



Wellington City



Application for re-accreditation as
an International Safe Community

DECEMBER 2011

Absolutely

POSITIVELY

ME HEKE KI PŌNEKE
WELLINGTON CITY COUNCIL

Wellington





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A message from the Mayor



A safe environment is critical to underpinning the health and prosperity of our city. I'm delighted that the collective efforts of the Safe Community partners continue to cement our status globally as a safe city.

I'm passionate about Wellington and the things that make it special. We have a compact, cosmopolitan CBD that is easy to get around, a vibrant night life, and we enjoy many festivals and celebrations. Our community is diverse and made up of people who love Wellington and we all agree on the importance of having a safe city.

Through the process of International Safe Community Accreditation, Wellington City Council has cemented its relationships with our key partners – Wellington City Police, Accident Compensation Corporation (ACC), and Capital & Coast District Health Board (CCDHB). We recognise that organisations and individuals in the community significantly contribute to the overall safety of our city. We are committed to working as inclusively as possible to identify all those involved and work with them under the Safe Community umbrella.

We're excited about the opportunity to be re-accredited as an International Safe Community and believe it is an important next step in our journey. It's an opportunity to acknowledge what is working well for us, to identify the things we can improve on and to look for opportunities to bring more initiatives on board.

Future safety initiatives will be more collaborative and will be driven by innovation. We will strive to integrate safety initiatives and thinking into the 'business as usual' activities of all our partners and others involved. We will maintain and strengthen the initiatives that are achieving results, and will continue to look for new initiatives to improve safety with an emphasis on neighbourhood safety.

A safe environment is critical to underpinning the health and prosperity of our city. I'm delighted that the collective efforts of the Safe Community partners continue to cement our status globally as a safe city.

A handwritten signature in black ink, appearing to read 'Celia Wade-Brown'. The signature is stylized and fluid.

Celia Wade-Brown
Mayor of Wellington City

Welcome to Safe City Wellington

Wellington City is proud to have been a designated International Safe Community since June 2006. At that time Wellington became the 100th designated International Safe Community in the world and the only country capital in the world to be accredited. We were also the fifth community in New Zealand to be accredited by the Certifying Centre of the Safe Communities Foundation New Zealand (SCFNZ).

In Wellington we believe that people are at the heart of making communities safer places in which to live, work, learn, travel and play; and that everybody has a responsibility to promote and maintain their safety and the safety of others.

Wellington City remains committed to developing and maintaining a positive safety culture in all environments for all ages. We aim to identify ways, such as Results-Based Accountability, that can be adopted as a method of recording our achievements each year.

This application for re-accreditation as an International Safe Community describes how Wellington City meets the six criteria required by the WHO Collaborating Centre on Community Safety at the Karolinska Institute for Social Medicine in Stockholm, Sweden.

We start with a brief description of Wellington and then articulate our vision for our smart green capital city. This is a vision that embraces safety to ensure we have a city that is attractive to its residents and businesses and also to potential residents and industry. We outline how Wellington City meets each of the six criteria and describe some of the various programmes in place to support our vision. Finally the application includes letters of support from some of our numerous partners and stakeholders.



**We are a city
of 195,500
people that
has undergone
a remarkable
transformation
over the past
30 years.**

About Wellington City

Once Wellington was known mainly for its public sector and perceived as dreary, dull and grey. It offered little to attract or entertain visitors. Today, we can boast a superior quality of life to many international cities. We have built a reputation as the nation's cultural and events capital and have achieved some remarkable successes in our creative industries and businesses.

Wellington's Courtenay Place is known for its vibrant and slightly edgy entertainment scene and we have seen the development of key attractions and events (the national museum – Te Papa, the Rugby Sevens Tournament, the biennial International Arts Festival and World of Wearable Art) that bring thousands of people to the city.

Wellington has an educated population, a low-dependency ratio (dependants versus working age), and a relatively high labour participation rate.

Wellington's people are...

Well educated

- Wellington has the highest number of residents with a bachelor degree (Level 7) or higher qualification – 33 percent compared to the New Zealand average of 14 percent.

Relatively prosperous

- Wellington has a high proportion of residents earning \$50,000 or over (28 percent). This compares to a New Zealand average of 16 percent.

Diverse and cosmopolitan

- More than 20 percent of Wellingtonians speak a language other than English – the most common being French, Māori, Samoan and German.
- More than 20 percent of Wellingtonians were born outside New Zealand.
- The city has significant populations of Māori, and people of Asian and Pacific descent, as well as smaller populations from Africa, the Middle East and the Americas.
- Wellington has a high proportion of working age people and is 'younger' than many cities, though our population is expected to age in coming decades.

Welcoming and open

- Eighty percent of Wellingtonians think that having more people of different cultural backgrounds makes Wellington a better place, the highest percentage of any city in New Zealand.

Friendly/caring

- The vast majority of Wellingtonians (86 percent) feel a sense of trust in others, and feel that people in the city work together and support each other – also the highest of any city in New Zealand.

Environmentally conscious

- Eighty-two percent of Wellingtonians are committed to changing their behaviour to prevent global warming.

Happy

- Ninety-four percent of Wellingtonians rate their quality of life as good or very good.

Wellington is...

Shaped by nature

- Wellington's landscape and urban form are shaped by the hills and coast. We have a small amount of land on which to build. This makes the city compact and gives us a distinct central city 'heart'. This is great for our sense of community and identity as Wellingtonians, and it also gives us an environmental head start.

Surrounded by open space

- Of the 290 square kilometres of land area in Wellington city, 40 square kilometres is protected as Town Belt or reserve land. This makes Wellington one of the greenest cities in New Zealand, and one of the greenest capital cities in the world.

Pedestrian, bus and cycle friendly

- Wellington has the highest rate of people of any city in New Zealand who commute by public transport (17 percent) or walk, run or cycle to work (17 percent). The proportion of central city residents who use public transport, or walk or cycle to get to work is even higher, at 65 percent.
- Wellingtonians own fewer motor vehicles on average (1.3 per household) than people in the rest of New Zealand (average 1.6).

Creative and innovative

- Wellington's successes at film-making and digital post-production are known and celebrated around the world. But our creativity also shines through in other business sectors, such as visitor experiences and event-based tourism. These successes are made possible because the city is built on a culture of creativity and expression.
- The creativity and can-do attitude of its business leaders has led to some significant successes in innovation – ranging from the design-led and sustainability-based successes of companies such as Icebreaker and Formway Furniture to the online business and cultural phenomenon that is TradeMe.

Wellington's strength in the creative and knowledge sectors contributes to our place as the engine room of the regional economy – the central city alone generates 52 percent of regional GDP.

A knowledge centre

- Wellington is heavily represented in 'knowledge intensive' activity both in the public and private sectors.
- More than half (51 percent) of all Wellington city workers are in knowledge industries, the highest concentration of any city in the country.
- Wellington city boasts the highest proportion of its workforce employed in the private 'knowledge intensive' sector of any New Zealand city at 26 percent.
- As well as being the seat of government, the Wellington region is home to three universities, three Crown Research Institutes, and many of the country's leading knowledge institutions, such as the National Library and Te Papa.

Economically important

- Wellington's strength in the creative and knowledge sectors contributes to our place as the engine room of the regional economy – the central city alone generates 52 percent of regional GDP.

Wellington was named as the fourth top city in the world to visit by Lonely Planet Best in Travel 2011. Lonely Planet describes Wellington as the 'coolest little capital in the world'.

All of these factors contribute to making Wellington a great place to live, work and play.

These strengths bring challenges particularly in the area of safety. For example, with a high proportion of people cycling and walking on narrow and winding roads, the risk of injury increases and there is the potential for high rates of crime and injury with large numbers of people fuelled by alcohol in the entertainment area. For Wellington to maintain and develop the advances it has made in transforming the city from dreary to vibrant, it is critical that those risks are managed and addressed. Safety has been a priority throughout the transformation of Wellington.

The transformation

In the late 1990s there were a number of serious incidents in the city, including murder and low numbers of people feeling safe in the city at night. The Residents' Satisfaction Survey showed only around 30 percent of those living in the city felt safe after dark in the CBD. Alcohol-fuelled incidents, graffiti, disorder and a lack of facilities for young people all contributed to this state of affairs.

In 2000/01, Wellington City Council agreed to a wide-ranging city safety plan. The plan was developed with the support of other government and non-government agencies and set out to address seven key issues through 31 initiatives.

The key issues were:

- safety audits of key hotspots in the city using Crime Prevention Through Environmental Design (CPTED) principles
- piloting the use of CCTV
- additional safe youth venues
- transport options for those who use the city late at night
- reducing alcohol-related harm
- implementation of City Safety Officers (Walkwise)
- coordination around local and regional issues.

In the first four years of successful activity around city safety, it was recognised that a community-based approach would be effective in contributing to improving community safety across a broad range of areas.

Wellington City Council coordinated an application to become an International Safe Community working with three key agencies: Wellington City Police, Accident Compensation Corporation (ACC), and Capital & Coast District Health Board (CCDHB). Those agencies became signatories to the accreditation document and worked closely together and with other key stakeholders in the city.

Together they built on the existing action plan developed by Wellington City Council in 2000 and reviewed in 2004. Of significance at the time was an increased focus on injury prevention. This provided a wider approach to community safety than had previously been the case.

A review of our work in 2004 showed we had made good progress on the action plan supported by our key stakeholders. Since then and through the accreditation process Wellington has continued to transform its safety approach. To support the wider approach to community safety the city has addressed those issues of alcohol-fuelled incidents by working closely with the hospitality industry, and introducing a Liquor Control By-Law in central business district and some suburbs. One of the issues was graffiti vandalism across the city. To tackle this we introduced the Graffiti Flying Squad, resident and retailer cleaning kits and worked closely with the Police to identify taggers. Disorder was also an issue in the city especially with young people – attributed to a lack of facilities.

This has been addressed with the introduction of a Youth Council, alcohol-free events in the city and development of strong youth programmes provided by organisations such as the Wellington Boys' and Girls' Institute.

Regional coordination

Wellington is seen as the centre of activity across the region. Many people come into Wellington both during the day for work and at night for entertainment.

To assist coordination and collaboration across the region, the Wellington Regional Social Development Forum (WRSDF) was developed around 2001. The forum was a way for local mayors, and government and community leaders to work together on regional issues to help build strong communities and advance health and wellbeing.

The current priorities include:

- strengthening families governance
- preventing family violence – policy and funding issues
- Wellington Regional Safety Strategy with a focus on coordinated liquor licensing and the reduction of alcohol-related harm
- Active Wellington Region – a link to healthy eating, healthy action and active communities
- youth at risk.

The membership of the WRSDF Working Group includes:

- government agencies (Work and Income, Child Youth and Family, Te Puni Kokiri, Ministry of Education, Ministry of Youth Development, Corrections, Police, Family and Community Services)
- local authorities (Wellington City Council, Hutt City Council, Upper Hutt City Council, Porirua City Council)
- Crown entities, district health boards (ACC, CCDHB, Regional Public Health)
- Strengthening Families local management groups (Kapiti, Porirua, Wellington, Hutt Valley).

Regional Safety Strategy

The Wellington Regional Social Development Forum recognised it was important to have a united front on common issues that impacted on safety across the region, and to be consistent across a number of processes and initiatives.

A working group was established to develop a regional alcohol action plan with representatives from each council, Regional Public Health/district health board, ACC and Police. It was recognised that alcohol contributed to most incidents of violence, disorder and injury.

The group agreed on the following strategies to reduce alcohol-related harm:

1. coordinated management of legislative responsibilities
2. community engagement
3. data integration (aligning to the Griffith University research project in Wellington City).

Coordinated management

With similar issues across the region relating alcohol and the legislative responsibility of each of the key agencies (Police, Regional Public Health and councils) agencies continue to work closely together. This is supported by local representation on the Local Government Alcohol Reference Group.

Community engagement

A number of communities in the region had either been accredited or are seeking to be accredited as an International Safe Community. Within each of the communities, it was identified that alcohol harm was a priority area that needed attention. In all areas local groups have a focus on alcohol-related harm so there will continue to be regional activity delivered locally.

An opportunity in the future will be to collect case studies of the various community projects and lessons for other communities to consider.

Data Integration/Collection Project

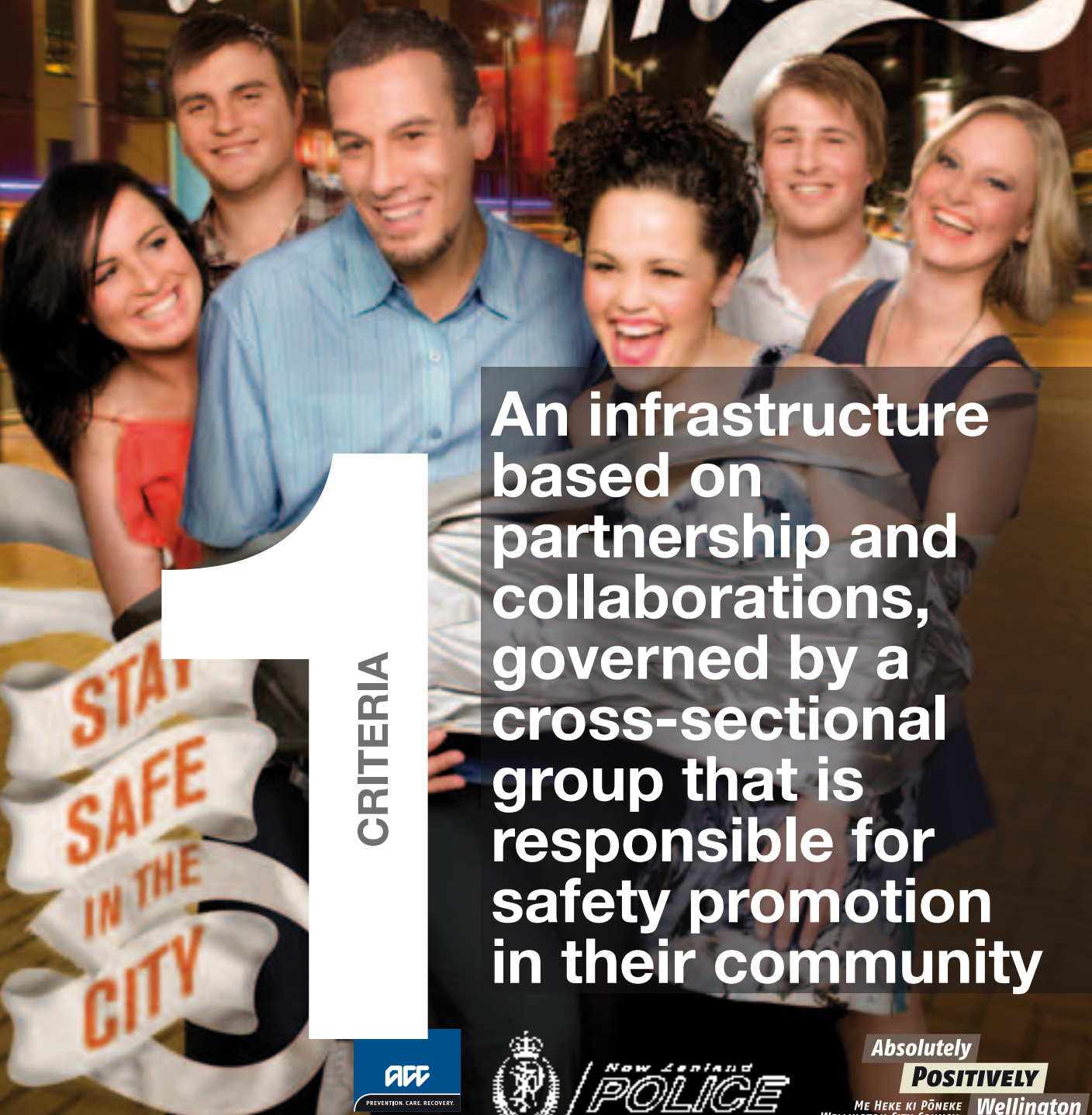
Emergency Medicine Specialist Dr Paul Quigley estimates that between 60 and 70 percent of emergency department injury-based work on the weekend is alcohol related, and 80 percent of hand injuries are due to alcohol-related violence.

Capital & Coast District Health Board agreed to share trauma data/intelligence with the Accident Compensation Corporation to identify individual and social harms where alcohol is a contributing factor.

This application

We have approached this application for re-accreditation as an International Safe Community with the same enthusiasm and sense of pride we had in our 2006 application. We have a much clearer sense of where we have come from and where we are going in the future. Like our original application, this process is evidence of our commitment to ensure Wellington is a safe place to live, work and play.

Stick with your mates



An infrastructure based on partnership and collaborations, governed by a cross-sectional group that is responsible for safety promotion in their community

CRITERIA



Safety has a high profile in Wellington – this is a direct result of collaborative effort by key agencies. In 2006 we established a cross-agency group of primary stakeholders – Wellington City Council, Accident Compensation Corporation, New Zealand Police and Capital & Coast District Health Board. Initially the priority was crime prevention. The group has now evolved to become a broader and more informal network that works together on an ‘as-required’ basis.

The focus has extended to include injury prevention in its broadest sense. In 2011, a Wellington Safe City Collaboration Group was formed and this group meets monthly.

Funding for activities that are specific to Wellington or beyond ‘business as usual’ comes from the Council, the Ministry of Justice, ACC and the Alcohol Advisory Council (ALAC). Other agencies support coordination through time spent working with others as part of their business as usual.

Some agencies required ongoing support and funding from partners and others involved in the safe community network. We continue to keep this on the agenda and strive to ensure appropriate support is available.

Along with our key stakeholders, Wellington has a wide range of other local and national organisations that contribute either directly or indirectly to community safety. Networks, including Te Rito, Road Safety Action Plan Group, social services groups and Strengthening Families in Wellington, work in areas of safety such as the wellbeing of children and young people, falls, road safety, suicide prevention, family violence, sport and recreational activities, injury prevention, workplace safety, and crime prevention.



As highlighted above, the Wellington Safe City Collaboration Group was formed to take a more strategic and proactive approach to promoting safety. Its purpose is to collaborate on safety issues across Wellington City. The group has a vision that Wellington City is the safest little capital in the world.

The Wellington Safe City Collaboration Group has made its targets the major drivers of crime and injury. It will work to reduce: violence (public place, sexual and family), fatal and serious injury crashes on Wellington roads, public disorder, the number of injuries within the home and workplace, and to improve perceptions of safety within Wellington City.

We are proposing that a steering group made up of key partners be formed in 2012 to guide opportunities and develop a more strategic and coordinated approach to safety in Wellington. The steering group will initially include the four key stakeholders (NZ Police, ACC, CCDHB and Wellington City Council).

Most of the agencies associated with Wellington as a safe community are involved in service delivery across the city or region. Many are national organisations – so Wellington benefits from the significant networks that support local activities. A collaborative approach has meant a more effective delivery of additional programmes and interventions across the city. We will work to ensure that all of those organisations, programmes and interventions are cohesive and achieve the greatest benefits from each safety initiative.

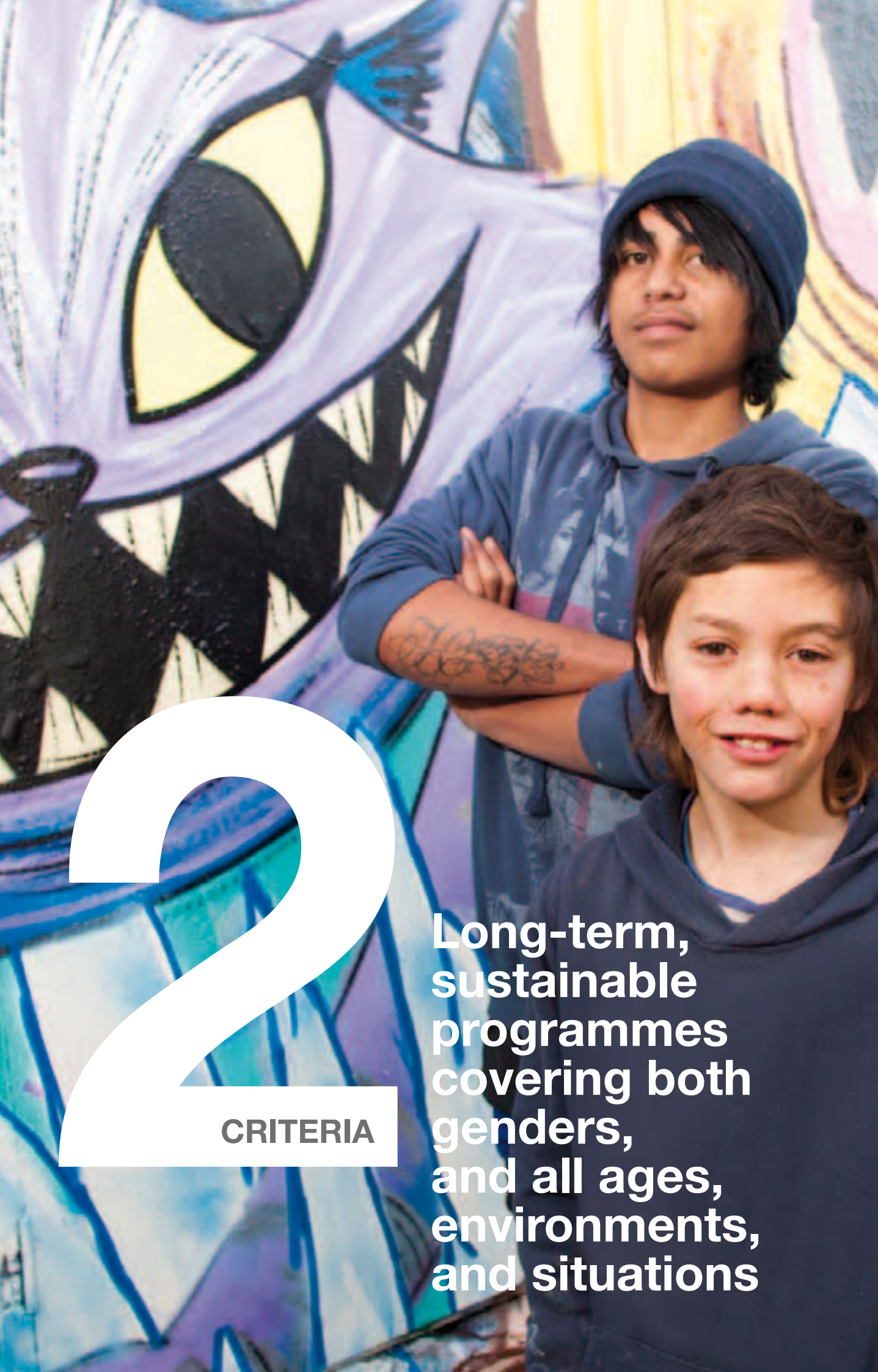
To recognise and encourage best practice and to promote safety, Wellington City Council introduced annual Safe in the City Awards. In addition, ACC sponsors an excellence in health and safety award in the Wellington Regional Gold Awards. This is targeted at Wellington-based employers. These awards complement the New Zealand Community Safety and Injury Prevention Awards.

Examples of local partnerships and collaboration (working streams) in priority safety areas

Injury prevention – falls prevention	ACC Sport Wellington Capital and Coast District Health Board Presbyterian Support – Central
Children and young people	Wellington Boys' and Girls' Institute Wellington City Council
Water safety	Wellington City Council – Recreation Wellington Surf Life Saving New Zealand – local surf clubs Water Safety New Zealand ACC
Alcohol harm reduction	Wellington City Council Police ACC ALAC Regional Public Health Wellington Licensee Forum Reduce Harm Group – Victoria University YWCA
Road safety	Wellington City Council – road safety coordinator Road Safety Action Plan Group Police ACC NZTA – NZ Transport Agency
Crime prevention	Wellington Neighbourhood Support Community Patrols – Wellington City Wellington City Police
Family violence	Te Rito Strategic Group, which includes 23 agencies
Emergency management	Wellington Emergency Management Office (WEMO) and its network of volunteers.

Wellington Safe City Structure





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CRITERIA

**Long-term,
sustainable
programmes
covering both
genders,
and all ages,
environments,
and situations**

Our community benefits from a broad range of safety programmes covering all ages, environments and situations. The programmes are designed to address priorities that have been identified with key stakeholders.

Since accreditation in 2006, the number and reach of the community safety programmes under the Safer Community umbrella in Wellington has grown. There is now an extensive network of programmes, initiatives and projects being operated by government agencies and non-government agencies.

Priority areas for Wellington City Council have been crime prevention, injury prevention and road safety. These priorities reflect the key risks facing Wellington arising from its entertainment precinct and the high numbers of people who walk and cycle. The Council has also funded many projects through grants.



The following table lists long-term sustainable programmes and has been ordered by:

- age group – older people and youth
- environments – at home, in the workplace, at leisure and on the road
- situations.

The list is not exhaustive but focuses on long-term, Wellington-based programmes. The table is followed by discussion on the work being carried out in various domains, including crime prevention and road safety.

Stocktake of long-term sustainable programmes within Wellington

PROGRAMME	FOCUS	TARGET POPULATION	LENGTH OF OPERATION	RESULTS	PARTNERS
Older people					
Modified Tai Chi programme	Falls prevention programme	65+ year olds (55+ years for Māori and Pacific people) living independently in the community who are at risk of a fall.	The programme began in 2007 and is ongoing.	80% of participants who attended (per year) completed the programme. The provider achieved high attendance levels for participants more at risk of falling.	Being delivered by Presbyterian Support Central with promotion and support from Wellington City Council, Handspring Limited and other Community providers (eg Heart Foundation)
Otago Exercise Programme (OEP)	Falls Prevention Programme	80+ year olds (65+ years Māori and Pacific people) living independently in the community who are at risk of a fall	The programme began in the 06/07 financial year and finished at the end of the 09/10 financial year.	Wellington Regional targets met as follows: 07/08 = 200 08/09 = 330 09/10 = 330 10/11 = 105	ACC contracted OEP delivery to Handspring Ltd. The programme was promoted through Capital & Coast DHB and Hutt Valley DHB, local PHO services and social services groups.
Vitamin D supplementation	Falls prevention programme	Older adults living in residential care facilities	The programme commenced in the Wellington area in 2010.	Prescription rate as at June 2010 was 46%. The target is to reach 75% prescription rate by 30 June 2012.	ACC contracted Capital & Coast DHB to work with residential care facilities to increase their prescription rate for Vitamin D.
Young people					
Reducing binge-drinking project Student Health, Massey	Aims to reduce alcohol-related problems on campus and in accommodation	Goal: To reduce the normalisation of binge-drinking in students at Massey University	Student orientation	Reduce alcohol-related incidents to students of Massey Wellington campus	<ul style="list-style-type: none"> • Massey • Student Health Services • VUW
Stay Safe in the City – personal safety campaign	Personal safety campaign targeting Christmas season and student orientation period	Young people	Ongoing	Reduce alcohol-related harm in the city	<ul style="list-style-type: none"> • Wellington City Council • ACC • Police • Universities
Reduce Harm Group Victoria University Massey University Wellington Institute of Technology (WelTec)	Collaboration on safety projects	Tertiary students	Ongoing	Banning liquor advertising on campus, including orientation and reduced alcohol-related incidents to students	<ul style="list-style-type: none"> • Victoria University • Massey University • WelTec • ALAC • Wellington City Council • Regional Public Health • Police

PROGRAMME	FOCUS	TARGET POPULATION	LENGTH OF OPERATION	RESULTS	PARTNERS
Young people continued					
Y's Up to Alcohol – YWCA	Addresses drinking among young females and equips them with tools to avoid or prevent being in risky situations.	Young females – 16+ years of age	2010–2011	Reduce alcohol-related harm to young females in the city.	<ul style="list-style-type: none"> • YWCA • WelTec • Protect Self Defence • Wellington City Council • ACC • Police
In the home					
Ladder safety and ladder exchange promotion – ACC	Addressing issues to do with slips, trips and falls working with retailers, eg Mitre10 to run in store promotions, seminars etc.	DIY retailers and homeowners	Since 2008	66% of the participants evaluated found the discount offered was very important in their decision to buy a new ladder.	<ul style="list-style-type: none"> • ACC • Mitre 10 / Mega • Carters • Wellington City Council • Placemakers
Home Safety Checklist Presentation programme – ACC	Home Safety	Working age population in Wellington and the whole of NZ. Target age group is 25–64 years.	Programme began 09/10 and is ongoing	708 checklists completed From the national evaluation: 99% of evaluation forms analysed rated the information as useful. 87% had made at least some safety improvements to their homes.	This is delivered by ACC and promoted through community and employer networks aimed at the target age group.
Home Safety 'make one safety change' community project	Home Safety	Communities, through community centres	2010–2011	Increased awareness through checklist presentations and supporting community centre programmes.	<ul style="list-style-type: none"> • ACC • WCC / Community centres • Wellington Methodist Parish • Senior Skills
Safety Week	In 2007, ACC began a three-year safety campaign to increase safety awareness and create change. It is known as Safety Week. Due to its success it is now an ongoing campaign to educate New Zealanders about the risks that exist at home, and provides simple tips to avoid injury.	Community wide	Since 2008, 2009/10, 2010/11	Reduction in home injuries	<ul style="list-style-type: none"> • ACC • Wellington City Council • Safety Workout companies (refer Safety Workout) • Schools and community groups • Safer partners – Regional Public Health
Foundation Certificate in Injury Prevention by IPANZ	This programme is for those working in the injury prevention sector.	Communities	2010	Reduction in home injuries	<ul style="list-style-type: none"> • IPANZ • Wellington City Council
Life Education Trust Home safety programme	Working with Life Education Trust to promote injury prevention messages to children through schools.	School-age children	Ongoing	Reduction in home injuries	<ul style="list-style-type: none"> • Life Education Trust

PROGRAMME	FOCUS	TARGET POPULATION	LENGTH OF OPERATION	RESULTS	PARTNERS
In the workplace					
Workplace Safety Evaluation (WSE) ACC	The WSE programme is designed to assist employers with higher-than-average injury statistics to improve workplace safety.	Employers identified as having higher-than-average injury statistics	Ongoing	Reduction in workplace injuries and improved health and safety systems.	<ul style="list-style-type: none"> • ACC • Target companies
Priority Industries Construction projects working with the industry group, eg Wellington Regional Apprentice Challenge (November 2010)	Focus on construction industry to reduce injury claims Supporting the Wellington Safety Liaison Group Initiatives to improve health and safety .	Construction industry	since 2008	Reduction in workplace injuries (construction-related).	<ul style="list-style-type: none"> • ACC • Department of Labour • Sitesafe • Wellington City Council
Health and safety education sessions for employers on topics such as: <ul style="list-style-type: none"> • hazard management • incident investigation • health and safety 	Providing education and tools to employers needing support with their health and safety systems.	Safer Industries WSE Companies of interest	Ongoing	Reduction in workplace injuries and improved health and safety systems.	<ul style="list-style-type: none"> • ACC • Department of Labour • Employers identified by ACC
Health and safety representative training	Aims to build health and safety capacity within workplaces by training health and safety representatives in hazard management, incident investigation and return-to-work processes.	Industry	since 2006/07	Reduction in workplace injuries.	<ul style="list-style-type: none"> • NZ Council of Trade Unions • ACC • Department of Labour

PROGRAMME	FOCUS	TARGET POPULATION	LENGTH OF OPERATION	RESULTS	PARTNERS
At leisure					
ACC Safety Workout companies	The Safety WorkOut programme gives employers ideas, activities and resources to help promote safety outside the workplace, eg water safety, road safety etc.	Building a safety culture in and outside the workplace environment.	Since 2009	Reduction in home and leisure injuries Building a safety culture	<ul style="list-style-type: none"> • ACC • MSD • WCC • Public Trust • MOJ • Wellington Methodist Parish
Clubmark Sports club accreditation programme (pilot)	A community-based initiative to promote positive outcomes in relation to alcohol and other health-related domains, through the development of sustainable policies and healthy practices in sports clubs.	Sports clubs Phase one in four areas, including Wellington (2006) Phase two (2007)	Ongoing	Reduction in sports-related injuries	<ul style="list-style-type: none"> • Sport Wellington region • Wellington City Council • ACC • ALAC • Sports clubs
Active Smart	This programme encourages individuals to develop a suitable online training programme tailored to their individual needs, so reducing risk of injury. It is focused on increasing participation in the unregulated environment and/or social recreational sport.	All age groups but particularly the working age population (25 to 64 years).	Ongoing	Achieved 50,000 registrations on Active Smart	<ul style="list-style-type: none"> • ACC • Ministry of Health • Cancer Society • SPARC • Hearth Foundation • Greater Wellington Regional Council • NZISM Wellington Branch

PROGRAMME	FOCUS	TARGET POPULATION	LENGTH OF OPERATION	RESULTS	PARTNERS
On the road					
Plunket car seat clinics	A campaign to build parent awareness of the proper use of restraints Reduce casualties from lack of restraints	Parents of under fives	Ongoing	Increase in the number of children under five using an appropriate child restraints	<ul style="list-style-type: none"> • Plunket • ACC • Fire Service • Police • Regional Public Health • Media
Pedestrians Awareness – NZ Police	Raise awareness of the need to make safe road-crossing choices	Pedestrians	2011/12	Reduction in the number of pedestrians receiving minor injuries for road traffic crashes Continuing reduction in the number of pedestrians killed or involved in serious injury crashes	<ul style="list-style-type: none"> • Police
Motorcyclist and scooter safety	Deliver an awareness campaign about the need to build and develop safe handling skills Wellington Regional Motorcycle Safety Planning group erected 27 billboards on State highways in Wellington.	Motorcyclists	September – November 2009	Regional plan agreed 09/10 with focus to: <ul style="list-style-type: none"> • Raise awareness of the need to build handling skills • Reduce the number of motorcyclist/ moped riders involved in road traffic crashes 	<ul style="list-style-type: none"> • Police • Council • NZTA • ACC
Child restraints enforcement campaign	Education and compliance of parents in relation to child restraints	Adults driving with children	2011/12	Increased compliance by parents to lower the risk of serious trauma to children	<ul style="list-style-type: none"> • Wellington City Council • Plunket • Police Road Policing Group
ACC – drive to the conditions education campaign	Targeted driver education campaign, roadside billboard messages, radio campaigns targeting drivers/ support fatigue stop	Road users	2007/08	Reduction in injury claims/costs surveys	<ul style="list-style-type: none"> • Porirua City Council • Police • NZTA

PROGRAMME	FOCUS	TARGET POPULATION	LENGTH OF OPERATION	RESULTS	PARTNERS
On the road continued					
ACC – motorcycle education stops	Targeted rider safety campaign	Focus on transport industry to reduce claims	2009/10	Increased compliance and promotion of high visibility gear and the regional skills training.	<ul style="list-style-type: none"> • ACC • Police
Drive Safely promotion Lions Community	Drive Safely promotion at the Interislander ferry	Holidaymakers using ferry transport	2011	Improved awareness and reduction in injury claims	<ul style="list-style-type: none"> • Lions Club • Interislander • ACC
Commercial Driver Campaign/ fleet vehicle management – NZ Police	This targets commercial vehicles/drivers who have been caught speeding. Correspondence is sent to the organisation advising of the speed infringement and for follow up.	Commercial drivers	2011/12	Increased compliance and health and safety; reduction in injury claims	<ul style="list-style-type: none"> • Police • ACC
Practice – online tool for young drivers NZTA / ACC	Interactive drivers licence practice programme website for people wanting to sit the restricted licence	Young drivers	Ongoing	Improved results for those seeking restricted licence	<ul style="list-style-type: none"> • AA • ACC • NZTA
Safe2Go training – child restraints ACC	Training on child restraints: proper installation; legal requirements; running projects in the community to improve awareness and compliance	Early childhood providers Safekids coalition groups Retailers Families Community services	since 2005	Improved use of child restraints by parents and/ or caregivers and reduction in injury claims	<ul style="list-style-type: none"> • ACC • NZTA • Plunket
Other					
Emergency preparedness	Improve emergency preparedness across the city	General population	Ongoing	Improved response	<ul style="list-style-type: none"> • Wellington City Council and other stakeholders
Suicide prevention	Reduce incidents of suicide through raising awareness	A focus on young males	Ongoing		<ul style="list-style-type: none"> • Regional Public Health • Police
‘It’s Not Ok’ family violence – nationally driven	Improve reporting and reduce incidents of family violence	General population	Ongoing	Increased awareness and improved reporting and responses	<ul style="list-style-type: none"> • Police • MSD • CYFS • Refuge • Te Rito groups • ACC



As well as the programmes listed above, which have been designed for specific populations or environments, there has been extensive work on crime prevention and broader community safety. Some of these are outlined below.

Crime prevention

Wellington City works closely with Wellington City Police on a wide range of crime-related matters and monitors crime trends across the city. In regular meetings, including involvement in the Police tactical coordination meetings, we use a problem-solving model for crime prevention and to respond effectively to emerging issues. This is also supported by the work of the Community Engagement Team that has a strong problem-solving component.

The goals include a reduction in:

- public place and sexual violence
- vehicle crime
- commercial burglary
- alcohol-related harm
- graffiti vandalism.

Over the past two years, crime rates in the city have been steady in most areas with a 9.5 percent reduction in public place violence. Although some other areas of crime have increased, the intelligence-led approach taken will ensure the city is able to respond to any emerging issues. Given the numbers of people in the city at night, it is a real achievement to have a reduction in violence in the public places.

The most recent crime statistics, to June 2011, show an overall reduction in recorded crime of 7 percent in the city. Also of significance is a continued reduction in violence and sexual assaults in the city.

Graffiti management

A lot of work is being undertaken to manage and prevent graffiti vandalism across Wellington City by the City Council and utility companies. A graffiti vandalism management plan and operational policy will be developed in 2012 to ensure better coordination and a reduction in graffiti vandalism across the city. The Council maintains a view that graffiti without permission is illegal.

A number of projects have been undertaken in the past three years to eradicate graffiti, including:

- creation of a 'flying squad' to remove graffiti from private property and some small businesses
- residential cleaning kits
- retailers cleaning kits
- clean-up 'blitz'
- public education campaign on ways to prevent graffiti and to report it
- murals in some trouble spots
- Involvement in the newly formed regional graffiti forum
- working closely with Police to identify taggers and prevent graffiti
- working with community groups in problem areas.

Wellington City Council is now installing the Smartrak 'Stoptags' database to map hot spots. This will help to identify 'hot spots' and prosecute offenders.

Wellington City Council, NZ Police and utility companies are also members of the Wellington Regional Graffiti Forum. This forum has seven focus areas:

- Sustainable partnerships
- Agreed activities
- Consistent messages
- Innovative programmes
- Increase apprehensions
- Improved detection
- Community action

Results

Graffiti costs councils in the Wellington region around \$2–3 million a year. The costs in Wellington are around \$600,000 each year.

A graffiti audit of the CBD, in February 2011, recorded a score of 69 out of 100. This was not good, as a score of over 90 would indicate a relatively 'graffiti-free' city. The latest audit, however, was completed at the end of August and recorded a score of 84/100. This was a great improvement but shows a need for more work in the area.

This score is for 'in-scope' graffiti, which means it's on buildings and assets for which the Council (or the flying squad) are responsible. The 'out-of-scope' score was 89 and has only increased a small amount to 90 in the latest audit. This shows further work is still needed with external agencies and contractors to improve our overall score.

CCTV

The Council provides a CCTV network in the central city and works with Police to assess the need for any additional cameras. There are currently 12 CCTV cameras.

Most CCTV evaluations report that without some other crime-prevention activity around them, the cameras will have a limited effect in reducing violence and alcohol-related harm. Evidence also suggests that to be effective there must be 'active monitoring' of the cameras, especially at times identified as high risk. Currently the cameras are monitored on Wednesday, Thursday, Friday and Saturday nights by City Safety Officers who have a good knowledge of the city. In 2011 the Police began monitoring the CCTV cameras at key times during the week, which has seen an increase in a number of offenders caught. Police report that the cameras are a critical tool to prevent crime, apprehend offenders and monitor hot spots.

A key element of our crime-prevention work is the collaboration between the Police and the Council – and an increasing focus on engaging with the community to solve problems.

CASE STUDY

Newtown community – disorder and violence

Newtown is situated in the southern suburbs of the city. A high proportion of the population lives in rental accommodation in this community and this has led to a wide range of problems. One issue was an increase in disorder, anti-social behaviour and violence in and around the main street.

The Police Community Engagement Team carried out a community survey asking people to highlight any issues, and find out who could help to create a safe and secure community. They then developed a set of recommendations to implement changes to improve safety.

At the same time, representatives from the Newtown Business Group, the Newtown Residents Association, Newtown Community Centre, the Police and Wellington City Council met regularly to develop a coordinated response.

Rubbish collection, lighting and graffiti removal were all increased and Wellington City Council conducted a safety audit of various areas in Newtown. After consultation, a suggestion to form a local community patrol was taken to a series of public meetings.

As a result, community patrols have now been formed in Newtown and in eastern and southern suburbs of the city. It was also agreed to provide a stronger police presence in the community.

The city's Liquor Control Bylaw was extended to cover Newtown, and there has been a significant reduction in public disorder offences in the community.

A Crime Prevention Through Environmental Design (CPTED) audit was carried out in the Newtown shopping area. As a result, a playground in the hub of the suburb was redesigned, significantly reducing a number of problems.

It was agreed to establish a small working group to monitor what was happening in Newtown. The group has looked at issues such as graffiti vandalism and some traffic-related problems and identified ways to address them.

The community feels empowered and has demonstrated a desire to be a part of making Newtown a better place to live and work. With that commitment from the community, it is certain that this positive change will be sustainable.



City Safety Officers

The City Safety Officers (Walkwise) are now a part of the Wellington City scene. This is an example of a programme that was introduced to meet locally identified needs, and it has been a feature of the city since 2001.

The Council has 15 full-time equivalent City Safety Officers patrolling Wellington's inner city, almost 24 hours a day, seven days a week. They also patrol the suburbs of Kilbirnie and Newtown during weekdays. Extra patrols take place in the Courtenay Place area on 'high-risk' nights.

The City Safety Officers' job is to assist in the prevention of crime in public places by having an approachable, visible presence. Officers are city ambassadors. They are there to help people who might need information about what is happening in the city, or assistance with something more serious. City Safety Officers are also Wellington's eyes and ears, reporting damage to Council assets, damaged paving or streets, street lights not working and graffiti.

City Safety Officers can quickly alert Police to a potentially dangerous situation or a crime. They are trained in first aid, conflict resolution and emergency management procedures. These officers are regularly briefed on what is happening in the city so they are equipped to respond quickly and appropriately.

An AC Neilson survey in 2008 showed 88 percent of residents believed City Safety Officers were making the inner city safer.

Neighbourhood Support

Neighbourhood Support networks play an important role in strengthening communities and crime awareness. There has long been some activity associated with Neighbourhood Support in Wellington, but a lack of coordination across the city has meant some areas are much stronger than others.

In 2010, Wellington City was able to engage a Neighbourhood Support group coordinator for Wellington to ensure wider coverage of Neighbourhood Support across the city.

Both Police and the Council share responsibility for resourcing the position. This now means there can be greater coordination of neighbourhood safety-related programmes, including emergency preparedness, injury prevention and community safety with a view to improving safety.

It will also provide an opportunity to increase community connectedness and coordinate other community projects.

Community patrols

Wellington now has community patrols operating in a number of city suburbs, the most recent being established in the eastern and southern suburbs.

A community patrol is a voluntary group of people who give their time to help the Police make a safer environment in which to live.

Community Patrols of New Zealand was formed in 2001 to establish and promote a collaborative working relationship with Police and to provide resources, support and guidance to affiliated local community patrol groups. The Wellington patrols are affiliated to Community Patrols of New Zealand.

CASE STUDY

In April 2008, a serial arsonist lit several fires in Wellington, including a fire in the historic St Peter's Church. City Safety Officers gave Police a description of a suspect.

Two officers identified the suspect and called the Police. They then continued to follow the suspect until Police arrived to make an arrest. Wellington Police awarded the two City Safety Officers commendations for their role in the arrest.





Community patrols have operated in the western suburbs of the city for a number of years with an active group operating most nights of the week. They also have a strong relationship with local Police.

A group in the northern suburbs also operates on a regular basis. Each of these groups has strong support in the community, with sponsorship and a significant group of volunteers who operate the patrols.

The work of the eastern and southern suburbs patrol was recognised in the recent Safety in City Awards presented annually by the Mayor.

With a mission statement of working together throughout New Zealand to reduce crime and build safer communities, the community patrols initiative fits well with being a part of the international safe community.

A condition of affiliation to Community Patrols of New Zealand is that the patrol has the support and confidence of the Police and has a Police liaison officer to work with it.

Wellington City Police have appointed a liaison officer for the patrols and they meet regularly to ensure the patrols remain effective and in touch with Police. Members also meet regularly for training and to discuss issues and opportunities.

Like our City Safety Officers, community patrollers act as 'eyes and ears' for Police. Patrolling their community in pairs, patrollers note anything that could be suspicious and inform Police immediately of incidents requiring urgent attention.

Emergency management

Wellington is a city at risk of natural hazards such as storms, flooding, earthquakes, wild fires and tsunami. It is also at risk of hazards caused by vehicles transporting and disposing of dangerous substances.

The recent earthquakes in Christchurch, Japan and Myanmar are stark reminders of Wellington's location on active fault lines and of the city's need to be prepared. The Wellington Emergency Management Office (WEMO) is the lead agency in preparedness and recovery planning. It coordinates with emergency services and promotes community awareness and education about earthquakes, tsunamis and other emergencies. Under the leadership of the controller, the office becomes a nerve centre where critical decisions can be made in consultation with emergency services and others involved in disaster response.

As a part of its emergency response, WEMO works to manage emergency risks through planning, training and exercises. In any event that requires the coordination of a range of emergency agencies, or a declared disaster under the Civil Defence Act, WEMO will be fully activated.

WEMO is reliant on a strong volunteer network and has recently revamped the structures and systems that support volunteering.

Wellington now operates a network of 37 Civil Defence Centres across the city, which are opened and checked regularly by WEMO staff and almost 230 volunteers.

WEMO has been running a recruitment and volunteer training programme for the past 18 months, which has seen a surge in volunteer applications. Once accepted, volunteers undertake a seven-week induction training that provides all the basic skills required of a Civil Defence Emergency Management volunteer. Topics covered are:

- Personal readiness at home and work
- Introduction to Civil Defence Emergency Management
- Health, safety and stress during a disaster
- Radio communications
- Information management
- Introduction to welfare management
- Civil Defence Centre operations

Once trained, there is no requirement for volunteers to attend weekly or monthly meetings. Volunteers commit to two years of service to their community and agree to participate in at least four events a year to maintain their skills and relationships with other volunteers.

Earthquake-prone buildings

Wellington City Council has an earthquake-prone building policy. This identifies potentially earthquake-prone buildings and requires owners to take actions to strengthen them to required standards. The Council is proactive in managing the risks associated with earthquake-prone buildings.

In addition, a five-year research study, It's Our Fault, is under way to provide a better understanding of the region's vulnerability to large earthquakes, including the likelihood and frequency, size, physical effects, and social and economic impacts. The study is being led by the government-owned research company GNS Science, in collaboration with a number of public and private sector organisations. The findings will help the city better prepare for a large earthquake and guide decisions about the risks and priorities for the city.

Falls prevention

ACC, Sport Wellington, Wellington City Council, Capital & Coast District Health Board, and other health providers have worked closely to develop a coordinated approach to preventing falls.

In Wellington City, falls are the cause of half of all ACC claims and costs for people 65 years and over. They account for 75 percent of injury-related hospital admissions¹.

Fighting falls with strength and balance initiatives

Strength and balance initiatives are helping to reduce the number of falls in older adults in the Wellington region that lead to hospitalisation and sometimes death.

Programmes include health screening, Vitamin D in residential care settings, and community promotion and education, as well as group and individual exercise programmes.

¹ Injury Prevention Unit, University of Otago, Fact Sheet 29

CASE STUDY

Tsunami warnings in Island Bay

Island Bay is a seaside suburb in the south of Wellington. WEMO has worked with the Island Bay community and GNS Science to prepare for a possible tsunami and to identify safe zones in case of a tsunami. Blue lines are painted across some streets throughout the suburb marking the tsunami safety zone. Because the blue lines are highly visible throughout the community they sparked a keen interest and greater awareness of tsunami risks and preparedness. The goal of this pilot project has been for the community to identify evacuation routes, safe locations in the event of a tsunami and provide signs to educate residents on what to do before an event. The project has attracted international interest and could potentially be rolled-out across the city.



CASE STUDY

Modified Tai Chi

In March 2007, modified Tai Chi was set up as a pilot with ACC working in partnership with Wellington City Council to ascertain the popularity and effectiveness of the programme before offering it widely in Wellington. ACC contracted Presbyterian Support Central to deliver the programme.

Helen Young, Community Advisor – Seniors, from Wellington City Council, says the Council was excited about being involved in the programme, which supported the Council's Older Persons Policy and community engagement processes.

"We started by working with the Council's City Housing team and rolling it out to tenants in some of the larger housing complexes. We had an overwhelmingly positive response.

"From there we helped to set it up in the community centres and local halls. It has had such a good response that many of the community centres have picked it up. The people being referred through the programme have free lessons, but others pay a minimal amount to join in."

Barry Hislop, ACC Injury Prevention Consultant, says the evidence shows that modified Tai Chi has achieved a reduction in the number of falls by 47 percent as a result of improvements in participants' strength and balance. Participants in the programme also enjoy better social connectedness.

Health professionals can also refer their older patients to other programmes, such as community-based recreational activities provided by Wellington City Council and other community groups.

"We started by working with the Council's City Housing team and rolling it out to tenants in some of the larger housing complexes. We had an overwhelmingly positive response."

Youth development programmes

Wellington Boys' and Girls' Institute (BGI) is committed to improving the lives of young people and families in our city. The following are a number of initiatives that contribute to that commitment and have particular resonance with the principles of city safety.

Graffiti projects

BGI has recently been gathering groups of young people interested in street art. These groups are a mix – some young people are involved in youth justice for tagging and related offences, others are highly resilient, arty and anti-crime.

They spend weeks planning projects, such as canvas artworks, to hang at home and in youth centres, and outdoor public murals. The focus is to redirect artistic skill and redefine the use of spray cans as an artistic tool. Opera House Lane was a narrow dark alleyway between two major city streets. It has now been revamped with a mural painted by one group in partnership with Wellington City Council.

Mentoring

BGI has been running the Challenge for Change mentoring programme for the past nine years. The volunteer mentors provide guidance, friendship and support for vulnerable young people.

The young people are engaged in activities in the city that encourage fun and provide challenges in a safe and healthy manner. Through the range of activities that the mentors provide, the young people get to know their city and are encouraged to have a sense of responsibility as they create memories of positive experiences around the different venues and places of interest.

Inner city youth groups

A youth group is a place where young people can be free to form strong, healthy and positive relationships in a safe and fun community. BGI runs three weekly social groups for young people of all ages from all over Wellington.

A wide range of free activities is offered to young people. The groups also work together at times providing older role models for the young ones and opportunities for the older ones to care for the younger ones.

Youth participation and leadership

Link is a network of teenagers who meet fortnightly to plan projects and events. We surveyed over 2000 young people in 2001 and 2008 to identify key youth issues and needs.

Since then we've created three different poster/brochure combinations advertising local youth services, facilitated annual forums on relevant topics, such as environmental sustainability, and recently organised a quiz to raise funds after the Christchurch earthquakes.

Noho ki Tapu te Ranga marae

Several BGI groups gather annually for a three-day stay at Tapu te Ranga marae in Island Bay to learn more about Wellington's indigenous history and learn tikanga. Police officers regularly join these events to help foster positive attitudes and increase collaboration between young people, whanau and authorities.



Street connections

The objective of the Connections programme is to connect with and meet the needs of vulnerable, 'hard-to-reach', high-needs young people who are already offending or are at risk of offending. The aim is to work with them, helping them to connect with their families, whanau and communities, and to gain confidence in themselves as valued and contributing members of their communities.

Many of these young people require after-hours support, when social workers have finished work.

Many of the youth offending issues BGI encounters include theft, serious aggravated robbery and violence, drug use, graffiti and vandalism, and gang prospecting. These issues stem from a sense of disconnection from families and communities, and from perceiving themselves as being undervalued by their families and communities.

The streets become their place of connection. Three youth workers work between 4pm and 1am on Wellington streets or in places where young people socialise.

Suicide prevention

Regional Public Health coordinates suicide prevention in Wellington City and across the region. It employs a regional suicide postvention coordinator to undertake some suicide prevention work and identification of risk areas across the region.

There are regular meetings of interested stakeholders to improve coordination associated with suicide prevention. The coordinator has been involved recently in the development of a plan to reduce the incidents of suicide from 'known' sites. All work undertaken by Regional Public Health is part of a commitment to the New Zealand Suicide Strategy.

Family violence

Wellington Te Rito Strategy Group

The Wellington Te Rito initiative represents an integrated, multi-faceted community approach to preventing violence in families and whanau living in Wellington. The network has a vision of Wellington being violence free and to leave a violence-free heritage.

The network is a collaborative group of government and non-government agencies (now totalling 23) whose purpose is to increase partnership, communication and coordination among service providers. It also has responsibility for sharing information, learning opportunities, establishing a coordinated response and creating a network for members.

The coordinator is responsible for implementing projects, building relationships and coordinating the network. The family violence intervention report group provides coordinated inter-agency case management to those experiencing family violence.

The network is also involved in all aspects of family violence in the city, including awareness raising, education, training and coordinated approaches to service delivery.

Road safety

Like most other locations in New Zealand, Wellington City undertakes a Community Road Safety Programme with its key stakeholders. It is particularly important in Wellington to take account of cyclists and walkers because the city has a high proportion of people who cycle or walk and many narrow or winding roads.

The city has a Road Safety Action Plan to deliver its 'Safer Roads' initiative. This assists communities to identify and take ownership of road safety and encourages participation by community groups in road safety projects.

Road Safety Action Plan

Road Safety Action Plans provide a means to achieve sustained reductions in road trauma. The Wellington Road Safety Action Plan (RSAP) provides for a coordinated local/regional approach to enforcement, education and engineering activities to manage key local road safety risks. It aims to encourage behavioural change and to create a safe sustainable travel network.

The plan contains a vision for a safe road system that is increasingly free of death and serious injury, and a regional vision of continuous improvement in road safety, based on a firmly established safety culture.

Collaboration is the key to successful implementation of the plan, with Police, Wellington City Council, New Zealand Transport Agency (NZTA), ACC and Wellington Regional Council working together. The Safer Roads initiative also has a strong partnership with key user groups representing pedestrians, cyclists, motorcyclists and motorists.

Regional and local road safety partners identify problems by assessing crash data, needs identified by communities, traffic counts and speeds, Police enforcement, and prosecution data, studies, and surveys.

The core group responsible for the Road Safety Action Plan meets quarterly to oversee the delivery of the plan and to make any changes. Although the aim is sustained reductions in road trauma, it is the identification of specific programmes targeted to risk that support long-term plans.

Motorcycle safety

Motorcycling has been identified as a high priority for Wellington City in the NZTA Communities at Risk Register, as well as being an issue of high priority for the Government's Safer Journeys to 2020 strategy. Local data shows a high level of non-compliance with driver licensing conditions.

Traffic crashes involving motorcyclists made up 13 percent of all injury crashes in Wellington City during the past five years, resulting in three deaths, 61 serious injuries and 265 minor injuries.

The latest five-year data shows an upward trend in the total number of casualties from motorcyclist crashes in 2005–2009. The total casualties trend has been level for the past three years.

Most motorcycle crashes happened on local urban roads (78 percent). Forty-three percent of crashes involving motorcyclists happened at intersections. Only 15 percent were reported as single-party motorcycle crashes. Young motorcyclists in the 15–24 age group were those most commonly injured (38 percent)².



² Briefing Notes, Road Safety Issues Wellington City, 2010

To address concerns about motorcycle-related injuries:

- Providers and road safety partners developed and delivered a programme for moped and motorcyclists to improve their riding skills and competence.
- Police ran checkpoints to check licence compliance and safety gear.
- Resources were developed to educate moped riders about correct requirements and provide safe riding tips – these are distributed through Police checkpoints and retailers.

Although the 2010/11 campaign has not been completed, so far 251 riders have been surveyed. Numbers for non-compliance with licensing and registration issues remain the same; however, we have seen an increase in the amount of safety equipment being worn.

Pedestrian safety

Injury crashes involving pedestrians in Wellington City accounted for 21 percent of all injury crashes over the five-year period 2006–2010. The five-year trend shows an increase in pedestrian-related crashes. Walking has been identified as a high priority for Wellington City in the communities-at-risk register.

Pedestrian accidents during this period resulted in eight deaths, 105 serious injuries and 374 minor injuries.

In terms of casualties, pedestrians made up 37 percent of all deaths and 28 percent of all serious injuries during 2006–2010. The latest five-year data shows a slight downward trend in the total number of casualties in crashes involving pedestrians.

Almost half (48 percent) of pedestrians injured were aged 10–29 years. The average age of injured pedestrians is slightly higher in Wellington City than in comparable areas elsewhere in New Zealand. Nearly a quarter (23 percent) of pedestrians injured during the past five years were aged 30–44 years³.

The pedestrian safety campaign ran in the summer of 2010/11 and will be repeated in the summer of 2011/12. The campaign includes:

- three weeks of radio advertising
- four weeks of advertising on the sides of buses
- four weeks of advertising in bus shelters
- two weeks of look-walkers (pedestrian billboards who are engaging with the public and handing out information)
- billboards on 11 sites around the city.

³ Briefing Notes, Road Safety Issues Wellington City, 2010

The results of a post-campaign survey 2010-2011 show that:

- There was 64% net awareness of the campaign.
- Bus shelters were the most recalled form of media.
- 67% of people who recalled the campaign thought it was fun and effective
- 60% who recalled the campaign said it reminded them to take more care.
- 27% said they actually are taking more care.
- 60% of respondents see public safety campaigns as having at least reasonably strong influence on crossing behaviour.

Intersection safety

During the latest five-year period (2005–2009) 43 percent of all injury crashes in Wellington City occurred at intersections. These crashes resulted in seven deaths, 163 serious injuries and 991 minor injuries. There were a further 2572 non-injury crashes reported.

The latest five-year data shows a level trend in the total number of these injury crashes, even with a drop in 2009. Most of these crashes occurred at urban intersections (97 percent). Eighty percent of intersection crashes occurred on local roads, accounting for 71 percent of fatalities and 82 percent of all serious injuries at intersections in the past five years⁴.

To address this, an advertising campaign has been running over the past few years aimed at reducing collisions at city intersections by directing attention to compliance with road rules.

The campaign focuses on turning manoeuvres and observation of other road users, and will be rolled out twice in the current financial year. An extensive radio campaign was run in 2009/10 on four radio networks. A single radio advertisement reminding motorists to ‘take intersections seriously’ was used throughout June and July with 365 and 439 spots respectively.

Cycling safety

Wellington has a high number of commuter cyclists. Over the five-year period (2004–2008) the number of road casualties involving cyclists increased. Cycling has also been identified as a high priority for Wellington City in the Communities at Risk Register.

Injury crashes involving cyclists in Wellington City accounted for 17 percent of all injury crashes in the 2006–2010 period, resulting in one death, 71 serious injuries and 334 minor injuries. The latest five-year data shows an upward trend in the total number of casualties involved in cyclist crashes, with a drop in the total casualties in 2009. Serious injury numbers have been trending downwards for the past three years.

In Wellington City in 2005–2009, nearly a third of injured cyclists were aged 25–34 years (32 percent); this was significantly higher than for comparable areas in New Zealand. Meanwhile, young cyclists aged under 20 years accounted for only 9 percent of those injured. This pattern is quite different from the national statistics and results from comparable other areas for age distributions⁵.

⁴ Briefing Notes, Road Safety Issues Wellington City, 2010

⁵ Briefing Notes, Road Safety Issues Wellington City, 2010

An ongoing advertising campaign has been running to reduce cycle crashes in Wellington City. The campaign focuses on cyclist safety and courtesy. It includes distributing education resources at Police checkpoints and working with cycle shops to educate cyclists on visibility, road rules, and safe cycling behaviour.

The 2009–2010 campaign involved nine Police checkpoints with 480 cyclists surveyed. Of these, 77 percent of cyclists had adequate lighting.

Workplace injury prevention

Safety in the workplace in Wellington City is a priority for the Accident Compensation Corporation. With the high cost of injuries, both in personal terms and economically, ACC works closely with a wide range of workplaces to reduce costs and improve workplace safety.

As well, in Wellington there is a strong presence of ‘Site Safe’, especially within the construction sector and related trades.

CASE STUDY

Wellington City Council is a ‘preferred partner’ with ACC



This means that the Council takes some responsibility for its own work accident insurance. The Council takes its health and safety responsibilities very seriously requiring all managers to attend a two-day safety training workshop. Over the past 18 months, systems and practices in all its workplaces have been reviewed and improved. This process is ongoing and is maintaining momentum and visibility. The Council has:

- procured a new health, safety and risk information management system to provide reliable and consistent information about what is happening in the workplace, including incidents and investigations; the identification, management and review of risks; and the selection, engagement, monitoring and review of contractors
- required that all safety incidents for the week are reported to the regular meeting of the senior management team, with emphasis on timeliness of reporting and rating the risk of incidents
- established quarterly incident investigation debriefs to establish the risk rating of high or critical incidents, or those with a safety consequence of serious harm. The findings and recommendations are submitted to a review panel and communicated across the organisation.

Water safety

With a large harbour and a rugged coastline, water safety is important for Wellington. Six people drowned in the Wellington region in 2010 and 15 people were hospitalised from water-related incidents. Wellington did not feature in the top regions for drowning on a per capita (n=100,000) basis in 2010.

Much of the work around water safety is coordinated locally by Surf Life Saving New Zealand. There are a number of surf clubs at strategic locations around the coast.

During the summer, additional surf lifesaving resources are available at popular swimming spots in the city. A report from last summer (2010–11) shows that a combination of the presence of the lifeguards on the beach and public education has reduced the number of rescues to 1 for the season from the previous year when there were 10.

With such a large harbour and a coastline which extends east, west and south of the city, there is often a requirement for rescues off the coast. Wellington is well serviced for this response by the Coastguard and Wellington City Police's Maritime Unit.

Wellington City Council has seven swimming complexes. One of the facilities, the Wellington Regional Aquatic Centre, provides a wide range of aquatic facilities including a hydrotherapy pool, in partnership with the Capital & Coast District Health Board. These facilities also provide learn-to-swim classes and are further supported by private swimming school providers working across the region.

The Wellington Regional Aquatic Centre and other pools also offer community programmes including:

- Water Safety Week when low-decile schools are targeted – a free course is offered in the weekend for casual users
- an outreach programme where pool instructors work at school pools
- visits to kindergartens, schools, play centres and other early education institutions to provide information on water safety
- toddlers' day – for a free introduction to water lessons, talks on swimming with babies and water safety stories
- Water Safety New Zealand's Swim for Life promotions
- low-cost learn-to-swim lessons for Māori and Pacific Island families in conjunction with Consultancy Advocacy Research Trust (CART)
- low-cost learn-to-swim lessons for two migrant groups
- Kiwi surf via schools programme – an educational water safety activity for schools
- swimming lessons for children and young adults with intellectual mental and physical disabilities to help them keep safe in the water.





Wellington City Housing – Community Action Programme

Wellington City Council is the second-largest provider of social housing in the country, after central government. The Council's housing portfolio comprises around 2500 tenancies – many of these in larger blocks of housing units.

In collaboration with the Government, the Council is working on a major upgrade programme for its housing stock, including refurbishment of some of the larger tower blocks.

Alongside the upgrade, a Community Action Programme is being implemented. It includes:

- community safety
- place-making strategy
- tenant and community wellbeing
- tenant participation
- partnerships
- capacity building
- social inclusion.

The community safety aspect of the programme includes the redevelopment of community space, the development of a 'good neighbour' group and tenants working with a safety and graffiti contractor to control graffiti in the complexes. Some of the complexes have developed a speaker's corner providing opportunities to discuss issues, including emergency preparedness.

ACC has carried out home safety audits and offers Tai Chi for seniors. The Council is also working with the local Sustainability Trust to provide warm, dry homes and curtains. The local Public Health Organisation has organised health days at some of the housing complexes and the Ministry of Education has supported early childhood development through the introduction of playgroups.

Pacific Peoples' safety

With growing ethnic diversity in Wellington it is also important to consider the needs of particular ethnic groups. The Pacific Island community has been active in promoting safety in Wellington. The community, with support from key agencies, established the Aiga Puipui: Pacific Community Leadership Programme. This programme involved working with Pacific leaders in the community to spread messages about safety in the home and on the road to Pacific families.

Participants in the Samoan Kilikiti (cricket) Summer Tournament and PACWELL (the Pacifically Wellington cultural event) were provided with information and support on safe practices, such as hydration, warm up and warm down. As well, there are a number of church communities and groups who welcome health and safety agencies along to present some of their safety messages to their members.

Samoa Capital Radio regularly features a programme promoting key messages on safety, including hosting interviews with a road safety coordinator, an injury-prevention consultant and talkback. It also broadcast promotional messages and advertisements. New Zealand's national child restraint-use training programme, Safe2Go, was delivered through Pacific churches and early childhood centres.

Safety in the home

Safety in the home has been a priority for ACC, and a number of agencies including local community centres have supported that work by promoting home safety and linking the messages with community events such as Neighbours Day. Other events with a focus on health and wellbeing were coordinated to ensure that home safety was examined and addressed from a number of different perspectives. Participating agencies included Wellington City Council (City Housing); Plunket (national child support service); Regional Public Health; Pacific Health Service Wellington and the Wellington Refugees As Survivors Trust.

In 2010, Wellington Refugees As Survivors Trust received a Safety in the City Award for their work on home safety with the refugee communities.

Older people

We are committed to supporting older people to grow old in their own homes and believe it is important to equip them with the necessary resources, information and support. For the past two years, Wellington City Council, the seniors groups Age Concern and Grey Power, ACC and Aged Care Services have organised a Health and Wellness Expo which focuses on safety and wellbeing. In 2007, ACC and Capital & Coast District Health Board established a Residential Care Forum to work with the health sector to address common health and safety concerns for frail older people.

Urban planning

Wellington's planning takes account of the natural environment and location – mitigating against threats to safety. This includes, for example, understanding the importance of the design of corner buildings to wind trajectory on a street. The design and placement of open space, street lighting and pedestrian flows are planned to enhance the safety of our streets and the attractiveness of public areas as places for people to meet.

Safety and Crime Prevention Through Environmental Design (CPTED) is a key principle in the development of a long-term vision for urban form in central Wellington. CPTED is a crime-prevention philosophy based on using design in the built environment to reduce crime and fear of crime by reducing criminal opportunity and fostering positive social interaction among legitimate users of space.

The emphasis is on prevention rather than apprehension and punishment. National CPTED guidelines produced by the Ministry of Justice have been embraced across the country and are integral to what Wellington does with public space development and redevelopment.

As well as the seven qualities for a well-designed safe place, CPTED has been used for all safety audits carried out in local communities, with community members having a significant input.





3

CRITERIA

Programmes that target high-risk groups and environments, and programmes that promote safety for vulnerable groups

Wellington City offers a variety of programmes that focus on high-risk groups of people living in the city. One example is the Downtown Community Ministry, which is funded by the Council to offer outreach services to homeless people. These people are particularly at risk of victimisation and at high risk of injury.



There are programmes for different environments as described in the previous section.

Our analysis of local data suggests that alcohol plays a key role in determining risk for most of the environments or vulnerable groups in our city.

With the growth of an entertainment precinct (Courtenay Place) there is also an increase in the potential for alcohol-related harm and real damage to the vibrancy of the city and its reputation.

So it is important that Wellington continually monitors and responds to the issues raised by alcohol, and a comprehensive programme is in place to reduce alcohol-related harm. This part of the application will focus on that programme.

Alcohol

Alcohol is still the biggest contributor to crime and injury in Wellington City, especially public place violence, sexual violence, disorder and injury. Wellington Police report that on any Friday and Saturday night, 90 percent of arrests are alcohol-related, and this is also reflected in the records of the emergency department at Wellington Hospital. Overall, alcohol is a factor in 66 percent of arrests for disorder, violence and sexual offending in Wellington City.

Across the city there are around 700 licensed premises but the majority of issues encountered by Police arise in the entertainment precinct of the city, which hosts 320 licensed premises.

Many people arrive in the city after drinking ('pre-loading') earlier in the evening, often at private homes. Once in town they visit bars and, despite most premises having stringent entry rules, some people are intoxicated and commit offences in and around licensed venues. In many cases the victims of these crimes are also affected by alcohol.

There are three main partners in the alcohol safety programme: the Police, the Council and Regional Public Health. Between us, we take the lead on regulation through licensing and the Liquor Control Bylaw, enforcement and educational activities.

To be successful in reducing alcohol-related harm there must also be commitment and buy-in from the community and the stakeholders (such as bar owners or licensees). The city's long-established Liquor Liaison Group provides a networking and coordinating function around alcohol-related issues. It also provides education for those involved in the hospitality industry. More recently, a Wellington Licensee Forum has been established by the industry as one way of achieving 'self-regulation' through a Charter document, training and regular forums.

With a student population of around 35,000, a strong relationship has been established with Victoria and Massey universities. This has been formalised through the multi-agency 'Reduce Harm Group' that provides information on alcohol-related issues during the university orientation period.



Key stakeholders have also been involved in identifying the high-risk 18–25 age group and have provided alcohol safety messages to that group for the past four years.

Hospitality New Zealand and ACC have collaborated to establish and provide training for door staff.

The response

The Courtenay Precinct Project

Wellington's Courtenay Place is known for its vibrant entertainment scene. On weekend nights up to 20,000 people visit this part of town, even more during major city events.

The area offers a wide mix of 24-hour, seven-day-a-week activities: daytime shopping and early evening leisure activities, including dining, cinemas and live theatre, followed by late-night drinking and dancing into the early hours.

Wellington City Council's Courtenay Precinct programme focused on safety in Courtenay Place and the surrounding streets, in particular, the safety of late-night crowds. Groups and organisations consulted included NZ Police, City Safety Officers, New Zealand Transport Agency's Taxi Enforcement Unit, Positively Wellington Tourism, Hospitality New Zealand, Courtenay Quarter Accord, Wellington Licensee Forum and the Courtenay Place residents' group.

The goals for the Courtenay precinct were:

- continuing development as the city's premier entertainment district
- greater diversity in venues, and more outdoor café seating
- a streetscape that accommodates late-night crowds, and meets the priorities of all businesses and activities
- an exciting, welcoming, safe environment
- controlled drinking environments with good alcohol management to reduce alcohol abuse and alcohol-related offences and disorder
- public awareness of taking responsibility for friends, dangers of alcohol abuse, and consequences of illegal drinking
- a strong relationship between the Council, businesses, resident groups and other key stakeholders – with a shared commitment to keeping the precinct safe and vibrant.

Based on safety needs within the precinct, the Council launched 12 projects and reviews covering:

- alcohol-related harm (disorder, criminal offending and anti-social behaviour)
- footpath and traffic congestion
- streetscape design, including lighting
- public transport and taxi management
- public place activity.

Stay Safe in the City

Since 2006 the city has responded to alcohol-related issues with a social marketing campaign to a target group of young people aged 18–26 years. This group was identified as being at risk in the city after dark.

The campaign, 'Stay Safe in the City', has strong, simple and repetitive messages aimed at all who use the city for entertainment. It is supported by a recent independent review undertaken on behalf of Wellington City Council.

Messages to improve safety include: Stay safe in the City, Stick with your Friends.

Young women and alcohol

The Young Women's Christian Association (YWCA) of Greater Wellington has received local funding to address the issue of alcohol abuse by young women. The programme does not advocate abstinence, but aims to enable young women to avoid or limit self-harm from alcohol consumption and reduce or avoid physical harm by others.

The aims of the programme are that young women will:

- understand why they drink, how peer groups can influence their behaviour, and the emotional and physical consequences of alcohol abuse
- identify social alternatives to alcohol-based behaviour and strategies to reduce self-harm
- be able to resist influence from peer groups, defuse a potentially violent situation and defend themselves when under physical attack in a social situation.

Benefits of the programme for Wellington residents will be:

- a reduction in alcohol-fuelled violence and personal injury
- reduced damage to property
- safer public areas
- social alternatives to alcohol-based activities for young women.

The YWCA works with parents and alcohol retailers to reinforce their individual and community responsibility to limit the access and availability of alcohol and to keep young women safe.

The pilot programme began in Wellington in May 2011. Following evaluation and review of the programme, the YWCA will continue to work in Wellington schools and will approach other cities accredited as International Safe Communities to offer the programme in their regions. In addition to funding from Wellington City Council, this programme has received funding from ACC, Nikau Foundation and the TG McCarthy Trust. The programme is offered in partnership with the Wellington Institute of Technology and Protect Self Defence.

The Liquor Control Bylaw

The introduction three years ago of a Liquor Control Bylaw across the central business district and some inner city suburbs has also contributed to a reduction in violence. Police are able to use the bylaw as a tool to deal with alcohol-related harm. The bylaw allows for early intervention to avoid an escalation of alcohol-related disorder and violence.





Demand reduction strategies

'Oi, time to think about us', a health promotion project developed and implemented by Regional Public Health, identified that children and youth are at risk not only from their own consumption but also from emotional and physical harm from parental or extended family misuse.

Currently public health staff are conducting a research study, Unpacking Alcohol Retail Practice, to identify any emerging trends relating to advertising, marketing and price that can be defined by location or business type.

Liquor Licensing Policy

Wellington City has a Liquor Licensing Policy designed to provide consistent decision-making about the sale of liquor in the city and reduce alcohol-related harm. The policy is a combination of community expectations about how alcohol is made available to consumers and legislative requirements governing generally accepted norms of behaviour. The policy will be revamped and an Alcohol Management Plan developed to address all facets of alcohol management.

Wellington Licensee Forum

The Wellington Licensee Forum was launched in December 2010. Membership of the forum is open to all licensed venue owners/operators within Wellington City.

The vision of the Wellington Licensee Forum is that every member of the Wellington hospitality sector shows pride in their city, and everything they do is underpinned by a total commitment to the safety of guests, staff and neighbours.

The forum developed the Capital Host Charter, which outlines obligations over and above the legal responsibilities under the Sale of Liquor Act 1989.

Signatories to the charter are committed to:

- being proud ambassadors for Wellington
- respecting guests
- being a good neighbour
- supporting staff training
- promoting the venue and alcohol in a responsible way
- preventing antisocial behaviour and intoxication among guests
- sharing information with regulatory agencies and transport providers.

As a part of the ongoing activities, members identified areas where training might contribute to safety. In 2011 the forum worked with Wellington Free Ambulance to develop a first aid course to suit the needs of licensed premises. This covered injuries typically seen in late-night entertainment areas.

Training was also provided by the Wellington Sexual Abuse Network. This training, titled 'Its our business', helped bar staff identify the pre-cursors to sexual violence. The expected outcome was a reduction in alcohol-related sexual violence in the city.

Further research

An innovative programme for data collection, running in Wellington since 2009, reflects the priority of addressing alcohol-related harm.

ACC and Capital & Coast District Health Board are the lead agencies in a programme to quantify alcohol-related harm, identify injury burden, and track and monitor alcohol-related harm. Other stakeholders in this project include the Council, the Police and the Wellington Free Ambulance.

The project collects all available data on injuries and adverse events associated with alcohol. Initial analysis shows that 56 percent of all injuries treated at the Wellington Regional Hospital's emergency department between 10pm and 6am are alcohol related, and falls made up 43 percent of the alcohol-related claims. This information will assist safety partners to better target risk groups and environments and confirms our prioritisation of alcohol as a high-risk factor.

Griffith University selected Wellington as a pilot for its study into sustainable interventions to reduce alcohol-related harm, in particular violence. This project relies on collaboration between stakeholders with an interest in reducing alcohol-related harm and that was a key reason for Wellington being a pilot site. The partners include the Council, ACC, Police, Alcohol Advisory Council, Wellington Free Ambulance, and the Capital & Coast District Health Board.

CASE STUDY**Wellington Free Ambulance**

Wellington Free Ambulance is the sole emergency ambulance provider for the greater Wellington community, attending about 150 patients each day. With a large entertainment centre in Courtenay Place, there are times when violence, disorder and injury occur. This results from time to time in residents and visitors suffering injuries that require medical assistance.

Wellington Free Ambulance reports that calls to the Courtenay Place area range between five and 20 on each Friday and Saturday night.

Wellington Free Ambulance and Wellington City Council have now established a service in Courtenay Place to deliver on-the-spot medical services. This service is expected to deal with a wide variety of injuries and will also include those who are intoxicated and require help.

The service will reduce the number of patients admitted to the emergency department at Wellington Hospital with the goal of improving access for other patients.

The service is staffed by experienced staff from Wellington Free Ambulance who will manage the outpost and ensure appropriate service is provided.

**CASE STUDY****Crime Prevention Through Environmental Design in action**

As a part of a move by the city to reduce alcohol-related harm in the suburb of Newtown, a safety audit highlighted the need to improve safety at a neighbourhood park and playground.

A decision was made to apply CPTED principles to a design that would counter the issues associated with alcohol-fuelled disorder. The park is a popular area, with high levels of pedestrian traffic especially during the day.

The purpose was to undertake safety initiatives and associated works in and around the existing playground.

The safety audit was commissioned by the Council's City Safety Business Unit and carried out in May 2010 by a consultant along with assistance from the local community.

The audit identified that changes needed to be made to the park to improve pedestrian flows, lighting and an overall sense of safety. Plans were developed and the community was consulted widely on the proposed changes.

The key purpose was to improve the perceived and actual safety of the park reserve area through the redesign and relocation of elements within the site.

The completed park has provided improved lighting, a better mix of activities, improved access, better sightlines and an improved layout.

Newtown playground made safer





4

CRITERIA

Programmes that document the frequency and causes of injuries

The total social and economic cost of all injuries in New Zealand, at June 2008, is conservatively estimated to be about \$9.7 billion



Gathering timely local data is challenging – what is routinely available is often two to three years out of date or only available at a regional or national level.

To support safety programmes in an environment where high quality data is not readily available, the various programmes within Wellington City make use of a number of data sources. Data is used to assist with planning and monitoring of programmes and to inform decisions about priorities and review. Common data sources include:

- NZ Police data, in particular regular monthly assessments of crime in the city
- Injury Prevention Research Centre, Auckland University
- Safe Community Foundation New Zealand factsheets
- Ministry of Social Development local services mapping and the Social Report
- Wellington City Council Residents' Satisfaction Survey
- Quality of Life Survey
- Wellington Hospital emergency department admission data.
- ACC annual injury statistics
- Statistics NZ Injury Statistics – Statistics New Zealand has recently appointed an Injury Information Manager, with the aim of combining all available injury information so that a more comprehensive system of monitoring and preventing injury can be put in place
- NZHIS statistics – detailed information can be obtained on hospitalisations, specific diseases and procedures, including cancer and mental health, and mortality, including infant mortality
- University of Otago's National Injury Queries System provides selected injury statistics
- Occupational Safety and Health statistics – on workplace fatalities, prosecutions, notifiable occupational diseases and mining accidents
- New Zealand Transport Agency statistics – on road crashes in New Zealand, including a summary of where, when and how road crashes happen and the road users involved.

Injury burden

Injuries in New Zealand currently result in about 1700 deaths and 50,000 hospitalisations each year. This brings significant social and economic costs⁶.

The total social and economic cost of all injuries in New Zealand, at June 2008, is conservatively estimated to be about \$9.7 billion, with a range from \$7.4 billion to \$13.6 billion, depending on the economic value attributed to a human life.

⁶ Estimated at around \$3–3.5 billion in direct economic costs each year: NZIPS 2008 – 2011 Implementation Plan

ACC uses injury data to engage other stakeholders and to track and monitor progress against rising ACC claim rates and claim cost. Data information is shared at meetings, including with road safety partners as part of Road Safety Action Plan meetings and also at industry and community planning meetings.

Other data that is available for targeting road safety initiatives are the Crash Analysis System (Police) and ACC injury data (updated six-monthly), Police Intel (speed infringements, child restraints, alcohol offences), NZTA briefing notes and Ministry of Transport reports.

The Department of Labour provides updates on workplace fatalities and workplace injury statistics. These are taken into account when planning safety initiatives, including updates at industry-based or employer health and safety forums.

Wellington takes advantage of the information available relating to the number of fatalities and hospitalisations for all of the main injury categories, across all ages and gender demographics in Wellington.

Local data has been useful in helping Wellington plan and prioritise key injury issues for the city.

Falls feature highly in both injury fatalities and hospitalisations in Wellington City. This has prompted us to look more closely at falls at home, especially those associated with 'Do-it-yourself' or home maintenance activities.

A traffic crash database is maintained by the New Zealand Transport Authority and is available for analysis. The database assists to identify the locations, ages, types of road user, causes, types of injury and environmental factors to target in each community.

Local surveys are also conducted to provide additional information on key road safety issues and include evaluation of completed projects.

Police crime statistics and local tactical assessments provide an up-to-date picture of crime in the city.

There are two primary sources of information on residents' perceptions of safety in Wellington City – the Quality of Life Survey and the annual Residents' Satisfaction Survey. The Quality of Life Survey is a collaborative project examining urban issues in eight of New Zealand's largest cities. The survey includes perceptions of safety such as:

- walking in the neighbourhood after dark
- the city centre during the day and after dark
- the home during the day and after dark
- The neighbourhood for children under 14 years to play unsupervised.

The Residents' Satisfaction survey is conducted annually by an independent research company for the Council. The survey covers a broad range of residents' perceptions of Council activities and services. The telephone survey is conducted with 600 Wellington City residents and examines residents' perceptions of safety in the neighbourhood during the day and after dark and in the city centre during the day and after dark.

Road safety statistics

New Zealand Transport Authority statistics for Wellington City show that in 2009 there were 433 recorded injury crashes resulting in 520 casualties and 1210 non-injury crashes. In 2009, three people were killed on Wellington roads and 59 people seriously injured.

The latest five-year data shows an upwards trend in the total number of injury crashes, even though numbers were down in 2009 and the serious injury crash trend in recent years is downwards.

When identifying key areas of focus it was noted that in Wellington City, alcohol was recorded in 10 percent of injury crashes in the past five years, resulting in five deaths, 48 serious injuries and 198 minor injuries.

Alcohol-related crashes were proportionally much lower in Wellington City than in other comparable council areas.

Young drivers aged 15–19 years were involved in 14 percent of all injury crashes during the past five-year period, resulting in five deaths, 48 serious injuries and 398 minor injuries. This was significantly lower compared with similar council areas.

Speeding was recorded in 13 percent of injury crashes in Wellington City in the past five years, resulting in seven deaths, 64 serious injuries and 318 minor injuries. Speed as a factor in crashes was similar when compared with other council areas.

One area of high risk is motorcyclists. They were involved in 13 percent of all injury crashes during the past five-year period, resulting in three deaths, 61 serious injuries and 264 minor injuries. Injury crashes involving motorcyclists were higher compared with similar authorities.

In 2009, half of the casualties were drivers or passengers of cars and two-fifths were vulnerable road users (pedestrians, cyclists and motorcyclists).

In Wellington City, young drivers aged 15–19 years were at fault in 13 percent of injury crashes and older drivers, 70 years of age and over, in 6 percent.

Crime statistics

In Wellington City, overall recorded crime decreased by a small amount between 2009 and 2010 with the most significant decrease in violent offending of 9.5 percent.

The most recent crime statistics to June 2011 show an overall reduction in recorded crime of 7 percent in the city. Also of significance is a continued reduction in violence and sexual assaults.

Increases in burglaries and vehicle crime in the city have been addressed through a variety of approaches. This has included training in CPTED for stakeholders and car park operators.

There were 1049 family violence offences reported in 2010. Police expect there will be a drop in reported offences this year as a result of the strong coordinated approach to dealing with family violence.



Injury statistics

- During the five-year period 2003–2007, 264 people from Wellington City died as a result of an injury, an annual average of 53. This equates to a crude rate of 28.6 per 100,000 people.
- More males (59 percent, n=156) were fatally injured than females (41 percent, n=108).
- During this period, adults 60 years and older had the highest rate and frequency of fatal injuries. Children aged 0–14 years had the lowest rate and frequency of fatal injuries.
- Falls were the leading cause of injury death, followed by suffocation, poisoning and motor vehicle traffic crashes.
- A large proportion of fatal injuries (approximately 45 percent) occurred at home.
- During the five-year period 2005–2009, 7934 people from Wellington City were hospitalised overnight for treatment of an injury, an annual average of 1587. This equates to a crude rate of 834 per 100,000 people.
- During this period, adults 65 years and older had the highest rate and frequency of injury hospitalisations. Children aged 5–9 years had the next highest rate and frequency of injury hospitalisations.
- Slightly more males (53 percent, n=915) than females (46 percent, n=758) were hospitalised for 24 hours or more following an injury.
- Falls were the leading cause of injury hospitalisation, followed by 'struck by' or 'against', poisoning, cutting and piercing and motor vehicle crashes.
- Across all age groups, half of all injuries that resulted in spending 24 hours or more in a hospital occurred either at home or school/other education setting.

ACC monitors injury statistics to keep track of the effectiveness of current safety programmes and to identify any emerging injury issues.

ACC has set up a data tool by territorial local authority (TLA) to assist with prioritisation of key injury prevention issues in the local community. The data tool is also able to show the TLA's overall ranking to others, as well as how they rank in injuries and their place of occurrence (workplace, motor vehicle, home, sport, water) and fatal injuries.

Injuries in Wellington City

In 2010⁷ over 60,000 claims were registered with ACC where people required medical treatment. Of these, 3000 claims were entitlement claims (a claim involving payment of medical fees and additional support such as weekly compensation or rehabilitation). Thirty-six people died as a result of their injuries. ACC spent over \$45 million dollars⁸ on new and existing injuries in 2009.

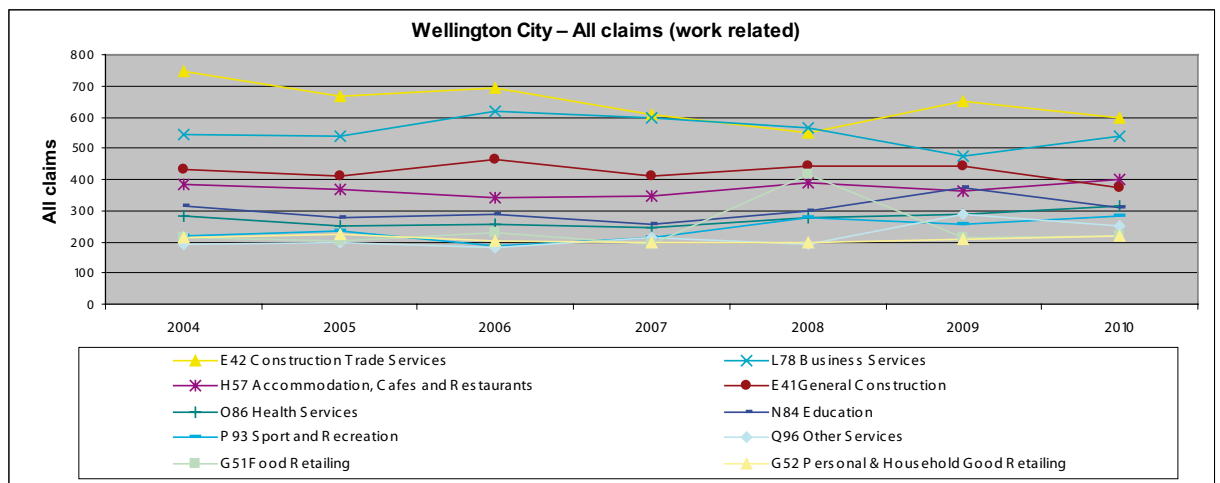
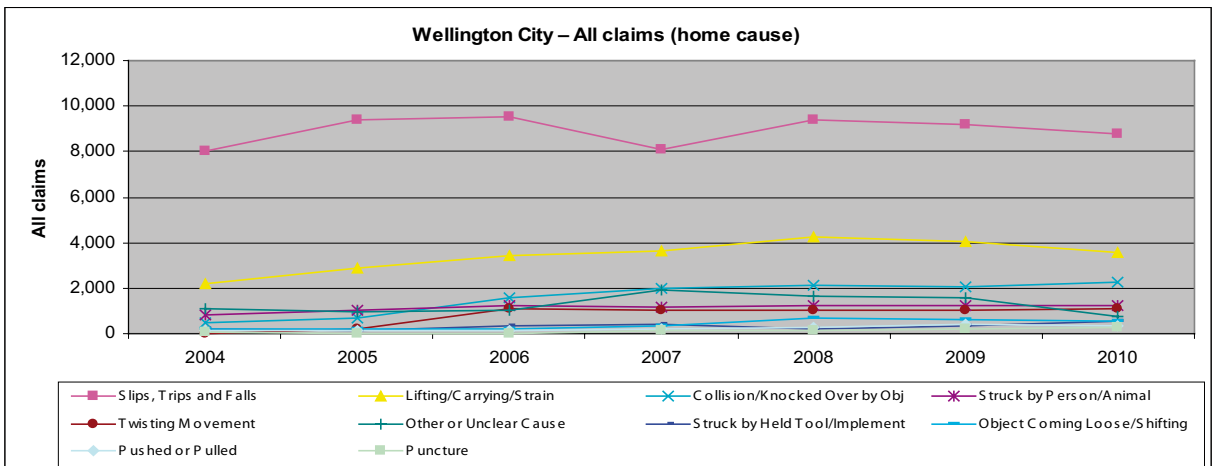
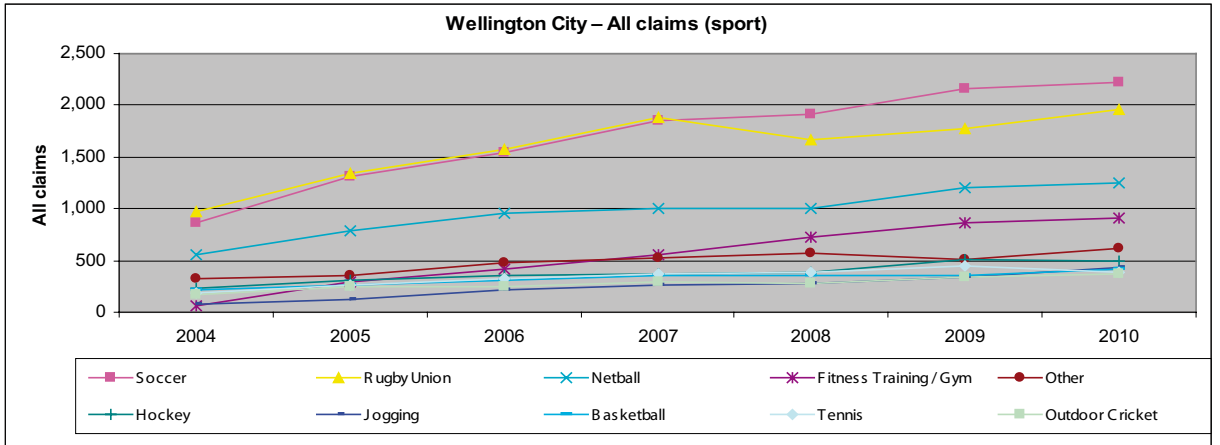
YEAR	ALL CLAIMS	ENTITLEMENT CLAIMS (WORK INJURY)	ENTITLEMENT CLAIMS (NON WORK)	ENTITLEMENT CLAIMS (HOME INJURY)
2006	55,804	1088	2973	1212
2007	59,396	1079	3240	1323
2008	62,129	1065	3506	1412
2009	62,231	871	2862	1103
2010	60,286	734	2227	801

YEAR	ENTITLEMENT CLAIMS (MOTOR VEHICLE)	ENTITLEMENT CLAIMS (SPORTS INJURY)	FATALITY CLAIMS	COST OF ACTIVE CLAIMS
2006	181	862	52	\$60,230,394
2007	183	962	55	\$57,344,995
2008	208	955	71	\$58,212,517
2009	155	862	57	\$45,682,107
2010	118	686	36	\$28,990,745

The following graphs shows the claim trends from the period 2004 to 2010 for Wellington City. Graph 1 shows the number of claims by sports code, graph 2 shows the number of claims by the cause of injury at home and graph 3 shows the number of claims by workplace or industry sector where the injury occurred.

⁷ Calendar Year (Local Government Data Tool)

⁸ Excludes public health acute



Older adults – falls prevention

Falls are the cause of half of all ACC claims and costs in people 65 years and over. They account for 75 percent of injury-related hospital admissions⁹.

Falls in the Wellington Region

TLA	POPULATION 65+	FALLS RATE BY POPULATION	POPULATION 80+	FALLS RATE BY POPULATION
Porirua	4300	1.3%	840	2.0%
Lower Hutt	11,500	1.7%	2920	3.6%
Upper Hutt	5300	1.4%	1460	2.7%
Wellington City	16,300	2.3%	4250	4.6%
Kapiti Coast	11,400	1.6%	3450	2.7%

Wellington City has the highest rate of claims compared to the rest of the region, with 2.3 percent of claims for those 65+ and 4.6 percent of claims for those 80+ (year-ending 2008).

Key organisations and service providers have been delivering a range of physical activity programmes for older adults and acknowledge the need to further strengthen the coordination of some of these services, including having a focus on strength and balance to reduce the numbers and impact of injuries in older adults. The Older Adults Falls Prevention Case Study has more information).

Alcohol data

Capital & Coast District Health Board (CCBHD) had been collecting emergency department information about alcohol-related assaults for the past five years. Due to ACC being unable to quantify the burden of alcohol on injuries, a project was initiated to merge and compare the information collected by the CCDHB with the ACC claims data base. Wellington Hospital Emergency Department changed its data-collection method to collect information about alcohol intake with all injury presentations in January 2010.

Comparing the data from the ED system with the ACC claims data base has enabled ACC to identify the leading causes and locations of alcohol-related claims and to further assess the severity of injuries sustained at specific locations. The initial analysis, completed in April 2010, showed a 97 percent data match (of injury and hospital admissions) with regards to alcohol-related harm.

⁹ Injury Prevention Unit, University of Otago, fact sheet 29.



CRITERIA

5

Evaluation measures to assess programmes, processes and the effects of change

Wellington City continues to be committed to monitoring and evaluating the effectiveness of our safety programmes and their impact on community safety. Since accreditation, key stakeholders have been working to improve the capacity to provide evidence for injury prevention and crime reduction.

With a vision of the 'safest little capital in the world,' the Wellington Safe City Collaboration group now has a strong focus. As well, Safe City Wellington has established a set of goals and priorities

Goals

- **Collaborate** – to provide collaborative leadership to achieve best-practice crime prevention, road safety and injury prevention within Wellington City
- **Involve** – to involve people, the non-government sector, government agencies, community leaders and businesses in practical projects and programmes to achieve a safe city in Wellington
- **Promote** – to build a culture of safety where people of Wellington think safe and act safe
- **Prevent** – to make our environments safer places to live, work and play



Priorities

As a safe city Wellington aims over the next five years to focus on strategies to reduce crime and injury in our city.

These may include:

1. Alcohol – reduce alcohol-related harm to contribute to the negative impact it has on crime and injury outcomes
2. Risk management through behaviour change – that will support people to stop, think and act by building awareness that injuries and violence are preventable
3. Environmental hazards – how to apply a systems approach to mitigate the risk of crime, road safety and injury (Crime Prevention through Environmental Design, home safety messages etc).

Across these three top-level priorities are safety outcomes associated with:

- reducing violence (public place, sexual and family violence)
- reducing fatal and serious injury crashes on Wellington roads
- reducing public disorder
- reducing injuries at home and in the workplace
- improving perceptions of safety within Wellington City.

As a part of our collaboration, the group has identified the need to establish a measurement process to record more collective and improved results based on population indicators.

As an example, a Results-Based Accountability for performance measures will show what did we do, how well we did it, and is anyone better off. The feasibility of adopting this approach will be investigated by the group over the next 12 months.

Safe City Wellington will measure success over the next three years by monitoring:

- incidents of crime in our community, especially family violence, disorder and violence in public spaces
- perceptions of safety, as measured by the Residents' Satisfaction Survey and the Quality of Life Survey
- data from CCDHB, in particular emergency department attendance and hospitalisation for injuries
- ACC claims data related to falls, suicide, workplace injuries, home injuries and injuries resulting from leisure and recreational activities
- Road traffic crash, fatality and injury statistics.

The use of injury and crime data to measure effectiveness of community safety programmes is not without its limitations. Figures for some injuries (and particularly for injury deaths) are relatively small and caution needs to be exercised when assuming a causal link between a particular safety programme and trends in injury data.

While no formal evaluation of the overall Safe Communities programmes in Wellington has been undertaken, our monitoring and use of available data to identify priorities, reflect on progress and reviews of specific initiatives gives confidence that the safety programmes operating in Wellington are making a real difference to the actual and perceived safety of our residents and visitors.

Wellington has experienced significant growth in its entertainment precinct. Road traffic continues to grow, and we have a high number of residents who walk and cycle. All of these factors introduce greater risk to safety. Yet, we do not see significant increases in injury and crime.

Selected evaluation findings

- Wellington City has significantly lower alcohol-related crashes compared with similar-sized council areas.
- The city enjoyed a 9.5 percent reduction in recorded public place violence, with an overall reduction in reported crime of 7 percent to June 2011.
- There was a 47 percent reduction in the number of falls as a result of participation in modified Tai Chi.
- The number of motorcyclists wearing safety gear as a result of a 2010–2011 campaign has increased.
- The trend in the total number of intersection crashes over the past five years has been level, with a slight drop recorded in 2009.
- There has been a significant increase in the number of bar staff who have received first-aid training
- With the lead from GNS Science, the city and other stakeholders, the city is undertaking a five-year research study, *It's Our Fault*, to provide a better understanding of the region's vulnerability to large earthquakes. The findings will offer the city a chance to be better prepared.
- We have recently completed a review of our Stay Safe in the City campaign, which indicates it has been successful. This has been particularly true in the area of a strong safety message and a brand for the future. We plan to continue with the 'Stay Safe in the City' message.
- Wellington City Council is a large employer and takes workplace safety very seriously. Over the past 18 months systems and practices across the whole workplace have been reviewed and improved.
- Within the area of alcohol-related harm, key stakeholders from throughout the Wellington area have undertaken a research study 'unpacking alcohol retail practice'.



- An evaluation of the YWCA young women and alcohol programme is also under way. The programme aims to enable young women to avoid or limit self-harm from alcohol consumption and reduce or avoid physical harm by others in a social situation.
- The Wellington City Liquor Licensing Policy is also under review and will be part of a new Alcohol Management Plan that will be developed based on the best available evidence and proposed changes to the Sale of Liquor Act.
- Wellington is also the only New Zealand site for a pilot study aimed at reducing alcohol-related violent harm. This is a project involving all key stakeholders, Griffith University in Brisbane and James Cook University in Cairns.

The Quality of Life survey asked Wellingtonians about their perceptions of safety and reported the data in the following table:

Positive feelings of safety – Wellington City

		2006	2008	2010	2010 (8 CITIES TOTAL)
City centre	Day	99%	98%	98%	95%
	After dark	67%	69%	75%	54%
Home	Day	99%	99%	98%	97%
	After dark	96%	98%	97%	94%
Neighbourhood after dark		75%	78%	83%	69%
Neighbourhood safety for <14 years		76%	78%	85%	76%

The results reflect the positive perceptions Wellingtonians have about personal safety and are consistently higher than the average for the other participating cities.

Similar results are seen in the Council's own Residents' Satisfaction Survey, which includes questions about perceptions of safety. The latest data is shown in the following table:

Positive responses – reasonably safe and very safe

		2009	2010	2011
City centre	Day	99%	99%	98%
	After dark	67%	64%	74%
Neighbourhood	Day	98%	99%	98%
	After dark	88%	87%	90%

Again the results show the high perceptions of safety in and around the city with a pleasing increase in feelings of safety in the city after dark (in 2001 at the start of the safety programme only 30 percent of residents felt safe in the city after dark).

Some individual components of the programme have been reviewed. For example, the Stay Safe in the City programme was reviewed and showed 61 percent of the target group were aware of the message, over 80 percent saw the messages and around 90 percent thought about their own safety.



CRITERIA

6

Ongoing participation in national and international Safe Communities networks

Wellington City Council and its partners are committed to participation in national and international Safe Community networks, both to share knowledge with other communities and to benefit from the valuable experience that other communities have to offer.

This participation has taken many forms, including contribution to national and international events, attendance at networking events, involvement in safety conferences both nationally and internationally, support and informal mentoring for newly emerging safe communities, sharing information, and hosting visitors from other communities.

Where possible we share our experiences widely through a number of local, regional, national and international networks.

Regular contact is maintained with Safe Communities in Canada, Australia and New Zealand.

Wellington has shown leadership in New Zealand in the Safe Community movement, and is recognised as a leader in this field.

Representatives from Wellington have been invited to visit other communities to share their experiences and to provide expert advice. They have participated in the assessment of communities seeking accreditation as an International Safe Community.

Participation in safety networks

The following highlights how the city ensures ongoing support and participation in the Safe Community network:

- The city participates in New Zealand Safety Week, supported by ACC injury-prevention consultants, to ensure safety messages reach staff working in the city.
- We continue to support the Safe Communities Foundation by participating in site visits to Whanganui, Napier, Tauranga, North Shore, Christchurch and Nelson/Tasman.
- We undertook site visits in Australia, including five Delfin master planned communities.
- We participated in the site visit team for the accreditation of Northcott Estate and re-accreditation of SHOROC and the City of Melbourne.
- We attended the 17th International Safe Communities Conference in Christchurch.
- Road safety partners participate in national and local forums on road safety issues.



- The city has regularly shared projects and ideas with other communities, such as the Wellington Regional Graffiti Forum.
- Wellington City was awarded the outstanding community safety and/or injury-prevention initiative or programme as a part of New Zealand Safety Week in 2007 – the award was for ‘Stay Safe in the City’.
- A representative from Wellington presented a paper at the 17th International Safe Communities Conference in Christchurch, October 2009 – Wellington #100 International Safe Community – was the journey really worth it?
- A paper – ‘Are we safe, vibrant, have too many bars or all three?’ – was presented at the ALAC Partnerships Conference Local Government – Planning for Alcohol in the Community, Nelson, April 2008.
- We co-authored an article ‘Safety and Local Government – Partnerships and Collaboration: How to Find all Those Intersections and Do Something About It’, published in Social Policy Journal of New Zealand – Issue 32, November 2007.
- A paper – ‘Whatever You Are up to, Stay Safe in the City’ – was presented at the 4th Australasian Drug Strategy Conference in Gold Coast, October 2007
- Attendance and presentation of a paper to the fifteenth Annual Colloquium of the International Centre for Prevention of Crime in Montreal in December 2009
- A presentation was made to the Canadian Chief of Police meeting in Montreal, December 2009.
- Wellington is a member of the Australia and New Zealand Society of Criminology (ANZSOC)
- The city is a member of the New Zealand Drug Foundation.
- Safe City Wellington is one of eight safe community representatives on the Pan Pacific Safe Community Network (PPSCN). The PPSCN is a regional network associated with the WHO Collaborating Centre on Community Safety.
- Wellington has supported and mentored communities including the Wairarapa, Hutt Valley and Whanganui. It continues to support communities in this way and agreed for Porirua and Hutt Valley to use the ‘Safe in the City’ personal safety campaign resources and personalising this for their communities for their campaigns in 2006–2008.





Conclusion

Where to from here?

Wellington City views Safe Community re-accreditation as another step in maintaining our status as a safe and caring community. The journey so far has provided Wellington with a solid foundation on which to base future community safety work.



Safety and injury prevention projects continue to grow in Wellington City with recognition that alcohol remains a significant contributor to crime and injury.

The future work of Wellington City will focus on the priority areas of violence and disorder, vehicle crime, road safety, injury prevention and the reduction of alcohol-related harm. Expected changes to the Sale of Liquor Act will provide further opportunities to focus on alcohol-related harm.

It is planned that with a stronger collaborative approach in the city, the priorities will be reviewed regularly to examine other initiatives that could be applied to Wellington City.

Key stakeholders and signatories to the International Safe Communities agreement in Wellington are Wellington City Police, ACC, Capital & Coast District Health Board, and Wellington City Council. As well, a much wider team form a collaborative group that works towards developing ways to improve safety outcomes.

It is envisaged that we will continue to:

- work with a range of organisations on agreed priorities, including re-accreditation
- maintain International Safe Community designation
- develop a strategic group of the key stakeholders to support a flow of information around safety issues in the city
- maintain a collaboration group to work across the community safety sector to improve safety outcomes
- work with others to ensure the maintenance of programmes such as Neighbourhood Support and community patrols across the city
- develop approaches that will see safe homes and streets, continued reduction in crime rates, a continued improvement in perceptions of safety among residents and a reduction in alcohol-related harm
- provide safe public spaces through the use of Crime Prevention through Environmental Design (CPTED) principles
- Actively work to create supportive environments for those affected by child abuse and family violence in the city.

The process of applying for Safe Community re-accreditation has brought to light many success stories in Wellington. Some of these have been illustrated in this application. The stories reflect how people in our community have worked collaboratively to develop programmes that will have a positive impact on children, young people, families, elderly, visitors and residents of the city.

Re-designation as an International Safe Community will demonstrate Wellington's ongoing commitment to preventing injuries and ensuring the safety, not only of its residents, but also of the many people who visit the city daily.



5 December 2011

Laurie Gabites
City Safe Projects
Wellington City Council
WELLINGTON

Dear Laurie

It is a pleasure to forward this letter in support of the Wellington City International Safe Community re-accreditation process.

As you are aware, the Wellington Area Police and the Wellington City Council enjoy an excellent working relationship which, over a long period of time, has contributed significantly to Wellington being a safer city.

I believe that citizens and visitors to Wellington share the right to not only **feel** safe but to actually **be** safe in Wellington.

There are a number of synergies between the Wellington Area Police and the Wellington City Council that afford our citizens and visitors the right to go about their lives without the fear of crime, or harm on our roads.

Together we have offered Wellington business and community organisations the opportunity to contribute to a safer community by designing an environment in which 'prevention' is the overriding principle.

The use of Walkwise Officers, CCTV monitoring, regular briefings and a Licensee Charter have been instrumental in ensuring that people can work, live, and play in our city - safely.

Over a number of years the incidents of crime and disorder in Wellington has declined. By adopting a prevention model we have been able to reduce demand on our resources and focus on identifying key areas in which to invest our time and resources.

Build Communities Together

WELLINGTON CENTRAL POLICE STATION

33 Victoria Street, PO Box 693, DX SX11220, Wellington, New Zealand
Telephone: (04) 581 2000 Facsimile: (04) 471 1600 www.police.govt.nz

The attendance and input of Wellington City Council staff at our Tasking and Co-ordination meetings has actively encouraged our intention of partnering for a purpose. Our common interests in providing a safer city have identified causal links that manifest themselves in anti social or criminal behaviour. Our organisations have actively worked together to prevent behaviour that is anti-social and undesirable.

Our partnership approach to a safer city will continue to prosper and achieve our collective goal in making Wellington City a Safer Community - Together.

Should there be any matters you wish to discuss please do not hesitate to contact me on DDI 04 4792 938.

Good luck with your re-accreditation process.

Yours sincerely



SP Vaughan
Detective Inspector
Acting Area Commander: Wellington



9 December 2011

TO WHOM IT MAY CONCERN

**International Safe Community (ISC) World Health Organisation
Re Accreditation – Wellington City**

As a Partner under the International Safe Community Agreement in Wellington City, the Accident Compensation Corporation (ACC) wishes to confirm its continued commitment and ongoing support for the ISC network, working in collaboration with our safety partners and the wider community towards improving the safety outcomes across Wellington City.

The last five years, since Wellington attained accreditation (2006) has been about building on the successes achieved by strengthening the existing and growing new partnerships as well as expanding on our collaborative efforts in order to address the key safety concerns that are important to the community.

The role of ACC in the injury prevention sector is underpinned by the New Zealand Injury Prevention Strategy (NZIPS) which places responsibilities on both central and local government and community organisations towards the vision of "A safe New Zealand, becoming injury free".

ACC has three safety objectives for Wellington City:

1. To reduce the number of serious injuries occurring in several environments (road, home, workplace, water, sports and unregulated recreational environments).
2. To build and maintain relationships with key stakeholders to develop sustainable and effective safety initiatives.
3. To build a positive safety culture that maximises injury prevention efforts with all communities. Enabling communities to take ownership, leading injury prevention in a language they understand, in values that are theirs, and in ways that belongs to them.

ACC is absolutely committed to working collectively under the Wellington Safe Community umbrella and looks forward to continuing on the journey to realising our collective vision of: Wellington City is the safest little capital in the world!

Yours sincerely

Jarrod Byrne
Distribution and Delivery Manager, Wellington

