

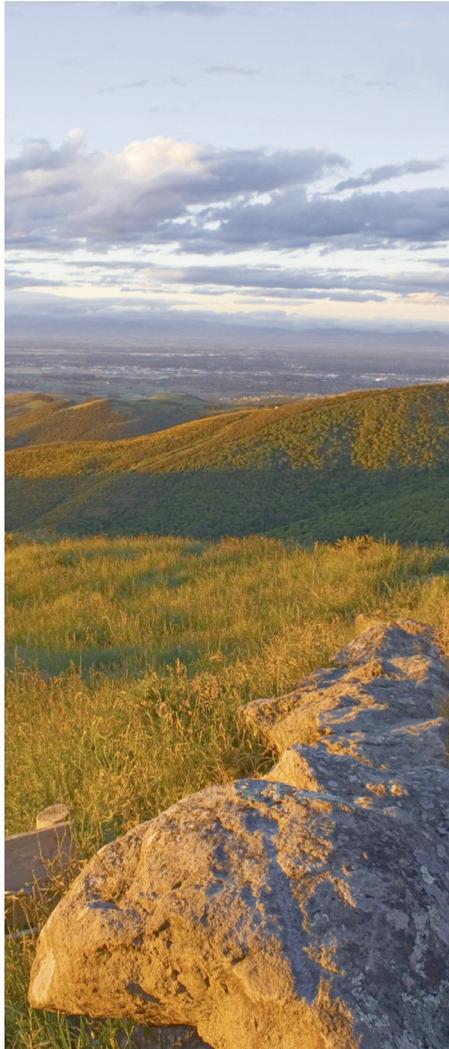
Christchurch City Council

# *Safer Christchurch Strategy*

Annual Report 2014–2015

**Safer**  
CHRISTCHURCH

Christchurch  
City Council 



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## INTRODUCTION



It's been a privilege to lead the Safer Christchurch Strategy Interagency Group this year. The Safer Christchurch Strategy was developed in 2005, the first community safety strategy for the city. We are part of a

world-wide community of cities who have signed up to the principles of the Safe Cities Foundation. Community and public safety is at the heart of a healthy and resilient community.

It requires a collective effort to make Christchurch a safer place to live, work, play and learn. By setting the strategic direction for all agencies working in the sector, under the governance of the Safer Christchurch Interagency Group, we are able to achieve this - together.

Across the city there are many agencies, communities and neighbourhoods tirelessly working to make the community a place where people are and feel safe - safe from crime, injuries, road injuries, vandalism, violence.

The city has experienced many successes throughout this reporting year which are highlighted within this report. Some of these successes include the annual Positive Ageing

Expo, which saw record numbers in attendance. It has become a much anticipated annual fixture on the calendars for many people. Eleven schools successfully participated in Junior Neighbourhood Support programme and Cycle Safety training was delivered throughout 75 schools. The Graffiti Programme annual graffiti scan saw a monumental 52% reduction in graffiti. Collaboration has also been a key element in the reporting year, for example, the Child and Family, Wellbeing Centre that has been set up at Eastgate Mall, where partner agencies such as Aviva, Barnardos, Family Help Trust, He Waka Tapu and START are co-locating to provide easier access to services in the area. These are just a few of the many successes of the extensive work that has gone on throughout the reporting year.

The Strategy is regularly reviewed to ensure the action plan for each goal reflects emerging issues and maintains relevance in the changing Christchurch environment. Through the rebuild, we have the opportunity to plan and design for growth, including safe, healthy and high-quality public spaces. The 2015 review is underway, which will ensure that the Strategy maintains significance and pertinence and that it looks beyond being reactive to city safety by embracing innovative, modern solutions and embedding them in the very foundations of our city.

If we are to truly fulfil our strategy aims, it will be important to maintain proactive partnerships, ensuring coordination of our efforts through strong governance and leadership to create a safer community. With the ongoing support and enthusiasm from the many partners across the city, we will continue to be successful as we strive forward to make Christchurch the safest city in New Zealand.

Councillor Paul Lonsdale

# SAFER CHRISTCHURCH STRATEGY

*The Safer Christchurch Strategy has the following aim and goals:*

## 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 is structured to tell the achievements of the many players involved in making Christchurch a safe city.

The Safer Christchurch Strategy is overseen by the Christchurch Interagency Group; the partners represent a number of central government agencies and sector representatives. The actions within each of the three goals - Injury Prevention, Road Safety, Crime Prevention and latterly the Graffiti Programme have a dedicated coordinating network established for each area.

### Their role is to :

- Inform the Safer Christchurch Interagency Group
- Increase collaboration within the sector
- Coordinate planning in line with the Safer Christchurch Strategy
- Provide a snap shot 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.

The Safer Christchurch Strategy is a city-wide strategy. It is not owned by the Christchurch City Council; however the Council has taken a lead role in implementing the Safer Christchurch Strategy mandated through:

- The Local Government Act 2002
- The Long Term Council Community Plan
- Christchurch Community Outcomes
- The Strengthening Communities Strategy

There are also a number of other policies and strategies that are currently in situ, such as the Rockefeller Foundation Resilient Cities.

## GOAL ONE

*Reduce the incidence of injury in our community*

### Objective

Provide active support to locally led initiatives that make significant contributions to reducing the incidence of injury

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

### Goal One Actions:

1. Support and develop initiatives to prevent falls.
2. Support and develop initiatives that prevent sports and recreational injuries and that encourage active lifestyles.
3. Identify and develop initiatives that reduce childhood injuries and injuries in youth.
4. Support initiatives targeted at minimising alcohol related injury and harm, and ensuring an integrated approach to alcohol-related harm with crime prevention and road safety.
5. Support and develop neighbourhood based initiatives which aim to reduce injuries and minimising the risks of injury-related harm in communities.
6. Support initiatives targeted at minimising the rates of suicide and self-harm.

### Injury overview

Injury rates for Christchurch appear to have remained stable and are comparable with previous years' figures, although there is visible decline in child injury rates (844 in 2011, 736 in 2014). Falls remain the top cause of injury hospitalisations. For both injury hospitalisations and fatalities, unintentional injury is the most significant group compared with that of intentional injury (assaults and self-inflicted injury, including suicide and self-harm). 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.



Te Kaporeihana Āwhina Hunga Whara

## Hospitalisations

Injury hospitalisations by major cause, Christchurch TLA (Source: IPRU data, 2014)

Overall, statistics indicate that a slight increase in injury related hospitalisations were recorded, of these falls continue to be the most common cause of injury. There were 4,269 injury related hospitalisations in Christchurch in 2014, comparable to the 4,289 in the previous year. The rate for other injury hospitalisation causes remain fairly stable over the last 5 years, with the number of falls trending upwards, overextension with a slight upwards trend and cut/pierce injuries trending slightly downwards.

This table indicates that the other top causes for injury hospitalisations were:

- poisoning (463 - an increase of 26)
- struck by against (319 - an increase of 23)
- motor vehicle traffic (306 - an increase of 49)
- injuries caused by a cut/pierce (261 - an increase of 18).

Once again injury hospitalisations were most common in the 65+ age group per 100,000 population (with 3,628 in total). In the main working age group (25-64) there were 2,508 injury hospitalisations in 2014 (an increase from 2,540 in 2013). Over the last five years reported (2010-2014) there have been a total of 25,906 injury hospitalisations of which 18,862 (73%) were unintentional injuries (accidental), 1682 being self-inflicted (6%) of hospitalisations and assault accounting for 705 (3%) of hospitalisations for the same period.



Major Cause	Total:				
	2010	2011	2012	2013	2014
Fall	1913	2048	1968	1917	2003
Poisoning	465	393	437	494	463
Struck by or against	321	318	296	351	319
Motor vehicle traffic*	267	249	257	252	306
Other specified	236	252	255	236	161
Cut/pierce	281	236	243	212	261
Overexertion	208	217	215	204	225
Pedal cyclist	140	112	139	143	137
Other land transport	70	89	100	103	75
Natural environment	104	140	98	86	92
Unspecified	89	75	63	85	83
Machinery	55	68	59	74	44
Hot object/substance	35	42	34	29	34
Motor vehicle pedestrian	42	28	33	26	35
Fire/flame	14	13	24	20	15
Suffocation**	13	15	16	17	12
Pedestrian	16	11	16	17	14
Other transport	23	10	10	13	19
Firearm	6	4	7	4	2
Drowning	0	4	4	3	4

\* Includes: Occupant, motorcyclist, pedal cyclist

\*\* ICD10 coding

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## ACTION 1

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### Support and develop initiatives to prevent falls

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Falls related injuries were the highest cause of injury in all age groups in 2014. In Christchurch they made up to almost 50% of all hospital admissions with 309 children/youth (0 - 19 years) and 1,694 adults needing medical interventions

#### **Age Concern: Programme to help prevent falls.**

Simon Templeton, Age Concern's Chief Executive, reports that "Steady as you go (SAYGo) is a falls reduction strategy for older Christchurch residents. This exercise programme has been designed in Dunedin by the Otago Medical School and the Physiotherapy Department along with Age Concern.

The first Steady as you go groups in Christchurch have started and are running very successfully. New classes have been scheduled to occur across Christchurch, so people can be proactive and strengthen their muscles as well as improve their balance with the ultimate goal of preventing falls. The exercises are all gentle and are done sitting, standing or walking.

The programme is designed to provide some challenges and has a progression of difficulty. It is adaptable to different fitness levels and no part is compulsory. Participants are encouraged to continue exercising at home. Exercises are suitable for those with joint replacements and physical difficulties. Each class is autonomous and after completing the first 10 week period continues being peer led with minimal assistance"

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## ACTION 2

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### Support and develop initiatives that prevent sports and recreational injuries, and that encourage active lifestyles

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ACC have several injury prevention programmes specifically targeted at sport related injuries. This includes FIFA 11+, a complete warm-up programme to reduce injuries among male and female football players aged 14 years and older. The programme was developed by an international group of experts, and its effectiveness has been proven in a scientific study. Teams that performed the FIFA 11+ exercises at least twice a week had 30-50% fewer injured players. ACC have also worked collaboratively with Netball New Zealand to develop resources for coaches, players and umpires. These are designed to prevent injury and enhance performance amongst all grades of netball players.



*The exercises are all gentle and are done sitting, standing or walking.*

## ACTION 3

### Identify and develop initiatives that reduce childhood injuries and injuries in youth

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Mon to Fri 9am to 4pm, phone **0508 CAR SEAT**  
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The reduction of childhood and youth injuries is an on-going priority. Over the period of 2013 - 2014 there were 1,641 hospital discharges for children/youth in the Christchurch area. The most prolific injuries were falls, cuts/piercing, poisoning, burns and struck by/against injuries.

Both national and local injury prevention programmes have been implemented over the 2014-2015 period including the Safekids playground campaign; "Falls Ruin the Fun"

#### Plunket

Plunket are New Zealand's largest provider of support services for the development, health and wellbeing of children under 5. Plunket works together with families and communities, to ensure the best start for every child. Whānau āwhina - caring for families.

During the last year, Plunket have been involved in many projects to reduce harm to babies and young children

Jan Nicol, Canterbury Plunket's Plunket provide car seat safety clinics to parents and caregivers. These clinics last 1 -2 hours and include Plunket technicians checking car seat installation or installing the car seat. These clinics have been held in Culverdon, Rangiora and Cheviot, as well as various locations within Christchurch.

Plunket are available to give advice and assistance on all child restraint matters free of charge at all times. Advice and assistance is provided by qualified Child Restraint Technicians. They also provide car seats free of charge to families (subject to criteria) who need restraints but cannot afford to buy or hire. Paul Kelly Motor Co. sponsor this donation scheme.

In collaboration with the New Zealand Police, this project focused on checking that car restraints families were using met legal requirements. Checkpoints were set up and cars were pulled over which had children travelling in them. Qualified police checked to see if the seats were up to the legal standard. If it wasn't, a ticket was issued to the driver. The infringement would be waived if the restraint was brought up to legal standard and had the driver had received a signed letter from Plunket confirming the defects had been remedied.





### Reaching Youth – Injury prevention during Orientation:

In February the Injury Prevention Advisor and member of the Graffiti team attended Lincoln and Canterbury University's Orientations. Orientation occurs each year and has a large target audience as most of the students are on campus for enrollment. Due to these high target audience numbers, it is an ideal time to deliver injury prevention messages. This year the Health Promotion Agency's "Not Beersies" and "Say Yeah ... Nah" messages were delivered. Additionally Good One party register and All Right resources were distributed.

## ACTION 4

### Support initiatives targeted at minimizing alcohol related injury and harm, and ensuring an integrated approach to alcohol-related harm with crime prevention and road safety

Between 600 and 800 people in New Zealand have been estimated to die each year from alcohol-related causes with more than half (52%) of male and one-quarter (25%) of female deaths due to alcohol related injuries

Between 18% and 35% of injury-based emergency department presentations are estimated to be alcohol-related, rising to between 60% and 70% during the weekend. 20% of unintentional falls in working adults (aged 25 to 60) may be attributable to alcohol consumption. Approximately 23,000 people are treated in the publicly-funded health system each year for alcohol or other drug addictions.

Good One party register is a New Zealand Police led initiative which was launched in February 2014. Its premise is to reduce the rate of alcohol related harm; to the individual and to the surrounding community. Partner agencies include Community and Public Health, ACC, the Christchurch City Council and the Health Promotion Agency with tertiary partners being the University of Canterbury, Lincoln University and CPIT. It is a website where people can register their parties on-line as well as access information about hosting a party, and being a great host and neighbor!

Once the form is completed the information is sent to the Police who will determine if the party is high risk or low risk. If considered high, the police will phone contact the host to provide information about how to minimize the risk, or may go out and meet the host/s in person.

The premise behind this contact is that if Police are needed to attend the party on the night, a positive relationship between the hosts and police has already been established.

Sergeant Steve Jones reports that since Good One's inception 330 parties have been registered, reaching over 28,000 guests. There has been a reduction in the calls for service and problems associated with residential

house parties and residents have reported a decrease in problems. Parents and other party organisers report that they feel safer knowing the that police are there to support them if needed. Good One has recently expanded to Ashburton with the potential to expand to Rangiora.

[www.facebook.com/goodonepartyregister](http://www.facebook.com/goodonepartyregister)  
[www.goodone.org.nz](http://www.goodone.org.nz)

Other child and youth injury prevention projects delivered by the Injury Prevention Advisor included demonstrating the Safekids Driveway Safety kit at Wainoni Family Day and LYFE and presenting to practice nurses at CPIT which included the demonstration of the Safekids Battery Kit.



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## ACTION 5

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### Support and develop neighbourhood based initiatives

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David Wilkinson from Neighbourhood Support Canterbury reports that they have been involved in many projects over the year.

*Highlights include:*

- Working with Age Concern in delivering Home and Personal Safety Seminars. These full-day courses, which run annually, are targeted at elderly who are not living in care and help assist participants to form Neighbourhood Supports groups as well as teaching safe driving techniques. The New Zealand Police, Civil Defense and Fire Service are also partners.
- Junior Neighbourhood Support. This programme is targeted at the younger members (5 to 12 years old) of the community. Eleven schools were selected by Community Boards and the Ministry of Social Development. This on-going programme supports positive community behavior and provides safety education through assembly visits. Award nominations are peer driven. Agencies lending support include the RSPCA, New Zealand Police, Fire Service, Civil Defense and St Johns.
- Christchurch Gets Ready web based database: This project is targeted at the entire Christchurch community and promotes emergency/disaster readiness. The database enables the sharing of information for situation update reports, and the coordination of resources and personnel in the event of an emergency. Neighbourhood Support Canterbury have been enabled to permit their Street Coordinators to send SITREPS in the event of a major disaster/emergency.



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## ACTION 6

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### Support initiatives targeted at minimizing the rates of suicide and self-harm

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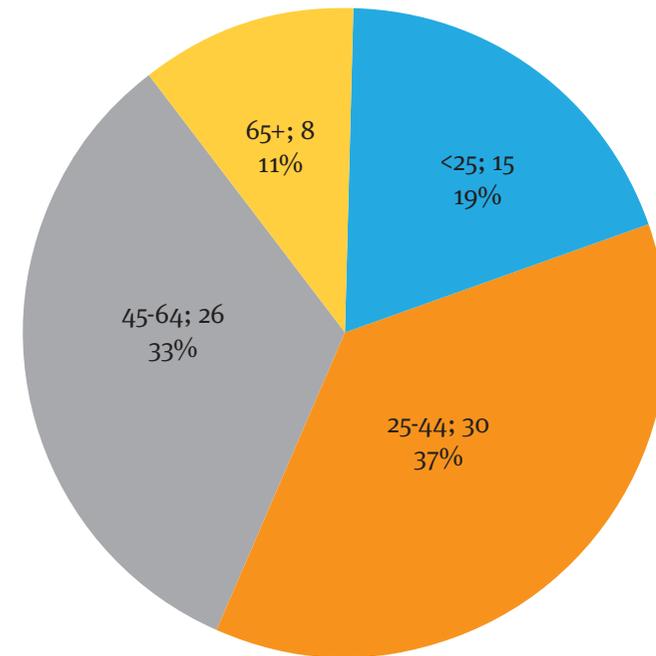
Canterbury Suicide Prevention Co-ordinator, David Cairns, reports that the training of Gatekeepers in the fundamentals of suicide risk identification is one of the few suicide prevention activities with good evidence of effectiveness.

Gatekeepers are people in a position to identify and assist someone in crisis and includes, Doctors, Teachers, Youth Leaders, Police, Coaches and Parents.

Education focuses on having safe conversations to identify people at risk and then encouraging and supporting them to use services to assist them through tough times. In the last two years over 500 Cantabrians have received International Suicide Prevention Association (ISPA) approved training.

Numerous stories are emerging of successful interventions, these include a girl at a youth camp speaking about suicide in front of a leader who took action and supported her to connect with services that helped her address complex issues of loss and grief, the astute teenager who narked on the friend who put suicidal statements on Facebook. The parent was Gatekeeper trained and assisted and encouraged the youth to connect with a GP. The grieving man in his fifties who was asked how he was doing by a friend not afraid of the answers. The aim is to continue to develop a community that has the capability to identify and support people in need.

Annual Canterbury Suicides by stage of life



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## GOAL TWO

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### Enhance safety on our roads

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#### Objective

Implement the Safer System Chapter of the Christchurch Transport Strategic Plan 2012-2042<sup>3</sup>

#### Why is it important?

Road safety is essential for the health and well-being of a community. A safe transport system is integral to the creation of a city that is easier to move around, has improved access to facilities, with greater travel choice, that supports a vibrant economy, and helps to create stronger communities, and ultimately a healthier environment<sup>4</sup>. Therefore while the goal of improved transport safety contributes directly to the Community Outcome: “Create safe, healthy and liveable communities”, it also contributes other community outcomes, such as: “improve access and choice; “support economic vitality”; and “create opportunities for environmental enhancements”.

The Christchurch Transport Strategic Plan 2012-2042 commits the Christchurch City Council to delivering “a robust programme of targeted road-user education [which] will aim to improve skills and the understanding of all road users.”<sup>5</sup>

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<sup>3</sup> This strategic document has replaced the Road Safety Strategy 2004-2009

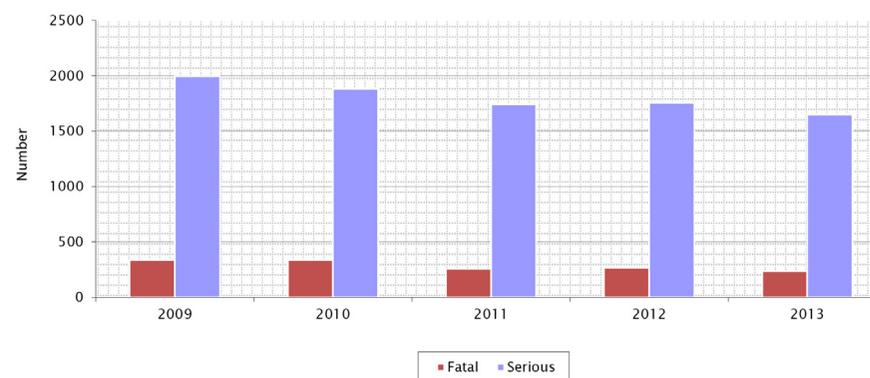
<sup>4</sup> Christchurch Transport Strategic Plan 2012-2021, page 6

<sup>5</sup> Ibid, page 54

<sup>6</sup> New Zealand Transport Agency

## How are we doing in Christchurch?<sup>6</sup>

Fatal/Serious crash numbers 2009-2013



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## ACTION 1

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### Support the Christchurch Road Safety Action Plan as a mechanism to enhance safety on our roads

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The *Road Safety Strategy 2004 - 2009* has been superseded by the *Christchurch Transport Strategic Plan 2012-2042*. Going forward the annual multi-agency *Christchurch Road Safety Action Plan* will be the primary document for identifying road safety plans and actions in Christchurch. The Road Safety Action Plan aligns to the national *Safer Journeys: New Zealand's Road Safety Strategy 2010-2020*, the *Canterbury Regional Land Transport Strategy 2012-2042*, the *Canterbury Road Safety Implementation Plan*, and the *Christchurch Transport Strategic Plan*. The *Christchurch Road Safety Action Plan* partner organisations are Christchurch City Council, Police, New Zealand Transport Agency, and ACC.

The programmes and campaigns delivered by the Christchurch City Council Community Travel Advisors reflect the Safe System approach to road safety, the four pillars of which are:

- Safe Speeds
- Safe Roads and Roadside
- Safe Road Use
- Safe Vehicles

Under the pillar of safe road use, safety is integrated into all information and communication relating to travel, travel planning and demand management initiatives undertaken by Christchurch City Council. This includes targeted road user education with an aim to improve skills and safety of all road users. Six road safety education programmes were delivered by the Christchurch City Council Community Travel Advisors during 2014-15.

After a gap of two years, a new road safety action plan for 2015-2016 has been developed, and will be progressively implemented over the forthcoming year.



## ACTION 2

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

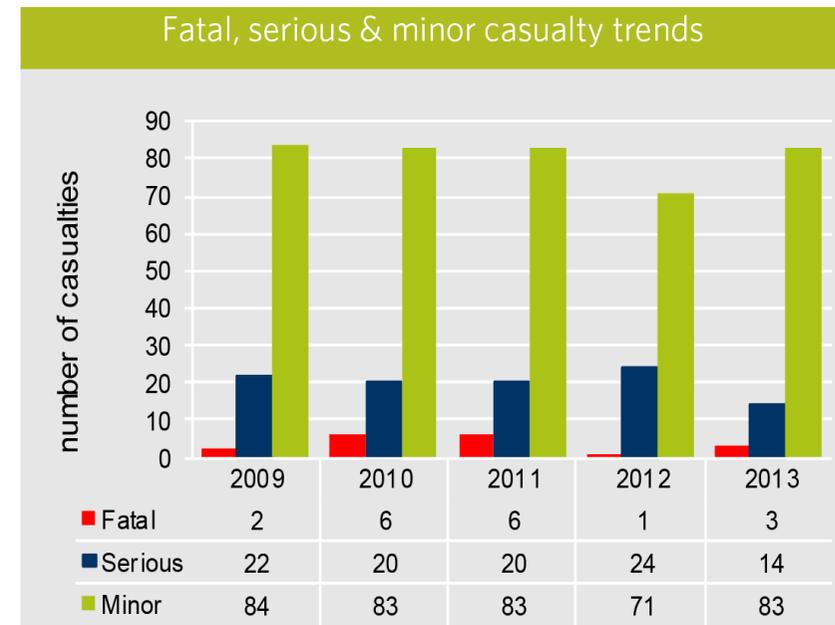
Cup and Show Week is a major springtime festival in Christchurch each November. The Plan Ahead campaign aims to encourage those attending events where alcohol will be served to have a plan for getting home without drink-driving prior to going out.

Advertising utilised pop culture themes, and a modern twist on Cinderella and Batman, and involved mirror decals in the restrooms of bars, and bus back advertising.

Leading up to Christmas, bus back advertising was used to remind drivers of the change in the legal blood alcohol limit for drivers over twenty years. Planning tips were included in the orientation week magazine, at the beginning of the academic year. The Cinderella and Batman themes were used again. Advertising on poster bollards and on desk planners was used to get the safety messages across to students.



Examples of the Plan Ahead campaign.



Alcohol & Drug Driving - Christchurch City <sup>8</sup>

<sup>8</sup><http://www.nzta.govt.nz/resources/crash-analysis-reports/briefing-notes.html>

## ACTION 3

Support community based initiatives which support road safety

### Youth Driving

#### Case Study – Crash Bash

##### The Issue

The secondary school road safety education programme “Crash Bash” was awarded the 2015 TRAFINZ Award for leadership in transportation safety and sustainability in New Zealand.

New Zealanders aged 15 to 24 years comprise 13.8 percent of New Zealand’s population<sup>9</sup> ; yet in 2013 they accounted for 25 percent of fatalities and 26 percent of the serious injuries due to road crashes in New Zealand<sup>10</sup>. Their road fatality rate in 2013 was 11 per 100,000 of the population, almost double New Zealand’s overall rate of 6 per 100,000 of the population.

Male drivers aged between 16-19 years of age are nine times more likely to crash per 100 kilometres driven than male drivers in the lowest risk age group of 55-59 years. Female drivers aged 16-19 years have a lower crash risk than males of the same

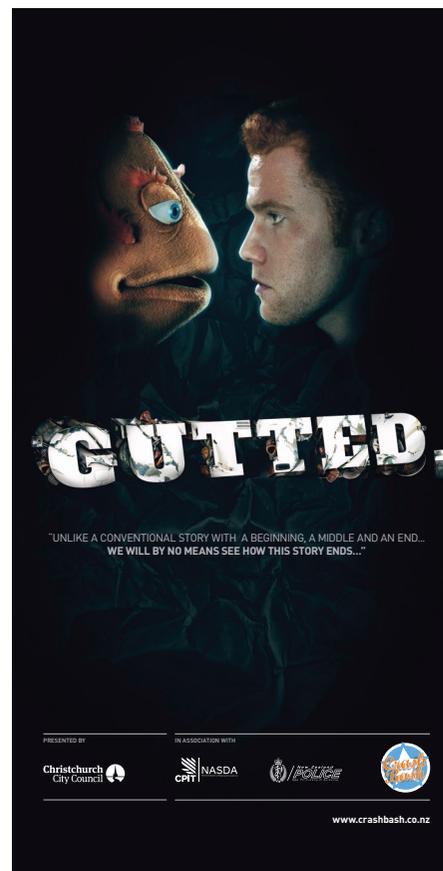
age but are still seven times more likely to crash per 100 kilometres driven than females aged 45-49 year olds.

16–19 year-olds make up just 5 percent of all licensed car drivers and are estimated to contribute to less than 3% of national vehicle kilometres travelled<sup>11</sup> but in 2013 were at full or part fault in 11 percent of the injury crashes in both New Zealand and Christchurch City territorial local authority.

<sup>9</sup> Statistics New Zealand, *New Zealand Census of Population and Dwellings 2013*

<sup>10</sup> From crashes and crash casualties reported to New Zealand Transport Agency

<sup>11</sup> Ministry of Transport (2015), *New Zealand Household Travel Survey 2011-2014*



Examples of 2014 Crash Bash banner.

People in the 15–24 year-old age group are most likely to die in fatal crashes in which young drivers of a similar age have the primary responsibility. Between 2011 and 2013, 68 percent of the passengers who died in vehicles driven by young at-fault drivers were also in the 15–24 year-old age group.

In Canterbury, young drivers, those below 25 years of age, are involved in a little under a third, 29.9 percent, of the serious trauma crashes regionally.

**Alcohol/drugs, losing control and speed** are the major contributing factors for young drivers involved in fatal crashes. Young drivers involved in fatal crashes are twice as likely to have speed or alcohol as a contributing factor than drivers over the age of 25. Nationally, 30% of those young drivers involved in fatal crashes were on their restricted licence and in Christchurch it was 33%.

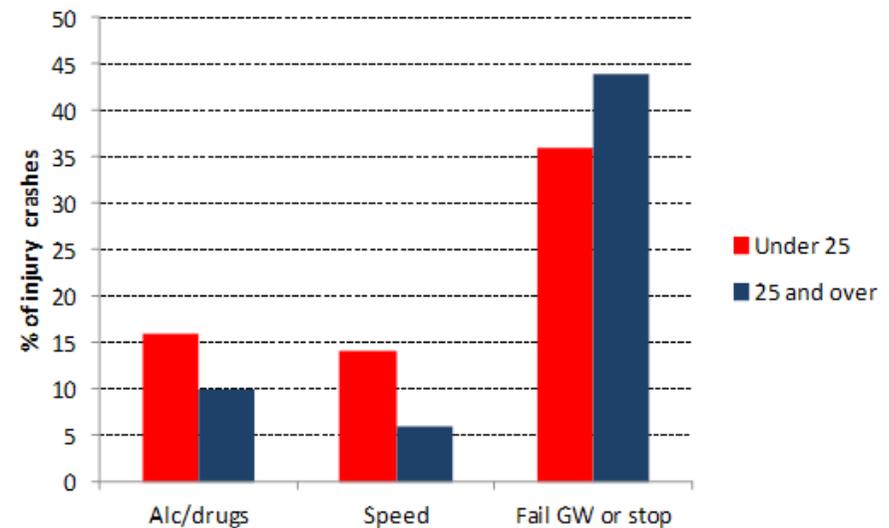
### The Programme

Crash Bash began in the 1990s as a script writing competition for secondary schools with a drink/driving focus. The winning script was professionally developed in conjunction with the young dramatist and then toured by a theatre troop to secondary schools throughout Canterbury.

In 2010 research was conducted to evaluate the programme and the programme was reformatted and contemporised to reflect the current day teen market and relevant road safety issues. Christchurch City Council contracted CPIT’s National Academy of Singing and Dramatic Arts (NASDA) to create and perform a stage performance to convey wider key road safety messages and risk factors affecting teenagers, including strategies to help them make safe choices and avoid risky situations.

A Crash Bash Advisory Group was formed. Drawn from senior secondary school staff, Police, and the Christchurch City Council Community Travel Advisor. This group has collaborated to ensure that the reformatted programme aligned closely with the needs of school communities, reflected the Council’s focus on safety as a community outcome, and addressed road safety issues impacting young people in Christchurch and Canterbury.

Under this guidance, NASDA has produced a new, contemporary stage performance each year incorporating drama, music and technology. The performance is toured to secondary schools by recent graduates of CPIT. In 2015 the Crash Bash cast delivered 35 performances in 28 secondary schools to over 14,000 students in the greater Christchurch area.



<sup>12</sup> [www.nzta.govt.nz/resources/crash-analysis-reports/docs/briefing-notes/2014-canterbury-christchurch-city-young-drivers.pdf](http://www.nzta.govt.nz/resources/crash-analysis-reports/docs/briefing-notes/2014-canterbury-christchurch-city-young-drivers.pdf)

<sup>13</sup> Ministry of Transport: (<http://www.transport.govt.nz/assets/Uploads/Research/Documents/youngdriver-crashfacts-2013.pdf>)



Survey feedback from students has consistently indicated their receptiveness to the tone and style of the communication, and especially to it being delivered by a cast near in age to the audience. “Young people speaking to young people”, which was a feature of the very first Crash Bash competition, is still a major component of the programme today and a significant factor in its success.

Crash Bash acts as a catalyst for more in-depth classroom discussion and for utilising road safety topics in curriculum subjects like Health and supports the use of resources produced by the New Zealand Transport Agency - <http://education.nzta.govt.nz/>.

Schools appreciate the breadth of the topic material covered in the programme, including alcohol, drugs, restraints, passengers and peer pressure. Also the consequences of a crash including financial costs, criminal conviction, and the physical and mental injuries sustained by drivers and their passengers.

To support follow up road safety education, a dedicated Crash Bash website has been developed - <http://www.crashbash.co.nz/>. The website provides schools and students with additional information about the issues covered in the Crash Bash performance, and with strategies for keeping safe. Videos of previous performances are also available.

This year the programme has undergone re-evaluation to identify opportunities for improvements which include:

- Further audience participation and interaction using questioning relating to the various elements of the stage performance.
- Follow-up resources including the development of a series of videos on young driver road safety hosted by the Police for schools to embed key messages.
- The development of a Crash Bash Facebook page and other target audience appropriate social media.

### The Outcomes

Since the reformatting of Crash Bash in 2010, the number of bookings by schools has increased by over 100% from 11 school in 2010 to 28 in 2015.

Each year the Crash Bash stage performance is evaluated utilising student and teacher surveys. Following the 2015 tour, 81 students in years 10-13 were surveyed. Key messages students took on board from the performance to keep themselves and their friends safe were distractions - particularly cell phones, licence breaches and seat belts.

During the period that Crash Bash has been running in its current format (2010 - 2015) the trends show there has been a 23 % reduction in serious injury crashes young driver crashes in Christchurch city and a 32% reduction in Canterbury.



## Motorcycle and Motor Scooter Riders

A seminar over breakfast for motorcyclists held in September 2014 was attended by over 300 riders, at which the Police and professional trainers were able to share safety tips with riders. Although over 40% of motorcycle crashes are attributed to motorists not giving way to motorcyclists, there is an opportunity to promote and target handling skills as over 20% of the crashes have poor handling as a crash factor. Many of those at the seminar were

new to riding motorcycles and scooters, or had only recently returned to riding after a gap of some years. As well as the Christchurch City Council and the Police, the seminar involved and was supported by ACC, professional motorcycle trainers, community clubs and motorcycle retailers. Of those who completed the post-seminar questionnaire, 75% reported that they thought the seminar was an effective way communicating relevant safety information for motorcyclists to motorcyclists. There was good support for this to be an annual event.



Christchurch Motorcycle Crashes 2009 - 2013<sup>14</sup>

<sup>14</sup>New Zealand Transport Agency Crash Analysis Briefing Notes 2014

## Cyclists

Post-earthquake conditions continue to present challenges to all road users in terms of space and surfaces for safe travel. Changing road layouts and locations of road works along with an increase in heavy vehicle traffic relating to the rebuild and re-routing of freight routes continues to impact on the safety of cyclists.



NZTA's Safer Journeys goal for 2020 is to achieve a significant reduction in the number of cyclists killed and seriously injured, while at the same time encouraging an increase in the use of this mode through safer road infrastructure. Working to support traffic engineering with road safety messages as infrastructure changes is paramount.

Christchurch City Council's Long Term Plan includes the rollout of 13 Major Cycle Routes over the next 5-7 years. This is part of the plan to make Christchurch a people-centric city, encouraging cycling as a transport mode as new cycling facilities are developed. Cycling safely is a major component of encouraging the safe use of the new infrastructure.

### Cycle Safety Checkpoints

Coinciding with Road Safety Week in May, a series of Cycle Safety checkpoints were run in conjunction with the Police at high cyclist volume locations throughout the city, each morning before sunrise. The message conveyed to cyclists was "be bright be seen". Police checked that cyclists had mandatory lights. Reflective snap bands, high-viz backpack covers, clip on rear bag lights, sets of front and rear lights, spoke reflectors, and bells were distributed to cyclists, helping them become more visible to other road users.



## Cycle Safety around Heavy Vehicles

Opportunities provided for cyclists to experience the view from the cab of a heavy vehicle in order to discover for themselves where they cannot be seen by a driver. These sessions work to mitigate on-road difficulties between cyclists and professional drivers, through bringing together professional drivers and cyclists to make each more aware of road safety issues



## Intersections

Addressing crashes at intersections is a high strategic priority identified in Safer Journeys. Locally these type of crashes are of concerned due to the number of deaths and serious casualties that result, which indicate both a high collective and personal risk. Of particular concern is the number of crashes resulting from drivers failing to stop or give way.

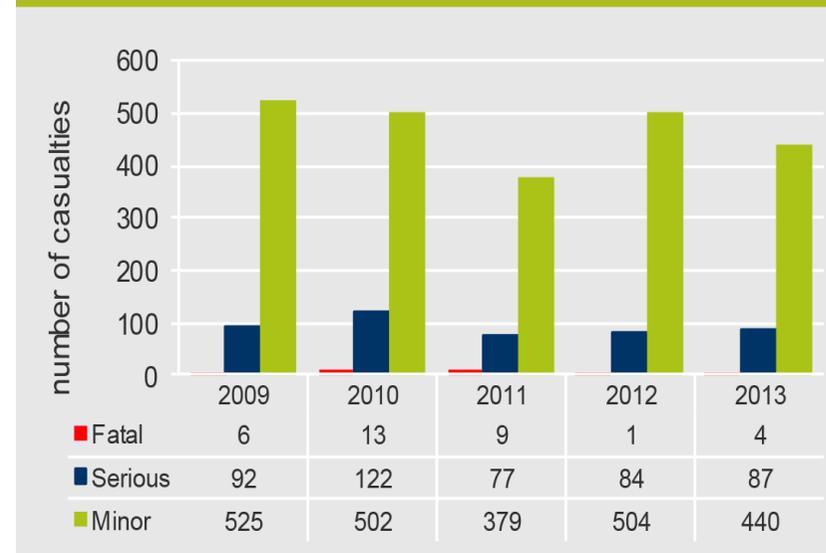
## Yellow Means Stop (if you can safely)

To address yellow and red light running, bus back advertising on routes with a high incidence of breaches of the traffic signs, was run during May and June.

This was a repeat of previous advertising. The campaign was supported by Police enforcement.



## Fatal, serious & minor injury casualty trends



Christchurch Cyclists Crashes<sup>15</sup>

<sup>15</sup> New Zealand Transport Agency, Crash Analysis Briefing Notes 2014 – Christchurch Cyclists

## Pedestrians

Pedestrians make up around 8% of all crashes in Christchurch (5% in comparable local authority areas). Pedestrians starting to cross when the red figure is showing, or crossing within 20 metres of the signals, are eight times more likely to be hit by a vehicle than pedestrians starting to cross on the green signal. Pedestrians know the rules, but perceive the risk to be low if they break them, and thus convenience is more important than safety to them. Drivers anticipate having to stop for pedestrians at pedestrian crossings, but are less likely to stop (in time) when they encounter pedestrians crossing where they don't expect them to be. "Inattentional blindness" may be a factor in such circumstances. Compounding these behavioural issues, is the number of closed footpaths due to rebuilding activities, forcing pedestrians to cross roads more frequently than they would otherwise need to do.

## Pedestrian Safety for Senior Citizens



Safer Journeys identifies increasing the safety of older New Zealanders as an emerging issue with an anticipated 52% increase in those aged 65 and over by 2020. Because of their frailty, older people sustain greater injuries in traffic accidents. When the number of hours spent walking (based on the NZ Household Travel Survey) for different age groups are taken into account, children aged 5 - 9 and pedestrians aged 80 years and above are the most "at risk" groups.

A road safety stall was manned at the Positive Aging Expo in October 2014, during which over 1,000 Pedestrian Safety for Senior Citizens information leaflets were distributed to seniors attending the expo.

*New Zealand Transport Agency, Crash Analysis Briefing Notes - Christchurch Pedestrians*

## Fatal, serious & minor injury casualty trends



Christchurch Pedestrian Crashes <sup>16</sup>

## “Check again”

Cyclists and pedestrians are vulnerable road users because of the potential for serious and fatal injuries should a cyclist or pedestrian be hit by a motor vehicle. During the five years 2009 to 2013 61% of cyclist crashes on local Christchurch roads were at intersections, and 71% of cyclist crashes on state highways in Christchurch were at intersections. A higher percentage of pedestrian crashes were mid-block. Nevertheless 38% of pedestrian crashes on local Christchurch roads were at intersections and 48% of pedestrian crashes on state highways in Christchurch were at intersections. Generally Christchurch has a high crash rate at intersections between road users of all types.

An opportunity arose to run three campaigns in succession with a common look and theme, and with “check again” in their taglines. The cyclist and intersection campaigns were based on real life crashes or near misses, and used photographs of the people involved. These stories formed the basis of radio advertising and “click through” electronic media. The pedestrian campaign took an “everyman/everywoman” approach, with models used in the visual advertising and radio messaging around the potentially hazardous behaviours we all tend to engage in when out walking on our streets. The delivery mechanism for the messaging was outdoor advertising (bus backs and bus

shelters), radio advertising, and electronic advertising on websites, etc. The campaigns ran from October 2014 until March 2015.

Each campaign was evaluated separately and the effectiveness of the combined approach was also evaluated. From survey samples of 400 each, 54% of respondents recalled the cycling advertising. Of those drivers who had been exposed to the messaging, 47% said it had made a difference to how they drive in the presence of cyclists. The recall of the pedestrian campaign was 39%. Of those who had seen and/or heard the advertising, 45% said it had made a difference to their behaviour as pedestrians, with 19% saying that they now checked twice before crossing the road (the primary message of the campaign). The recall of the intersection campaign was 49%. Of those who had seen and/or heard the messaging, 38% said it had made a difference to the way they drive at intersections. Overall, 65% of respondents recalled one or more of the advertisements in the check again campaign. Of those 66% thought the campaign effective.



## Child Road Safety

Cycling is an important form of exercise, transportation and recreation for children in New Zealand, and for many children, learning to ride a bicycle is an important part of their play and development. However, cycling related injuries are one of the top ten causes of unintentional injury related deaths for children in New Zealand.

In New Zealand, child pedestrian injuries is a leading cause of traffic related child deaths. More than child 5 pedestrian deaths occur nationally each year.

## Case Study – Cycle Safe

Cycle Safe is a national benchmarked programme, described in Safer Journeys: New Zealand Road Safety Strategy 2010-2020 as “a successful and cost-effective programme... [that] equips children with safe cycling skills.”

Every year a cycling skills programme is delivered to Christchurch primary children, equipping them to ride safely on the road. Levels 1 and 2 (beginner and intermediate) of the national guidelines are delivered, with a 95% pass rate among students, and 100% satisfaction rating from students and schools. Surveys conducted one or two terms following delivery indicates a high level of knowledge retention and that students are permitted to cycle to school following the programme.

All Christchurch primary schools are invited to register for the programme in order to give all children the opportunity to gain lifelong cycle skills that may not be delivered to them from any other party. Year 6 students are targeted, as children of this age have developed the motor sensory skills needed to cycle safely on the road. Year 6 also immediately precedes the transition that occurs when children move onto intermediate school at Year 7, with the possibility of needing to commute further to school. Cycle Safe is, however, sufficiently flexible to be able to deliver safe cycling education to Years 5, 7 and 8 children. Cycle Safe also delivers courses in special needs facilities, to students

who may never acquire a driver licence but who may cycle as their main form of transport as adults.

To meet the grade one standard, students must be able to demonstrate that they can carry out a cycle and a helmet check, that they understand the legal requirements and safety equipment necessary for their cycle, that they can get on and off their cycle without assistance, that they can stop quickly with control, and can steer and manoeuvre their cycle safely to avoid objects, that they can signal stop, left and right, and know how to use the gears. This is assessed in off-road conditions. To achieve the grade two standard, students need to be able to demonstrate that they have a knowledge of the road rules and road signs, can start and stop from the kerb side of the road, cycle along a road way safely and pass parked vehicles, that they can safely go straight through and turn left and right at a controlled or uncontrolled intersection. Where available, demonstrating understanding of traffic signals and appropriate behaviour on shared pathways, are included in this grade.

In 2014-15, the Cycle Safe Programme was delivered in 75 schools, including two schools in the Banks Peninsula area, to 3556 students. A follow up survey was established in order to measure the short term impact of the programme on a student’s knowledge and further cycling activities. This year

78 students completed the survey from 6 different schools and the survey took place 1-2 terms after the delivery of their programme. Results are as follows:

86% of respondents answered the Cycle Safe knowledge questions correctly. 92.3% responded that the Cycle Safe training had improved their ability to cycle safely with the majority of reasons being that the children were more aware, more confident & had more knowledge of the road rules and signals. The 7.7% that did not think the programme had improved their ability stated that they were already competent cyclists and had known the safety content beforehand. 78% of respondents cycled more often after the programme including 28% that did so with family members.

54% reported they were allowed to cycle to school after completing the programme. Of those who were not, the main reasons for not cycling were distance from school and not owning a bike.





## School Travel Planning

School Travel Planning is a practical approach to improving road safety for children and encouraging entire school communities to utilise active travel for the journey between home and school, thus reducing congestion at school gates and enhancing the health and wellbeing of children. Over the past year, the Christchurch City Council has been working with 7 schools and monitoring an additional 17 schools that have existing plans in place. The demand for School Travel Planning services has continued to increase particularly in response to the Ministry of Education Schools’ renewal property programme. This has also provided excellent opportunities to establish new travel habits at a time of change. Our School Travel Plan model has been further refined to deal with the increase in demand and to ensure that a schools’ ongoing rebuild or merger does not affect, or delay, their action planning even if their relocation to a new site, or the construction of a new school on an existing site, has not been completed.



## Walk or Wheel Safely to School Week

Sixteen schools, and 5974 children, participated in Walk or Wheel Safely to School Week, which coincided with the national Walk to Work Day in March. All children, irrespective of whether they were able to walk or cycle to school, received safe road crossing information in a child friendly format, and were invited to create walking maps of the safest walking route from their homes to school.

## Advertising

To support the Police’s “back to school” speed enforcement, and compliance with school patrols, a full page advertisement was published on the back cover of Family Times reminding readers on how they are to drive in the vicinity of schools and school children. Circulation of the magazine is 30,000.

Kidsfest provided an opportunity to get road safety messages out to children in a child friendly format through a “Getting to School Safely Game”, in which road safety messages were incorporated into a fun game that rewarded safe behaviour and penalised unsafe behaviour. The game was published in the centrefold of the festival’s programme booklet. The circulation of the booklet is 70,000.

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## GOAL THREE

### *Enhance Safety from crime through preventative and supportive actions*

#### **Objective**

Provide active support to locally led initiatives that make significant contributions to reducing the incidence and effect of crime

*Please note that within this Goal the Graffiti Programme is incorporated under this section acknowledging its significant contribution to reducing crime.*

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#### **ACTION 1**

Maintain a programme of training in Crime Prevention through Environmental Design (CPTED) principles and practices for all appropriate staff of Safer Christchurch partner organisations

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#### **CPTED**

Crime Prevention through Environmental Design (CPTED), is an effective and evidenced-based tool for reducing both the incidence and the fear of crime, as well as improving the quality of life in areas where it is consistently and effectively applied. 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.

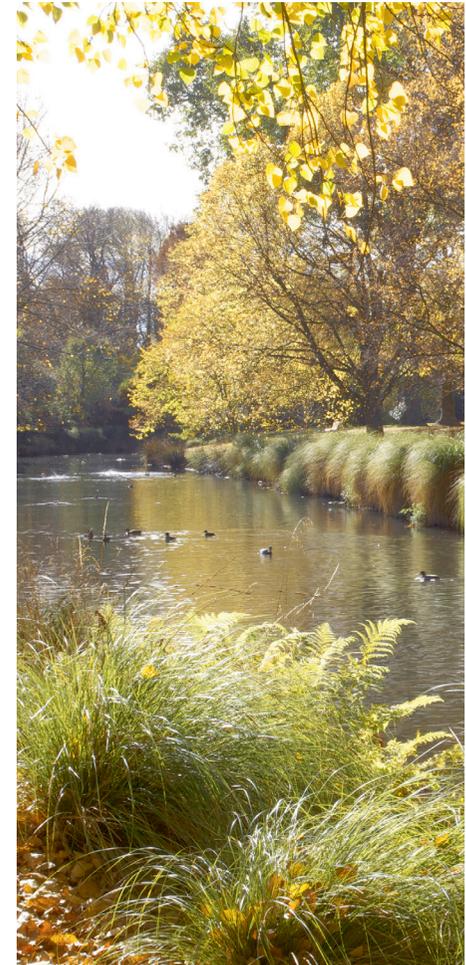
The work of promoting and facilitating the uptake of CPTED and in the provision of quality CPTED services has helped to make

sure that new and redeveloped Christchurch city buildings and public spaces are designed with CPTED embedded. Christchurch City Council, CERA and CCDU continue to engage with the CPTED principles in their design briefs for projects designed primarily for public use.

#### **How are we doing in Christchurch?**

*This year has seen:*

- More than 40 Council, Police, Government, NGO and private sector personnel working together in related fields with many participating in workshops.
- Workshops produce improvement plans for four areas of Christchurch experiencing issues with crime and the perception of safety.
- CPTED input to more than 100 projects in 2014 / 2015. Most activities were CPTED assessments, including environmental scans, day and night site assessments, stakeholder interviews, safety mapping, issues and asset analysis, improvement plans, written report and follow up discussions.





### CPTED Case study – Christchurch Transport Interchange

The Transport Interchange case study is a representative example of the benefits of embedding CPTED into design.

The Christchurch Bus Interchange is a Christchurch Earthquake Recovery Authority (CERA) Anchor Project, essential to the recovery of the city following the 2010 / 2011 earthquakes. The Bus Interchange is designed as the central transport facility for the city.

How CPTED and IPTED (Injury Prevention through Environmental Design) have been applied to the design of the Bus Interchange

Throughout the design phases, a total of 44 separate and detailed CPTED recommendations across 11 areas of focus were provided to the design team. Three separate CPTED reviews were undertaken - at concept design, developed design and detailed design. Approximately 80% of the recommendations have been included in the design.

#### How CPTED and IPTED have influenced the finished facility

Several CPTED/IPTED recommendations are evident in the final form of the north façade. In the concept phase of the design, the north side of the Interchange was conceived as housing “back of house” functions, including offices and toilets that only require small windows and would have provided little oversight of the street.

Deeply recessed entrances are now shallow, thereby eliminating entrapment zones. The veranda is constructed of glass sheets, allowing light fall on the entire footpath. It is especially important to have optimal pedestrian lighting in this location, because both the Interchange and the adjacent late night entertainment precinct each have elevated risk profiles and high pedestrian counts.

CPTED/IPTED recommendations were also made on streetscape plans for the section of Lichfield Street that runs alongside the north facade of the Bus Interchange. The original design provided for a narrow footpath on the near side of the street and a wider one on the other side. It was recommended that the wider footpath sit adjacent to the interchange, to allow space for the separate uses of queuing (the intercity buses will board here) and pedestrian travel. The change in materiality subtly defines the different functions.

The build-out in front of the Interchange entrance is designed to provide plenty of gathering space, which is especially important for young people, without impeding access to the building. The build-out also connects pedestrians with Kivers Lane, which will be re-created in the future.



It is also important that the Bus Interchange has taxi facilities close by to support multi-modal travel. We recommended that a taxi stand be located at the eastern end of the Interchange, so that it can service the Interchange during the day and the entertainment precinct at night, as safe and readily available transport options are an important component of safety in late night precincts.

### Public Toilets

The public toilets have been relocated within the Interchange and redesigned based on CPTED/IPTED recommendations. Cubicles have their own hand washing facilities and the foyer is visible from the concourse through the automatic glass doors, providing excellent natural surveillance.

The design also supports the concept of “clarity of purpose”. Where hand washing facilities are shared, users are unable to judge the purpose of other people in the space. In this layout there is no valid reason to be here except to pass to or from the cubicles.

### Seating Options

CPTED/IPTED recommendations included the provision of a variety of seating options throughout the Interchange concourse, to allow people to sit where they feel comfortable as well as to provide oversight.

Another seating option is shown the Figure 6 above. Bench seats are located at the terminus of each of the sixteen bus bays. These provide for natural surveillance opportunities throughout the concourse and allow users to choose to sit with others they feel comfortable and safe with. This option is also provided to assist with the accessible journey. Users with different physical abilities are able to stage their travel within the Interchange by resting near their bus stop while waiting.

It is anticipated that other seating options will be provided once the Interchange fully opens in October 2015.

### Ambassadors

One recommendation was to have “ambassador” type guardians, who are trained in conflict resolution and are tasked to seek opportunities to offer assistance where needed, rather than a less responsive security presence as was used at the previous bus exchanges. The aim of this type of presence is to provide a non-threatening environment where all users feel welcome, as long as acceptable standards of behaviour are maintained.

### Comments

The Facilities Manager reports that to date, there have been very few safety issues arise in the Interchange since opening. The only issues in the toilets have been two minor incidents of graffiti in the cubicles. Usage of the toilets is high.





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## ACTION 2

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Promote awareness of the benefits of CPTED throughout Safer Christchurch partner organisations and the community

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### CPTED Practitioners Group

The purpose of this group is to provide those interested in improving their practice and application of CPTED the opportunity to work alongside the Council's CPTED advisor on live projects to which they would otherwise have no access. Membership to this group is available to those who have successfully completed CPTED training and who are interested in broadening the scope of their knowledge through practice. Members of the practitioners group are drawn from various backgrounds, including Council staff, Police, CERA, Canterbury Neighbourhood support and other stakeholders and community members.

### Design Out Crime Advisory Service (DOCAS)

The Design Out Crime Advisory Service was established to ensure that Christchurch has access to the best crime prevention design advice available. The service is available free of charge to all developers, property owners, planners, design professionals and community groups, and is provided by the Crime Prevention Team.

In the reporting period, the Crime Prevention Team has received a range of external and commercial enquiries via the Design Out Crime Advisory Service (DOCAS). Nine projects have received advice.

### Home and Personal Safety

Age Concern Canterbury, in conjunction with Canterbury Police, NZ Fire Service, Neighbourhood Support, Medication Management and Civil Defence provide factual information and tips about personal safety. The course is designed to build confidence and offer practical ideas. It is held in 3 two and a half hour modules. Having attended one of these courses the participants receive a free home safety audit and the installation of a tamper free smoke detector.

This course includes simple and effective CPTED techniques to improve home safety.

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## ACTION 3

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Support crime prevention and alcohol-related harm initiatives which seek to reduce violence and increase safety in the late night economy

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### Alcohol Accords

An Alcohol Accord is a grouping of alcohol licensees, service providers, local authority and health representatives, as well as Police, who work together to reduce alcohol related harms within their precinct or other area of focus. Alcohol accords have proven a useful way of getting late night economy stakeholders together, to solve shared problems. The Central Christchurch Alcohol Accord, which operated in Christchurch's central business district until the 2011 earthquakes, established several shared initiatives, including the One Way Door agreement and training for door staff that improved safety in the central city.

Post-Earthquake, the Victoria Street Precinct Accord was established in December 2012 as the first post-earthquake licensing accord in Christchurch and is still strongly in place almost 3 years on.

A key priority the accord was founded on is to promote and enforce the safe and responsible sale and supply of alcohol within the Victoria Street Precinct with the aim of reducing the incidence of alcohol related harm and off-site effects associated with the sale of alcohol. With the Council designating Victoria Street within a late night hospitality precinct, the operators saw merit in working together proactively to ensure that Victoria Street is a safe and fun place to be.

A cornerstone of the drive to maintain a safe and welcoming environment is the Victoria Street Safe initiative launched by the Victoria Street Accord in co-operation with the licensed venues of Victoria Precinct, Christchurch City Council, Police, Health Promotion Agency and Hospitality NZ. Hospitality owners in the Accord fund and train a number of Victoria Street Ambassadors who have the responsibility to assist the public and the police in providing a safe environment for customers to enjoy Victoria Street, control intoxicated or noisy people on the streets, keep the streets tidy and help with any matters raised from the residents.

In June 2015, the St Asaph Street Alcohol Accord held its first meeting in June. Ten licensees attended, along with stakeholders, and agreed to progress an Accord. Development is ongoing.

### Pre-loading survey

A survey of pre-loading among patrons in the Victoria Street Entertainment Precinct was undertaken in July 2014. This was a collaboration between Christchurch City Council and New Zealand Police, supported by the Health Promotion Agency. Four hundred and sixty five responses were recorded over three successive Saturday nights. Results were compared with a similar survey conducted in 2009 in SOL Square.

The largest group of respondents were aged 21 to 25 years and more males than females were interviewed. Most were employed and the largest contributing suburbs were Riccarton and Shirley. Ninety two percent had consumed alcohol prior to the interview and most did this at home or at a friend's place. Nearly half purchased their alcohol from bottle shops and one quarter from supermarkets. The most common reason for purchasing from these locations was convenience. Half of respondents reported experiencing harm in night life areas in the past twelve months, with fights or verbal abuse the most common forms. Eight percent admitted to consuming recreational drugs that day.



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## ACTION 4

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

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#### Family Violence

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

In recent years, alcohol has been recorded as being involved in over 30% of family violence offences in Canterbury.

With changes in reporting methodology and media focus, trends in the area of family violence 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. Research indicates that it is likely that less than 20% of domestic violence incidents are reported to the Police.

#### Family Safety Team

The Family Safety Team is a national joint initiative between the Police and community groups. The Christchurch team 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 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.

#### Aviva

Aviva, previously known as Christchurch Women's Refuge, changed to reflect the shift in focus to better reflect a whole of whanau/family approach to violence. In their most recent reporting year (2013/2014) the organisation experienced another record year of client numbers, up 9% overall from the previous year and up 45% on the pre-earthquake year of 2009/2010. The 0800 AVIVA NOW number is 44% above pre-earthquake levels and use of the Safe house remains significantly lower than pre-earthquake levels for two reasons: Shine Safe@Home is enabling people to stay in the familiarity of their own home; and the average stay in safe House is now much longer because of the shortage of affordable housing.

#### Initiatives: Shine Safe@Home

Following the destruction of the 2011 earthquakes, affordable housing options for those in need have become increasingly limited. This impacts heavily on vulnerable women experiencing family violence, who have no alternative accommodation available to them.

Aviva launched the Shine Safe@Home programme in September 2012 to enable women and children experiencing family violence to become safer in their homes.

This involves assessing a home for security, making necessary improvements, and helping with Safety Plans and connections to appropriate resources.

In the year ending June 30 2014, more than 200 women and children experiencing family violence were assisted to live more safely in their own homes by this programme.

"That was the first night, after many sleepless nights, that I was able to sleep knowing my house was safe and secure. I truly believe if I did not have the support from the Police Safety Team...and Aviva ... to have my home truly secured I would not be here today."  
(Quote from Safe@Home client.)

Post-service assessments to date from women with children show that, since receiving the Shine Safe@Home service:

- No child had witnessed or been present at an assault
- The number of children showing aggression reduced by more than half
- The number of children experiencing sleep problems reduced by 75%
- The number of children having problems at school reduced from 25% to 9%

## ReachOut

Aviva's ReachOut early intervention men's service completed its pilot year in June 2013. The service was initially developed to offer support to men named on Police Incident Reports of family violence. ReachOut contacts these men and offers support and information about options and choices. This may include counselling, practical ideas for anger management and improving relationships, and stress reduction techniques.

ReachOut aims to help reduce repeat instances of family violence; support men to initiate a process of self-examination and/or change that benefits themselves and those close to them; enable children and women to become safer; increase whole of family wellbeing; reduce the social impact of family violence outside the home; and ease the use of Police resources to deal with repeat incidents of family violence.

An external evaluation of the programme completed in April 2014 has indicated that



the service has made a positive difference in the lives of men who have experienced it, improving their ability to effectively manage crisis situations and reducing the risk of harm as a result.

It is anticipated that this service will continue well into the future.

## No Interest Loans Scheme

Aviva and the Good Shepherd NZ Trust, supported by Kiwibank, have partnered in this reporting period to introduce a micro-finance loans scheme. This scheme provides help to Canterbury families who are affected by family violence and are on low incomes. Access to safe, fair and affordable credit can enable individuals and families to improve the quality of their lives, strengthen financial capabilities and – particularly for women with children – help them to set up a new, safe home.

This 12 month pilot programme began in February 2014 and will offer no-interest loans of up to \$2,000, along with complementary resources, advice and support, to low income families and individuals affected by family violence and unable to access mainstream financial services.

In order to ensure that the scheme reaches as many low income families as possible, this Aviva/Good Shepherd service has been developed in partnership with the five other agencies with which Aviva has formed a service alliance – He Waka Tapu, Barnardos, the Family Help Trust, START

and Relationships Aotearoa. Clients for this service may be referred through any of these partner agencies. All loans are supported by intensive budget analysis and advice to ensure that those benefitting from the loans are not only creating safer futures, but ones that are more financially secure for the long-term.

## Child & Family Wellbeing Centre

Aviva, Barnardos, Family Help Trust, He Waka Tapu and START, a group of Christchurch's leading social services, are taking an innovative approach in their support for children and their families by co-locating staff and services in one site to enabling easier access to a broad range of support services.

The five organisations plan to move into the new purpose built space on the first floor of Eastgate Shopping Centre in Linwood in late 2015. Providing their specialist services from one shared space will enhance the safety and wellbeing of children and their families whilst also enabling the agencies to share office resources, and avoid duplication.

“Our main objective is to enhance the effectiveness of our individual agencies by building our collective capability” says Nicola Woodward, CEO of Aviva. “The children, women and men who use our services often face a number of health and social challenges at any one time, but they have to go through multiple doors to get help for these. By co-locating we will create a family and community wellbeing centre that will enable

us to significantly reduce that complexity. We also believe that this approach will build local community resilience and wellbeing. We call that an irresistible proposition.”

In addition to the services provided by the five partner agencies involved with the project families will also be able to access a broad range of other on-site services including microfinance and budgeting assistance, primary health care and public library resources via the Linwood Library and Service Centre, which is already located in the space. The Red Cross Outreach Services and Community Transport team will also operate from the site. Several other support services have also expressed an interest in being part of the colocation, and staff from government agencies such as Police, Inland Revenue and Ministry of Social Development will be invited to ‘hot-desk’ (working at any available work station not designated for full-time staff) within the space in order to provide as much resource as possible from the Centre.

### **Prevention Initiatives**

#### **Canterbury Can - Stand Up Against Family Violence**

With the help of the nationwide It's Not Ok campaign, the CFVPC has introduced a Canterbury anti-family violence campaign called Canterbury Can – Stand Up Against Family Violence. The campaign was launched on 31 August 2013.

The Canterbury Can campaign aims to reduce family violence across Canterbury by changing attitudes which tolerate it. It has promoted the message that violence is not acceptable in the Canterbury community. The campaign encourages friends, neighbours and family to speak out against family violence, and aims to educate the community about the many different types of abuse that can make up family violence, including emotional and financial bullying. This has had the impact that Canterbury families live in a community better able to recognise and respond to family violence in all of its forms with an increased understanding of how to seek support for themselves and others.

#### **White Ribbon**

White Ribbon is an international movement to stop violence against women. Each year, the CFVPC work in partnership with the Police, Council and the CDHB to support White Ribbon Day. In 2014, the CFVPC and its partners delivered another successful campaign. The White Ribbon march was attended by over 400 people, the White Ribbon Riders visited many local schools

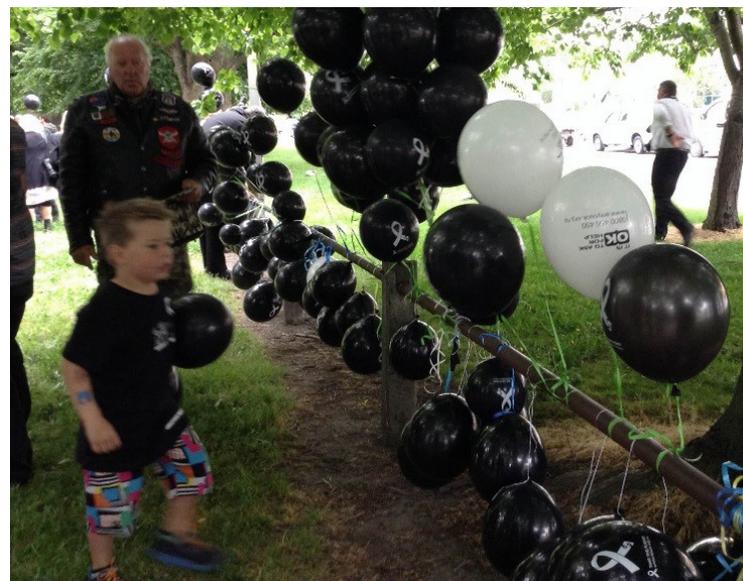
and youth facilities, and thousands of White Ribbons were distributed at community hubs. The White Ribbon campaign allows Canterbury families a platform to actively take a stand in their own community against violence towards women.

#### **Pacifica Campaign**

This campaign, launched in 2013, brought together Canterbury Pacifica Ministers and Youth Leaders to take a stand against violence in their communities. Ministers and leaders from four large local churches started campaigns amongst their own congregations promoting the message that family violence is not acceptable. This campaign also included radio advertisements on Mai FM encouraging Pacifica young people to seek help for themselves and their families if they were experiencing family violence.

#### **Family Violence Resources for the Rebuild Workforce**

The CFVPC have combined with Pegasus Health and Weblink Health to create 1000 Health, Wellbeing and Family Violence Packs for rebuild workers. The packs include information about mental health issues and resources and family violence information specifically tailored to a male audience. The aim of the packs is to link incoming rebuild workers with support in the community. The launch date for this campaign is July 2014.



### Age Concern Canterbury

Age Concern Canterbury works to achieve wellbeing, rights, respect and dignity for older people. They have a wide community network and work closely with many agencies to the benefit of their clients. There is an emphasis on promoting health, safety and independence and alleviating poverty, hardship, vulnerability and isolation.

### Elder Abuse and Neglect Prevention Service

Elder Abuse has become an increasing matter of concern since the earthquakes of 2011. It is likely that this is related to the extra stressors brought about by damage and disruption to the psycho-social supports, which has led to the marginalisation of vulnerable populations.

Age Concern data pre-quake indicated that up to 80% of elder abuse is committed by family members, and that up to 70% of those abused are women.

Age Concern's Elder Abuse and Neglect Prevention Service aims to improve the quality of life of older people in abusive situations and to prevent abuse by providing information, education programmes, advocacy and support.

### Positive Aging Expo

The Positive Aging Expo which is held annually at Papanui High School on International Older Persons Day, hosted by Age Concern, continues to be a huge success. The number of visitors and stallholders continues to grow and is increasingly becoming a highlight in the industries calendar.





*The Riccarton West SafeGrowth Group at the Connect 15 event in Paeroa Reserve, March 2015*

## ACTION 5

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

### SafeGrowth

Developed in North America, SafeGrowth is an internationally recognised tool for planning safe neighbourhoods, providing a community planning and capacity building model tailored for locally driven public safety initiatives. It delivers strategies with residents, not 'to' or 'for' them.

SafeGrowth can provide a structured programme, adaptive to local conditions, to create and sustain community action, community decision making and community cohesion at the neighbourhood level.

SafeGrowth starts as a community safety initiative, and is designed to evolve at the pace of each neighbourhood into a tool for residents to identify and resolve

any community issue. It can provide a sustainable, coherent and democratic platform for community decision making and action.

The community-led, 'bottom-up' approach to identifying and resolving community crime and safety issues by empowering residents to reclaim their communities is seen as a contributor to the Council's strategies for creating vibrant, healthy and resilient communities (Strengthening Communities Strategy, Safer Christchurch Strategy, Resilient City programme). This complements the Council's move to a Community Governance ethos.

SafeGrowth has been piloted in two residential neighbourhoods - Phillipstown and Riccarton West. Both are high deprivation areas with histories of criminal and anti-social activity.

### Neighbourhood Support

It is recognised that Neighbourhood Support have a significant role 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 the Canterbury Neighbourhood Support Manager is a long standing member of the Crime Prevention Forum, CPTED Practitioners Group and Safe Growth Programme in both Phillipstown and Riccarton West. Through the Graffiti Prevention Forum both Canterbury Neighbourhood Support and

Junior Neighbourhood Support are assisting in the reduction of graffiti across the City. Neighbourhood Support is assisting CCC City Housing in establishing Neighbourhood Support Groups in Housing Complexes. This will be a long term project given the nature and number of Complexes.

Neighbourhood Support will shortly go live with its own UHF Radio repeater that has been designed to be vehicular mobile operating on a dedicated channel allocated by radio Spectrum management, plus the hand held radios that will accompany the repeater are also able to operate on the Personal Radio System network. Neighbourhood Support also has a 2 KVA generator/ inverter designed to run laptops and associated equipment giving the capability of working in the field if required. The new vehicle operated by Neighbourhood Support has an all-wheel drive capability, can carry 4 passengers or one stretcher case if needed. It can carry the 4 passengers plus the Radio repeater and the generator at the same time.

### Christchurch Gets Ready

Since the 2011 earthquakes, Canterbury Neighbourhood Support has worked on establishing and integrating a fully searchable, interactive database of its members. The system, which is accessible online, is built on community development principles. It is based on community owned and managed information relating to resources, skills, needs and community. It allows real time updates of on-the-ground situations, alerts communities to the needs of more vulnerable members, and facilitates access to skills and resources in times of need. An Application has been developed to allow those who are Street Co-ordinators and above to send SITREPS via Smart phones as well as iPads and like tablets.

This database and the potential it provides for quick and accurate communication in times of community need, has become an integral part of Christchurch's emergency response strategy. Information can be made available to Police, Fire and Civil Defence in the event of a major emergency such as earthquakes, floods, or severe weather events.

A grant from the Red Cross during the reporting period has enabled Canterbury Neighbourhood Support to bring this database fully up to date. The database continues to grow as new members upload and update information daily.

### What will we do to help?

- Work specifically with Neighbourhood Support to identify gaps and then work collaboratively with them in an attempt to fill them. Provide targeted funding for website updates and improvements.
- Establish and implement a marketing and awareness strategy for Safer Christchurch and for Neighbourhood Support 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.



## Neighbourhood Support New Zealand



### Community Safety Panels

Community Safety Panels are a joint venture supported by Police, Council and local communities. Four such panels have been established in Christchurch – two in the Neighbourhood Police Team areas of Riccarton West and Phillipstown, and one each in New Brighton and Riccarton. The panels are a means to address issues raised by residents and businesses in local communities. They form a means to provide communication between police and residents, develop local crime prevention plans and initiatives for building community resilience and connectivity. Common issues identified by the Community Safety Panels include road safety, litter and graffiti, burglary, and the anti-social behaviour of young people.

### What will be done to improve performance?

- Work specifically with Community Safety Panels towards collaborative interventions and projects.
- Investigate opportunities to introduce SafeGrowth model into areas where established Community Safety Panels may support the implementation of this.
- Engage with Community Boards to work on specific community issues identified by Community Safety Panels.

## Community Patrols

Community Patrols are a joint venture between Police, Council and local communities. A community patrol is made up of volunteers who take responsibility within their own communities to help Police and make their community a safer place.

Community Patrols act as 'eyes and ears' for police. Patrollers note suspicious activity in their areas and inform police of any incidents. They work with a police liaison officer to support and validate their roles. All members are vetted by police and undertake CPNZ training.

There are seven community patrols currently active in the Christchurch Metro area. They work closely with police and Neighbourhood Support to provide community reassurance and reduce the incidence of crime in their communities. Over the last twelve months

their role has been extended as they are tasked by police to support operations. This is still predominantly an eyes and ears role but patrollers are now given specific times, days and locations within which to patrol.

Community Patrols now receive information relating to the registered Good One parties. This has meant that they have been able to observe and report back to police information such as: numbers of patrons, incidents of disorder and if any intoxicated persons have been observed.

Forming a partnership with the Christchurch City Council Graffiti Committee has been a win-win. The patrols report graffiti on a regular bases and the Graffiti Committee ensure that it is reported and removed in a timely fashion. This has seen a noticeable decline in graffiti across Christchurch



Operation Shop - Police briefing community Patrol Teams

## Fire Awareness and Intervention Project

Children and young people's fascination with fire is normal, but using it inappropriately is a cause of danger and severe harm. 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 Fire Awareness & Intervention Programme (FAIP) is a free consequences-based education programme designed to stop young people, aged from 5 to 17, lighting fires. It aims to do this by raising their awareness of the dangers and consequences of lighting fires. Every year FAIP receives around 500 referrals for young people.

The Fire Service provides FAIP as a specialist intervention programme for young people who set fires. The aim of the programme is to reduce the number of deaths, injuries and the millions of dollars' worth of property damage caused by juvenile fire setting. The programme doesn't try to make the young person feel guilty, but rather educates them so they know the dangers of fire, the speed it spreads, and how easily accidents happen.

According to 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).

FAIP is delivered by a firefighter trained as a FAIP practitioner and usually in a home setting. The programme is strictly confidential and voluntary (except for referrals by the Police or the court). The content and delivery of the programme varies according to the age and maturity of the young person. Practitioners use education and behaviour modification resources to challenge and correct the negative fire-lighting behaviour.

FAIP educates children in the consequences of fire and also refers people on to other agencies where serious underlying issues are identified.



## ACTION 6 –

### Support initiatives around the restoration and wellbeing of victims

#### Victim Support

Victim Support works in close collaboration with the Police and with other services including Neighbourhood Support, CDHB Social Work Services, and Coronial Services. Victim Support provides free, comprehensive and flexible 24-hour support to all people affected by crime and trauma. Frontline service is delivered by volunteers who are supported by paid staff, who provide professional guidance and oversight.

In the year ending 30 June 2015, Victim Support in Christchurch undertook to run two volunteer training and induction courses, training up to 30 new volunteers to assist in the delivery of services, with ongoing training and support to volunteers in the field. This contributes strongly to their ability to continue the work of supporting victims in the community.

#### Restorative Justice Services Otautahi -

Restorative Justice Services Otautahi (RJSO) provides restorative justice services to the Christchurch community. They work in close collaboration with the Department of Corrections, the Police, Victim Support and social work agencies.

RJSO has experienced an increase in demand for services and since the earthquakes of 2011 has increased the variety of services offered in order to meet community needs. The displacement of Court services in the post-earthquake city has led to many hours of extra work and required increased flexibility from staff and services.

RJSO's aim over the year has been to engage with a minimum of 100 members of the Christchurch community in the course of restorative justice processes, and to continue to build relationships with the courts. They are exploring other partnerships, such as expanding shared initiatives within the sector, working with Youth Justice and Probation Services.



## ACTION 7 –

### Support reintegration back into the community

#### Prisoners Aid and Rehabilitation Society –

The Prisoners Aid and Rehabilitation Society (PARS) Christchurch aims to reduce reoffending through community support. They offer family services to enable prisoners to maintain contact with their family units, and assist with reintegration upon release.

PARS has an office in Christchurch Community House and operates with experienced staff and the assistance of dedicated volunteers.

PARS provide a number of rehabilitative and reintegrative services. For the year ending 30 June 2015, PARS identified three areas of high demand as volunteer delivery targets. PARS have been able to provide 240 volunteer hours towards facilitating child visits to incarcerated parents; providing support to families and friends of prisoners during weekend visit times; and providing friendship, encouragement and support to prisoners.

An area of growing demand for PARS has been the increase in deportees arriving in Christchurch with no personal, financial or rehabilitative supports. PARS is currently working extensively with other agencies to assist in these cases.

#### Reintegration

Reintegration refers to services that support people to leave prison to live a crime-free life in the community. PARS provide a friendly, relaxed, supportive environment often one to one support and this enables released prisoners, their families, and those who have been involved in the Justice System to make positive choices and become more settled in their community.

For most clients this involves having suitable safe accommodation, something to do such as training or employment, and having access to other community services such as health professionals, social services and government agencies.

#### Family Service

Another service PARS provides is the Family Service, providing volunteers to take children to visit their parents in prison, a baby run for children under 4yrs to visit their mothers in prison, transport for families out of town coming to parole hearings etc. Pen pals has become an important service as with longer prison sentences many clients lose touch with friends and families and so loose contact with the outside world.

**CASE STUDY:** *New Zealand citizen deported from Australia following jail term*

*PARS received a call one morning from “Ted”, who said “Hello I have just arrived from Australia and just been given your business card please would you help me as I am desperate. I have no accommodation after this weekend, the money Immigration gave me has run out and I do not know a single soul in Christchurch or where I go to access services”. The answer was “Where are you? I shall come and get you....” thus starts the journey to become a contributing member of Christchurch society.*

*“Ted” needed an IRD number and a bank account. He held a NZ passport valid for only two months that enabled him to get a benefit. PARS has a good relationship with WINZ who delegate a special worker who will put deportees on their books and start ringing prospective employers as most of the deportees actually do bring good working skills with them. I took “Ted” to get a metro bus card thus enabling him to be able to get to work and find his way around Christchurch. I worked with accommodation agencies to get him a place to live and then a library card so he could access computers etc. This all helped “Ted” to feel part of the city and not so lost or alienated. We did their best to make him feel welcome.*

**Department of Corrections Rolleston Prison construction Yard**

The Department of Corrections is working to reduce re-offending by 25% by 2017. Providing education, training and employment opportunities to offenders are key components in achieving this goal.

The Christchurch Rebuild programme provides an opportunity for the Department of Corrections to provide the labour of offenders who are either in custody or are being managed in the Christchurch community and to directly contribute to the refurbishment of Canterbury housing.

**Background**

The Department of Corrections has been supporting the Canterbury community as part of the initial restoration and recovery, and now the rebuild of the region and its infrastructure.

Offenders on community work have already contributed over 192,184 hours to earthquake recovery, including the removal of liquefaction immediately after the earthquakes. Offenders continue to contribute through a range of projects, including working with CERA to clear blocks of land in the residential red zone and by providing work parties in the community to remove graffiti from abandoned buildings.



The Christchurch Rebuild and, in particular, the Construction Yard project, provides a further opportunity for the Department of Corrections to deploy the labour of offenders who are either in custody or being managed in the Christchurch community. This involvement will enable offenders to contribute to their community, develop new skills, and increase their opportunities for employment after release. Research shows that prisoners who find sustainable work after being released are less likely to re-offend.

Offenders in Christchurch prisons are also contributing through a range of initiatives including growing plants in prison nurseries to assist with city landscaping and providing vegetables for the City Mission.



### The Rolleston Construction Yard

By working in the construction yard, offenders will be able to both contribute to their community; and gain the skills, qualifications and work habits that will lead to sustainable employment. Two separate yards are being developed on the Rolleston Prison site. One yard will be for prisoners located at Rolleston Prison and will have space for 30 houses at any one time. The other yard will be used by offenders on community based sentences from across Canterbury and will have space for 20 houses.

This is the first time that such a large scale community work operation has been located on prison property.

These refurbishment projects will provide employment and training to 60 prisoners and 30 offenders each day. The offenders will receive the same quality training and on-site work experience as would be given to trainees outside the prison environment.

They will be trained in a range of trade skills including painting, plastering, carpentry, and timber joinery.

This is real work and it will provide offenders with real skills and trade qualifications in readiness for sustainable employment.

International research shows that sustainable post-release employment acts as a protective factor against re-offending. Employment provides ex-prisoners with purpose, pro-social role models and environments and an ability to care for themselves and their families financially.

*This directly contributes to the Department of Corrections goal of reducing re-offending by 25% by 2017.*

## Case Study – Graffiti Programme

In 2008, in response to community concerns, collaboration by several agencies resulted in the identification of key strategies for the reduction of graffiti vandalism in Christchurch which resulted in the establishment of the Christchurch City Council Graffiti Office.

Post-earthquake, the needs of the community have changed, resulting in internal changes to best meet the needs of the community. The Graffiti Office has been renamed the Graffiti Programme, which is part of the Council's Community Governance and Support Unit.



*off the wall*  
GRAFFITI PROGRAMME

### Our Vision

The Christchurch City Council Graffiti Programme takes a lead role in supporting a collaborative, structured city-wide approach to the eradication, engagement, education, and enforcement in relation to graffiti vandalism.

### Our Goal

Our goal is to significantly reduce and prevent graffiti vandalism in the Christchurch area to reduce the impact that graffiti vandalism has on residents and visitors to Christchurch City.

### Graffiti Forum

During the reporting period the Graffiti Programme hold a forum that meets six times a year. The forum has been established to address issues raised by residents and organisations that have a vested interest in graffiti vandalism. It is a joint venture that is supported by Police, not-for-profit organisations, and local community groups and provides a vehicle for communication and development of local initiatives to reduce graffiti vandalism.

### Background

Graffiti vandalism is an issue of community concern in Christchurch City.

Concerns about graffiti vandalism include:

- Graffiti vandalism having a negative impact on the way the city looks
- Costs associated with graffiti removal for the Christchurch City
- Council and ratepayers of Christchurch City,
- Graffiti vandalism adding to a perception of disorder and crime.

### Key Actions

The Graffiti Programme aims to meet there goal by completing key actions. The key actions that will be used are eradication, engagement, education and enforcement.

### Eradication

Involves the clean-up of graffiti within a specified timeframe. This is undertaken through the Christchurch City Council's removal contractor, Intergroup.

### Engagement

The Graffiti Programme is looking for a community based approach. This is achieved via the volunteer-based graffiti vandalism removal programme- "Off the Wall" Currently there are over 1,000 volunteers.

The utilization of these volunteers doing area clean-ups, adopting their road or taking ownership of their own graffiti provides significant savings to the Christchurch City Council.

It also increases community engagement by empowering residents with the opportunity to take ownership and responsibility with local graffiti issues. With the use of a database system which is linked to the Christchurch City Council's "Request for Service" we are able to concentrate in "Hot Spot" areas as a priority.

### Education

Education is a key element in the prevention of graffiti vandalism. The Graffiti Programme provides a variety of resources aimed at educating the public across all age groups.

### Enforcement

Enforcement involves a combination of interventions in collaboration with Police, graffiti vandalism legislation and the use of a graffiti vandalism database

## Key Actions –

### Get involved – Get off the wall

This programme involves members of the public who share the same community passion in having graffiti removed from their city and by doing so support the objective of the Graffiti Programme: To significantly reduce and prevent graffiti vandalism in the Christchurch area to reduce the impact that graffiti vandalism has on residents and visitors to Christchurch City Council.

*It was developed to support individuals and communities to participate in graffiti vandalism removal through:*

- Registration of volunteers
- Coordination of community-based clean-up activities and processes
- Provision of advice and support on best ways to remove tagging
- Provision of ongoing resources and equipment for clean-up activities

#### What do volunteers actually do?

Volunteers become a tag-spotter (spot and report graffiti), a tag-remover volunteer (paint out graffiti) or both.

Volunteers are registered with Christchurch City Council and are provided with best practice guidelines. They also provide resources such as brushes, high visibility vests and the necessary paint as required.

“Off the Wall” volunteers make an outstanding effort to reduce the impact that graffiti has on our community and we are incredibly grateful for their enthusiasm and commitment. Education

#### What have we done through-out the year?

##### Signage

In the reporting period signage was applied to the Graffiti Programme’s car and also had signage to the six cars of the Community Patrol. The Community Patrol now record and report graffiti vandalism on a weekly basis during the routine patrolling of their areas.

##### Chorus Utility Boxes

Chorus, a telecommunications provider, have been one of the Graffiti Programme’s key supporters and have again paid for murals to be painted by local artists on 10 their more utility boxes.

Most of the frequently graffitied utility boxes are dotted around the eastern suburbs. By having artist paint murals on the utility boxes it helps deter ongoing graffiti vandalism.





### **BNZ closed for good**

In September 2014 the Graffiti Programme had the pleasure to meet 87 volunteers from BNZ closed for good day. The group painted over 1800 tags (graffiti vandalism) This equates to an approximate savings of \$10,000.00 for ratepayers.

### **Helping Hands**

Helping Hands are part of the Church of the Latter Day Saints. This group (from seven to two hundred volunteers) have completed numerous clean-up days for the Graffiti Programme. Additionally they were involved in a large rubbish collection in February 2015

### **White Wings Trust**

Les, the Accommodation Support Coordinator/Manager at the White Wings Charitable trust located in Essex Street commented "the building we occupy was originally the nurse's quarters when Essex Street maternity hospital was here. The hospital has gone but the nurse's quarters has stood up to all Christchurch has thrown at her. Up to 27 men with a mental illness are taking part in doing graffiti removal.

## Working with Schools

### Linwood Avenue School

The Graffiti Programme are introducing a Graffiti Education Tool-kit (GET) programme. This pilot project was introduced to Linwood Avenue Primary School, based on feed-back from a survey undertaken by the police. The Graffiti Programme delivered a presentation to several classes which were followed by a by our graffiti removal contractors. This highlighted the before and after effects of graffiti vandalism. This programme was supported by police and local community board (as pictured below)



### Kaiapoi Borough School

The Graffiti Programme did a project with Kaiapoi Borough School and worked with two students who had been responsible for a spate of tagging, by using educating the students and showing them how art work can be both expressive and rewarding when done correctly.



## Neighbourhood Policing Team

**Two great initiatives run by the CCC Graffiti Team and the Phillipstown Neighbourhood Policing Team have been:**

Inviting the residents of Phillipstown to 'adopt a street'

Inviting groups with either mental or physical disabilities to also be involved with the volunteer programme "Off the Wall".

Residents with disabilities of any kind want to be accepted and included as part of the community. The volunteer programme has helped them to achieve this. These special residents have assisted greatly in reducing the tagging in the area and are always a true pleasure to work alongside.



## Community Patrol

A decision by the Community Patrols several months ago to actively report graffiti has resulted in a strong partnership between Community Patrols and the Graffiti Programme. The Patrols are reporting that the programme has been positive and rewarding for them as patrollers and the community they live in.

Community Patrols are the "Eyes and Ears" of the community. This project sits well with our aims and goals.



## Introducing an App'

Smartphone app, Snap Send Solve, allows people to take photos of council- related issues and report them quickly and easily. All types of issues can be reported, including graffiti, blocked drains, fallen trees, broken playground equipment, and more.

The app allows photos, including GPS locations, to be submitted by email to the Council in 30 seconds.

The Council can add, remove, and edit relevant issue types quickly. Snap Send Solve is free and can be downloaded from the Apple app store, or Android's Google Play. You will need to visit [https://www.youtube.com/watch?v=v4G\\_11pWoYg](https://www.youtube.com/watch?v=v4G_11pWoYg) to see how Snap Send Solve works.

### Graffiti Scan: Total Graffiti<sup>1</sup> by Survey Area and Year

Survey Area	2011	2012	2013	2014	2015	Change 2014-15	Percentage Change 2014-15
Addington	574	502	832	678	100	-578	-85
Aranui <sup>2</sup>	1,743	1,435	2,162	753	147	-606	-80
Avon Loop	1,539	994	1,165	691	562	-129	-19
Beckenham	251	251	283	183	16	-167	-91
Fendalton	85	48	34	25	50	25	100
Ferrymead	235	142	317	174	49	-125	-72
Halswell <sup>2</sup>	14	105	56	20	20	0	0
Hillmorton	388	590	429	185	233	48	26
Linwood	1,080	724	684	411	263	-148	-36
Linwood East	738	468	416	249	68	-181	-73
Lyttelton	45	152	313	127	64	-63	-50
Merivale	123	99	62	107	62	-45	-42
New Brighton <sup>2</sup>				374	148	-226	-60
Parklands <sup>2</sup>	104	241	156	215	53	-162	-75
Phillipstown	1,712	1,219	1,731	773	299	-474	-61
Redwood	323	472	580	289	127	-162	-56
Riccarton West	271	222	120	58	11	-47	-81
Russley	109	83	27	14	17	3	21
St Albans East	446	339	448	428	391	-37	-9
Waltham	1,079	848	1,233	358	209	-149	-42
Woolston West	742	610	544	275	152	-123	-45
<b>Total<sup>3</sup></b>	<b>11,601</b>	<b>9,544</b>	<b>11,592</b>	<b>6,387</b>	<b>3,041</b>	<b>-3,346</b>	<b>-52</b>

**Notes:**

1. Total graffiti = tags + saturated sites x 10
2. Data for 2015 is not comparable due to changes in the quantity of surveyed streets.
3. Spreydon was surveyed for the first time in 2015 and is not included in this table.

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## Annual Graffiti Scan

Each February (23rd- 27th February) the Graffiti Programme complete the Annual Graffiti Scan. This week long scan is a snap shot of graffiti in selected suburbs for a week and involves a physical count of all graffiti observed. The same suburbs are used each year so we can compare the results. To complete the scan, volunteers count all graffiti that can be seen from the street. This year Canterbury Community Patrols completed the scan for us. This involved five patrols from throughout the city. This year the results have shown (Graph on opposite page) that there was a 52% reduction in tagging between 2014 and 2015. This is a great result and builds upon the success of last year's scan which had a 48% reduction in graffiti.

### **The Graffiti Programme Team believes that there are a number of contributing factors for this success:**

- The ongoing and increasing reporting and removal of graffiti via volunteers (both individuals and large community groups and organizations.)
- Increased graffiti education throughout Christchurch via the new Graffiti Educational Toolkit programme and multiple presentations to community groups and organizations, which encourage the quick removal and reporting of graffiti.
- A more pro-active focus from CCC contractors.
- Community Patrols (who are now formally registered with the Off the Wall programme) report graffiti whilst completing their weekly patrols. Making offenders accountable by attending Family Group Conferences and Community Justice Panels. This is supported by the provision of paint, other resources and areas to work in, to the agencies working with offenders.
- Community Patrols assist in the Graffiti Scan this year provides an excellent example of essential collaboration between Council staff and external agencies. A debriefing was held to provide the results to the Community Patrols and was also used to seek their feedback. Most importantly it was held to acknowledge the wonderful support the group offers to the Graffiti Programme on an ongoing basis

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## GOAL FOUR:

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Support safety and injury prevention through collaboration and Ensure that there are collaborative relationships built between central government, local government, iwi, non-government organisations and community sector

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### Introduction

A safe and equitable city is an aspiration many share for the city and now more so than ever.

Christchurch has a long history of collaboration and partnership and this way of working paid off particularly well post-earthquake. Our strong existing networks and high trust relationships generated among sectors and agencies enable action and innovation to occur. Where innovation thrives, new partners can enter and flourish as well. As a result of Canterbury's earthquakes relationships have grown and our interdependence is our strength.

Community Governance is an emerging mechanism for local government whereby citizens are central in the decision making that affects them. As a result of the Councils move to more ward based local neighbourhood action and community led decision making. Co-safety managers overseeing the Safer Christchurch programme on behalf of the partner agencies have an overview of the local and metropolitan Safer Christchurch imperatives.

In order for us to have a cohesive, safe and equitable city, the needs of those least advantaged or minority in numbers need to be considered. The Safer Christchurch Interagency group have representatives from communities of interest or identity,

alongside sector expertise which enhances the diversity of collaborators. There is a significant amount of sector cross over for Safer Christchurch and collaboration achieves shared and mutually beneficial objectives. We are able to achieve so much more collectively than working in isolation.

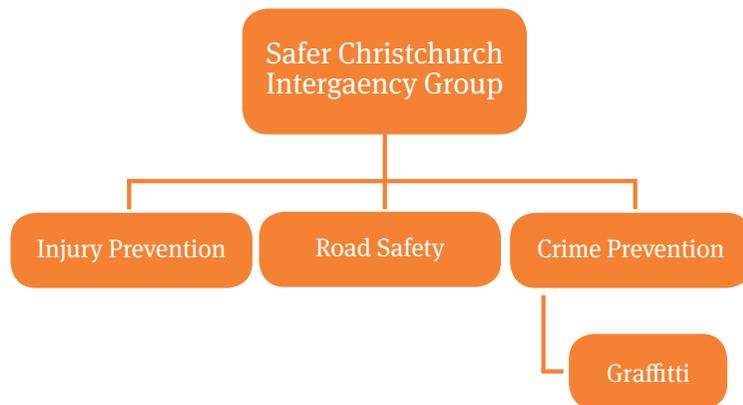
*The immediate and long term benefits of collaboration include:*

- Creating a strong evidence base
- Collective benchmarking and reporting.
- Being more intentional and strategic in our approaches
- Increased influence
- Creating and achieving efficiencies through the rationalisation of resources
- Avoiding duplication
- Gaining new resources and partnerships
- Harnessing the diversity of ideas and solution



### Goal Four Actions

1. Safer Christchurch Interagency Group will meet on a regular basis as the governance group for the Safer Christchurch Strategy for each goal area of crime, injury and road.
2. Injury prevention and safety promotion networks are built and maintained locally, nationally and internationally.
3. Maintain international safe community accreditation.
4. Coordinate funding to implement the Safer Christchurch Strategy.
5. Ensure all project initiated through Safer Chirs5tchuhch are evaluated.
6. Develop a media strategy to enhance public awareness around perception of crime and safety and Injury prevention activity.



### Overview

There are an array of partners and collaborators that comprise the Safer Christchurch Interagency Group and associated work streams. The Safer Christchurch Interagency Group offers governance and guidance to the four work streams, with Graffiti being a subset of the Crime Prevention work stream, as depicted below. This collaborative approach through the coordinating committee ensures extensive relationships between all levels of the sector and government are established and maintained. The Interagency Group is made up of the following partners:

As there are so many contributing agencies and partners, this coordinating approach assists in maintain effective coordination of the extensive work and projects that are happening across the sector.

ACC	Healthy Christchurch	Ministry of Pacific Island Affairs
CDHB	Housing NZ	Ministry of Social Development
CC	Ministry of Education	Family & Community Services
Police	Ministry of Health	NZ Transport Agency
DIA	Ministry of Justice	Te Runanga o ngai Tahu
CYF's	NZ Fire Service	Department of Corrections
WINZ	Youth Sector Reps	Older Adults Reps

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## ACTION 1

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**Safer Christchurch Interagency Group will meet on a regular basis as the governance group for the Safer Christchurch Strategy for each goal area of crime, injury and road**

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Attendance at the Safer Christchurch Interagency Group has ebbed and flowed over the reporting period, however this has not detracted from the magnitude and efficacy of the partner agencies work across the city. A current priority is strengthening the core governance group as we continue to traverse the changing landscape of Christchurch alongside emerging and existing governance structures in the city.

*Over the reporting period they had a number of guest speakers to enhance collaboration and communication opportunities, including:*

- Right Service Right Time (START)
- Safe Communities Foundation NZ
- Christchurch Youth Workers Collective
- Travel Choice CCC

The Safer Christchurch Interagency Group continues to meet every 6 weeks.

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## ACTION 2

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

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Working with the Safer Christchurch Strategy to make Christchurch the safest city in New Zealand, the team work collaboratively, and take the lead, across the city on varying projects and initiatives, as outlined in each of the chapters of this report.

The networks need to continually maintain partnerships, but going forward need to consider and be on the look-out for new partners in the ever-changing environment of Christchurch.

The Injury Prevention Network continues to expand with new relationships being established, including New Zealand Plunket, CPIT, St. Asphah Street licensees (as the Alcohol Accord), Banardos and Aviva.

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## ACTION 3

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### Maintain international safe community accreditation

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The Pan Pacific 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 Interagency team works. The Interagency team continues to make reaccreditation a priority. The continued work towards reaccreditation 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.

Re-designation is required in order to remain an International Safe Community. For Christchurch this means going through the reaccreditation process.

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 from 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.

The Interagency Group and the city expect to gain reaccreditation in 2016.

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## ACTION 4

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### Coordinate funding to implement the Safer Christchurch Strategy

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To guarantee the long term sustainability of the Safer Christchurch Strategy and to endorse projects that come within the programmes goals it would be most beneficial to coordinate funding across the sector. From a CCC perspective, the demand on grants has increased, and so has the total amount granted accordingly.

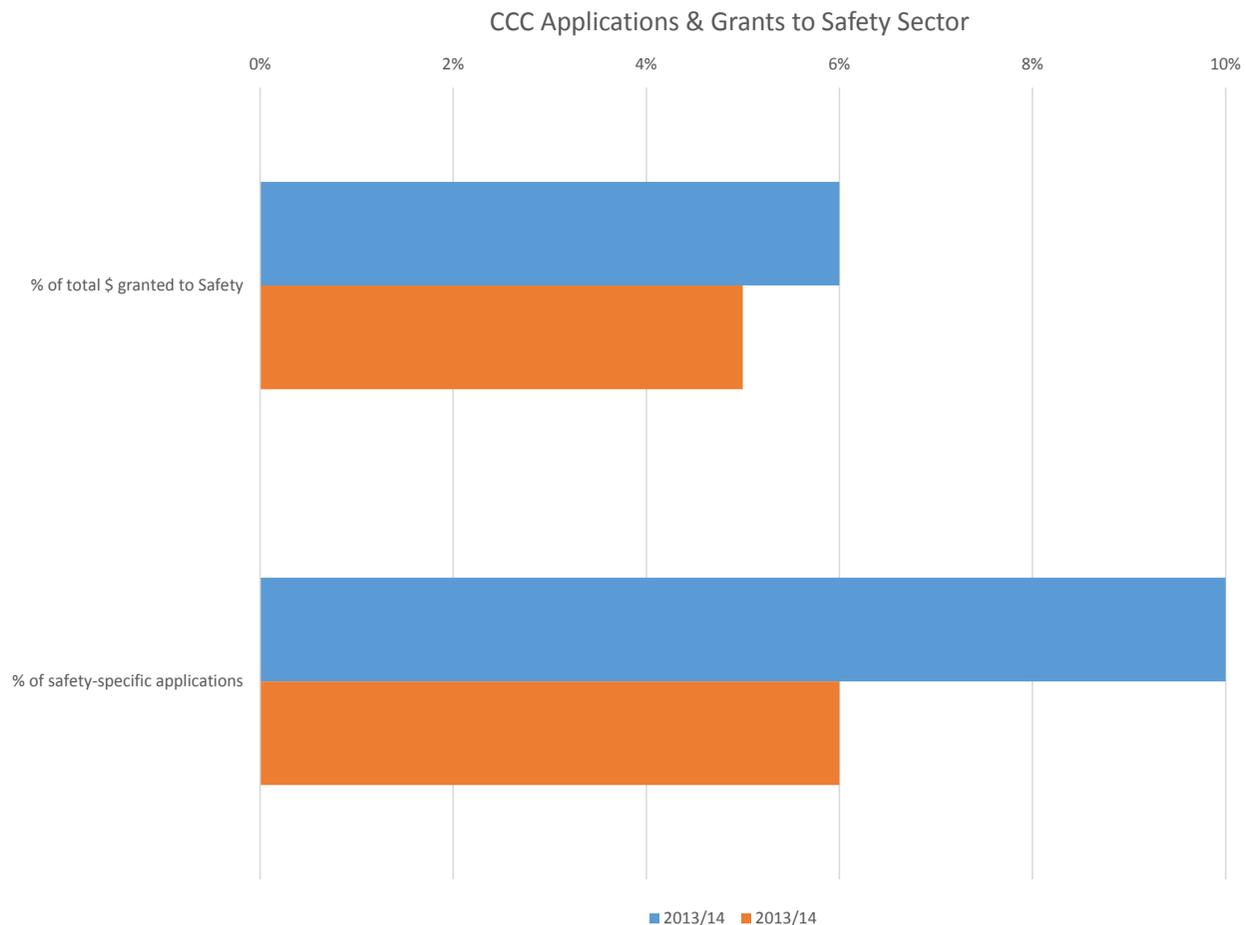
Going forward, it could be useful to develop a strategic funding action plan to ensure that funding of safety is efficient in supporting and enhancing the goals of the Safer Christchurch Strategy. Alternatively, partner agencies could consolidate resources and administer one unified funding platform which would not only but would also offer assurance that funding was strategic across the sector. This would also offer the interagency group the ability to source external funding to enhance the capabilities of the group to deliver on large scale projects.

## ACTION 4

### Coordinate funding to implement the Safer Christchurch Strategy

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Going forward, it could be useful to develop a strategic funding action plan to ensure that funding of safety is efficient in supporting and enhancing the goals of the Safer Christchurch Strategy. Alternatively, partner agencies could consolidate resources and administer one unified funding platform which would not only but would also offer assurance that funding was strategic across the sector. This would also offer the interagency group the ability to source external funding to enhance the capabilities of the group to deliver on large scale projects.



## ACTION 5

Ensure all project initiated through Safer Christchurch are evaluated

In the reporting period, there were a number of Safer Christchurch initiatives that were implemented or completed. These have been highlighted in the individual work streams throughout this document.

*A few of the highlighted successes include:*

Going forward, it will be useful, to develop one singular evaluative tool so that initiatives across the work-streams can be easily compared and measured for their success and reach.



## ACTION 6

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

In the reporting period, despite their being many successes across the sector, there is still an inconsistent approach to media and communications. A singular media strategy will be developed to enhance public awareness. In particular, statistics show that there continues to be a reported disproportionate fear of crime in Christchurch, as supported by the results of the resident's survey. A successful media strategy will help promote an accurate representation of crime, as opposed to the inflated perception of crime presented in present media.

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## Conclusion & Looking Ahead

The report shows that there continues to be a comprehensive amount of work successfully targeting the aims, objectives and actions of the strategy. However there are still some challenges and areas that need to be worked on going forward.

The post-earthquake environment of Christchurch presents different and emerging challenges to the Safer Christchurch Group. As a consequence, it is essential that at this time the strategy is reviewed and updated to reflect the changing safety issues prevalent in Christchurch as well as to incorporate the immense power of community connectedness.

*With this in mind, looking ahead, the following recommendations are made:*

1. That the Strategy is reviewed to reflect the changing environment of Christchurch.
2. A media strategy is made a priority for the coming year.
3. The Safer Christchurch Interagency Group consider how the governance structure can share responsibility for delivery of the strategy so that the Christchurch City Council is not the lead agency but a partner.
4. The Safer Christchurch Interagency Group considers a funding coordination action plan to offer strategic direction.
5. That the Safer Christchurch Interagency Group looks at new ways of including local community involvement and action as an enabler of the Safer Christchurch Strategy.





