



BRIEFING

City Centre Safety Update

Date:	16 January 2026	Priority:	High
Security classification:	In Confidence	Tracking number:	BRIEFING-REQ-0026152

Action sought		
	Action sought	Deadline
Hon Simeon Brown Minister for Auckland	Agree that that a meeting pack will be sent to invitees in the week prior to the 3 February 2026. Agree to share this briefing with Minister Potaka	20 January 2026

Contact for telephone discussion (if required)			
Name	Position	Telephone	1st contact
Michael Quinn	Head of the Auckland Policy Office	Privacy of natural persons	
Andy Hill	Director Auckland		✓

The following departments/agencies have been consulted
The Ministry of Social Development, Ministry of Housing and Urban Development, Health New Zealand and Oranga Tamariki. Some content has been supplied by Auckland Council.

Minister's office to complete:

☐ Approved

☐ Declined

☐ Noted

☐ Needs change

☐ Seen

☐ Overtaken by Events

☐ See Minister's Notes

☐ Withdrawn

Comments



BRIEFING

City Centre Safety Update

Date:	16 January 2026	Priority:	High
Security classification:	In Confidence	Tracking number:	BRIEFING-REQ-0026152

Purpose

To provide an update on the status of the City Centre Safety work programme and seek agreement on next steps for convening the 4 February City Centre Safety stakeholder meeting.

Recommended action

The Ministry of Business, Innovation and Employment recommends that you:

- a **Agree** that that a meeting pack will be sent to invitees in the week prior to the 3 February 2026

Agree / Disagree

- b **Agree** to share this briefing with Minister Potaka

Agree / Disagree

Michael Quinn

Head of the Auckland Policy Office

16 / 01 / 2026

Hon Simeon Brown

Minister for Auckland

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Background

1. On 18 December 2025 you chaired the second Auckland City Centre Safety stakeholder meeting.
2. Hon Tama Potaka was in attendance along with Auckland Central MP Chlöe Swarbrick, Cr Richard Hill and Cr Josephine Bartley, representatives from service providers and officials from central government agencies and Auckland Council. Other Ministerial colleagues joined online.
3. The meeting provided an opportunity for agencies to update stakeholders on progress against the *Thriving City Centre Action Plan*.
4. Following the report back by agencies, you facilitated a discussion resulting in a number of additional actions for agencies and Auckland Council to progress.

Update on rough sleeping numbers

5. Auckland Council has maintained its weekly wake-up count of rough sleepers over the Christmas break. The agreed reporting methodology is for the counts made throughout each week to be averaged to the single figure presented in the table below.
6. Please note that the numbers recently provided to you and Minister Potaka vary slightly from those provided here. The previous numbers were for a 'snapshot' of rough sleepers on a single day, rather than the weekly averages.
7. We have been advised that you have reiterated your request for this data across a 12-month period. Officials are working with Auckland Council to meet this request.

Auckland Council average weekly wake-up count of rough sleepers from the city centre targeted rate area:

Date	Average weekly rough sleeper count
Thu 11 Dec to Wed 17 Dec 2025	24
Thu 18 Dec to Wed 24 Dec 2025	22
Thu 25 Dec to Wed 31 Dec 2025	24
Thu 1 Jan to Wed 7 Jan 2026	21
Thu 8 Jan to Wed 14 Jan 2026	25

Note that there will be fluctuations from day to day, which can be driven by the following factors:

- Auckland Council teams check key hotspots, which means that counts may not include those who are in locations that are away from public view
- Not all those on the active list of unhoused people are encountered each day
- A small number of individuals included in the numbers above have access to housing but spend time rough sleeping in the city

- The data may capture some who are briefly sleeping rough in the city centre, for example those who have recently arrived in the city centre from other areas/regions and have subsequently connected with support services.
8. Consistent with these numbers, anecdotal information from the business community suggests that there has been no significant increase in visible rough sleepers over the Christmas period. While city centre business representatives report that issues relating to safety are generally improving, they are still receiving a steady stream of concerns from their members and residents relating to criminal and anti-social behaviour.

Actions from the 18 December stakeholder meeting

9. A list of actions from the last City Centre Safety stakeholder meeting was shared with your office and delivery agencies at the end of last year.
10. We are advised that key staff across agencies and providers are still returning from the Christmas break, limiting our ability to provide you with a complete response to actions at this time. An interim update is attached at **Annex One**.
11. More detailed and complete information on the status of actions will be available next week.

Next stakeholder meeting

12. At the 18 December 2025 stakeholder meeting, it was agreed that the next meeting would be held on 3 February 2026. Auckland Council have confirmed that the meeting room used for the 18 December meeting is available on that date. Council also noted that there is a Governing Body meeting on the 3 February which would limit availability of Councillors to attend your meeting.
13. Chlöe Swarbrick has requested that information on actions is circulated to attendees two weeks prior to meetings. Achieving this timeline for the 3 February meeting would require meeting packs be sent to invitees next Tuesday 20 January. As noted, key agency and service provider staff are returning from the Christmas break and a more comprehensive response to actions will not be available until later next week. On that basis we recommend that a pragmatic solution balancing the provision of both timely and accurate information would be to send meeting packs to invitees the week prior to the meeting.
14. If you agree to this timeline, we will provide you with a draft meeting pack, including an agenda, an updated dashboard and a summary of progress against actions next week for your approval.

Annexes

Annex One: Actions from 18 December 2025 City Centre Safety stakeholder meeting – interim update at 15 January 2026

Annex One: Actions from 18 December 2025 City Centre Safety stakeholder meeting – interim update at 15 January 2026

Action	Raised by	Responsible	Progress
Develop metrics for the area peripheral to the city centre	Jamey Holloway, K Road Business Association	Officials Group	To be discussed with Auckland Council and business associations. In progress
Address concerns people are released from prison to homelessness	Jamey Holloway, K Road Business Association	MSD	MSD to engage with Corrections. In progress
Police to connect with K Road Business Association regarding Police presence during the day	Jamey Holloway, K Road Business Association	Police	Police have connected with Jamey Holloway. Closed
Request to accompany Council on its homeless walks	Grayson Goffe, Whakamanatia	Auckland Council	AC to advice on Whakamanatia (Māori community group) request next week. In progress
Ensure tenancies where people are placed have wrap around services	Jurgen Dentener, Building Manager	HUD	HUD contracts and funds a number of housing providers to deliver a range of housing products/solutions in the Auckland area. Depending on the type of housing need and complexity, some housing products will have an associated wrap-around service or a more intensive tenancy management approach. The service provision sits with housing providers and HUD expects housing providers to comply with their obligations in accordance with their capacity and service agreements with HUD and the Residential Tenancies Act (RTA), where tenancies fall under the scope of the RTA. HUD will ensure Jurgen Denteer is aware of requirements. Closed

Action	Raised by	Responsible	Progress
Report back on policy setting for housing people with pets in social housing	Barbara Browne, Kāhui Tū Kaha	HUD	The changes to the RTA introduced from 1 December (pet bonds) that make it easier for tenants to have pets also apply to social housing. Providers should liaise with landlords where a client has pets to obtain consent. HUD will ensure Barbara Browne is aware of these changes. Closed
Report back on CCTV / lighting / facilities management	Sunny Kaushal	Auckland Council	Auckland Council to advise on the timing and outcome of reviews currently underway. In progress
Provide an update on safety planning and activation for CRL opening	Sunny Kaushal	Auckland Council	Auckland Transport and Auckland Council are working jointly on an activations and events programme for the CRL opening period. Further details to be provided. In progress
Review service provision for housing homeless children	Aaron Hendry, Kickback	Officials Group	Oranga Tamariki has joined the Auckland City Centre Officials Group. OT officials already engage with Kickback but will instigate further in person discussions to better understand his concerns. In progress
Work with Housing Providers to get information on the numbers of homeless that are being housed from the central city	Hon Tama Potaka	HUD	HUD and Council are working through the privacy concerns around personal information, the correlation of the Auckland Council rough sleeper count and those being housed under HUD funded products will require further work. In progress
Invite suggestions for amplified mental health options	Hon Mat Doocey	MoH	In progress

Action	Raised by	Responsible	Progress
Request for positive messaging about the state of the city centre noting that greater vibrancy assists in addressing antisocial behaviour	Cr Richard Hills	All	Noted Closed
Refer to our area as the City Centre and not the CBD	Cr Richard Hills	All	Noted Closed
Request for information on actions to be circulated two weeks prior to meetings	Chlöe Swarbrick	Officials Group	Given the Christmas break, officials propose that meeting packs for the 3 February meeting be sent out the week prior. The two-week timeframe will be met for future meetings. In progress
Next meeting tentatively scheduled for 3 February 2026	Hon Simeon Brown	Officials Group	In progress



BRIEFING

City Centre Safety Stakeholder Meeting

Date:	23 January 2026	Priority:	High
Security classification:	In Confidence	Tracking number:	BRIEFING-REQ-0026325

Action sought		
	Action sought	Deadline
Hon Simeon Brown Minister for Auckland	Note updated invite list	26 January 2026
	Agree meeting pack contents	

Contact for telephone discussion (if required)			
Name	Position	Telephone	1st contact
Michael Quinn	Head of the Auckland Policy Office	Privacy of natural persons	
Andy Hill	Director Auckland		✓

The following departments/agencies have been consulted
The Ministry of Social Development, Ministry of Housing and Urban Development, Health New Zealand and Oranga Tamariki. Content has been provided by Auckland Council.

Minister's office to complete:

☐ Approved

☐ Declined

☐ Noted

☐ Needs change

☐ Seen

☐ Overtaken by Events

☐ See Minister's Notes

☐ Withdrawn

Comments



BRIEFING

City Centre Safety Stakeholder Meeting

Date:	23 January 2026	Priority:	High
Security classification:	In Confidence	Tracking number:	BRIEFING-REQ-0026325

Purpose

To provide you with logistical details and a draft meeting pack for the City Centre Safety stakeholder meeting on 3 February 2026.

Recommended action

The Ministry of Business, Innovation and Employment recommends that you:

- a **Note** the reviewed and updated invite list

Noted

- b **Agree** that the meeting pack to be sent to all invitees will include the:

- a. Agenda (Annex Two)

Agree / Agree as amended / Disagree

- b. Report back on actions from the previous meeting (Annex Three)

Agree / Agree as amended / Disagree

- c. Thriving City Centre Action Plan status report (Annex Four)

Agree / Agree as amended / Disagree

- d. Thriving City Centre dashboard (Annex Five)

Agree / Agree as amended / Disagree

Michael Quinn

Head of the Auckland Policy Office

23 / 01 / 2026

Hon Simeon Brown

Minister for Auckland

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Background

1. The most recent City Centre Safety stakeholder meeting was held at Auckland Council on 18 December 2025.
2. At that meeting it was agreed that the next stakeholder meeting would be held on 3 February 2026. This has now been confirmed for 4:00 to 5:00pm at the Auckland Business Chamber, Level 9, 90 Symonds Street, Auckland.
3. Your office is arranging the meeting, with officials providing support as required.

Invite list

4. The invite list used for the earlier stakeholder meetings includes some individuals who have since changed roles or left their organisations, and does not include some key officials, Auckland Council representatives and service providers.
5. Officials have reviewed the list and provided your office with the complete and up-to-date invite list attached at **Annex One**.

Meeting pack for circulation to invitees

6. You have agreed that a meeting pack will be sent to invitees in the week prior to the meeting [BRIEFING-REQ-0026152 refers]. We seek your direction on which of the products below should be included.

Agenda

7. A draft agenda is attached at **Annex Two**. It broadly follows the structure of the 18 December meeting and allows officials to provide updates on progress against the action list from the previous meeting and the *Thriving City Centre Action Plan*.
8. The agenda also provides space for participant input. We recommend a structured discussion, facilitated by you, to ensure constructive contributions from service providers and business representatives. This could focus on what stakeholders are seeing on central city streets, what actions are working well, what gaps remain and suggestions for what more could be done.

Actions from the 18 December 2025 stakeholder meeting – report back

9. An updated report back on progress against the actions from the last stakeholder meeting is attached at **Annex Three**.

Thriving City Centre Action Plan – status report

10. On 28 November 2025, you issued a press release on creating a thriving Auckland city centre which included a summary of the *Thriving City Centre Action Plan*. Officials have maintained a focus on delivery against the action plan and verbal updates were provided to stakeholders at the 18 December meeting.
11. Further progress has been made, and an updated status report is attached at **Annex Four**.

Thriving City Centre Action Plan – dashboard

12. In December 2025 you were provided with an initial dashboard dated 11 December [BRIEFING-REQ-0024904 refers].

13. The dashboard is currently being updated by officials and a fully up to date version will be available early next week. A current draft is attached at **Annex Five**, with numbers highlighted that are still to be updated.

Auckland Council city centre service standards

14. As part of the *Thriving City Centre Action Plan*, we have previously provided you with a summary of Auckland Council service standards for streetscape maintenance in the city centre [BRIEFING-REQ-0024904 refers].
15. You have subsequently requested further detail on the 'outcomes' specified in service contracts. An updated summary table is included for your information at **Annex Six**.

Next steps

16. We will ensure that the agreed documents are provided to your office for circulation to invitees ahead of the 3 February meeting.

Annexes

- Annex One: Updated invitee list
- Annex Two: Agenda
- Annex Three: Report back on actions from the 18 December 2025 stakeholder meeting
- Annex Four: *Thriving City Centre Action Plan* status report
- Annex Five: *Thriving City Centre Action Plan* dashboard
- Annex Six: Auckland Council city centre service standards

Annex One: Invite list

Ministers/MPs	
Minister for Auckland	Hon Simeon Brown
Minister of Justice	Hon Paul Goldsmith
Minister of Social Development	Hon Louise Upston
Minister of Police	Hon Mark Mitchell
Associate Minister for Housing	Hon Tama Potaka
Minister for Mental Health	Hon Matt Doocey
Auckland Central MP	Chlöe Swarbrick
Government Agencies	
Head of the Auckland Policy Office	Michael Quinn
Health New Zealand Te Whatu Ora	Pauline McKay
Health New Zealand Te Whatu Ora	Alison Hudgell
Health New Zealand Te Whatu Ora	Ian McKenzie
Kainga Ora	John Tubberty
Kainga Ora	Caroline Butterworth
Ministry of Business, Innovation & Employment	Andy Hill
Ministry of Housing and Urban Development	Malo Ah You
Ministry of Housing and Urban Development	Afoa Malolo
Ministry of Social Development	Jules Lynch
Ministry of Social Development	Karen Hocking
Ministry of Social Development	Tai Leofo
Ministry of Social Development	Dan Brunt
New Zealand Police	District Commander Supt Sunny Patel
Oranga Tamariki	Aiolupotea Aiono
Auckland Council	
Auckland Mayor	Mayor Wayne Brown
Auckland Council	Rachel Kelleher
Auckland Council	Ron Sukyer
Auckland Council	Duncan McLaggan
Auckland Ward Councillor	Julie Fairey
Auckland Ward Councillor	Richard Hills
Waitemata Local Board Chair	Alex Bonham
Business Associations	
Dairy and Business Owners	Sunny Kaushal
Heart of the City	Viv Beck
K Road Business Association	Jamey Holloway

Newmarket Business Association	Mark Knoff-Thomas
Parnell Business Association	Cheryl Adamson
Ponsonby Business Association	Viv Rosenberg
Retail NZ	Carolyn Young
Uptown Business Association	Brent Kennedy
Community Groups	
Akarana Māori Wardens	Jojo Paikea
Auckland City Mission	Helen Robinson
Chair of the Collaborative to end Homelessness	Anne-Marie Searchfield
City Centre Residents Group	Noelene Buckland
Community Housing	Paul Gilbert
Community Patrols NZ	Chris Lawton
Community Patrols NZ	Robert Fowler
Hato Hone St John Ambulance	Andrew Everiss
Kāhui Tū Kaha	Barbara Browne
Kick Back	Aaron Hendry
Lifewise	Bronwyn Owens
Ma te Huruheru	Mahera Maihi
Ma te Huruheru	Bianca Johnson
Methodist Mission Northern	Pam Elgar
National Body Corporate Chairs Group	Tim Jones
Neighbourhood Support	Louise Gravel
Strive	Sharone Wilson-Davies
Tamaki Ki Te Tonga Maori Wardens	Matarora Smith
That's It Property Management Ltd	Jurgen Dentener
Visionwest	Lisa Woolley
Whakamanatia	Grayson Goffe
Iwi	
Ngati Whatu	Teara Gillman

Annex Two: Agenda

Auckland City Centre Safety Stakeholder Meeting

Thursday 3 February 2026 4:00-5:00pm

Venue: Auckland Business Chamber

	Item	Lead	Timing
1.	Opening - Purpose of the meeting - Overview of the agenda - Introductions to any new members	Minister Brown	5 mins
2.	Update on actions from previous meeting	Michael Quinn	5 mins
3.	Agency and Auckland Council updates - Auckland Council - Police - HUD - Health - MSD - Oranga Tamariki	Officials	20 mins
5.	Facilitated discussion - What are you seeing? - What is working? - What gaps remain? - What more can be done?	Open discussion facilitated by Minister Brown	25 mins
6.	Next meeting and close	Minister Brown	5 mins

Annex Three: Report back on actions from the 18 December 2025 stakeholder meeting

Action	Raised by	Responsible	Progress
Develop metrics for the area peripheral to the city centre	Jamey Holloway, K Road Business Association	Officials Group	To be discussed with Auckland Council and business associations. In progress
Address concerns people are released from prison to homelessness	Jamey Holloway, K Road Business Association	MSD	MSD Auckland Central and East together with Corrections counterparts have strengthened their local escalation pathways to resolve releasee accommodation issues quickly. It is acknowledged that, for a variety reasons, some individuals still leave custody without stable housing. For example, where a person completes their sentence with no enduring conditions upon release or where approved accommodation falls through after release. The use of low cost city centre boarding houses as remand, bail and release addresses, may contribute to perceptions of increased public disorder in the city centre. Eligible people (releasees) may apply for the Accommodation Supplement (AS) to help meet the cost of accommodation. The AS is a personal entitlement and as such MSD has little discretion to decline AS where a boarding house (or similar) is considered the person's primary residence. This situation underscores the importance of joint work currently underway to improve pre-release accommodation and employment pathways, and access to MSD digital services. Closed

Action	Raised by	Responsible	Progress
Police to connect with K Road Business Association regarding Police seeming to be a bit 'stretched' in that area and with less presence during the day	Jamey Holloway, K Road Business Association	Police	Police have connected with Jamey Holloway. Closed
Request to accompany Council on its homeless walks	Grayson Goffe, Whakamanatia	Auckland Council	Auckland Council has reached out to Whakamanatia to establish a connection with its safety warden team. In progress
Ensure tenancies where people are placed have wrap around services	Jurgen Dentener, Building Manager	HUD	HUD contracts and funds a number of housing providers to deliver a range of housing products/solutions in the Auckland area. Depending on the type of housing need and complexity, some housing products will have an associated wrap-around service or a more intensive tenancy management approach. The service provision sits with housing providers and HUD expect housing providers to comply with their obligations in accordance with their capacity and service agreements with HUD and the Residential Tenancies Act (RTA), where tenancies fall under the scope of the RTA. HUD has spoken with Jurgen Dentener and he is aware of requirements. Closed
Report back on policy setting for housing people with pets in social housing	Barbara Browne, Kāhui Tū Kaha	HUD	The changes to the Residential Tenancies Act (RTA) introduced from 1 December (pet bonds) that make it easier for tenants to have pets also apply to social housing. Providers should liaise with landlords where a client has pets to obtain consent. HUD will ensure Barbara Browne is aware of these changes. Closed

Action	Raised by	Responsible	Progress
Report back on CCTV / lighting / facilities management	Sunny Kaushal	Auckland Council	Auckland Council to advise on the timing and outcome of reviews currently underway. Confirmed that camera of particular concern is operational. Closed
Provide an update on safety planning and activation for CRL opening	Sunny Kaushal	Auckland Council	Auckland Transport and Auckland Council are working jointly on an activations and events programme for the CRL opening period. Further details will be provided in due course as planning and timing progresses. In progress
Review potential gap in service provision for housing homeless children	Aaron Hendry, Kickback	Officials Group	Oranga Tamariki has joined the Auckland City Centre Officials Group. Oranga Tamariki officials are engaged with Kickback but will instigate further in person discussions to better understand concerns. In progress
Work with Housing Providers to get information on the numbers of homeless that are being housed from the central city	Hon Tama Potaka	HUD	HUD, housing providers and Auckland Council are addressing privacy considerations related to personal information and the alignment between the rough sleeper count and placements into HUD-funded services. Further work is required to resolve these issues. In progress
Invite suggestions for amplified mental health options	Hon Mat Doocey	MoH	In progress
Request for positive messaging about the state of the city centre noting that greater vibrancy assists in addressing antisocial behaviour	Cr Richard Hills	All	Noted Closed

Action	Raised by	Responsible	Progress
Refer to our area as the City Centre and not the CBD	Cr Richard Hills	All	Noted Closed
Request for information on actions to be circulated two weeks prior to meetings	Chlöe Swarbrick MP	Officials Group	Given the Christmas break, meeting packs for the 3 February meeting will be sent out the week prior. The two-week timeframe will be met for future meetings. Closed
Next meeting tentatively scheduled for 3 February 2026	Hon Simeon Brown	Officials Group	In progress

Annex Four: Status report on the Thriving City Centre Action Plan

INITIATIVE	ACTIONS	LEAD AGENCY	STATUS	UPDATE
Safety and Compliance Measures				
Increase Police and Auckland Council presence in key areas to reduce harm, antisocial behaviour and improve public safety	a. Short term increased Police visibility in the central city b. Police and Council patrols focused on known 'hotspots' c. Police focus on enforcement of drug and alcohol laws	Police, Auckland Council	Commenced on 14 October Extended into 2026	Police and Auckland Council have maintained a coordinated safety presence across the city centre through high-visibility patrols, focused hotspot coverage, and ongoing enforcement of drug and alcohol laws. Named 'Operation Mahea', this initiative has been extended into 2026 due to positive impacts on overall crime. Beat Teams and joint Police–Council patrols continuing to operate three mornings per week and adjusting locations as hotspots. Council compliance and safety wardens continue to provide daily coverage in the city centre from 7am to 10pm, with public feedback indicating increased feelings of safety. Collaborative efforts with outreach and health partners have supported improved engagement and successful placements into housing. Enforcement activity remains steady, supported by refreshed messaging on liquor-ban areas and intelligence-led deployment. There have been with anecdotal reductions in drug-related behaviour and weekly prevention and response activity recorded by Police.

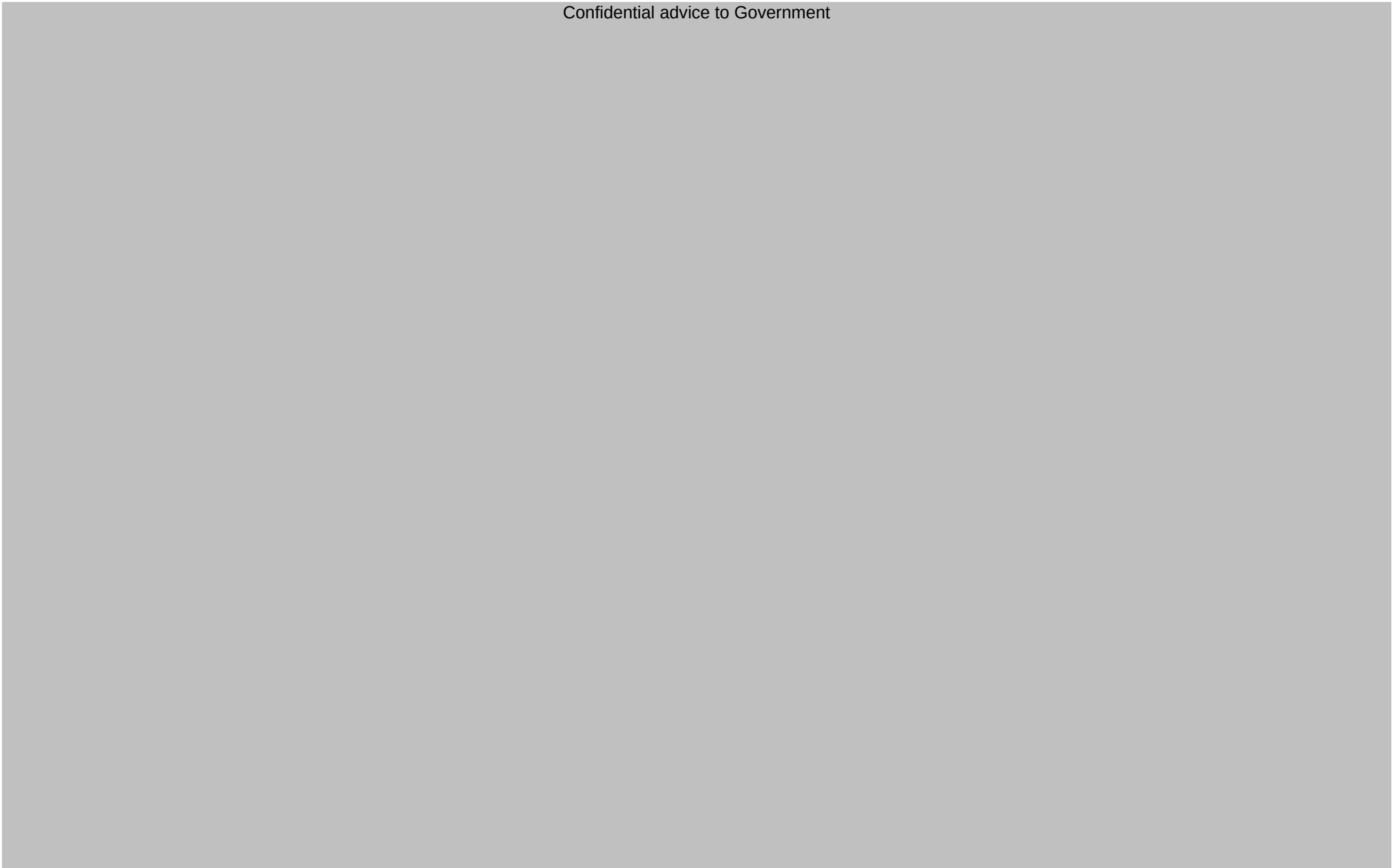
INITIATIVE	ACTIONS	LEAD AGENCY	STATUS	UPDATE
Support safer public spaces through environment design improvements	a. Implement redesign of Pocket Park (corner of Queen Street and Fort Street) b. Consider redesign of identified public 'hot spots'	Auckland Council	In progress	Auckland Council has completed immediate environmental improvements at the Fort Street Pocket Park, including removal of furniture, tree trimming, deep cleaning, and minor design changes. These works have contributed to a reduction in antisocial behaviour in the area, and Council is now considering longer-term options for the future use of the space while monitoring some displacement to nearby locations. In parallel, Council and Police are progressing broader CPTED-focused work across identified hotspots. This includes identifying priority locations (noting these may change over time), reviewing CCTV coverage alongside Auckland Transport and planning practical safety improvements.

INITIATIVE	ACTIONS	LEAD AGENCY	STATUS	UPDATE
Safety patrols	a. Explore opportunities for targeted patrols by private sector providers, Māori and Pacific Wardens	Auckland Council	In progress	Auckland Council continues to explore opportunities to strengthen collaboration between Council compliance and safety wardens, Community Patrols NZ and private-sector security in the city centre. A refurbished safety hub on Queens Wharf now serves as a shared base for Council Wardens and CPNZ, improving coordination. Engagement with private-sector security providers is being explored through Tātaki Auckland Unlimited, noting that property-specific responsibilities limit formal joint deployment. Informal cooperation across city centre security teams remains strong, supported by regular communication channels and joint responses where appropriate. An assessment of existing safety and security services is underway to identify any gaps that additional providers may help address.
Targeted enforcement actions on persistent offending	a. Focus enforcement actions on individuals and locations associated with criminal activity	Police, Auckland Council	In progress	Police and Auckland Council continue targeted enforcement focused on individuals and locations linked to persistent offending. Council is issuing bylaw notices where breaches occur, and officers report a general improvement in behaviour, including reduced aggression toward staff. Joint patrols are contributing to these shifts, with recent enforcement actions - including an arrest associated with the Pocket Park area - linked to reductions in antisocial behaviour in priority locations. Police continue to record weekly prevention and response activity through Operation Mahea, and both agencies report steady, ongoing progress.

INITIATIVE	ACTIONS	LEAD AGENCY	STATUS	UPDATE
Social Assistance				
Enable support services to accompany Police, facilitating immediate referral for specific needs (mental health, drug and alcohol addiction, Temporary Housing)	a. Outreach teams accompany Police patrols, with office support available for immediate referrals to services	Shared responsibility	In discussion	Since the initiative commenced, Police and Auckland Council joint patrols have included Kāhui Tū Kaha supporting engagement with individuals needing mental health, addiction or housing assistance. Early in the programme, additional health and mental health staff joined patrols, but this support was withdrawn as it was assessed to have limited added benefit compared to off-patrol referral processes. As the work progressed, Kāhui Tū Kaha continued to participate in patrols and supported several people into accommodation, though they later signalled capacity constraints and paused new referrals. Over the same period, specialist health outreach continued separately, operating seven days a week for patients under active care. There has been a gradual reduction in the number of people requiring intensive support although some individuals declining the housing opportunities they have been offered. By late December, joint patrols had stabilised, and by January Police had reduced their joint activity with Council to one day per week, while Kāhui Tū Kaha maintained a presence within existing capacity. Across the initiative, agencies report continued engagement, reduced need for specialist intervention in the city centre, and ongoing successful housing placements.

INITIATIVE	ACTIONS	LEAD AGENCY	STATUS	UPDATE
Review provision of hygiene/laundry/storage services in the city centre	a. Consider alternate sites for service provision	Auckland Council	In progress	Auckland Council will engage with service providers to look at how and where these services are being offered. A key focus is ensuring the surrounding areas are kept free from encampments and are well maintained.
Provide additional housing options for rough sleepers	a. An additional 207 Housing First places (Auckland wide) b. Improved vacancy management of Housing First places within existing provision	HUD HUD	Commenced	Since November 2025, providers have steadily increased the number of Housing First places across Auckland, progressing from early leasing and tenancies to 143 leases and 117 tenancies as at 21 January 2026. Providers continue sourcing properties from the private rental market, with 73 tenancies commenced since September 2025. Outreach activity has supported ongoing engagement with people without shelter, resulting in a consistent number of identified rough sleepers being connected into housing pathways. Overall, the initiative has delivered continual growth in available housing and stable progress in placing people into homes.
Ensure city centre remains well managed and welcoming	a. Regular and consistent graffiti removal b. Rubbish collection to a high and regular standard	Auckland Council	Ongoing	This remains a core Auckland Council responsibility with an ongoing focus on ensuring delivery meets service standards.

INITIATIVE	ACTIONS	LEAD AGENCY	STATUS	UPDATE
Expand daytime service provision	a. Provide funding for Day programme b. Provide collocated support services	HUD, Auckland Council MSD	Day programme commenced 1 December 2025 for 5 days per week, rising to 7 days per week from 1 February 2026	Daily attendance at HomeGround has increased steadily through December and January. Early weeks saw around 70–100 individuals attending activities, and the Auckland City Mission Housing Assistance Centre has since supported over 115 people to access income or housing assistance, with 14 individuals housed to date and 37 added to the Housing Register. Auckland Council has confirmed funding to continue the programme beyond June 2026. Co-located services at HomeGround remain in place, supporting streamlined access to assistance as the programme beds in.



Annex Six: Auckland Council city centre service standards

Auckland Council contracted services – city centre service standards

- Auckland Council is responsible for streetscape maintenance across public spaces within the city centre area. This work is primarily delivered through a full facilities contract. There are different service standards applied to urban centre streetscape maintenance across the Auckland region, recognising different levels of public use.
- The main commercial and pedestrian area of the city centre is covered by the highest level of service standard with contractors required to deliver to specified outcomes (refer column A below), with surrounding city centre areas having a greater number of service activities delivered at a minimum frequency (refer column B below).
- Where an activity is specified as ‘outcome’ based, the supplier must ensure that the specified outcome as defined by a detailed output statement (summarised in the table below) is achieved within reason at any time.
- Please note the information in the table below is a summary of the contracted terms and conditions.

Activity	A	B
Emptying street bins and keeping clean	Outcome • Waste collection, recycling, disposal and reporting for all assets requiring these services will be undertaken in a manner which is consistent with good industry and environmental practices ensuring bins and the immediate surrounds are to be clean, hygienic, odour free, maintained and safe at any time and renewed as required. • All street bins shall not be full to capacity nor overflowing at any time; • Rubbish bags shall be replaced so that the bins remain odour free and safe; • Illegal dumping will be reported to council when it is discovered.	Outcome (as for standard ‘A’)
All loose litter* and the pickup of leaf fall, detritus, organic material within the designated area including the turf area, kerb and channel, and hard surfaces	Outcome • Areas are maintained so that litter doesn’t detract from the amenity of the site and meets the demands	Daily

	of the users and the profile of the site whilst all rubbish is disposed of in a sustainable way.	
Sweeping and cleaning of hard surfaces	Outcome The supplier must ensure functional and fit for purpose areas for public use based on an integrated service in terms of creating and maintaining great places in Auckland for customers with great experiences.	Weekly
Steam cleaning of seating, footpaths, paved walkways, including shared spaces and civic spaces such as Aotea Square. This includes chewing gum removal	Monthly	Every three months
Weed removal**	Outcome - There are specified heights which trigger weed management but in some instances weeds that haven't reached the maximum height (as per specification tables) but have built up in volume so that they are either causing damage to the surface or creating a complaint shall be removed. - Any weed trimmings created are to be removed from site.	Monthly
Street furniture cleaning and minor maintenance	Outcome - Cleaning (including minor maintenance) of street furniture in the Supplier's contract area is to be carried out in a manner that will prolong the life of these assets and enhance public experience, ensuring great places are created in Auckland. - Street furniture included in the Supplier's contract area shall be maintained to be safe and clean, weed free, serviceable, and functional. - Any rotten, rusted, worn or deteriorated components shall be made safe in the first instance and if minor in nature, repairs actioned. In all other circumstances excluding bins where any street furniture requires more than minor maintenance this is to be reported to Auckland Transport, through the	Outcome (as for standard 'A' with weekly cleaning)

	Principal's call centre. Major repairs and renewal of litter and recycling bins are a part of the contract. Street furniture that requires cleaning shall be done so with approved disinfectant with excess water removed from the furniture and surrounding area.	
Bus shelters, cleaning and inspection	Outcome Suppliers to ensure bus shelters are cleaned to provide safe, functional and fit for purpose areas for public use based on an integrated service in terms of creating and maintaining great places in Auckland for customers with great experiences.	Weekly

* 'Loose Litter' includes but is not limited to: loose refuse, dead animals, paper, cardboard, plastic, stones, bricks, bottles, glass, cans, metal, cigarette butts, debris from minor car accidents, environmentally damaging / unsafe / offensive litter and bodily fluids, and other organic waste (including twigs and branches) and inorganic materials. Litter is defined as any item of litter that is easily uplifted and removed from the area by one person. Loose litter excludes illegal dumping, which is defined as rubbish left on site that is more than ¼ cubic metre or more, or approximately 4 litter bins worth of rubbish. Businesses also have a responsibility to manage their waste, including waste left by their customers.

** Streetscape edging/weed management includes but is not limited to all street trees, tree pits, posts, boxes, cabinets, poles, culverts, boundary fences, guard rails, bridge abutments, street furniture, hard surfaces, sealed/unsealed areas including road carriageway surface, shoulders, traffic islands, pavement edges, kerb and channel, footpaths, walkways, accessways including but not limited to specified paper roads, bridal paths, street to street paths, service lanes, carparks, cycle lanes, and construction joints which shall be maintained to a near weed free condition.



BRIEFING

Thriving City Centre Action Plan Dashboard

Date:	30 January 2026	Priority:	Medium
Security classification:	In Confidence	Tracking number:	BRIEFING-REQ-0026727

Action sought		
	Action sought	Deadline
Hon Simeon Brown Minister for Auckland	Note contents of this report	4 February 2026

Contact for telephone discussion (if required)			
Name	Position	Telephone	1st contact
Michael Quinn	Head of the Auckland Policy Office	Privacy of natural persons	✓
Andy Hill	Director Auckland		

The following departments/agencies have been consulted
The Ministry of Social Development, Ministry of Housing and Urban Development, Health New Zealand and NZ Police. The dashboard content has been seen by Auckland Council.

Minister's office to complete:

☐ Approved

☐ Declined

☐ Noted

☐ Needs change

☐ Seen

☐ Overtaken by Events

☐ See Minister's Notes

☐ Withdrawn

Comments



BRIEFING

Thriving City Centre Action Plan Dashboard

Date:	30 January 2026	Priority:	Medium
Security classification:	In Confidence	Tracking number:	BRIEFING-REQ-0026727

Purpose

To provide you with a consolidated view of progress against the *Thriving City Centre Action Plan*, reflecting your interest in improving safety, amenity and wellbeing in Auckland's city centre.

Executive summary

You previously agreed that a dashboard would be developed to track progress against the *Thriving City Centre Action Plan*. A mock up with available metrics was provided to you at the end of 2025. The January 2026 dashboard is now attached (**Annex One**).

The dashboard will be provided monthly, towards the end of each month. Most information is collected on a monthly basis and this cadence aligns with existing agency reporting cycles. Information on rough sleeper numbers and placements into housing is collected more frequently and will continue to be provided to your office on a more regular basis.

Some indicators have an inherent time lag. Data on foot patrols, victimisation, street management and mental health support is reported with a two-month delay. For the January 2026 dashboard, this means these measures reflect the November 2025 reporting period.

The January 2026 dashboard is not accompanied by analysis. Future updates will include brief commentary to support interpretation of trends.

In parallel, we are developing a complementary economic dashboard for the city centre, covering key metrics such as card spend, footfall, spend by precinct and property vacancies. Taken together, the two dashboards will provide an overview of the social and economic health of the city centre. We will provide a mock-up of the economic dashboard to you shortly, with the aim of producing this monthly from February 2026.

We recommend the *Thriving City Centre Action Plan* dashboard is shared with your Ministerial colleagues for their information.

Annexes

Annex One: Thriving City Centre Action Plan Report – January 2026

Recommended action

The Ministry of Business, Innovation and Employment recommends that you:

a **Note** the contents of this report.

Noted

b **Agree** to share this report with the following Ministers:

- i. Hon Paul Goldsmith, Minister of Justice
- ii. Hon Louise Upston, Minister for Social Development and Employment
- iii. Hon Mark Mitchell, Minister of Police
- iv. Hon Tama Potaka, Associate Minister of Housing
- v. Hon Matt Doocey, Associate Minister of Mental Health

Agree / Disagree

c



Michael Quinn

Head of the Auckland Policy Office

30 / 01 / 2026

Hon Simeon Brown

Minister for Auckland

..... / /

Annex One: Thriving City Centre Action Plan Report – January 2026

Confidential advice to Government



