



Tātaki  
Auckland  
Unlimited

Auckland  
Transport

Eke Panuku  
Development  
Auckland

Auckland  
Council  
To Kōwhiriā o Tamaki Makaurau

Community

# *Safety* Plan

Together for a safe and welcoming  
city centre



Auckland City Centre



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# Foreword

This document represents many months of collaboration; between Auckland Council, the Mayor, mana whenua, Eke Panuku, Tātaki Auckland Unlimited, AT, central government, police, the social sector, police, residents, business and cultural sectors.

At the heart of this work is the understanding that it is people who make our city centre. Busy, vibrant and welcoming spaces make safer places and more prosperous cities.

Our public space is our city centre's literal common ground - the places where people come together as friends, colleagues, neighbours, citizens and passersby. In doing so, unintentionally we build community every day. So it rests on all our shoulders to be intentional, and do everything we can to make those spaces welcoming and safe for all.

Thank you to all those who continue to show up to do the work every day. I am humbled by your dedication to this place and its people.

Nga mihi nui kia koe - thank you to you all



Councillor Bartley  
Chair  
**Regulatory and Safety Committee  
Auckland Council**



As Chair of the Waitemātā Local Board, a city centre resident and champion, I am proud to endorse the City Centre Community Safety Action Plan. This plan is a pivotal move towards enhancing urban safety through a collaborative, inter-agency approach. By clearly defining roles, timelines, and resources, and integrating vital feedback, we address pressing challenges and promote positive change. Our commitment to effective coordination and investment will ensure our city centre remains safe, vibrant, and inclusive for everyone.

Sincerely



Genevieve Sage  
Chair  
**Waitemātā Local Board  
Auckland Council**



*01*

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# Introduction

He Kupu Whakataki

The goal of the community safety action plan for Tāmaki Makaurau - Auckland is to make the city a safer, more welcoming place for everyone. It is an opportunity for us to take action on immediate issues and address long-term problems by working in much deeper partnership with government agencies, the private sector, and the community. The plan aligns with and supports Ngā Hapori Momoho, Auckland Council's Thriving Communities strategy.

A component of the Centre City Action Plan, the community safety plan is designed to effectively address crime and safety issues. It outlines how we will respond to key opportunities with well-orchestrated services and support; ensure unified backing from communities, businesses, and the public; and prioritise the well-being of our residents, workers, and visitors. Its key purpose is to:

- Strengthen our joint agency approach with clear roles, responsibilities and funded actions designed to deliver a safer city centre.
- Give greater visibility to, and grow confidence in, our collective work and progress.
- Enable faster identification of gaps in the safety work programme, and help us work collaboratively to address and fund solutions for those gaps.

We recognise that the recovery of the city centre cannot be achieved by the council alone. This plan's impact will always be subject to wider issues within society. And that means working in partnership with those most impacted - and those with the most impact.

Long-term issues require long-term solutions. International evidence shows that these solutions include: affordable and appropriate housing, much better resourced mental health and drug and addiction services, increased police presence and access, and assertive outreach services. Supporting action in those areas requires strong leadership and advocating for change at a national policy level.

This plan is crucial for Auckland's city centre for several reasons:

### **1. Addressing crime and safety concerns**

- COVID-19 transformed how we think about safety in our cities. The pandemic was not just an attack on health systems, but on safety systems in general - including those designed to keep our cities safe.
- Lockdowns and social distancing led to a shift in crime patterns. Auckland moved on but its safety requirements evolved. Travel, retail, and work styles; demographics plus social and economic pressures - all call for a more holistic and collaborative approach to urban safety.
- To be successful, this approach needs to be supported by effective leadership, governance, and social connectedness - and to inspire trust and confidence in the agencies in charge.
- Auckland's city centre is more vulnerable to higher crime rates than other city suburbs, with factors such as population density, demographics, nightlife, and economic activity all contributing to increased safety concerns.

### **2. Enhancing public confidence and trust**

- Having a comprehensive community safety plan shows that local authorities, community groups, and partners are committed to keeping the public safe.
- By publicly addressing how community safety issues will be handled, we can build trust among residents, businesses, and visitors - helping to create a city-wide sense of security and well-being.

### **3. Supporting economic and infrastructure development**

- For Auckland's economy to prosper and grow, it is essential to keep the central city safe and secure. Businesses are more likely to move into, and succeed in, areas where crime is low and people feel safe.
- A community safety plan helps attract investment, encourages tourists, and supports local businesses to grow - all key contributors to a more prosperous central city area.

### **4. Promoting partnership, social connectedness and inclusion**

- Taking a collaborative, holistic approach to urban safety, highlights our commitment to the whenua, connections to iwi and dedication to protecting our communities
- Safety is a key part of building welcoming and lively communities where residents from diverse backgrounds feel at home and valued.
- A safety plan that actively involves residents, community groups, and marginalised populations helps bring people together, reduces fear of crime, and encourages people to take part in community activities.

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# What builds a safe community? Three realms of protection.

He aha ngā mea e tū ai tētahi hapori  
haumarū? Ngā ao o te rauhītanga.

When organisations, communities, and individuals work together, they become stronger and better equipped to tackle safety issues. Encouraging positive collaboration between partners and the community is crucial, because personal security is so closely tied to stronger social connectedness.

Crime Prevention Through Environmental Design (CPTED) is a strategy that focuses on creating safe and secure neighbourhoods and cities through thoughtful planning, design, and structures. We place CPTED values at the heart of our approach to community safety. Within the city centre and its different quarters, these values can be organised into three ‘realms’, which aim to reduce crime, improve social wellbeing, and create more active communities:

### **Protection through urban and spatial design**

Includes city planning with built-in safety feature principles. Helping to create urban spaces that are easy to navigate, with clear lines of sight; controlled access points and parking; ample lighting, and a well-connected infrastructure. This also highlights the visibility of Te Ao Māori and mana whenua within urban design.

### **Protection through the management of the quarter / neighbourhood**

Includes cooperation between: mana whenua and mataawaka entities; housing providers (public and private); businesses and business associations; social and wellbeing agencies; youth / rangatahi organisations; police; council; educational institutions and economic development agencies.

### **Protection through social connectedness**

Includes community and neighbourhood development; improving understanding and application of Te Tiriti principals; building greater awareness of mana whenua connection to this land; opportunities for positive interaction between our diverse ethnic communities; building and promotion of shared values and mutual trust between residents and visitors; active community and interest group networks.

# 03

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## Plan objectives

Ngā whāinga o te mahere



The community safety action plan clearly lays out the responsibilities of the council group and its partners. Because community safety is complex and involves so many different factors, Auckland Council acts as a facilitator, uniting the groups involved in a joint agency approach that delivers better coordination and accountability of services.

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**This plan identifies:**

- Who the lead and supporting partners are for each action
- What other partners support the delivery of the action
- When they will be delivered
- The ongoing funding status of activities

As well as identifying the key roles, responsibilities, and services - the plan will also help with:

- Making evidence-based decisions for intervention and investment
- Guiding how we engage with communities

- Delivering activities to boost community confidence including visibility, data and perceptions research
- Operations planning for the Safety Coordination Hubs and other city centre patrols
- Providing community education and safety resources
- Addressing bylaw enforcement
- Making advocacy recommendations



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# Key objectives

Ngā whāinga matua

Centre city partners have collectively identified several key priorities over the next 6 - 12 months.

1. **Together for Tāmaki Makaurau**

Focuses on building collaboration, coordination, enhanced communication and data sharing between NZ Police, security, patrols and wardens groups across the city centre. This includes realising the potential of physical safety hubs for city centre patrols to operate from.

2. **Mental health, alcohol and drug harm prevention, and housing**

Working across the partnership to advocate for investment and service improvement in these critical areas of community support.

3. **Resourcing of NZ Police**

Working across the partnership and with central government to advocate for adequate levels of resourcing for NZ Police in the city centre.

4. **Community support and outreach**

Provide targeted investment into services that ensure social and wellbeing support can be provided to those in need.

5. **Expansion of CityWatch**

Increasing the staffing of CityWatch from 6 to 18 personnel. This includes an expansion of their patrol area and times of day, and their ability to work with and support vulnerable people.

6. **Audit of and investment in central city lighting**

Assess key areas of concern and identify opportunities for lighting improvements.

7. **Enhanced CCTV monitoring**

Provide resourcing to increase live monitoring of city centre CCTV systems.

8. **Night-time economy programme**

Implement relevant recommendations from the Tātaki Auckland Unlimited research into the city centre's night-time economy, including those with a specific community safety impact.



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# Governance and accountability

Te mana whakahaere me te  
noho haepapa

<b>Governance</b>	Regulatory and Community Safety Committee of Auckland Council
<b>Advisory stakeholders</b>	Office of the Mayor Waitematā Local Board Auckland Council's City Centre Advisory Panel NZ Police
<b>Service Partnerships</b>	Central City Safety Taskforce <ul style="list-style-type: none"> <li>• Auckland City Mission</li> <li>• Auckland Council</li> <li>• Auckland Transport</li> <li>• Auckland University of Technology</li> <li>• Britomart Group</li> <li>• Community Action on Youth and Drugs</li> <li>• Auckland City Centre Residents Group</li> <li>• Eke Panuku</li> <li>• Hato Hone St John</li> <li>• Heart of the City</li> <li>• Hospitality NZ</li> <li>• K Road Business Association</li> <li>• Kāhui Tū Kaha</li> <li>• Kāinga Ora</li> <li>• Lifewise</li> <li>• Māori Wardens</li> <li>• MP for Auckland Central</li> <li>• Ministry of Social Development</li> <li>• NZ Police</li> <li>• Tātaki Auckland Unlimited</li> <li>• Te Waka Kaimahi Kairau O Aotearoa - Aotearoa</li> <li>• New Zealand Sex Workers' Collective Tāmaki Makaurau</li> <li>• University of Auckland</li> <li>• Waitematā Local Board</li> </ul>



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# Outcome areas and activities

Ngā rohe me ngā ngohe  
ā-putanga

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## 1. Community partnerships

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### Empowering our partnerships to make more effective contributions to urban safety

- **Local Business Engagement**  
Collaborate with business associations and hospitality organisations to implement safety measures and promote business community involvement.
- **Social Service / Outreach Partnerships**  
Partner with community organisations to enhance community outreach and to support initiatives, e.g. Auckland City Mission outreach, Home Ground, Lifewise Peer support, Merge Community, Housing First, Kāhui Tū Kaha, Kāinga Ora.
- **Centre City Community Safety Taskforce**  
Support the taskforce as a vital channel for communication and collaboration between partners interested in community safety and response in the central city.



## Community Partnership

ACTION	TIMEFRAME	FUNDING	LEAD	PARTNERS
City centre safety meetings with business associations	Monthly	Funded	K Road Business Association and Heart of the City	Auckland Council NZ Police Social service agencies
CityWatch	Funded	Partially	Auckland Council	Heart of the City
Private security patrols	Ongoing	Funded	Heart of the City K Road Business Association	Auckland Council NZ Police
Hospitality NZ: Alcohol Accords, “Don’t Guess the Yes” campaign, Responsible hosting education	Ongoing	Funded	Hospitality NZ	
Universities and Student Associations	Ongoing	Funded	Partnership	Auckland University, AUT, AUSA AUTSA, Tātaki Auckland Unlimited
Social Service outreach agencies <ul style="list-style-type: none"> <li>Auckland City Mission (ACM)</li> <li>Lifewise</li> <li>Merge Community</li> <li>Kāhui Tū Kaha</li> <li>Front Door</li> <li>Orange Sky</li> <li>Māori Wardens</li> </ul>	Ongoing	Partially	Partnership	Social Service outreach agencies
Waitematā youth safety collective	Ongoing	Funded	Auckland Council	Collective membership
Safety Collective Tāmaki Makaurau	Quarterly	Funded	Auckland Council	Safety Collective Tāmaki Makaurau membership
Tāmaki Makaurau Collaborative to End Homelessness	Bi-monthly	Funded	Auckland Council	Housing services partners Central Government
Centre City Community Safety Taskforce	Bi-monthly	Funded	Auckland Council	Centre City Community Safety Taskforce membership



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## 2. Māori / mana whenua partnerships

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### Honouring Te Tiriti and creating an inclusive, thriving and safe city centre

- **Support Māori-led organisations**

Partner with Māori-led organisations to deliver programmes that support safe communities and wellbeing, e.g. Māori wardens.

- **Iwi engagement**

Ensure that council and partners are engaging iwi in policy and direction setting for safety in the central city.

- **Visibility**

Ensure that Te Ao Māori is visible in the urban design and planning of the physical environment in the central city.



## Māori / mana whenua partnerships

ACTION	TIMEFRAME	FUNDING	LEAD	PARTNERS
Kāhui Tū Kaha social services	Ongoing	Funded	Ngāti Whātua Ōrākei	
Māori Wardens	Ongoing	Partially - voluntary	Akarana Māori Wardens Ngā Purapura Wātene o te Roopu Kotahi	NZ Police Community Patrols NZ Auckland Council
Governance roles - Regulatory and Community Safety Committee (Houkura) City Centre Advisory Panel (Ngāti Whātua Ōrākei)	Ongoing	Funded	Houkura Ngāti Whātua Ōrākei	
Visibility of Te Ao Māori in urban design	Ongoing	Funded	Ngāti Whātua Ōrākei	Auckland Council Eke Panuku

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### 3. Community engagement, development and outreach

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#### Strengthening community bonds helps to foster a sense of shared responsibility for urban well-being and safety outcomes

- **Investment in effective street outreach**  
Social service outreach offers positive long-term impacts but requires significant investment and support.
- **Early intervention**  
Security, patrols and compliance response are most effective if supported by effective, timely outreach and support.
- **Community spaces and hubs**  
Utilise “third” spaces e.g. Libraries, community places, hubs and local facilities to host inclusive programs for all central city residents.

- **Arts and project spaces**  
Provide purposeful activities, skill building, arts space and social engagement for all residents.
- **Community development**  
Support the aspirations and ability of communities to take action on issues that matter to them in relation to safety and community wellbeing.
- **Rangatahi programmes**  
Support and fund programs that engage young people and Whanau in positive activities and provide alternatives to potential involvement in crime.



## Community engagement, development and outreach

ACTION	TIMEFRAME	FUNDING	LEAD	PARTNERS
Service outreach and wellbeing initiatives	Ongoing	Partially	Social service outreach agencies	Auckland City Mission Kāhui Tū Kaha Front Door Lifewise, Māori Wardens, Orange Sky
Street Guardians programme	Ongoing	Partially	Auckland City Mission	Auckland Council, Heart of the City, Ministry of Social Development
Central Hub – Library and Ellen Melville Centre	Ongoing	Funded	Auckland Council	
Waitematā youth safety collective	Ongoing	Funded	Auckland Council	Ministry of Health Manatū Hauora
Community patrols and wardens hubs	Pilot	Partially	Community Patrols NZ	Māori Wardens MBIE Eke Panuku
Community Action on Youth and Drugs (CAYAD)	Ongoing	Funded	Auckland Council	Ministry of Health Manatū Hauora
Community development work programme – Community Safety	Annual	Funded	Auckland Council	Community organisations
Housing support	Ongoing	Partially	Partnership	Kāinga Ora Auckland City Mission Lifewise Kāhui Tū Kaha Grace Foundation
Alcohol and drug rehabilitation and support	Ongoing	Funded	Auckland City Mission	
Events, placemaking and activations	Ongoing	Funded	Partnership	Auckland Council, Heart of the City, K Road Business Association, Tātaki and Eke Panuku

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#### 4. Collaboration with NZ Police

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##### Improving prevention and enforcement measures, responses and public trust in a safe and secure city centre

- **Coordination**  
Foster strong communication and coordination between partner services and NZ Police to address safety concerns effectively.
- **Joint initiatives**  
Collaborate on joint initiatives, such as community policing programmes and surveillance system development.



## Collaboration with NZ Police

ACTION	TIMEFRAME	FUNDING	LEAD	PARTNERS
Operation Safer Streets	December 2024	Funded	NZ Police	
Retail crime prevention and AUROR reporting	Ongoing	Funded	NZ Police	Businesses Heart of the City K Road Business Association
Store Watch	Ongoing	Funded	Heart of the City	NZ Police
Community and beat policing	Ongoing	Funded	NZ Police	Māori Wardens CityWatch Community Patrols NZ
Alcohol licensing and enforcement	Ongoing	Funded	Auckland Council	NZ Police
Transport safety – patrols and capacity building	Ongoing	Funded	Partnership	Auckland Transport NZ Police
Social Cohesion Forum	Ongoing	Funded	NZ Police	Auckland Council
Te Kahui Whitiroa – Rangatahi programme	Ongoing	Funded	NZ Police	Oranga Tamariki
Community patrols	Ongoing	Voluntary	Community Patrols NZ Māori Wardens	Auckland Council NZ Police
Coffee with a Cop	Ongoing	Funded	NZ Police	Heart of the City K Road Business Association

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## 5. Compliance and regulatory enforcement

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**Protects the urban environment, promotes responsible behaviour and contributes to a safer and healthier city centre**

- **Enforcement of Regulations**  
Strengthen the enforcement of regulations that contribute to community safety such as street obstructions and alcohol bans.
- **Licensing**  
Implement processes that ensure businesses and events contribute to a positive safety environment. Partner with NZ Police to enforce licensing laws and alcohol bans, and work to implement the Local Alcohol Policy for Auckland.



## Compliance and regulatory enforcement

ACTION	TIMEFRAME	FUNDING	LEAD	PARTNERS
Enforcement of the Public Safety and Nuisance Bylaw	Ongoing	Funded	Auckland Council	Auckland Transport NZ Police
CCTV monitoring	Ongoing	Funded	Auckland Transport	Auckland Council
CityWatch	Ongoing	Funded	Auckland Council	Heart of the City
Local Alcohol Policy, compliance and licencing enforcement	Ongoing	Funded	Auckland Council	NZ Police



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## 6. Environmental design, urban planning and infrastructure

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**Helps to create physical and psychological barriers to crime, and helps foster a sense of community ownership towards the city**

- **Crime Prevention through Environmental Design (CPTED) Integration**  
Incorporate CPTED principles into urban planning and development processes.
- **Public Spaces Enhancement**  
Work with relevant departments to improve lighting, signage, and overall design of public spaces based on CPTED principles.
- **Maintenance and graffiti management**  
Ensure that public infrastructure is well-maintained to promote community ownership and to prevent safety hazards and potential criminal activities. This includes street cleaning and rapid response to hazards to public health (bodily fluids).
- **Parks, Green Spaces and amenities**  
Support the creation and maintenance of parks, green spaces and public amenities that contribute to community well-being and safety.



## Environmental design, urban planning and infrastructure

ACTION	TIMEFRAME	FUNDING	LEAD	PARTNERS
Embedding CPTED	Ongoing	Partially	Auckland Council	Eke Panuku Heart of the City K Road Business Association
Activations, events and placemaking	Ongoing	Funded	Auckland Council group	Eke Panuku Heart of the City K Rd Business Association Tātaki Auckland Unlimited
Public amenity, maintenance and graffiti removal	Ongoing	Funded	Auckland Council	Businesses Residents Universities NZTA KiwiRail
Street lighting improvement	Ongoing	To be confirmed	Auckland Transport	Eke Panuku Auckland Council
City centre development disruption mitigation programme	Ongoing	Funded	Auckland Council	

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## 7. Communication and awareness

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Helps to strengthen partnerships, boost capability and grow public confidence in our collective work and progress

- **Information dissemination**  
Use council group communication channels to circulate information about safety initiatives, community engagement opportunities, and updates e.g. the online community safety portal on the Auckland Council website.
- **Central city partner communications channels**  
Stakeholder and public communications, data analysis and promoting a consistent evidence-based approach. Joint initiatives and community engagement.
- **Capture the mahi**  
Tell the success stories, including outreach and social service initiatives.
- **Capacity and capability training**  
Deliver an ongoing programme of community safety toolkit sessions for council staff and partners to improve knowledge and skills in this area.



## Communication and awareness

ACTION	TIMEFRAME	FUNDING	LEAD	PARTNERS
Community safety online portal	Ongoing	Funded	Auckland Council	
Together for Tāmaki Makaurau	Ongoing	Partially	Auckland Council	Service partners
Community safety Toolbox talks	Ongoing	Funded	Auckland Council	Community and service partners
CPTED training	Ongoing	Funded	Auckland Council	
NZ Police communication activity	On-going	Funded	NZ Police	
Business Association communication activity	Ongoing	Funded	Heart of the City K Road Business Association	
University communication activity	Ongoing	Funded	University of Auckland AUT	
City Centre Residents' Group communication activity	Ongoing	Voluntary	Centre City Residents' Group	
Council group communication activity	Ongoing	Funded	Auckland Council group	Eke Panuku Tātaki Auckland Transport Waitematā Local Board

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## 8. Funding and resource allocation

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### Direct investment into programmes that strengthen community bonds and contribute to safer, stronger neighbourhoods

- **Budgetary support**  
Allocate resources and funding to support community well-being and safety initiatives and programmes.
- **Grant programmes**  
Establish grant programmes to encourage community organisations to lead on locally delivered safety activities.



## Funding and resource allocation

ACTION	TIMEFRAME	FUNDING	LEAD	PARTNERS
Waitematā Local Board work programme	Annual	Funded	Auckland Council	Community organisations
Mayoral Fund for Homelessness	Annual	Funded	Auckland Council	Social well-being and outreach agencies
Strategic grants supporting safety outcomes	Annual	Funded	Auckland Council	Community patrols, wardens and other safety focused community partners

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## 9. Data collection, analysis and reporting

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**Allows us to track progress, mitigate risks and make informed, evidence-based decisions.**

- **Data sharing**  
Collaborate with NZ Police and other partners to share relevant data on crime trends, contributing to better-informed decision-making.
- **Information and reporting mechanisms**  
Establish information and reporting mechanisms for community partners to report safety concerns, incidents, or areas in need of improvement.



## Data collection, analysis and reporting

ACTION	TIMEFRAME	FUNDING	LEAD	PARTNERS
NZ Police victimisation data	Ongoing	Funded	NZ Police	
Report a problem	Ongoing	Funded	Auckland Council	
Requests for Service	Ongoing	Funded	Auckland Council	
CityWatch reporting	Ongoing	Funded	Auckland Council	Heart of the City
Hato Hone St John incident reporting	Ongoing	Funded	St John	
Centre City Community Safety Taskforce	Bi-monthly	Funded	Auckland Council	Taskforce membership
Social service and government agency reporting	Ongoing	Funded	Social service and government agencies	Auckland City Mission Lifewise Housing First Kāhui Tū Kaha Kāinga Ora Ministry of Social Development MBIE
Eke Panuku centre city data	Ongoing	Funded	Eke Panuku	
Tātaki Auckland Unlimited data	Ongoing	Funded	Tātaki	
Business association data	Ongoing	Funded	Heart of the City K Road Business Association	



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## 10. Monitoring and evaluation

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**Ensures the ongoing effectiveness, transparency and responsiveness of our plan to community needs**

- **Performance data and metrics**  
Work with relevant departments and partners to establish impact indicators for the community safety action plan.
- **Regular Assessments**  
Conduct regular assessments of the plan's effectiveness and make adjustments as needed.



## Monitoring and evaluation

ACTION	TIMEFRAME	FUNDING	LEAD	PARTNERS
Measurement and data review	Quarterly	To be confirmed	Auckland Council	NZ Police Centre City Community Safety Taskforce
Impact review	Six monthly	To be confirmed	Auckland Council	Governance, advisory and service partners
Reporting	Annual	To be confirmed	Auckland Council	Governance, advisory and service partners

07

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# Key documents and attachments

Ngā tuhinga me ngā āpitihanga matua

- City Centre Action Plan

