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Newtown CPTED Safety Audit



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1.0 Executive Summary

1.1 Introduction

This Crime Prevention through Environmental Design (CPTED) audit was undertaken by the Safe City team in response to growing community concern about antisocial behaviour and safety in the Newtown town centre. These concerns were raised through the Newtown Community Consortium, a group led by local business owners and residents with a strong interest in improving safety and amenity.

Five priority sites were identified where a combination of poor environmental conditions and problematic behaviour has reduced perceptions of safety:

- Constable Street public toilets and playground
- Millward Lane
- St Thomas's Church car park
- Riddiford Street bus stops
- Newtown New World entrance

Key recommendations:

- Upgrade lighting at poorly illuminated locations, including Wilson Street Carpark, Constable Street toilets, and St Thomas's Church frontage and side lane to improve night-time visibility and deter antisocial behaviour. *(Stakeholders: Transport and Infrastructure, Safe City).*
- Deploy two solar-powered temporary CCTV cameras in hotspot locations identified by Police to support monitoring and evidence gathering in areas experiencing persistent drug-related issues *(Stakeholders: Safe City, Security, Police).*
- Increase vegetation maintenance around Constable Street Playground, Millward Lane, and the Riddiford Street bus stop to maintain clear sightlines year-round and support passive surveillance. *(Stakeholders: Street Cleaning and Growth, Transport and Infrastructure).*
- Intensify street cleaning, graffiti removal, and repairs in hotspot areas to reduce visible neglect and restore perceptions of care and management. *(Stakeholders: Street Cleaning and Growth).*
- Distribute safer shopfronts guidance manual through existing Eyes On and community networks to improve shopfront security. *(Stakeholders: Safe City, EyesOn, Urban Design).*

- Collaborate with property owners to remove encampments from alcoves and implement target-hardening measures (e.g. fencing, design alterations) to prevent reoccupation. *(Stakeholders: Safe City, Urban Design).*
- Convene a hui with key social agency partners, including Te Toi Mahana, Salvation Army, City Mission, DCM, and Police to agree actions for increasing visible guardianship and presence in the hotspot area, particularly during evenings and weekends. *(Stakeholders: Safe City, Police and social agencies).*

These actions are informed by site assessments, including a lighting audit, operational walkthroughs with the Street Cleaning Manager and business leaders, and ongoing community feedback. They align with the City Safety and Wellbeing Plan and support a coordinated approach to creating safer, well-managed public spaces.

The night walk and walkthroughs included business representatives and community members, providing a direct opportunity to raise concerns with Council staff on site. Most actions can be delivered within existing operational structures, with some requiring coordinated input from business units, partner agencies, and property owners.

Implementing these recommendations will strengthen Council's leadership role, respond directly to community concerns, and ensure the hotspot area is actively managed, well-maintained, and safe for all users.

1.2 CPTED Assessment Methodology

This CPTED assessment was informed by a combination of data and insights, including community consultation undertaken as part of the Newtown Safety Plan (2025). Locations were prioritised based on community feedback, incident data, and advice from partner agencies including Police, DCM, City Mission and the Salvation Army.

The following approach was taken in preparing this CPTED assessment:

- Defined the audit scope by identifying community safety concerns through stakeholder engagement and highlighting priority areas for review.
- Analysed Police victimisation data, and internal sources including Outreach and City Safety requests, to identify harm patterns within key sites and surrounding areas.
- Conducted site visits during both day and night to observe user behaviour, assess lighting conditions, and identify environmental risk factors.
- Consulted with community members and local businesses to capture perceptions of safety and pinpoint locations most affected by antisocial behaviour.
- Outlined recommendations to address environmental risks, supporting social services and enforcement responses.

1.3 CPTED Guidelines

The Safe City team's CPTED practices are guided by [the Ministry of Justice National Guidelines for CPTED \(2005\)](#). These guidelines outline how CPTED principles can be applied to improve actual and perceived safety in public spaces by identifying environmental risks and implementing practical, achievable improvements.

In Newtown, the recommendations emerging from this audit focus on operational changes such as upgrading lighting, improving maintenance response times, clarifying boundaries between public and private property, and activating community spaces to encourage legitimate use.

A supplementary resource is [Designing for safety](#), a manual published by Auckland Council that offers neighbourhood-level guidance on applying CPTED principles through urban design.

The National Guidelines define CPTED as:

“A crime prevention philosophy based on proper design and effective use of the built environment leading to a reduction in the incidence and fear of crime, as well as an improvement in the quality of life.”

CPTED is structured around four key principles:

1. Natural Surveillance – Enhancing visibility so that people can see and be seen more easily.
2. Territorial Reinforcement – Encouraging a sense of ownership and care for public and private spaces by defining boundaries clearly.
3. Access Control- Influencing how people move through a space using features such as lighting, landscaping, and physical layout.
4. Maintenance and Management – Ensuring spaces are regularly cleaned, repaired, and well maintained to discourage antisocial behaviour and improve perceptions of safety.

Beyond these core principles, community activation, adequate lighting levels, and prompt removal of visible neglect can further improve safety perceptions. While perceptions of safety vary between individuals, graffiti, litter, and overgrown vegetation consistently have a negative impact and discourage legitimate users from returning.

The [Broken Windows Theory](#) reinforces this perspective, suggesting that visible signs of neglect signal a lack of guardianship and invite escalating antisocial behaviour. In Newtown, where drug use and mental health distress already affect perceptions of safety, poor maintenance further discourages positive use and reduces passive surveillance by the public.

While CPTED focuses on the physical environment, it is most effective when paired with well-coordinated social support. In areas such as Newtown, where antisocial behaviour is often

linked to underlying social and health issues, environmental improvements must be complemented by outreach services, tenancy support, and multi-agency coordination. These responses help address root causes and reduce the risk of displacement, reinforcing the long-term effectiveness of CPTED strategies.

1.4 Scope

This audit focuses on the central Newtown area surrounding Riddiford Street and Constable Street, as shown in the reference image. It examines five key locations that have been identified through community feedback, stakeholder input, and incident data as priority sites of concern:

- New World supermarket entrance
- Playground and adjacent public toilets on Constable Street
- St Thomas's Church car park
- Millward Lane
- Riddiford St bus stop

These sites are concentrated within a busy suburban centre that serves as a key retail and community hub. They experience high pedestrian volumes and are affected by issues including visible drug use, aggressive begging, and environmental neglect.

The audit assesses how existing infrastructure and maintenance practices influence both actual and perceived safety. It considers lighting levels, sightlines, access control, boundary definition, and the general upkeep of public spaces. While this scope does not include a full review of policing or social service provision in Newtown, it acknowledges the critical role these partners play in addressing the underlying causes of harm and in supporting the success of environmental interventions.

2.0 Audit Site



3.0 Background

Newtown is a diverse and densely populated suburb with a mix of residential housing, retail businesses, community facilities, and essential services such as Wellington Hospital. It has the highest concentration of social housing and welfare support agencies outside the central city, including prominent facilities such as Whakamaru (Wellington City Mission) and a large Salvation Army centre. These services provide vital support for vulnerable individuals and contribute to the suburb's complex demographic profile.

In recent years, members of the community have raised concerns about a decline in perceived safety within the town centre. Through the Newtown Community Consortium, a group led by local business owners, several issues were brought to Council's attention, including persistent aggressive begging, visible drug use, and signs of environmental neglect such as damaged paving, overgrown vegetation encroaching on roads and footpaths, and inadequate lighting in key public areas. Business owners and residents have noted that these issues are affecting public confidence and discouraging foot traffic in the area.

In response, Council has worked with the Consortium, Police, and local service agencies to address the issues raised. Actions have included a lighting and maintenance review, targeted community clean-up events, and improved coordination with outreach services operating in the area. In June 2025, a night audit was conducted with participation from the Transport, Street Cleaning, and Lighting teams alongside local business representatives. This walkthrough identified multiple maintenance issues and several network-related lighting faults, which were referred to Wellington Electricity for resolution. These efforts aim to combine targeted environmental improvements with ongoing social support and outreach to vulnerable individuals.

A key component of this work was the delivery of de-escalation workshops coordinated by the Safe City team, First Retail, Community Police, and DCM. These workshops were designed to equip local business owners and community members with strategies to safely manage antisocial or threatening behaviour. Public engagement was undertaken to promote the workshops, raise awareness of support services, and clarify the respective roles of Police, Council, and welfare-focused agencies.

As part of this engagement, particularly with businesses along Riddiford Street, recurring concerns emerged around visible drug use, aggressive begging, and poor perceptions of safety at night due to inadequate lighting. Several retailers also reported that the accumulation of items such as supermarket trolleys, mattresses, couches, and other discarded furniture contributed to a sense of disorder.

This CPTED audit builds on this engagement and previous operational work. It examines how the built environment, including lighting, sightlines, access control, and maintenance practices,

3.1 Data

To provide a clear picture of crime patterns, the analysis first examines Newtown as a whole, covering the Newtown East, Newtown West, and Adelaide area units, before using GIS mapping to focus on the hotspot identified by the community, allowing for a closer examination of localised crime trends. This approach enables comparison between the broader suburb and the immediate area of concern, providing context for how issues in the hotspot relate to wider patterns.

Although overall incident numbers fell in 2024 compared with 2023, the hotspot remains one of the most affected locations in the suburb, reinforcing community perceptions of persistent antisocial behaviour. In 2025, dishonesty offences remain below the 2023 peak, but there has been a marked increase in harm against persons, suggesting a shift in the nature of offending within the hotspot.

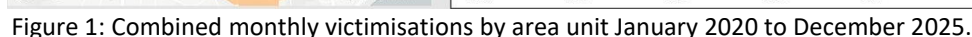




Figure 2: Meshblock cluster encompassing hotspot area as closely as possible

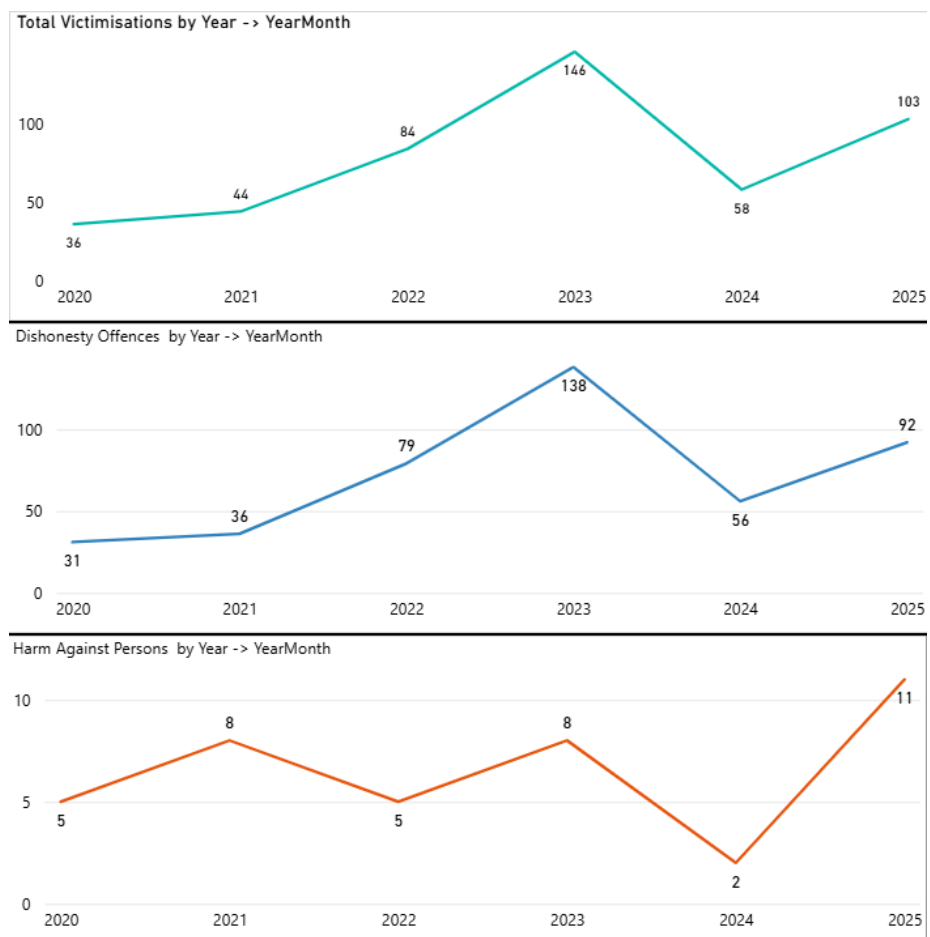


Figure 3: Annual victimisations in the hotspot area (MB2165500, MB2168600, MB2168500, MB2168400, MB2167300, MB2165200) January-May 2020 to January-May 2025. Total incidents peaked in 2023, with a sharp increase in harm against persons recording in 2025.

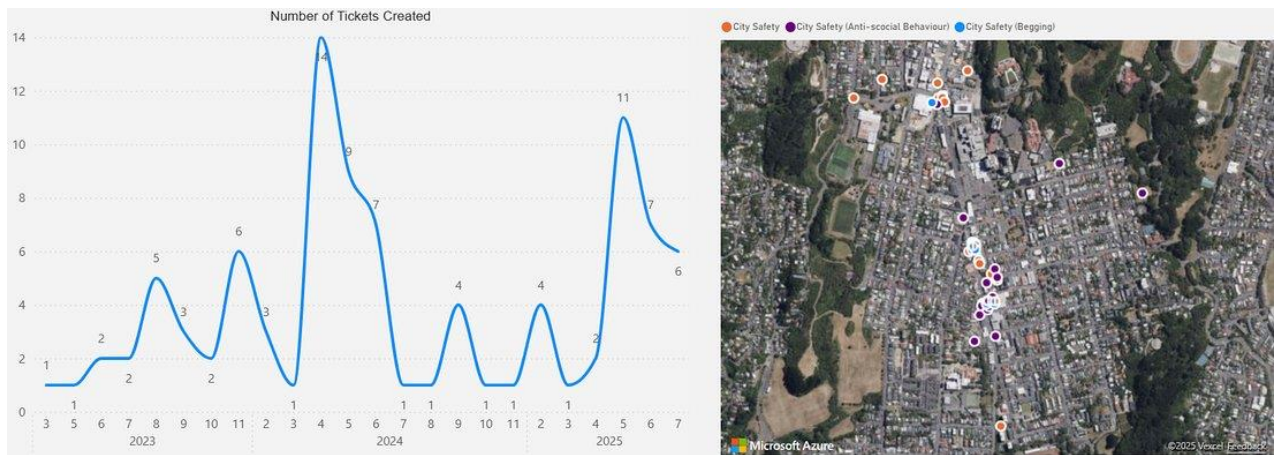


Figure 4: City Safety requests recorded through Fresh Service, January 2023 to May 2025. Activity is concentrated within the hotspot area, reflecting ongoing issues along the commercial corridor.



Figure 5: Street Outreach requests recorded through Fresh Service, January 2023 to July 2025. Activity is clustered within the hotspot area, with notable peaks in late 2023 and mid-2025.

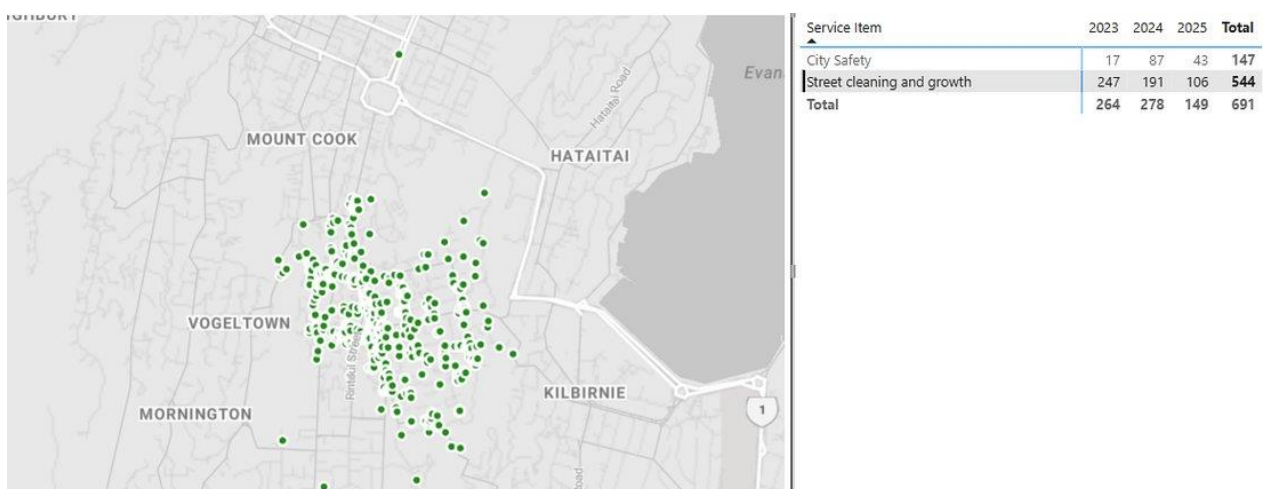


Figure 6: Street cleaning and growth service requests recorded through Fresh Service, January 2023 to July 2025. A high volume of requests is recorded across the suburb, with notable activity in the central business area.

While the data supports community perceptions of the hotspot as a key location for offending, it reflects only reported incidents and may be influenced by factors such as reporting behaviour and proactive local management. For example, the New World supermarket owner has been vigilant in trespassing and moving people from the premises, and maintains internal reporting processes, which may affect the number and type of incidents captured in Police data. Continued monitoring will help determine whether the recent increase in harm against persons in 2025 represents an ongoing shift or a short-term fluctuation.

4.0 CPTED Strategies

CPTED principles provide a structured framework for identifying practical design and maintenance measures that reduce opportunities for offending and enhance perceptions of safety. This section applies these principles to the Newtown context, focusing on how changes to the built environment can help address the concerns identified through community engagement and data analysis.

4.1 Natural Surveillance

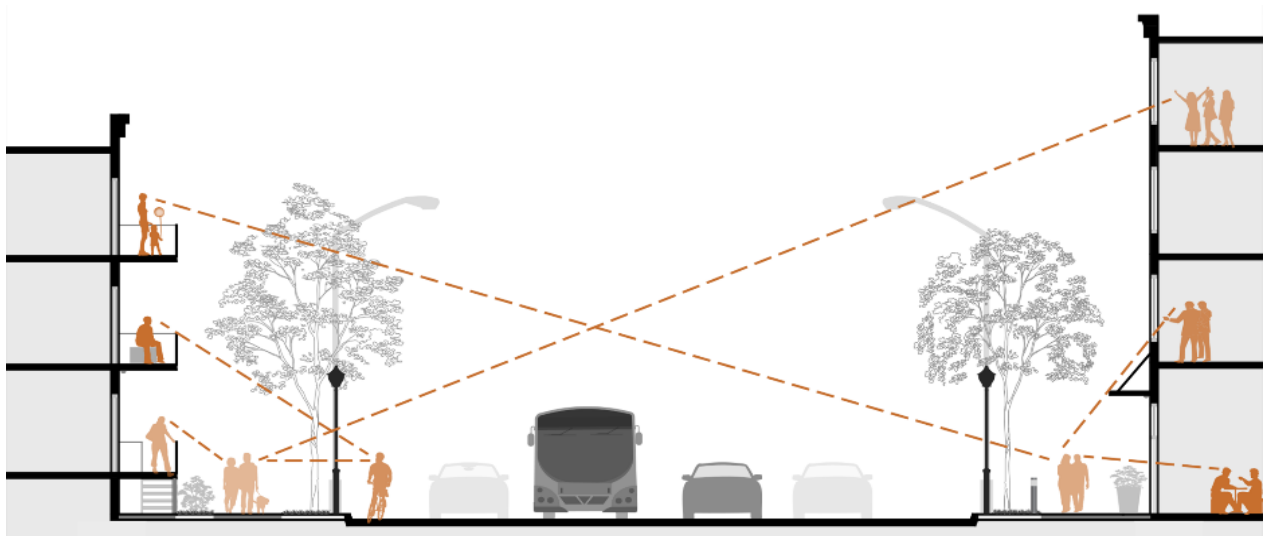


Figure 7: Illustration of natural surveillance

Natural surveillance refers to the way spaces are designed and maintained to maximise visibility and enable people to observe activity. It is a critical CPTED principle because the likelihood of being seen is a strong deterrent to antisocial behaviour. While surveillance is often linked to CCTV, the most effective form is usually passive oversight provided by everyday users, residents, and workers.

In Newtown, natural surveillance is generally strong during daytime hours due to high pedestrian activity, the presence of retail and community facilities, and regular bus movements

along Riddiford Street. Businesses and library visitors provide additional oversight, helping to deter antisocial behaviour in key locations.

However, activity levels drop sharply after business hours, reducing natural guardianship. Spaces well-used during the day become isolated in the evening. This is most evident at the Library Forecourt, the supermarket entrance, and St Thomas's Church car park, where limited night-time oversight has allowed loitering and misuse of public facilities.

Environmental features also influence natural surveillance. Overgrown vegetation in parts of Riddiford and Constable Streets obscures sightlines, while fencing, parked vehicles, and inadequate lighting create blind spots. The Constable Street playground and adjacent public toilets, for example, are screened by trees and landscaping, reducing visibility from the street. Improving lighting, maintaining vegetation, and encouraging legitimate evening activity will extend natural surveillance and increase passive observation from nearby residents and businesses.

Natural Surveillance Summary Table

Location	Daytime Strengths	Night-time Weaknesses	Key Issues
Supermarket Entrance	High level of passive surveillance due to foot traffic and staff oversight during opening hours.	Sheltered location attracts loitering and encampments	Hotspot for begging due to foot traffic
Constable St Playground & Toilets	Daytime use by families provides some oversight	Concealed by fencing and trees outside peak hours	Reduced sightlines enable misuse of toilets
St Thomas's Church Carpark	Overlooked in part by nearby residences, and pedestrians	Very low legitimate use after dark	Blind spots from fencing and parked vehicles
Millward Lane	Frequent daytime use with some passive oversight from adjacent businesses	Limited foot traffic or oversight at night	Narrow enclosed space creates entrapment risk
Riddiford Street Bus Stops	Continuous flow of people and vehicles during the day	Reduced use late at night	Poor lighting and overgrowth behind bus stop limits visibility



Figure 8: Millward Lane- Limited passive surveillance



Figure 9: Well-lit section of Riddiford St with good day and nighttime visibility

4.1.1 CCTV Network Coverage in Newtown

In addition to natural surveillance by pedestrians and businesses, Newtown is supported by targeted CCTV infrastructure through the Safe City CCTV Network. There are currently three Council-operated cameras in Newtown, shown in blue in the image below. An additional camera has been scoped and is progressing through the installation process at the intersection of Adelaide Road and Riddiford Street.

The placement of this camera is supported by Police victimisation data and has strong backing from local Community Police who have identified this location as particularly strategic.

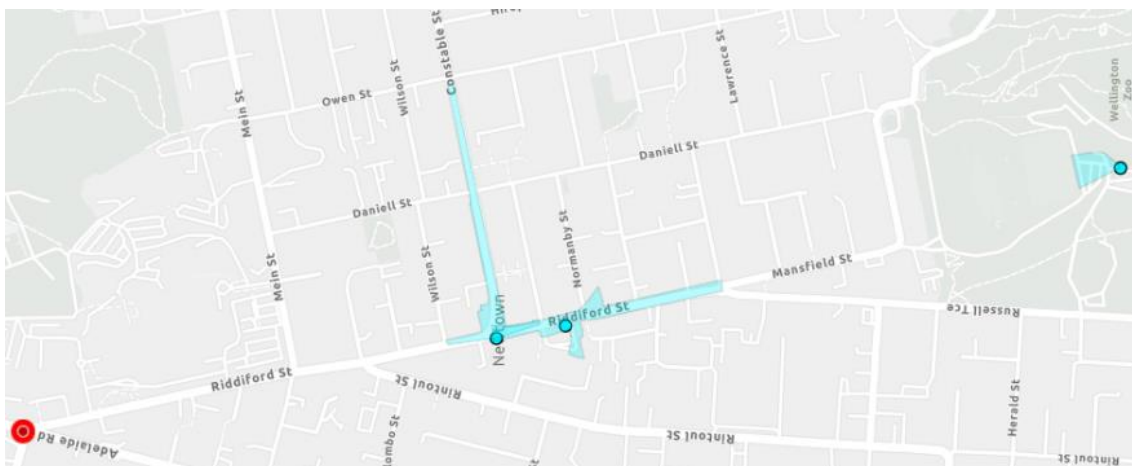


Figure 10: Current CCTV Coverage in Newtown

These cameras provide coverage of key hotspots identified through community feedback and incident data, including the entrance to Newtown New World and the St Thomas's Church car park. These sites are associated with recurring issues such as antisocial behaviour, visible drug use, and rough sleeping. Newtown New World has also installed its own private cameras to supplement Council coverage.

Community Police regularly use the Council network to support operational responses and can view a live camera feed from Kilbirnie Community Police Station. Although enforcement is constrained by resourcing, the footage remains a valuable tool for verifying complaints and responding where possible. To strengthen the current network, the Security team has confirmed that two solar-powered temporary cameras are available for deployment in hotspot locations. Placement will be based on Police recommendations to support monitoring and evidence gathering in areas experiencing persistent drug-related issues.

While CCTV can assist with monitoring and deterrence, public concerns more often relate to delays in enforcement rather than a lack of visibility over unacceptable behaviour. Community vigilance and consistent reporting to Police, using 111 for emergencies and 105 for non-emergencies, remain essential to ensure that all incidents are recorded and that resourcing needs are recognised.

Council's CCTV Operators actively monitor the Safe City CCTV Network on a near 24/7 basis and escalate any threatening behaviour to Police immediately.

4.2 Territorial Reinforcement

Territorial reinforcement is the principle that clearly defining boundaries and fostering a sense of ownership among residents or users of a space increases vigilance and reduces opportunities for offending. When spaces appear cared for and actively managed, they are less attractive to potential offenders.

Two key theories support this principle. The Broken Windows Theory suggests that visible neglect signals a lack of control, which can encourage further antisocial behaviour. The Defensible Space concept highlights that people are more likely to watch over and maintain areas in which they feel a sense of belonging.

Territorial reinforcement does not always require hard security measures such as fencing. It can be achieved through environmental cues like paving, lighting, signage, and landscaping, which signal that a space is actively maintained and that unauthorised behaviour is unlikely to go unnoticed.

In Newtown's priority sites, territorial reinforcement varies. During the day, active uses such as the supermarket and playground provide some sense of ownership and help define the spaces. After hours, these areas lose their sense of care and oversight, leaving them more vulnerable to

loitering and antisocial behaviour. Weak visual cues, unclear boundaries between public and private space, and limited evening activity contribute to perceptions of neglect.

A notable example of territorial reinforcement has been implemented by New World's management, who have clearly marked the store's private property boundary with a black line. Staff actively reinforce this boundary by advising members of the street community that trespass notices extend to this line and that crossing it could result in enforcement action, including arrest.

Although St Thomas's Church car park is private property, it has a near constant presence of individuals from the street community who often wait there to be collected by Whakamaru's outreach shuttle. While the gathering itself is not inherently problematic, CCTV has captured instances of drug use in this location, which at times has escalated into antisocial behaviour directed towards members of the public. This is further evidenced by the presence of discarded needles in the area.

Territorial Reinforcement Summary Table

Location	Daytime Strengths	Night-time Weaknesses	Key Issues
Supermarket Entrance	Private property boundary clearly marked and enforced by staff	Boundary loses meaning after store closes	Loitering occurs after hours despite clear ownership markers
Constable St Playground & Toilets	Playground design and fencing provide some boundary definition	Toilets poorly overlooked, unclear boundary between public and semi-private space	Limited cues suggesting the area is actively managed
St Thomas's Church Car Park	Associated with church activity, some implied ownership during the day	Frequent presence of street community, drug use recorded on CCTV	Private property used as waiting area for services, discarded needles present
Millward Lane	Regular use by local residents contributes to an informal sense of ownership	Feels isolated and hidden after hours	No clear wayfinding
Riddiford Street Bus Stops	Defined as public transport space with shelters and markings	Feels transient and unmonitored late at night	No visual cues suggesting care or ownership beyond scheduled bus services



Figure 11: Painted boundary line designating private space



Figure 12: Boundary line with sign stating "this side of the black line is mall property"

4.3 Access Control

Access control refers to how the physical design and layout of a space influences movement and determines who can enter or use a location. Effective access control can discourage unauthorised or inappropriate use while still ensuring legitimate users can freely and safely access public spaces.

It is closely linked to territorial reinforcement, as people who feel a sense of ownership or guardianship over a space are more likely to notice and challenge individuals entering with antisocial intentions.

Access control does not necessarily require restricting areas with gates or fences. It can be achieved through measures such as clear pathways, appropriate lighting, strategic landscaping, and the placement of entrances and exits to channel movement in predictable ways.

In Newtown, access control is inconsistent, even during daytime hours. While spaces such as the supermarket entrance and bus stops have a clear purpose and attract legitimate users, they also experience lingering and inappropriate use despite being well-activated. Members of the street community often disregard public and private boundaries unless there is constant, active management, such as direct staff intervention at New World.

Encampments have been identified in several locations across the area, often within private building recesses and alcoves. These semi-concealed spaces provide a degree of shelter and privacy, making them attractive for temporary occupation. Their location on private property complicates the Safe City team's ability to enforce Public Places Bylaws, as action requires the cooperation of property owners and, in some cases, formal trespass processes.

Improving lighting, wayfinding, and physical or visual cues could help guide movement and clarify intended use. However, in Newtown's context, such measures would need to be supported by ongoing active management to be effective.

Access Control Summary Table

Location	Daytime Weaknesses	Night-time Weaknesses	Key Issues
Supermarket Entrance	Loitering occurs even during operating hours despite clear purpose	After closing, space becomes a congregation point with no oversight	Private/public boundary ignored without constant staff intervention
Constable St Playground & Toilets	Toilets are poorly overlooked, creating a sense of concealment even during the day	Misuse more likely after hours due to isolation	Recessed toilet entrance creates a hidden space prone to lingering
St Thomas's Church Car Park	Street community gathers during the day awaiting outreach services	Drug use and antisocial behaviour escalate after dark	Open-access private space with no deterrent to entry or misuse
Millward Lane	Feels enclosed and hidden	Very low natural surveillance at night	Narrow design enables entrapment
Private Alcoves (various)	Encampments appear during the day in recessed areas	Occupation persists after hours due to lack of oversight	Enforcement complicated by private property boundaries requiring owner cooperation
Riddiford Street Bus Stops	Transient space where legitimate users mix with street community	Loitering more visible and problematic after hours	Shelters provide semi-enclosed space without clear oversight



Figure 13: Territorial reinforcement of private



Figure 14: Territorial reinforcement using panels alcove using fence

4.4 Maintenance and Management

Effective and consistent maintenance and management of a space promote community pride and a sense of ownership. Well-maintained environments discourage illegitimate use by creating the impression that the space is actively cared for and regularly monitored.

In Newtown, ongoing maintenance challenges have been a recurring theme in community feedback. Lighting outages, overgrown vegetation, and damaged paving are frequently raised as concerns. Graffiti, discarded rubbish, and the accumulation of street furniture such as couches and mattresses in alcoves reinforce perceptions that parts of the town centre are unmanaged.

To better understand these issues, the Safe City team conducted a night walk to assess lighting levels and identify poorly illuminated areas. A separate community walkthrough with the Street Cleaning Manager highlighted locations where litter, graffiti, and debris accumulate regularly. Concerns about streetlight reliability have been referred to Wellington Electricity, with requests for a more proactive approach to repairs. Findings from these activities have informed the recommendations later in this report.

A maintenance report from the Transport and Infrastructure team identified a need for enhanced cleaning and repair at priority sites. Suggested actions included targeted deep cleaning such as pavement washing and gum removal, treatment of staining to improve amenity, more frequent litter clearance in high-footfall areas, faster graffiti removal, and timely

repair of damaged paving to address safety risks. These improvements would support other safety measures by reinforcing that the area is actively managed and cared for.

Encampments in private alcoves and recesses are a recurring issue. Their location on private property complicates enforcement under Public Places Bylaws, as the Safe City team requires the cooperation of property owners to take action. Without prompt removal of encampments these areas quickly re-attract occupation and discourage legitimate users.

More proactive maintenance, including timely lighting repairs, regular vegetation trimming, and prompt removal of rubbish and graffiti, would help restore confidence that spaces are cared for and actively monitored.

Maintenance and Management Summary Table

Location	Daytime Weaknesses	Night-time Weaknesses	Key Issues
Supermarket Entrance	Area remains clean during open hours	After closing, litter and loitering accumulate without management	Space feels unmanaged after hours without staff presence
Constable St Playground & Toilets	Graffiti and minor damage reduce sense of care even during the day	Poor lighting and slow cleaning response enable misuse at night	Perception of neglect due to slow maintenance
St Thomas's Church Car Park	Regularly used by street community awaiting outreach shuttles	Drug use and discarded needles create health and safety risks	No active management to prevent discarded needles/ rubbish or escalating behaviour
Millward Lane	Graffiti and rubbish frequently accumulate due to low passive oversight	Enclosed space traps litter and encourages encampments	Maintenance can take time as not a major thoroughfare
Private Alcoves (various)	Street furniture such as couches and mattresses frequently accumulates	Encampments persist overnight without property owner intervention	Enforcement delays reinforce sense of neglect
Riddiford Street Bus Stops	Shelters generally maintained but prone to graffiti and rubbish dumping	Litter and vandalism more likely afterhours	Slow response to cleaning reduces perception of care



Figure 15: Encampment spilling onto street



Figure 16: Encampment in private alcove

4.5 Lighting

Lighting plays a significant role in supporting natural surveillance, deterring antisocial behaviour, and improving perceptions of safety after dark. Well-lit spaces enable people to see and be seen, increasing the likelihood of positive use and reducing opportunities for concealment.

As part of this audit, a night walk was undertaken with Council Officers from the Transport and Infrastructure team to assess lighting conditions across the identified priority sites. Lux readings were taken at locations raised through community feedback as being poorly illuminated, including the Constable Street public toilets, Millward Lane, the Viva Mexico car park, the Wilson Street Carpark, and bus stops along Riddiford Street.

During the night walk, several mass lighting outages were identified. These were found to be network faults under the responsibility of Wellington Electricity and have since been resolved. The Pedestrian Network Maintenance Team Leader advised that further investigation of site-specific lighting levels would take place once these faults had been addressed.

One focus area identified for further action is the Wilson St Carpark, which was noted as particularly dark. Options for improvement include installing dedicated lighting within the car park or adjusting the lux level of an existing streetlight to increase brightness.

At St Thomas's Church, regular antisocial behaviour has been reported at the front and in the side lane. Recommendations include installing two to three sensor lights on the front façade and in the side lane, with power sourced from the existing external light on the side of the building. There is also potential to uplift the building to accentuate its architectural features and improve ambient light levels, with guidance from the Design Review team.

Another factor affecting night-time illumination is the number of businesses in Newtown's main retail area with roof canopies. While these can provide useful light spill when illuminated after hours, not all businesses choose to operate their canopy lighting overnight, creating intermittent dark spots along the pedestrian corridor.

Lighting Summary Table

Location	Key Issues	Recommended Action
Wilson Street Carpark	Very low illumination levels	Install dedicated lighting or increase lux level of existing streetlight
St Thomas's Church	Dark frontage and side lane, antisocial behaviour	Install 2–3 sensor lights; explore uplighting with Design Review team guidance
Main Retail Area (Riddiford Street)	Roof canopy lights not consistently left on overnight	Encourage businesses to operate canopy lighting after hours
Constable Street Toilets and Playground	Moderate coverage but could be improved	Review lux levels and trim vegetation to reduce shadowing
Millward Lane	Narrow enclosed space with limited light penetration	Current light coverage is adequate however growth must be maintained



Figure 17: Wilson St Carpark

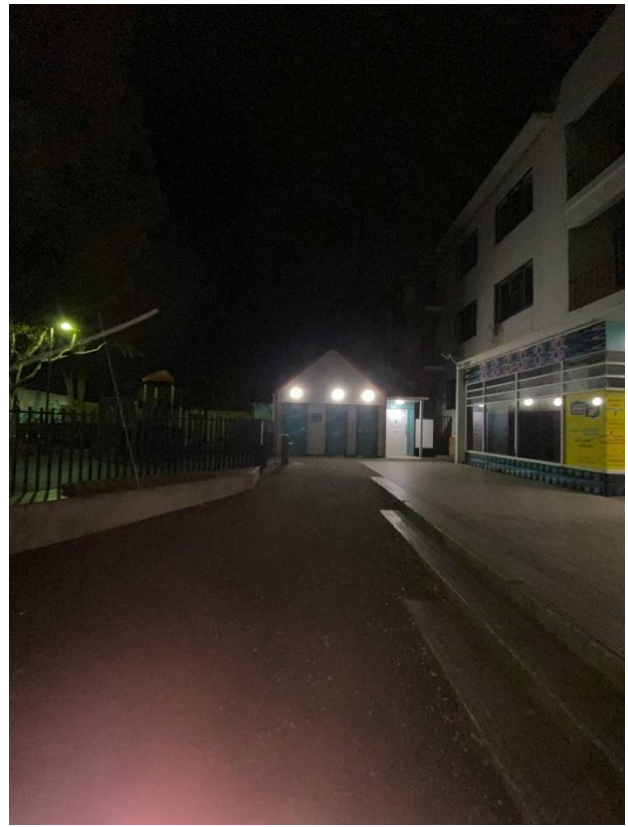


Figure 18: Constable St Public Toilets

4.6 Social Support

While physical design changes are central to improving perceptions of safety, the social context in Newtown requires parallel efforts that address underlying vulnerability, outreach, and coordination. To date, the Safe City team has worked closely with community stakeholders to build support networks, engage with service providers, and promote positive community interaction. In partnership with First Retail and Police, de-escalation workshops were delivered in May 2025, equipping local businesses with tools to manage threatening behaviour. Welfare messaging and engagement materials were widely distributed, and approximately 50 businesses were directly visited to promote available support services. The team has also met with Te Toi Mahana to address issues linked to nearby tenancies and has supported trespass processes in private alcoves where antisocial behaviour has been reported.

Key actions to progress include:

- Convening a multi-agency coordination meeting with Te Toi Mahana, Salvation Army, City Mission and Kainga Ora to align outreach and support strategies.
- Establishing clearer escalation pathways for tenancy-related behaviour impacting public safety.
- Exploring the installation of public needle disposal bins, particularly near the Constable Street toilets, as part of a broader harm reduction approach.

- Strengthening collaboration with Whakamaru, including discussions about increasing guardianship at the shuttle pick-up site.
- Continuing engagement with private property owners to encourage proactive tenancy and alcove management.
- Developing and distributing a perceptions of safety survey to local businesses and service providers in late 2025.

While the partnerships and actions outlined above demonstrate meaningful progress, current capacity constraints should be acknowledged to manage expectations. Unlike the central city, which benefits from a dedicated Police Beat Team and Council's Urban Liaison Officers, Newtown does not currently have a regular on-street presence, aside from DCM's Street Outreach team.

This limits the ability to respond promptly to emerging antisocial behaviour and reduces visible guardianship, particularly during evenings and weekends. While outreach services continue to play a vital role in engaging with vulnerable individuals, their focus is primarily welfare-oriented and not intended to address low-level offending or bylaw breaches in real time.

Addressing this gap may require additional coordination with frontline agencies or consideration of expanding patrol roles beyond the CBD to better support safety in suburban centres with high demand like Newtown.

5.0 Recommendations

The following recommendations are based on site assessments, community feedback, and operational walkthroughs. They address both the physical and social factors contributing to safety concerns in Newtown and align with the priorities of the City Safety and Wellbeing Plan.

5.1 Physical and Environmental Improvements

- Upgrade lighting at poorly illuminated locations, including Wilson Street Carpark, Constable Street toilets, and St Thomas's Church frontage and side lane, to improve night-time visibility and deter antisocial behaviour. *(Stakeholders: Transport and Infrastructure, Wellington Electricity, Safe City).*
- Deploy two solar-powered temporary CCTV cameras in hotspot areas identified by Police to strengthen monitoring capability and assist with evidence gathering in locations experiencing persistent drug-related issues. *(Stakeholders: Safe City, CCTV Operations, Police).*
- Increase vegetation trimming and sightline clearance along Riddiford Street and Constable Street to improve passive surveillance. *(Stakeholders: Street Cleaning and Growth, Transport and Infrastructure).*

- Strengthen contractor accountability for timely vegetation trimming, litter removal, and cleaning of public facilities. *(Stakeholders: Street Cleaning and Growth, Transport and Infrastructure).*
- Support property owners in implementing CPTED-aligned alcove management solutions, including fencing or physical alterations, to prevent reoccupation. *(Stakeholders: Safe City, Urban Design, Newtown Community Consortium).*
- Distribute the safer shopfronts guidance manual through existing Eyes On and community networks to improve shopfront security. *(Stakeholders: Safe City, Eyes On, Urban Design, Newtown Community Consortium).*
- Assess the feasibility of installing painted boundary lines/decals around ATMs, in partnership with the Urban Design team, following the successful example at Newtown New World. *(Stakeholders: Safe City, Urban Design).*
- Install public needle disposal bins, in high-use locations such as the Constable Street toilets. *(Stakeholders: Safe City, Harm Prevention).*

5.2 Social and Support Responses

- Convene a multi-agency coordination meeting with Te Toi Mahana, Salvation Army, City Mission, and DCM to align outreach and tenancy support strategies. *(Stakeholders: Safe City, Police, and social agencies).*
- Establish clearer escalation pathways for tenancy-related behaviour impacting public safety, particularly in proximity to the hotspot area.
- Strengthen collaboration with Whakamaru to improve guardianship at the shuttle pick-up site located in hotspot area.
- Continue targeted business engagement to support trespass processes, promote shopfront safety measures, and deliver perceptions of safety surveys in late 2025.

6.0 Conclusion

This CPTED assessment identifies practical, evidence-based actions to improve safety, visibility, and community confidence in Newtown's hotspot area. The recommendations address both environmental and social factors, reflecting feedback from local businesses, residents, and partner agencies, as well as findings from site visits, a lighting audit, and operational walkthroughs.

Implementing these actions will require a coordinated approach across Council business units, property owners, and social agency partners. While many of the measures can be delivered within existing operational capacity, others will rely on sustained collaboration to ensure long-term effectiveness.

By prioritising improvements to lighting, maintenance, and cleanliness, alongside initiatives that strengthen guardianship and community presence, Council can demonstrate leadership in creating a well-managed, safer public environment. This approach will not only address current concerns but will also help prevent the recurrence of issues, supporting a more positive experience for all who live, work, and visit the area.