburbs across the city.
- There has been an increase of 139% in the number of volunteers since the pilot programme became a city-wide Council service.
- The Department of Corrections Community Probation teams carry out graffiti removal on a weekly basis targeting areas identified by the Graffiti Office, and are supported by the Graffiti Office. At an average of 9-10 community service individuals working 70 hours per week at \$15 per hour, this equates to \$50,400 repairation per annum
- Volunteers primarily use re-cycled paint supplied by Resene. For the 2009/10 year 1750 litres of paint were used by volunteers, amounting to savings to the Council of around \$155,750.00 (@ tag cover rate of \$89 per litre)

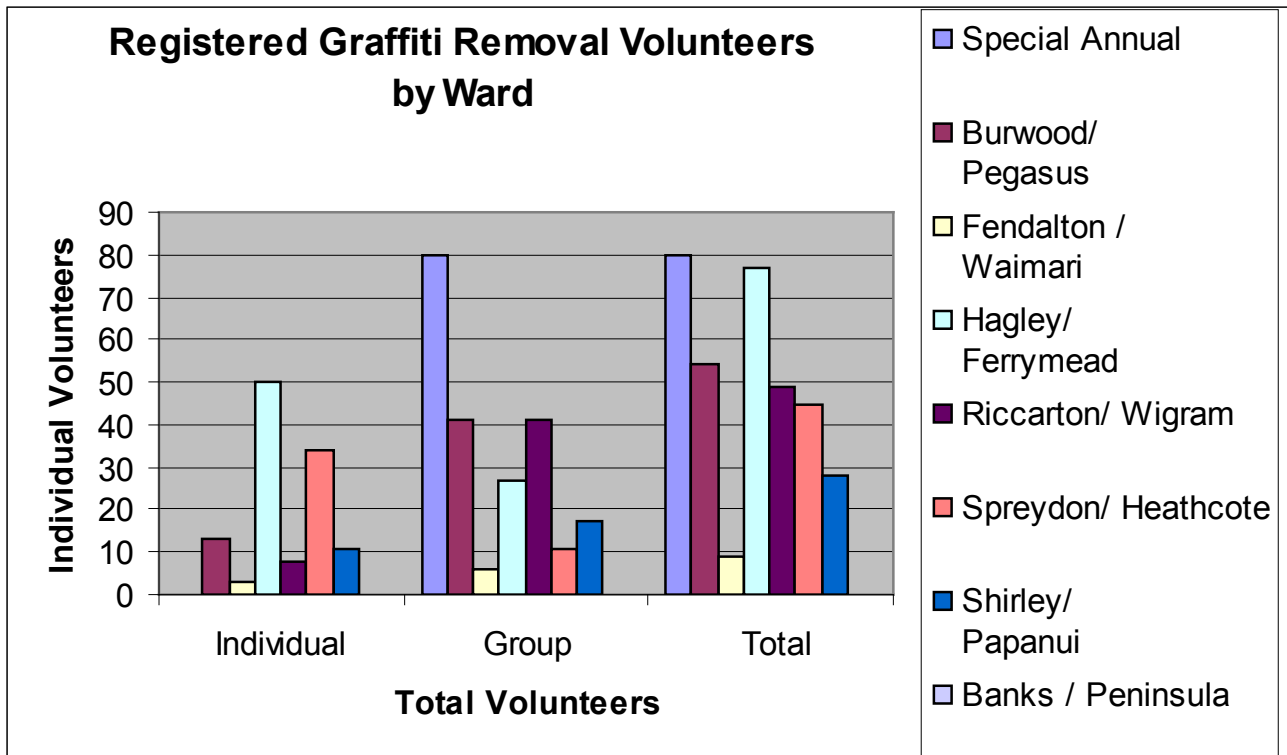


Fig. 2 Volunteers work city wide

How well did we do it?

- Stakeholder support is critical for programme sustainability and supporting organisations were acknowledged at a function in May 2010.
- The 2009/10 volunteer acknowledgement function was held in June 2010 and was planned to coincide with National Volunteer Awareness Week.
- There has been an increase in younger volunteers registering.
- There has been an increase in ethnicities amongst volunteers e.g. Chinese and Indian.
- 52 registrations have been received since November 2009 (106 individuals) - an indication that education strategies for community ownership of graffiti vandalism through registration to the Graffiti Office 'Off the Wall' volunteer programme are working.

Measuring the value of volunteer acknowledgement:

Visiting the home of a volunteer with paint and resources, the Graffiti Office Volunteer Certificate is seen hanging in pride of place on the kitchen wall.

A volunteer comments after the annual acknowledgement function *"I talked to the mayor! He gave me my certificate!"*



Volunteer Stories

The Call Centre staff contact the Graffiti Office. They have a 92-year-old on the phone. She has tagging on her house and it doesn't meet contract removal criteria. Can we help? While talking to her the volunteer coordinator asks if she has family or other support to help with removal. "No," she replies "My family live in Dunedin and my other supports are dead now." So Graffiti Office staff went to see her, and removed the graffiti while they were there. The volunteer coordinator talked to the local community police about visiting and saying hello. Going the extra mile can make a huge difference in the safety of isolated people in the community.

One of our oldest volunteers handed in her paintbrush at 83-years-young. No she wasn't retiring, merely moving to Timaru to be near her family.

During March 2009, the Graffiti Office hosted six female Rakuno University Students on an international exchange under the Excel English College. The Hokkaido Agricultural Group students were completing service to the community work in a variety of ways such as graffiti removal, planting and beach clean-up. The volunteer programme coordinator signed the students up under our normal volunteer registration process, organised resources and an area for clean-up, and accompanied the group while they painted out graffiti vandalism. They had fantastic work ethic and a passion for what they were doing and each student was presented with a certificate and a Graffiti Office bag of goodies at the end of their sessions.



2. Education

Developing awareness, not only in youth, but also community members and leaders on the impact of graffiti vandalism, how it can be prevented, and how everyone can do their part to help.

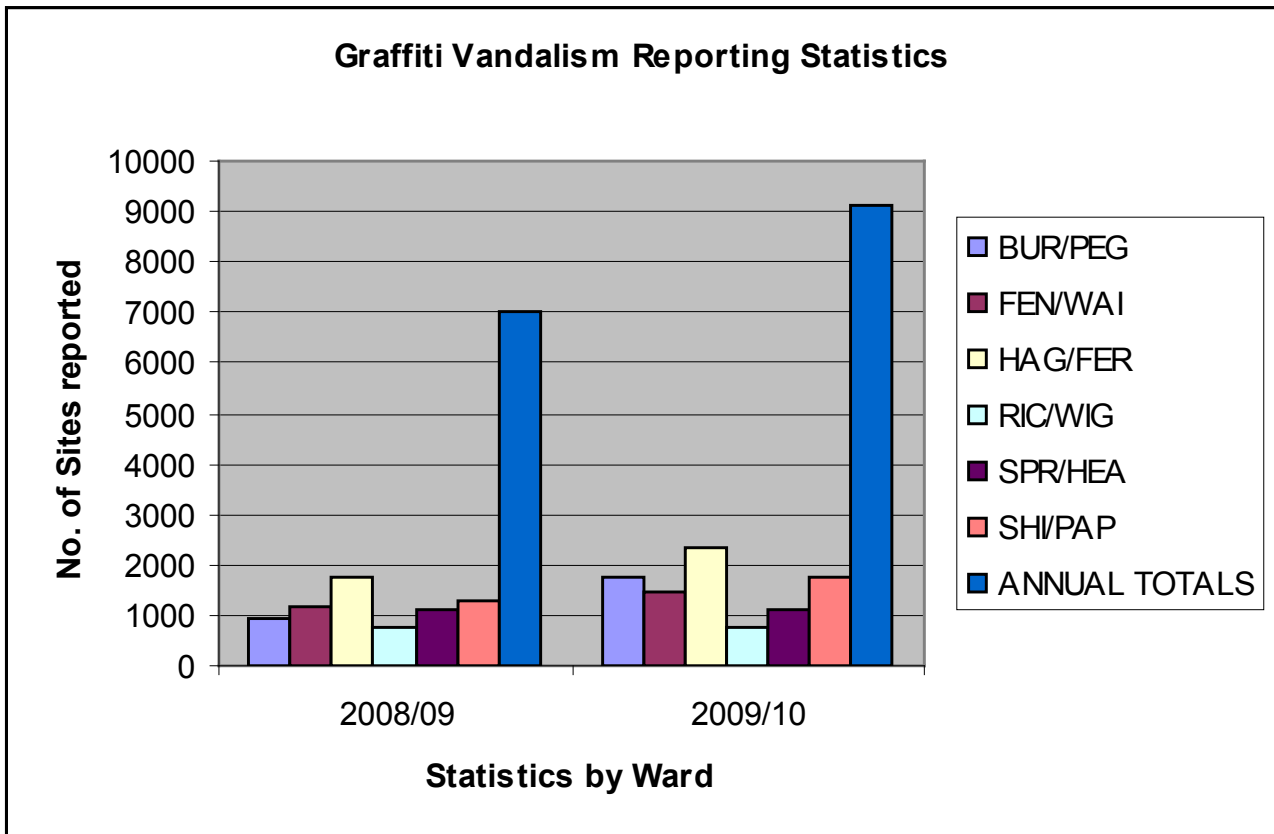
What are we doing?

Education is threaded throughout Graffiti Office programmes.

- Working with the Council's education and marketing services, the Graffiti Office has adopted the Off the Wall concept, and shares information about graffiti vandalism removal and prevention with the community. Increased reporting of graffiti in some areas of the city can in some way be attributed to these education strategies because greater awareness of Council initiatives is leading to an increase in reported incidents. This doesn't necessarily mean that incidents have increased and it will take some time to get a good understanding of the current removal statistics.

Fig. 4 Statistics record the number of requests for service (RFS) processed by the Council's call centre staff

- The Council's website has information on graffiti vandalism mitigation strategies and is still evolving.
- Crime Prevention Through Environmental Design (CPTED) is a core component of education and provides information on graffiti vandalism prevention and reduction to support a reduction in graffiti vandalism.
- The Graffiti Office continues to advocate for education programmes in schools – such as the Tag Free Kiwi programme recently introduced in Auckland.
- Increase in use of prevention strategies and urban art in design of new, and upgrades to current, city environment structures.



Key Education Messages

- Graffiti vandalism is a crime.
- Apprehending offenders is the responsibility of the Police and the Graffiti Office does not support vigilante action.
- The difference between graffiti vandalism and graffiti art is simply permission.
- Continued removal will deter graffiti vandals, increase a sense of community.
- ownership, increase perceptions of safety, and reduce the incidence of crime.
- Residents are encouraged to report graffiti. There are two strands to reporting:
 - a. To the Council for removal if the graffiti is on Council property and public space (road signs, toilets, parks) or on private property bordering public or council property.
 - b. To the Police- graffiti vandalism is a crime. If the public do not report crime to the Police then the Police are unaware that a crime has been committed and may be a growing issue in a specific area.



3. Prevention

Developing awareness, not only in youth, but also community members and leaders on the impact of graffiti vandalism, how it can be prevented, and how everyone can do their part to help.

(a) *Intervention* – where restorative justice strategies, including a range of collaborative preventions, are applied to lower recidivism.

Restorative justice

A combination of restorative justice, community service, and youth work interventions continue to be developed and implemented. Collaboration between the Police Youth Aid section, Community Probation Services and the Graffiti Office has resulted in offenders using community service hours in tagging removal as part of a restorative justice programme.

This restorative justice programme aims to turn around youth offenders and support them to make positive changes. In the 2009/10 year the restorative justice co-ordinator received referrals from Police, the Corrections Department and Child Youth and Family. Referrals from these agencies are specifically for offenders who are required to complete community service hours for graffiti vandalism.

Restorative justice recognises that the victim matters too.

How much did we do?

Intervention Statistics for the year to 30 June 2010

- Referrals received: 30
- Community Service hours required: 879
- Community Service hours completed: 635

Statistics gathered to date indicate that:

- 63% of offenders referred to the project are European.
- 70% of referrals to the programme are either employed or in education or training and
- 95% are male.

How well are we doing it?

Restorative justice interventions have supported clients (offenders) to:

- Progress to alternative education: 2
- Progress to employment: 3
- Progress to training: 6
- Progress to university: 1
- Become engaged in education and/or employment: 12 (from a point of not being involved in any form of education or employment at all).

All other clients have remained in existing education or employment

- 3 remain unengaged (in either education or employment).
- 2 are currently in youth justice facilities.
- 1 has re-located.
- 2 high end recidivist offenders (that the Graffiti Office is aware of) have returned through the court system = 2.28% recidivism rate.

Restorative Justice Programme Case Study #1

Client A is a 16-year-old male who has recently moved to Christchurch to live with his grandmother. Mother continues to live elsewhere. The client's grandmother approached the RJ coordinator seeking support for client A who had community service hours to complete. A home visit was initiated and support plans were developed. As A was free to complete community service during the day, hours were completed quickly. Support plans included writing down goals for A so that he had some direction.

The Restorative Justice coordinator worked with A to enter a 12-month mechanics training course with NZ Career College and A signed up to PLAY rugby for the local club in the area where he was living. For the last six months he has also been working part-time in the evenings and weekends. New goals have been established including building a stronger relationship with his father who is remarried with a new family and there are barriers in this relationship due to his stepmother not wanting father/son contact. A has made very positive changes and to Graffiti Office knowledge has not re-offended.



Restorative Justice Programme Case Study #2

Client B is a 16-year-old male with a number of complex family issues. He lives with his mother and has two younger brothers under Child Youth & Family care, and a two-year-old sister. There are two adult males in client B's life, but B doesn't know which one is the father. It is understood that there are mental health issues relating to B's mother who is also unable/unwilling to identify the identity of B's father.

Client B came to the programme with 20 community service hours. As there were multiple agencies working with B, the RJ coordinator organised a meeting at B's school and took on a lead role to establish consistency in planning, including continued social worker support. Identifying an

unwillingness from the school to continue to have B attend, the RJ coordinator took on a mentoring and support role and working alongside B while he completed his community service hours was able to identify a number of development areas including literacy and social skill issues. They focused on the good things such as B's love of cars and vans and liking to get his hands dirty, and how they could make this work towards positive change. Arranging an interview at a panel beating and spray-painting course and supporting B through the process, meant that they could put all the issues on the table and make it work positively for B. B was accepted onto the course in October 2009, is going really well and hasn't re-offended to date.

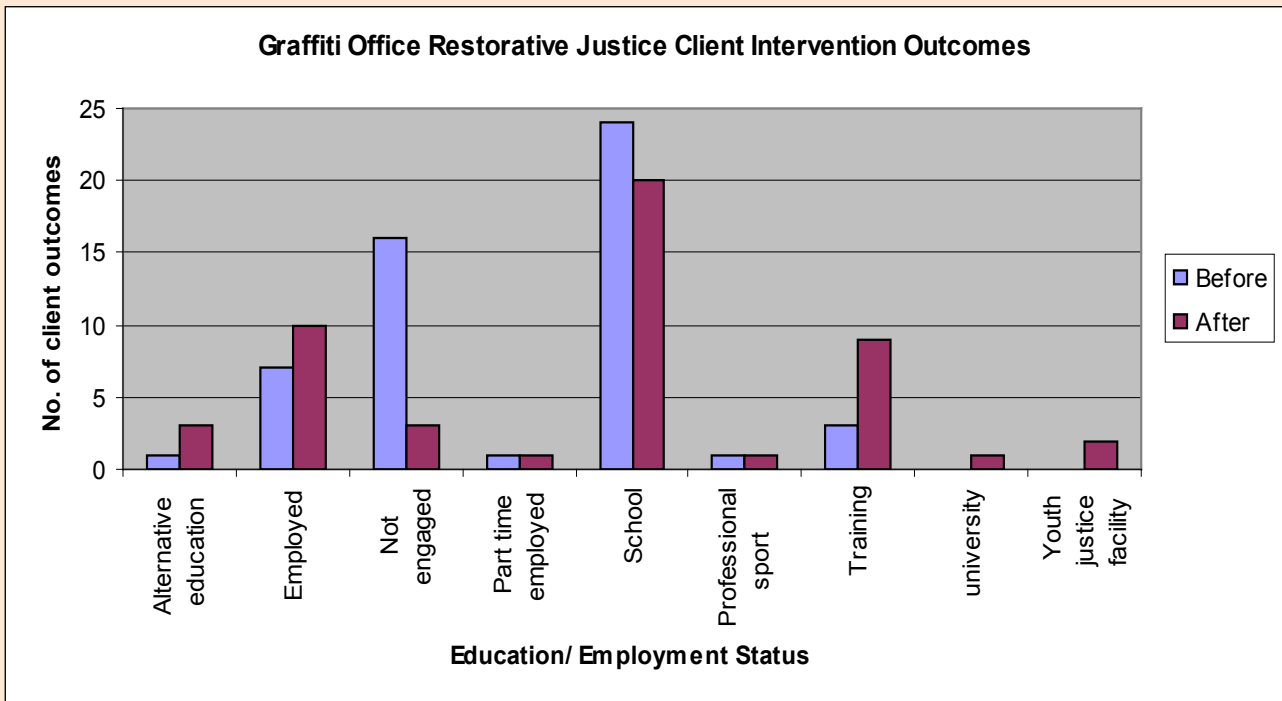


Fig. 5 Restorative Justice interventions

(a) *Enforcement* – where partnership strategies support a reduction in graffiti vandalism and monitor access and sale of spray cans.

What are we doing?

A key objective for the 2010/11 year will address the sale and access of spray cans (sections 14a and 14b of the Summary Offences Act 1981). The Graffiti Office will focus on education for retailers and will work closely with the Council’s Inspections and Enforcement Unit on compliance with this legislation.

4. Data Management

This is an important component of the Graffiti Office strategy and includes the collection, collation and interpretation of data to monitor key trends and issues around graffiti vandalism.

How much did we do?

The Graffiti Office data systems have been developed to track incidents, trends, community clean up events, and identify potential hotspots.

Graffiti Office data interpretation currently concentrates on data received from the removal contractors and is starting to include information from businesses, residents and volunteers.

- Data input and tag recognition is done on 450- 600 vandalism incidents per month - from the contractor and information supplied by the public.
- This equates to 450-600 victims per month and 3,500-4,500 tags per month.
- The tagger tracker currently holds over 500 tagger IDs.
- Monthly reports are provided to the Police, giving information on hotspot areas, specific tag incidence, tagging material used, and other significant information on the current situation in Christchurch.

Number of Removed Graffiti Vandalism Incidents for the period 1 July 2009 – 13th June 2010

Total site count for contractor removal *
7,174
Total hits/tags removed *
60,247
Minimum number of victims this reporting period*
9,318

* figures taken from Council reporting systems and contractor data and may denote multiple occurrences for some victims

How well are we doing it?

Data information held assists the Graffiti Office in working with the Police to identify and track graffiti vandals. Photographic records of graffiti vandalism (taken by the Council contractor at the time of removal, or supplied by property owners) become evidence for the Police when seeking restitution for damages from apprehended graffiti vandals.

The Current Situation

- Paint continues to be the most common tagging tool.
- Current contractor removal time is 4-5 days from reporting
- Statistics (by reported / removed incidents only) indicate that Council facilities and reserves continue to be the most popular targets for multiple graffiti vandalism hits

What will be done to improve performance in the next two years?

As the Graffiti Office continues to gain a better understanding of the social implications and underlying influences of Graffiti Vandalism in Christchurch the following key development and priority areas have been identified:

Policy Development

- The Graffiti Office will lead the development of a Christchurch City Council Graffiti Policy

Data base development

- Council support for the development of a data tracking solution for the Graffiti Office is an exciting and energising project that will be done by the Council’s IT group in the 2010/11 reporting year and will provide web based data solutions to make data easier to manage and analyse.

Baseline data statistics

- Following international experience, the Graffiti Office will initiate an annual tag count. This will provide baseline data to measure the success of graffiti vandalism abatement efforts.

Education programmes

- The Graffiti Office will continue to advocate for the introduction of the Tag Free Kiwi education package in Christchurch schools.

Action 5

Support initiatives around the restoration and wellbeing of victims.

Support and information was shared with Christchurch Victim Support and Male Survivors of Sexual Abuse through their membership on the Crime Prevention Coordinating Committee. These two groups contribute to the committee by actively representing their sector and contributing to the general work of the committee.

Some role-specific work is being done with victims of graffiti vandalism and the Graffiti Office. This area of work is based around restorative justice.

Victim Support Christchurch have also targeted a specific group in Christchurch that they have identified as in need. The following is a short article by Victim Support describing the specific programme:

“Christchurch city offers a unique population that is made up from many diverse communities and it is these specific communities which Victim Support needs to recognise and understand in order to ensure that service delivery by Victim Support is optimal for those in the community who identify as prostitutes (massage parlour and street workers) and transgender.

The objective of this particular piece of work is about identifying specific ways of dealing with grief and trauma within communities who identify as transgender and street and massage parlour workers. Victim Support initially began liaising with key people in these sectors to carefully build and develop relationships and trust. A partnership with the NZ Prostitutes Collective (NZPC) and Transgender New Zealand agencies began to form and over the last 18 months this partnership has significantly grown. Next, Victim Support in Christchurch saw the need to modify their processes for the crucial volunteer role by carefully training volunteer workers who already operate and work within the identified professions. Victim Support has just completed training for 22 volunteers who work in these organisations ... the result is a one-stop shop service networking within the sex industry, transgender/ niche communities here. The training also involved input from the Police and other modules Victim Support use in training their 24/7 volunteers. So well-trained people with resources, knowledge and information can provide support in an easy and hassle free way, knowing that they have Victim Support to fully support them too. Victim Support will provide continued peer support, debriefing and training to the trainees.

For Christchurch this has potentially significant benefits because victims from these communities would most likely not report incidents to Police and not self-refer incidents to Victim Support, meaning those marginalized in our community often do not receive the information and entitlements to support them. The outcomes from Victim Support supporting people in these niche communities will be significant for crime prevention and safety, and beneficial for the city. Victims reporting crime and victims receiving the support entitled to them make it a win-win approach adding a strong voice to people living in these communities.”

What will be done to improve performance?

- Continue to work with organisations representing victims of crime by sharing information and supporting sector initiatives.
- Continue to scope for any gaps in service delivery.

Action 6

To support reintegration back into the community.

The Council's Social Housing Strategy has the vision of contributing to the community's social well-being by ensuring safe, accessible and affordable housing is available to people on low incomes, including elderly persons and people with disabilities.

The Council Housing Team works with a wide range of community organisations including Prisoners Aid and Rehabilitation Society (PARS) and the Salvation Army reintegration team to ensure that recently released prisoners have access to appropriate housing. When necessary, housing officers will visit an inmate in prison, prior to their release to assess their needs and to scope the availability of housing.

The housing team also works with PARS following the release of prisoners and arranges for them to visit the Council to complete a needs assessment and arrange accommodation. Some of this work is also supported by the Christchurch City Mission which is a member of the Crime Prevention Coordinating Committee.

As part of the holistic, social approach taken by the Council Housing Team, it also arranges various activities for tenants throughout the year. The activities are based around social needs, recreational, creative, physical, education and personal development. An activities calendar is sent to tenants every three months with a variety of activities that they can participate in. Programmes offered to recently released inmates who are now tenants include budgeting advice, cooking classes and community gardening, as well as socially motivated classes.

The Crime Prevention Coordinating Committee welcomed a representative of PARS on to the committee and continues to seek ways of supporting initiatives in this sector.

What will be done to improve performance?

- The Crime Prevention Coordinating Committee will continue to seek opportunities to support initiatives in this sector.
- The Crime Prevention Project Facilitator will work with the Council Housing Team to build stronger links to the Safer Christchurch Strategy.
- The Crime Prevention Project Facilitator will do a second generation CPTED assessment of the Council's largest social housing complex at Airedale Courts in central Christchurch.

Goal Four:

Support safety and injury prevention through collaboration and coordination

Objective

Ensure that there are collaborative relationships built between central government, local government, iwi, non-government organisations and the community sector.

Action 1

The Safer Christchurch Interagency Group will meet on a regular basis as the governance group for the Safer Christchurch Strategy and support and maintain coordinating committees for each goal area of crime, injury and road.

Why is this important?

Safe communities is a World Health Organisation (WHO) concept that recognises safety as “a universal concern and a responsibility for all”. The WHO Safe Communities model creates an infrastructure in local communities to address safety and injury prevention initiatives through local partnerships. This approach to safety promotion and injury prevention mobilises local community members and encourages greater cooperation and collaboration between non-government organisations, the business sector, central and local government agencies (Coggan, 2004).

The Safer Christchurch Strategy was formulated to ensure that no one organisation has the responsibility of owning the strategy and all the work that goes with it. Instead, in line with the WHO Safe Communities structure, it is recognised that collaboration and coordination with all participating organisations is essential for the successful implementation of the strategy.

How are we doing in Christchurch?

The Safer Christchurch Strategy structure was completed in 2006 with the establishment of the final coordinating committee. The structure is based on the principle that collaboration and coordination is paramount to its success.

The Safer Christchurch Interagency Group continues to meet every two months (meeting six times in the reporting period: 22 July, 15 Sept, 17 Nov, 9 Feb, 13 April, 15 June), with the three coordinating committees meeting monthly or two-monthly. The following groups are partners to the Strategy.

Safer Christchurch Interagency Group

- ACC
- Canterbury District Health Board
- Christchurch City Council
- Police
- Department of Internal Affairs

- Families sector representative
- Healthy Christchurch
- Housing New Zealand
- Ministry of Education
- Ministry of Health
- Ministry of Justice
- Ministry of Pacific Island Affairs
- Ministry of Social Development
- Family & Community Services
- Child, Youth and Family
- Work and Income
- New Zealand Fire Service
- New Zealand Transport Agency
- Te Runanga o Ngai Tahu
- The Department of Corrections
- Youth sector representative
- Older Persons sector representative

Injury Prevention Coordinating Committee consists of the following agencies:

- Canterbury District Health Board – Child Youth Mortality Review Group
- Kia Piki o te Ora
- Ministry of Health
- ACC
- Christchurch City Council
- Land Transport New Zealand
- Neighbourhood Support
- Presbyterian Support – Upper South Island
- Water Safety New Zealand
- New Zealand Injury Prevention Strategy regional coordinator
- New Zealand Fire Service
- Waimakariri District Council

The Crime Prevention Coordinating Committee is made up of elected/appointed members from the following networks:

- Age Concern
- Christchurch City Council
- Representative of the Injury Prevention Coordinating Committee
- Christchurch City Mission
- Christchurch Women’s Refuge
- Community Violence Reduction Project
- Department of Internal Affairs
- Social Service Provider Network
- Neighbourhood Support
- Police
- Victim Support
- PARS
- Male Survivors of Sexual Abuse
- New Zealand Fire Service

During the reporting period this committee went through a robust review process in which an annual work plan was developed and mandated through the Safer Christchurch Interagency Group. One key result of this internal review process was a renewed focus on what the committee is trying to achieve in relation to their specific Strategy goals and objectives.

Members of the Christchurch Road Safety Co-ordinating Committee include the following organisations:

- Christchurch City Council
- Police
- New Zealand Transport Agency
- Ministry of Transport
- ACC
- Ministry of Justice
- Environment Canterbury
- New Zealand Fire Service
- St John Ambulance
- New Zealand Automobile Association
- Spokes
- New Zealand Road Transport Association
- New Zealand Tucking
- Age Concern
- Students Against Driving Drunk
- Roadshow Trust
- Living Streets Aotearoa.

The committee is still to decide who will be the most appropriate person to deliver their regular report to the Interagency Group. In the past year this role has been shared between a representative from the NZTA and a representative from the Council. It is planned that in the 2010/2011 year one person will be identified to fill this role.

This year's updated reporting process from the coordinating committees to the Interagency Group has resulted in a more focussed and informed report being delivered to the members of the Interagency Group. A changed structure and style of reporting was developed at the start of the year - more focussed on the goals and actions of the Strategy - and this has allowed all of the groups involved to address the issues at hand.

The reporting process has now been structured so that at each Interagency Group meeting, a formal report is tendered by a representative of each coordinating committee. Reports are based around the most recent meeting or meetings of the respective committee and their initiatives/actions. The reports are also structured so they highlight governance issues, committee highlights, points of note or new initiatives that are to be mandated by the Interagency Group, as governance body.

Action 2

Injury prevention and safety promotion networks are built and maintained locally, nationally and internationally.

Safer Christchurch Team

The 09/10 annual reporting period was a very exciting time for the Safer Christchurch team, as it was the first 12 months that the team was fully staffed and able to work as a fully functioning unit. Working with the Safer Christchurch Strategy to make Christchurch the safest city in New Zealand, the team has quickly established itself as an effective unit.

The team is led by the Safer Christchurch Manager, who is responsible for managing and leading the city's efforts in this area. The Manager works collaboratively with the Council's partners to achieve the goals under the strategy and develop new, innovative initiatives which build on the success of work in this area to date.

Reporting directly to the Safer Christchurch Manager are three roles: the Crime Prevention Project Facilitator, the Injury Prevention Project Facilitator and Graffiti Office Team Leader.

The Crime Prevention Project Facilitator and the Injury Prevention Project Facilitator take very active roles with their respective coordinating committees. Both have worked with their committees to produce detailed work plans. These are proving beneficial in directing and moving forward the work of the committees. Both facilitators also manage projects originating from the committees, including multicultural taxi driver safety training, the mall accreditation project and Safekids.

The Graffiti Office Team Leader is responsible for taking a lead role in implementing the three-pronged approach to prevent graffiti vandalism. The Team Leader is supported by the Volunteer Coordinator who is building a network of accredited community volunteer groups for the quick and early removal of tags; the Restorative Justice Co-ordinator who works collaboratively with agencies to implement an intervention programme, including lowering recidivism and involving parents in the process and the data entry specialist who is building an comprehensive database to support and coordinate the work of the Graffiti Office and its strategic partners.

In this period, the team worked diligently on a number of areas to ensure they were able to concentrate on the goals and objectives of the Safer Christchurch Strategy. This included refining and learning the internal team dynamics and directions, establishing and building relationships with numerous identified key stakeholders, working with the various coordinating committees and the interagency group, working on newly formed or identified opportunities and initiatives, maintaining previously arranged external funding contracts, marketing the Safer Christchurch Strategy both internally and externally and prioritising workload.

In relation to the first three goals of the strategy (injury prevention, road safety and crime prevention), the corresponding networks that have been built and maintained in the reporting period are discussed in more depth in the previous pages of this report.

The following examples of local, national and international networks worked with throughout the 09/10 period are an indication of how well established and accepted Safer Christchurch has become in a very short period of time.

Locally: Crime Prevention Coordinating Committee, Road Safety Coordinating Committee, Injury Prevention Coordinating Committee, Safer Christchurch Interagency Group, Celebrating a Safer Christchurch event, Community Violence Reduction Project, Christchurch CBD Alcohol Accord, Tri-Agency group, ACC, Ministry of Health, local Community Boards, Probation Service, He Waka Tapu and local marae, Sport Canterbury, ALAC, Healthy Christchurch, Christchurch Central City Business Association, Resene, numerous community volunteer groups, various Council units – not to mention all of the organisations and their staff that are signatories of the Safer Christchurch Strategy.

Nationally: Safe Communities Foundation New Zealand, submission of articles in the SCFNZ I.P news website, Ministry of Justice (Community Relations and Operations Team, formerly CPU), IPNANZ, SPINZ, Other LTA's, ALAC, Auckland Region Graffiti Free Project.

Internationally: Safe Communities Foundation New Zealand, hosting a Thai delegation researching youth offending, hosting an Australian delegation (Frankston Council) researching community safety and crime prevention initiatives, submission of an article about the Celebrating a Safer Christchurch event in the WHO Safe Communities monthly news website.

One of the highlights of the year that assisted greatly in developing and building local networks was the organising and hosting the first ever Celebrating a Safer Christchurch event. This event resulted from an informal conversation with senior Police staff and Safer Christchurch. From there the concept was mandated by the Safer Christchurch Interagency Group and planning and organisation was soon underway for the event on Saturday 27 February 2010.

Two goals were set for the event:

1. To plan and hold an event that encourages the public of Christchurch into the CBD and assists in dispelling the perception of lack of safety.
2. Increase the branding of the Safer Christchurch logo bringing together crime prevention, road safety and injury prevention initiatives.

The evening event consisted of 29 different stalls and/or displays from various organisations involved in public safety in Christchurch. Early in the organising of the event the stallholders were encouraged to provide both informative and interactive displays so the public could get involved, speak to the representatives from the organisations and hopefully learn some new information about their safety in the city. The organisations present on the day included:

- St John
- NZ Fire Service
- Age Concern
- Community Patrols
- Safekids
- Kia Piki
- Christchurch City Council Road Safety
- Office of Ethnic Affairs
- Drug Arm
- Dare
- Women's Refuge
- Stopping Violence Services
- White Elephant Trust
- YCD
- Canterbury Youth Workers
- Victim Support
- SADD
- Automobile Association
- Civil Defence
- Plunket
- Barbados
- Pillars
- Safer Christchurch (including the Christchurch City Council Graffiti Office)

To encourage public participation an event passport was created and given to people walking through the area. This required people to get stamps from designated stall-holders in their passports and then return the completed passport to go in a draw for donated prizes. This initiative was very popular and ensured the people visited all the stalls.

Around 2000 people visited the event throughout the evening and overall the feeling was that the event was a success for both the public and the participating organisations. A more in-depth evaluation of the event is provided later under action five of this goal.

Action 3

Maintain International Safe Community Accreditation.

Why is this important?

The International Safe Community (ISC) accreditation and re-accreditation process provides not only support for communities, but an indication of a level of achievement within the field of community safety. Both the WHO Safe Communities model and the accreditation as an international safe community have provided an invaluable structure for the efforts of the communities with whom the Safer Christchurch team works. The continued work towards re-accreditation provides an independent evaluation structure and benchmark for the Safer Christchurch Interagency Group to use to ensure an all encompassing approach is given towards maintaining Christchurch as an international safe community.

How are we doing in Christchurch?

Re-designation is required every 5 years in order to remain an International Safe Community. For Christchurch this means going through the re-designation process in 2013. In order to be re-designated Christchurch must meet the following six criteria:

1. An infrastructure based on partnership and collaborations, governed by a cross-sectorial group that is responsible for safety promotion in their community.
2. Long-term, sustainable programmes covering genders and all ages, environments and situations.
3. Programmes that target high risk groups and environments, and programmes that promotes safety for vulnerable groups.
4. Programmes that document the frequency and causes of injury.
5. Evaluation measures to assess programmes, processes and effects of change.
6. Ongoing participation in national and international Safe Communities networks .

In relation to maintaining International Safe Community accreditation, 09/10 was a consolidation period for Safer Christchurch. As it was the first 12 months that the Safer Christchurch team was fully formed, the period was largely consumed by assessing priority areas for the team and maintaining current funding and programme delivery. This was an important process for Safer Christchurch as it enabled

the landscape to be fully scoped and assessed in relation to what is being worked on, what is being achieved and to identify any potential gaps around the various programmes being delivered. In effect, this period of consolidation enabled a full understanding of where Christchurch is in relation to its infrastructure, its partnerships, its programmes and to ensure a strong foundation is maintained. In addition, the team was also able to work on a number of collaborative new projects including:

- migrant taxi driver safety programme
- suicide prevention group
- mall accreditation process (MAP)
- security providers accreditation (SPA)

As part of the Safe Community accreditation process, Safer Christchurch is required to submit an annual report to SCFNZ at the end of each year. This annual report covers the work in the community that addresses the six criteria (listed above) that must be met to maintain the safe community accreditation. In general the feedback from SCFNZ in relation to the work being done in Christchurch was very complimentary and confirmed that Christchurch has an excellent foundation of work to build upon. The feedback report finished with the following statement:

“In conclusion, Safer Christchurch provides an integrated approach to road safety, crime and injury prevention and engages a whole of community response in new and innovative ways that seem to make more sense to those organisations and individuals involved. Put simply, your efforts over the past 12 months have been outstanding.”

Throughout the year discussions were held between the Safer Christchurch Manager and Council communications staff in relation to a Safer Christchurch communications plan addressing the need for re-accreditation. It is anticipated that in the 10/11 year a working party of the Safer Christchurch Interagency Group will be formed to address the need to devise a clear and comprehensive plan around re-accreditation.

Action 4

Co-ordinate funding to implement the Safer Christchurch Strategy.

Why is this important?

While all staff in the Safer Christchurch team are Christchurch City Council employees and housed within Council facilities, both the injury prevention (IP) project facilitator role and the crime prevention (CP) facilitator role are externally funded. The IP role is jointly funded by the Ministry of Health and ACC. The Ministry of Health contract expires, in its current form, on 31 March 2011, while the ACC contract expires on 30 June 2011. The CP role is funded solely by the Ministry of Justice with the current contract in place until 30 June 2012. The Graffiti Office and its staff is a jointly funded initiative by the Ministry of Justice and the Christchurch City Council. The contract with the Ministry of Justice expires on 29 June 2011.

For the long-term sustainability of all roles focussed on the Safer Christchurch Strategy, and the initiatives that are implemented to support the goals of the strategy, it is essential that long term funding is coordinated, maintained and managed.

The responsibility of delivering the strategy is not the core role of any one organisation and as such the funding requirements are also the responsibility of many. To ensure that the funding is spent on initiatives in the most efficient way, it is vital to coordinate the spending and if necessary benchmark with what other Safe Communities are doing. With work based in the community, for the good of the community, often funded with public money, the transparency and efficacy of the funding needs to be well managed.

How are we doing in Christchurch?

The following funding was received in the 2009-2010 financial year for Safer Christchurch initiatives:

Contract	Amount	Funder
Crime Prevention Project Facilitator	\$100,000 incl gst	Ministry of Justice (Community Relations and Operations Team))
He Waka Tapu - Violence & Abuse Intervention Project	\$82,667 excl gst	Ministry of Justice (Community Relations and Operations Team) and NZ Police co-fund
He Waka Tapu - Wrap Around Case Worker Project	\$82,667 excl gst	Ministry of Justice (Community Relations and Operations Team) and NZ Police co-fund
Injury Prevention Project Facilitator	\$50,000 excl gst	Ministry of Health
Injury Prevention Project Facilitator	\$15,000 excl gst	Accident Compensation Corporation
Graffiti Office	\$125,000 excl gst	Ministry of Justice (Community Relations and Operations Team)

Action 5

Ensure all projects initiated through Safer Christchurch are evaluated.

In the reporting period there were a number of Safer Christchurch initiatives that were either scoped, implemented or completed. Of these, the following initiatives had an evaluation phase as either part of their ongoing refinement or as part of their completion:

Celebrating a Safer Christchurch event

The Celebrating a Safer Christchurch event was held for the first time on 27 February 2010. This was a major event for the Safer Christchurch team and required a large amount of effort, planning, organisation and commitment. To measure the outcomes of the event and to assist in planning for future events, the following evaluation was completed:

Story Behind The Event

Assistance with planning the event was provided by an event committee consisting of several members of the SCiAG. This committee met on a regular basis and worked through the planning and operational response to running the event. As this was the first time the event was to be held, significant effort went into the initial preparation.

The event was held from 5pm to 9pm on Saturday 27 February 2010 - a date chosen so that the event would complement the Christchurch Emergency Services day being held at the Christchurch Central Police Station. That event ran from midday to 6pm on 27 February and in the past has attracted a lot of public interest. It was hoped that having a starting time of 5pm for the Safer Christchurch event would create an overlap with the Emergency Services Day that would encourage people to flow from one event to the other.

The other reason for choosing the timing of 5pm to 9pm was to encourage people into the Central City during the evening to create a festive and safe atmosphere that would try to dispel negative perceptions of safety in the city.

The event was well publicised in a number of ways including

- advertising in local newspapers
- advertising on a large screen at the Classical Sparks evening
- electronically distributed invitations
- radio advertising
- advertising at the Emergency Services Day including an event map.
- banners hanging from the Police Station and the Central Fire Station.
- CTV news article
- Council intranet advertising
- mention in the Council's weekly CEO update to staff.

One initiative used to encourage participation at the event was an event passport. The passport was available to all who entered the event area and required people to identify and approach six nominated stall holders to get a stamp on the passport. The nominated stall holders were spread throughout the event to ensure people walked through the entire event to get the passport fully stamped. Completed passports were returned to the Safer Christchurch stand for the passport holder to go into the draw for a number of prizes. The passport carried Safer Christchurch branding and helpful emergency services phone numbers for members of the public to retain.

The entire Council Safer Christchurch team contributed a huge amount of time and effort into the planning and running of the Celebrating a Safer Christchurch event. Team members found the process very positive and enjoyed their involvement. They felt that, to a large extent, the goals of the event were achieved and that as a first-time event an excellent foundation has been built for future enhancement. An unexpected benefit of being involved in the event is the positive team building opportunities that were created by the team working together. Everyone in the team went the extra mile to ensure the success of the event and genuinely enjoyed the experience.

Performance Measures:

- It has been estimated that approximately 2000 people went through the event area on the night. This number was based on the observations of organisers.
- There were 29 stalls and/or displays at the event exhibiting information from 22 different organisations. There were also 3 food suppliers and a music entertainment stage.
- Of the 22 participating organisations, 10 were either signatories of the SCIAG or are active members of one of the 3 SCIAG coordinating committees.
- 81% of organisations involved in the event said that they would be interested in taking part in any future planned event.
- 87% of organisations thought the event was of value to them and included comments such as:
 - *“Brilliant. It raised our profile internally & externally”.*
 - *“It gave us an opportunity to let people know who we were and what we were doing. It was very worthwhile”.*
 - *“Excellent in terms of one-to-one-personal communication with public”.*
- All the organisations that were featured in the passport thought that the passport assisted in getting people to come to their stand.
- No organisations reported any negative feedback from attendees. Some examples of public feedback included:
 - *“We received a lot of positive feedback from the public, competitors, etc. We even had a youth approach us re running a similar event for them”.*
 - *“It’s good to see you guys out there at night time”.*
 - *“All loved the vibrancy and market feel in a summery evening market atmosphere”.*
- 40% of SCIAG signatories were represented at the event in one form or another.
- Three of the five prize winners heard about the event through advertising initiated for the event.
- Four of the five prize winners said they would attend the event if it were held again.
- Three of the five prize winners said they felt safe or reasonably safe in the city. Reasons for not feeling safe included:
 - *“depends on where you are, some places safer than others”.*
 - *“no, there are too many young people causing trouble all across the city”.*
- Three of the five prize winners said they either learnt something new or would take a new action as a result of the event.

Comments from exhibitors re future improvements included:

- *“As it coincided with the Emergency Services Day it was difficult to coordinate our services to be at both due to the overlapping times”.*
- *“Include others in the passport scheme”.*
- *“By not having it on the same day as the Emergency Services Open day - the overlap was difficult for those of us participating at both. Day time hours perhaps?”.*
- *“Maybe run it with the Police open day at the same place”.*
- *“Perhaps hold during the day as the crowd seem to dwindle towards the end”.*
- *“5 to 9 at night was not the ideal time”.*
- *“Earlier - as I think that the time frame did not allow for young families to stay out longer - i.e. getting young ones home, fed and into bed. Think that we could have been closer together - not sure about having us on a long strip! Really got a cross section of public with the later time frame - not sure if this would have been positive for some of the public - i.e. - intoxicated people”.*

Christchurch Safe City Officers:

The CSCO programme has been operating in the city since 20 October 2008 and originally listed its primary roles as

- establish and promote the image of central Christchurch as a safe city.
- provide members of the public with information and assistance
- deter crime and anti social behaviour through high visibility and official status.
- collaborate and interface with relevant Police and Council staff
- provide information and intelligence to Police, Council and relevant agencies.
- Identify hazards, maintenance and lighting issues, vandalism and graffiti, cleaning issues in the central city and report to appropriate agencies and affected businesses.
- Provide feedback and support to the other organisations/businesses where appropriate.

The programme itself is fully funded by the Christchurch City Council and staffed by an external private contractor, with the contract managed by the Safer Christchurch team.

At the end of April 2010, a full and independent evaluation was completed on the Christchurch Safe City Officer (CSCO) programme. This evaluation was completed by Dr Frank Stoks of Stoks Limited and scoped the current delivery of the programme as well as options for improving delivery of the service. Due to the commercial sensitivity of the contract and the service delivery, the contents of this evaluation were completed in confidence and are not reported here.

CPTED training:

The Safer Christchurch Team is tasked to deliver CPTED (Crime Prevention Through Environmental Design) training to Council staff, the Police and interest groups in the community under the Safer Christchurch Strategy.

Providing introductory CPTED training to Council staff and Police is identified as a first action towards meeting the Strategy's objectives for the Safer Christchurch Team.

Dr Frank Stoks was identified as the preferred presenter, because of his specialist knowledge and experience and the success of a previous CPTED workshop. The training format of work-shopping live projects is ideally suited to the Council's needs. It also provides added value, as improvement plans developed during training have relevance for the city.

The study areas for the training done in 2010 were two Christchurch Hospital car parks and the Stewart Plaza. These areas had been identified by the Police as having safety/crime problems. Stewart Plaza has a range of safety issues relating to both the day the night-time economies.

As part of the training, Dr Stoks presented an initial two-hour introduction to CPTED principles which contained many relevant examples of CPTED problems and solutions in New Zealand.

The rest of the programme was hands-on with participants working in teams of four to identify issues and create and present solutions on the two study areas.

Stakeholders from both study areas were invited to speak to participants about their concerns and returned on the second day to hear presentations of the teams' solutions.

At the conclusion of the training, the groups presented their own comprehensive CPTED audits for their specific study areas. This information has since been collated and included in a site-specific CPTED report.

Feedback from participants

Feedback forms were completed by all of the participants at the end of the course. Participants were prompted to rank specific areas on a 1 to 5 scale, with 1 being poor and 5 being excellent. Their responses are summarised as follows:

- Asked how useful or interesting they found the training, 62.5% of participants rated it as 5 (excellent), with the remaining 37.5% rating it as 4.
- 75% of participants rated the training programme as 5 (excellent) with the remaining 25% rating it a 4.

Participants responses and comments where overwhelmingly positive. Examples included:

"Thank you Frank, a very well-presented programme. Very useful for designers."

"Have previously done a day-long course. This course taught me far more because I had the chance to put it into practice."

"Very worthwhile course. I would like to expand on this now and customise my training to cover schools and parks."

"A valuable, stimulating and relevant course that I will be able to practically apply."

"Thanks to Sue and the CCC for supplying / organising this opportunity and including the Police in the invitation. EXCELLENT."

"Great organisation and coordination of expert input from stakeholders."

Participants consistently identified these highlights:

- The practical exercises and site visits.
- Learning from Frank's experience and illustrative examples.
- Presentations to stakeholders and getting their feedback
- Video of Stewart Plaza at 3am.

Participants suggested improvements in the following areas (listed in order of number of times mentioned):

- Extending the time of the course, especially the introduction, to allow Frank to provide more examples of CPTED problems and solutions.
- Provide an opportunity for participants to raise their own CPTED issues and workshop these as well.

Action 6

Develop a media strategy to enhance public awareness around perception of crime and safety and injury prevention activity.

Why is this important?

In 2009, the Canterbury Police District had the lowest rate of violent offending, per head of population, compared with every other Police district in New Zealand.

- In 2009 Canterbury experienced the lowest road toll since records began.
- In 2009 the Canterbury Police District had the 2nd lowest recorded drugs and anti social offending, per head of population, compared with every other Police district in New Zealand.
- Despite having a very active population, Canterbury sports injury claims have steadily decreased in recent years.
- Injuries are preventable – attitudes and behaviours can change.

Despite the great successes demonstrated above, both locally and nationally, Christchurch is still perceived as having some serious community safety issues. An integrated and comprehensive media strategy from all signatories and partners to the Safer Christchurch Strategy is essential to ensuring balanced information is shared about the true picture of community safety in Christchurch. It will only be through stakeholders and partners working together to deliver consistent key messages that public perception of crime and safety and injury prevention will improve.

How are we doing?

In the reporting period, work continued on a consistent basis to inform the community of community safety initiatives, both approved through or with partners/stakeholders of Safer Christchurch. Examples of public information included:

- Media releases. Throughout the year a steady flow of media releases was written and distributed to key media outlets. The Council communications staff were proactive in seeking opportunities to share clear, concise messages on positive safety stories about the community. These included several television interviews on local television stations on issues including the Security Providers Accreditation process through the Alcohol Accord, the Celebrating a Safer Christchurch event, the migrant taxi driver safety training and distribution of the alcohol pre-loading survey results.
- Celebrating a Safer Christchurch event. As discussed earlier in this report, one reason for holding this event was to share information about the work of some of the safety related organisations working within the community. Marketing initiatives were used to advertise both the event and the Safer Christchurch brand.

- Alcohol: The Ripples Effects presentations. During the year, Safer Christchurch was invited by Healthy Christchurch to participate as a presenter in the Alcohol The Ripples Effects series of talks. The goal of the presentations was to inform people about the alcohol situation in Christchurch and how it affects the way we live. The first presentation was made to a number of opinion leaders, including numerous members of Parliament. The second presentation, held at the Christchurch Cathedral, was an open invitation to the public and was held as a result of the success of the first. Other presenting groups included St John, Police, Ngai Tahu, Otago University and representatives from the CDHB emergency department, local GP's and the Christchurch Tri-Agency Group.
- SCFNZ. The Safer Christchurch team provided a number of articles to the SCFNZ newsletters throughout the year, ensuring the team's initiatives and successes were communicated to a national audience.
- Collateral and branding. Brand awareness is a key component of the Safer Christchurch communication process the Safer Christchurch team worked very hard throughout the year to update its printed collateral. The Safer Christchurch Interagency Group also agreed on a protocol for using the Safer Christchurch brand across the city to ensure maximisation of opportunities to expose the brand. All relevant documents and collateral contain the Safer Christchurch logo.
- Public events. Once again the Safer Christchurch team has attended a number of key public events throughout the year to educate the community on safety initiatives, communicate our successes and discuss any concerns the community may have. Some examples of community events attended include International Older Persons Day, LYFE festival, celebrating a Safer Christchurch event, Safety in the Home Expo and numerous community group meetings.

In the new year, plans are in place to create a new Safer Christchurch communications strategy keeping in mind the need to use modern forms of technology and social media. It will also take into account the need for communications around the upcoming re-accreditation process.

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