

**City Centre Residents' Group**  
**Minutes 4 November 2019**  
**Betty Wark Room, Helen Melville Centre, Auckland commencing 6.00 p.m.**

**Present:** Present: Sri Maxwell, Adam Parkinson, Rox Harvey, Helen Bernstone, Graeme Gunthorp, Mik Smellie, Danielle LeGallas, Richard Northey, Paul McLucke, Anthony Phillips, Judy Grieve, Noelene Buckland, David Roos, Tim Coffey, Bruce Ross, Ardeth Lobet, Michael McKeown and Kerin Leoni as the new Deputy Chair of the Waitemata Local Board.

**Apologies:** Bryce Chris, Emily Reeve

**Financial Report:**

David Roos presented the Financial Report noting expenditure on the Victoria Quarter project -

- Focus is awareness of space
- 4.5 million funding allocated programme from ACCAB and Auckland Design Office
- Lots of things going on

**Resolved**

That the financial report to 4 November 2019 be received.  
David Roos/Paul McLucke

**Minutes from Previous Meeting:**

**Resolved**

That the minutes of the 10 October meeting be approved as read.  
Sri Maxwell/Michael McKeown.

**Guest Presentation:**

Judy Grieve, Project Manager of Central City Safety, Auckland Council presented to the meeting and outlined the following key points.

Role:

- Works 20 hours per week, Monday to Thursday in the Mornings
- On an 18 month contract, having been their 3 months already
- Scope – Central City Master plan 6am to 7pm. West/East and Harbour side Area
- Focus – Anti social behaviour hotspots such as outside the Central Library
- Definition is from Nuisance bylaws around anti-social behaviour, critically not the same or in any way an inference to rough sleeping or homelessness
- Rapid Response Solutions
- No direct reports

- Work with Graffiti Teams
- Deals with Internal/External Agencies, including Council. It is about building the relationships
- It is not about displacing the homeless/street community, it is about what can we do to support
- Evidence based response provided information from Police and City Watch
- Looking at short to medium solutions

#### Impact Outcome:

- Reduce Crime in the Hotspots
- Council to respond rapidly
- Increase the Perception of actual safety in the Central City
- Enable and Empower the Community
- Safer Cities, where the Community speaks up. Empowering people to take action

#### First Project:

- Clearing an unsafe Viaduct Site , Fanshawe Street and Sturdee Street under Viaduct, 3 sites
- A site of Rodent, Fires and high voltage cables to charge phone
- Critical agencies involved e.g. City Mission, Life Wise, Waste Management, Outreach Services and Auckland Transport
- 3 weeks to resolve and coordinated approach to resolutions
- Provided signage giving 3 weeks' notice to evacuate site
- City Mission homed people except for transients
- This process created a model on how to get things done as a coordinated effort with all agencies
- This doesn't work on all sites, only the safety issues and helps to clean sites

#### Issue:

- Hotspots from Mayor report is Mid City, Krd and Britomart
- Working with the HOT and compliance team (e.g. includes Waste Management) to clean site and outreach for homelessness.
- Scaffolding is a magnet for rough sleeping
- The problem areas to monitor and outreach are; Victoria Street, Rutland Street, Mid City and Queen Street.

#### Long Term Solutions:

- Cross Sector MOU Agreement
  - Police, Mental Health, Outreach Agencies, Prison
- As a Facilitator – How can we solve this? And enhancing regular ongoing feedback amongst all groups

#### Project 1: Solution

- A Council Call Centre hotline to be set up for the Community to call in- free hotline
- The response to the hotline enquiries is from Agencies
- Council Call Centre staff will need to be up skilled and trained in dealing with these type of calls
- There is a need to get Outreach Agencies on board regarding call centre training and community response. It is envisioned that the upskilling process will take about 12 months. There is a desire that this set up also enables building empathy and collaboration within the community.

#### Project 2: City Centre Amenities

- A focus to increase the amenities in the city centre, such as toilets, showers, water fountains
- The facilities need to be mainstreamed for all of the public
- Want to incorporate toilets and showers in britomart design 24/7 availability
- Putting showers in Victoria Park, behind toilets fit out with showers

#### Project 3: Area around Library, hotspot for Anti- Social Behaviour

- Businesses and the Library have facilitated meetings to identify issues and solutions
- Library has trespassed people before
- They also run events such as Book & Movie Club, Art week and a refuge for our street friends

#### Project 4: Lorne Street

- In Mid-November the developer is to reinstate the street by removing the hoardings, as they have narrowed the access way for the public co-shared space.
- The Library renovations are due to be completed in January 2020
- They would like to put new murals up quarterly but acknowledge it is also a hassle to put murals up in the city.

#### Project 5: Lockers

- Has a budget to set up lockers and has lockers available approx. 1 metre by 1 metre e.g. a valid sized locker.
- These must be mainstreamed but free lockers will be available for rough sleepers
- Judy is after suggestions of city centre locations
- Trying to fit around a location in a transport hub
- Starting with 30 Lockers which can fit wheelie bags in and are waterproof lockers
- They are malleable lockers and can be stacked
- Works well in West Auckland, as has a manager, code of conduct and managed by outreach community agency

#### Discussion with Judy:

- Alcohol is a key factor in Anti-Social Behaviour
- There are 40,000 vacant homes in Auckland and there is discussion about bringing in a law change so homes are only vacant for 2 months. Is Council's intention to address this in light of our housing crisis? In local government can a higher rate be charged to vacant homes to incentivize eliminating this?
- Council Call Centre – to address graffiti, homeless issues and body fluids on the street. Also a phone line for noise nuisance vehicles and traffic/safety problems in the city centre. In Rutland Street by the library, vehicles have been parking on the footpath and blocking access for pedestrians and wheel chairs. Also incidents of vehicle owner aggression.
- Shop Owner regulations on maintenance, there are clear boundaries council and owner. HOTC chase up business owners to keep the area clean. Auckland Council has taken over from Auckland Transport in keeping the streets clean.

#### What can CCRG do to help with Judy's Projects?

- Finding a suitable Locker Location? Albert Street toilets were suggested
- Campaign to assist in promoting the call centre number

Noelene thanked Judy on behalf of CCRG.

Sri to maintain contact, on behalf of CCRG, with Judy. Motion moved by Noelene, second by David.

#### **Resolved**

That Judy Grieve be thanked and that Sri Maxwell, CCRG Chair, represent the CCRG in the community safety projects outlined in the presentation.

#### **Items for Decision**

##### CCRG Position Statements

The meeting discussed these and noted the need to include reference to micro-mobility which encompasses wheel chairs, scooters, skateboards within the transport heading.

#### **Resolved**

That the following position statements be adopted by the CCRG and be reviewed quarterly –

##### **Belonging and Participating**

*The city centre is our home, it is where we belong, participate, eat, play and recreate - we are therefore the most vested in building a world class space for all.*

##### **Maori Identity and Wellbeing**

*CCRG will actively support the integration of Māori values into council planning, decision-making and delivery.*

##### **Homes and Places**

*Quality homes and great public spaces are the identifiers of cities – these are the places we all enjoy, remember, photograph, meet others, relax and play in, irrespective of which city we find them.*

##### **Transport and Access**

*CCRG will advocate for safe and reliable access for everyone with pedestrians, cyclists, micro-mobility, public transport, and service delivery having priority for all transport related decisions in the city centre.*

##### **Environment and Cultural Heritage**

*To ensure a healthy environment for all generations Do No Harm is CCRG's first development principle. Auckland's ability to understand, appreciate and celebrate our own, and other cultures and heritage, is the key to our economic future.*

##### **Opportunity and Prosperity.**

*CCRG supports the many learning institutions within the city centre in their lead role as developers of innovation, technology and entrepreneurship that will drive opportunities for all.*

**Governance**

*Open and transparent governance practises provide the essential structure that underpins the legitimacy of public sector leadership.*

**General Business**

Sky City Fire

HOTC and CCRG debriefing

- Evacuation office workers, tourists, hotels and nothing for residents, not a mention
- CCRG – what evacuation plans to move 60,000 people to somewhere safe? What was activated at civil defence?
- The community is diverse in age, ethnic and family groups, so they need to understand the demographics and communicate effectively.
- The civil defence message was not timely e.g. after the event

Other

- EMC Pot luck dinner in December not on a Wednesday

**Meeting Closed 8.07pm**

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