



MARAENUI SHOPPING CENTRE CPTED ASSESSMENT

PREPARED FOR NAPIER CITY COUNCIL JUNE 2011

Document Information

Client : Napier City Council
Project : Maraenui Shopping Centre Crime Prevention Through
Environmental Design Assessment
HG Project No. : 1121 - 131258 - 01

Issue and Revision Record

Date of Issue : June 2011
Status : Final

Originator : _____
Chris Butler, Urban Designer

Reviewed : _____
Greg McBride, Associate / Urban Design Manager

Approved for Issue : _____
Greg McBride, Associate / Urban Design Manager

Office of Origin : Manukau
Telephone : 09 966 3380
Facsimile : 09 966 3390
Email : c.butler@harrisingrierson.com

Table of Contents

Executive Summary	3
Introduction	4
Overview of Key Background Material	7
Consultation	19
Detailed CPTED Recommendations	22
Site Analysis	41
Strategic Recommendations	46
Concept Plan	49
Conclusion	53
Appendix A – Feedback from Community Consultation	54
Appendix B – Māori Urban Design Principles for Papakāinga Development	56
Appendix C – Glossary of Terms	57

Executive Summary

Harrison Grierson have been commissioned by Napier City Council to undertake a Crime Prevention through Environmental Design (CPTED) assessment of the Maraenui Shopping Centre. The CPTED assessment provides recommendations that aim to improve actual and perceived safety around the shopping centre, and have been developed to help inform a future urban design framework for Maraenui. Napier City Council has commissioned this CPTED assessment as part of its contribution to the Maraenui Urban Renewal Plan.

The shopping centre and its surrounds currently exhibit a number of qualities that help cultivate unsafe environments, including: poor lighting; inactive building edges; low levels of definition between public and private space; limited surveillance across the car park; and, the ready supply of alcohol. As a result of these findings detailed CPTED recommendations were developed to provide retailers and the Council with some 'quick wins' – ways shop owners and Napier City Council can make a small yet immediate difference, that can cumulatively improve the quality and safety of the public realm. Secondly, a set of Strategic CPTED recommendations have been included that provide an opportunity to integrate community safety and well being within an overarching urban design framework.

Through consultation, and our review of background information pertaining to Maraenui, it became clear that the community is anxious to see progress and to witness Council

actively funding improvements of the shopping centre and park. Council funded upgrades of the park and shops have been piece meal over the past few years. This has lead to a feeling of neglect and alienation by some residents.

It was apparent during site visits and analysis of the area that there are a number of positive aspects to the Maraenui Shopping Centre. The centre has good bones, in other words all of the elements of a successful local centre are present; the layout of the houses around it enables passive surveillance over the area, public transport and public facilities, playground, skatebowl, etc. Furthermore, there is a strong feeling of community presence in the area and it is evident the community has a vested interest in it; it is immediately noticed by locals if outsiders come into the area, as experienced by Harrison Grierson during site visits. Once you are known, you are warmly welcomed. These and the other elements that make up Maraenui, such as the number

of people that walk and cycle rather than drive, are desirable qualities for a strong community.

However, in contrast, it is documented that improvements to the area have not been looked after or cared for. Statistics indicate the most prevalent crime type is wilful damage, followed by shoplifting. Traditional CPTED criteria only work when mutual interests already exist. In some neighbourhoods, these mechanisms need incentives before CPTED design criteria can become effective. We believe that significant investment tied to an urban design-led concept plan for the area is required. However, this would be subject to the involvement of local people in the planning of activity space as both a condition of, and a contribution to, this process of community building. The community must be actively involved and willing to take responsibility and ownership of any improvements.



Introduction

Napier City Council engaged Harrison Grierson to conduct a Crime Prevention through Environmental Design (CPTED) assessment of the Maraenui Shopping Centre and its surrounds. It was identified in the contract for work that a number of initiatives have been undertaken over the years on an ad-hoc basis to improve the amenity and safety of the shopping centre and its surroundings, including:

- Council purchasing five derelict vacant shops for upgrading and on-selling/leasing;
- Lighting upgrades;
- New plantings;
- Murals; and
- Skate bowl repairs.

This CPTED report is a response to Council's request for a more comprehensive analysis to be undertaken of the shopping centre that draws on both the significant volume of consultation and reporting already advanced, and provides recommendations that will help to improve safety and amenity.

We consider that the level of detail submitted with this report will help to inform an urban design strategy or concept plan for the shops and its surrounds. We expect that this will achieve a number of the strategic level recommendations included in this assessment and highlight a forward legacy for the Maraenui community.

The Purpose and Content of this Report

The primary purpose of this report is to communicate findings from a CPTED assessment of the Maraenui Shopping Centre and surrounds.

This report concludes with both high priority and strategic CPTED recommendations, which in some cases will require further resolution at the design stage. It is anticipated that from this report specific design responses can be further investigated as to their suitability, cost and effectiveness by relevant stakeholders.

What is CPTED?

Crime Prevention is defined as the anticipation, recognition and appraisal of a crime risk and the initiation of some action to remove or reduce it. Crime Prevention through Environmental Design, or CPTED (pronounced "sep-ted"), takes a situational approach to crime prevention. It incorporates a method of studying the layout of an area, site or building from the perception of crime and fear of crime. It then involves the development of designs that reduce the opportunity for crime to occur. If achieved effectively the levels of crime in an area can be significantly reduced. CPTED seeks preventative solutions rather than focusing on apprehension or punishment.

Through the responsive design of built form and open spaces CPTED can reduce criminal opportunities and foster positive social interaction among legitimate users of space. Despite this, crime occurs for many different reasons and cannot be prevented by well designed places alone. Furthermore, design initiatives can only be implemented to address particular types of crime. To be effective, CPTED needs to be part of a broader crime prevention strategy that incorporates social, environmental and community development strategies.

Second Generation CPTED

Second Generation CPTED is a relatively new development that considers the wider social and environmental issues that motivate people into crime. It tries to address the cause, rather than the symptoms, in relation to the built environment. It recognises that the most valuable aspects of a safe community lie not just in the structures of bricks and mortar, but rather in the structures of family, of thought and most importantly, behaviour (Saville & Cleveland, 1998). While still in its infancy, second generation CPTED principles can essentially be represented as follows:

- Neighbourhood identity- A place needs a legible identity.
- Community Development- A neighbourhood needs accessible meeting places.
- Sustainable Neighbourhoods- A locality needs a rich and balanced mix of uses.
- Healthy neighbourhoods- A well connected

neighbourhood creates social interaction.

- Community empowerment- Built environment professionals are engaged in social engineering. (Planning Quarterly, March 2006)

The two main influences which underpin second generation CPTED are the nature of the physical environment and secondly the nature of the social environment, i.e. how local communities interact with each other and with their environment. Napier City Council has a number of existing documents which act as a starting point for this exercise:

- Socio-Economic Profile of Maraenui
- Maraenui Urban Renewal Plan 2011
- Neighbourhood Accessibility Plan 2004
- Maraenui Community Crime Survey 2004

National Guidelines for Crime Prevention through Environmental Design

This report has been appraised against the National Guidelines for Crime Prevention through Environmental Design, a document produced by the Ministry of Justice under the auspices of the New Zealand Urban Design Protocol. The national guidelines published in 2005, define seven qualities that characterise well designed, safer places. It is important that these qualities are not viewed in isolation from each other. They are interrelated and complementary for evaluating the physical environment.



1) Access: Safe movement and connections

Places with well-defined routes, spaces and entrances that provide for convenient and safe movement without compromising security.

2) Surveillance and sightlines: See and be seen

Places where all publicly accessible spaces are overlooked, and clear sightlines and good lighting provide maximum visibility.

3) Layout: Clear and logical orientation

Places laid out to discourage crime, enhance perception of safety and help orientation and way-finding.

4) Activity mix: Eyes on the street

Places where the level of human activity is appropriate to the location and creates a reduced risk of crime and a sense of



safety at all times by promoting a compatible mix of uses and increased use of public spaces.

5) Sense of ownership: Showing a space is cared for

Places that promote a sense of ownership, respect, territorial responsibility and community.

6) Quality environments: Well-designed, managed and maintained environments

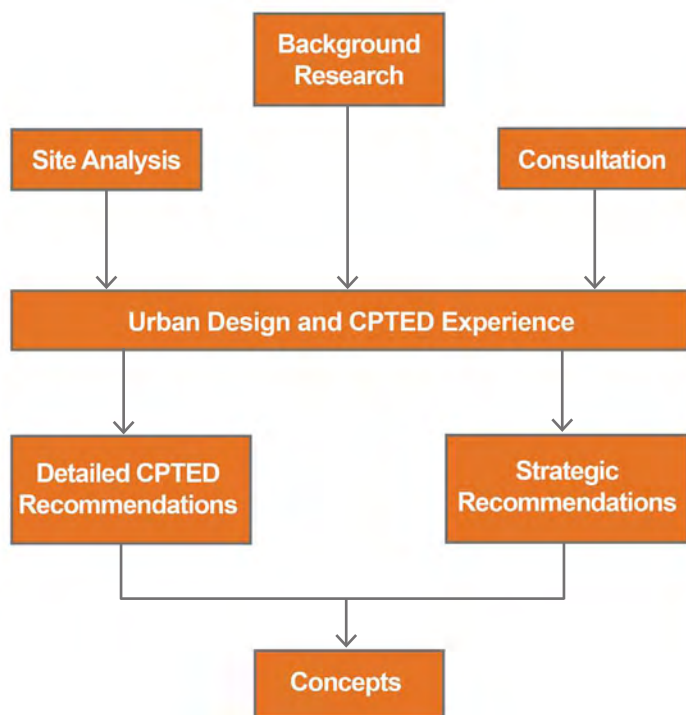
Places that provide a quality environment and are designed with management and maintenance in mind to discourage crime and promote community safety in the present and the future.

7) Physical protection: Using active security measures

Places that include necessary, well designed security features and elements.

Methodology and Data Sources

The preparation of this report relied on a significant level of engagement and consultation with the Napier City Council, key stakeholders and the Maraenui community. A BBQ was also held on 10 June for members of the Maraenui community to provide the opportunity for local children, residents and businesses owners to provide feedback on any issues in the area.



Diagrammatic representation of the process involved in delivering this CPTED assessment.

The following tasks were also undertaken in the preparation of this CPTED assessment:

- Site investigations on 13 and 14 May 2011. Site visits were undertaken over a two day period, during both the day and in the evening, and on a weekday and weekend to provide a comprehensive analysis of the area under different conditions.
 - Site visit 1 2pm-3pm Friday, 13 May 2011
 - Site visit 2 7pm-8pm Friday, 13 May 2011
 - Site visit 3 9:15-10am Saturday, 14 May 2011
- Focus group attended by key NCC staff, Police, Housing New Zealand was carried out on 13 May identifying key crime issues on A0 aerial photographs
- Photographs were taken on site visits to support an evidence based approach investigating some of the built form elements which could contribute to crime and safety issues.
- Review of key literature on CPTED and analysis of the applicability of the information within the structure of this report.
- Review of key strategic documentation produced by Napier City Council in relation to crime and safety.
- Collection and analysis of local crime data for Maraenui sourced from Napier City Council
- An assessment of the area against the National Guidelines for Crime Prevention through Environmental Design.

- A series of workshops were held with key community groups on 10 June 2011, including:
 - Maraenui business owners;
 - A group of 10-12 year olds from Maraenui Bilingual School; and
 - A group of 17-18 year olds from William Colenso College
- A Community BBQ was held at the Maraenui shops on Friday, 10 June 2011.
- Identification of recommendations and possible interventions with an assigned priority and cost.

Disclaimer

Recommendations within this report are based upon information provided to Harrison Grierson at the time of the assessment. The information, key messages and recommendations presented in this report are representative examples of ways in which Napier City Council and their partners might respond to the challenge of safety and crime prevention. They are presented for the purpose of illustration only and are in no way a statement of how particular issues or decisions must be dealt with. In conducting this report, Harrison Grierson does not offer any promise or guarantee of safety to persons or property, nor does it accept any liability for loss or damage arising to any organisation for the use of information contained within this guide.

Overview of Key Background Material

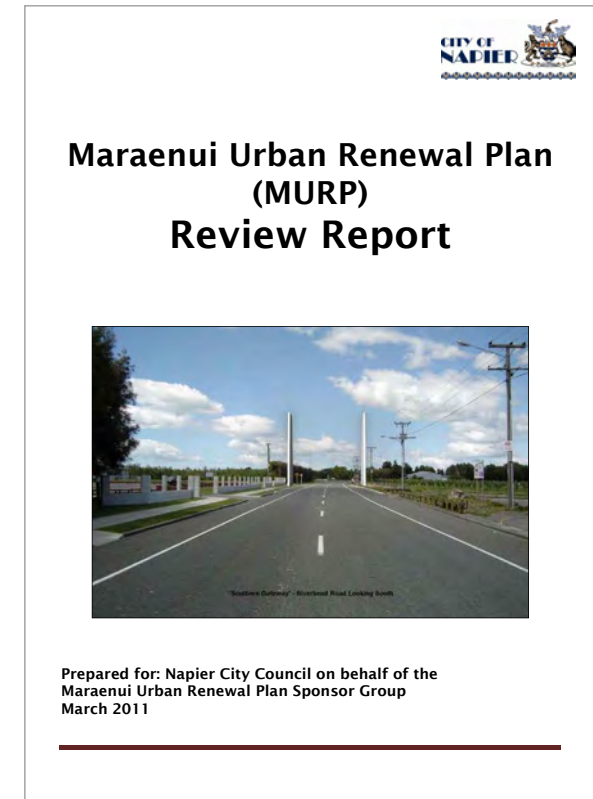
Maraenui Urban Renewal Plan 2011

The Maraenui Urban Renewal Plan (MURP) Review Report is a review of the MURP initiated in 2004. MURP is a collaborative interagency plan to help support the people of Maraenui. It was implemented by 7 separate government agencies. This review report provides a reflection on the objectives which have driven the Plan to date, what it has achieved for the community, and the strengths and weaknesses of the Plan. It then sets a new direction for the future of the MURP to ensure the vision of “a safe healthy and vibrant Maraenui” is met.

The MURP provides a clear overview of the issues in Maraenui and provides a number of recommendations for future development initiatives in the area. It is noted in the plan that the upgrade of the whole area, including the reserve and public spaces, are seen as a priority by the Council.

The document notes a number of changes that have already been made to Maraenui as a result of the MURP that have contributed to a safer area. These include:

- Maraenui Information Centre opened in 2005 and continues to provide a good service.
 - Housing New Zealand upgrades; insulation and exterior painting and installation of permeable fencing.
 - Increased police presence in Maraenui
 - CCTV at shopping centre
 - Community events
 - Maraenui Retailers Association
 - Civic pride mural on planters and end of shops
- Although many improvements have been made to the area already, there are still a number of changes and programmes that need to be implemented to provide for a safe Maraenui. Key recommendations, as contained in the report include:
- Council to develop an urban design plan for Maraenui shopping centre and surrounding area incorporating CPTED, Injury Prevention Through Environmental Design (IPTED) and other good urban design principles.
 - Investigate the most effective ways to link all groups and agencies that are working on community safety initiatives in Maraenui.
 - The sponsor group should continue to oversee the implementation of the MURP.
 - Ambition, passion and innovative thinking should continue to be encouraged when setting actions.
 - That links to wider Napier projects be maintained and nurtured.
 - Investigate the impact of any negative social aspects associated with the gang presence in Maraenui.



Maraenui Urban Renewal Plan 2011 – Action Plan

This Action Plan was initiated to assist the MURP Sponsor Group Workshop on 6 May 2011 to develop an updated implementation plan for MURP.

It was recommended from this consultation that the vision of MURP remain the same, but the objectives be updated to reflect the future changes needed in Maraenui. Table 1 shows the original 2005 objectives, a review of the objectives undertaken in 2009 and the changes to the objectives identified for the 2011 MURP.

Table 1.

	2005 Objectives	2009 Review of Objectives	2011 Review of Objectives
Objective 1	To establish a safe, secure and functional shopping centre and its immediate surroundings	To establish a safe, secure and functional shopping centre and its immediate surroundings	To enhance the shopping centre and its immediate surroundings, ensuring it is safe, secure and functional
Objective 2	To establish a One Stop Agency Shop	To support agencies and organisations working from the Maraenui Information Centre	To encourage economic development in Maraenui
Objective 3	To establish a whanau health support centre	To address the health issues in Maraenui by supporting health providers	To promote and enhance community pride, identity and civic responsibility
Objective 4	To establish a comprehensive community safety plan	To establish a comprehensive community safety plan	To foster a safe, healthy and well Maraenui
Objective 5	To establish a housing upgrade plan	To support a housing upgrade plan	To facilitate the improvement of living conditions in Maraenui
Objective 6	To establish a credible and transparent NGO representative of the community	To support credible and transparent NGO representative of the Community	To encourage the collaboration of all the parties working for the betterment of Maraenui
Objective 7		To foster youth potential in Maraenui	To foster youth potential in Maraenui

Community consultation was also a key component of this action plan and it was suggested that the MURP adopt a principle of consultation which would underpin the way the objectives were implemented. This principle stated:

“That residents have an opportunity to be involved in the planning and/or delivery of initiatives and activities proposed in the MURP plan.” (p 2)

Feedback from consultation already undertaken in a community hui and the Whanau ora day as part of the MURP action plan is included within this document. It lists the positive aspects of Maraenui and things that the community would like to see happen in Maraenui. A summary of this feedback is provided on page 14-15 of this report.

The action plan also identifies key activities proposed to be undertaken in order to meet the seven objectives. These are identified in Table 2.

Table 2.

	Key Actions
<p>Objective 1 To enhance the shopping centre and its immediate surroundings, ensuring it is safe, secure and functional</p>	<ul style="list-style-type: none"> Develop an urban design plan for the Maraenui shopping centre and surrounding area based on CPTED and best practice urban design principles Create a family atmosphere around the 'shops and park'
<p>Objective 2 To encourage economic development in Maraenui.</p>	<ul style="list-style-type: none"> Use the Maraenui Economic Development Strategy to guide economic development Investigate the needs and opportunities of the tourism sector, in particular looking at cultural creative enterprise development
<p>Objective 3 To promote and enhance community pride, identity and civic responsibility.</p>	<ul style="list-style-type: none"> Support the training and development of community leaders Share and celebrate Maraenui successes Include elements of the community identity into the urban design plan
<p>Objective 4 To foster a safe, healthy and well Maraenui.</p>	<ul style="list-style-type: none"> Work closely with key stakeholders in the community to provide co-ordinated healthcare Improve safety in the community, including retaining the Maraenui Community Policing Unit Encourage community based/led educational initiatives
<p>Objective 5 To facilitate the improvement of living conditions in Maraenui.</p>	<ul style="list-style-type: none"> Support initiatives that educate tenants about homecare and the resources available (e.g. housing schemes such as ECCA, healthy homes etc) (partially from the 2009 plan) Develop a housing strategy that includes examining the private home ownership and public housing mix.
<p>Objective 6 To encourage the collaboration of all the parties working for the betterment of Maraenui.</p>	<ul style="list-style-type: none"> Encourage and actively facilitate the collaboration of all NGO's, community groups and individuals working towards the betterment of Maraenui Continue to support the Information Centre and have key government agencies present in the community
<p>Objective 7 To foster youth potential in Maraenui.</p>	<ul style="list-style-type: none"> Facilitate and support activities and events that are safe and accessible for youth Work with the wider community to offer youth programmes in such things as recreation, leadership, work skills and education Develop youth leaders

Neighbourhood Accessibility Plan 2004

The Neighbourhood Accessibility Plan - Preliminary Investigation was prepared in 2004 by Opus International Consultants Ltd for Napier City Council. It focused on two areas in Napier; Maraenui and Napier Hill. The assessment was carried out through a combination of reviewing strategic documentation, demographic information, site analysis and consultation with key community stakeholders. This study has provided a comprehensive overview of the accessibility of Maraenui and has given a basis to potential CPTED issues in the area.

This study investigates links and relationships within the suburban area of Maraenui and findings which contributed to the development of objectives and actions for improved accessibility. This plan provided an opportunity for Maraenui to improve neighbourhood amenity, and to encourage more people out walking and cycling. This was expected to contribute to better health and safety outcomes for the wider Maraenui community.

Key issues identified in the Plan were:

- Safety concerns by neighbours and users of alleyways
- A real fear of crime
- Getting across roads safely
- Perceived issues with traffic speed
- Lack of lighting at night time.

Opportunities and recommendations were identified to encourage biking and walking within the area. These were a combination of proposed changes to the built environment and solutions to improve community wellbeing. Key recommendations included:

- Installation of signage at intersections
- Installation of pedestrian crossings outside key pedestrian locations including shops and schools
- Improving lighting
- Tree maintenance programmes
- Continuing education programmes and enforcement
- Community programmes to encourage active transport e.g. walking school buses

The implementation of the Neighbourhood Accessibility plan was through the broader Safe Communities Napier framework which seeks to *“protect and improve community safety through a coordinated and inter-sectional approach”* (p1)

Maraenui Community Crime Survey 2004

As part of the Neighbourhood Accessibility Plan, a review was undertaken of the Maraenui Community Crime Survey in 2004. It identified that along with Napier Hill, Maraenui had the highest amount of reported crime in Napier. It found that people felt unsafe in Maraenui due to speeding traffic, lack of lighting, graffiti, and antisocial behaviour. The report also outlined a number of recommendations which would contribute to making Maraenui safer and which have helped inform the recommendations submitted with this CPTED report. These were:

- More police
- Better education for parents
- More youth activities
- Better lighting
- More neighbourhood support groups
- Getting rid of the gangs
- More community activities
- Not having all the Housing NZ homes in one area but spreading them throughout the city
- Establish the marae

Napier City Council Crime Prevention Plan 2010-2013

The Napier City Council Crime Prevention Plan identified four objectives aimed at reducing the level of crime across Napier City. Each of these objectives provides a foundation for the review of Maraenui from the perspective of crime and safety. The plan also identifies several ongoing issues which have a significant influence to crime in the area.

For each objective a Crime Prevention Action Plan has been developed which outlines the following:

- a strategy for dealing with key issues;
- the actions to be taken;
- the agency to lead the action; and
- the identification of partners and the anticipated results after implementation.

Table 3 provides a summary of the objectives and the action plan implementation.

Table 3.

Objectives	Action Plan
<p>Objective 1 : To reduce violent crime in the Napier South suburbs.</p> <p>This objective highlights the strong presence that the Mongrel Mob currently has in Maraenui. This group has an associated stereotype which individuals of the gang are members of the community who do not, nor want to contribute productively to society.</p>	<ul style="list-style-type: none"> ▪ Council will support those associated with gangs that are seeking a change of life outside of the gang and that all community events and promotions must include residents, gang members and families. ▪ Action Plan to reduce the negative influences on vulnerable families in Napier South. ▪ Establish a safe schools partnership to address offending and safety in its broader concept. ▪ Maraenui Urban Renewal Plan
<p>Objective 2 : To reduce alcohol-related offences.</p> <p>This objective notes the high alcohol offending rate of youth. A Napier youth survey undertaken in 2009 identified young people drank at Napier parks and roads. Of the 670 participants that took part in the survey, 57% identified as having been involved in at least one violent situation either in a public place, at a party, at school or at home.</p>	<ul style="list-style-type: none"> ▪ Continue supporting the Napier Alcohol Liaison Group. ▪ Napier City and Hastings District Joint Alcohol Strategy.
<p>Objective 3 : To reduce burglary.</p> <p>This objective identifies the high frequency of burglaries across the city. Between July 2009 and September 2009, there were 120 burglaries across the City averaging 40 per month.</p>	<ul style="list-style-type: none"> ▪ Publicity and educational campaigns about burglary ▪ Watch schemes and resident involvement- Neighbourhood Watch ▪ CPTED ▪ Property marking
<p>Objective 4: To reduce youth offending</p> <p>This objective highlights the high rate of youth offending in the City. There has been a slight increase in youth offending in the last year. Violence (both serious and minor assaults), drugs and antisocial behaviour (disorder and cannabis) and dishonesty (theft, theft ex-car and shoplifting) are the three highest areas of offending.</p>	<ul style="list-style-type: none"> ▪ Ka Hao Te Rangatahi and Kupenga A Maui ▪ Junior Neighbourhood Support.

Safer Napier Policy April 2011

The purpose of the Safer Napier Policy is to facilitate an effective and coordinated approach to community safety. It proposes to install a sense of community for Napier residents through the development of crime prevention programmes, safety related services and collaboration with other agencies. It highlights the importance of undertaking a CPTED analysis to inform and ensure the effective implementation of this policy which in turn can lead to considered redevelopment projects in the future.

This Policy highlights the fundamental safety issues that Napier faces and extensive consultation which has been undertaken to identify key issues that the council, stakeholders and the community feel should be addressed. It was found that crime and safety is the area of most concern to the Napier community. Furthermore, of recorded criminal offences in Napier, more than half of crimes occurred in just five suburbs, one of which was Maraenui where there was a high occurrence of violence offences.

Four key strategic priorities have been developed which have informed the objectives of what this Policy intends to achieve and how this will be implemented.

Objective 1

“To provide a safe community infrastructure including community services and facilities, a City transport network, and public spaces (relates to strategic Priority 1- Infrastructure).”

Objective 2

“To facilitate a sense of community safety for Napier residents and visitors (relates to Strategic Priority 2- Services).”

Objective 3

“To provide programmes that aim to prevent crime and injury to Napier City residents and visitors (relates to Strategic Priority 3- Programmes).”

Objective 4

“To facilitate collaboration to achieve common community safety outcomes (relates to Strategic Priority 4- Collaboration).”

Napier City Council LTCCP

The Napier City Council's LTCCP implements safe community initiatives under the Council's expenditure group Social and Cultural. Proposed future initiatives and development for Maraenui has been included in the LTCCP and is listed as follows:

Community Development

“Community facilitation and grants support and encourage voluntary and community based organisations to address social issues in the city through self-help processes.” (p23).

Prioritisation of Actions as contained in Appendix B (p 49- 53)

Immediate Future

- *“Action key projects planned for the revitalisation of Maraenui”*

Development Planned

- *“Entice businesses to set up the Maraenui shopping centre to provide services or provide goods that are only accessible outside the suburb.”*

- *“Explore long term funding options for tangible and proven community initiatives such as the Safe Communities Napier project and the neighbourhood Accessibility Plan project.”*

Longer Term Options

- *“Action key projects planned to promote the community and social well being of Maraenui.”*

Safer Community

“The purpose of this activity is to develop community based crime prevention initiatives, promote safety in the community, and provide coordination and liaison between community groups and organisations.” (p23).

Prioritisation of Actions as contained in Appendix B (p 54- 56)

Immediate Future

- *“ Continuing implementation of the Maraenui Urban Renewal Plan (MURP)”*
- *“Continuing support for the Whanau Ora Centre in Maraenui”*
- *“Development of the Napier Civic Pride Plan to target wilful damage”*
- *“Advocate for the implementation of a Housing Upgrade Plan (MURP)”*

Development Planned

- *“Development of Crime Prevention Through Environmental Design initiatives once identified through the Neighbourhood Accessibility Plan.”*
- *Longer Term Options*
- *“Continuation of the implementation of projects into Maraenui.”*

It is also identified that the future of funding for this activity is dependent upon agreement between the Napier City Council and the Crime Prevention Unit (Ministry of Justice). Operating costs assume the agreement will continue.



Table 4. FEEDBACK FROM COMMUNITY CONSULTATION: Issues in Maraenui and What should be done

	MARAENUI URBAN RENEWAL PLAN (MURP) 2011	MARAENUI URBAN RENEWAL PLAN (MURP) REVIEW REPORT 2011	NAPIER CITY COUNCIL SAFER NAPIER POLICY 2011	NEIGHBOURHOOD ACCESSIBILITY PLAN- PRELIMINARY INVESTIGATION	NAPIER CITY COUNCIL CRIME PREVENTION PLAN 2010-2013	LTCCP	MARAENUI RETAILERS ASSOCIATION FEEDBACK	TOTAL
ISSUES IDENTIFIED IN MARAENUI IN RELATION TO CRIME AND THE BUILT ENVIRONMENT	Feedback from Community Hui (5 April 2011) and Whanau Ora Day (16 April 2011).	Issues identified by Author.	Consultation With Council's Planning, Planning, Works Asset, Services And Community Development Departments as well as External Stakeholders Including Police, Fire Service, District Health Board, Housing New Zealand Corporation, Accident Compensation Corporation, Ministry Of Social Development, Department Of Internal Affairs and The Primary Health Organisation.	Consultation with Safe Communities Napier Stakeholders, workshop 25 November 2008.	Issues identified by Author.	Community views identified through consultation.	Feedback from Retailers Association Meeting (4 May 2011).	
Alcohol Abuse- Alcohol ban needed/ limit on Alcohol sales	0	0			0		0	4
Alleyway is an issue and needs better surveillance				0			0	2
Antisocial behaviour in the community		0						1
CCTV needs upgrade							0	1
Community days/events to facilitate community pride	0					0		2
Community members need to take a role in crime protection and maintenance of property	0	0	0					3
Council is responsible for protecting community assets			0			0		2
Council should have better input of resources into Maraenui						0		1
Council's policy response to crime needs to exemplify and promote a combination of prevention, surveillance and enforcement methods			0					1
CPTED principles should be applied to at risk alleyways				0				1
Gangs are a big issue in Maraenui	0	0						2
Good urban design needed to minimise and prevent incidents of crime and injury occurring.			0					1
Graffiti removed and needs to be prevented in the future	0		0					2
HNZ Housing needs to be improved- and better mix of private and HNZ homes	0	0						2
Improvement of Lighting	0			0			0	3
Litter needs to be contained	0							1
More police needed	0							1
Murals	0							1
Need to Reduce incidence of burglary					0			1
Park needs upgrading	0							1
People are accessing shop roofs							0	1
Playground needs upgrading	0	0						2

Pump house is unused and target for vandalism		0				0	2
Reduce youth offending	0	0			0	0	5
Shop alcoves a target for urination						0	1
Shopping centre rundown- needs to be Rebranded and upgraded	0	0					2
Signs at shops need to be upgraded	0						1
Skate park needs upgrading	0	0					2
Toilets need upgrading	0	0				0	3
Trees need to be trimmed/ better cared for	0					0	2
Vandalism including Smashed windows should be fixed and prevented	0		0				2
						TOTAL	56

Table 5. ACTIONS IDENTIFIED IN POLICIES/PLANS TO DEAL WITH CRIME IN MARAENUI

ACTIONS IDENTIFIED IN POLICIES/PLANS TO DEAL WITH CRIME IN MARAENUI	MARAENUI URBAN RENEWAL PLAN (MURP) 2011	MARAENUI URBAN RENEWAL PLAN (MURP) REVIEW REPORT 2011	NAPIER CITY COUNCIL SAFER NAPIER POLICY 2011	NEIGHBOURHOOD ACCESSIBILITY PLAN- PRELIMINARY INVESTIGATION	*MARAENUI COMMUNITY CRIME SURVEY 2004 <small>* Reviewed in the Neighbourhood Accessibility Plan</small>	NAPIER CITY COUNCIL CRIME PREVENTION PLAN 2010-2013	LTCCP	TOTAL
Accessways Closure Policy			O					1
Action Key projects for the revitalisation of Maraenui							O	1
Action key projects planned to promote the community and social well being of Maraenui							O	1
Alcohol Strategy and Continue supporting the Napier Alcohol Liaison Group			O			O		2
Community education programmes				O	O	O		3
Better lighting					O			1
CCTV			O					1
Collaboration of all groups working on crime and safety issues in Maraenui- both private and public sector		O						1
Community consultation to ensure community needs are reflected		O						1
Community Patrol			O					1
Continue having key government agencies in the community.		O						1
Continue the MURP						O		1
Continue work to reduce the negative influence of gangs	O							1
CPTED Safety Audits and Site Assessments			O			O		2
Create a family atmosphere around the 'shops and park'	O							1
Urban design plan should be developed for the Maraenui shopping centre and surrounding area based on CPTED and best practice urban design principles and include elements of the community identity.	O	O						2
Develop and implement Crime Reduction initiatives that mitigate the effect of crime							O	1
Ensure 'International Safe Community activities' occur within Maraenui	O							1
Ensure a fostering of community pride, identity and ownership		O	O					2
Entice businesses to set up in the Maraenui shopping centre							O	1
Establish a Safe Schools Partnership to address offending and safety in its broader concept at the local schools						O		1
Explore long term funding options for tangible and proven community initiatives such as the Safe Communities Napier project and the Neighbourhood Accessibility Plan project							O	1
Graffiti Removal Policy			O					1
Improve safety in the community	O							1
Improved lighting				O				1

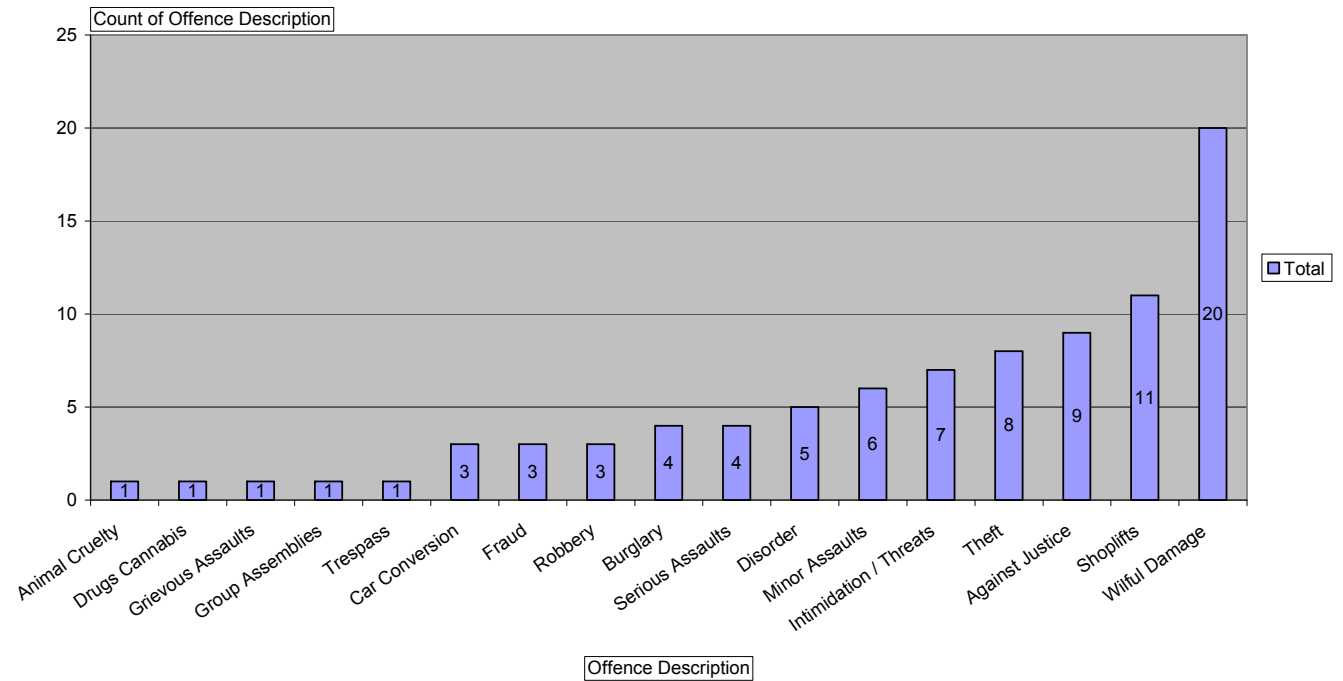
International Safe Communities Project			O					1
Investigate the impact of any negative social aspects associated with gang presence in Maraenui; consider taking steps to address it such as their removal.		O				O		2
Liquor Control Bylaws and Policy including liquor bans			O					1
More community activities						O		1
More neighbourhood support groups						O		1
More Police						O		1
More youth activities						O		1
Neighbourhood Support			O					1
Promote safety in the community that emphasises situational crime prevention measures							O	1
Provide and encourage coordination and liaison between Government Agencies and the community that contribute to crime reduction, mitigation and safety.							O	1
Providing more of a mix between private and HNZ homes						O		1
Safer Napier Committee			O					1
Tree maintenance				O				1
Watch schemes and resident involvement- Neighbourhood Watch							O	1
							TOTAL	46

Crime Statistics

A summary report of the crime statistics around the Maraenui Shopping Centre have been provided to Harrison Grierson by Napier City Council. They provide a break down of the incidence of crime between June 2009 to June 2011.

These statistics demonstrate a high level of criminal activity around the shopping centre and the report notes the prominent type of crime is wilful damage, followed by shoplifting (refer to graph below). This is supported by comments from the Maraenui Community Policing Centre which reports that staff predominately attends to reports of shoplifting and wilful damage. Further to this, it is identified that the most common time period for crime to occur in the shopping area is from 3.00pm – 6.00pm.

Maraenui Shopping Area - 01 June 2009 - 01 June 2011 - by Crime Type



Source: Maraenui Shopping Centre Crime Report, Napier City Council

Consultation

Maraenui Consultation

Consultation with key stakeholders and members of the Maraenui Community provided us with an understanding of some of the key issues affecting the area, and enabled a detailed list to be developed which identified what interventions would be desirable to both reduce crime and improve amenity. A set of recommendations were subsequently prepared that respond to examples of poor design identified on the site visits and through consultation, which are later incorporated into the strategic recommendations

An inception meeting was held with Napier City Council Officers on Friday 13 May 2011. Where the council brief and Harrison Grierson proposal were discussed and distilled into a final methodology to carry out the study.

A meeting with key Maraenui stakeholders was held on Friday, 13 May 2011 to openly discuss the issues of crime and safety as viewed by local members of the community and key support agencies. The attendees included:

- Napier City Council
 - Community Development Manager
 - Community Planning Manager
 - Roading Manager
 - Reserves Team Leader
 - Safer Community Coordinator
 - Community Development Advisor

- Housing New Zealand
- Maraenui Police

A workshop was held with business owners on Friday 10 June 2011. This included representatives from Eastern Institute of Technology (EIT) and Roopu Iwi, Maraenui Pharmacy and the Superette. Lighting was identified by this group as a prominent concern in the area and there was dialogue around who should be paying for lighting after dark.

Focus groups were conducted with local school children on Friday 10 June 2011. The first group of 10-12 year olds were from Maraenui Bilingual School, and the second a group of 17-18 year olds were from William Colenso College. Feedback was sought on what areas around the Maraenui Shopping Centre they felt most unsafe and what changes they would like to see made. A range of issues were discussed as illustrated in Appendix A of this report. It was also noted by the children from Maraenui Bilingual

School that in order to avoid vandalism of future upgrades, people need to feel they own the space and what is in it. Furthermore, it was suggested that plaques to commemorate volunteer efforts in the upgrade would allow them to identify with the people who have put time and effort into the area.

A Community BBQ was held at the Maraenui Shops on Friday 10 June 2011. The purpose of this BBQ was to receive feedback from the community on what they thought about the shopping area and changes they thought should be made. Three A1 sheets were displayed during the BBQ identifying the subject site area, conceptual ideas for what could occur as a result of their feedback, and a blank sheet for people to write their ideas on (refer to Appendix B). The BBQ is a good example of community engagement, central to second generation CPTED principles, which not only looks at built form, but the underlying social issues which may contribute to crime in the area.



Summary of Crime and Safety Issues identified through Consultation and Napier City Council Policies and Plans

The consultation undertaken, both by Harrison Grierson and Napier City Council, has identified a number of issues in Maraenui. These reinforce many of the issues identified in the Napier City Council Plans which relate to crime and safety. The matrix on pages 14-17 of the report and Appendix B illustrates this alignment of issues.

Issues were repeatedly identified in consultation, and in Napier City Council's strategic plans and policies. These in turn have guided Harrison Grierson in its CPTED assessment in identifying issues and providing recommendations for intervention. The predominant issues identified through consultation were:

- The present state of the toilets is poor and there is a lot of tagging. There is a need for these to be upgraded, replaced or moved.
- The playground has been identified as needing upgrading and the different parts to be consolidated.
- The skatepark needs to be improved as it is currently "boring", the concrete is cracked and there are constantly twigs lying over the surface of it. The inclusion of a skate bowl (like Taradale) and a half pipe and more ramps is requested.
- Surveillance of the area is limited. Effective CCTV cameras should be installed.
- The laneway is an issue and needs better surveillance. It is also used to access shop roofs.
- Graffiti is prominent in the area.

- Lighting needs to be improved in the area and the issues regarding who should be providing it (shop owners or Council) should be resolved.

These issues identified through consultation demonstrate an obvious need not just for minor interventions to improve the area from the perspective of crime and safety, but also through an overall upgrade to the Maraenui Shopping Centre.

Ideas of merit for the improvement of the area that were raised given by the community during consultation by Harrison Grierson included the placement of a carved Pou artwork or something that is unique to Maraenui in the shopping centre area and upgrading the existing stage to host community events. Community ownership of the area is also important and both people attending the community BBQ and the school children felt that this is something that should be improved in Maraenui.

A comprehensive urban design concept along with the contribution of community groups and stakeholders have the potential to ensure a safe and well connected Maraenui and improve many of the crime and safety issues identified. There is a clear intention of the Council through the LTCCP and other plans and policies to implement an urban design programme in the future which will enable its revitalisation and this should be utilised.



Community consultation BBQ



Maraenui Bilingual School consultation

Detailed CPTED Recommendations



(Above) Maraenui shops during the day and night.

The recommendations section of this report aims to simplify all of the analysis into a clear and workable table for stakeholders to both understand the review process and for ease of implementation. The following text will provide a brief explanation of the table.

Column 1: Plan Reference

The column labelled 'plan reference' relates the number on the plan to the recommendation in the table. The location of the number on the plan highlights the general vicinity of where the recommendation relates. To help the reader navigate the plans key roads have been identified.

Column 2: Location

Column 2 explains the relative location of the recommendation.

Column 3 Detail: Descriptive Image

Provides a photo of the existing issue which has been assessed against CPTED principles

Column 4 Detail: Issues

Column 4 details the Crime Prevention through Environmental Design issue or consideration.

Column 5: Ministry of Justice 7 Qualities of Safer Places

Column 5 lists the qualities of safer places (as listed on page 4 and 5 of the document) which are considered relevant to the particular issue. This column is included as an acknowledgement that we understand and are following CPTED best practice (as defined within a New Zealand context).

Column 6: Recommendations

Column 6 provides the recommendation or 'intervention' as it is commonly referred to within this document. For each issue identified there may be more than one recommendation for how to facilitate a change in the environment.

Column 7: Action

Identifies the likely facilitator and major funder of undertaking the aforementioned recommendation. There are 3 selections – Napier City Council (NCC), tenant and community (Please note column 7, 8 and 9 represent an initial understanding of responsibility, effort and cost and should be used to guide internal discussions, which in turn, may reveal variations or changes).

Column 8 Priority: Effort

Prioritises the likely effort of implementation for each recommendation into low, medium and high. (Please refer to the adjacent table for further detail)

Column 9 Priority: Cost

Prioritises the estimated cost of implementation for each recommendation into low, medium and high. (Please refer to the adjacent table for further detail)

Column 10 Priority: Impact

Prioritises the anticipated impact for each recommendation into low, medium and high, while it is risky trying to anticipate the potential impact of a change in the physical environment, we have attempted to measure impact on the basis of perceived enhancement or change resulting from the intervention on persons visiting and using the space.

EFFORT		
LOW	MEDIUM	HIGH
Can do it themselves	Would need to contract someone in to do the work	Would need to contract someone in to do the work
Would be easy to do	Would be moderately easy/hard to do e.g. structural changes, making minor changes to a road footpath upgrade	Would take a great deal of effort to do e.g. big structural changes, putting in a new road, taking out a building, complete redevelopment
Minor level of collaboration needed with other businesses or Council	A small to medium amount of collaboration needed with other businesses or Council	A high level of collaboration needed with other businesses or Council

COST		
LOW	MEDIUM	HIGH
Would be cheap to do	Would be reasonably cheap/moderately expensive to do	Would be expensive to do
No more than \$5,000	Between \$5,000 to \$50,000	\$50,000 and above

IMPACT		
LOW	MEDIUM	HIGH
Limited change expected in people's perception of crime and safety.	Expected reduction in people's perception of crime and safety.	Significant improvement expected in people's perception of crime and safety, the quality of the built environment and open space.


(Above) Matrix identifying the method used in attributing effort and cost to interventions






Study Area







Recommendations Plan











Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
1	Front of Shops		Broken Window	5, 6	The first action should be to replace the broken window. Secondly, seek a formal agreement between shopping centre tenants and the Council for the ongoing upkeep and maintenance of building facades.	Tenant	Low	Low	Low
2	Front of Shops		Paint on window	2, 6, 6	Remove the paint off this window. It provides an opportunity for graffiti etching and despite the premises currently being unoccupied, the paint unnecessarily conceals the interior of the building helping to reinforce a defensible appearance.	Tenant	Low	Low	Low
3	Front of Shops		Paint under verandah roof peeling	5, 6	Strip and repaint the veranda in areas where peeling is occurring. The tidy and well maintained appearance of the shopping centre is important to instilling community pride and greater ownership.	Tenant	Low	Low	Low
4	Front of Shops		Light broken and removed under veranda of the church	5, 6, 7	All broken or vandalised light fittings should be repaired immediately and turned on. Consultation has found that the cost of keeping lights on at night both within the respective shops and under verandas is prohibitive for some shop owners. We would suggest that Council coordinate this individually with shop owners to ensure light distribution from shops and verandas is consistent and does not result in darkened or shadowed areas that may further limit the effectiveness of CCTV.	Tenant/ NCC	Low	Medium	Medium
5	Front of Shops		Curtains cover the front of the church	2, 4	A solution needs to be found to the Church's relationship with the shopping centre and surrounds. Unfortunately a representative of the church was not able to attend our rounds of consultation to discuss the needs of the church and the level of privacy required for the premises outside of service times. The church is centrally located within the shopping centre and currently supports a long inactive and nondescript frontage. It is recommended that the curtains be removed and that the church present a more open and welcoming face to the car park and reserve. If this is not possible for privacy reasons, investigate alternative design solutions such as blinds which can be opened outside of service hours to help activate this facade and provide opportunities for passive surveillance.	Tenant/ NCC	Medium	Low	Medium

Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
6	Front of Shops		No Signage for the church on facade or veranda	3, 5	Look to discuss signage with the Church to help identify the use and activity of the building. Currently, the facade is inactive and defensibly orientated. Signage would enhance legibility and way finding and introduce more colour (and potentially pride) to the community. Signage does not have to be expensive and could simply involve local church members or school children submitting artwork or ideas for incorporation in windows and on the verandah. Any signage should recognise the requirement/desire for an open outlook as documented in point 5 above.	Tenant/ NCC	Medium	Low	Low
7	Car park and access		Excessive carparking reducing sightlines and accessibility to and around shops	1, 3, 6	Investigate reducing the number of car parks and access points provided for the shopping centre. Please refer to the concept plan enclosed within this document for our preliminary thoughts on where a reduction in car parking could occur. Such a reduction would have multiple benefits including; <ul style="list-style-type: none"> - Opening up sightlines and accessibility between Bledisloe Road and the shops. - Improving pedestrian safety both within the car park and at entry/exit points - The reclaimed land could be returned to open space improving on site amenity. - The residual area of car parking which will be more linear in nature could then be designed to operate more as a slow speed road environment promoting the more regular movement of cars past the shopping centre. This will aid activity within the shopping centre and surveillance of the shops. 	NCC	High	High	High
8	Front of Shops		Graffiti on roof of unit – learning innovations	5, 6	Remove Graffiti. If the premises are unoccupied the Council should be proactive in removing graffiti within 48 hours as NCC policy dictates or as a preference within 24 hours.	Tenant/ NCC	Low	Low	Low
9	Front of Shops		Graffiti on the roof of Kwaliti Indian Cuisine	5, 6	Remove Graffiti. If the premises are unoccupied the Council should be proactive in removing graffiti within 48 hours as NCC policy dictates or as a preference within 24 hours.	Tenant/ NCC	Low	Low	Low
10	Car Park and access		Poor quality of the seating located within the car park	6	Site visits and consultation has identified seating located in the park and around the shopping centre as being run down and poorly sited. NCC to look at improving the location and quality of seating around the shopping centre as part of a larger urban design study of the site. Such improvements can help improve the amenity of the area and support increased surveillance of the playground and shopping centre.	NCC	Medium	Medium	Low

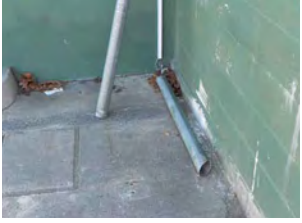
Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
11	Car Park and access		Cars protruding over the kerb and into the footpath obstructing pedestrian movement	1	We recommend a redesign of the car parking layout which if adopted would remove the conflict between vehicles and pedestrians. Refer to point 7 above. A new car parking layout should enable strong sightlines across the car park to the shops and provide ample space for pedestrians to navigate throughout the area in a safe and controlled environment.	NCC	High	High	High
12	Car park and access		Poor quality/out dated planters located adjacent to the car park	5, 6	The current planters are outdated and regularly vandalised. The planters do not fulfil the role for which they were originally designed for - due in part to the ongoing removal of plants, are bulky and affect the accessibility of pedestrians within compact spaces. The removal of planters should be included in any urban design review of these spaces.	NCC	Medium	Medium	Medium
13	Open space		Upgrade of playground, integrate components – improve layout of the reserve area	3, 5, 6	Another strong conclusion identified through consultation and a review of key documentation is the desire of the community (both young and old) to have and enjoy an upgraded playground which they can be proud of. We received lots of comments regarding playgrounds in other parts of Napier and incorporating elements of these to create a uniquely Maraenui experience. It is considered that a new playground will aid in galvanising community ownership and engage young people in the area. A key component of CPTED is providing young bored people something to do as a pre-emptive measure in reducing crime and vandalism. It is considered that the location of the existing playground is suitable. However the existing separate swing set should be removed and the existing playground upgraded to a toughened yet challenging design. Additional improvements as a result of an urban design exercise around the shops should see the appropriate placement of seats and car parking to enhance sightlines and surveillance.	NCC	Medium	Medium	High
14	Open Space		Poor design and location for the toilet block	1, 3, 5, 6	The toilet block should be removed. It is recommended that a new (more vandal-resistant design) toilet block be positioned closer to Bledisloe Road at the entrance to the car park. Refer to the concept plan for a more suitable location.	NCC	Medium	High	High
15	Open Space		Pump station blocks views into the park and provides a ready canvas for graffiti and vandalism	1, 2, 3, 6	Remove/relocate the pump station to a new location that does not impinge on the reserve nor decrease levels of surveillance or visibility into the shopping centre and surrounds. In the absence of funding or political will, look at ways of beautifying the walls of the pump station in mural or art work. This will help to reduce levels of graffiti and improve community ownership.	NCC NCC	High Medium	High Low	Medium Low





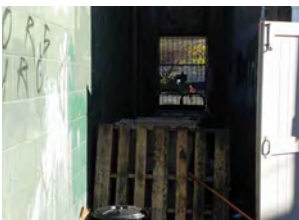
Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
16	Open Space		Skate bowl, old and outdated	5, 6	The skate bowl – like the playground, provides a haven and hangout for youth who would otherwise have very little to do within the area. An upgrade is considered an appropriate solution to getting young teenagers in particular – to respect and take ownership of any changes that are made within the centre. This could be enhanced by having some local kids involved in any redesign. It is considered important to manage expectations of an upgrade with the real desire to see a skating area not block sightlines or create entrapment spots. A design that utilises small grade changes and benches that can be multi-functional and aid surveillance and activity is considered a likely solution. Any upgrade should be matched by effective lighting and CCTV that is prominently identifiable by users.	NCC	Medium	High	High
17	Residential Properties along Bledisloe Road and Longfellow Avenue		Closed boarded, wooden fencing of Housing New Zealand properties fronting the shops, blocks sightlines and creates a canvas for graffiti	2, 5, 6	For properties along Bledisloe Road and Longfellow Avenue that overlook the shops and the park, replace all closed boarded wooden fencing with toughened, permeable pool fencing to aid surveillance and sightlines from these properties and to improve the overall amenity.	HNZ/NCC	Medium	Medium	High
18	Open Space		Plunket building isolated? What is the best position for this building?	1, 3	There has been some discussion about the future of Plunket in the area. The Plunket building is isolated in its current position, while also blocking views into the park from a key intersection. It is important that the skate bowl in particular is well surveilled and the absence of activity within the Plunket building after dark makes this a target for vandalism and possible entrapment. It is also considered that with the shopping centre not fully tenanted, the relocation of Plunket into this area creates a more defensible arrangement of built form while increasing use and activity within the centre. Council to engage in dialogue with Plunket about their future plans. Investigate the removal of the Plunket building if not being utilised.	NCC/ Plunket	High	Medium	High
19	Longfellow Avenue		No pedestrian connection across Longfellow Ave. Parking along road can also be a problem when busy	2,3,6	Investigate as part of a detailed urban design exercise the use of traffic calming devices (raised surfaces, pinch points etc) along Longfellow Ave to both slow traffic and provide safe pedestrian crossing points. A pedestrian crossing is not supported in the absence of more robust traffic calming devices. Refer to Concept plan for possible location(s).	NCC	High	High	High
20	Open Space		Define what the reserve should be used for. Too small in its current form for more active recreation – layout does not provide for the best use of the space available	1, 3, 6	As part of a wider urban design exercise there needs to be a rethink around the function and use of the space. This needs to include a review of pedestrian accessibility and active and passive use areas. Refer to concept plan for further detail.	NCC	Low	Medium	High






Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
21	Open Space		CCTV is limited due to poor lighting and coverage area not extending over the entire shops. Visibility is also important so potential offenders and users know they are under active 24hr surveillance.	2, 4, 7	Look at providing two monitored cameras in the shopping centre that can capture the length of the shops, car park, skate park and the reserve. Cameras should be at a height that they cannot be vandalised but also low enough so that they are a visible deterrent to anti social behaviour and crime. Incorporate signage that reinforces the 24 hour active surveillance measure to help instil a degree of confidence and security for users of the area. New CCTV should only be provided in conjunction with an upgrade in lighting so that cameras can be effective in recording incidents and prosecuting offenders.	NCC/ Police	Medium	High	High
22	Front of Shops		The supermarket presents a largely blank inactive facade to the car park.	2, 4	Investigate the removal or partial removal of the grey hoardings/paint which characterises the facade of the supermarket. By removing the grey hoardings and turning interior and veranda lights on at night you provide significant levels of activity and surveillance between the shop and the car park.	Tenant/ NCC	Medium	Low	High
23	Open Space		Bollards are large and prominent. Are all bollards needed? These bollards also provide additional surfaces for graffiti.	6	Investigate alternatives to preventing unauthorised access to reserve/ grassed areas. More inconspicuous bollard examples exist which would reinforce a less defensible environment and reduce surface area for graffiti. Investigate as part of a wider urban design strategy.	NCC	Low	Medium	Medium
24	Car park and access		No delineation or priority afforded to pedestrian movement.	1, 3	Prioritise a continuous pedestrian path across the entrance to the footpath. This could be achieved through a change in paving treatment or colour. Investigate as part of a wider urban design strategy. Refer to concept plan.	NCC	Low	Low	Medium





Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
25	Car park and access		Excessive area of car parking. Rationalise layout and arrangement of car park and access to the shops.	1, 3, 6	<p>Investigate reducing the number of car parks and access points provided for the shopping centre. Please refer to the concept plan enclosed within this document for our preliminary thoughts on where a reduction in car parking could occur. Such a reduction would have multiple benefits including;</p> <ul style="list-style-type: none"> - Opening up sightlines and accessibility between Bledisloe Road and the shops. - Improving pedestrian safety both within the car park and at entry/ exit points - The reclaimed land could be returned to open space improving on site amenity. <p>The residual area of car parking which will be more linear in nature could then be designed to operate more as a slow speed road environment promoting the more regular movement of cars past the shopping centre. This will aid activity within the shopping centre and surveillance of the shops.</p>	NCC	High	High	High
26	Car park and access		Rubbish bin has been knocked over.	5	Repair or replace rubbish bin so that it shows a willingness on Councils behalf to take ownership of maintaining amenities.	NCC	Low	Low	Low
27	Car park and access		The dropped kerb providing access for prams or wheel chairs is ambiguous and poorly defined.	1	As part of any redesign of the car parking provide appropriately marked up disabled car parks and ensure these are suitably accessible.	NCC Tenant/	Low	Low	Low
28	Front of shops		Graffiti on roof of shops.	5, 6	Remove Graffiti. If the premises are unoccupied the Council should be proactive in removing graffiti within 48 hours as NCC policy dictates or as a preference within 24 hours.	NCC	Low	Low	Low
29	Front of shops		Graffiti on roof of shops.	5, 6	Remove Graffiti. If the premises are unoccupied the Council should be proactive in removing graffiti within 48 hours as NCC policy dictates or as a preference within 24 hours.	Tenant/ NCC	Low	Low	Low





Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
30	Front of shops		Vacant shops.	4, 5, 6	Investigate tenants for this unit. It may be possible to attract interest in the knowledge that Council and other stakeholders will be investing in improving the safety and amenity of the shopping centre. Council should prioritise its search to high activity generating businesses i.e. butcher, vege grocer, cafe, hairdresser etc. These uses have been identified through significant interest and they would help bring a greater balance to the current mix of uses.	NCC/ Tenant	Medium	Low	High
31	Front of shops		Vacant Shops inactive frontage.	4, 5, 6	Investigate tenants for this unit. It may be possible to attract interest in the knowledge that Council and other stakeholders will be investing in improving the safety and amenity of the shopping centre. Council should prioritise its search to high activity generating businesses i.e. butcher, vege grocer, cafe, hairdresser etc. These uses have been identified through significant interest and they would help bring a greater balance to the current mix of uses.	NCC/ Tenant	Medium	Low	High
32	Rear access lane		Poorly framed gateway to the shops and the rear access lane.	1, 3, 5, 6	By activating (opening a window or door providing extra surveillance) this corner of the shop you will create a gateway entrance to the rear lane. If this is not possible at the ground floor look at opportunities which may arise for residential live/work units to be located at an elevated second level. This action will help to enclose the rear lane and will help to further privatise this space in line with its intended purpose.	Tenant/ NCC	Medium	High	High
						Tenant/ NCC	Low	Low	Low
33	Rear access lane		Wall acts as an informal climbing aid or 'ladder' for vandals wanting to scrawl graffiti.	6	Investigate removing this wall. While it does help to define the rear yard space of the pharmacy, it is easily scalable and is an identified route for people to the roof of the shopping centre. If there is an unwillingness to investigate this option, look at replacement alternatives of permeable wrought iron varieties which are sturdy and difficult to scale.	Tenant	Medium	Low	Medium
34	Rear access lane		Primary vehicular access for two residential properties is off the rear lane with potential for conflict with commercial/retail tenants.	1, 6	Investigate the possibility of removing the vehicle access for residential properties along this laneway. By excluding these residents you help to further privatise this space and exert more access control over the laneway.	NCC/ House owners	High	High	High






Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
35	Rear access lane		Building recesses provide a potential entrapment or concealment spot directly off the rear lane.	6	Fence off the building recess so that it does not become an entrapment spot or provide opportunities for concealment.	Tenant	Medium	Low	Medium
36	Rear access lane		Build up of rubbish highlights a lack of ownership. Old door frame provides a climbing aid to the roof.	1, 5, 6	By the nature of the concealed location and the lack of ownership shown by the former tenant, this space has fallen into disrepair and is often used to dump refuse. The old door frame has also been stripped and is now used as a climbing aid to the roof. Remove the door frame and tidy up the rubbish. If this action is combined with securing the entrance as indicated under point 35, this space will be increasingly difficult to utilise unlawfully.	Tenant	Low	Low	Low
37	Rear access lane		Location of storage shed in the rear lane blocks sightlines and visibility, while providing a narrow entrapment spot between the shed and the rear of the building.	2, 6	The storage shed creates a narrow entrapment/concealment spot while also serving to block sightlines along the rear lane. Investigate the removal of the shed.	NCC/ Tenant	High	Medium	Medium
38	Rear access lane		Old drainage pipes provide potential weapons or tools for vandalism. Their location also lowers the amenity of the rear lane and indicates a lack of ownership.	5, 6	Remove drainage pipes.	Tenant	Low	Low	Low
39	Rear access lane		The low roof height and the placement of plumbing and drainage on the outside of the building provide climbing aids to the roof	6	Investigate ways for enclosing this space or internalising the plumbing which provides opportunities for people to scale and access the roof.	Tenant	Medium	Medium	Medium

Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
40	Rear access lane		Broken windows.	5	The first action should be to replace the broken windows. Secondly, seek a formal agreement between shopping centre tenants and the Council for the ongoing upkeep and maintenance of building facades, in the case of future instances.	Tenant/ NCC	Low	Low	Low
41	Rear access lane		Pumping station building and fenced off area presents the image of a low amenity and poorly maintained space.	5, 6	Organise regular maintenance for the pump station site to clear rubbish, graffiti etc.	NCC	Low	Low	Low
42	Rear access lane		The height of the building addition extending out from the primary face of the building, combined with external plumbing fittings and window sills, provide a climbing aid to the roof for vandals and/or taggers.	6	Secure area through fencing to avoid access to these informal climbing aids. If the building addition is not required or consented, look to remove immediately.	Tenant/ NCC	Medium	Medium	Medium
43	Rear access lane		The height of the building addition extending out from the primary face of the building, combined with external plumbing fittings and window sills, provide a climbing aid to the roof for vandals and/or taggers.	6	Secure area through fencing to avoid access to these informal climbing aids. If the building addition is not required or consented, look to remove immediately.	Tenant/ NCC	Medium	Medium	Medium
44	Rear access lane		The pedestrian laneway which extends from the rear lane to the shop fronts is gated at the shop interface creating an enclosed spaced with entrapment and concealment concerns.	1, 3, 6	It is our understanding that this open ended pedestrian walkway will be enclosed shortly. It is recommended that the walkway be gated off or even better filled in to create additional floor area for tenants. In its current state it is a dangerous movement predictor and entrapment spot.	Tenant	Low	Low	Medium




Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
45	Rear access lane		Unless secured, waste disposal bins can become unsightly and a source of tools/implements for opportunistic or impulsive crimes or vandalism. These bins can also help screen people in the rear lane and are also used as informal climbing aids to access roof areas.	5	It is recommended that adjacent shops combine their waste disposal and recycling bins into secure and defined storage areas. These areas would preferably be gated (permeable chain link) and away from full public view. This will ensure the area is kept tidy and will create a sense of ownership and space management.	Tenant	Low	Low	Low
46	Rear access lane		Daubing of tags on this fence may remove offensive scrawls, but leaves a low amenity screen which does not disguise the recurring problems with tagging which blight this lane.	5	Replace the closed boarded wooden fence with permeable 1.8m high wire mesh fencing or wrought iron varieties. This could be combined with screen planting to retain a level of privacy for adjacent residents.	Tenant/ NCC	Medium	Low	Medium
47	Rear access lane		The desire or intention to prevent unauthorised access to the rear lane is compromised somewhat by the provision of a wide open footpath leading into the laneway from Geddis Ave offering mixed messages to users.	1, 3, 6	Remove the footpath that enters the rear lane from Geddis Avenue and extends out between the shop and the educational facility to Bledisloe Road. Investigate narrowing the rear lane at this point, provide pinch points and promote the no-entry sign.	Tenants/ NCC	Medium	Medium	High
48	Rear access lane		The 'No entry' and service lane signage provides minimal disincentive as an access control tool, when you have such a wide an open laneway that supports formal and recognised connections to the shops for pedestrians and private vehicle entry for a number of residential dwellings accessed from the rear lane.	1, 3	Look at prioritising the no-entry or other similar signage along with other design measures as indicated under point 47 above.	Tenants/NCC NCC/	Low	Low	Low
49	Pedestrian walkway – Maraenui Bilingual School		Pedestrian walkway to Maraenui Bilingual School does not provide for a legible or open front, with a poorly resolved entrance from Bledisloe Road.	1, 3, 6	Investigate lowering the fence at the road edge, utilise more permeable fencing varieties and remove vegetation encroaching on the laneway. Remove the existing steel bars at the entrance to the walkway and replace with a clearly delineated pedestrian link extending across Geddis Ave thereby providing a meaningful and safer link between the school and the shopping centre.	Maraenui School	Medium	Low	Medium
						Tenant/ NCC	High	High	High
						Tenant	Low	Low	Low

Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
50	Geddis Avenue		Two areas identified for pedestrians to cross but neither prioritise pedestrian movement or establish a safe crossing point.	1	Rationalise pedestrian movement from this corner, create a strong and meaningful link to the shops across Geddis Ave. Such a link should incorporate traffic calming devices to slow vehicular traffic through this zone. Refer to the Concept Plan for possible locations.	NCC	High	Medium	High
51	Bledisloe Road		Prominent area of road reserve is underutilised at a key visual termination point from three directions and a gateway point to the Maraenui shops. The bollard railing adds to the clutter experienced for visitors of this corner.	2, 3, 6	Look to utilise this space for a gateway feature which has been raised. Such an identifying feature for Maraenui has been raised in consultation and previous reports.	NCC/ Community	Medium	Medium	High
52	Bledisloe Road		The width of Bledisloe Road and the extensive sightlines along this road help precipitate higher speeds within this environment and around the shops. This is a safety concern when recognising the proximity of Maraenui Bilingual and the Te Kohanga Reo, and adversely effects access and the quality of the area.	1, 3	Introduce a range of traffic calming devices along this route to slow vehicle traffic entering Marenuui. Such an action can also help to inform users/visitors that they are entering a different environment and help to aid place building and community ownership. Refer to the concept plan for thoughts on where any such devices could be located.	NCC	Medium	High	High
53	Bledisloe Road		The pedestrian crossing is located close to the Bledisloe/Geddis Ave intersection and provides little vertical delineation to slow vehicle traffic. The location of adjacent schools requires a more robust solution.	1	As part of a process of slowing traffic, a raised pedestrian table or shared surface crossing is recommended to prioritise pedestrian movement and safety.	NCC	Medium	High	High

Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
54	Bledisloe Road		Overhead power lines along Bledisloe Road, provide ready surfaces for graffiti and serve to further lower the appearance of the centre.	6	Investigate the possible undergrounding of overhead power lines along Bledisloe Road. This will improve the amenity and perception of Marenui. It will also remove opportunities for graffiti.	NCC	High	High	High
55	Northern shop facade		The mural is a positive addition to the shop front in the absence of windows supporting overlooking and activity.	5	Maintenance and repainting of the mural needs to continue to ensure an appealing entry feature to the centre is maintained.	NCC/ Tenants	Low	Low	Medium
56	Front of shops		Broken light fitting under the veranda of the 4Square shop.	5, 6	All broken or vandalised light fittings should be repaired immediately and turned on. Consultation has found that the cost of keeping lights on at night both within the respective shops and under verandas is prohibitive for some shop owners. We would suggest that Council coordinate this individually with shop owners to ensure light distribution from shops and verandas is consistent and does not result in darkened or shadowed areas that may further limit the effectiveness of CCTV.	Tenant	Low	Low	Low
57	Front of shops		Metal bracing, possibly used to attach signage is a possible hazard and does not serve any specific purpose.	5, 6	Remove metal brace.	Tenant	Low	Low	Low

Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
58	Front of shops		The location/placement of rubbish bins in the path of pedestrians is a potential hazard and does not support legibility and accessibility.	1, 2, 6	As part of an urban design exercise for the shopping centre and surrounds, ensure that rubbish bins and other impediments to access are responsively located.	NCC	Low	Low	Low
59	Front of shops		There seem to be an excessive number of bike racks which also extend into the pedestrian movement corridor and add to the visual clutter. These bike racks can also aid loitering by creating an informal seat or lean.	6	Rationalise the number and placement of bike racks so that they do not impede access around the shopping centre and can respond to likely movement and gathering locations.	NCC	Low	Low	Low
60	Front of shops		The concrete planters are dilapidated with much of their original purpose as flower beds now defunct with their removal and vandalism. The concrete surface, provides an attractive surface to graffiti while their position is a barrier to the desire line of pedestrians moving along Bledisloe Road.	5, 6	The current planters are outdated and regularly vandalised. The planters do not fulfil the role for which they were originally designed for - due in part to the ongoing removal of plants, are bulky and affect the accessibility of pedestrians within compact spaces. The removal of planters should be included in any urban design review of these spaces.	NCC	Medium	Medium	Medium
61	Car park and access		The in and out vehicle crossings to the shop car parks accessed from Bledisloe Road do not support connectivity or accessibility by breaking the route of pedestrians. This is compounded by the poor delineation of the footpath as it extends across the entrance to the car park.	1, 3, 6	As part of any urban design exercise we recommend rationalising the car parking areas to increase sightlines, activity and open space. We recommend that as part of this process a single access point into the car park from Bledisloe Road be provided. The removal of the existing exit point will help improve pedestrian safety both within the car park and at entry/exit points. Refer to concept plan for detail.	NCC	High	High	High
62	Car park and access		Vegetation blocks sightlines into the car park from the street	2	Remove vegetation.	NCC	Low	Low	Low

Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
63	Bledisloe Road		The canopy of this tree should be raised above 1.8m to ensure visibility underneath. If this is not possible it should be removed and replaced with a high branching variety.	2	Raise the canopy of this tree to a minimum height of 1.8m to ensure sightlines at ground level.	NCC	Low	Low	Low
64	Rear access lane		Lighting in the rear lane was provided primarily by light standards (carrying power cables) or by several light fittings attached to the rear of buildings. This uneven distribution of lighting resulted in areas of the rear lane being subject to significant shadow particularly where this accompanied built form recesses. This was particularly prominent around the rear of the EIT units. There did not seem to be any use of sensor lighting or monitored CCTV.	7	<p>Investigate the removal of permanent light fittings (on a timer) within the rear laneway and move to sensor lighting. The use of permanent lighting is attracting use after dark and allows people to see into the space and what they are doing when they are in there.</p> <p>The consistent application of sensor lighting along this laneway would help to highlight the movement of people, would help to save power and would for the majority of people dissuade use after hours because it becomes harder to see into the space. It is recommended that any move to sensor lighting be undertaken in conjunction with several other target hardening initiatives including: signage highlighting access by authorised personnel only, CCTV that can accurately monitor entry and exit points into the laneway, the removal of climbing aids to the roof, the securing of premises, the removal of the pedestrian entrance/walkway from Geddis Ave and the use of pinch points to highlight the changed environment.</p> <p>Another, less favourable option is to gate each entrance to the laneway. This is likely to be problematic as the laneway is currently legal road and this route also provides access for two residential properties.</p>	NCC	Medium	Medium	High
65	Front of shops		The St Vincent De Paul shop had no internal lighting on or under croft- veranda lighting. Where adjacent shops do provide lighting, the effect of not lighting becomes obvious, with significant areas of shadow. This makes it difficult to make out or recognise faces in any great detail.	6, 7	All broken or vandalised light fittings should be repaired immediately and turned on. Consultation has found that the cost of keeping lights on at night both within the respective shops and under verandas is prohibitive for some shop owners. We would suggest that Council coordinate this individually with shop owners to ensure light distribution from shops and verandas is consistent and does not result in darkened or shadowed areas that may further limit the effectiveness of CCTV.	Tenant/ NCC	Low	Low	Low
66	Front of shops		The absence of lighting from the church and the vacant Kidz First Charitable Trust tenancies created a significant area of shadow within the central segment of shops. This adversely affects pedestrians wanting to move between the superette and the 4Square at opposite ends of the centre. It also creates issues of visibility for the CCTV camera monitored 24 hours and renders this facility largely useless.	6, 7	All broken or vandalised light fittings should be repaired immediately and turned on. Consultation has found that the cost of keeping lights on at night both within the respective shops and under verandas is prohibitive for some shop owners. We would suggest that Council coordinate this individually with shop owners to ensure light distribution from shops and verandas is consistent and does not result in darkened or shadowed areas that may further limit the effectiveness of CCTV.	Tenant/ NCC	Low	Low	Low

Plan Reference	Location	Detail		MoJ 7Q's of Safer Places	Recommendations	Action	Priority		
		Descriptive Image	Issues				Effort	Cost	Impact
67	Front of shops		The use of roller doors (inside the glass exterior facade) and the lack of or non-use of veranda lighting creates a dark, unwelcoming face to the shops. The lack of activation of this interface creates a 'defensive' approach to designing out crime that does not support community engagement	6, 7	Consider the removal of the roller doors. An improved result would be to have the interior of the office visible and supported by internal and veranda lighting. If security is likely to be a problem utilise an open grille design that still allows light filtration and permeability.	Tenant/ NCC	Low	Low	Medium
68	Open space		Lighting of the park is provided by light poles largely positioned arbitrarily with an equal focus on car parks and adjacent streets. This lighting is not pedestrian focussed nor does it highlight existing routes through the park. Is it considered desirable to light the park at night? If so, it should be done properly ensuring the visibility of all users.	6, 7	Lighting will be a key component of any urban design exercise. There is a real need to have a consistency of lighting within the reserve and car park but also a focus on pedestrian level lighting that is vandal resistant. We would recommend that lighting be upgraded in this area and kept on at night. This is a slight departure away from traditional CPTED thinking but reflects the use of the reserve (particularly among young people) the late opening hours of several shops and the need to provide high visibility suitable for 24 hour video camera surveillance.	NCC	Medium	Medium	High
69	Lister Ave Walkway		The walkway between Lister Ave and Geddes Cres is a movement predictor made more unsafe by its narrow width, end destination (being a cul-de-sac), poor lighting, and central bend which effects visibility along the route.	1, 2, 3, 6, 7	This walkway is poorly designed and located. It has been recognised in consultation as a problematic route and should be closed. There are suitable movement routes along neighbouring public roads that the removal of the walkway will not result in accessibility or undue hardship for residents.	NCC	Medium	Medium	High

Site Analysis

The following pages demonstrate our investigations of the site in terms of built form in relation to crime prevention recommendations. In general, an understanding of the mix of uses, active frontages and movement issues are important in forming a view of how the built form either facilitates or discourages actual and perceived crime events. Please refer to the following summary in conjunction with the land use, frontages and movement plans.

The land uses plan demonstrates that the retail experience is currently gravitating towards the main vehicular movement with community and education uses occupying the centre of the strip. This has effects on the active frontages and therefore surveillance of the space during the day, which is then significantly exaggerated during the evening. This could be considered a result of the blocking of through movement pass the front of the retail strip. It also highlights the inefficient and excessive carparking.

The active frontages and entrances of the surrounding residential units provide the opportunity for surveillance at all times of the day and night (reduced at night). This has been enhanced by partial removal of closed boarded fences replaced by pool fencing. A lack of residential on the retail strip leaves less secure spaces during the evening.

The background research, consultation and our observation all highlight the concern of the high speed environment on Bledisloe Road and other roads in the subject area. Young children (5-7 year olds observed) regularly cross Bledisloe un-assisted at informal crossing points at significant risk. The speeds are determined by the existing considerable width of tarmac between kerbs and long forward distance. Research published in the UK Manual for Streets and referenced in New Zealand Standard NZS4404:2010 provide a guide on the resulting speed of the existing conditions. Figure 3.2 in NZS4404:2010 estimates that a carriageway of 10m between kerbs and a forward distance of 110 metres will result in driver behavioural speed of 65kph. Bledisloe Road has approximately 11m between kerbs and 260m of clear forward visibility so there is no surprise that the resulting speeds are above the speed limit and significantly above speeds appropriate to a local centre. Consultation and observation identified the use of the service lane for pedestrian movement and where the main desire lines across the public space are used. These routes will need to be addressed in the following recommendations. Enhancing the legitimate routes and discouraging movement through spaces of ambiguous public/private ownership.










- ① Carparking study
 ② Larder sold at Super market - then 12pm & space
 ③ Playground not well set out
 ④ planters - with seating - rubbish - dated
 ⑤ plants removed swiftly / stolen
 ⑥ need
 ⑦ tagging constantly - eyesore block views
 ⑧ Rub
 ⑨ cats
 ⑩ kid
 ⑪ Low sk
 ⑫ sk
- Park
 Block
 Rosey Spiller
 Fitzgerald park
 & Arab pub
 Maraenui
 Scale 1:750

Land Uses Plan

■	Retail : Convenience
■	Retail : Food
■	Charitable Organisation
■	Government
■	Council Facilities
■	Education
■	Green Space / Park
■	Vacant shop
■	Residential
■	Residential : Housing New Zealand
■	Car parking
1	Four Square
2	TAB
3	Divine Meals
4	Society of St. Vincent de Paul
5	Mai Dairy
6	TJ's Bakery
7	Eastern Institute of Technology (EIT)
8	Rolling Wok Takeaways
9	Church
10	Learning Innovations
11	Te Roopu A Iwi
12	Police
13	Chemist
14	Supermarket
15	Housing New Zealand office
16	Ahuriri District Health Charitable trust medical centre
17	Ahuriri District Health Charitable trust
18	Napier City Council owned pump station / pump house
19	Plunket
20	Public toilets
21	Playground
22	Challenge Petrol Station










Active Frontages Plan : 8am - 5pm

-  Blank Wall
-  Glazed : Poor surveillance
-  Glazed : Good surveillance
-  Entrance
-  Unoccupied (after hours)
-  Closed boarded fence
-  Pool fencing

1	Four Square
2	TAB
3	Divine Meals
4	Society of St. Vincent de Paul
5	Mai Dairy
6	TJ's Bakery
7	Eastern Institute of Technology (EIT)
8	Rolling Wok Takeaways
9	Church
10	Learning Innovations
11	Te Roopu A Iwi
12	Police
13	Chemist
14	Supermarket
15	Housing New Zealand office
16	Ahuriri District Health Charitable trust medical centre
17	Ahuriri District Health Charitable trust
18	Napier City Council owned pump station / pump house
19	Plunket
20	Public toilets
21	Challenge Petrol Station



Active Frontages Plan : 5pm - 11pm

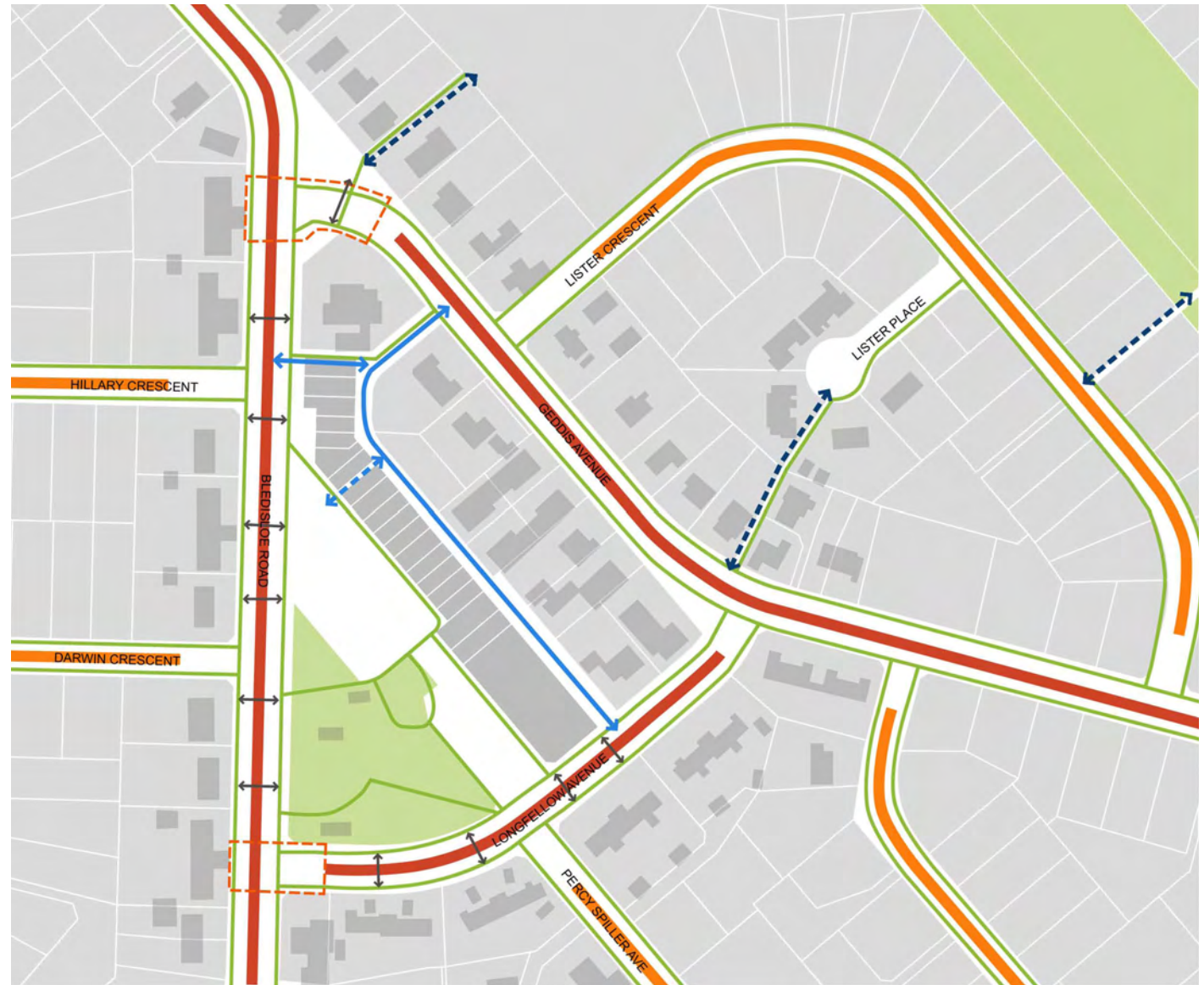
-  Blank Wall
-  Glazed : Poor surveillance
-  Glazed : Good surveillance
-  Entrance
-  Unoccupied (after hours)
-  Closed boarded fence
-  Pool fencing

1	Four Square
2	TAB
3	Divine Meals
4	Society of St. Vincent de Paul
5	Mai Dairy
6	TJ's Bakery
7	Eastern Institute of Technology (EIT)
8	Rolling Wok Takeaways
9	Church
10	Learning Innovations
11	Te Roopu A Iwi
12	Police
13	Chemist
14	Supermarket
15	Housing New Zealand office
16	Ahuriri District Health Charitable trust medical centre
17	Ahuriri District Health Charitable trust
18	Napier City Council owned pump station / pump house
19	Plunket
20	Public toilets
21	Challenge Petrol Station



Movement Issues

- High Speed
- Moderate to high speed
- Informal crossings (including children)
- Pedestrian movement through ambiguous public/private space
- Blocked alleyway
- Alleyway with poor surveillance
- Main pedestrian routes (from consultation)
- Corner perceived as unsafe



Strategic Recommendations & Concepts

The intention of this section is to pull together the background reports, consultation, site visits, detailed CPTED recommendations and site analysis into a high level strategic principles and recommendations. These recommendations are then expressed as preliminary concepts to aid a future urban design framework.

The inputs into the CPTED analysis have highlighted some clear issues with the Maraenui Shopping Area that are considered to be better dealt with through strategic recommendations. These recommendations have been generated by our study of Maraenui including background reports, consultation and site analysis. This advice has been focused on crime prevention and should not be considered a comprehensive urban design assessment. Through each input into the report key elements for revitalisation in the area have been identified. These in turn have fed into the development of six principles for revitalisation and a broad concept plan that reflects social, cultural, economic and environmental themes.

The background research strategic plans highlighted a number of issues and potential solutions for the Maraenui shopping centre. The MURP identified that an urban design plan should be developed for the Maraenui shopping centre based on CPTED and best practice urban design principles. Further to this, key actions were identified in other plans to improve the area. These included, amongst others, a

collaboration of all groups working on crime and safety issues in Maraenui in both the public and private sector, improving lighting, CCTV, and the need to create a family atmosphere around the shops and the park. The importance of fostering community pride, identity and ownership was also recognised across a number of the plans.

Consultation undertaken by Harrison Grierson, and previous consultation done by Napier City Council, highlighted the need for change in the area. Comments raised during consultation aligned with what had been identified in the strategic plans. The park, playground, skatepark and toilets were noted as needing upgrading. There was also agreement that a level of community ownership needed to be facilitated.

The detailed CPTED recommendations are summarised to the right and highlight the priorities of issues identified in our site visits. In general, interventions in pedestrian safety, lighting, removing unnecessary structures, and fencing dominate in addition to the overall requirement of an urban design framework.

Detailed CPTED Recommendations Summary

Recommendation	%
Investigate issue further as part of a wider urban design strategy.	16
Controlling pedestrian movement including giving priority in places and restriction in others.	9
Improve lighting and/or replace broken lights.	9
Remove structure or unnecessary item e.g. Wall, wooden bollards, planter boxes.	9
Secure area with fencing considering use of permeable pool type fencing.	8
Rationalise car parking area- remove parks and/or redesign.	5
Prune or remove vegetation.	4
Remove and/or relocate building.	4
Remove graffiti.	4
Resolve rubbish issues e.g. Remove rubbish, install or secure rubbish bins for shops.	4
Maintenance of building e.g. Replace broken windows, repaint.	4
Remove window coverings e.g. Paint, curtains, roller doors.	3
Signage needed.	3
Agreement needed between shop owners for ongoing maintenance.	2
Install CCTV.	2
Need for traffic calming devices.	2
Put tenants into vacant unit.	2
Activating shop corner façade.	1
Improve seating.	1
Install a new playground to replace existing.	1
Redesign of reserve.	1
Regular maintenance to pump station.	1
Restrict vehicular access to laneway.	1
Undergrounding of powerlines.	1
Upgrade skatebowl.	1

Table 6 lists the six principles and recommended strategic design responses based on an assessment of Maraenui undertaken by Harrison Grierson. These should be read in conjunction with the concept plan which has been provided on page 47 of this report. The concept plan is provided to explore one possible layout based on these strategic recommendations. Each recommended design response has been afforded a priority as with the previous recommendations given in this report. It should be noted that a number of the recommended design responses have been included under more than one principle. This reflects the interconnected nature of the design responses and it is therefore considered appropriate to assign them to multiple principles.

Strategic Principles

1. Providing Safe Movement
2. Engendering Community Ownership
3. Looking Out for Others
4. Creating a Quality Place to Hang Out
5. Creating a Quality Place to Shop
6. Enabling a Quality Place

Table 6.

PRINCIPLE	RECOMMENDED DESIGN RESPONSE
1. Providing Safe Movement	Create gateway/ traffic calming features to notify drivers that they are in a pedestrian and cyclist priority area.
	Reduce excessive carparking and inefficient layout.
	Choose one of two options for the service lane: - close off to prevent public access or increase the physical protection measures and delineate public / private realm.
2. Engendering Community Ownership	Provide better pedestrian links from houses to park/town centre to improve safety for existing informal movement.
	Any streetscape upgrade should include low impact stormwater devices and methodologies.
	Provide multi-generational spaces with interacting areas of passive and active space.
	Consider location of Plunket. Possibly bringing the use into the main group of shops, freeing up public space and improving surveillance sightlines
	Transparently demonstrate incorporation of community views into any redevelopment.
	Involving volunteers into the regeneration project and recognise their efforts.
	Provide built form responses that welcome users into the Maraenui centre. In particular legible entrances from the main modes of arrival: - walking, public transport and private motor vehicle
3. Looking Out for Others	High percentage of Maori population catered for through the utilisation of Maori Urban Design principles (see list of principles in appendix 3).
	Pump station should be regenerated or moved to prevent further crime and safety issues.
	Formalise the sightlines from the overlooking housing, giving visual responsibility to specific views.
	Return vehicle movement to directly past the front of the retail units to increase security, aid convenience to shopping and rationalise parking. Shared space methodologies are recommended to promote low speed.
	CCTV to be more prominent and improved to CPTED standards.
	Include spaces that interlink different uses and including active and passive activities such as the skatepark, courts, benches and seating.
4. Creating a Quality Place to Hang Out	Specific vegetation to be removed and improved to CPTED standards.
	Choose one of two options for the service lane: - close off to prevent public access or increase the physical protection measures.
	Relocate the skatepark to better utilise the space in the reserve and avoid material dropped from trees.
	Consolidate and improve the playground.
6. Enabling a Quality Place	Make a feature of the central space identified by "The Tree" . Seating and shade for older people near the playground to be provided, close to the shopping centre, but with visual and audible connection to the playground

	Provide multigenerational and social spaces including a flat open grassed space for ball sports that can be co-opted for crowd space when the stage is in use.
	Youthful population reflected through the provision of activities and areas to suit them such as a skatepark designed with their input to reflect their needs and wants. With the provision of protecting sightlines into the park from surrounding residences.
	Provide night time lighting for surveillance of the open space as it will be used regardless. With care to reduce glare into surrounding residences.
	Having a mix of uses in the shopping area for example having residential located over retail.
	Upgrade and expand the existing stage for public events. Efficient use of space and funding would recommend sharing of structures and space with the Skatepark.
	Provide a community centre as per MURP.
5. Creating A Quality Place to Shop	Encourage a greater diversity of uses in the shopping area. Providing extended hours of occupation, greater social interaction and healthy options: eg a hairdresser, gym and fruit and vege shop
	Extend surveillance in the area for both the main space and service lane by encouraging residential located over retail.
	Implement the specific detailed CPTED recommendations in partnership and monitor periodically.
	Invest in the material appearance and quality of shops.
	Improve lighting at night to ensure safety when moving from the surrounding areas or carparks.
	Any open space upgrade should incorporate low impact stormwater devices and methodology.
	Extend community policing hours in response to the crime statistics (peak 3-6pm).
6. Enabling a Quality Place	Business owners and Council should investigate targeted rates and Main Street /BID models for town centre management.
	Improve the quality of the open space- more multi-functional, efficient and inclusive.
	Relocate, and upgrade the public toilets.
	Continue the replacement of close boarded fencing, with pool fencing of the housing fronting opposite the park and shops.
	Ensure that any redevelopment and revitalisation is co-ordinated and holistic with a common palette through staging.
	Possible future landscaping should choose local native species to encourage appropriate biodiversity and cultural resonance.
	Put a governance strategy in place that ensures Maraenui is well maintained and cared for.

Overall Maraenui Shopping Centre Concept Plan



GATEWAY FEATURE



SHARED SPACE



PLANTED BUILDOUTS



RELOCATED & IMPROVED PUBLIC TOILETS



SEATING & PAVING TREATMENT



IMPROVED SKATE PARK



PUBLIC SEATING



COMMUNITY NOTICE BOARD



CLEAR & WELL LIT PEDESTRIAN ROUTE



MIX OF USES



PLAYGROUND



FLAT OPEN GRASSED SPACE

Maraenui Shopping Centre Concept Plan A



Maraenui Shopping Centre Concept Plan B



Maraenui Shopping Centre Concept Plan C



Conclusion

This CPTED assessment of the Maraenui Shopping Centre has identified how the area could be improved from the perception of crime, safety and accessibility. This assessment has been supported by a review of available strategic policy documents, crime data, consultation with key stakeholders and site visits.

Recommendations have been tailored specifically to suit the needs of key stakeholders and to encourage the development of a safer, more secure environment for users. The more significant recommendations documented in this report, include:

- The need to better control pedestrian and vehicular movement
- Improve lighting; and
- To remove a number of structures around the shopping area that impact on surveillance and sightlines.

In undertaking this CPTED assessment it became apparent that there are a number of underlying issues that exist which are not quickly or easily resolved. It is recommended that these would be best resolved at a higher strategic level through an urban design framework or precinct plan. Accordingly, six principles for revitalisation have been developed which have fed into an initial concept plan for the area. It is considered that the principles and concept plan should be taken into consideration if, or when a redevelopment of the shopping centre and surrounds happens.



Appendix A – Feedback from Community Consultation

Table 7. FEEDBACK FROM COMMUNITY CONSULTATION UNDERTAKEN BY HARRISON GRIERSON

	Public Consultation/Community BBQ	Business Owners and Stakeholders Meeting	Maraenui Bilingual School (11-12 year olds)	William Colenso College (17-18 year olds)
ISSUES IDENTIFIED IN MARAENUI IN RELATION TO CRIME AND THE BUILT ENVIRONMENT	14 March 2011The numbers signal the number of ticks that were on the sheets to support the comment.	10 June 2011	10 June 2011	Consultation with Safe Communities Napier Stakeholders, workshop 25 November 2008.
Upgrade/New toilets	17	O	O	O
New McDonalds in Maraenui Shops	10			
Upgrade to Skatepark- Half Pipe, skate bowl (like in Taradale), more ramps	9		O	O
New playground updated like Marine Parade playground	8	O	O	
Education opportunities for rangatahi not in school. E.g. life skills, levels recognised by NZQA, drug awareness, law awareness	7			
Speed Bumps or pitch pits around schools	7			
More lights at night	7	O		O
Upgrade to shops	6		O	
Free lollies	6			
Look after our Plunket Building/staff. The building is currently isolated.	6	O		
Pool	6			
More markets in Richmond School Hall	6			
Tagging wall	6			
Free computer for everyone	5			
Judder Bars	5			
More patrols, Maori Wardens	5			
Need a hairdressers	5			
Netball courts	5			
New schools	4			
BBQ tables around shops, (could be prepay like West Shore or Onekawa Pools)	4			
Put more surveillance cameras in Maraenui and Napier	4	O	O	
Activity centre for kids	3			
Big sandpit	3			
Flying fox	3		O	
More shelters	3			
Upgrade basketball/volleyball courts like Fitzgerald Park	3			
Upgraded gardens	3			
A decent bus stop (colourful)	2			
Big Swings	2			
Bouncy Castle	2			

Drop in centre/ Youth Centre	2			O
Fizzy fountain	2			
Need ice cream shop	2			
Upgrade stage area for events/entertainment	2		O	
"Manu Kura" or community people in charge of looking after our shopping centre	1			
Ambulance	1			
Breakfast club	1			
Carparking- needs clarity on ownership of legal road and carparks. Kids playing in it.		O		O
Carved pou artwork or something that is unique to Maraenui	1			
Community consultation centre linked to local government and government	1			
Drinking fountain	1			
Drinking in the park.				O
Drunks urinating in the alcove		O		
Fencing around the park area	1			
Free chocolate	1			
Housing New Zealand housing has some vacant and although pool fencing was underway it has now stalled.		O		
Involve older communities- old and young together	1			
Keep free community events for families going	1			
Kindy	1			
Laneway- can't block it at each end as it is a legal road and is needed for servicing. General consensus to remove the pedestrian legitimacy through the northern accessway. Ambiguous ownership of space.		O		
More community days	1			
More employment opportunities	1			
More hospitals	1			
More houses	1			
More Police	1			O
Need Richmond School in Maraenui	1			
Need the big shop to buy freezer- more shop	1			
New seating and planting	1		O	
New shutter	1			
Tagging is an issue. Council is responsible for ground floor removal- therefore upper floors fester for longer.		O		
Te Whare Awhina Foundation request community venue for Whanau-Families	1			
Tennis court	1			
U, me Peace Youth Groups and families request a community venue for community programmes	1			
Use the organised groups in the area (police, More Maraenui Wardens Trust, Shop Owners, HNZ)	1			
Access to Roofs			O	

Appendix B – Māori Urban Design Principles for Papakāinga Development

Table 8. MĀORI URBAN DESIGN PRINCIPLES FOR PAPAĀINGA DEVELOPMENT

Principle	Translation	Description	Purpose	Responses
Kotahitanga	Cohesion and collaboration	Collective cooperative and effective partnerships and collaboration with community.	To encourage community unity and identity.	Providing a community centre, amphitheatre, community facilities, parks, reserves, walkways, good access links between spaces.
Wairuatanga	Embedded emotion/spirit	Emotional connection with the environment that links people.	To maintain and preserve the essence of tangata whenua.	Site orientation to landmarks important to tangata whenua, sight lines, environmental restoration projects.
Manaakitanga	Hospitality and security	Acceptance and hospitality given to visitors, and protection and security of the community.	To embrace and welcome all peoples, especially visitors, and to provide a safe and secure community environment.	Restoring and accessing traditional medicinal and food resources, communal gardens, designing communities using CPTED (crime prevention through urban design) principles.
Whanaungatanga	Participation and membership	Participation and membership in the community and social setting.	To encourage community participation and pride through building and emphasising community identity.	Providing communal facilities, community centres, communal laundromats, open reserves, parks, communal gardens, common and civic spaces reflecting local identity.
Kaitiakitanga	Guardianship and stewardship	Protection of significant landscape features important to the local community.	To support the protection of important environmental and cultural features through community ownership and collective responsibility.	Providing on-site mitigation for water, recognition and protection of spiritual guardians, restoration of waterways and natural areas, cluster buildings to maximise communal reserves and the natural environments.
Rangatiratanga	Leadership, identity and self-determination	Communities can lead and take responsibility for creating and determining their own future.	To promote self-determination and independence.	Being able to live and work from home, mixed high density living environments, clustering of dwellings, providing heritage markers (pou).
Mauritanga	Essence/Life-force	Life-force or essence of a natural environment.	To identify and promote the maintenance or restoration of mauri.	Community monitoring of the natural environment, swale systems for stormwater, rain-tank collection systems, grey-water recycling systems, passive solar design.
Orangatanga	Health and wellbeing	Maintain health and wellbeing of the community.	To promote environmental protection and a safe community.	Developing restoration projects, maintaining community access to resources (flax, eels, waterways etc) indigenous flora on public and encouraged on private space, encouraging walking and cycling by linking spaces, traffic calming measures, CPTED principles, ensuring public transport is available.
Mātauranga	Knowledge and understanding	Understanding of community history, identities, character.	To encourage community understanding and pride through shared knowledge.	Education promotions, interpretation boards, heritage markers (pou), heritage trails.

Appendix C – Glossary of Terms

Abnormal user

Person whom you do not desire to be in a certain space.

Accessibility

The ability of people to move round an area and to reach places and facilities, including the elderly, disabled and those with young children.

Active Frontages

Buildings that face onto the street and show signs of activity inside (such as shop fronts and window displays), or that generate activity on the pavement (such as cafes).

Activity Generators

Features that tend to create activity. These can result in positive as well as negative impacts. With careful design, activity generators can be used to reduce opportunities for crime. Alternatively, the location of some activity generators (such as a tavern) in a particular area may generate high levels of undesirable activities in what otherwise would have been a very quiet uneventful neighbourhood.

Connectivity

The physical conditions facilitating access within a region, city, town or neighbourhood.

Context

The setting of a site or area, including factors such as traffic, activities and land use as well as landscape and built form.

Crime Prevention

The anticipation, recognition and appraisal of a crime risk and the initiation of some action to remove or reduce it.

For crime prevention to work, it must effectively remove or reduce one (or more) of the three essential components found in the “crime triangle”. The Crime triangle is the graphic representation of the link between “crime” and its three essential components. The three components essential for a crime to occur are:

- Criminal Desire
- Opportunity
- Victim

By removing or effectively reducing any one of these components, you can effectively prevent crime.

CPTED

Crime Prevention through Environmental Design is a crime prevention philosophy aimed at deterring criminal behaviour through the proper design and effective use of the environment.

Defensible Space

A term used to describe a residential environment whose physical characteristics – building layout and site plan – function to allow inhabitants themselves to become key agents in ensuring their own security.

Density

The concentration of population and activity in an urban area.

Design

A term which within the CPTED context, encompasses people and their physical and social surroundings.

Desire Lines

Normally the shortest route from one place to another, but can be the most convenient, easy to use or comfortable route.

Entrapment Spots/Areas

Spaces that are usually concealed from view that can be used as hiding places or as places for trapping the unwary or for concealing criminal acts. Entrapment spots can include loading zones, leftover spaces between buildings, clearings within landscaping and recessed entrances.

Hotspots

Hotspots are existing high-crime locations that can affect a nearby development. These can include areas of high car theft from certain parking lots, graffiti in a particular area, or a known gathering area that is affected by crime and vandalism.

Inactive Frontage

The edge of a building or space which offers no opportunity for surveillance from the building or space.

Layout

The way buildings, routes and open spaces are placed in relation to one another.

Legibility

The ability of people who are unfamiliar with an area to find their way. Legibility instills a sense of confidence in users of public space and can be achieved through identifying designated pedestrian routes, clear sightlines and using signage, lighting and suitable landscaping.

Local Character

The distinctive identity of a particular place that results from the interaction of many factors, including built form, people, activity and history.

Mixed Use

Where a variety of different living and working activities are in close proximity within a neighbourhood.

Movement Predictors

Denotes any lane, path or track, which follows a predictable course and where there is an absence of alternative routes. Examples of movement predictors are pedestrian underpasses or subways, narrow passageways, stairwells and pedestrian bridges.

Natural

A term which refers to deriving access control and surveillance as a by-product of the normal and routine use of the environment.

Normal User

Person you desire to be in a certain space.

Permeability

The degree to which an area has a variety of pleasant, convenient and safe routes through it.

Primary Route

A street upon which more movement, variety and activity takes place than on smaller surrounding ones.

Safe Activity

A target neutral activity that results in increased natural surveillance.

Spatial Definition

A natural form of access control that relies on space to control access to property.

Second Generation CPTED

Extends beyond just physical design of the environment, to include social and economic factors as well as 'situational factors'. The use of socio economic and demographic profiling tries to understand some of the causes rather than the symptoms that both lead people to crime, or which makes an area more susceptible to crime.

Sight lines

The ability to see directly from one place to another. This often helps people find their way around, also known as visual permeability.

Streetscape

The street patterns, furnishings and landscaping that form the built environment.

Surveillance

The discouragement of wrong-doing by the presence of passers-by or the ability of people to be seen from surrounding windows.

Tactile Paving

Raised paving to alert people who are blind or who have a visual impairment at e.g. a pedestrian crossing.

Territoriality

Refers to a sense of ownership about a common space, such as a park, or a street for example, often developed by groups of people or communities. This concept relates mostly to private or semi private space.

Urban Design

The art of making places. Urban Design involves the design of buildings, groups of buildings, spaces and landscapes.

Visual Permeability

The ability to see from one space to another.

Wayfinding

The ability of a person to find his or her way to a destination.

Disclaimer

The information presented in this CPTED Assessment is in no way a statement of how particular issues or decisions must be dealt with. In compiling and distributing this report, Harrison Grierson Consultants Limited does not offer any promise or guarantee of safety to persons or property, nor does it accept liability for loss of damage arising to any organisation from the use of information contained in this report.



Harrison Grierson Consultants Limited
Level 5, Cogita House, 20 Amersham Way
Manukau City, Auckland 2104
PO Box 276 121, Manukau City, Auckland 2241
P 09 966 3380 F 09 966 3390
www.harrisingrierson.com