



MEMBER SURVEY

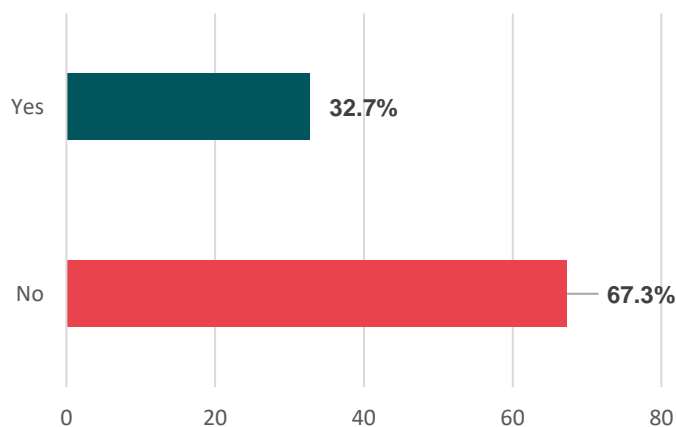
Venue Safety & Security

JULY / AUGUST 2023

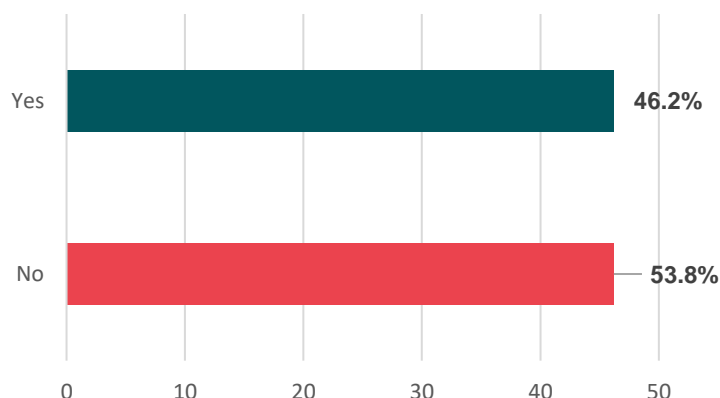
restaurant
association
of new zealand

Escalating crime and aggressive behaviour affecting hospitality venues is being reported more frequently than ever before. These issues, combined with an increase in anti-social behaviour in our city centres, is leaving many operators (and their teams) feeling unsafe. This survey gathered insights to help to fully understand the scope of the problem. The Association have also created a safety & security portal online, which can be accessed here: www.restaurantnz.co.nz/safety-security/.

Q1. Has your business been the victim of crime in the last 6 months?



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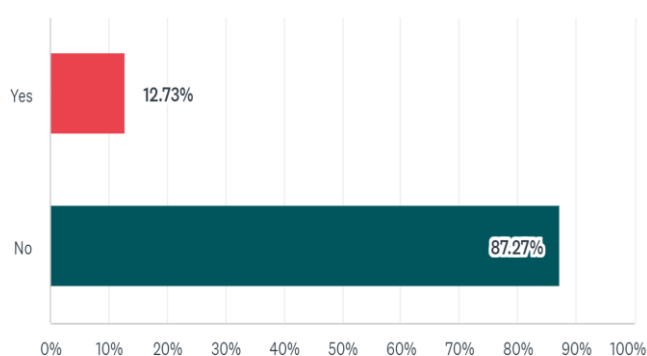


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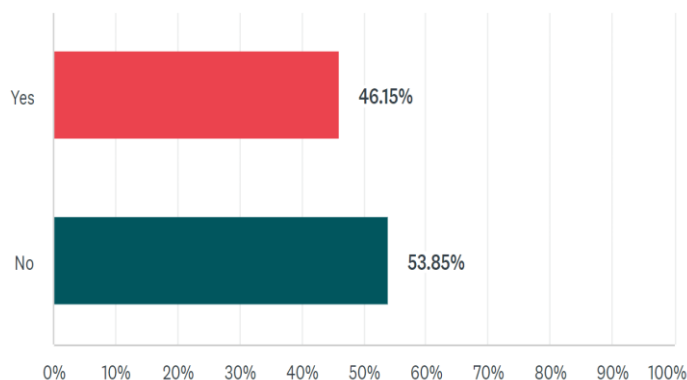
The most frequent type of crime reported was:

- Burglary
- Theft
- Aggressive behaviours / gangs

Q2. Have any of your staff been the victim of crime whilst travelling to or from work in the last 6 months?

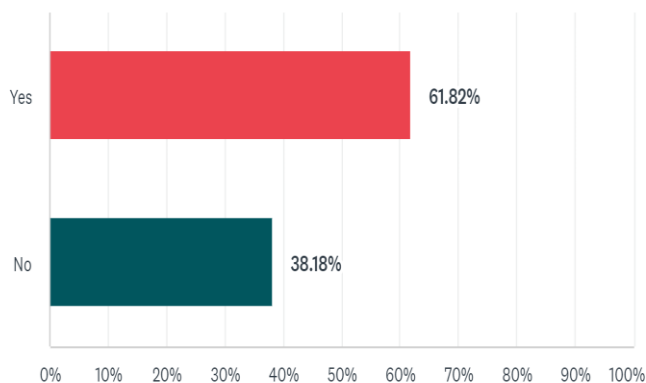


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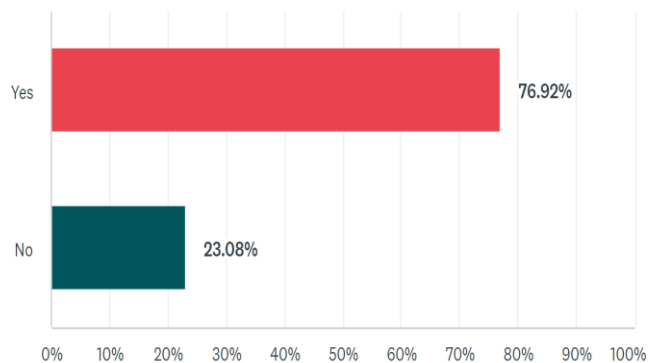


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**Q3. Have you noticed an increase in crime
in the area of your business in the last 6 months?**

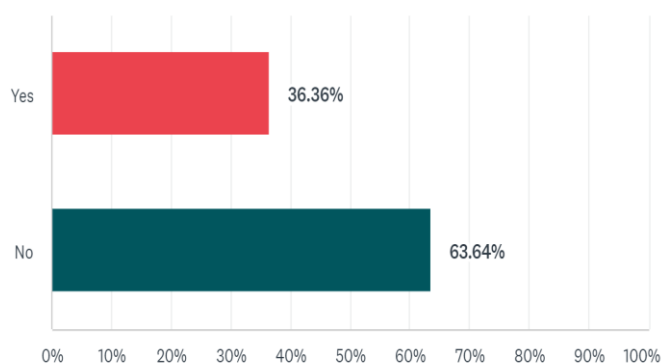


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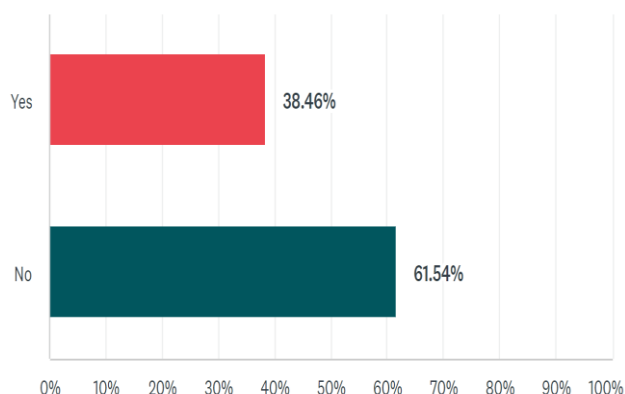


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**Q4. Have you noticed an increase in aggressive behaviour by customers,
or others, at your business in the last 6 months?**

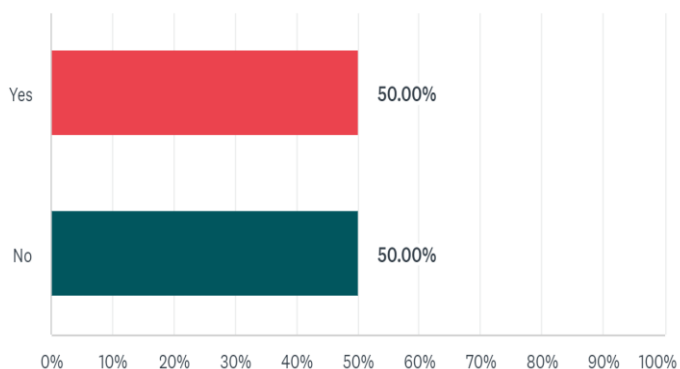


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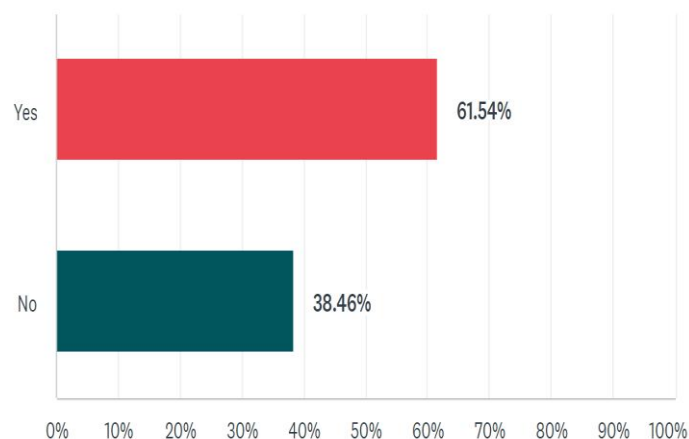


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Q5. Are you currently concerned about security for your business?

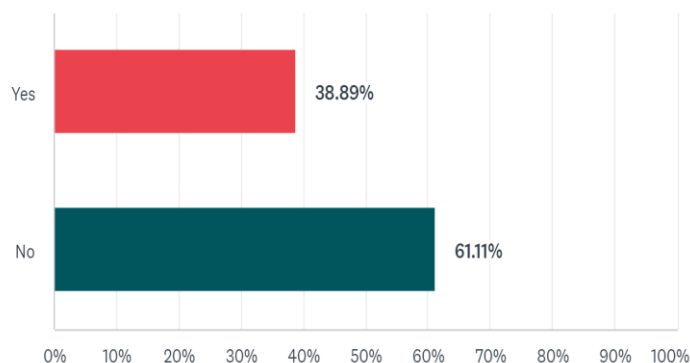


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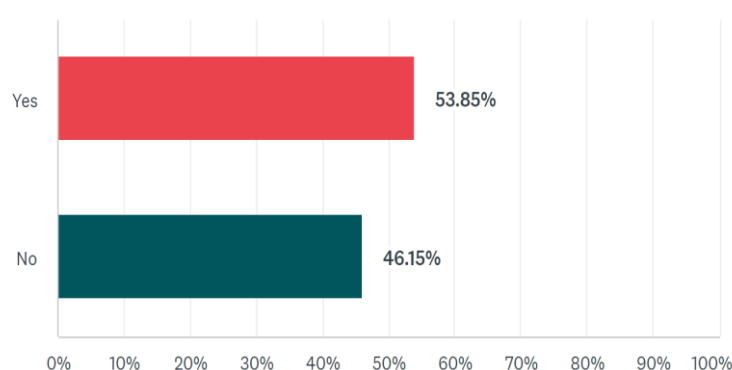


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Q6. Are you concerned for the safety of yourself and your staff when travelling to and from work?



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Q7. What would you like to see done to address these concerns?

	National	Auckland
Greater police presence at night	60.4%	72.7%
Funding for security cameras etc	39.6%	28.3%
Security patrols in the area	35.4%	27.3%
Greater punishments for repeat offenders	72.9%	72.8%
Opportunity to be part of a steering group to discuss the problem (and find solutions)	18.8%	27.3%
Other (please specify)	22.9%	24.3%

SELECTED FINAL COMMENTS:

Homeless people, Drunkards and people consuming drugs causing problems and its affecting our business severely.

Since we started operating this bar we noticed these homeless people coming and spending their whole day, everyday in the Mt Albert bus stop located next to us. We tried to turn a blind eye on them but it's damaging our business.

Many times we have people under the influence who come and sit on the tables outside and we face a hard time removing them from there. They even become aggressive when we ask them to vacate the place.

We have had our property damaged outside many times. Eg fence, signage, board, outside table & chairs. If we could get any help for camera or sensors that will be great.

For the first time in our 28 years operation. I have secured security guards for an up and coming function. The first of many functions to come.

The prevalence of drug use makes assessing customers potential behavior characteristics difficult.

A stronger police presence in the city would be desirable, especially in the alleyways and corners of the city that are not frequented by people.

A website or mobile number dedicated to receiving complaints about anti-social behaviour to be monitored and acted upon.

Repair and maintenance of street lights in out-of-the-way, dark walkways.

I think there should be a whole community focus on preventing juvenile crime including car thefts and ram raids to save these young people from a life of crime and ongoing imprisonment.

Having been in our location for 18 years the level of crime and aggressive behaviour is the worst by a long way than it has ever been.

In our regional town we don't have 24 hour policing, the under belly of society know this, I've been lucky but others have not.

We do have several security cameras monitoring our business - however the perpetrators are very savvy and have some know how in avoiding being captured on camera. Also some of these

thefts are so minor (\$500) that it is not worth the police making a visit - however we always notify Police.

Thankfully, we live in a relatively low crime area.

Have noticed just an increased level of stress and therefore resilience with myself, team and customers. A general lack of understanding/care/empathy from more people. Most customers are still great. Just more people seem to be struggling with more issues that they carry with them.

There is NO consequence for bad behaviour.

We are in a rural town that has a P problem and all that comes with that. We also don't have police on duty at night, they have to come from the neighboring town at least 30mins away.

Youth crime is an issue in the area but apart from tagging we haven't had any real concerns to date

Hamilton has very poor public transport in the evenings. This provides opportunities for crimes to be committed against hospo workers traveling to and from work. They use badly lit remote carparks.

Large numbers of youths causing general disruption in the main street is very common, you expect something to happen twice a week. Increase in the number of homeless looking for somewhere to rest / stay, generally pretty easy to move, but difficult for younger staff to deal with.

We pay for night security. We also have weekly anti-social forms our staff fill in & report these to Police. We are already on a security steering group. We have enhanced our night lights when we are closed. We are investing a lot of time ensuring staff & customers are safe & following up with the reporting to the police. The Police seem just as frustrated with lack of 'on the street' resource. Our staff are frustrated ringing the Police to help & not getting any response.

We are fortunate to live in a very safe rural location.

There are a lot of gang activities in the courtyard ,especially Friday and Saturday night. They come in groups of tens and more. It is really hard to deal with them and almost impossible to tell them no.
