

## FREQUENTLY ASKED QUESTIONS

### CCTV Upgrade and City Ambassador Programme

#### What is the CCTV Upgrade Project?

- As part of the 2020/21 Annual Plan consultation, Council approved replacement of our CCTV (closed circuit television) network, including mobile technology.
- We are aware the existing CCTV network needs improving, and as part of this project we will consider the best ways to keep Napier's public places safe, including the number of cameras, locations, and the use of mobile technology.
- Our recent Community Safety Survey shows a high level of support from the community for CCTV cameras being located in public places, with an average score of 8.9 out of 10.
- We anticipate the upgraded network will be in place from 1 July 2022.
- The CCTV upgrade will happen first, followed closely by introduction of the City Ambassador service.
- These are priority initiatives for Council. Their operation will be planned as one project to ensure they complement each other, and will work together.

#### What is the City Ambassador service?

- The City Ambassador service has been designed to enhance public safety in Napier's commercial centres. The service has been co-designed with our key stakeholders including NZ Police, Whatever It Takes Trust, Hawke's Bay District Health Board, business associations, Māori Wardens and others.
- The benefits of a City Ambassador service include a strong knowledge of the community, the ability to link with services that can help, proactive deterrence of anti-social behaviour, and maintaining close links with Police and other agencies.
- We are developing a service especially for Napier, which incorporates learnings from successful models operating in other places such as Hastings and Hamilton.
- The City Ambassador service will be enhanced with the upgraded CCTV network. Both are priority initiatives for Council. Their operation will be planned as one project to ensure they complement each other, and will work together.
- We anticipate the service will begin following roll out of the upgraded CCTV network from 1 July 2022. In the meantime our street security patrols will continue.
- Feedback on Council's Long Term Plan showed over 75% of submitters supporting the proposal to look into the ambassador model further. Our recent Community Safety Survey also shows a high level of support from the community for street patrols, with an average score of 8.4 out of 10.

### What else is Council doing in the meantime?

- Safety continues to be a high priority for Napier City Council.
- We are responsible for a wide range of activities that contribute to making Napier a safe place to live. This includes regulatory levers, such as noise control, animal control and alcohol licensing, and funding for community safety partners.
- In addition, we continue to work closely with Police to make sure everything we do is aligned to improve safety. We are currently further developing our partnership to refocus and reprioritise community safety initiatives. This involves working with Napier business associations, resident associations, community groups and a range of key stakeholders who can all contribute to community safety solutions.

### Where can I find more information?

For more information about Council's work on community safety, other organisations work on community safety, and results from the Community Safety Survey go to [www.napier.govt.nz](http://www.napier.govt.nz) search keyword **#keepingpeoplesafe**

### For safety concerns

Please notify the Police about any criminal matters or safety concerns.

For emergencies dial **111**.

To report issues that have already occurred that don't require urgent Police assistance dial **105** or go online **105.police.govt.nz**.