



Safe Community Plan

Palmerston North

SMALL CITY BENEFITS, BIG CITY AMBITION

2018/21

Te Kaunihera o Papaioea
Palmerston North City Council





To fulfil the vision of small city benefits, big city ambition the Council has adopted five goals.

The Connected Community Strategy was developed to achieve **Goal 3: A connected and safe community**, and this plan shows how the Council will contribute to achieving this goal.

Safety is a fundamental human right – the wellbeing of all people is dependent on being free from harm and from the threat of harm. Safety can be threatened by deliberate injury, unintentional injury, and by ongoing emotional harm, and some people in the community are most at risk of this harm. Perceptions of community safety impact on the way people feel and interact in their community.

Palmerston North is an accredited Safe Community, and has processes in place to enable communities, businesses, local government, government agencies and others to work together in a coordinated and collaborative way. The Council is committed to increasing and promoting

safety in a range of areas, including the design of public places, city streets, readiness for natural disaster, alcohol-related harm, and family/whānau well-being. The Council will work with the Safety Advisory Board and a wide range of partners to promote safe communities, and to decrease the risk of harm in the community. The Council will work hard to maintain its Safe City accreditation by working in partnership with others to continue making Palmerston North a safe place to live





The purpose of the Safe Community Plan is to become a city where people feel safe and are safe (Priority 4, Connected Community Strategy).

The Council is committed to increasing and promoting safety by:

- Coordinating and facilitating the work of the Safety Advisory Board;
- Building resilience and disaster preparedness for civil defence and emergency situations.
 - Meeting regulatory responsibilities; and
 - Maintaining Palmerston North's Safe City accreditation.



Where we are now

- In 2014 Palmerston became an accredited Safe City under the Safe Communities Foundation New Zealand.
- The Safety Advisory Board (SAB) has reviewed its governance and operating structure to ensure it remains responsive to community needs. Four work streams (which report to SAB) have been introduced which are:
 1. Emergency readiness (Council is the lead agency);
 2. Alcohol and drug harm reduction (MidCentral District Health Board is the lead agency);
 3. Crime prevention (Police is the lead agency);
 4. Injury prevention (ACC is the lead agency).
- Council supports Rangitāne o Manawatū representation on the SAB.
- Council currently engages a number of community groups under a contract to deliver on safety outcomes for the City.
- Council is a member of the Civil Defence Emergency Management (CDEM) Group, which is based on regional boundaries and combines local councils, emergency services, health boards and other organisations (i.e. Defence, Ministry of Social Development) and coordinates a regional approach to emergency management.
- Council is responsible for maintaining a group of technical rescue volunteers. These volunteers are trained on an on-going basis and are currently oversubscribed.
- Volunteers for civil defence and emergency situations are recruited from Council staff, to ensure consistent and ongoing training is provided.
- Raising community awareness of what to do before, during, and after an emergency or disaster event has mostly been reactive, and there are no community emergency response plans in place.
- The Emergency Operations Centre (EOC) is currently located in the basement of the Civil Administration Building, however this building does not meet legal specifications for an EOC.
- Council provides a 24/7 on call service for civil defence and emergency response.
- Council delivers a regulatory response to safety concerns regarding:
 - Sale and supply of alcohol;
 - Stray and aggressive dogs;
 - Keeping animals;
 - Building standards;
 - Food and other commercial premises;
 - Gambling; and
 - Excessive noise.
- Council provides a service to respond to complaints about wandering or stray animals, dog attacks, aggressive dogs, and secured dogs. Council's pound does not meet the Ministry of Primary Industries code of welfare temporary housing of companion animals.
- The increasing stray cat population is increasing to an unmanageable level which is causing a nuisance in Palmerston North communities.
- The Food Act 2014 came into force on 1 March 2016, introducing new requirements and processes.
- Crime prevention through environment design (CPTED) principles are being applied on an ad hoc basis, as there is no mandatory requirement in Council design process to make this assessment.
- Council maintains the road network to provide easy and comfortable movement for pedestrians, cyclists, and motorists with a high level of safety and low level of delays.



- Some citizens report feeling unsafe in the CBD due to persistent begging behavior.
- Council responds to Graffiti offences.

Where we want to be

- Palmerston North City is re-accredited as a Safe Community.
- The SAB is recognised as the expert body pertaining to safety issues, including crime, injury, and emotional harm in Palmerston North.
- The SAB operates under the Safe Communities model, which is internationally recognised as an effective mechanism to deliver data-driven and evidenced based interventions to prevent violence and injuries at a community levels.
- Council provides support to community organisations in injury and crime prevention initiatives.
- All individuals, households and communities feel they are prepared and know what to do before, during, and after a civil defence and emergency situation.
- Technical rescue volunteers are prepared for any situation.
- Civil defence and emergency volunteers are adequately trained and know what to do before, during, and after a civil defence and emergency event.
- The Emergency Operations Centre is located in a purpose built facility that meets legal specifications.
- Animal owners and residents are aware of safety, and protection requirements and etiquette around animals.
- Council's pound meets the requirements of the Ministry of Primary Industries (MPI) code of welfare temporary housing of companion animals.
- The cat population remains at a manageable level that does not cause a nuisance.
- Food premises comply with the changes to the requirements and process of the Food Act 2014.
- CPTED principles are applied to the design of all public spaces.
- People engaging in persistent begging behaviour decreases.
- The prevalence of graffiti declines.



How we're going to get there

Day to day / ongoing actions to achieve the purpose

- Lead the process for Safe Community re-accreditation.
- Engage relevant organisations in Safe Community re-accreditation process.
- Coordinate and facilitate the SAB.
- Implement the community funding policy as it relates to achieving safety outcomes.
- Provide civil defence and emergency management services
- Provide ongoing training for technical rescue volunteers.
- Provide ongoing training for civil defence and emergency volunteers.
- Achieve compliance with relevant legislation, bylaws, and policies through provision of information, education and enforcement (animal control, building compliance, bylaws, health compliance, liquor licensing, noise control, planning compliance).
- Work alongside food premises to educate them on processes and requirements under the Food Act 2014.
- Respond to Graffiti offences by removing graffiti that is on; Council property, within the CBD, on arterial routes (Rangitikei, Main Street, Pioneer and Fitzherbert), or is exceptionally offensive.

New ongoing actions to achieve the purpose

- Pilot a tested community emergency response plan for Civil Defence and Emergency Management in Ashhurst.
- Develop and implement an education plan that will engage residents and organisations on civil defence preparedness and resilience, with a particular emphasis on vulnerable communities including the refugee community.
- Implement the new processes imposed by MPI Code of Welfare Temporary Housing of Companion Animals.

Specific programmes to achieve the purpose (with timeframe)

- Plan and implement upgrade of the City Pound to comply with requirements of MPI Code of Welfare Temporary Housing of Companion Animals, including necessary security improvements (by end of 2018/2019).
- Establish and implement a process to include CPTED principles as a mandatory requirement in the design phase of all Council projects (by end of 2018/2019).
- Work with Horizons and government agencies to develop a plan to relocate the emergency operations centre into a more appropriate location and purpose built facility (by end of 2018/2019).
- Work with SAB work streams to identify where there are gaps in support to community organisations that focus on safety initiatives (by Dec 2018).
- Investigate the viability of moving from paper based regulatory services to more digital mediums (by Dec 2018).
- Develop and implement a bylaw that addresses persistent begging behaviour (by end of 2018/2019).



Actions contributing to council's strategic themes

a) Smart city practices

- Employ digital mediums to ensure regulatory services are streamlined.
- Invest in surveillance infrastructure for public spaces.

b) Sustainable practices

- Champion the SAB to enable communities, businesses, local government, government agencies, and others with an interest in community safety issues to work together in a coordinated and collaborative way.
- Encourage communities to lead their own emergency response plans, and build preparedness and resilience at community level.
- Exercise an educative and informative approach to enable compliance with regulatory requirements.

c) Iwi partnerships

- The Council continues to support Rangitane representation on the SAB as a key partner in community safety.
- Consider the use of te reo Māori in safety initiatives, in particular those with a public profile such as campaigns and including signage.

d) Strategic partnerships

- Work with SAB and work streams to identify and involve any other relevant agencies.
- Improve networking and collaboration with other accredited communities within the Pan Pacific Safe Communities Network.
- Maintain relationships with all community organisations who are working to improve safety outcomes in Palmerston North.
- Engage community leaders including schools to influence community preparedness and resilience for civil defence and emergency situations.
- Participate in formal and informal forums to ensure a collaborative approach to Civil defence and emergency matters, including:
 - Emergency management committee
 - Local welfare committee
 - Regional welfare committee
 - Regional emergency managers meeting
 - Neighbourhood support committee.
- Participate in formal and informal forums to ensure a collaborative approach to regulatory issues, including:
 - CBD charter group (Licensees' lead this group with agencies invited)
 - Regulatory group (Council leads this group)
 - Regional food act cluster group meeting (Ministry of Primary Industries lead this)
 - Alcohol liaison meeting (Council leads this group).
 - Designated officers meeting (MidCentral DHB lead this)
 - HazSubs co-ordination committee (Led by the Fire Service)



Measures of success



- Increase in the number of engagements with residents and organisations in civil defence preparedness and resilience programmes
- Increase in the number of multiple agency collaborations in achieving safety outcomes
- Increase in civil defence trained volunteers

Related policies



- Alcohol Control Bylaw
- Animal and Bees Bylaw
- Dog Control Bylaw
- Urban Fire Control Bylaw
- Speed Limits Bylaw
- Signs and Use of Public Places Bylaw
- Local Alcohol Policy (under development)
- Class 4 Gambling Venue Policy
- New Zealand Racing Board Venue Policy
- Palmerston North Local Approved Products Policy
- Dog Control Policy
- Local Approved Products Policy
- Dangerous and Insanitary Building Policy
- Contaminated Site Management Strategy
- Building Act 2004

Long-term Plan levels of service



Council coordinates and facilitates the work of the Safety Advisory Board to prevent crime and injury.
 Council works with the Manawatū Whanganui Civil Defence Emergency Management Group to build resilience and disaster preparedness for civil defence and emergency situations.
 Council enforces bylaws and legislation to ensure dog owners and residents are aware of safety, protection and etiquette around dogs, and to ensure that food premises comply with the Food Act.

Long-term Plan KPIs

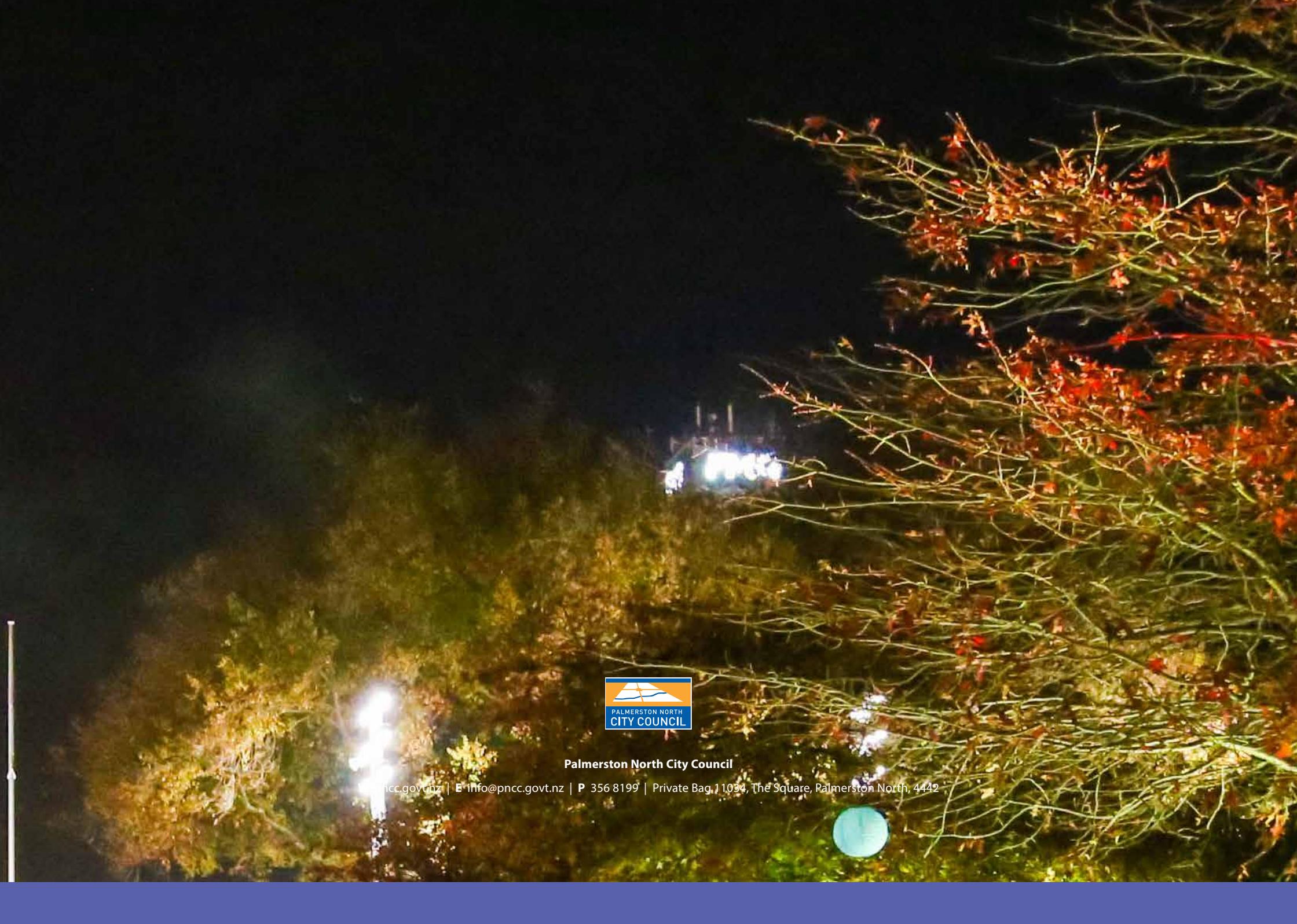


The range of SAB initiatives and the outcomes they achieve.
 Palmerston North retains its accreditation as a SafeCity.
 Council works with local communities to get people prepared for emergencies.
 Three dog education campaigns and / or community events attended.
 Council is an accredited Food Act verifier.
 99% of verifications are conducted within statutory timeframes.

Actions considered but not included in this plan

- Develop and implement an animal education programme to target animal owners and residents on safety, protection and etiquette around animals.
- Develop, implement and promote a cat microchipping and desexing programme (bylaw).





Palmerston North City Council

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