

Review of Māngere-Ōtāhuhu Local Board investment in Māngere Town Centre and Māngere East Town Centre community safety initiatives

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Purpose

1. To provide a review of community safety initiatives funded by the Māngere-Ōtāhuhu Local Board in Māngere Town Centre and Māngere East Village to inform funding allocations in the 2019/2020 local board work programme.

Background/context

2. The Māngere-Ōtāhuhu Local Board funds community safety initiatives each year which are intended to contribute to the local board outcomes of:
 - A strong local economy.
 - We are the heart of Maori and Pasifika culture.
 - A place where everyone thrives and belongs.
3. The local board asked staff to evaluate the impact of community safety funding by the local board in the Māngere and Māngere East town centres, to inform decision-making on the 2019/2020 local board work programme.

Funding to local business associations

4. The 2018/2019 work programme line 1065, Capacity Building: Business Improvement Districts initiative, has an allocated budget of \$262,000.
5. The Māngere Town Centre is represented by the Māngere Town Centre Business Improvement District Incorporated (BID). The Māngere East Village is managed by the Māngere East Village Business Association Society Incorporated.
6. The management and operation of both centres is overseen by the Māngere Town Centre organisation led by manager David Fearon. The Māngere Town Centre BID subsidises the operations and management of the Māngere East Village.
7. The key focus of this review is the CCTV and Safety Initiatives grants to these two town centres, totalling \$127,000 in 2018/2019.

Table One: breakdown of annual funding to business associations in 2018/2019:

	Māngere Town Centre	Māngere East Village	Māngere Bridge	South Harbour	Ōtāhuhu Town Centre	Total
BID top up – Economic Development*:	\$30,000	\$30,000	\$30,000	\$30,000	-	\$120,000
CCTV & Safety Initiatives:						\$142,000
Placemaking and activations	\$50,000					\$50,000
Ambassador subsidies	\$15,000	\$15,000				\$30,000
CCTV maintenance	\$27,000					\$27,000
Community safety initiatives	\$20,000*				\$15,000	\$35,000
Total:	\$142,000	\$45,000	\$30,000	\$30,000	\$15,000	\$262,000

* The annual "BID top up" funding to business associations is aimed at enabling these organisations to enhance governance and management. This funding is the topic of a separate review, to be presented to the local board in advance of 2019/2020 work programme development.

* Note: \$20,000 of community safety initiatives funding approved in September 2018 to be applied to Crime Prevention Officer initiative, umbrella'd by the Māngere Town Centre business association.

CCTV and Safety Initiatives

8. The Māngere Town Centre BID receives targeted rate funding of \$284,000 annually, which supports the general operations and maintenance of the town centre, including cleaning, security, a subsidy to the ambassador programme, community events and promotion, and further expansion of the town centre's private (non-council assets) CCTV system.
9. Supported in part by funding from the local board, the town centres address community safety issues using the following tools and initiatives:

Security guards

10. The BID employs four security guards for 30 hours per week to patrol the Māngere Town Centre. The guards are highly visible in the town centres, help to deter crime, respond to first aid incidents and are well regarded by the community.
11. Due to cost, there is no permanent guard presence at Māngere East, but these guards are also deployed to respond to incidents at Māngere East Village as required. Increased resourcing to enable a consistent guard presence at Māngere East would improve response times and act as more of a deterrent for crime and anti-social behaviour in the village.
12. The town centre guards are supported by a radio system which enables instant communication between staff, and the ability to contact the police directly for assistance. Asset renewal and maintenance of this system costs approximately \$10,000 every two to three years, paid from targeted rate funding.

Closed Circuit Television (CCTV)

13. Across Māngere and Māngere East town centres, there is a suite of CCTV cameras, of which 15 are owned by Auckland Council. In the last 18 months, the BID has invested more than \$80,000 in new camera equipment for their private system to supplement the council-owned assets. These cameras together make up a strong network which covers all areas in the two town centres, with a further suite of cameras for the Māngere Health Centre.
14. Around 100 shoplifters are identified and photographed using CCTV each year. Security staff can direct their private security and the Neighbourhood Policing Team to respond to incidents quickly. Town centre management report that intervention for minor crime discourages individuals from progressing to greater levels of crime, and there has been a notable increase in the amount of actions recorded. However, shopkeepers tend not to prosecute due to a reluctance to 'waste time' on recovering low value items, and a perception that minor shoplifting is not a priority for police time.
15. CCTV is a well-recognised tool in the effort to deter and respond to safety issues. However, an effective system requires a substantial investment in monitoring, maintenance and development to ensure that it is an effective tool for both prevention and enforcement. The network of cameras enables the monitoring of general safety concerns, with a full-time security officer employed by the Māngere Town Centre (supported by targeted rate funding). The cost of maintenance for the CCTV network is approximately \$36,000 annually, of which there is \$27,000 earmarked from the local board's LDI in 2018/2019.
16. Over the last 6 months staff have been negotiating to transfer responsibility for maintenance and future development of council-owned CCTV assets in Māngere-Ōtāhuhu to Auckland Transport. This has advantages for future investment in the network considering Auckland Transport's already strong asset base across the city, their region-wide integrated network which allows real-time viewing by Police. This also provides the opportunity for the local board to invest LDI budget currently allocated to CCTV maintenance to other initiatives.

17. Staff discussed the transfer with the Māngere-Ōtāhuhu Local Board at a workshop on 27 June 2018. Community Empowerment Unit staff were advised on 11 September 2018 that the business case has been approved by the Auckland Transport board, and the technical work to support the transfer will be undertaken at some point between October and 31 December 2018. From the date of the transfer to the AT network, operational expenditure has been allocated by Auckland Transport. In anticipation of this change, the local board agreed for this funding to be earmarked to support the continuation of the Crime Prevention Officer initiative for 2018/2019 (local board meeting 20 September 2018).

Ambassadors

18. Originally a partnership initiative between business associations, the former Manukau City Council and Work and Income, the ambassador programme currently operates in Māngere-Ōtāhuhu, Manurewa and Otara-Papatoetoe local board areas. The Māngere Town Centre ambassador programme began in June 2008.
19. The aim of the programme is to take long-term unemployed people get back into the workplace by fostering a work strong ethic and creating a historical record of employment that they can show prospective employers. Each ambassador works 30 hours per week for six months, after which a new team begins. Ambassadors are paid minimum wage, and Work and Income provides a subsidy.
20. At the outset, potential ambassadors received eight weeks of training before being placed in an ambassador role. However, this is no longer available from Work and Income due to concerns that the course offered little benefit to those taking part and lacked direct applicability to the actual job.
21. Increases in the minimum wage in the last few years have widened the gap between the Work and Income subsidy and the cost to the town centres for paying the remaining wages. In recent years the Māngere-Ōtāhuhu Local Board has been making grants to subsidise this cost; in 2018/2019 this is \$15,000 each for Māngere and Māngere East, total \$30,000.
22. There are currently four ambassadors working at Māngere Town Centre, and two at Māngere East Village. The ambassadors are people who live locally, so they know a lot of people and contribute to creating a friendly, family atmosphere for the town centres. Ambassadors are the only consistent presence at the Māngere East Village, as security staff are all based at Māngere Town Centre.
23. In 2017, the town centres changed the way the ambassador programme was delivered. These six ambassadors now have specific responsibilities which are largely cleaning services but they also assist with general customer service to create a welcoming and safe environment. Ambassadors are often called upon to assist members of the public with queries and offer assistance, and to support the duties of the security guards.
24. This change in focus of the ambassador programme appears to have had a neutral effect on community safety, but has improved the management and working experience of the individual ambassadors. Ambassadors require significant training and supervision, and can be challenging to motivate; management is resource intensive, and because the programme only lasts six months, there is continual turnover of individuals.
25. While the current arrangement is improving the cleanliness and appearance of the town centres and providing short-term employment for local jobseekers, it is unclear whether the local board's contribution to the ambassador programme has contributed to the intended community safety outcomes. If the local board wishes to continue supporting the ambassador programme, the intent behind the funding should be clarified and clearly articulated, and the impact measured (e.g. customer service, cleanliness and beautification, supporting employment).

26. The ambassador programme was discontinued in the Ōtāhuhu town centre, in favour of a crime prevention officer programme. The decision to end the Ōtāhuhu ambassador programme was made in response to the increasing cost of the subsidy required as minimum wage increased. At the time, it was identified that the cost of the wage subsidy would be better used to employ permanent staff selected by the business association, who already held the necessary skills and experience to work independently. The Ōtāhuhu Business Association chose instead to invest in CCTV infrastructure and employ someone to actively monitor the system.
27. Despite recently renewing their agreement with the Manurewa Business Association, the Work and Income Work Service Manager for South Auckland has indicated to the Community Empowerment Unit that Work and Income no longer see value in the programme. Their view is that the majority of clients participating in the programme returned to receiving an unemployment benefit rather than moving into further employment, and they question whether it is a successful programme to perpetuate. Staff are continuing discussions with Work and Income on this matter.

Crime Prevention Officer

28. In 2017/2018, the local board allocated \$40,000 from community safety budgets to pilot a Crime Prevention Officer (CPO) initiative in Māngere and Māngere East town centres. The trial ran from August 2017 to July 2018. On 20 September 2018 the local board approved a six-month continuation of the CPO initiative, from August 2018 (MO/2018/154) and supported an increase in funding for the CPO initiative to \$62,000 per year (pro rata), which includes \$42,000 for personnel costs and \$20,000 for community safety projects.
29. The CPO works 30 hours per week engaging with individuals and coordinating services to support these individuals. The CPO role includes:
 - Working with the town centre manager on community safety initiatives
 - Engaging with local retailers and businesses to identify individuals of concern
 - Coordinating safety network meetings and intelligence sharing
 - Engaging with local police, security and support services
 - Engaging directly with individuals who have been identified as causing anti-social or safety issues, such as violence, theft, begging and homelessness
 - Encouraging the local community to participate in crime prevention activity
 - Encouraging the business and town centre community to report crime to police.
30. Reported activity, along with feedback from the town centre and safety partners, indicates that the CPO is having a positive effect on perceptions of safety and reducing anti-social behaviour around the town centres. Māngere Town Centre continues to report a significant reduction in minor crime, petty theft, youth violence, graffiti and antisocial behaviour. In particular, they reported a reduction of 50 percent in minor crime and antisocial behaviour by youth gangs.
31. Local safety partners are reporting re-establishment of positive relations with the local Neighbourhood Policing Team and local businesses through the development of the Māngere community safety network run by the CPO. Coordination of intelligence and resources through this group provides a holistic community-led approach to assisting individuals identified as impacting on community safety through their behaviours.

32. Better understanding of individuals involved in anti-social behaviour has resulted in a decrease in minor theft, shoplifting and begging. Some homeless individuals have been supported into housing, and social workers continue to provide support to transition from the street to more secure environments. While these individuals are still visible, they are now known, understood and supported. A number of at-risk youth have been relocated with alternative whanau in other parts of the country or having their issues being addressed via the courts and welfare services.
33. The contractor appointed to the CPO position has been funded via the Māngere Town Centre, acting as an umbrella organisation at no cost. Māngere Town Centre also supports the initiative by providing free office space and facilities for the CPO, and the CPO works directly with the CCTV monitoring security guard.
34. Ōtāhuhu Business Association also has a Crime Prevention Officer, although this role is quite different from the Māngere CPO. Their core responsibility is CCTV monitoring, helping to identify individuals of concern and assisting Police by supplying information for enforcement purposes. In Māngere, the CPO is supported by a security guard who monitors CCTV footage, but the CPO remit is much broader, with a holistic, human-centred approach to engaging with individuals and taking a preventative approach.

Placemaking, activation and events

35. Māngere Town Centre run activities including Zumba classes, weekly entertainment from cultural or church-based groups, and events to celebrate religious festivals and significant cultural occasions. Māngere East Village does not run specific events programmes but does host a regular night market. The intent of such activations is to offer positive, enjoyable experiences in the town centre, making it feel a safer place in which to spend time, and to increase trade for nearby businesses.
36. In 2017/2018, Māngere Town Centre has focused on introducing placemaking elements, aimed at creating a sense of belonging and identify for the community. Branding of the town centre as “Your Pacific Shopping Destination” includes a visual identity on signage etc which reinforces this Pasifika flavour. The town centre also trialled the arts-based ‘Love your Town Centre’ project to celebrate community identity, taking photographs of diverse community members and installing as posters around the town centre.

Image: Love your Town Centre photography project



37. While the events and activations programme is strong, there is opportunity to increase more substantive, longer-lasting placemaking initiatives, and to introduce more community-building and community-led initiatives. If this is of interest to the local board, staff can share examples of how this has been approached in other local board areas, such as The Corner in Papakura and SPICE in Sandringham.

The wider community safety network in Māngere-Ōtāhuhu

38. Although they are the focus of the local board's safety-related funding, the business associations are not the only organisations working towards safety in the town centres. Coordinated by the CPO, the Māngere Town Centre community safety network includes representatives from:

- Neighbourhood Support, community patrols, Māori wardens and Pacific wardens
- Private businesses and security, including Pak n Save, Countdown and McDonalds
- NZ Police neighbourhood policing team
- Government agencies such as Oranga Tamariki and Homes Land Community (HLC)
- Youth organisations, such as Genesis Youth Trust and Strive
- Council staff, from facilities such as the library, Māngere Arts Centre, and Moana-Nui-a-Kiwa Leisure Centre.

Staff are considering opportunities for the local board to support a wider network to grow their impact on community safety in the town centres.

Bylaws

39. Behaviour related to alcohol and other drugs is a known contributor to community safety concerns. In 2018/2019, the local board work programme includes funding to provide policy support and advice to members of the community engaged in alcohol licensing and objections. This supported objections to two new license applications in the first quarter and a further six applications are in process.

40. The 2017/2018 local board work programme included funding for a community forum to understand issues relating to the establishment of outlets selling alcohol in the local board area. Council's Community Action on Youth and Drugs team worked with Healthy Families to analyse findings from community consultations in South Auckland in December 2017. Six key focus areas were identified and will be considered in future work programmes.

Measuring community safety

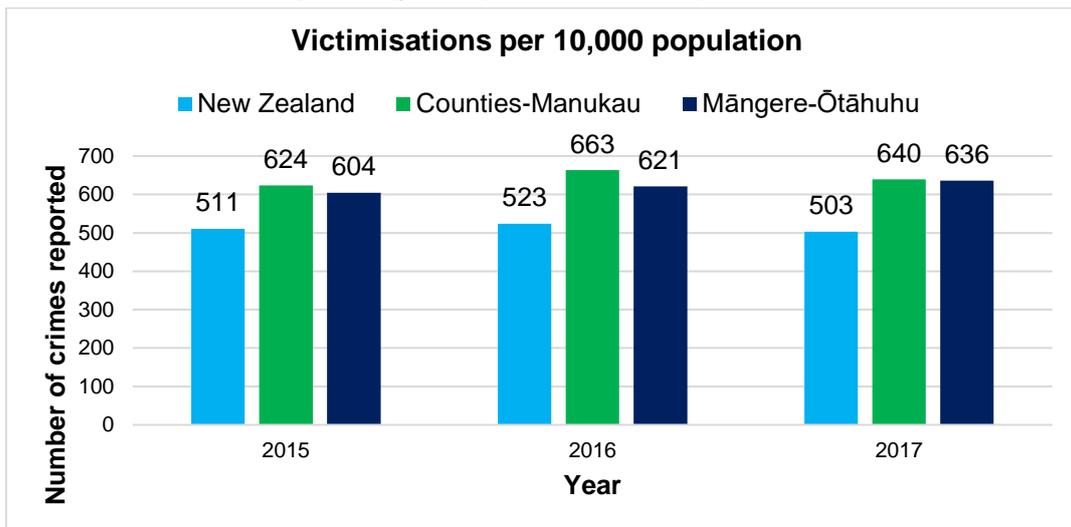
41. Community safety is a complex issue with a wide range of inputs and variables, of which council plays only one part. Auckland Council has responsibility for safety in public spaces, which is addressed through a combination of initiatives including beautification and graffiti removal, litter and rubbish collection, bylaws and alcohol licensing, placemaking and activation. However, council's ability to influence community safety outcomes is limited by the resources available.

42. To inform this review of community safety investment in Māngere, staff have reviewed available data as indicators of community safety. It is difficult to make direct linkages comparisons because crime statistics analysis does not allow for the isolation of any one variable. Police advise that any fluctuations in crime reporting are likely due to many factors, such as offender availability, the activities, priorities and resources of law enforcement agencies, changes in recording practices, changes in reporting channels and other influences.

Police statistics and reporting

- 43. The New Zealand Police operate a database of crime victimisations (crimes reported to the police) across New Zealand going back to July 2014¹. This information is available at an area unit level and shows that the area units with the highest victimisation rates in Auckland are Auckland Central East and Auckland Central West. Other area units with relatively high victimisation rates include Manukau Central, Mount Wellington South, Auckland Harbourside and Māngere South.
- 44. Across New Zealand, crime rates have decreased significantly since a peak in the mid-1990s. In 1996 the crime rate peaked at 1,280 offences per 10,000 people. In their most recent published analysis of annual crime trends, in 2014 the NZ Police observed that the crime rate has tracked downwards with the crime rate down to 777 offences per 10,000 people in 2014². In 2017, this had decreased further to 503 per 10,000 people¹. Police advise that there is no one clear reason for this significant decrease in crime rates.
- 45. As shown in Figure One, the number of crimes reported for the whole of New Zealand has remained stable over the last three years at around 510 victimisations per 10,000 population. The Counties-Manukau region reports a higher three-year average, at 642 victimisations per 10,000 population. The average annual victimisation for the Māngere-Ōtāhuhu Local Board area is lower, at 620 per 10,000 population.

Figure One: Number of crimes reported by area (Source: NZ Police³)

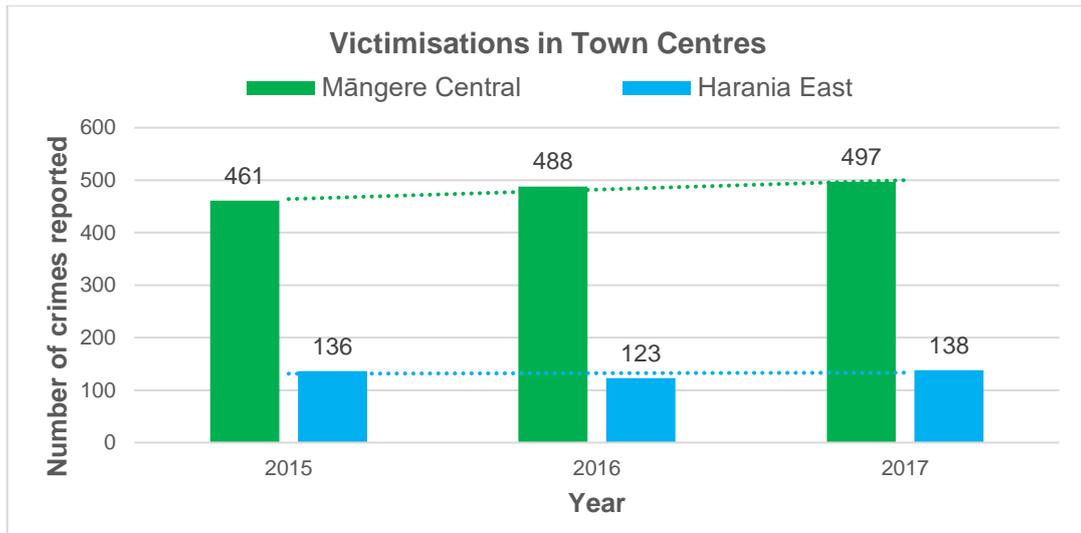


- 46. Māngere Central (Māngere Town Centre) and Harania East (Māngere East Town Centre) are marked as “units” on the police database. As shown in Figure Two, incidents of crime have remained stable in Harania East over the last three years, but increased by 8 percent in Māngere Central between 2015 and 2017.

¹ <http://www.police.govt.nz/about-us/publications-statistics/data-and-statistics/policedatanz>

² <http://www.police.govt.nz/sites/default/files/publications/crime-stats-national-20141231.pdf>

Figure Two: Number of crimes reported in Town Centres (Source: NZ Police²)



47. At the local board meeting on 17 October 2018 the local board received a deputation from the Māngere South Neighbourhood Policing Team, reporting on their work to address anti-social and criminal activity in Māngere Town Centre. In July 2018, the team surveyed 107 business owners, security guards and community members to identify key community safety issues in the town centre. The survey responses highlighted shoplifting and verbal abuse as key ongoing issues in the town centre.
48. Youth congregating in the area, with the associated anti-social behaviour, was also identified as a key concern. Youth were particularly identified as causing issues in the town centre, including shoplifting, begging, alcohol-related issues, nuisance and fighting.

Perceptions of safety

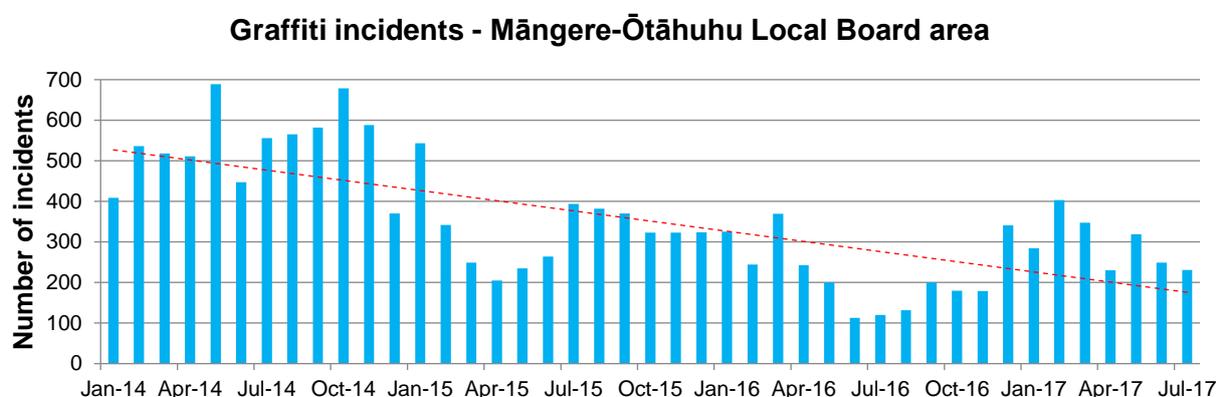
49. The Quality of Life Survey is a partnership between Auckland Council, Hamilton, Wellington, Porirua, Hutt, Christchurch and Dunedin City Councils and Waikato and Wellington Regional Councils. The survey is undertaken every two years and results are recorded at the Māngere Ōtāhuhu Local Board level. The 2018 report will be released in December 2018, so the most recent report available is from 2016⁴.
50. When asked about a sense of safety, Māngere-Ōtāhuhu residents were among those least likely to feel safe in their own home after dark (72 percent), and only 43 percent of respondents reported feeling safe to walk alone in their neighbourhood at night.
51. Respondents were also asked about how safe they feel in their city centre. Across Auckland, 88 percent of respondents reported feeling safe during the day, compared to 83 percent in Māngere-Ōtāhuhu. After dark, only 37 percent of respondents from Māngere-Ōtāhuhu reported feeling safe in their city centre.
52. One limitation of this survey is that it's not possible to know how respondents define their city centre, and which area they're referring to in their responses (e.g. Māngere Town Centre vs Manukau city centre vs downtown Auckland). However, these results indicate that more could be done to address safety concerns in the town centres.

⁴ Auckland Council (2016), Quality of Life Survey 2016 – results for Auckland. Auckland Council technical report, TR2016/043. <http://www.qualityoflifeproject.govt.nz/survey.htm>

Anti-social behaviour

53. Māngere-Ōtāhuhu residents were the most likely in Auckland to view alcohol or drugs as a problem in their community (78 percent). They were also the third mostly likely to perceive the presence of people they feel unsafe around as a problem (72 percent), and to see vandalism as a problem (61 percent). Māngere-Ōtāhuhu had the second-highest score for seeing begging as a problem (66 percent), a close second to Waitemata (67 percent).
54. Graffiti and tagging are considered a problem by 64 percent of respondents from Māngere-Ōtāhuhu. However, proactive management and prevention initiatives have contributed to a decrease in the amount of vandalism in public spaces in recent years, as shown in Figure Three. Furthermore, this decrease is more significant than for the region as a whole over the same period.

Figure Three: Graffiti incidents reported in Māngere-Ōtāhuhu Local Board area
(Source: Auckland Council - Graffiti and Vandalism Prevention)



Reimagining community safety - a holistic community-led approach to creating safer places

55. In early 2018, the local board provided input into the Reimagining Community Safety project, and agreed to be a pilot board for the new approach. Six community stakeholder workshops identified safety-related areas for improvement, and changes that could enhance the community's ability to develop and lead successful community safety projects.
56. Incorporating the advice from safety experts with this community input, staff have developed an approach to community safety which uses an empowered community approach to ensure the council family works alongside the community to address the issues they care about. This model will be piloted in Māngere-Ōtāhuhu in 2019/2020.

Community safety in an Empowered Communities Approach context

57. In recent years, there has been a shift from the traditional crime and injury prevention approach to community safety, to a more focused holistic view that supports thriving, connected, cohesive and resilient communities. This more holistic approach aligns with both Auckland Council's Thriving Communities community and social development action plan and the outcomes of the Empowered Communities Approach.

58. The Safe Communities Foundation New Zealand defines a safe community as:
 ... a place that is attractive to live, work and visit. A safe community is a liveable community, where people can go about their daily activities in an environment without fear, risk of harm or injury. It creates an infrastructure in local communities to increase action by building partnerships and collaborative relationships. It is about building strong, cohesive, vibrant, participatory communities.



Image: Auckland Council's Empowered Community Approach

Empowered Communities Approach Framework				
Naku te rourou nau te rourou ka ora ai te iwi				
With your basket and my basket the people will live				
Empowered communities An empowered community is one where individuals, whanau and communities have the power and ability to influence decisions, take action and make change happen in their lives and communities.		Enabling council An enabling council is one where every opportunity is maximised for council to work in ways that empower communities.		
ECA principles				
Treaty partnership <ul style="list-style-type: none"> Work in ways that are enabling and responsive to the aspirations of mana whenua, mataawaka, marae and other Māori organisations 	Social inclusion and equity <ul style="list-style-type: none"> Ensure everyone can participate in decision-making Prioritise activities that will increase opportunity and participation 	Collaboration – working more effectively together <ul style="list-style-type: none"> Work in joined up ways together with communities Demonstrate high levels of trust in the expertise of communities 		
Outcomes				
<ul style="list-style-type: none"> Communities and local people have greater control and influence over things they care about People from diverse backgrounds are engaging meaningfully and participating in public and community life 	<ul style="list-style-type: none"> Māori development is enhanced by council working together with, mana whenua, mataawaka, marae and other Māori organisations Local initiatives are designed and delivered locally 	<ul style="list-style-type: none"> Voluntary and community groups have increased capacity and capability; they are inclusive and competent, committed to equity and connected to their wider community Community outcomes are improved through council and communities working together in joined up ways 		
Key focus areas				
Integrate the empowered communities approach (ECA) across council to achieve local board and regional outcomes and community aspirations	Increase diverse community participation in council decision-making	Build community capacity to do things for themselves	Develop and support community-led placemaking initiatives	Respond to Māori aspirations in practical and effective ways

59. A key focus area of the Empowered Communities Approach is the development and support of community-led placemaking initiatives:

- Placemaking is a multi-faceted approach to the planning, design, activation and management of public spaces. Placemaking capitalises on a local community's assets, inspiration, and potential, with the intention of creating public spaces that promote people's health, happiness, and wellbeing.
- Community Placemaking describes projects in which communities are engaged in shaping the look, function and feel of the places in which they live, work and play, building a sense of community, local pride, identity and connection.
- Community-led Placemaking describes projects initiated by communities that create change in public places where they live, work and play through collaboration, inspiration, building on local strengths and meeting local needs.

60. Placemaking is a wide spectrum of activities centred around “growing the soul of a place”, ranging from:
- short-term creative and tactical activations, such as events programmes in local parks and neighbourhood clean-ups.
 - medium-term projects such as the community coming together to self-organise an ongoing series of activations or to change the use of a public space temporarily with the view to long-term development.
 - long-term physical space redevelopment of public space, such as the Te Auaunga Awa project in Albert-Eden, the Huapai Hub in Rodney, or Wynyard Quarter in Waitemata.
61. Benefits of community and community-led placemaking include⁵:
- Strengthening and connecting communities through a collaborative culture of co- design, creativity and construction of unique gathering places.
 - An equitable and accessible process for communities to identify and determine local priorities.
 - Increasing civic engagement, wellbeing and social capital.
 - Building community identity and neighbourhood resourcefulness.
 - Improved perceptions of safety in their community reported by participants.
 - Creating community ownership of public spaces with the communities assuming responsibility for care and protection of these spaces.
62. The Reimagining Community Safety approach will contribute to community safety through:
- supporting community-led initiatives where communities lead and are actively engaged in establishing a response to local community safety issues.
 - emphasising placemaking as a practice to achieve outcomes wider than community safety through integration of activities and initiatives.
 - engaging with the diverse range of community to determine the safety needs.
 - developing and working in partnership with local community safety organisations.
 - implementing initiatives that reflect local needs, values and objectives.
 - supporting infrastructure and urban planning and design which provide many and varied opportunities for the planning of safe environments.
63. The community placemaking process also offers a mechanism to incorporate all the other focus areas of the Empowered Communities Approach - building capacity, allowing for broad diversity and participation, Maori responsiveness and working across council. Establishing meaningful and purposeful community partnerships to identify and support the delivery of local initiatives to address local needs, and creating local preventative and resilience factors are crucial to create safe communities.

⁵ [\\aklc.govt.nz\Shared\CityWide\Permanent\Community Development, Arts and Culture\CEU\ECA Practice Framework\ECA Practice\Placemaking\1.2 Links\Placemaking Corporate Library lit review.docx](#)

Conclusions and implications for 2019/2020 funding priorities

Continued funding to business associations

64. The Māngere Town Centre management team is active on community safety in both Māngere Town Centre and Māngere East Village, with a comprehensive mix of tools and initiatives. However, the local board may wish to review the intended outcomes from the ambassador subsidy, and reframe their expectations and funding accordingly at the end of the next cohort.
65. The current funding allocation for placemaking and activations at Māngere Town Centre (\$50,000 in 2018/2019) could be used more effectively. Staff are working with town centre management to build capacity in community placemaking and support the development of more substantive placemaking initiatives in the town centres.
66. To capitalise on the success of the CPO initiative, staff suggest that:
 - the local board consider committing to three-year funding for the initiative, starting in 2019/2020.
 - funding is maintained at a minimum \$62,000 per year to enable sufficient work hours to proactively address safety concerns, as well as support community safety initiatives and activations.
 - Māngere Town Centre are appointed to manage the CPO duties (rather than umbrella), thereby sharing direct responsibility for the outcomes.
 - given the scope of the CPO responsibilities and impact, there is a change in title to more accurately reflect the nature of the role such as Community Liaison.

Additional placemaking resource

67. The local board currently allocates \$20,000 LDI funding to community-led placemaking for the activation of Miami, Yates and Sutton parks and the Vine Street shops (2018/2019 work programme line 1064). Additional funding would enable more long-lasting interventions at these locations, and/or additional community sites.

Supporting the wider community safety network

68. The organisations who make up the Māngere community safety network could benefit from additional resourcing and capability-building to increase their capacity and impact on community safety outcomes in the local area. Staff suggest that the local board consider making funding available to support these groups, such as the local Māori and Pacific wardens. This should be considered alongside the regional community safety funding issued to Manukau Crime Watch Patrols (currently under review).

A focus on youth

69. The local Neighbourhood Policing team and the local business community identified youth behaviour as a key issue for community safety in Māngere Town Centre. Business owners also indicated that they would like to see youth in the area better occupied, with youth programmes targeting at-risk youth, and proposed a youth centre. This observation is supported by data from the 2016 Quality of Life Survey³:
 - Māngere-Ōtāhuhu respondents scored highest when asked about how often they feel isolated or lonely, with 12 percent saying they felt isolated always or most of the time.

- Those more likely to feel a sense of community participated in social networks and groups, particularly faith-based, which is remarkably higher in Māngere-Ōtāhuhu than other local board areas. Those least likely to participate in these kinds of social networks and to experience the sense of community are young people aged 18-24.
- 13 percent of respondents from Māngere-Ōtāhuhu reported not being in paid employment and looking for work, the highest for the region. Across New Zealand, those most likely to be unemployed are young people under 24 years, and those who identify as Māori or Pasifika⁶.
- Youth are also overrepresented in crime statistics; as many of 5 percent of young people will commit a crime before age 14, and youth are responsible for more than 60 percent of robberies nationwide⁷. The Prime Minister's Chief Science Advisor has made several recommendations regarding prevention of youth offending in New Zealand, including a focus on early intervention⁸.

70. Staff recommend allocating funding for a project to identify ways to meet the need for more youth programmes and activities in the area. Staff also suggest a stocktake of youth initiatives active in Māngere-Ōtāhuhu to identify potential gaps or additional contributions to be made towards safety and wellbeing outcomes.

Next steps

71. Subject to feedback from the local board, staff will incorporate the insights from this review into 2019/2020 draft local board work programme, which will be presented to the local board in March 2019.

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⁶ http://archive.stats.govt.nz/browse_for_stats/snapshots-of-nz/nz-social-indicators/Home/Labour%20market.aspx

⁷ <https://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/research/child-and-youth-offending-patterns/offending-by-children-in-new-zealand-sept-2016-publication.docx>

⁸ <https://www.pmcsa.org.nz/wp-content/uploads/Discussion-paper-on-preventing-youth-offending-in-NZ.pdf>