



## Annual Report 2010 - 2011

### Introduction

The Safer Papakura Trust manages graffiti removal in public places, security in two car parks, town centre safety patrollers and private graffiti removal contracts and private security contracts. This report covers the period from 1 Oct 2010 to 30 June 2011

### Summary of Financial Results

Security Income greatly increased this financial year due to the Trust providing a security service to schools. The Trust will continue to build upon this revenue stream in the next financial year.

Government Grants and Subsidies are less than in the 2010 financial year. This was due to employing less staff on the Skills Investment Subsidy. The Trust has managed to continue to provide the level of service expected to meet Council KPI's and this has impacted on reducing other expenses associated with the Skills Investment Staff.

Graffiti Removal Contracts for private companies are recorded in the Trust's accounts as Service Contracts. These contracts are provided on an annual and one-off basis. The 50% reduction in graffiti vandalism in the Papakura District has also impacted on the amount of graffiti vandalism on private property. There is a significant drop in the vandalism on private property. Some graffiti contracts completely ceased. The Trust knows that these contracts were not picked up by other contract providers. Some contracts continue at a reduced rate.

The bulk of donations were received through a donation from Proudly Papakura Trust when the Trust ceased to operate.

Other Income has been made up of the new Papakura Community Crimewatch Patrols contract and the compilation of the NEST surveys for the Police. Funding was received for 3 security cameras and this was also recorded under Other Income. All three items were new to the budget this year.

Personnel costs were significantly down due to employing less Skills Investment staff. The number of permanent staff at the Trust remains the same and it is anticipated to remain the same in the coming year.

Other expenditure increased with gaining new contracts as listed above. New contracts have required the Trust to employ sub-contractors and increase administrative support. This has all added to this expenditure line.

A term investment was started this financial year. This is tagged to allow for the possibility of truck or equipment breakdown that is outside our normal operating budget. Three thousand dollars is deposited into the term investment on maturity every ninety days.

The Trust has worked with a zero increase in funding from Auckland Council. During this period there has been an increase in GST, an increase in minimum wage and an increase in general operating expenses. It is the General Manager's recommendation that an increase in funds to cover these new expenses in the 2011 – 2012 financial year.

The Trust continues to source extra revenue through private contracts in the delivery of security services and graffiti eradication. Revenue is also sourced through funding applications. Funding applications focused and will continue to focus on delivery of education to youth and mural programmes. The Trust believes that education of youth has played a major part in the graffiti vandalism reduction.

Volunteer activity greatly impacts in a positive way on the bottom line. The Trust will continue to source, educate and work with community volunteers to provide 'paint out' assistance and community safety services.

## Summary of Non-financial Results:

For the purposes of this report, non-financial targets as listed in the Statement of Intent are listed as individual items.

### Graffiti removed from CBD, high priority public amenities and parks and reserves, and District Gateways within 24 hours:

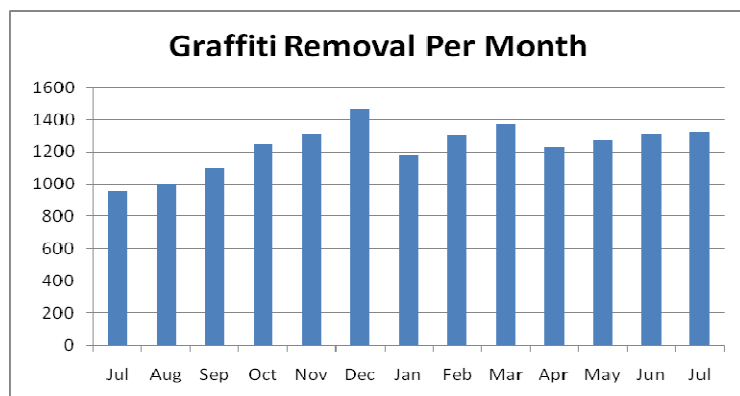
100% of graffiti has been removed from these areas in 24 hours. The number of tags in these areas totalled around 5488 and the Trust painted around 7,500 square metres.

### Graffiti removed from all other public amenities and medium priority parks and reserves within 48 hours:

100% of graffiti has been removed from these areas in 48 hours. In most cases we are able to remove it in 24 hours.

### Graffiti removal from remaining parks and reserves, trees in reserves and a remainder of walkways and facilities in other categories within 7 days of service request:

100% of graffiti is removed from the remaining parks and reserves and walkways within 7 days. Many of these areas have their graffiti removed in 48 hours. 1668 tags were removed from walkways.



22,212 tags were photographed, tracked and removed in the 2009 – 2010 financial year. In the 2010 – 2011 financial year, 16,091 tags were photographed, tracked and removed. This reduction resulted in a 30% decrease in graffiti vandalism.

### 4 communications exercises to coincide with increased vandal activity:

The Trust delivers 4 newsletters per annum. The Trust also held three volunteer awareness evenings this year. Guest speakers were invited to the awareness evenings. Both the newsletter and the evenings covered CPTED principles that could be used by the public and informed the public of activities conducted by the Trust.

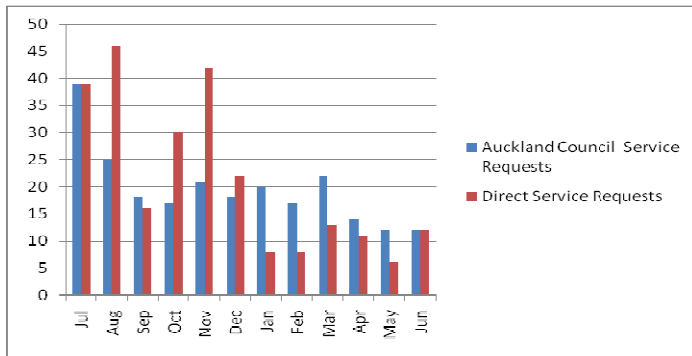
A new Volunteer Now flyer was developed this year. This flyer was delivered to over 1,800 Age Concern people in the Counties Manukau area.

The Adopt a Spot brand was updated to give a new, fresh face to our volunteering programme.



### Increase in initial customer contact with Trust and decrease in initial customer contact with Council:

Over this financial year the Trust had 488 requests for services. 253 were received directly to the Trust and 235 were delivered via Council. Please note the graph below.



### Support programmes developed with all neighbourhood retail centres:

We were unable to support any other organisations programmes regarding neighbourhood retail centres as we are unaware of any such programmes. The Trust began initiatives of its own over this financial year. The Truant Free Zone, first started in the Town Centre, has been extended to those neighbourhood retail centres where schools have attended our Truancy Action Group. Kelvin Road Shopping Centre and the Settlement Road Shops have implemented our Truancy Free Zone initiative.

Grove Road Shops and the Rosehill Shops have participated in the Trust's mural programme this financial year. Both shop walls have had murals applied by local school children. This has drastically improved the incidents of graffiti vandalism.



### Stop Tags Database is current

The Stop Tags database, which is shared with other graffiti removal Trusts, is completed at the end of each graffiti shift on a daily basis.

### Top 5 tags and Top 5 taggers are identified and passed on to Police on a weekly basis:

Meetings with Police are held two to three times per week to share intelligence. The Top 5 tags and Top 5 taggers are discussed and where possible solutions to apprehend the offenders are discussed.

The top 5 crew tags for the year were:

PMS – 569 tags

SP – 151 tags

AMK – 116 tags

BHG – 112 tags

ETC – 106 tags

Top 5 taggers for the year were:

RELOE – identity known – spoken to by Police

SMASH – identity unknown

KORUS – identity known – since moved out of Papakura

RYSK – identity known – prosecuted and been through Family Group Conference

IMAGE – identity known – spoken to by Police

All of these taggers have ceased to offend.

#### **Establish an active partnership with Community Crimewatch Patrols:**

In October of this year, the Trust agreed to provide administration services to the Patrols. Our partnership with Patrols is robust and mutually beneficial.

#### **Establish action groups around intelligence gathering to improve prosecution process:**

The Trust's Graffiti Action Group and Truancy Action Group continue to meet on a monthly basis. Attending these meetings are Police, Schools, Housing NZ and the Trust. These groups provide a platform to discuss current issues and develop action plans to remedy any problems.

#### **General programme for schools established**

An education programme has been established for delivery to school children within the Papakura District. The programme includes a lesson around graffiti vandalism and the need to get permission. The children are then taken to an area to remove graffiti. If available, the children are then involved in creating a mural in this spot to avoid further vandalism. The Trust employs an artist to help with this part of the programme. All murals are graffiti guarded.

#### **4 schools educated with specific graffiti prevention or removal programmes**

Seven schools have been worked with this year. They include Takanini School, Cosgrove School, Kelvin Road School, Papakura High School, Skills Update, Education Action and school children from the Awhi House project. All schools were also involved in the mural programme.

#### **General programme for the community established - 100 active Adopt a Spot volunteer's operative**

The Trust has over 180 Adopt a Spot Volunteers. A survey was taken of these volunteers with the following results:

48% of our volunteers are 56+ years

79% have adopted their fence with the next favourite spot being poles

73% spend 1 – 2 hours per month removing graffiti

88% felt there was less graffiti than a year ago

The Trust has estimated that our volunteers contribute around \$96,000 worth of service to our community

The Trust has contracted a Volunteer Co-ordinator to assist with development, communication and administration of volunteers.

#### **6 local volunteer groups involved in graffiti removal:**

The Trust is continued to be supported by IHC with two van loads of volunteers painting out in our community.

Other groups that help are the Tongan Community, Mansell Senior School, St Marys School. Other groups that are of assistance are the Police working with the Community Service Youth and the Corrections working on the rail corridor.

**Supervise and manage the Skills Investment Safety Patroller programme, with at least four Town Centre Safety Patrollers operating at any time:**

100% of the time, the Trust has its full quota of Skills Investment Safety Patrollers. The Patrollers are patrolling the town centre, providing car park security on top of Farmers and at Park and Ride and becoming involved in private security contracts.

**Provision of a visible security presence patrolling the town centre – 10 am – 4 pm weekdays**

100% of the time there are four Safety Patrollers, patrolling the streets for six hours, Monday to Friday. The Patrollers work closely with the Papakura Police and local security guards to provide a broad range of security services.

**Safety Patrollers trained and attired in a professional manner**

All 18 Safety Patrollers employed over the year attended the Safer Papakura Trusts National Certificate in Security. Patrollers attained either Level 2 or Level 3 NZQA accreditation.

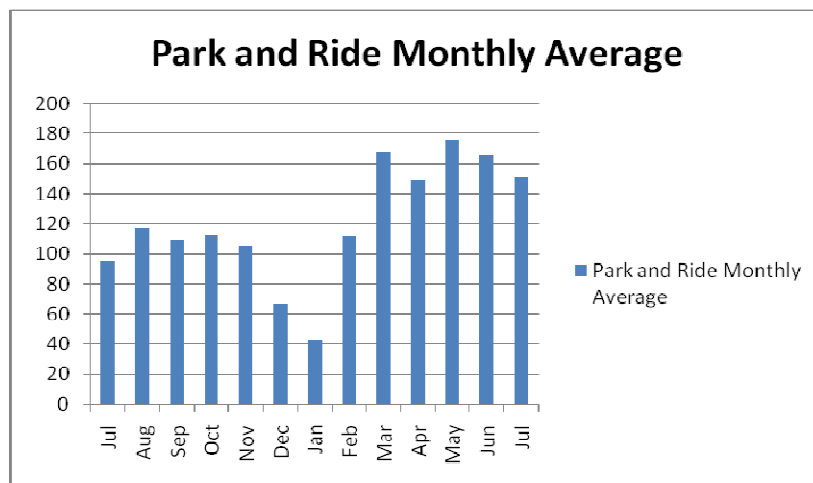
Uniforms are provided including black dress trousers, cyan polo shirt, black hat and shoes.

**Provision of security services at a minimum of three Town Centre events**

Security was provided at the Santa Parade and Carols in the Park. The Trust was due to also provide security for the Spring Carnival, unfortunately Council decided not to hold this event.

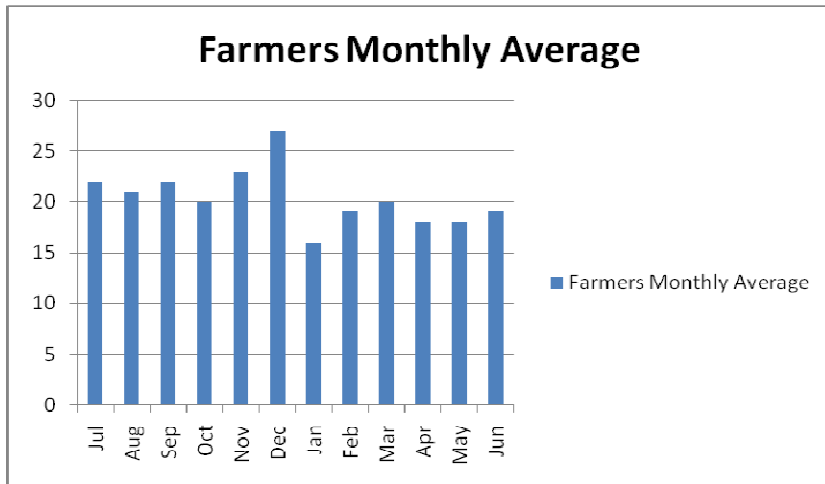
**Provision of security services at the Park and Ride facility beside the Papakura railway station, between 7am – 7 pm weekdays**

Security has continued to be provided at Park and Ride with no reported incidences involving the cars. Parking metres were removed early in 2011 which resulted in an increase in the number of cars parking on an hourly basis.



### Provision of security services on Farmers Roof top car park from 8 am to 6 pm weekdays

Security has continued to be provided 8am – 6pm weekdays at the Farmers car park with no known incidents.



### Conclusion

The Trust has continued to develop strong processes to meet its main business objectives;  
To enhance and beautify the environment of the Papakura District  
To prevent harm and injury to persons and property in the Papakura District  
To promote education and relieve poverty

All of Auckland Council's KPI's have been met and exceeded in most cases. The Trust continues to deliver its charitable activities to the community at large and works collaboratively with many other community organizations to ensure our place is a Safe an Attractive Place.