

Survey of off-licence premises in North Shore/Hibiscus Coast: analysis of survey data

Final Report

Alcohol Advisory Council of New Zealand

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1 EXECUTIVE SUMMARY

A comprehensive survey of off-licence premises in the North Shore City Council region and Hibiscus Coast (within Rodney District Council boundaries) took place in 2009/2010. The primary aim of the survey was to provide data to inform pending Local Alcohol Policies that will be developed within the new Auckland Council.

The bulk of the survey questions related to incidents of theft and other crime, security and perceived safety, purchase attempts for and by minors and purchase attempts by intoxicated people. Other questions covered viewpoints on preferred hours of trade, outlet density, the effectiveness of liquor bans, the appropriate purchase age for alcohol and the use of off-licence networks.

This report presents the findings collated for the entire survey region, by local board boundaries¹ and, in some cases, by component communities within each local board area.

A large proportion of respondents reported having experienced theft and other crime. Product had been stolen in the previous 12 months from 74% of premises, with a mean number of incidents of theft per year of 4.1. Mean numbers of incidents tended to align with rates of theft, ie, higher mean numbers with higher rates and vice versa. Crime was regarded to be most prevalent on Thursdays and Fridays and in early evenings. These matched the days and times reported as busiest for trade.

Thirty-nine percent of respondents had experienced “verbal or racial abuse”, with incidents occurring monthly or more frequently for one-quarter of this group. Incidents occurred most often in relation to the use of fake identification and/or attempts by minors to purchase alcohol. Less than one-half of those affected took any specific actions after verbal/racial abuse. The most common responses were to call police (40%) and physically remove the offender (17%). Physically violent crime was less common than verbal/racial abuse (13% of respondents with 17% of cases involving weapons) and police were more often involved (in over 80% of cases).

Closed-circuit television was used in 86% of premises and was the main crime-prevention measure. Other key measures were panic buttons, alarms and a wide variety of weapons. Twenty-one percent of respondents had weapons on the premises.

Respondents reported a median scale of safety of 5 (a mean of 5.2) on a scale ranging from 1 to 7 where higher numbers represented feeling safer and lower numbers represented feeling less safe. Twenty-two percent of respondents reported a scale of safety of 4 or under. Comments indicated a proportion of respondents who felt very threatened and/or unsafe.

¹ Local boards within the Auckland Council covered in the survey are:

- Hibiscus and Bays, including the communities of Hibiscus Coast and East Coast Bays
- Upper Harbour, including the Albany community. (NB: North Shore surveys were completed prior to the announcement of local board area boundaries in March 2010. Thus two premises in Hobsonville/Whenuapai, previously included in Waitakere but now to be included in the Upper Harbour local board area, do not form part of this survey and analysis)
- Kaipatiki, including the communities of Glenfield and Birkenhead/Northcote
- Devonport-Takapuna.

Attempts by minors to buy alcohol were common, with attempts occurring between one and 15 times per week in different premises (mean 2.9 times per week). Twenty-one percent of respondents had sold to underage purchasers, with similar rates in each local board area. Nine percent of respondents have sold alcohol to minors because of intimidation, with rates of up to 20% reported in some communities. Occurrences of adults purchasing alcohol for minors were reported by 60% of premises.

More than one-half of respondents overall (54%) reported young people using fake identification, with rates ranging from 42% to 79% across local board areas.

Circa 60% of respondents had experienced intoxicated people trying to purchase alcohol. Fridays and early evening/closing times were reported as the most common times for this.

With a few key exceptions, comparisons of findings between local board areas and between communities did not reveal statistically significant differences. In one example, rates of theft differed significantly between Albany, with the lowest rate of 55%, and the two communities with the highest rates of theft (Birkenhead/Northcote at 94% and East Coast Bays at 91%). It is notable that in the three local board areas combining two communities, a community with a “higher” rate of theft was paired with a community with a “lower” rate of theft. Thus, differences between communities tended to be “smoothed over” when comparing rates of theft between local board areas.

Key viewpoints in relation to various aspects of liquor sales:

- There was some preference for common trading hours for off-licences. Fifty-five percent reported this preference and comments indicated considerable but not universal support. Suggested closing times were predominantly 8pm or 9pm, with some support for 10pm and 11pm. There was a strong view that any restriction on trading hours had to be applied to supermarkets as well as other off-licences.
- A majority of respondents (72%) thought that there were too many liquor outlets in their areas, with especially strong comments from respondents in Hibiscus Coast premises.
- The preferred purchase age for alcohol was fairly evenly split between 18 and 20 years. There was some emphasis on the need to focus away from age and onto other areas such as education and the drinking culture.
- Sixty-five percent of respondents overall would have liked to see off-licence networks set up in their areas, although difficulties in implementation and operation were recognised.

2 INTRODUCTION

A survey of off-licence premises in the North Shore City Council (NSCC) region and Hibiscus Coast (within Rodney District Council [RDC] boundaries) took place in 2009/2010. The survey attempted to include all off-licence premises in the area with the exclusion of supermarkets.

The aim of the survey was to provide data to inform pending Local Alcohol Policies that will be developed within the new Auckland Council. A secondary aim was to provide RDC and NSCC and their stakeholders (including New Zealand Police, the Hospitality Association of New Zealand, District Licensing Agencies [DLAs] and Auckland region social service providers) with details of the findings and provide information about any other specific areas of interest covered within the survey content.

On-site interviews were undertaken by Council officers with representatives of off-licence premises, including owners, managers and staff. Questions related to theft of product and other crime, hours of operation, sales of alcohol to young people, sales of alcohol to intoxicated people, incidents of intimidation by patrons, and general outlet information.

The Alcohol Advisory Council of New Zealand (ALAC) agreed to sponsor an analysis of the survey data to facilitate the above aims and to provide ALAC with details of findings in key areas of interest related to off-licence operation.

The analysis of survey data took place between July and September 2010.

This report presents findings from the completed analysis of the survey data.

3 METHODOLOGY

3.1 SURVEY DEVELOPMENT

The survey was developed by NSCC. At the outset, the NSCC Alcohol Plan Team consulted stakeholders to determine their areas of interest with regard to the operations of off-licence premises and how the survey could assist by providing relevant information.

A first draft of the survey was reviewed by New Zealand Police, the DLA and economic development officers from NSCC. Peer review was completed by the NSCC Alcohol Plan Team before the final survey was issued.

3.2 SURVEY SET-UP AND COMPLETION

Initial contact with off-licence holders was made by letter sent two weeks prior to scheduled interview dates for their areas. A sample of the invitation letter is provided in Appendix 1.

Those who did not respond were followed up by telephone one week prior to the scheduled interview dates for the areas. Representatives from all North Shore premises and 21 of 22 (95%) Hibiscus Coast premises agreed to be interviewed.

Data were collected by NSCC and RDC officers, who conducted interviews with off-licence premises' owners, managers and staff on site within each premises. Interviews were held in a confidential setting. Interviews were scheduled for a period of 30 minutes and were conducted as follows:

- Ninety interviews in North Shore representing **all** off-licence premises (excluding supermarkets) in the NSCC boundary.
- Twenty-one interviews in Hibiscus Coast representing **21 of 22 (95%)** off-licence premises (excluding supermarkets) in the Hibiscus Coast community (within RDC boundaries).

NB: Licence holders for catering, gift basket and website-based organisations were excluded from the survey and analysis.

Interviews with representatives of North Shore off-licence premises took place over six weeks from 27 July 2009 to 4 September 2009. Off-licence premises were divided into groupings by community area. Each community was then assigned a five-day working week for officers to complete surveying for that area. The bulk of interviews were completed within that week and interviews with outstanding premises were completed as soon as possible after that period. Refer Table 1.

Interviews with representatives of Hibiscus Coast off-licence premises took place in the main between 20 April 2010 and 5 May 2010, with one survey completed on 16 June 2010.

The majority of interviews took place between 9am and 5pm each day of the survey. The same times of availability were offered for each area visited. The majority of interviews took place between 10am and 12pm. Preferred interview days were Monday and Tuesday.

Data collected included observational data on shop layout and visible security and responses to questions on:

- Respondent details, including role, age and place/location of residence
- Outlet information, including opening hours, busy times, length of time in business and staff numbers
- Theft and crime in the premises (within the previous 12 months)
- Security within each premises and perceptions of safety and police responses to alcohol-related crime
- Underage alcohol purchases (within the previous 12 months)
- Purchasing while intoxicated
- Liquor bans
- The number of liquor outlets, the purchase age and hours of business
- The need for further training or education.

A copy of the survey questions (as used in North Shore City) is provided in Appendix 2.

Table 1: Interview dates in North Shore by community

Community	Interview dates	
	Main interview period	Outstanding interviews completed
Devonport	27 July 2009 to 31 July 2009	2 September 2009
Birkenhead/Northcote	3 August 2009 to 7 August 2009	10 August 2009 to 27 August 2009
East Coast Bays	10 August 2009 to 14 August 2009	17 August 2009 to 19 August 2009
Albany	17 August 2009 to 21 August 2009	24 August 2009 to 4 September 2009
Takapuna	24 August 2009 to 28 August 2009	31 August 2009 to 2 September 2009
Glenfield	26 August 2009 to 4 September 2009	7 September 2009
Hibiscus Coast	20 April 2010 to 5 May 2010	After 5 May 2010

3.3 CONFIDENTIALITY

Full confidentiality of interview content was assured as follows in the letter inviting survey participation:

In order to ensure that the survey is confidential the survey results will not include any information that would identify any individual person or stores. Your response will not in any way impact upon your ability to gain a liquor licence or be used for any other purpose than to inform the development of a Local Alcohol Policy in the future.

Excerpt from invitation letter to off-licence holders inviting survey participation

All identifying data relating to off-licence locations and licensing were removed from the analysis to maintain confidentiality.

3.4 DATA ANALYSIS REQUIREMENTS

The data analysis was guided by information from relevant stakeholders regarding their requirements of the analysis. Predominantly this was provided by the two key personnel in each of NSCC and RDC:

- Catherine Fitzsimons, Strategic Planner – Community Planning Team, NSCC.
- Michael Sinclair, Social Policy Advisor, RDC.

Further guidance was obtained using a focus group including two NSCC Strategy & Policy personnel responsible for data entry and spreadsheet design, and six representatives of the interviewers from NSCC and RDC, who provided their insights regarding the areas that respondents tended to emphasise during the survey.

3.5 DATA REPORTING AND ANALYSIS

Data were summarised descriptively and presented in an observed response manner, with no imputation of missing values.

Statistical significance testing was restricted to those analyses with adequate data numbers to support testing.

Various statistical analyses were conducted to compare subgroup means and proportions to assess whether observed differences between subgroups were likely to be genuine or an artefact of sample sizes or other aspects of the survey methodology.

In areas of specific interest, where data numbers were too small to support robust statistical analysis, observational data of interest are presented for consideration.

Testing methodology and results are only provided where findings were statistically significant.

3.6 SURVEY LIMITATIONS

The following limitations of the survey need to be considered in relation to analyses based on the data:

- Varying response rates for a number of questions.
- Mixed skill levels of interviewers and the potential impact of these on consistency of survey approach.
- The basis of “don’t know” responses to questions, which was not identified as part of the survey. As differences in the basis of “don’t know” responses may exist because respondents differed in their roles and experience within the off-licence premises, these responses need to be interpreted with care.

- The potential for information revealed in the survey to impact on licence renewals or reflect on the respondents, with an associated risk that respondents may not have been wholly open and honest, despite reassurances of confidentiality.
- Additional considerations in relation to the data are as follows:
- Data were assumed to be verified on receipt. No formal data verification process was undertaken other than to investigate and correct any anomalies that became apparent during data analysis.
- Data from survey questions that involved reporting a “typical age”, for example of offenders or of customers, are subject to differences in respondents’ interpretation. As such, these should be considered as **perceived** age categories only.

4 RESULTS

4.1 REQUIRED ANALYSES

Stakeholder feedback identified key areas of activity that data analyses were to inform:

- New Zealand Police and local community patrols in operational planning: key times and days of the week in which crime was happening, areas of high crime in relation to off-licences, volumes and types of alcohol stolen and by whom.
- Liquor licensing work with off-licences: underage purchasing behaviour, intoxicated purchasing, and compliance with the local council alcohol policy and Sale of Liquor Act.
- Liquor planning for councils: impacts of liquor bans, areas of concern with high density of off-licences and their impacts, and ability to look at setting fair and equitable licensing hours.

On that basis, the following were identified as key areas for data analyses:

- Incidents by time of day/day of week, with some emphasis on the last two hours of business in the day and details of which products were stolen and by whom. This data would be used to inform collaborative work involving Council and New Zealand Police in relation to preventing/addressing off-licence premises incidents.
- Hours of trade and density by future local board boundaries to inform local alcohol policies.
- Actions by off-licence premises after crimes committed, with an aim of informing Council and New Zealand Police on the required support.
- The use of closed-circuit television (CCTV) and views regarding its possible inclusion as part of licence requirements.
- Perceptions of police among off-licence premises' personnel.
- Perceptions of safety among off-licence premises' personnel.
- Underage purchasing.
- Sales to adults for minors.
- Status with managers' certificates, by owner, manager.

In all cases, key findings from the survey data were considered by future local board boundaries within the Auckland Council:

- Hibiscus and Bays, including the communities of Hibiscus Coast and East Coast Bays.

- Upper Harbour, including the Albany community.²
- Kaipatiki, including the communities of Glenfield and Birkenhead/Northcote.
- Devonport - Takapuna.

Selected analyses also provided data for the component communities in each local board area.

Analyses in each of the above areas along with information on survey respondents are presented in the following sections:

- Respondents – numbers and details.
- Theft and other crime.
- Security.
- Alcohol purchases for and by minors.
- Intoxicated people trying to purchase alcohol.
- Hours of trade and busiest times.
- Perceived outlet density.
- Liquor bans.
- Preferred purchase age for alcohol.
- Interest in training, off-licence networks and further research.

² NB: North Shore surveys were completed prior to the announcement of local board area boundaries in March 2010. Thus two premises in Hobsonville/Whenuapai, previously included in Waitakere but now to be included in the Upper Harbour local board area, do **not** form part of this survey and analysis.

5 RESPONDENTS – NUMBERS AND DETAILS

This section reports details regarding the off-licence premises included in the survey in the following sub-sections:

- Premises by local board area and community.
- Ownership of other off-licence premises.
- Managers' and off-licence certificates.
- Duration of operation.
- Places of residence of respondents.
- Staff employed.
- Awareness of DLA contact.

5.1 PREMISES BY LOCAL BOARD AREA AND COMMUNITY

The off-licence premises in each community and local board area included in the survey were as shown in Table 2.

Table 2: Premises included in the survey by location (local board area and community)

Local board area/community	Premises number	
Hibiscus and Bays	32	
• East Coast Bays		11
• Hibiscus Coast		21
Upper Harbour	22	
• Albany		22
Kaipatiki	40	
• Birkenhead/Northcote		16
• Glenfield		24
Devonport - Takapuna	17	
• Takapuna		10
• Devonport		7
Total	111	

5.2 OWNERSHIP OF OTHER OFF-LICENCE PREMISES

All 111 respondents provided information on whether they had other off-licence premises. 13.5% of respondents overall had other off-licence premises, with the rate ranging across local board areas

from six percent in Hibiscus and Bays to 20% in Kaipatiki (differences not statistically significant). Refer Table 3.

Table 3: Respondents with other off-licence premises, by local board area (n=111)

Local board area	n	Percent (number) of respondents with other premises
Hibiscus and Bays	32	6% (2)
Upper Harbour	22	14% (3)
Kaipatiki	40	20% (8)
Devonport - Takapuna	17	12% (2)
All	111	13.5% (15)

5.3 MANAGERS' AND OFF-LICENCE CERTIFICATES

The number of staff with managers' certificates was known by respondents in 109 of 111 (98%) premises, with all 109 premises having one or more staff members with managers' certificates (range one to 14, median two).

The number of staff with certificates could be described as a percentage of all staff (full and part time) in 108 of 111 (97%) premises and averaged 77% across the survey and 66% to 90% in different local board areas. Refer Table 4.

100% of respondents reported having current off-licence certificates to display.

Table 4: Staff with managers' certificates as a percentage of all staff – mean for each local board area (n=108)

Local board area	n	Percent with managers' certificates as a percentage of all staff
Hibiscus and Bays	31	90%
Upper Harbour	21	66%
Kaipatiki	40	70%
Devonport - Takapuna	16	87%
All	108	77%

5.4 DURATION OF OPERATION

110 of 111 (99%) respondents provided information about the length of time they had been operating their businesses.

Across the survey region, businesses had been operating for a mean 67.4 months (circa 5½ years). The median operating time ranged from 24 to 84 months across local board areas. Refer Table 5.

The mean duration of operation in Upper Harbour premises differed significantly from that in the other three local board areas.³ Differences in the mean duration of operation between Devonport - Takapuna, Kaipatiki and Hibiscus and Bays were not statistically significant.

Table 5: Duration of operation of business, by local board area (n=110)

Local board area	n	Mean of months operating	Median of months operating	Range of months operating
Hibiscus and Bays	32	72.0	69	1–192 (16 years)
Upper Harbour	21	33.8	24	1–144 (12 years)
Kaipatiki	40	73.9	48	1–336 (28 years)
Devonport - Takapuna	17	84.9	84	1–240 (20 years)
All	110	67.4	48	1–336 (28 years)

5.5 PLACES OF RESIDENCE OF RESPONDENTS

109 of 111 (98%) respondents provided information about their places of residence. Respondents from Hibiscus Coast premises were asked if they lived in the “Hibiscus Coast area (including Orewa)”. Respondents from North Shore premises were asked if they lived in “North Shore City”.

Of respondents from North Shore City premises, 62% to 86% lived in North Shore City depending on local board areas and communities (75% overall, including the communities of Albany, East Coast Bays, Glenfield, Birkenhead/Northcote, Takapuna and Devonport). Refer Table 6.

Of respondents from premises in the Hibiscus Coast community, 62% lived in the Hibiscus Coast area including Orewa. Refer Table 6.

Differences between local board areas and between communities were not statistically significant.

³ Devonport-Takapuna: $t=2.9004$, $df\ 36$, $p<0.05$; Kaipatiki: $t=2.1708$, $df\ 59$, $p<0.05$; Hibiscus and Bays: $t=2.8143$, $df\ 51$, $p<0.05$.

Table 6: Percent of respondents living in North Shore City/Hibiscus Coast by local board area and community (n=109)

Local board area/ community	n		Percent of respondents living in North Shore City		Percent of respondents living in Hibiscus Coast (including Orewa)
Hibiscus and Bays	31		na	-	-
• East Coast Bays		10		-	70%
• Hibiscus Coast		21		62%	-
Upper Harbour	22		64%		-
• Albany		22		64%	-
Kaipatiki	39		80%		-
• Birkenhead/Northcote		15		68%	-
• Glenfield		24		80%	-
Devonport - Takapuna	17		82%		-
• Takapuna		10		80%	-
• Devonport		7		86%	-
All	109		na		

109 of 111 (98%) respondents provided information about living on site at off-licence premises.

Of these, 10% (11) respondents lived on site, with the percentage ranging from 0% to 29% across local board areas and communities. Refer Table 6.

Both the Hibiscus and Bays and Devonport - Takapuna local board areas combined communities with the highest and lowest rates of people living on site. However, sample numbers were small and differences between communities were not statistically significant. Refer Table 7.

Table 7: Percent of respondents living on site by local board area and community (n=109)

Local board area/community	n		Percent (number) of respondents living on site	
Hibiscus and Bays	31		16% (5)	
• East Coast Bays		10		-
• Hibiscus Coast		21		24% (5)
Upper Harbour	22		5% (1)	
• Albany		22		5% (1)
Kaipatiki	39		8% (3)	
• Birkenhead/Northcote		15		7% (1)
• Glenfield		24		8% (2)
Devonport - Takapuna	17		12% (2)	
• Takapuna		10		-
• Devonport		7		29% (2)
All	109		10% (11)	10% (11)

Of 11 respondents who lived on site, six (10%) had children, including at one premises in Albany, two premises in Glenfield and three premises in Hibiscus Coast.

5.6 STAFF EMPLOYED

104 of 111 (94%) respondents provided information about full-time staff.

Ninety-seven percent of premises overall had full-time staff, the bulk with one (34%) or two (41%) full-time staff. Refer Table 8.

Three premises (one each in Glenfield, Takapuna and Devonport) had no full-time staff.

107 of 111 (96%) respondents provided information about part-time staff.

Seventy-four percent had part-time staff, the bulk with one (29%), two (19%) or three (13%) part-time staff.

Table 8: Numbers of full-time staff by local board area (n=104)

Local board area	n	Number of full-time staff						
		0	1	2	3	4–5	6–8	15–40
East Coast Bays/Hibiscus Coast	25	-	28%	48%	16%	8%	-	-
Upper Harbour	22	-	41%	32%	9%	5%	5%	9%
Glenfield, and Birkenhead/Northcote	40	3%	33%	43%	8%	13%	3%	-
Takapuna/Devonport	17	12%	35%	41%	-	6%	6%	-
All	104	3%	34%	41%	9%	9%	3%	2%

5.7 AWARENESS OF DLA CONTACT

Of 110 respondents providing data on their DLA contact, 76 (69%) named their DLA contact or had access to the name, for example on a business card, and five (4.5%) accessed through an agent. The balance of 29 (26%) did not know their contact from the DLA (including 25% of respondents in Hibiscus and Bays, 32% in Upper Harbour, 30% in Kaipatiki and 12% in Devonport - Takapuna).

6 THEFT AND OTHER CRIME

This section reports respondents' experiences of theft and other crime in the following sub-sections, with key points presented under each of these headings:

- Incidents and experiences of theft.
- Typical age of offenders in incidents of theft.
- Product usually stolen.
- Crime in the last two hours of the business day.
- Experiences of abuse, violence and use of weapons.

6.1 INCIDENTS AND EXPERIENCES OF THEFT

Key points: Incidents and experiences of theft

- *Product had been stolen in the previous 12 months from 74% of premises included in the survey, with similar rates in each local board area (55% to 82%).*
- *Rates of theft in the previous 12 months ranged from 55% to 100% across communities. The lowest rate in Albany (55%) differed significantly from that in Birkenhead/Northcote and that in East Coast Bays.*
- *The mean number of incidents of theft per year across the survey region was 4.1, ranging from 2.1 to six across communities and local board areas. Mean numbers of incidents tend to align with rates of theft, ie, higher mean numbers with higher rates and vice versa.*
- *Local board area planning may need to account for the inclusion within each local board area of communities with different patterns of theft. In all local board areas other than Upper Harbour, local board area data tended to “smooth over” differences between communities making up the local board areas, pairing communities with “higher” rates of theft with communities with “lower” rates of theft. Local board area data for both Devonport - Takapuna and Hibiscus and Bays also tended to “smooth over” differences between communities in each local board area; pairing a community with a “higher” mean number of incidents per year with a community with a “lower” mean number of incidents per year.*
- *Thursday and Friday were most commonly reported as the days on which crime was more likely to be experienced, followed closely by Saturday and “every day”.*
- *Early evening was most commonly reported as the time of day when crime was more likely to be experienced.*
- *Where product had been stolen in the previous 12 months, the median figure for the average per month value of what was lost was \$80 across the survey region and remained consistent in each local board area (range \$88 to \$100).*
- *There was no apparent correlation between the proportion of premises where theft had been experienced and the number of full-time staff.*

- *A higher proportion of premises with CCTV had experienced theft compared with premises without CCTV, possibly because CCTV had been purchased in response to incidents.*

6.1.1 Experience of theft

Data regarding whether product had been stolen from premises in the previous 12 months were available for all 111 premises surveyed.

Data were collected by asking respondents:

- Have you had product stolen from your premises (in the previous 12 months)?
- If so, how many incidents have there been?
- The average per-month value of what had been lost.

It is noteworthy that questions did not specifically identify how theft had been detected, whether through an identified theft incident taking place, such as a “runner”, or by recognising that product was missing. Comments implied that both means of identifying theft were included in responses.

Product had been stolen in the previous 12 months from 74% of premises across the survey region (82 out of 111 premises). Refer Table 9.

The highest rate of theft by local board area was in Devonport - Takapuna at 82% and the lowest was in Upper Harbour at 55%. Differences were not statistically significant.

Rates of theft in the previous 12 months ranged from 55% to 100% across communities. Albany was the lowest at 55% and this rate was significantly different from that in Birkenhead/Northcote ($p=0.01$, Fisher's exact test) and that in East Coast Bays ($p=0.05$, Fisher's exact test).

Differences between community rates of theft were not statistically significant. However, it may be of interest for planning at local community board level to note that in all local board areas other than Upper Harbour, local board area data tended to “smooth over” differences between communities making up local board areas, pairing communities with “higher” rates of theft with communities with “lower” rates of theft.

Table 9: Experiences of incidents of theft in previous 12 months, by local board area and community (n=111)

Local board area/community	n		Percent (number) of premises experiencing incident(s) in previous 12 months	
Hibiscus and Bays	32		75% (24)	
• East Coast Bays		11		91% (10)
• Hibiscus Coast		21		67% (14)
Upper Harbour	22		54.5% (12)	
• Albany		22		54.5% (12)
Kaipatiki	40		80% (32)	
• Birkenhead/Northcote		16		94% (15)
• Glenfield		24		71% (17)
Devonport - Takapuna	17		82% (14)	
• Takapuna		10		70% (7)
• Devonport		7		100% (7)
Total	111		74% (82)	

Comments indicated a proportion of “runners” and a common situation with two people working together, one as a distraction.

Grabbing and running or hiding [product] in clothes.

Come in pairs one person distracts owner at counter other around shop stealing.

People park behind store rather than out front if stealing.

East Coast Bays premises

A large number of comments across all areas referred to managing incidents of theft and crime by asking/telling the individual(s) involved to leave, sometimes with a threat to call police.

Comments referring to effective deterrents included:

- keeping ready-to-drink beverages (RTDs) at the back of the store to deter runners (Albany)
- change of layout (Takapuna: “Some [thefts] in the past. Hardly significant now. Change of layout”)

- using other customers (Glenfield: “Taken bottle off a man before and asked customer for help. They removed the man”).

6.1.2 Day of week premises most likely to experience crime

Data on the day of the week that crime was more likely to be experienced were available for 58 of 82 (71%) premises where product had been stolen in the previous 12 months.

When considering the survey region, Thursday and Friday were most commonly reported as the days on which crime was more likely to be experienced, followed closely by Saturday and “every day”. Refer Figure 1.

This finding was supported by reports on a second choice of day of the week on which crime was more likely to be experienced (from 29 premises); Saturday was most commonly reported (34% of responses) followed closely by Friday (24% of responses).

Patterns in the day on which crime was more likely to be experienced were clearly maintained within the Kaipatiki local board area and to some extent in Hibiscus and Bays. Refer Figure 1. Saturday was the most commonly reported day in Devonport - Takapuna, but there was no obvious peak and small numbers of premises need to be considered.

No obvious pattern could be seen in reports from 13 Upper Harbour premises. This was backed up by comments from Upper Harbour respondents who referred to “any day” or “weekdays” as the day of the week most likely for crime.

It is notable that Friday was most commonly reported as the day on which crime was more likely to be experienced and was also reported to be the busiest day of the week across the survey region (refer section titled *Busiest days and times of business*, page 84).

This pattern was maintained in Hibiscus and Bays and Kaipatiki, ie, Friday was reported as both the busiest day and the day on which crime was more likely to be experienced. The busiest day of the week in Devonport - Takapuna and Upper Harbour (Friday) did not match the reported day(s) on which crime was more likely to be experienced (Saturday and Wednesday through Saturday respectively).

Analysis by community (refer Figure 2) was compromised by small premises’ numbers, but some observations were possible:

- Patterns in both communities making up the Kaipatiki local board area were similar to patterns in the Kaipatiki local board area as a whole.
- Reports from East Coast Bays focused on weekdays versus weekends, which was out of keeping with the pattern seen in the wider local board area of Hibiscus and Bays.

Weekdays in school holidays and the Christmas season were referred to in comments as periods when crime was likely.

During week in school holidays. Numerous incidents associated with thefts.

East Coast Bays premises

Weekdays when not busy.

Hibiscus Coast premises

Any day.

Takapuna, Glenfield and Hibiscus Coast premises

No certain day. Christmas season was bad.

Glenfield premises

Figure 1: Day of week premises most likely to experience crime, by local board area and overall (n=58)

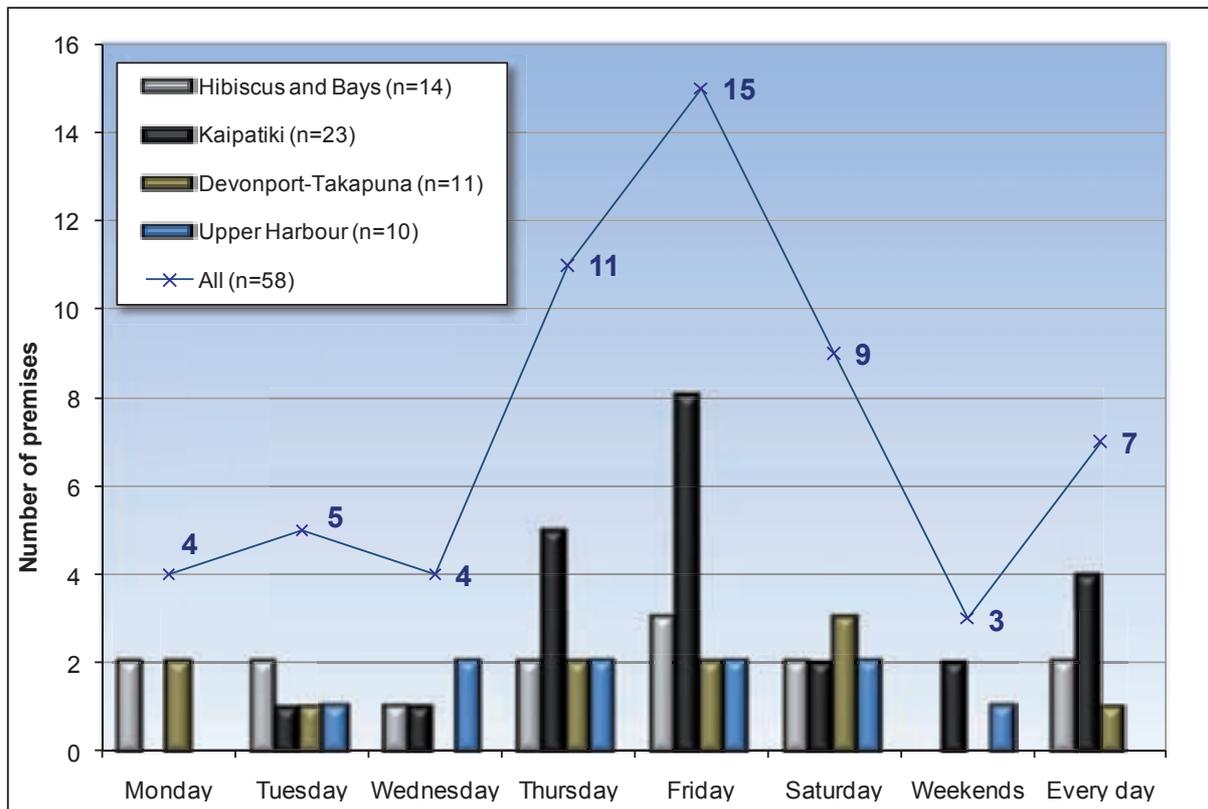
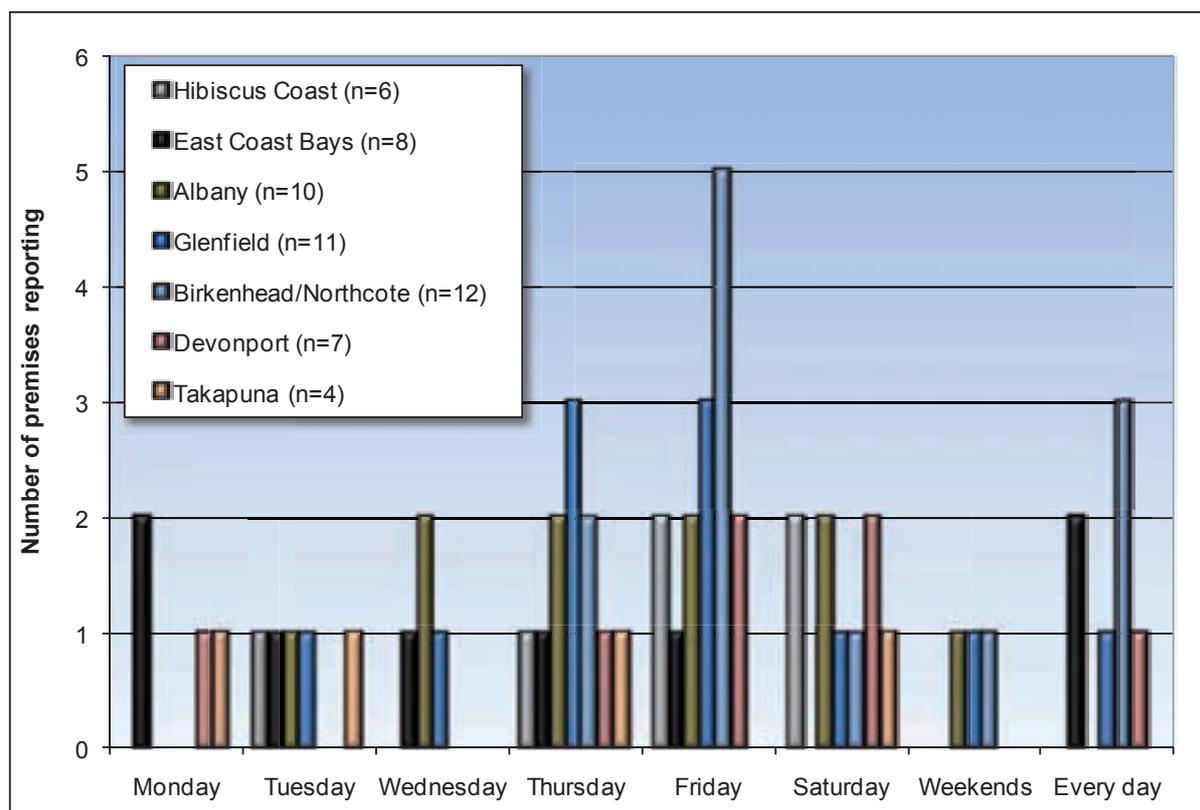


Figure 2: Day of week premises most likely to experience crime, by community (n=58)



6.1.3 Time of day premises most likely to experience crime

Data on the time of day when crime was more likely to be experienced were available for 65 of 82 (79%) premises where product had been stolen in the previous 12 months. “Early evening”⁴ was by far the most commonly reported time, reported by 31 of 65 premises (48%), followed by afternoon (12 premises; 18%). A total 45 premises (70%) reported afternoon, early evening or both.

This pattern was maintained within the Kaipatiki and Hibiscus and Bays local board areas. Early evening was the dominant time reported in Upper Harbour and Devonport - Takapuna, with minimal reporting of other times. Refer Figure 3.

It is notable that early evening was most commonly reported as the time of day when crime was more likely to be experienced and was also reported to be the busiest time of day, across the survey region and in each local board area (refer section titled *Busiest days and times of business*, page 84).

Breakdown by community showed similar patterns in reporting to those seen in the relevant local board areas in all communities except East Coast Bays. The times reported in East Coast Bays were spread across the day, although the small premises numbers involved need to be taken into consideration. Refer Figure 4.

⁴ Early evening was defined as “in the evening but not close to closing time”.

Figure 3: Time of day premises most likely to experience crime, by local board area and overall (n=65)

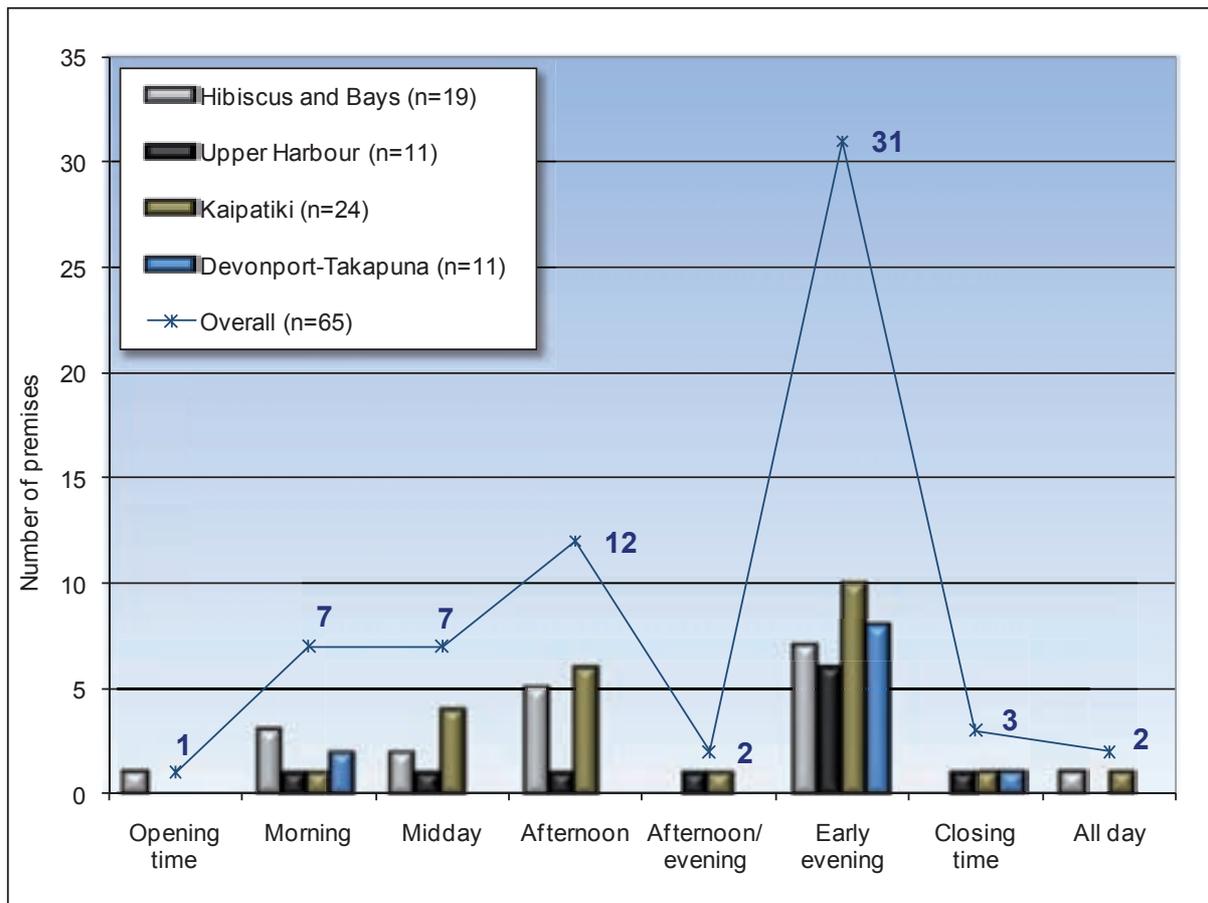
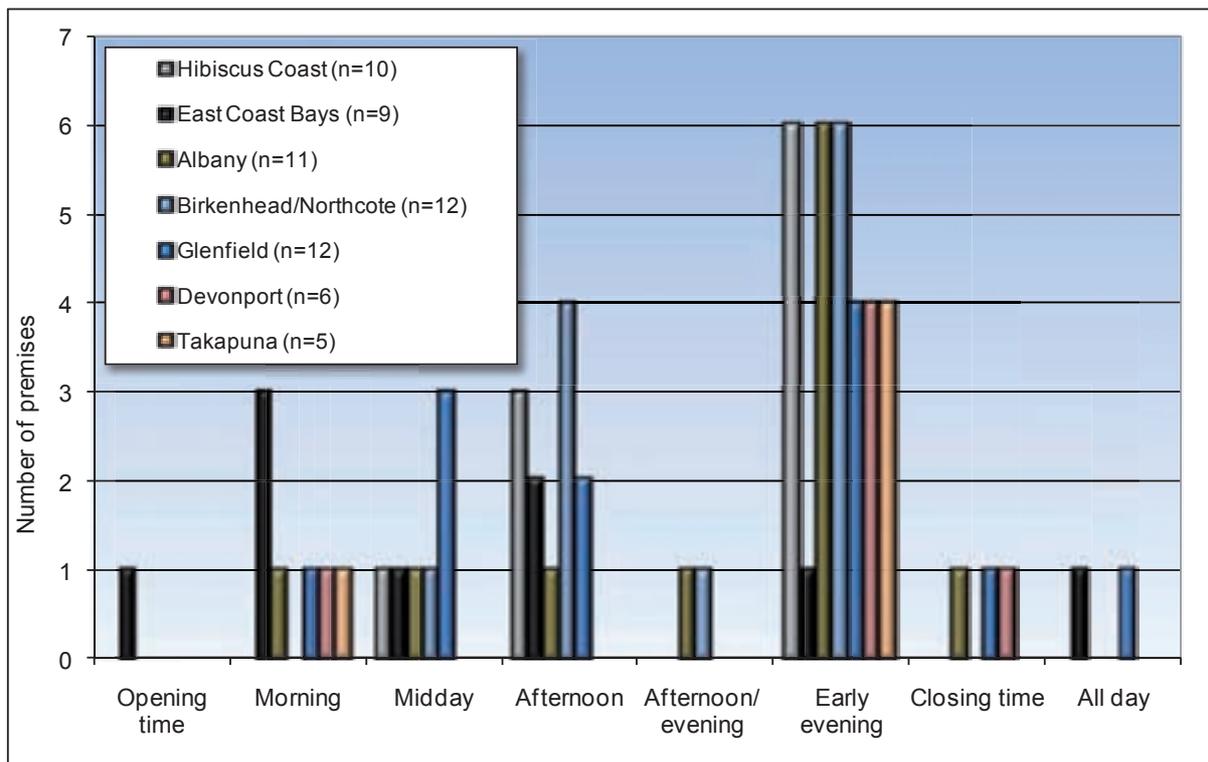


Figure 4: Time of day premises most likely to experience crime by community (n=65)



6.1.4 Incidents of theft

Data on the number of incidents of theft in the previous 12 months were available for 72 of the 82 premises (88%) where product had been stolen in the previous 12 months. The mean number of incidents of theft in the previous 12 months was 4.1. Refer Table 10.

Table 10: Mean and median number of incidents of theft per year in premises where product had been stolen in previous 12 months, by local board area and community (n=72)

Local board area/community	n		Mean number of incidents in previous 12 months	Median number of incidents in previous 12 months
Hibiscus and Bays	23		2.8	2
• East Coast Bays		9	3.9	2
• Hibiscus Coast		14	2.1	2
Upper Harbour	10		2.9	2
• Albany		10	2.9	2
Kaipatiki	29		5.5	3
• Birkenhead/Northcote		13	6.0	3
• Glenfield		16	5.1	4
Devonport - Takapuna	10		4.2	3
• Takapuna		4	2.3	2.5
• Devonport		6	5.5	3
All	72		4.1	2

The mean number of incidents in the previous 12 months ranged from 2.8 to 5.5 across local board areas, but differences were not statistically significant. The median number of incidents in the previous 12 months ranged from two to three across local board areas.

The mean number of incidents in the previous 12 months was highest in the communities of Devonport, Birkenhead/Northcote, East Coast Bays and Glenfield and in the local board areas of Kaipatiki and Devonport - Takapuna, but differences were not statistically significant.

Despite the lack of statistically significant differences, it may be of relevance in planning to note that the mean numbers of incidents in the previous 12 months tended to align with the rates of theft: higher mean numbers of incidents and higher reported rates of theft in Devonport, Birkenhead and East Coast Bays; lower mean numbers of incidents and lower reported rates of theft in Albany, Hibiscus Coast and Takapuna. This trend did not, however, apply in Glenfield where there was a relatively low rate of theft (71%) but a relatively high mean number of incidents (5.1).

It may also be of interest for planning purposes to note that, as occurred with rates of theft, local board area data for both Devonport - Takapuna and Hibiscus and Bays tend to “smooth over” differences in mean numbers of incidents of theft between communities making up the local board areas. In both cases, each local board area had a community with a “higher” mean number of incidents per year and a community with a “lower” mean number of incidents per year.

Comments from respondents highlighted difficulties in knowing if theft had happened and the number of incidents; several respondents referred to theft going undetected until stocktaking. On that basis, figures provided may underestimate the number of incidents.

6.1.5 Value/month of items stolen

Data on the “average per month value of what was lost” were available for 73 of 82 (89%) premises where product had been stolen in the previous 12 months.

The median value of these reported figures was \$80 across the survey region and remained fairly consistent in each local board area (range \$55 to \$100). Refer Table 11.

The median value per month of items stolen was similar in most communities, ranging from \$38 to \$100, with slightly lower figures in Albany and Devonport (\$55 and \$38 respectively; low sample numbers precluded a determination of statistical significance). Refer Table 11.

Means of reported figures were noticeably skewed in some communities. The high mean value per month of items stolen in Glenfield largely reflected a response of \$20,000 in one premises. With that premises omitted from the analysis, the mean was \$177.

Similarly, the high mean value per month of items stolen in East Coast Bays reflected responses of \$3000 and \$4000 in two premises. The omission of these premises from the calculation reduced the mean to \$172.

Table 11: Median and mean values of items stolen, by local board area and community (n=73)

Local board area/community	n		Median value/month of items stolen		Mean value/month of items stolen		Adjusted mean value/month of items stolen (n=70) ⁵	
Hibiscus and Bays	22		\$88		\$537		\$240	
• East Coast Bays		9		\$100		\$926 ⁶		\$191
• Hibiscus Coast		13		\$80		\$267		\$267
Upper Harbour	10		\$55		\$163		\$163	
• Albany (n=10)		10		\$55		\$163		\$163
Kaipatiki	30		\$100		\$821		\$160	\$160
• Birkenhead/ Northcote		14		\$100		\$142		\$142
• Glenfield		16		\$100		\$1,416 ⁷		\$177
Devonport - Takapuna	11		\$80		\$99		\$99	
• Takapuna		5		\$80		\$100		\$100
• Devonport		6		\$38		\$79		\$79
All	73		\$80		\$535		\$172	

6.1.6 Experience of theft by numbers of full-time staff (premises' "size")

Fifty-nine percent of respondents believed that having more staff per shift helped to prevent crime (refer section titled *Staff numbers per shift*, page 60). Additionally, there were some references relating to using additional staff on shifts as a safety measure.

Never drop below two, larger numbers do not seem to have further impact.

Hibiscus Coast premises

To evaluate a possible impact of staff numbers on theft, the proportion of premises where there had been theft in the previous 12 months was analysed by the number of full-time staff (it was also intended that the number of full-time staff would provide a proxy for premises' "size").

104 of 111 (94%) respondents provided information about staff numbers and all provided information about experiences of theft.

⁵ Omits data from one Glenfield and three East Coast Bays premises with large thefts, as detailed.

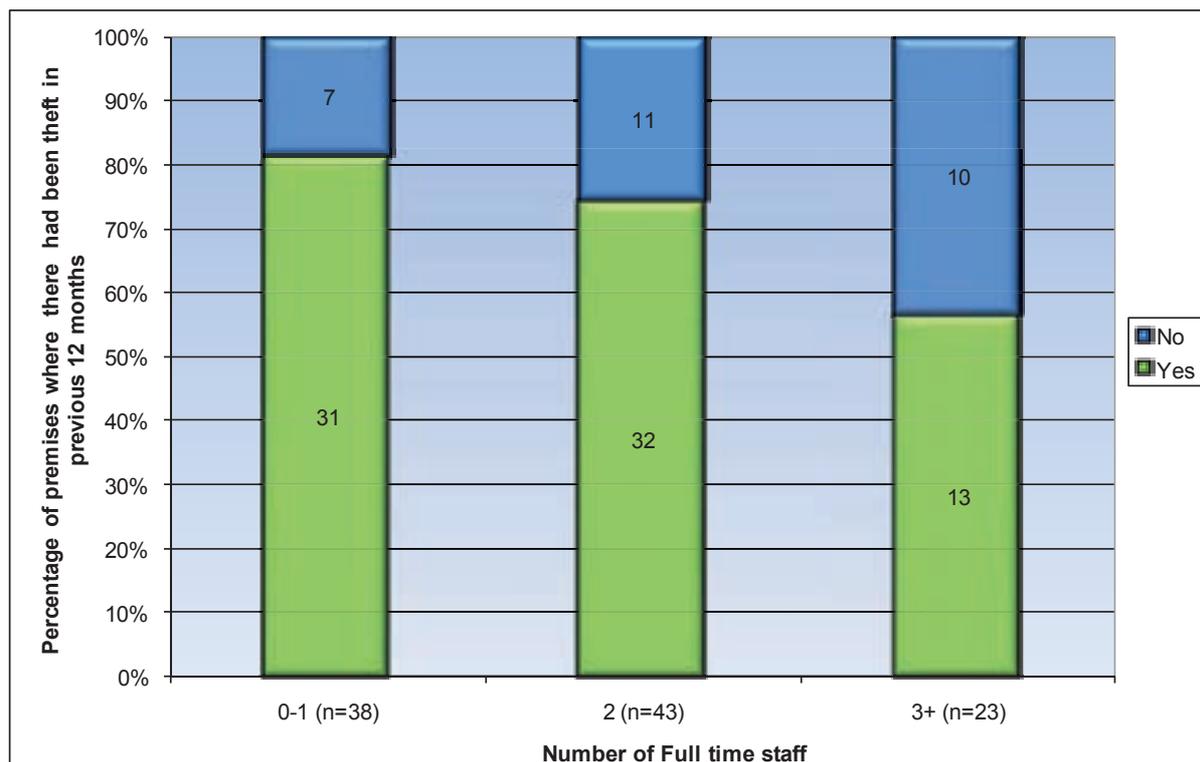
⁶ Mean skewed by larger thefts in two premises of \$3000 and \$4000 each.

⁷ Mean skewed by large theft of \$20,000 reported by one Glenfield premises.

The percentage of premises where there had been theft in the previous 12 months appeared to decrease as full-time staff numbers increased, flattening off as staff numbers reach three-plus. Refer Figure 5. However, statistical analysis showed no association between the reported number of full-time staff and reports of whether there had been theft in the previous 12 months when measured across the survey region ($r = -0.03$).⁸

There was also no association between the reported number of full-time staff and the number of incidents ($r = -0.02$).⁹

Figure 5: Experience of theft in previous 12 months by full-time staff numbers (n=104)



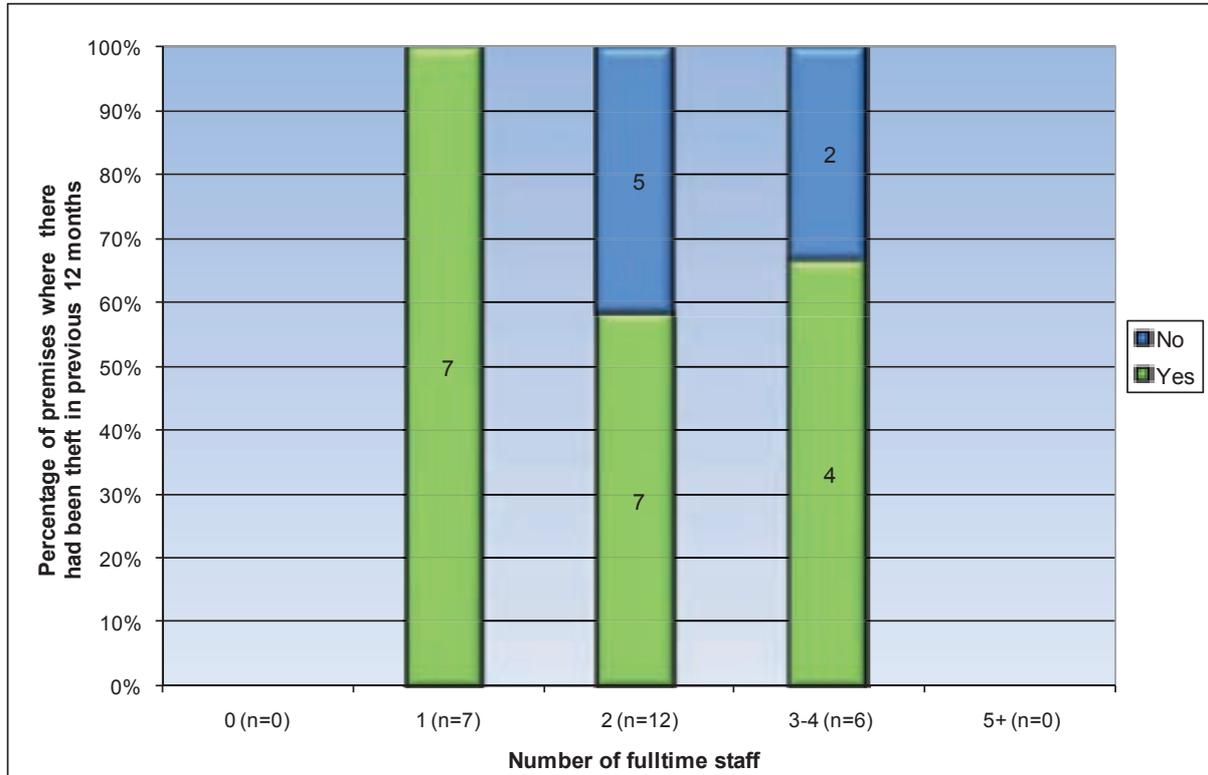
Small numbers precluded a robust correlation analysis at local board area level. However, trends at local board area level are shown in Figure 6. There was a similar pattern to that of the survey region in Kaipatiki and Hibiscus and Bays where premises numbers were higher. The pattern differed somewhat in Devonport - Takapuna and Upper Harbour as shown, but the impact on this analysis of small numbers of premises in each category needs to be considered.

⁸ Pearson product moment coefficient confirmed with point-biserial correlation coefficient.

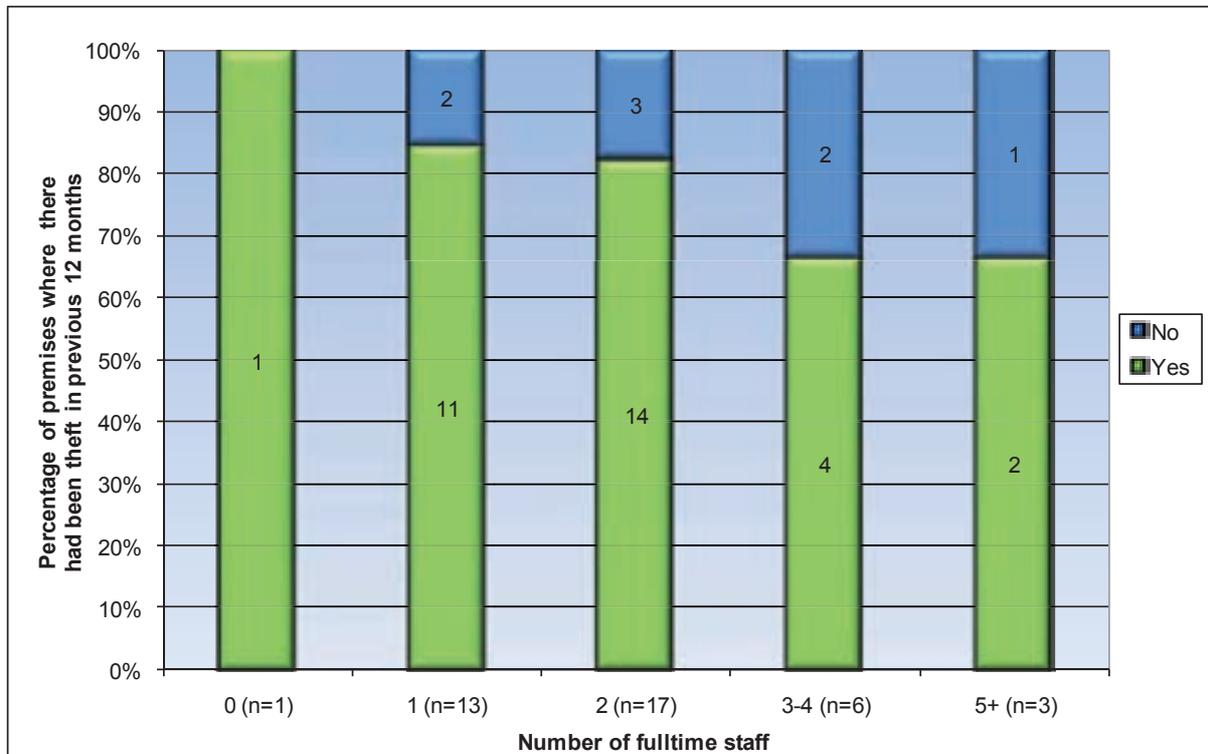
⁹ Ibid.

Figure 6: Experience of theft in previous 12 months by full-time staff numbers – breakdown by local board area

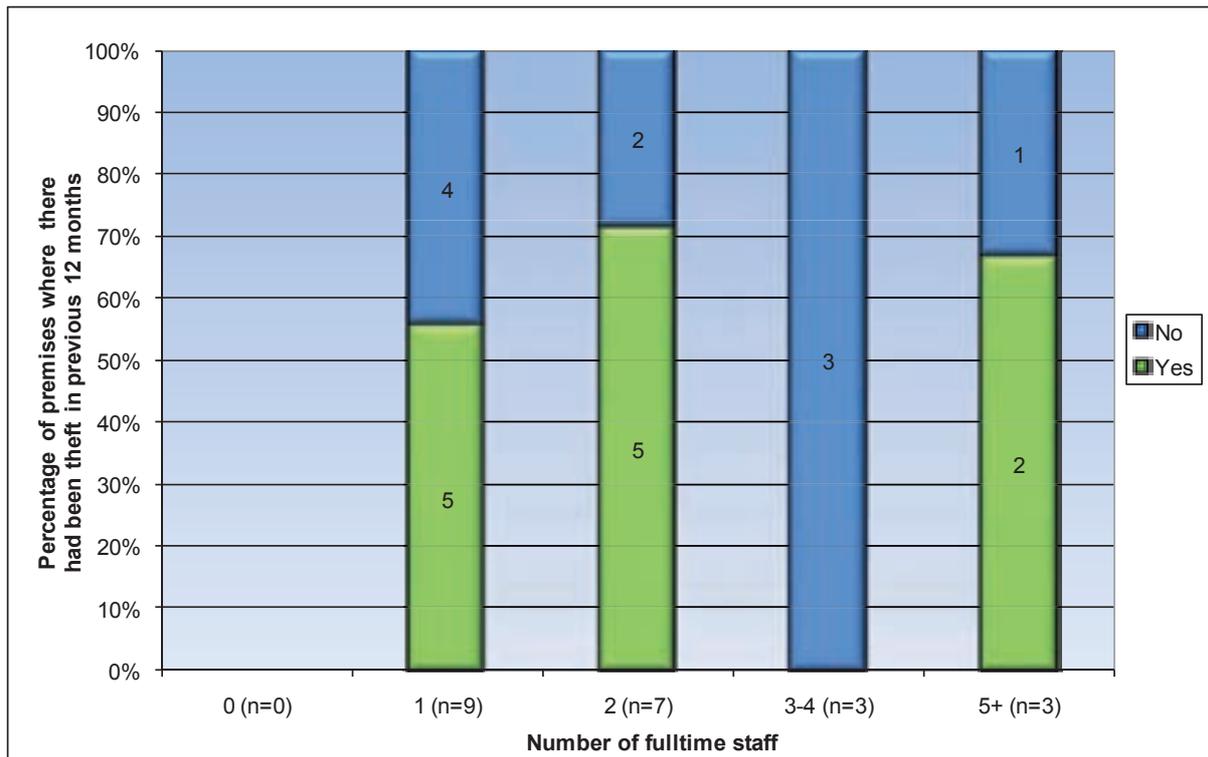
Hibiscus and Bays (n=25)



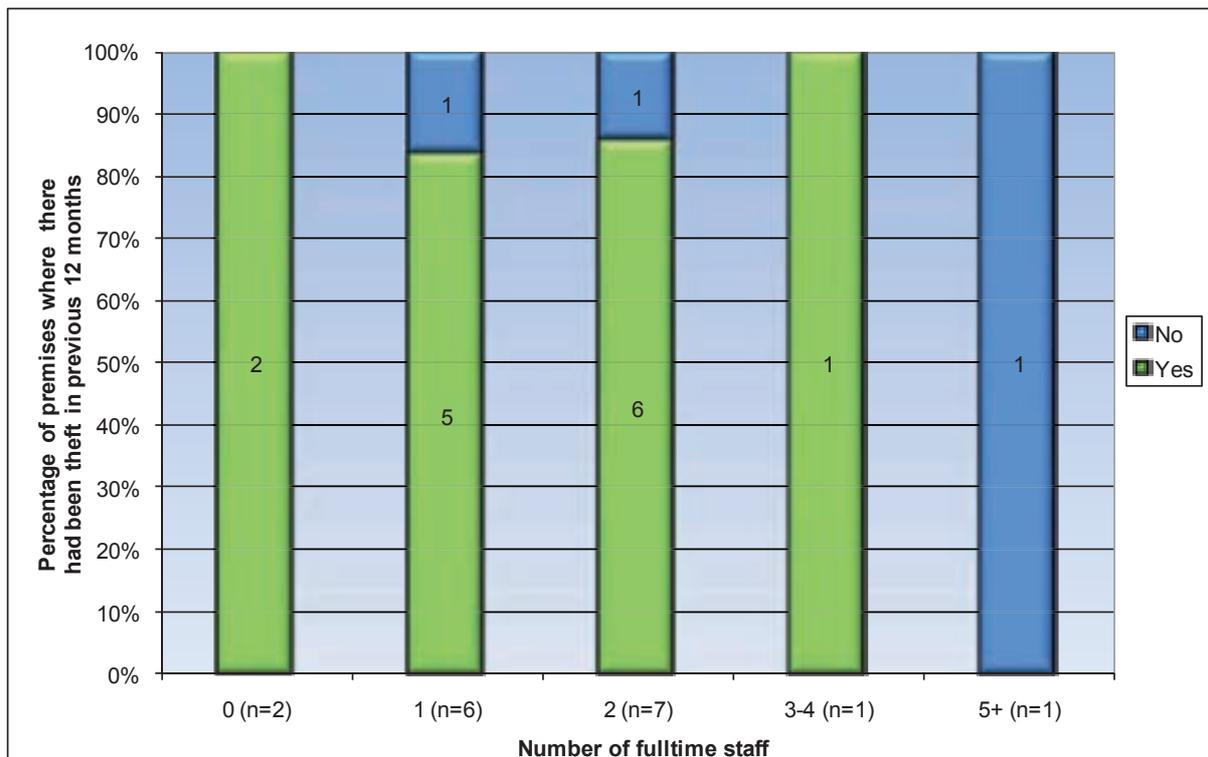
Kaipatiki (n=40)



Upper Harbour (n=22)



Devonport - Takapuna (n=17)



6.2 IMPACT OF CCTV ON EXPERIENCES OF THEFT

Product had been stolen in the previous 12 months from 74 of 94 (79%) premises with CCTV and eight of 16 (50%) premises without CCTV ($p=0.01$ $\chi^2=5.9$), compared with 74% of premises overall (82 out of 111).

Based on comments, it is proposed that the relationship between CCTV and experiences of crime might have resulted because CCTV purchases, which were referred to by some as expensive, were made in response to having had incidents.

[CCTV] Cost would need to be covered or subsidised.

Birkenhead premises

No CCTV but small camera at front. Deterrent. CCTV too expensive.

Glenfield premises

Installed CCTV after the aggravated robbery.

Devonport premises

6.3 TYPICAL AGE OF OFFENDERS IN INCIDENTS OF THEFT

Key point: Typical age of offenders in incidents of theft

The 18- to 24-year-old group dominated the reported typical age of offenders in incidents of theft.

The “typical age of offenders” in incidents of theft was reported for 72 of 82 (88%) premises where product had been stolen in the previous 12 months. The balance stated that the typical age of offenders was unknown.

Across the survey region, the 18- to 24-year-old group dominated the reported typical age of offenders (65%), followed by under 18s (14%), 25- to 35-year-olds (11%), 36- to 44-year-olds (8%) and 45- to 55-year-olds (1%; one report only). Refer Figure 7.

Eighteen to 24 years remained the dominantly reported typical age of offenders in each local board area. Refer Figure 8. The second-ranked typical age varied, as can be seen in Figure 8, but low premises numbers in each category need to be considered.

The most notable difference between local board areas was the absence in Devonport - Takapuna of reported typical ages of offenders of 25 to 35 and 36 to 44 years, although small premises numbers in the analysis for this local board area need to be considered. Differences between local board areas in the reported typical age of offenders were not statistically significant.

Most comments in relation to questions about offender age reiterated the prevalence of young people among offenders, although a few referred to all ages and older customers.

Around 18 not greater than 25 years.

Glenfield premises

Under 18 and 18 to 24 years.

Albany premises

Tend to be younger customer. Or in the past older customer particularly around pricing.

Takapuna premises

All ages even 70.

East Coast Bays premises

Figure 7: Typical age of offenders in premises reporting theft in previous 12 months (n=72)

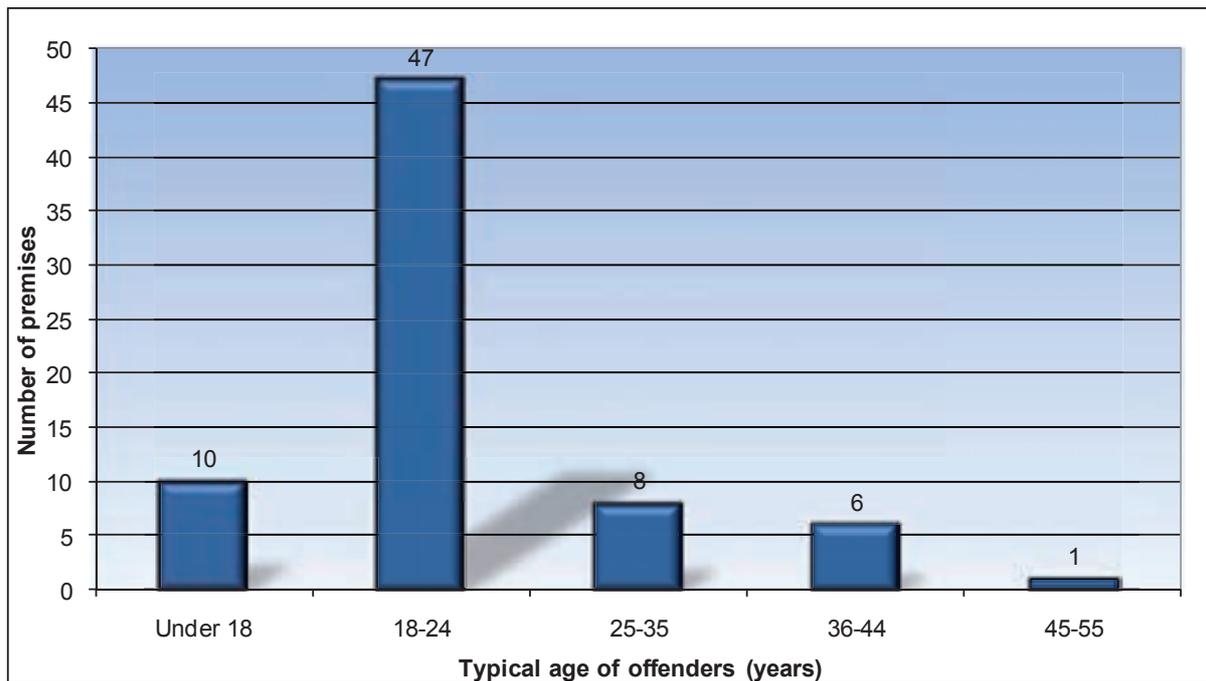
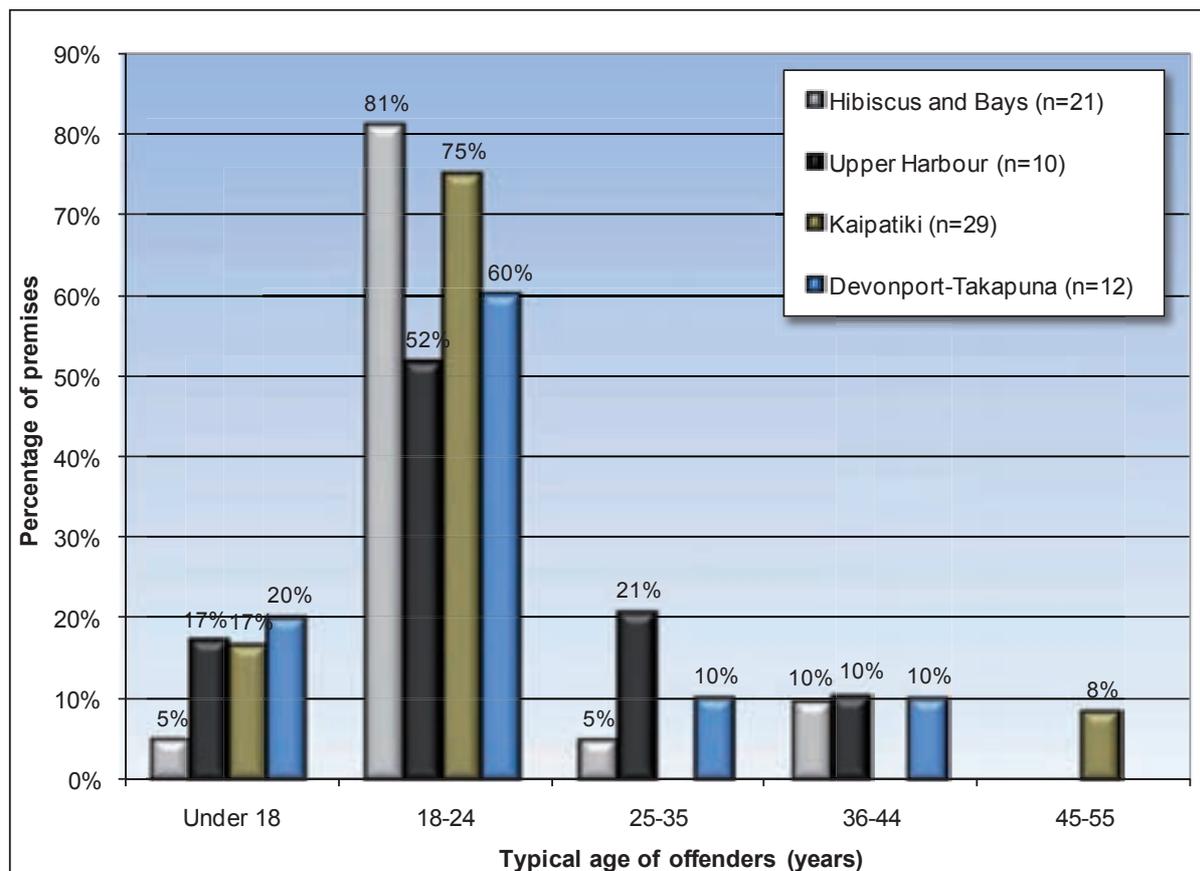


Figure 8: Typical age of offenders in premises reporting theft in previous 12 months, by local board area (n=72)



6.4 PRODUCT USUALLY STOLEN

Key points: Product usually stolen

- *Product theft was dominated by spirits across the region and in each local board area and community. The second- and third-ranked products stolen differed between communities and local board areas, with RTDs, wine and beer featuring regularly.*
- *Spirits remained the dominant product stolen regardless of the reported typical age of offenders. The second-ranked products stolen differed with the reported typical age of offenders; for example, RTDs featured in second-ranked products in premises where the reported typical age of offenders was under 18 or 18 to 24 years, whereas wine ranked second in premises where the reported typical age of offenders was 36 to 44 years.*
- *The reported typical age of offenders differed depending on the product most usually stolen. For example, the typical age of offenders was always reported as less than 35 years in premises where RTDs were usually stolen, but older age categories appeared in reports of typical age of offenders in premises where wine or spirits were most usually stolen.*

6.4.1 Product stolen

Data on “which product is usually stolen” were available for 81 of 82 (99%) premises with product stolen in the previous 12 months.

Across the survey region, thefts were dominated by spirits (reported as product usually stolen in 58% of premises overall), followed by wine (12%) and RTDs (10%).

Spirits dominated thefts in each community and local board area. The second- and third-ranked products stolen differed in communities and local board areas. Refer Table 12 and Table 13. Low numbers of premises in some categories mean that results need to be considered with caution.

Beer was ranked second in Upper Harbour and wine was ranked second in Hibiscus and Bays and Kaipatiki. RTDs were ranked second equal with cigarettes in Devonport - Takapuna.

Community analysis showed further differences in second-ranked product stolen:

- Wine ranked second in East Coast Bays and Hibiscus Coast.
- Beer ranked second in Albany.
- RTDs and wine ranked second equal in Birkenhead/Northcote.
- RTDs and cigarettes ranked second equal in Devonport.
- There was no clear second place in Takapuna, where equal numbers of respondents reported beer, cigarettes, RTDs and wine. (NB: Each category included one premises only, so results need to be considered with caution.)
- There was no clear second place in Glenfield, where equal numbers of respondents reported beer, cigarettes, money, wine and other. (NB: Again, each category includes one premises only, so results need to be considered with caution.)

Table 12: Items reported as most usually stolen, by local board area (n=81)

Items stolen	Hibiscus and Bays (n=23)	Upper Harbour (n=12)	Kaipatiki (n=32)	Devonport - Takapuna (n=14)	Total (n=81)
Beer	4%	17%	6%	7%	7%
Cigarettes	-	8%	3%	14%	5%
Cigars	-	-	3%	-	1%
Money	-	8%	3%	-	2%
RTDs	9%	8%	9%	14%	10%
Spirits	65%	58%	53%	57%	58%
Wine	22%	-	13%	7%	12%
Other	-	-	6%	-	2%
Unknown	-	-	3%	-	1%

Table 13: Items reported as most usually stolen, by community (n=81)

Items stolen	Hibiscus Coast (n=13)	East Coast Bays (n=10)	Albany (n=12)	Birkenhead/ Northcote (n=15)	Glenfield (n=17)	Devonport (n=7)	Takapuna (n=7)	Total (n=81)
Beer	-	10%	17%	7%	6%	-	14%	7%
Cigarettes	-	-	8%	-	6%	14%	14%	5%
Cigars	-	-	-	7%	-	-	-	1%
Money	-	-	8%	-	6%	-	-	2%
RTDs	8%	10%	8%	20%	0%	14%	14%	10%
Spirits	69%	60%	58%	33%	71%	71%	43%	58%
Wine	23%	20%	-	20%	6%	-	14%	12%
Other	-	-	-	7%	6%	-	-	2%
Unknown	-	-	-	7%	-	-	-	1%

Comments demonstrated the variety in products typically stolen in different premises and communities, including spirits, beer, RTDs and sparkling wine.

Spirits always.

Hibiscus Coast premises

Sparkling wine.

Devonport premises

Jim Beam.

Takapuna premises

Everything, spirits, beer from chillers.

East Coast Bays premises

6.4.2 Relationship between product usually stolen and typical age of offender

Comments indicated differences in products most usually stolen by different-aged offenders

18 to 24 [years] would be RTDs and 45 to 55 [years] spirits.

Hibiscus Coast premises

Data regarding “which product is usually stolen” and the typical age of offenders were available for 72 of 82 (88%) premises with product stolen in the previous 12 months.

Analysis showed that spirits were the product reported as most usually stolen regardless of the reported typical age of offenders.

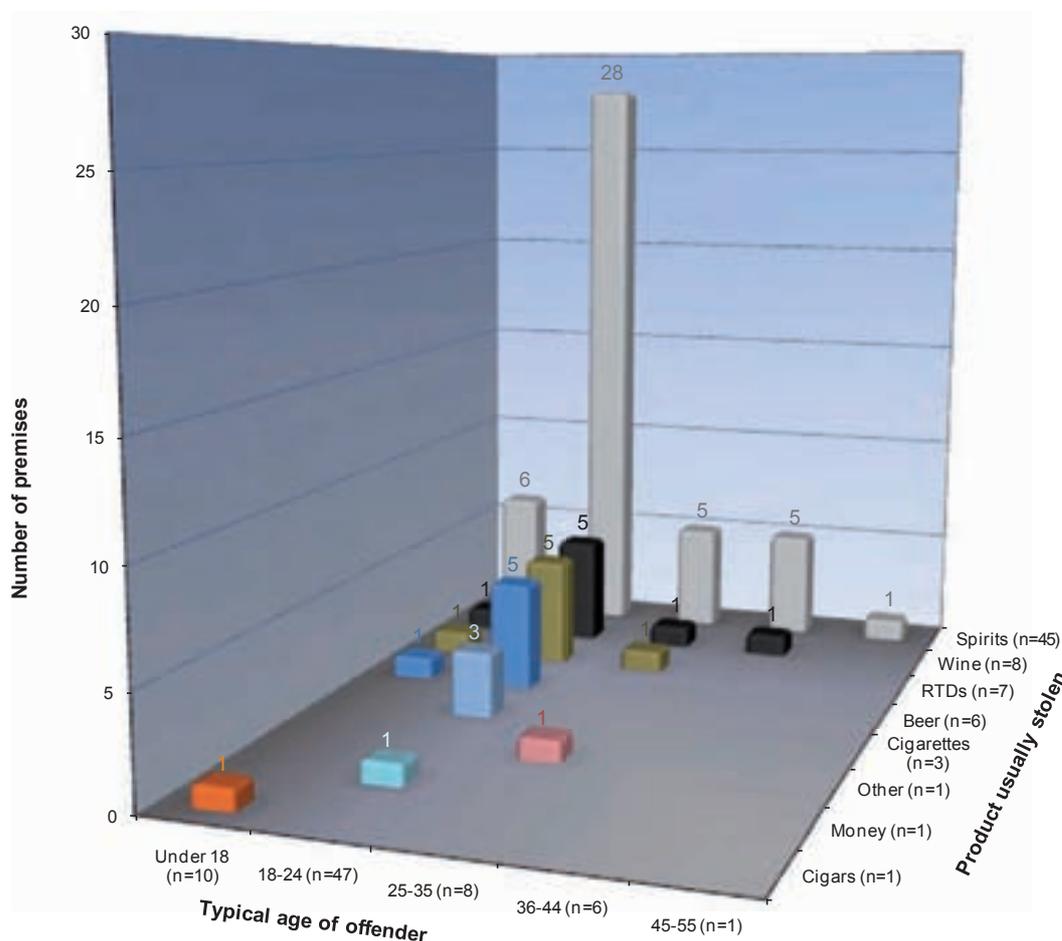
The second-ranked items most usually stolen differed with the typical age of offenders, as seen in Table 14 and Figure 9:

- Beer, cigars, RTDs and wine ranked second equal in premises where the typical age of offenders was under 18 years. (NB: Each category includes one premises only, so results need to be considered with caution.)
- Beer, RTDs and wine ranked second equal in premises where the typical age of offenders was 18 to 24 years.
- RTDs and wine ranked second equal in premises where the typical age of offenders was 25 to 35 years. (NB: Again, each category includes one premises only, so results need to be considered with caution.)
- Wine ranked second in premises where the typical age of offenders was 36 to 44 years. (NB: Again, this category includes one premises only, so results need to be considered with caution.)
- Only one premises reported a typical age of offenders of 45 to 55 years, so there was no second-ranked item.

Table 14: Products usually stolen in premises reporting theft in previous 12 months shown by reported typical age of offenders (n=72)

Typical age of offenders (years)	n	Beer	Cigarettes	Cigars	Money	RTDs	Spirits	Wine	Other
Under 18	10	10%	-	10%	-	10%	60%	10%	-
18-24	47	11%	6%	-	2%	11%	60%	11%	-
25-35	8	-	-	-	-	13%	63%	13%	13%
36-44	6	-	-	-	-	-	83%	17%	-
45-55	1	-	-	-	-	-	100%	-	-

Figure 9: Products usually stolen in premises reporting theft in previous 12 months shown by reported typical age of offenders (n=72)

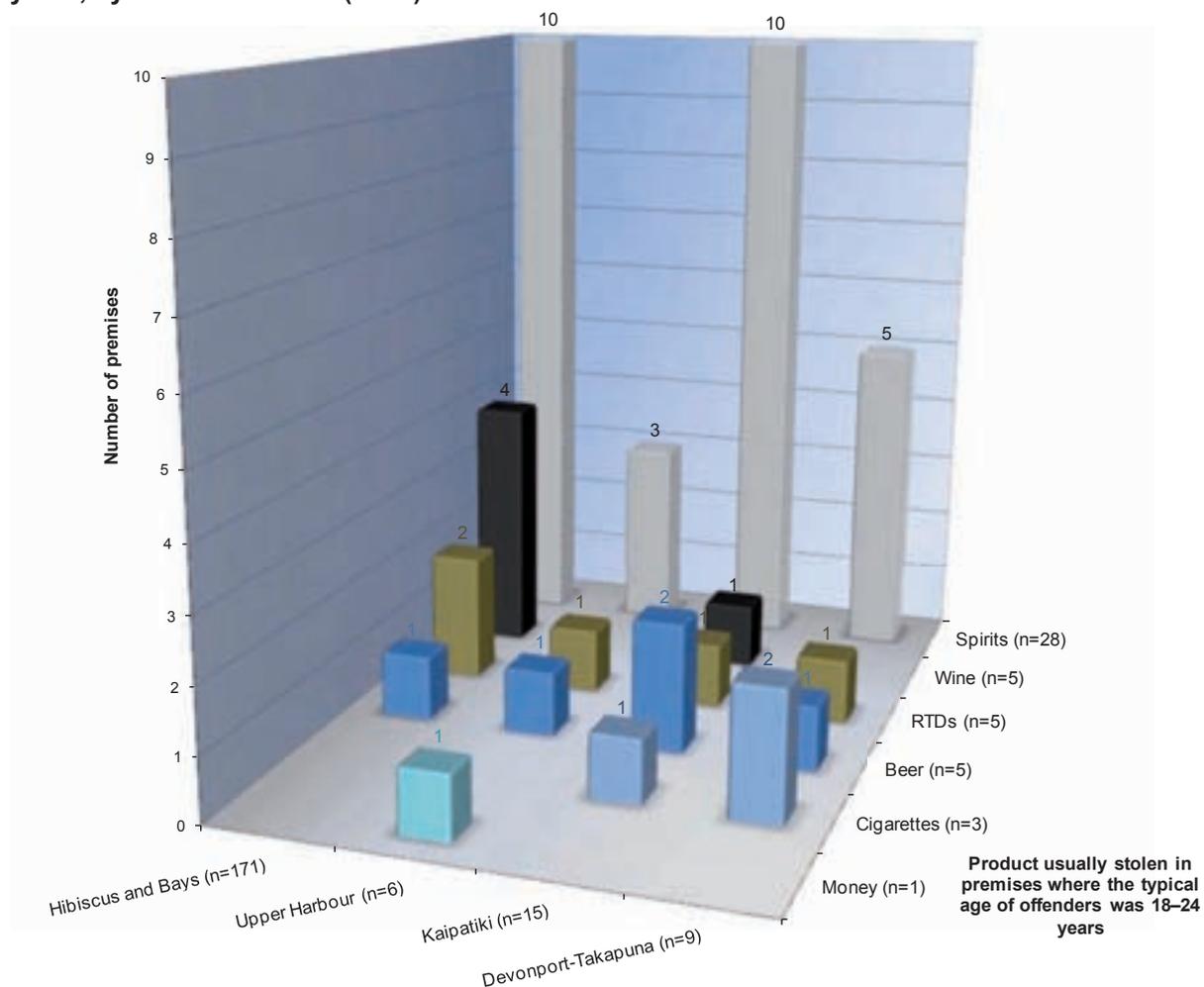


A comprehensive breakdown of this analysis by local board area was not possible given the small number of premises in each sample.

However, main points can be provided regarding products stolen in the bigger sample of premises reporting the typical age of offenders as 18 to 24 years:

- Spirits were the item reported as most usually stolen in all local board areas.
- The second-ranked items most usually stolen differed between local board areas as seen in Figure 10:
- Wine in Hibiscus and Bays.
- Beer in Kaipatiki.
- Cigarettes in Hibiscus and Bays.
- Money, RTDs and beer in Upper Harbour.
- Upper Harbour was the only local board area where premises reported money as the item most usually stolen.

Figure 10: Product usually stolen in premises where the typical age of offenders was 18 to 24 years, by local board area (n=47)



In premises where beer was most usually stolen, the typical age of offenders was always reported as 24 years and under, with most aged 18 to 24 years (83%). Refer Table 15.

In premises where RTDs were most usually stolen, the reported typical age of offenders was always in the range of 35 years and under, with most reporting a typical age of offenders in the range 18 to

24 years (71%) and the balance split equally across the ranges under 18 and 25 to 35 years (14% each).

In premises where wine and spirits were most usually stolen, a wider range for the typical age of offenders was reported. The 18- to 24-year-olds again dominated, but at lower levels of 63% and 62% respectively. Older age groups appeared in these categories, with the typical age of offenders reported as 36 to 55 years in 13% of these premises. Under 18 years was reported as the typical age of offenders in 13% of these premises.

Table 15: Typical age of offenders in premises where theft had been reported in previous 12 months shown by reported products usually stolen (n=72)

Product usually stolen	Under 18 years (n=10)	18–24 years (n=47)	25–35 years (n=8)	36–44 years (n=6)	45–55 years (n=1)
Beer	17%	83%	-	-	-
Cigarettes	-	100%	-	-	-
Cigars	100%	-	-	-	-
Money	-	100%	-	-	-
RTDs	14%	71%	14%	-	-
Spirits	13%	62%	11%	11%	2%
Wine	13%	63%	13%	13%	-
Other	-	-	100%	-	-
Total	14%	65%	11%	8%	1%

6.4.3 A focus on product theft by local board area

Hibiscus and Bays

Product theft was reported in 24 of 32 (75%) Hibiscus and Bays premises. The items most usually stolen were reported for 23 premises: 65% spirits (15 premises), 22% wine (five premises), 9% RTDs (two premises) and 4% beer (one premises).

Data were available on the typical age of offenders in 14 of 15 premises where spirits were most usually stolen. In 10 of these 14 premises (71%), the reported typical age of offenders was 18 to 24 years. The balance of four premises reported the typical age of offenders as under 18 years (one premises; 7%), 25 to 35 years (one premises; 7%) and 36 to 44 years (two premises; 14%).

In all seven premises where beer (one), RTDs (two) and wine (four) were most usually stolen, the typical age of offenders was reported as 18 to 24 years.

Kaipatiki

Product theft was reported in 32 of 40 (80%) Kaipatiki premises. The items most usually stolen were spirits (17 premises; 61% of premises), wine (four premises; 13%), RTDs (three premises; 9%), beer (two premises; 6%), other (two premises; 6%), and cigarettes, cigars, money or unknown (one premises each; 3%).

Of the 17 premises where spirits were most often stolen, 10 (59%) had a reported typical age of offenders of 18 to 24 years. The reported typical age of offenders in the balance of seven premises fell fairly evenly into three age categories: under 18 (two premises; 12%), 25 to 35 years (three premises; 18%) and 36 to 44 years (two premises; 12%).

In four premises where wine was most usually stolen, the typical age of offenders was evenly distributed across all four age groups – under 18, 18 to 24, 25 to 35 and 36 to 44 years (one premises each; 25%).

In three premises where RTDs were most usually stolen, the typical age of offenders was evenly distributed across three age groups: under 18, 18 to 24 and 25 to 35 years (one premises each; 33%).

In the two premises where beer was most often stolen, the typical age of offenders was 18 to 24 years.

Devonport -Takapuna

Product theft was reported in 14 of 17 (82%) Devonport -Takapuna premises. The items reported as most usually stolen were spirits (eight premises; 57%), RTDs (two premises; 14%), cigarettes (two premises; 14%), beer (one premises: 7%) and wine (one premises; 7%).

Of eight premises where spirits were most usually stolen, five (63%) had a reported typical age of offenders of 18 to 24 years. The balance reported the typical age of offenders as under 18 years (two premises; 25%) and 45 to 55 years (one premises; 12.5%).

Data were not available on the typical age of offenders in one premises where wine was most usually stolen and one premises where RTDs were most usually stolen.

In all premises where beer (one), cigarettes (two) or RTDs (one) were most usually stolen, the typical age of offenders was reported as 18 to 24 years.

It is notable that a large portion of offending was reported from Devonport-based premises. All seven Devonport premises reported theft in the previous 12 months, with a mean number of incidents per year of 5.5. Seven of 10 (70%) Takapuna premises reported theft in the previous 12 months, with a mean number of incidents per year of 2.3 (refer Table 9 and Table 10).

Upper Harbour

Product theft was reported in 12 of 22 (55%) Upper Harbour premises. The items most usually stolen were spirits (seven premises; 58%) and beer (two premises; 17%). One each of the remaining three premises reported cigarettes, money and RTDs as the item most usually stolen.

Data were available on the typical age of offenders in six of seven premises where spirits were most usually stolen. Of these six premises, three (50%) had a reported typical age of offenders of 18 to 24 years and one each of the remaining three premises (17% each) had a reported typical age of offenders of under 18, 25 to 35 and 36 to 44 years.

Data were not available on the typical age of offenders in the premises where cigarettes were most usually stolen.

In the two premises reporting either RTDs or money as most often stolen, the reported typical age of offenders was 18 to 24 years.

In the two premises reporting beer as most often stolen, the typical age of offenders was under 18 years in one premises and 18 to 24 years in the second premises.

6.5 CRIME IN THE LAST TWO HOURS OF THE BUSINESS DAY

Key points: Crime in the last two hours of the business day

- *A small case set analysis showed that crime was predominantly occurring in the last two hours of business in only 11% of all premises and in no premises that closed after 10pm. However, small numbers and extended requirements for assumptions mean this analysis needs to be considered cautiously.*
- *Closing time was reported as the most likely time of day for crime in only three of 65 premises (5%).*
- *Typical customers in the last two hours of business tended to be in the age range 18 to 44 years, with few premises reporting typical customers in the last two hours of business aged under 18 years or over 45 years.*

There was a specific request from stakeholders to consider incidents of crime in the last two hours of business in the day.

The analysis had to be limited to a small set of premises only, thus needs to be considered cautiously. Analysis was also limited by the categories used when asking respondents about the times of day when crime was most likely to occur.¹⁰

This sub-section also presents an associated analysis of age of customers in the last two hours of business.

6.5.1 Focus on crime during the last two hours of the business day

The analysis was based on the difference between closing time and the time reported as the period when crime was most likely to occur, on the day of the week on which crime was reported to be likely to occur.

Of 82 premises with product stolen in the previous 12 months, all of the following details were available for 44 premises:

- A most likely day of the week for crime (specific day as opposed to “every day” or “weekends”).
- A most likely time of day for crime;* the midpoint for that period was used in the analysis.
- A closing time of business on the most likely day of crime.

Five of 44 (11%) premises reported a period when crime was most likely to occur that had a midpoint zero to 2 hours before closing.

The median difference between closing and the midpoint of the period when crime was most likely to occur was five hours (mean 5.4 hours and mode three hours). All premises reporting crime as most typical in the last two hours of the business day had closing times between 7pm and 9pm.

No premises closing at 10pm or later (15) reported a period when crime was most likely to occur that had a midpoint 0 to 2 hours before closing as the time. The median difference between closing and the midpoint of the period when crime was most likely to occur in these premises was 4.8 hours (mean 5.6 hours and mode four hours).

Thus, incidents were predominantly occurring in the last two hours of business in only 11% of all premises and in no premises that closed after 10pm. However, the very small sample available for this analysis and extended requirements for assumptions mean these findings need to be considered cautiously.

The above indication that crime is not necessarily concentrated at the end of the day in premises open to late hours is supported in part by the low percentages of premises reporting “closing time” as the time of day when crime was most likely to be experienced.

¹⁰ Categories referred to “early evening” (defined as “in the evening but not close to closing time”) and “closing time”. A category specifying “two hours before closing”, given specific interest in this area, would have supported more robust analyses.

Of 65 premises with a reported time of day when crime was most likely to be experienced, three (5%) reported “closing time”. In all cases, premises were closed at or before 9pm, with closing times ranging from 6pm to 9pm depending on the premises and day of the week.

Of 35 premises with a reported “second choice” time of day when crime was more likely to be experienced, six (17%) reported “closing time”. Three of these premises had closing times at or before 9pm (ranging from 7pm to 9pm depending on the premises and day of the week). Two had closing times extending to 11pm (ranging from 9pm to 11pm depending on the premises and day of the week). One had a closing time of between 8pm and 10pm depending on the day of the week).

Thus, of nine premises that reported closing time as a first or second choice of time of day when crime was more likely to be experienced, six had closing times at or before 9pm and only three had closing times extending to later than 9pm (ranging from 8pm to 11pm depending on the premises and day of the week).

* The following hours were applied to the times of day given as most likely for crime to occur:

- Morning: opening until 12pm (midpoint of 10am used).
- Midday: 12pm.
- Afternoon: 12pm to 5pm.
- Early evening: 5pm to 7pm and 5pm to 9pm in sensitivity testing.¹¹
- Closing time: as provided by respondent.

6.5.2 Age of customers in last two hours of business

A known “age of your customers (normally) in the last two hours of business”¹² was reported for 92 of 111 (83%) premises.

Customers between 18 and 44 years tended to dominate (82%), with few premises reporting typical customers in the last two hours of business aged under 18 years (2%) or over 45 years (16%).

Patterns were somewhat similar across local board areas and throughout the survey area, although the pattern in Devonport - Takapuna appeared to differ a little, with a higher proportion of premises reporting younger customers as typical customers in the last two hours of business. Neither Upper Harbour nor Devonport - Takapuna reported typical customers in the last two hours of business aged 45 years or older.

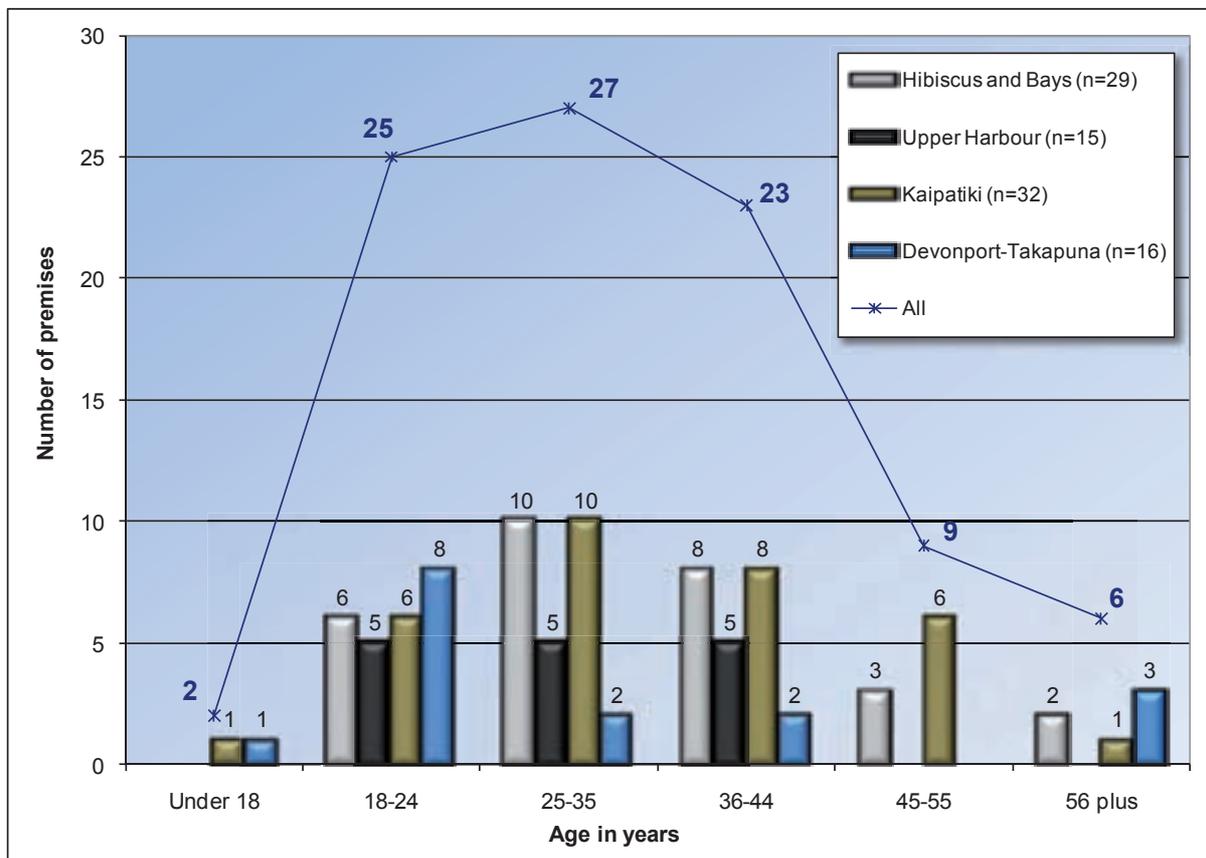
¹¹ Similar results were maintained in sensitivity testing using extended early evening hours of 5pm to 9pm: 27 of 44 premises (27%) reported a period when crime was most likely to occur that had a midpoint 0–2 hours before closing; the median difference between closing and the midpoint of the period when crime was most likely to occur was four hours (mean 4.9 hours and mode two hours); all premises reporting crime as most typical in the last two hours of the business day had closing times between 7pm and 9pm.

¹² As set out in the survey limitations section, these data are subject to differences in respondents’ interpretation and should be considered as **perceived** age categories only. The age categories in the survey question of “56–60 years” and “60 plus years” were collapsed in this analysis to offset possible issues with respondents’ ability to differentiate reasonably between people in these two age groups.

Table 16: Typical customer age in last two hours of business, by local board area (n=92)

Local board area/community	n	Age in years					
		Under 18	18–24	25–35	36–44	45–55	56 plus
Hibiscus and Bays	29	-	21%	34%	28%	10%	7%
Upper Harbour	15	-	33%	33%	33%	-	-
Kaipatiki	32	3%	19%	31%	25%	19%	3%
Devonport - Takapuna	16	6%	50%	13%	13%	-	19%
All	92	2%	27%	29%	25%	10%	7%

Figure 11: Age of customers (normally) in last two hours of business, by local board area and overall (n=92)



6.6 EXPERIENCES OF ABUSE, VIOLENCE AND USE OF WEAPONS

Key points: Experiences of abuse, violence and use of weapons

- *Nearly 40% of respondents had experienced verbal or racial abuse. For about one-half of this group, incidents were “rare” or occurred once or twice annually. 25% reported incidents occurring monthly or more often, with a few reports of weekly or twice-weekly incidents.*
- *About 40% of respondents called police in response to verbal/racial abuse, with the highest rate of contact in Hibiscus and Bays and the lowest in Upper Harbour. A low percentage of respondents took other specific action, most referring to simply asking the person to leave.*
- *Incidents of verbal/racial abuse were often in relation to the use of fake identification and/or attempts by minors to purchase alcohol.*
- *The involvement of police after verbal or racial abuse differed between some local board areas, with higher rates in Hibiscus and Bays than in Upper Harbour.*
- *Physically violent crime and crime involving weapons were less common than verbal/racial abuse (incidents in less than 20 % of premises) and police were more often involved (over 80% of cases). There were no incidents of crime involving weapons in Hibiscus and Bays.*

6.7 VERBAL AND RACIAL ABUSE

All 111 respondents provided information about whether they had experienced “any problems of verbal or racial abuse”, with 39% (43 out of 111) reporting such problems and similar rates of 32% to 44% across local board areas. Refer Table 17.

It is noteworthy that only one question was used to ask for information about both “verbal abuse” and “racial abuse” and responses must be considered with this in mind.

Table 17: Incidents of verbal or racial abuse, by local board area (n=111)

Local board area	n	Any problems of verbal or racial abuse?	
		Yes	No
Hibiscus and Bays	32	44%	56%
Upper Harbour	40	32%	68%
Kaipatiki	17	38%	63%
Devonport - Takapuna	22	41%	59%
All	111	39%	61%

Of the 43 premises reporting experiences of verbal or racial abuse, 38 (98%) provided information regarding the number of incidents experienced.

Numbers of incidents spanned “rare” and one or two incidents per year to more than twice weekly and “many”.

Nearly one-half of premises (47.4%) reported “rare” or one or two incidents per year.

Of the balance reporting more than two incidents per year, approximately one-third each reported:

- Between three and six incidents per year (circa once every two to four months)
- Between 10 and 30 per year (from just below one to nearly three times per month)
- Between 40 and 120 per year (three to 10 times per month) or “many”.

Approximately 25% of respondents overall reported verbal or racial abuse occurring monthly or more frequently (14% to 33% by local board areas: Upper Harbour 14%; Hibiscus and Bays 30%; Kaipatiki and Devonport - Takapuna 33%).

Data indicated a low percentage of respondents taking any specific actions after racial/verbal abuse took place. 33% stated they had done nothing. Actions in descending order included:¹³

- Call police 39%
- Physically remove offender 17%
- Record in incident book 14%
- Call security 6%
- Use panic button 3%.

Because a small number reported on these actions (35 to 40 across the survey) no breakdown of responses at local board area level was undertaken. However, some board-level analysis regarding police involvement is provided in the section titled *Focus on police contact*, page 50.

Comments indicated that most incidents of verbal or racial abuse occurred in relation to the use of fake ID and/or underage purchasers.

Verbal abuse, people asked for ID when they don't have any, get abusive.

Heaps of abuse. Get it all the time – go with flow. More over certain holiday periods – have visitors travelling through.

Not much verbal/racial abuse only when we say no. If we were on the other side of Auckland there would be no way we would be in this industry.

Hibiscus Coast premises

¹³ Percentages based on between 35 and 40 respondents reporting on each possible action.

Incidents usually to do with ID card underage.

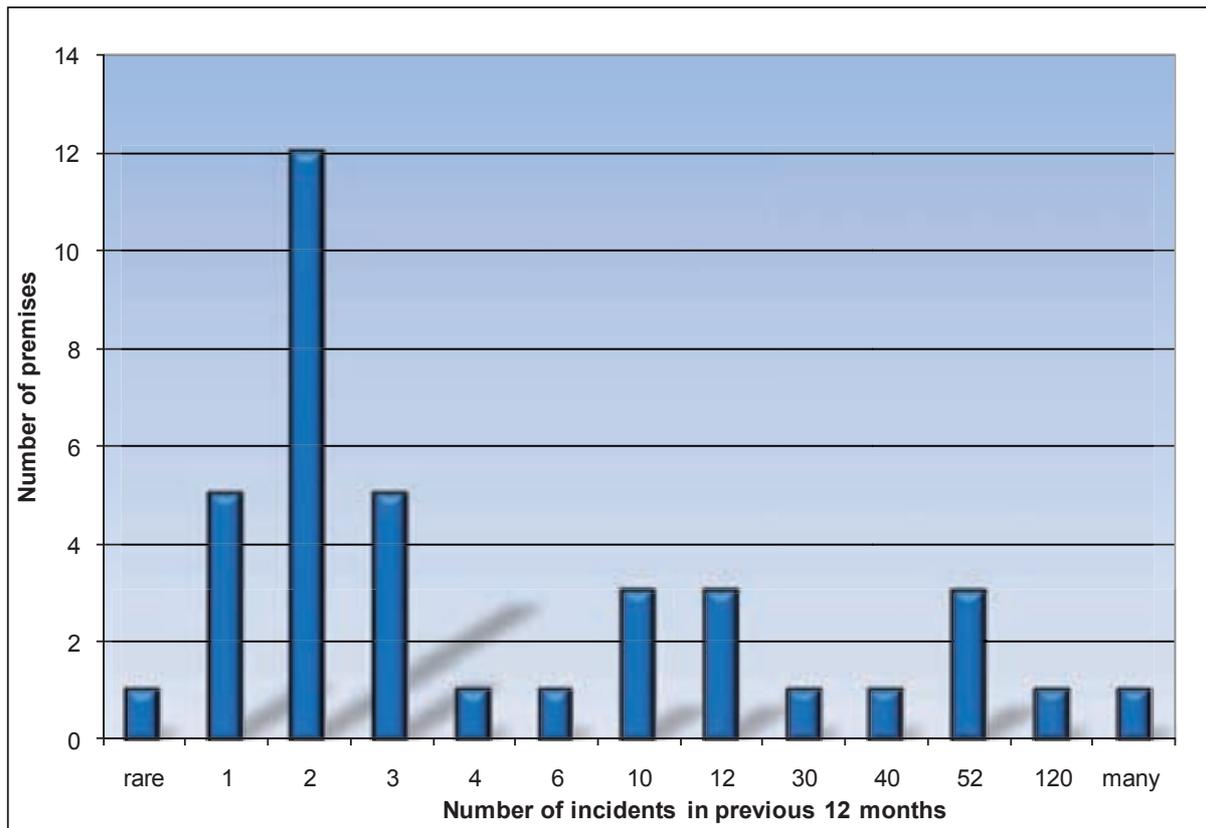
Birkenhead premises

Verbal abuse especially minors.

Mainly young people or intoxicated tell to leave.

Glenfield premises

Figure 12: Number of incidents of verbal or racial abuse in the previous 12 months (n=42)



6.7.1 Physically violent crime and involvement of weapons

108 of 111 (97%) respondents provided information about “incidents of physically violent crime at your premises”, with 13% (14) reporting such problems and similar rates across local board areas. Refer Table 18. (Three premises [two Upper Harbour and one Kaipatiki] where it was not known whether physically violent crime had occurred were omitted from the analysis.)

The lowest rate of 5% was reported in Upper Harbour, but the differences between local board areas were not statistically significant.

Eleven respondents reported on the number of incidents of physically violent crime: nine (82%) reported one-off incidents, one (9%) reported two incidents and one (9%) reported one incident per month.

Table 18: Incidents of physical violence, by local board area (n=108)

Local board area	n	Incidents of physically violent crime at your premises?	
		Yes	No
Hibiscus and Bays	32	13%	88%
Upper Harbour	20	5%	95%
Kaipatiki	39	15%	85%
Devonport - Takapuna	17	18%	82%
All	108	13%	87%

Of 14 respondents reporting physically violent crime, 13 reported on whether or not they had called police: 92% (12) had called police. The only other recorded actions were one respondent each who recorded the event in an incident book or who specified they “did nothing”.

Sixty-three respondents provided information about whether weapons had been involved in crime, with 17% (11) reporting the involvement of weapons. Rates were similar across local board areas with the exception of Hibiscus and Bays, where there had been no weapons involved in crime. Refer Table 19. The differences between Hibiscus and Bays and Kaipatiki and between Hibiscus and Bays and Upper Harbour were statistically significant ($p=0.03$; $p=0.05$, Fisher’s exact test).

Eleven respondents reported on numbers of incidents involving weapons: six (55%) reported one incident involving weapons, one (9%) reported two incidents, one (9%) reported three incidents and three (27%) reported unknown.

Table 19: Weapons involved in crime, by local board area (n=63)

Local board area	n	Weapons involved in crime?	
		Yes	No
Hibiscus and Bays	18	0%	100%
Upper Harbour	6	33%	67%
Kaipatiki	25	24%	76%
Devonport - Takapuna	14	21%	79%
All	63	17%	83%

Eighty-nine percent (nine) of the respondents experiencing crime involving a weapon contacted police. The only other reported action was use of a panic button (9%, one).

6.8 FOCUS ON POLICE CONTACT

Thirty-six of the 43 respondents who had experienced incidents of verbal or racial abuse provided information on whether they had contacted police after these incidents. Fourteen (39%) respondents had called police after these incidents but percentages differed across local board areas. Refer

Table 20. The highest rate of contact of 86% was from Hibiscus and Bays. There was a statistically significant difference between this rate and that in Upper Harbour ($p=0.03$, Fisher's exact test) but not between the rate in Hibiscus and Bays and rates in Kaipatiki and Devonport - Takapuna. Differences in rates between other local board areas were not statistically significant.

Table 20: Percentage of respondents experiencing verbal/racial abuse who called police after the incidents, by local board area (n=36)

Local board area	n	Percentage calling police after verbal/racial abuse
Hibiscus and Bays	7	86%
Upper Harbour	7	14%
Kaipatiki	15	33%
Devonport - Takapuna	7	29%
Total	36	39%

Rates of involving police increased with incidents involving physically violent crime and/or weapons.

Thirteen respondents provided information about police contact after physically violent crimes. Twelve (92%) contacted police, including 100% in Hibiscus and Bays (three), Upper Harbour (one) and Kaipatiki (six) and 67% (two of three) in Devonport - Takapuna.

Eighty-two percent (nine out of 11) respondents who had experienced crimes involving weapons contacted police in response, including five in Kaipatiki, two in Devonport - Takapuna and two in Upper Harbour (one each respondents from Kaipatiki and Devonport - Takapuna did not contact police after crimes involving weapons).

Comments presented a mixed view on contacting police as a follow-up action to crime. It is noted that the collated perceptions of police involvement and responsiveness have been reported directly and there is no ability to comment or provide information on possible drivers behind perceptions.

Comments in Glenfield indicated a poor perception of the value of police involvement, but some respondents referred to contacting police and providing CCTV footage to them.

Call police but not every time.

Police won't answer. Use monitored alarm.

Call police but they don't help. Police not very good.

Report it with CCTV video to police.

Glenfield premises

Did not call police when crime happens doesn't feel police do anything about it. He called police once and they didn't do anything or even call him back to tell him if anything was going to happen.

Call police sometimes. Physically removed [offender] at beginning but not now.

Takapuna premises

Encourage them to leave, not extreme enough to justify anything else.

Hibiscus Coast premises

*Hibiscus Coast respondents were notably positive in comments about involving police.
Two premises noted that they had not had incidents but would involve police if they did.*

Called police and response really good.

Police support improving of late, really good now.

All caught within 24 hours. Good community help and support. Always either got the bottles back or got person to pay for it.

Hibiscus Coast premises

Police were occasionally but not typically involved in relation to fake IDs and attempted purchases by intoxicated people.

Fake ID – Give it to the police. They are getting better.

Hibiscus Coast premises

If aggressive serve and call police so to not aggravate them more.

Glenfield premises

There was limited feedback on the involvement of police using CCTV footage, but several comments referred to the need for police to standardise CCTV protocols and issues with different formats that rendered footage unusable.

6.9 A PICTURE OF TWO PREMISES

Two example cases were selected to demonstrate the stark differences that can exist between premises in their experiences of crime and responses to these experiences.

Premises A

The owner of this premises in Kaipatiki, who was aged between 25 and 35 years, presented a picture of considerable crime and abuse. The owner had been in business for three years and did not reside in the area of the premises.

The owner reported 10 incidents of theft in the previous year, with an average \$200 per month of goods stolen. Spirits were the goods most usually stolen. No specific action was taken after incidents,

except telling offenders to leave. Incidents were more typically on weekends in the early evening, and the typical age of offenders was 18 to 24 years.

Verbal/racial abuse occurred 10 times a month and no specific action was taken as a result. Physically violent crime occurred monthly and police were contacted on these occasions. Police were perceived to be “making an effort”. There had been no incidents of crime involving weapons.

The owner reported a score for safety of 3 on a scale of 1 to 7.¹⁴ There was a panic button on the premises and CCTV, which were believed to help a little in preventing and assisting after crime. There were no weapons on the premises. There were two staff members per shift and the owner believed that having more staff per shift helped to prevent crime.

Minors attempted to buy alcohol an estimated average of six times per week and fake IDs were used. The owner confiscated fake IDs but no other action was taken. The owner had sold to a minor because of intimidation. Attempts by intoxicated people to buy alcohol occurred weekly, most typically on Fridays at closing time (12am) and they were told to leave. The owner had not sold alcohol to an intoxicated person. The premises was open until midnight on Fridays and Saturdays, 10pm or 11pm Monday to Thursday and 8pm on Sundays. The premises was busiest in the early evenings and on Saturdays.

The owner reported that there were three premises within a kilometre of the outlet and did not believe that off-licence premises should have common opening hours.

Premises B

The owner of this premises in Devonport - Takapuna, who was aged over 60 years, had been in business for 14 years, and resided in North Shore City where the premises was located.

The owner had experienced theft in the past but did not regard this to be a significant issue, attributed in part to a changed layout in the premises. Beer was reported as the product usually stolen and the typical age of offenders was 18 to 24 years.

The owner noted a choice not to focus on high volumes of cheaper liquor, which depended on low margins and fast turnaround.

Verbal or racial abuse was experienced every couple of months and tended to involve younger customers. The typical response was to ask the offenders to leave.

There had been no incidents of physical violence in the previous 12 months and this was attributed to “closing earlier” (an incident 10 years earlier was noted). The premises closed at 8.30pm on Fridays and Saturdays and earlier on other days. There had been no incidents of crime involving weapons.

¹⁴ Scale 1 to 7 where higher numbers represented feeling safer and lower numbers represented feeling less safe.

The owner reported a score for safety of 4 on a scale of 1 to 7¹⁵ and reported occasionally feeling vulnerable and having some concern regarding leaving the premises at night. A potential risk associated with displaying shop hours was noted (the owner chose to display hours using small print).

There was no CCTV and the cost of installation was cited as a deterrent. It was not seen to assist in preventing or helping after crime and the owner did not think it should be part of licence requirements. Only one staff member worked per shift, although more staff per shift was seen to be of value in preventing crime. The premises had a panic button to a security firm but this had never been used. The only other security measures used were outside lights. There were no weapons kept on site, although the owner had done this in the past.

Minors attempted to buy alcohol an estimated two or three times a month. Fake IDs were used and the owner confiscated them and recorded events in an incident book in response. The owner had not sold to a minor because of intimidation.

Sales to minors “must have occurred in early years” but, with experience, did not happen any longer. In the owner’s view, mistakes were more likely during busy times; as the premises was not often very busy, the owner was able to engage young people in conversation. It was also noted that the premises usually did not stock the products that young people wanted or the cost was too high. “Kids are very price conscious.”

The owner reported “probably” having sold alcohol to an intoxicated person. Attempts by intoxicated people to buy alcohol occurred “rarely, less than once a week” and the owner’s response was to refuse to serve them.

There were three premises in the immediate vicinity and a supermarket. The owner believed that premises should have common opening hours and saw reduced hours as the most appropriate approach. “If every liquor shop shut at 9pm it would help.” The owner noted that young people tended to start purchasing around 8.30pm and busiest times could be 9pm to 10pm on Friday and Saturday. “Young people definitely are later purchasers.”

¹⁵ Scale 1 to 7 where higher numbers represented feeling safer and lower numbers represented feeling less safe.

7 SECURITY

This section reports on the following aspects of security in off-licence premises:

- Perceptions of safety.
- CCTV.
- Other security measures.

Key points: Security

- *Respondents reported a median scale of safety of 5 (on a scale ranging from 1 to 7, where higher numbers represented feeling safer and lower numbers represented feeling less safe; the range reported by respondents was 1 to 7). Comments indicated a percentage of respondents who felt very threatened and/or unsafe.*
- *There was no apparent association between length of duration in business and perceived sense of safety.*
- *CCTV was the main approach to crime prevention. 86% of premises overall used CCTV and numbers were similar across local board areas. Over 80% of those with CCTV perceived it to be effective in preventing crime and in helping after crime.*
- *There was considerable support for CCTV to be part of licence requirements (68%). Support was much stronger from those with than those without CCTV.*
- *Other than CCTV, main crime prevention measures were panic buttons, alarms and a wide variety of weapons. 21% of respondents had weapons on the premises.*
- *Fifty-nine percent of respondents believed that more staff per shift helped to prevent crime. Despite this finding and some indications in comments that additional staff were used to prevent crime, there was no apparent correlation between the proportion of premises where theft had been experienced and the number of full-time staff overall.*

7.1 PERCEPTIONS OF SAFETY

110 of 111 respondents (99%) answered the question “On a scale of 1 to 7, how safe do you feel working in this industry?”, where higher numbers represented feeling safer and lower numbers represented feeling less safe.¹⁶

Responses ranged from 1 to 7, with a median scale of safety of 5 (mean 5.2 and mode 5). Refer Table 21 and Figure 13.

Twenty-two percent reported a scale of safety of 4 or under and the balance of 78% reported a scale of safety of 5 to 7. Numbers in each category are shown in Table 21.

¹⁶ The scale was further defined as follows: 1 is living in perpetual fear and 7 is feeling completely safe.

The mean scale of safety ranged from 4.9 to 5.8 across local board areas. The difference between the mean scales of safety in Kaipatiki and in Upper Harbour (local board areas with lowest versus highest means, respectively) was statistically significant ($t=2.2974$, $df 59$, $p<0.05$). Differences in the mean scales of safety between other local board areas were not statistically significant.

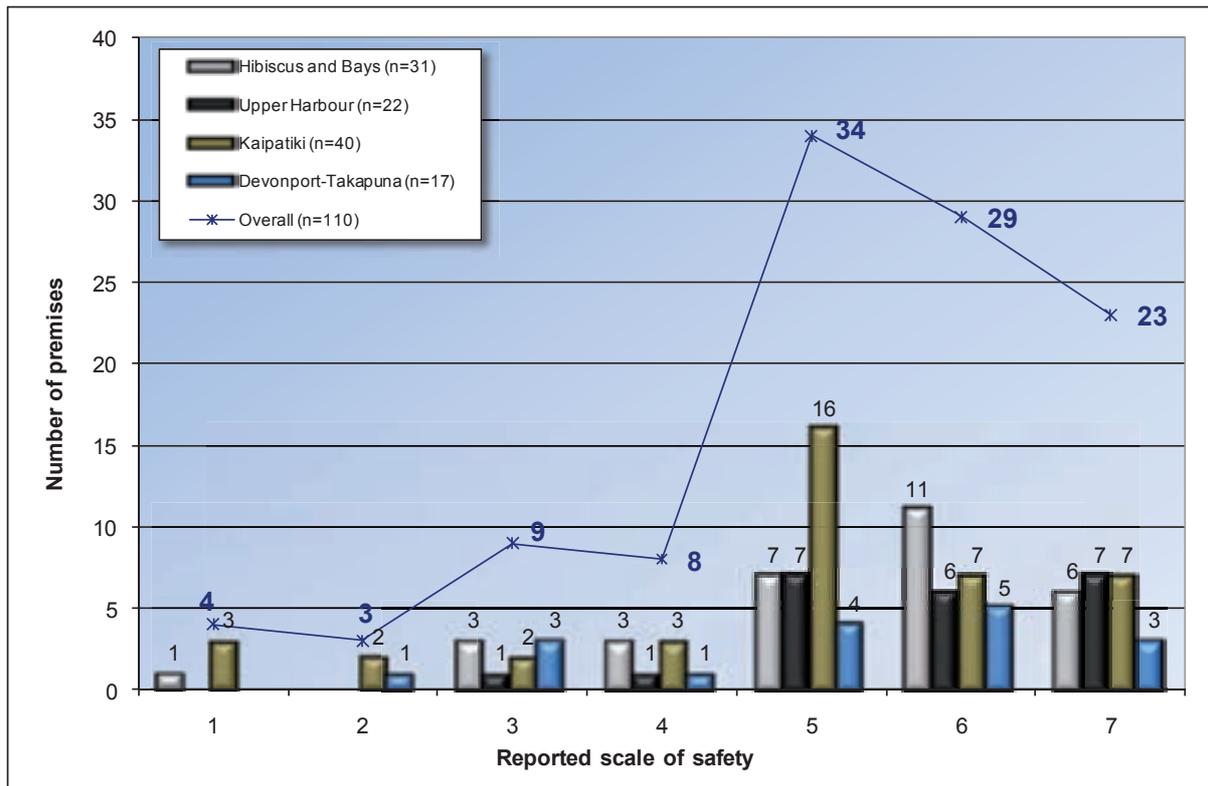
109 respondents reported both a scale of safety and duration in business. Perceived safety was not associated with length of time in business.¹⁷

Table 21: Reported scale of safety, by local board area (n=110)

Local board area	n	Reported scale of safety (number and % of premises)							Mean (median, mode) scale of safety
		1	2	3	4	5	6	7	
Hibiscus and Bays	31	1 (3%)		3 (10%)	3 (10%)	7 (23%)	11 (35%)	6 (19%)	5.3 (6, 6)
Upper Harbour	22			1 (5%)	1 (5%)	7 (32%)	6 (27%)	7 (32%)	5.8 (6, 5)
Kaipatiki	40	3 (8%)	2 (5%)	2 (5%)	3 (8%)	16 (40%)	7 (18%)	7 (18%)	4.9 (5, 5)
Devonport - Takapuna	17		1 (6%)	3 (18%)	1 (6%)	4 (24%)	5 (29%)	3 (18%)	5.1 (5, 6)
Total	110	4 (4%)	3 (3%)	9 (8%)	8 (7%)	34 (31%)	29 (26%)	23 (21%)	5.2 (5, 6)

¹⁷ Pearson product moment coefficient, $r= -0.12$, not statistically significant.

Figure 13: Reported scale of safety, by local board area and overall (n=110)



Some respondents referred to feeling safe in comments associated with security questions. However, other comments on perceived safety added to a picture of those premises where respondents felt especially unsafe.

Always aware and scared at times.

Hibiscus Coast premises

If other stores in area are closed late then feeling less safe.

East Coast Bays premises

No one can say they are 100% safe.

Since hold up experience in previous shop – never feel safe.

Security guard may prevent crime but more staff won't. I can't hire security because of cost. I haven't been robbed but I'm always scared especially in the evening. [Interviewer noted that the respondent sounded very fearful.]

Glenfield premises

7.2 CCTV

110 of 111 (99%) respondents provided information about CCTV. Of these, 85.5% (94) had CCTV and 14.5% (16) did not. The proportion of premises with CCTV was similar across local board areas: 82% in Upper Harbour and Devonport - Takapuna, 84% in Hibiscus and Bays and 90% in Kaipatiki.

In all communities and local board areas, over two-thirds of those with cameras perceived that CCTV was effective in **preventing crime**. Perceptions of effectiveness in preventing crime ranged from 67% to 100% between communities and local board areas, with lowest effectiveness in the Kaipatiki local board area (69%) and the Birkenhead/Northcote community (67%). Perceptions of effectiveness in preventing crime were highest in Upper Harbour (94%). Refer Table 22. Differences between local board areas and between communities were not statistically significant.

Perceptions of CCTV's effectiveness in **helping after crime** ranged from 57% to 94% between local board areas, with lowest effectiveness in the Devonport - Takapuna local board area (57%). Perceptions of effectiveness in helping after crime were highest in Kaipatiki (94%). The difference between Devonport - Takapuna and Kaipatiki was statistically significant ($p=0.004$, Fisher's exact test); differences between other local board areas were not statistically significant. Refer Table 23.

It was notable that of Kaipatiki respondents, 69% felt that CCTV was effective in preventing crime but 94% reported that it helped after a crime. An opposite effect was reported in the Devonport - Takapuna local board area, where 93% of respondents felt that CCTV was effective in preventing crime but only 54% reported that it helped after a crime.

Comments accompanying responses clearly reflected various respondents' differing personal experiences with crime and CCTV.

People who want to steal will steal regardless of CCTV.

East Coast Bays premises

To a certain degree is deterrent.

Albany premises

Seeing yourself on camera stops crime.

CCTV not to prevent but to catch the thieves.

Glenfield premises

[CCTV] definitely prevents crime – big screen at front where they can see themselves, works as a good deterrent. Have supplied printed photos and video footage to police. System compatible with police computer system.

Camera in four years ago. Has made a difference to amount of shoplifting.

Helped catch three people in last shop.

Hibiscus Coast premises

Table 22: Perceptions of effectiveness of CCTV in preventing crime, by local board area and community (n=93; respondents with cameras)

Local board area	n	CCTV prevents crime?		
		Yes	No	Unknown/unsure
Hibiscus and Bays	25	80%	16%	4%
• East Coast Bays	9	78%	22%	0%
• Hibiscus Coast	16	81%	13%	6%
Upper Harbour	18	94%	6%	0%
• Albany	18	94%	6%	0%
Kaipatiki	36	69%	17%	14%
• Birkenhead/Northcote	15	67%	7%	27%
• Glenfield	21	71%	24%	5%
Devonport - Takapuna	14	93%	7%	0%
• Takapuna	7	86%	14%	0%
• Devonport	7	100%	0%	0%
All	93	81%	13%	6%

Table 23: Perceptions of effectiveness of CCTV in helping after crime by local board area and community (n=91; respondents with cameras)

Local board area	n	CCTV helps after crime?					
		Yes		No		Unknown/unsure	
Hibiscus and Bays	23		83%		13%		4%
• East Coast Bays	9		89%		11%		0%
• Hibiscus Coast	14		79%		14%		7%
Upper Harbour	18		83%		6%		11%
• Albany	18		83%		6%		11%
Kaipatiki	36		94%		3%		3%
• Birkenhead/Northcote	15		93%		0%		7%
• Glenfield	21		95%		5%		0%
Devonport - Takapuna	14		57%		36%		7%
• Takapuna	7		57%		43%		0%
• Devonport	7		57%		29%		14%
All	91		84%		11%		5%

Of premises **without** CCTV cameras, only 33% perceived that CCTV was effective in **preventing** crime, 25% felt it was ineffective and the balance of 42% did not know (n=13).

Of premises **without** CCTV cameras, none perceived that CCTV was effective in **helping after** crime, 25% felt it was ineffective and the balance of 75% did not know (n=12).

Small numbers in these groups precluded any local board area or community-level analysis.

110 of 111 respondents (99%) reported on whether CCTV should be part of licence requirements, with 68% overall reporting that CCTV should be part of licence requirements. This percentage rose to 74% in premises with CCTV, and dropped to 27% in premises without CCTV.

7.3 OTHER SECURITY MEASURES

7.3.1 Staff numbers per shift

All 111 respondents responded regarding their views on whether more staff per shift helped to prevent crime. 59% (65) believed that more staff per shift helped to prevent crime and 33% (37) did not. The remaining nine respondents (8%) did not know. Rates were similar across local board areas. Refer Table 24.

Table 24: Reported views on whether more staff per shift helps to prevent crime, by local board area (n=111)

Local board area	n	More staff per shift helps to prevent crime?		
		Yes	No	Unknown
Hibiscus and Bays	32	59%	38%	3%
Upper Harbour	22	50%	36%	14%
Kaipatiki	40	63%	28%	10%
Devonport - Takapuna	17	59%	35%	6%
All	111	59%	33%	8%

Analysis across the survey region did not support an association between staff numbers per shift and reports of whether there had been theft in the previous 12 months when measured across the survey region.¹⁸

There was also no association between staff numbers per shift and the number of incidents in the previous 12 months.¹⁹

Comments reflected a mixed response regarding the effectiveness of staff numbers per shift in preventing crime. Many respondents referred to ensuring at least two staff members per shift for nights and weekends; however, a number of others stated that they did not believe extra staff numbers would affect crime.

Two [staff per shift], never work alone.

Albany premises

If only one staff makes it easy – two staff required for safety and also prevents crime.

Hibiscus Coast premises

If people want to commit a crime they will do it; more people makes no difference.

Glenfield premises

Reported crime-prevention measures other than CCTV included panic buttons (39% of 99 respondents to the question), security guards (16% of 90 respondents to the question) and “other” measures (25% of 96 respondents to the question).

¹⁸ Pearson product moment coefficient confirmed with point-biserial correlation coefficient, $r=0.11$, not statistically significant.

¹⁹ Pearson product moment coefficient confirmed with point-biserial correlation coefficient, $r = -0.02$, not statistically significant.

Of 99 respondents overall who provided information about whether they had panic buttons, 39% had panic buttons. 42% with CCTV had panic buttons (36 of 85 respondents) and 15% without CCTV had panic buttons (two of 13 respondents).

Comments in relation to “other measures” referred to, in approximately decreasing frequency:

- Alarms
- Monitored alarms
- Calls to security
- Extra locks/barriers, such as window bars
- CCTV pictures of offenders on walls
- Security guards – three premises only, of which two were combined on- and off-licence premises
- Extra lighting
- Training staff – provide guidelines/instruction on how to be aware of/manage potential problems.

There were further individual references to making contact and/or sharing CCTV tapes with neighbours, signs around the shop and safety associated with being on a busy street.

7.3.2 Weapons

Of 108 respondents answering yes or no to whether they had weapons on the premises, 23 (21%) had weapons and 85 (79%) did not. (Three Upper Harbour respondents omitted from this analysis did not know if they had weapons.) The proportion of respondents with weapons on the premises ranged from 16% (Upper Harbour) to 29% (Devonport - Takapuna) across local board areas, but differences in numbers with and without weapons were not statistically significant.

Table 25: Reports on numbers of premises with weapons on site, by local board area (n=108)

Local board area	n	Weapon on premises?	
		Yes	No
Hibiscus and Bays	32	19%	81%
Upper Harbour	19	16% ²⁰	84%
Kaipatiki	40	23%	78%
Devonport - Takapuna	17	29%	71%
All	108	21%	79%

²⁰ 14% of all 22 Upper Harbour premises, including three (14%) reporting “unknown” and 16 (73%) reporting “no”.

Reported weapons included bats (cricket and baseball; 11), wood/stick (three), golf club (three), hammer (two) and one each wood, battery-operated cattle prod, batten, metal pipe, rod, spade handle and samurai sword. Some premises had more than one item and one had a number covering different areas (such as spirits' displays and the entrance).

8 ALCOHOL PURCHASES FOR AND BY MINORS

This section reports on underage purchasing and adults purchasing for minors in the following sub-sections:

- Attempts by minors to buy alcohol.
- Sales of alcohol to minors.
- Sales of alcohol to minors because of intimidation.
- Fake ID.
- Actions taken when young people try to use fake ID.
- Adults purchasing for minors.

Key points: Alcohol purchases for and by minors

- *Twenty-three percent of all respondents had sold to underage purchasers, with similar rates in each local board area. Comments indicated that purchases by minors might not always be recognised and may be more likely when premises were busy or newly opened.*
- *Minors tried to buy alcohol a mean 2.9 times per week across the survey region. Differences in reported rates across local board areas and communities were not statistically significant.*
- *Nine percent of premises overall had sold alcohol to minors because of intimidation, with some communities reporting rates of up to 20%. In premises where there had been sales of alcohol to minors because of intimidation, the percentage selling to minors was markedly higher (60% versus 23%).*
- *Fifty-four percent of respondents overall reported young people using fake ID. Respondents typically did not act in response beyond asking individuals to leave, although some confiscated the ID.*
- *Adults purchasing alcohol for minors was reported for 60% of premises overall. Cases of both “shoulder taps” of strangers and parents purchasing for children were noted in comments, but references to parents buying for children were more frequent.*

8.1 ATTEMPTS BY MINORS TO BUY ALCOHOL

Sixty-two respondents provided responses to the question “On average how many minors try to purchase liquor weekly?”.

Minors attempted to purchase alcohol a mean 2.9 times per week across the survey region, but the number of attempts per week ranged from once per week to 15 times per week in different premises. The number of attempts per week was similar across local board areas (2.6 to 3.6; differences were not statistically significant).

The mean number of times per week that minors tried to buy alcohol ranged more widely across communities (1.4 to 5.6; refer Table 26). However, the difference between communities with lowest versus highest averages (Takapuna versus Hibiscus Coast) was not statistically significant. Low sample numbers for each community also need to be considered.

Table 26: Average number of times per week that minors try to buy alcohol, by local board area and community (n=62)

Local board area	n		Average number of times per week that minors try to buy alcohol	
Hibiscus and Bays	12		3.6	
• East Coast Bays		7		2.1
• Hibiscus Coast		5		5.6
Upper Harbour	12		2.8	
• Albany		12		2.8
Kaipatiki	27		2.6	
• Birkenhead/Northcote		10		3.1
• Glenfield		17		2.3
Devonport - Takapuna	11		2.8	
• Takapuna		7		1.4
• Devonport		4		5.3
All	62		2.9	

8.2 SALES OF ALCOHOL TO MINORS

Data on sales to minors were provided for 108 of 111 (97%) premises surveyed.

Twenty-three percent of respondents in total had sold to underage purchasers, with this figure ranging from 14% to 41% across local board areas. Refer Table 27.

The proportion of premises that had sold to minors was highest in Devonport - Takapuna at 41%, with both communities making up the local board area reporting similar rates (40% and 43% for Takapuna and Devonport respectively). Upper Harbour showed the lowest rate of sales to minors at 14%. However, differences between local board areas in the proportion of premises that had sold to minors were not statistically significant.

Table 27: Reports on sales of alcohol to minors, by local board area (n=108)

Local board area	n	Sold alcohol to a minor?	
		Yes	No
Hibiscus and Bays	29	24%	76%
Upper Harbour	22	14%	86%
Kaipatiki	40	20%	80%
Devonport - Takapuna	17	41%	59%
All	108	23%	77%

Common themes in survey comments regarding sales to minors were that purchases by minors might not always be recognised, and that they were more likely to happen when the premises were busy, when premises were newly opened or when sellers were new or inexperienced.

Must have sold to minors in early years. Too naïve in formative years. But with experience don't feel that happens any more. If very busy more likely to make a mistake. Not often very busy here so able to engage them in conversation.

Takapuna premises

Sold to minors in first few days working... most customers are regulars.

Albany premises

Didn't know at the time [that had sold to a minor].

Devonport premises

Summer, school holidays and weekends were cited in comments by one respondent each as times when attempts at underage purchases were more likely.

Respondents representing premises with regular customers noted they were better able to police sales to minors. Comments from survey respondents also indicated that sales to minors tended to be less of an issue in premises where wine and/or beer only were sold.

8.3 SALES OF ALCOHOL TO MINORS BECAUSE OF INTIMIDATION

107 of 111 respondents (96%) reported on whether they had **ever** sold to minors because of intimidation. Ten (9.3%) had sold alcohol to minors because of intimidation. Refer Table 28. Rates ranged from 7.5% to 18% across local board areas, but differences were not statistically significant.

Premises in five communities (three local board areas) reported sales of alcohol to minors because of intimidation at rates of up to 20%. Rates were highest in Takapuna at 20% and above 10% in Devonport and Albany (both 14%) and Birkenhead/Northcote (12.5%); however, low premises

numbers need to be accounted for when considering these rates. Low numbers precluded testing for statistical significance in relation to these findings.

Within those premises where there had been sales of alcohol to minors because of intimidation, there were high numbers of minors per week trying to purchase alcohol: 4.7 versus the average 2.9 times per week, but the difference was not statistically significant.

Additionally, in premises where there had been sales of alcohol to minors because of intimidation, the percentage selling to minors was markedly higher (60% compared with 23% overall; $p=0.004$, Fisher's exact test). However, as above, the small number of premises involved (10) in these calculations needs to be taken into account.

The few specific comments regarding intimidation were indicative of a mixed response from respondents as to the seriousness of intimidation as an issue:

Is an issue of intimidation... uncomfortable with large groups.

Birkenhead premises

Owner's child was on premises and it was sold [to a minor] due to it becoming too dangerous.

Hibiscus Coast premises

[Sales to minors because of intimidation] not worth it, cheap wine vs big fines.

Hibiscus Coast premises

Said calm down [in response to intimidation].

Glenfield premises

Yes have had a minor try to intimidate – say they were 18 – became vocal because of alcohol, then state no ID, no service and they get stropky and leave.

Hibiscus Coast premises

Young people try to buy and can get abusive when say no (very rare two or three months apart), shout and swear and then leave.

Hibiscus Coast premises

Table 28: Sales to minors because of intimidation, by local board area and community (n=107)

Local board area/community	n	Number of premises where there has been a sale of alcohol to a minor because of intimidation	% of premises where there has been a sale of alcohol to a minor because of intimidation
Hibiscus and Bays	28	1	3.6%
• East Coast Bays	11	0	0%
• Hibiscus Coast	17	1	5.9%
Upper Harbour	22	3	14%
• Albany	22	3	14%
Kaipatiki	40	3	7.5%
• Birkenhead/Northcote	16	2	12.5%
• Glenfield	24	1	4.2%
Devonport - Takapuna	17	3	18%
• Takapuna	10	2	20%
• Devonport	7	1	14%
All	107	10	9.3%

8.4 FAKE ID

Ninety-eight of 111 (88%) respondents reported on whether young people tried to use fake ID.

Fifty-four percent of respondents overall reported young people using fake ID (refer Table 29), 45% reported no use of fake ID and one percent were unsure.

Figures ranged across local board areas from 42% (Upper Harbour) to 79% (Devonport - Takapuna), but differences were not statistically significant.

By community, the rate was highest in Devonport at 83% (five of six premises reporting), but differences between communities were not statistically significant.

Table 29: Use of fake ID, by local board area and community (n=98)

Local board area/community	n	Number premises where young people try to use fake ID		% of premises where young people try to use fake ID	
Hibiscus and Bays	27		12		44%
• East Coast Bays	10		6		60%
• Hibiscus Coast	17		6		35%
Upper Harbour	19		8		42%
• Albany	19		8		42%
Kaipatiki	38		22		58%
• Birkenhead/Northcote	15		8		53%
• Glenfield	23		14		61%
Devonport - Takapuna	14		11		79%
• Takapuna	8		6		75%
• Devonport	6		5		83%
All	98		53		54%

A number of respondents commented on the difficulty of determining whether ID was fake.

*Gets young customers coming in now with real ID when he has sold to them for a year.
Has been told by kids that fake ID is easy to get = \$70. Very hard to know regular ID from fake.*

East Coast Bays premises

8.4.1 Actions taken when young people try to use fake ID

In terms of actions when young people tried to use fake ID, respondents were most likely to do nothing (51% overall) or to confiscate the ID (39% overall). A small number reported calls to police or the liquor licensing inspector (6% and 4% respectively). Refer Table 30. Fifteen percent reported using other actions, mainly telling people to leave. This response was reported frequently in survey comments. Incident books were used by 13% of premises overall in response to fake ID.

Table 30 Table 30 reports actions taken across the survey region and actions taken in the two local board areas where the prevalence of the use of fake IDs was lowest (Upper Harbour) and highest (Devonport - Takapuna). Patterns followed the overall trend, ie, respondents were more likely to do nothing, followed by confiscating ID as the second-most-typical action. However, the use of incident books was higher in both of these local board areas than in the overall survey.

Survey comments revealed a series of further actions taken when a young person tried to use fake ID. These included:

- getting the person to take the ID out of its holder or wallet
- having an alert on the till reminding the seller to check if the purchaser is over 18 years
- sending the fake ID to police.

Comments revealed that some respondents would keep fake IDs, although others specifically stated that they would not attempt to take people's property off them.

Table 30: Actions following use of fake ID

Action taken	All survey areas (n=47/49)	Devonport - Takapuna (n=11)	Upper Harbour (n=8)
Confiscate	39%	36%	38%
Incident book	13%	27%	25%
Call police	6%	0%	13%
Call liquor licensing inspector	4%	0%	13%
Do nothing	51%	73%	50%
Other	15% (13% tell to leave, 2% tell other staff)	0%	38% (tell them to leave)

8.5 ADULTS PURCHASING FOR MINORS

Data on adults purchasing alcohol for minors were provided for all 111 premises.

Respondents reported experiences of adults purchasing alcohol for minors in 60% of premises overall. There were no such purchases in 37% of premises. In the balance of 3% of premises, the respondents were unsure or did not know about such purchases.

Figures ranged across local board areas from 50% (Upper Harbour) to 71% (Devonport - Takapuna), but differences were not statistically significant. Refer Table 31.

The rate by community was highest in Devonport; of seven premises, six reported experiencing adults purchasing alcohol for minors (86%), but differences between communities were not statistically significant.

Table 31: Reports of adults purchasing for minors, by local board area and community (n=98)

Local board area/community	n	Number of premises with adults purchasing alcohol for minors	% of premises with adults purchasing alcohol for minors
Hibiscus and Bays	32	19	59%
• East Coast Bays	11	7	64%
• Hibiscus Coast	21	12	57%
Upper Harbour	22	11	50%
• Albany	22	11	50%
Kaipatiki	40	25	63%
• Birkenhead/Northcote	16	9	56%
• Glenfield	24	16	67%
Devonport - Takapuna	17	12	71%
• Takapuna	10	6	60%
• Devonport	7	6	86%
All	111	67	60%

A common theme in survey comments regarding sales to adults purchasing for minors was that such purchases could be difficult to recognise. One respondent claimed to refuse to sell alcohol to adults purchasing for minors. Cases of both “shoulder taps” of strangers and parents purchasing for children were noted in comments.

There were more frequent comments regarding parents buying for children than comments regarding shoulder tap attempts (16 versus six). Notably, the bulk of comments were made by respondents in Hibiscus Coast premises (nine regarding parents buying for children and three regarding shoulder taps).

Parents buying for children were also referred to in two Glenfield and three Takapuna premises and one each in the Birkenhead and Albany premises (nil mentioned in Devonport and Glenfield).

Shoulder taps were referred to in one premises each in Takapuna, East Coast Bays and Albany (nil mentioned in Devonport, Glenfield and Birkenhead).

Adults coming into store get asked by youths on side of road. Kids don't know them, just ask randomly.

East Coast Bays premises

Younger people (minors) getting 18-year-old friends to sell. Not so much parents buying for adults.

Albany premises

Get mums coming in to buy for children, bringing kids in with them to choose what they want.

Parents purchasing in the ball season for pre-ball drinks.

Takapuna premises

Parents buying for kids, not random [adults purchasing for minors].

Glenfield premises

People outside very occasionally. Parents not uncommon though (especially around school balls).

Usually parents or guardians.

A lot. Parents purchasing for minors. Mum purchasing for 12-year-old. Have incidents of people purchasing for under-aged.

Parents buying for their kids. Occasionally get older youth try to buy for others but just tell them no.

Hibiscus Coast premises

8.6 A FOCUS ON DEVONPORT - TAKAPUNA AND UNDERAGE PURCHASING

School holidays are worst for under-agers trying to get alcohol. When alcohol is taken they tend to be “runner”, get in and grab it then run out.

Devonport premises

Of the four local board areas evaluated, Devonport - Takapuna reported the highest rates of sales to minors (41% versus 14% to 24% for other local board areas, although differences were not statistically significant).

It is notable that alongside this high rate of sales to minors in Devonport - Takapuna:

- Rates of sales to minors because of intimidation were highest in Takapuna of all communities (20% versus 0% to 14% in other communities; refer Table 28)
- The Devonport community reported one of the highest mean numbers of times that premises were asked to sell to minors: 5.3 times per week in Devonport compared with 2.8 in the Devonport - Takapuna local board area and 1.4 in the Takapuna community, the lowest rate reported in the survey
- There was less support for a purchase age for alcohol of 18 years in Devonport - Takapuna (19%) compared with other local board areas (33% to 53%)

- Devonport - Takapuna reported the highest percentage of young people using fake ID, 79% versus 54% across the survey and 42% to 58% reported in other local board areas analysed
- Of five premises in Devonport reporting young people using fake ID:
 - Three had confiscated the fake ID
 - Two had reported the events in incident books
 - Four reported doing nothing; some of these respondents also reported confiscation, possibly implying that they sometimes acted and they sometimes did not act
 - None had notified police or the liquor licensing inspector or taken any other action
- Devonport - Takapuna reported the highest percentage of premises experiencing adults purchasing alcohol for minors (71% compared with 50% to 63% in other local board areas; refer Table 31).

These data are limited by the small number of premises in the Devonport - Takapuna local board area and can only be presented as a set of observations. However, they contribute to a picture of underage purchase activity in the area.

9 INTOXICATED PEOPLE TRYING TO PURCHASE ALCOHOL

This section reports on intoxicated people trying to purchase alcohol in the following sub-sections:

- Attempts by intoxicated people to purchase alcohol.
- Incidents of sales of alcohol to intoxicated people.

Key points: Intoxicated people trying to purchase alcohol

- *Circa 60% of respondents had experienced intoxicated people trying to purchase alcohol, with similar percentages in each local board area.*
- *Friday was the most common day of the week for such attempts and early evening and closing time were the most common times for such attempts.*
- *Attempts were most typically responded to with requests to leave and/or refusals to serve. However, 21% of all premises reported having sold alcohol to intoxicated people, with figures ranging from zero to 33% across communities and local board areas.*
- *Of respondents reporting intoxicated people trying to purchase alcohol, the Hibiscus Coast community stood out with the lowest number per week of attempts by intoxicated people to purchase alcohol and no reported sales to this group. In contrast, 33% of Albany premises reported sales to intoxicated people and this community had the highest number per week of attempts by intoxicated people to purchase alcohol.*

9.1 ATTEMPTS BY INTOXICATED PEOPLE TO PURCHASE ALCOHOL

Data on intoxicated people trying to purchase alcohol were available for 108 of 111 (97%) premises surveyed. (In the balance of three premises omitted from this analysis, respondents did not know [two] or no response was given [one].)

Fifty-nine percent (64 of 108) of respondents in total had experienced intoxicated people trying to purchase alcohol, with this figure ranging from 57% to 63% across local board areas. Differences between local board areas were not statistically significant. Refer Table 32.

Table 32: Reports on intoxicated people trying to purchase alcohol, by local board area (n=108)

Local board area	n	Intoxicated people trying to purchase alcohol?	
		Yes	No
Hibiscus and Bays	30	63%	37%
Upper Harbour	21	57%	43%
Kaipatiki	40	58%	43%
Devonport - Takapuna	17	59%	41%
All	108	59%	41%

Survey comments regarding attempts to purchase alcohol by intoxicated people showed a most typical response of simply refusing to serve and/or asking the people in question to leave.

“Sorry I can’t serve you.” People then leave.

Devonport premises

Comments highlighted a few occasions when intoxicated people were served because of intimidation or aggression, but these were much less frequent than comments regarding requests to leave.

Need to use common sense. Have served a drunken person once to get rid of them, and then called cops on them in car park due to entering a car.

Albany premises

Of respondents reporting intoxicated people trying to purchase alcohol, a frequency of incidents was reported by 57 premises: 46 indicated a number of incidents per week or month and a further 11 referred to one-off, occasional/uncommon occurrences. Mean and median incidences for the 46 premises providing numeric data are shown in Table 33, along with reports of one-off, occasional/uncommon occurrences.

The Albany community cited the most frequent occurrences of attempted purchases by intoxicated people with a mean 2.9 attempts per week across the 11 premises responding (range one to 12 and median two). In contrast, of 16 Hibiscus Coast premises providing data on frequency of attempts, eight referred to one-off or occasional occurrences, with the balance experiencing a mean 0.9 (median 0.2) attempts per week. The two communities are considered further in the section titled *Intoxicated people trying to purchase alcohol: a comparison of Hibiscus Coast and Albany*, page 79.

Friday was consistently the most common day of the week for attempts by intoxicated people to buy alcohol (refer Figure 14) and early evening and closing time were the most common times for such attempts. Refer Figure 15.

Table 33: Frequency of attempts by intoxicated people to purchase alcohol, by local board area and community (n=47; n=11)

Local board area/community	Premises providing numeric data				Premises providing other feedback	
	n	Intoxicated people trying to purchase alcohol: mean number of attempts per week	Intoxicated people trying to purchase alcohol: median number of attempts per week	n	Other feedback on frequency	
Hibiscus and Bays	13	1.1	1	9		
• East Coast Bays	5	1.4	1	1	1 premises citing “once”	
• Hibiscus Coast	8	0.9	0.2	8	4 premises citing “once”, 4 premises citing “occasionally”	
Upper Harbour	11	2.9	2	1		
• Albany	11	2.9	2	1	1 premises citing “once”	
Kaipatiki	18	1.9	1	1		
• Birkenhead/Northcote	7	1.6	1	-		
• Glenfield	11	2.1	1	1	1 premises citing “uncommon”	
Devonport - Takapuna	4	0.9	0.6	-		
• Takapuna	3	1.1	1	-		
• Devonport	1	0.2	0.2	-		
All	46	1.8		11		

Figure 14: Day of week intoxicated people most likely to enter premises, by local board area and overall (n=48)

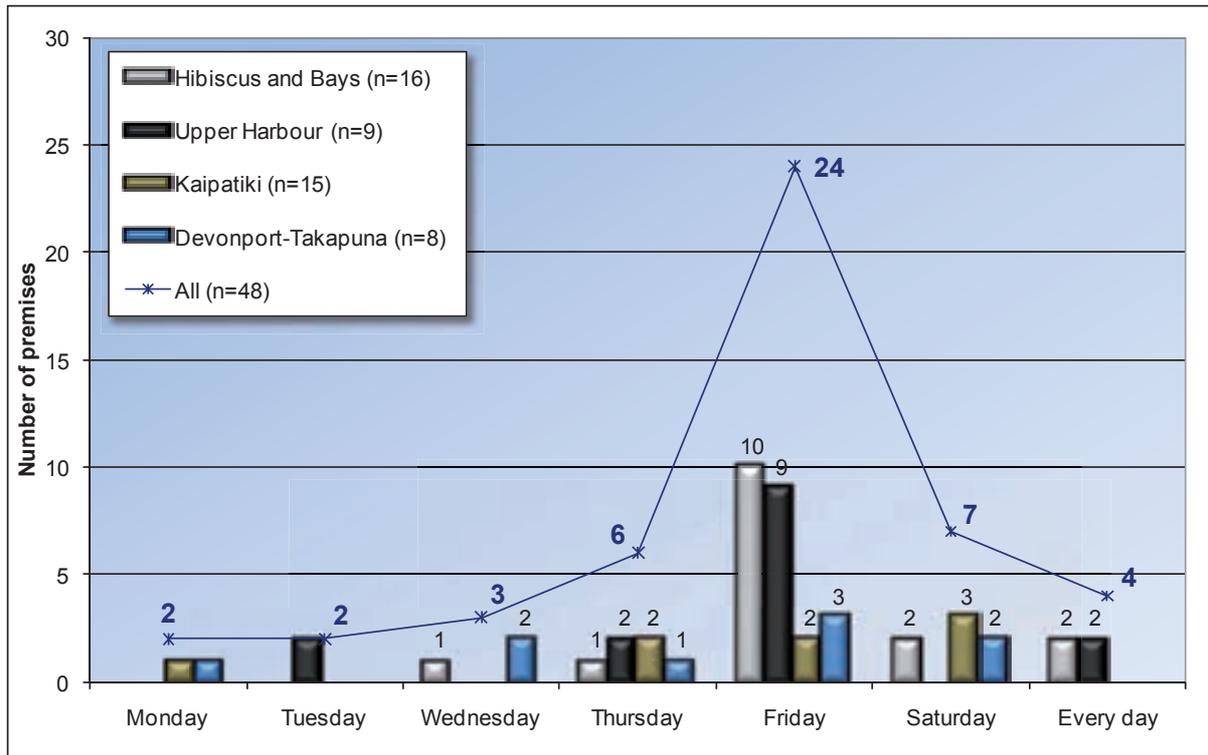
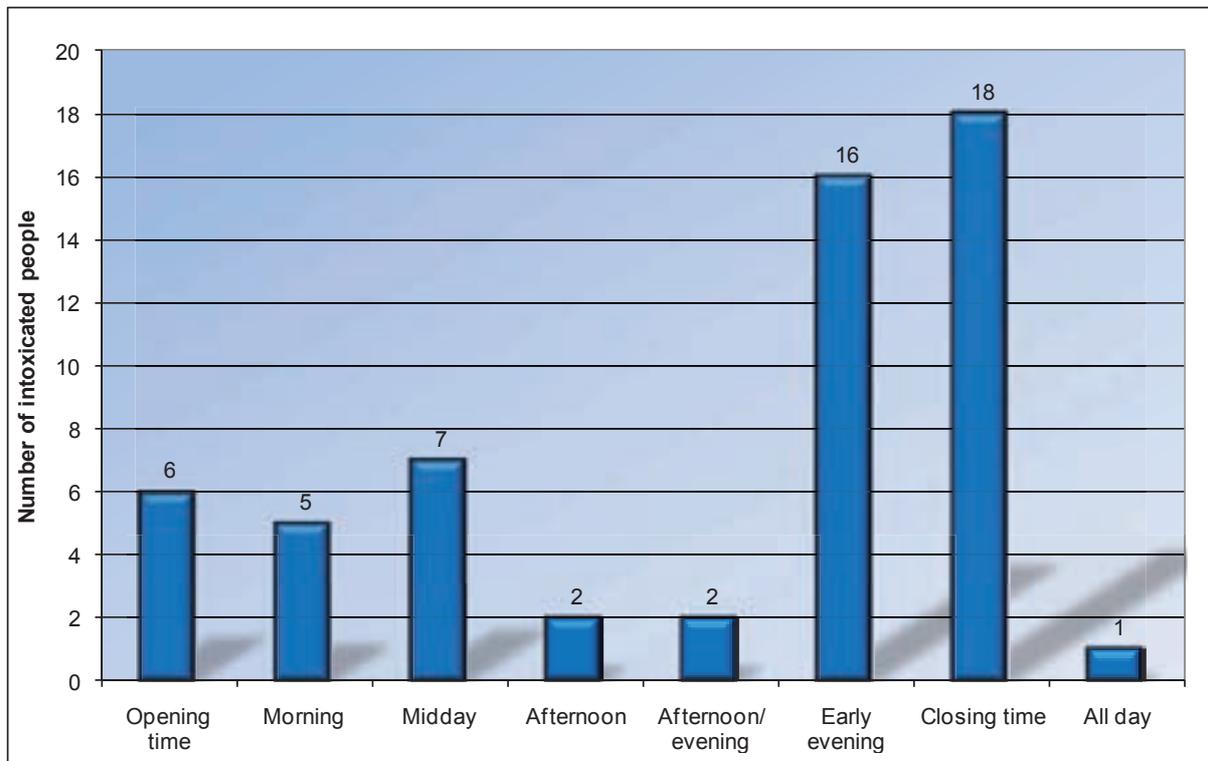


Figure 15: Time of day intoxicated people most likely to enter premises, by local board area and overall (n=57)



9.2 INCIDENTS OF SALES OF ALCOHOL TO INTOXICATED PEOPLE

Ninety-two respondents reported on whether they had ever sold alcohol to intoxicated people. Nineteen (21%) had sold and 71 (77%) reported no such sales. Two (2%) reported not knowing whether such sales had taken place. Refer Table 34.

The percentage of premises that had ever sold alcohol to intoxicated people ranged from zero to 33% across local board areas and communities. The differences in the proportion of premises that had sold versus premises that had not sold were not statistically significant.

Table 34: Incidents of sales of alcohol to intoxicated people, by local board area and community (n=92)

Local board area/community	n	% premises ever sold alcohol to an intoxicated person	
Hibiscus and Bays	24		8%
• East Coast Bays		10	20%
• Hibiscus Coast		14	0%
Upper Harbour	18		33%
• Albany		18	33%
Kaipatiki	34		21%
• Birkenhead/Northcote		14	21%
• Glenfield		20	20%
Devonport - Takapuna	16		25%
• Takapuna		9	33%
• Devonport		7	14%
All	90		21%

Differences in the proportion of premises reporting sales or no sales to intoxicated people were statistically significant between:

- Hibiscus Coast and Albany (p=0.02, Fisher's exact test)
- Hibiscus Coast and Takapuna (p=0.05, Fisher's exact test)
- Hibiscus and Bays and Upper Harbour (p=0.05, Fisher's exact test).

9.2.1 Intoxicated people trying to purchase alcohol: a comparison of Hibiscus Coast and Albany

Both the Hibiscus Coast and Albany communities had similar proportions of premises experiencing intoxicated people trying to purchase alcohol: 60% in Hibiscus Coast²¹ and 55% in Albany.²²

However, the two communities that make up the Hibiscus and Bays local board area differed markedly in the frequency of incidents of intoxicated people trying to purchase alcohol and incidents of having sold alcohol to intoxicated people.

Attempts by intoxicated people to purchase alcohol were most frequent in the Albany community, with a mean 2.9 attempts per week²³ (range one to 12 and median 2). Of the 12 premises where intoxicated people had attempted to purchase alcohol, one had had a one-off incident and the balance had had weekly or more frequent attempts, including one where attempts occurred 10 to 15 times weekly. Refer Figure 16.

In contrast, of 16 Hibiscus Coast premises providing data on the frequency of attempts, eight referred to one-off or occasional occurrences, with the balance experiencing a mean 0.9 (median 0.2) attempts per week. Of 16²⁴ premises reporting on the frequency of incidents of intoxicated people trying to purchase alcohol, only two premises reported weekly or more frequent incidents. A further five reported monthly to six-monthly occurrences and the balance reported occasional or one-off occurrences. Refer Figure 17.

Six Albany respondents (33%) reported having sold alcohol to intoxicated people, the highest rate reported across communities. By comparison, no Hibiscus Coast premises reported having sold alcohol to intoxicated people. The reported difference in the proportions selling versus not selling was statistically significant ($p=0.02$, Fisher's exact test).

Comments received from respondents in the Hibiscus Coast community on purchases by intoxicated people indicated that this was not regarded to be a significant issue. It typically happened occasionally or as a one-off occurrence rather than on a regular basis and was more typical in summer and holidays. There was no apparent need for serious action when it occurred; typically patrons were refused service and/or asked to leave.

Sometimes in summertime.

Two or three over eight months – Christmas time.

Hibiscus Coast premises on attempted alcohol purchases by intoxicated people

²¹ 12 of 20 premises; balance of eight (40%) reported no such attempts.

²² 12 of 22 premises; balance of 10 reported no attempts (nine; 41%) or did not know (one; 5%).

²³ Based on 11 premises where occurrences were more than one-off incidents.

²⁴ It is noted that the number reporting on the frequency of incidents exceeds the number reporting having experienced intoxicated people trying to purchase alcohol.

Both communities followed the regional pattern of most attempts taking place in the early evening and at closing time (82% in Hibiscus Coast and 60% in Albany) and Friday being the most typical day for such attempts (refer figure 14), although with a lower percentage of attempts on Fridays in Albany (33%) than in Hibiscus Coast (55%) and overall (50%).

Figure 16: Frequency of incidents of intoxicated people trying to purchase alcohol in Albany community (n=13)

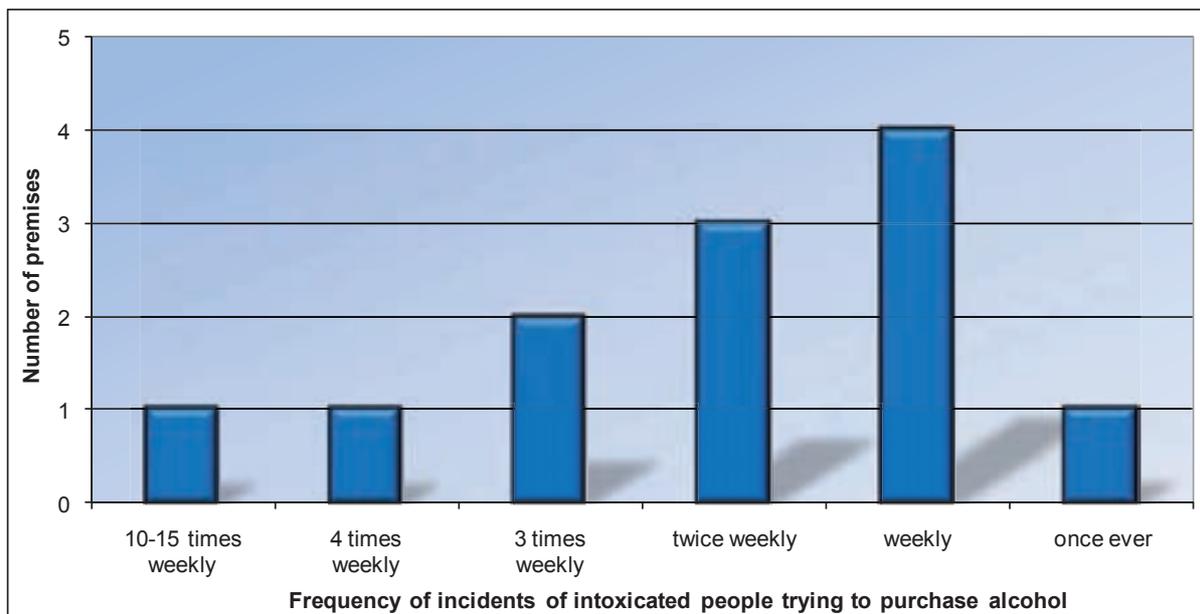
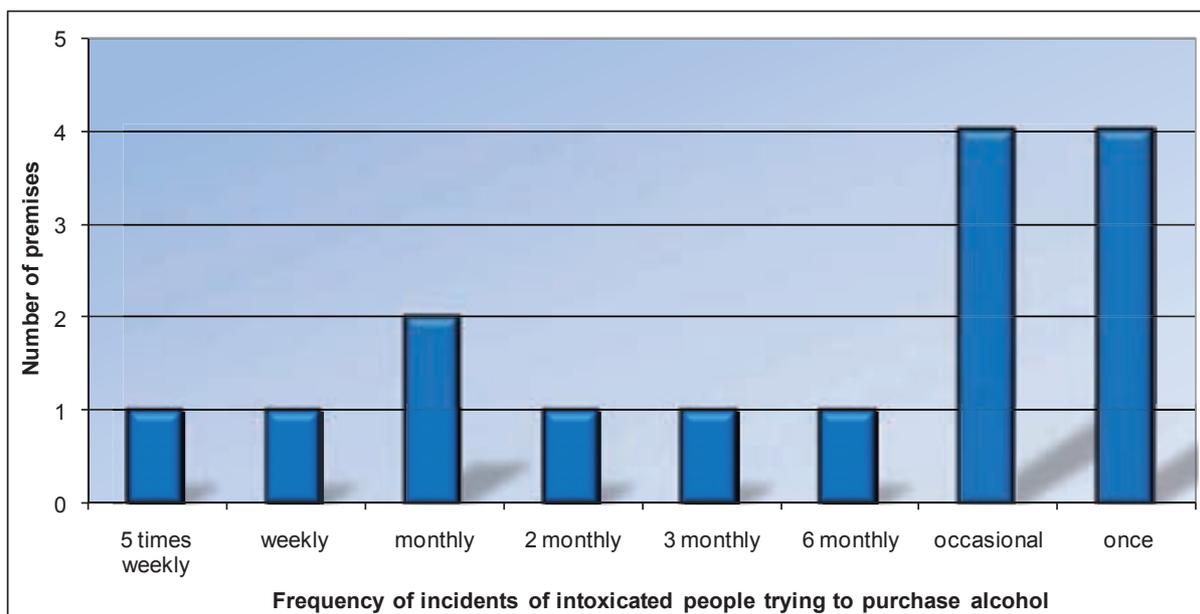


Figure 17: Frequency of incidents of intoxicated people trying to purchase alcohol in Hibiscus Coast community (n=15)



10 HOURS OF TRADE AND BUSIEST TIMES

This section reports on hours of trade and busiest times of trade in the following sub-sections:

- Hours of trade.
- Busiest days and times of business.

Key points: Hours of trade and busiest times

- *Fifty-five percent of respondents would have liked to see off-licences with the same trading hours, with similar percentages in each local board area (44% to 63%). Comments indicated that support was considerable but not universal.*
- *There was a strong call for shorter hours and some support for a day off. Suggested closing times were predominantly 8pm or 9pm, with some support for 10pm and 11pm.*
- *There was a strong preference that any restriction on trading hours would be applied to supermarkets as well as other off-licences.*
- *Friday and “early evening” were consistently reported as the busiest day and busiest time of trade respectively across the survey region and in all local board areas.*

10.1 HOURS OF TRADE

Opening hours should be just after lunch, closing 8pm to 9pm. Would solve fake ID problem. Tougher rules for buying alcohol, ie, no purchase on Sundays. No more off-licences on the Shore.

Devonport premises

107 of 111 (96%) respondents reported their view on whether **all** off-licences should have the same hours of business. Fifty-nine (55%) responded “yes”, 45 (42%) responded “no” and three (3%) reported “unknown”.

The proportion of respondents in favour versus against the same hours of business ranged from 44% to 63% across local board areas, but differences were not statistically significant.

Table 35: Reports on whether all off-licence premises should have the same hours of business, by local board area (n=107)

Local board area	n	Off-licence premises should have the same hours of business		
		Yes	No	Unknown
Hibiscus and Bays	31	63%	37%	3%
Upper Harbour	22	64%	36%	0%
Kaipatiki	37	44%	56%	3%
Devonport - Takapuna	17	63%	38%	6%
All	107	57%	43%	3%

Comments regarding opening hours were provided by 23 respondents. Key themes were:

- Considerable but not universal support for off-licences having the same hours, with emphasis on supermarkets matching these hours
- A strong call for shorter hours and some support for a day off (three)
- Specific suggestions for closing times were predominantly 8pm or 9pm (eight²⁵), with some support for 10pm (one), 10pm or 11pm (one) and 11pm (two)
- Later trading hours were seen to be associated with increased problems and to be “hard” on store owners. A choice by one store to open later was seen to put pressure on other outlets to stay open and/or reduce prices
- Earlier closing would reduce purchases by younger people, which were seen as occurring later in the evening and at night.

There were only two comments directly supporting different trading hours, one based on the ability to vary hours depending on business and the culture of the area and one referring to restricted hours causing “greater mass consumption of alcohol”.

Specific comments from each local board area are summarised as follows:

Upper Harbour

- Three respondents noted that supermarkets would have to have the same hours if other off-licences were doing so.
- One each respondent commented “maybe” and “depends on area”.
- One respondent suggested that winter hours would need to be different from summer hours, with summer hours longer.

²⁵ Including one respondent suggesting 9pm but extended to 10pm in summer and one respondent suggesting 8pm Sunday through Wednesday and 10pm on Thursday, Friday and Saturday.

- One respondent supported different hours:

Different hours. Restricted hours may cause a greater mass consumption of alcohol.

Albany premises

Kaipatiki

- Five respondents supported common hours in their comments, with two suggesting times: 10am to 8pm; close at 9pm (noting “most incidents happen after 8pm”).
- Three noted that supermarkets must be included in the common hours, one noting that supermarkets should not be allowed to open as late as they do.
- Two referred to the option of a day off:

Quietest day is Sunday – doesn’t need to trade on Sundays.

Need enforced day off.

Glenfield premises

Devonport - Takapuna

- Four respondents supported common hours, of whom three suggested closing at 8pm or 8pm to 9pm, and one suggesting opening after lunch.

Opening hours should be just after lunch, closing 8pm to 9pm. Would solve fake ID problem. Tougher rules for buying alcohol, ie, no purchase on Sundays. No more off-licences on the Shore.

If you do anything, reduce the hours. If every liquor shop shut at 9pm it would help. Young people tend to start purchasing at around 8.30pm. Busiest times can be 9pm to 10pm Friday and Saturday. They purchase drink and then go to bars and clubs. Young people definitely are later purchases. Need to close at 9pm.

Takapuna premises

Hibiscus and Bays

- Two supported common hours.

Yes, wish to be our hours as not keen to extend.

Hibiscus Coast premises

- One respondent felt the use of common hours should depend on the area.
- One respondent supported different hours:

Should be able to vary hours depending on business and culture of the area.

Hibiscus Coast premises

- A number of respondents volunteered information on preferred times for common closing, all with an emphasis on shortening hours:

Not particularly happy about closing at 11pm, would prefer to close at 10pm. 10am opening, 10pm Thurs/Fri/Sat, other days 8pm closing.

9am to 11pm closing. Asking for trouble and create problems for other outlets.

Create pressure on other outlets to change hours and/or drop prices. [Should be] 8pm.

Maximum closing time 10pm with earliest opening time to be 8am from then on.

11pm, anything after that is just asking for trouble. Would support 10pm as alternative.

9am to 9pm or 10pm in summer maybe. Later hours come with increased problems.

11am to 9pm.

No later than 9pm.

Long hours = tired, make mistakes.

10.2 BUSIEST DAYS AND TIMES OF BUSINESS

109 of 111 (98%) respondents reported on their busiest days of trade and 84 of 111 (76%) reported on their second busiest days of trade.

Friday was consistently reported across the survey region and in each local board area as the busiest day of the week. Refer Figure 18. It was notable that “every day” was a close second as the busiest day in Kaipatiki (38% versus 43%).

Saturday was reported as the second busiest day of trade across the survey region and in Hibiscus and Bays and Kaipatiki. Refer Figure 19. Upper Harbour reported Friday as the second busiest day and Devonport - Takapuna reported both Saturday and “every day”.

110 of 111 (99%) premises reported on their busiest time of trade.

Early evening²⁶ was consistently reported as the busiest time of trade across the survey region and in all local board areas, with afternoon and/or afternoon–evening coming second.

Figure 18: Reported busiest day, by local board area and overall (n=109)

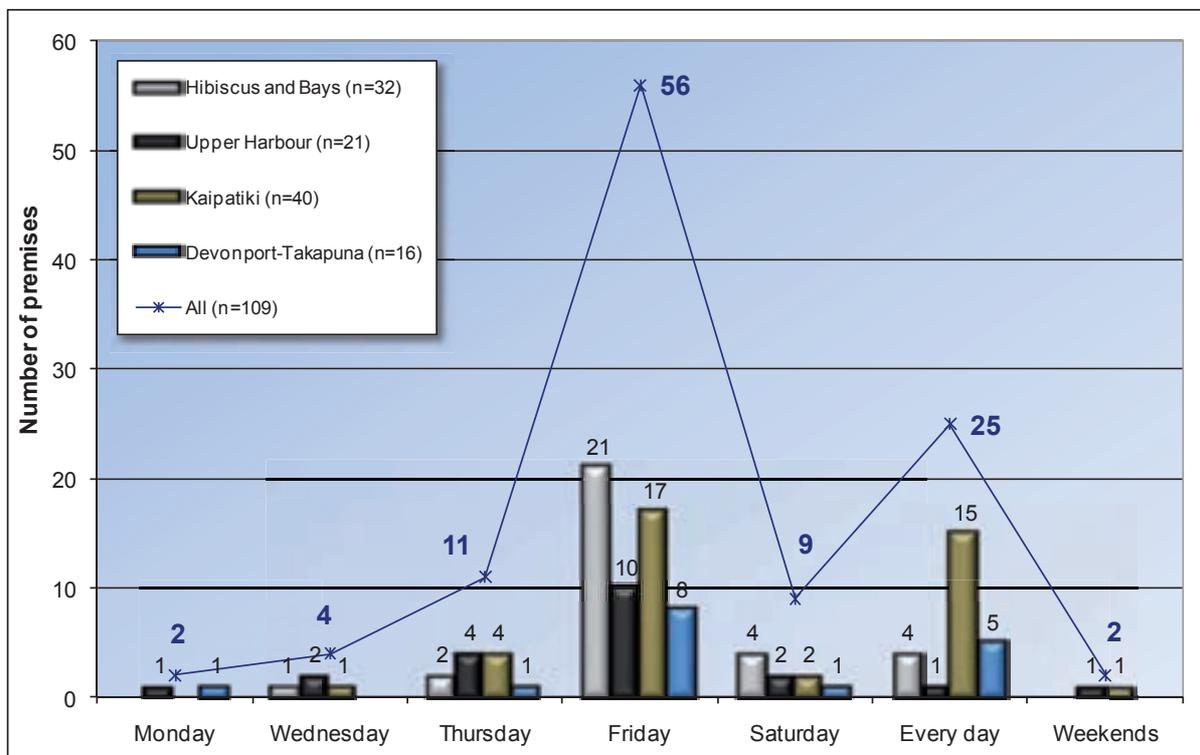
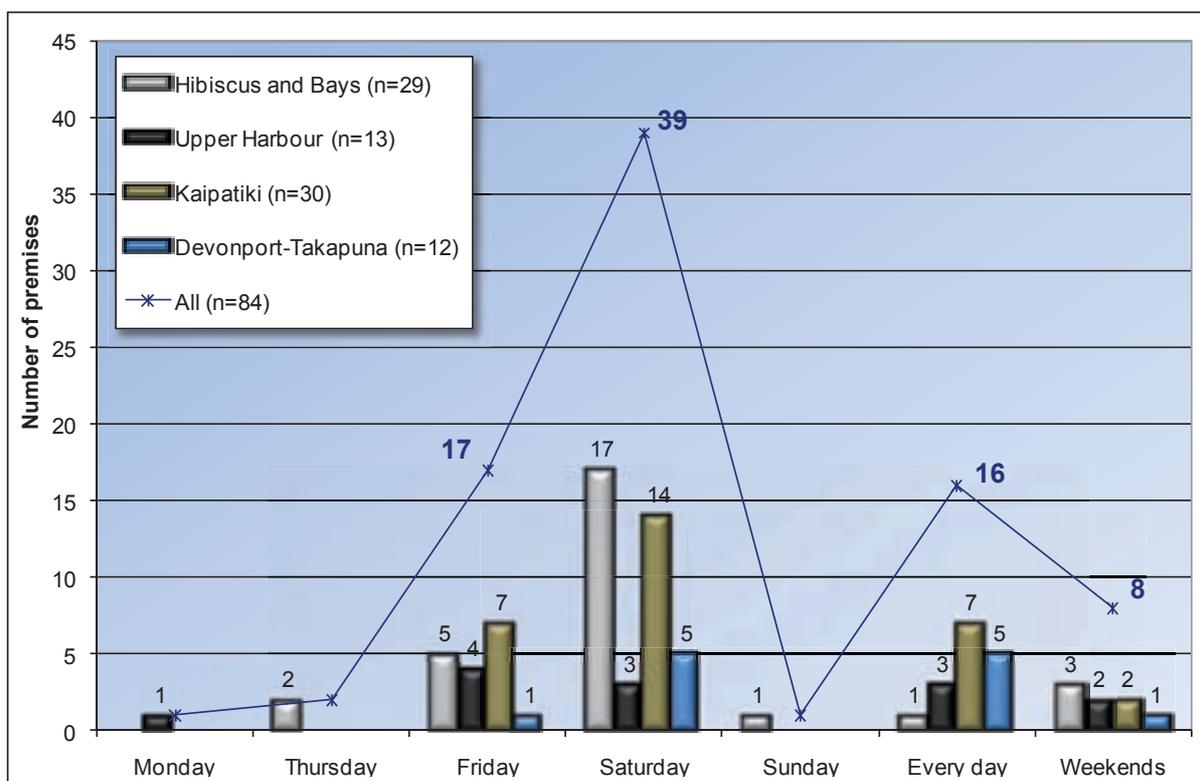
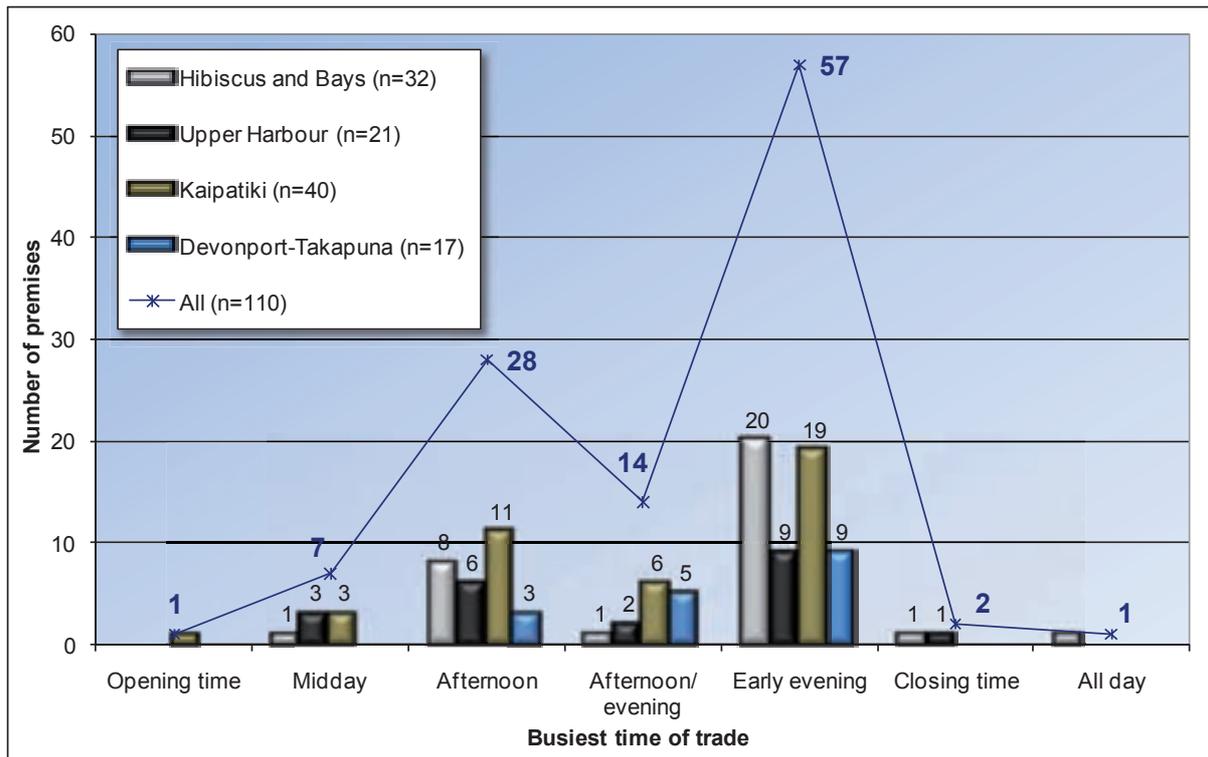


Figure 19: Reported second busiest day, by local board area and overall (n=84)



²⁶ Early evening was defined as “in the evening but not close to closing time”.

Figure 20: Reported busiest time of trade, by local board area and overall (n= 110)



11 PERCEIVED OUTLET DENSITY

Key points: Perceived outlet density

- *Seventy-two percent of respondents believed that there were too many liquor outlets in their areas,²⁷ with similar rates in each local board area (62% to 86%).*
- *Respondents referred to outlet density creating price competition, affecting business and increasing alcohol accessibility, specifically for young people.*
- *There was especially strong feedback from Hibiscus Coast premises that there were too many outlets, in particular in Whangaparaoa.*

104 respondents provided an estimate of the number of liquor outlets within one kilometre of their premises. The dominant responses overall were one, two, five and six and ranged from zero to 21. Dominant responses differed somewhat between local board areas. Refer Figure 21.

Respondents in the Hibiscus Coast community were asked about perceptions of numbers of premises in the Hibiscus Coast, including Orewa, and the balance of respondents were asked about perceptions of numbers of premises in North Shore City. Of 106 respondents, 76 (72%) responded “yes”, 24 (23%) responded “no” and 6 (6%) reported “unknown”.

Positive responses were most prevalent in Hibiscus and Bays (86%), next most prevalent in Kaipatiki (72%) and least prevalent in Upper Harbour and Devonport - Takapuna (both 62%). Differences between local board areas in the proportions of positive and negative responses were not statistically significant. Refer Table 36.

Positive responses by community were highest in East Coast Bays (90%) and lowest in Takapuna (50%), but differences between communities were not statistically significant.

Comments on outlet density reflected the above data. Fifteen of 17 comments referred to too many stores and/or the need to stop increases in numbers. Several referred to outlet density creating price competition and increased alcohol accessibility, specifically for young people.

[There are] density issues per ward.

Glenfield premises

Price war starting to happen... pressure to drop prices.

New shops put pressure on prices to get “more competitive”, makes alcohol more accessible.

²⁷ Hibiscus Coast including Orewa for premises in the Hibiscus Coast community, and North Shore City for premises in all other communities.

Recent licences have thrown out of balance and created problems. Prices dropping making more available/accessible to youth.

Hibiscus Coast premises

Competitive prices create and encourage underage people.

East Coast Bays premises

Council gives too many licences out to liquor shops. Competitive price, low margins.

Not too many outlets but too many that are not professional.

Albany premises

Only one comment was positive about outlet density, citing advantages of increased competition and price and product range benefits for customers. One respondent did not perceive outlet density as an issue because it was not directly competing with other stores in the area.

There was notably strong feedback from Hibiscus Coast premises that there were too many outlets, in particular in Whangaparaoa.

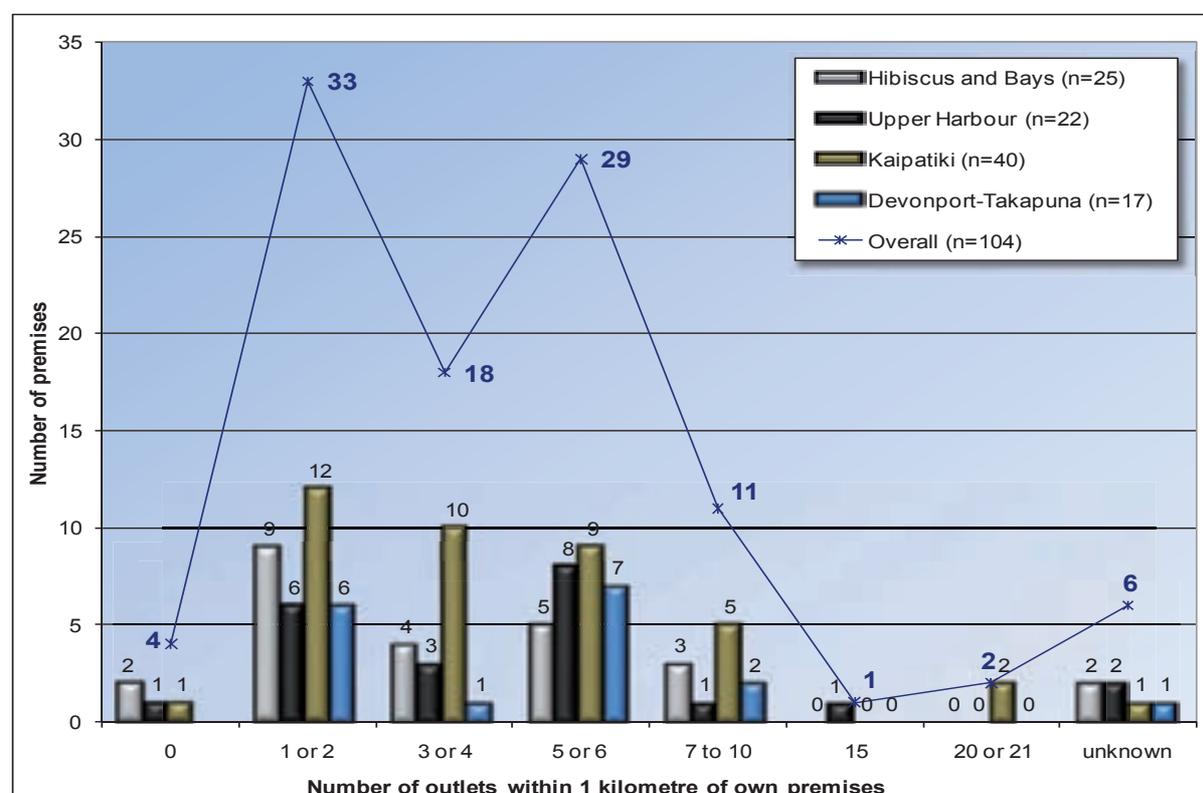
Orewa – we have more than sufficient [Orewa]. Whangaparaoa – has way too many.

Hibiscus Coast premises

Table 36: Respondents who believe that there are too many liquor outlets in their area, by local board area and community (n=106)

Local board area/community	n	% respondents who believe that there are too many liquor outlets in their area ²⁸
Hibiscus and Bays	29	86%
• East Coast Bays	11	90%
• Hibiscus Coast	18	83%
Upper Harbour	22	62%
• Albany	22	62%
Kaipatiki	39	72%
• Birkenhead/Northcote	15	67%
• Glenfield	24	75%
Devonport - Takapuna	16	63%
• Takapuna	10	50%
• Devonport	6	83%
All	106	72%

Figure 21: Estimated number of liquor outlets within one kilometre of respondent's premises, by local board area and overall (n=104)



²⁸ Defined as "Hibiscus Coast including Orewa" for premises in the Hibiscus Coast community and "North Shore City" for premises in all other communities.

12 LIQUOR BANS

Key points: Liquor bans

- *Only 3% of respondents overall perceived that liquor bans affected business. This increased to 10% of respondents from premises that already had liquor bans in their areas. Responses were similar across local board areas.*
- *Thirty-six percent of respondents would have liked to see liquor bans around their areas, compared with 46% who did not want bans. Responses were similar across local board areas.*
- *There was some expectation that bans might assist with issues with underage drinking in public places and some called for better liquor ban enforcement.*

110 of 111 (99%) respondents reported on whether there were liquor bans in their areas. Sixty-four (55%) responded “yes”, 33 (30%) responded “no” and 13 (12%) did not know.

Of 99 respondents replying regarding the impacts of liquor bans on business, only three percent perceived that liquor bans affected business and figures were similar across local board areas (zero to six percent). Fifty-seven percent perceived that liquor bans did not affect business and 38% did not know.

However, figures changed slightly with the subset of respondents with liquor bans in their areas (n=31); 10% overall believed that liquor bans affected business (similar across local board areas: zero to 20%), 87% felt they did not and three percent did not know.

103 of 111 (93%) of respondents replied to the question “Would you like to see a liquor ban around your business?”. Thirty-six percent of respondents did want such a liquor ban, 46% did not and 18% did not know. The percentage of respondents who would have liked a liquor ban around their business ranged from 29% to 44% across local board areas, but differences were not statistically significant. Refer Table 37.

Table 37: Percentage of respondents wanting a liquor ban around their business, by local board area (n=103)

Local board area	n	Like to see a liquor ban around your business?		
		Yes	No	Unknown
Hibiscus and Bays	31	29%	55%	16%
Upper Harbour	19	32%	53%	16%
Kaipatiki	37	41%	41%	19%
Devonport - Takapuna	16	44%	31%	25%
All	103	36%	46%	18%

Several comments referred to the respondents not knowing whether there were bans and there were some references to wanting to know about bans.

Comments tended to reflect an expectation that liquor bans might assist with issues with broken glass and with young people drinking on streets and in cars, although some did not believe bans would help. There was also some reference to the need for bans to be better policed.

Would be good in car park area so people have to go home to drink it.

Would possibly reduce people hanging around drinking alcohol near the shop.

Gets them off the streets.

Hibiscus Coast premises

Rear parking, people drink in cars and break bottles everywhere and also outside the shop.

Glenfield premises

Sometimes get kids drinking in car park behind premises. Feel like ban would prevent this.

[Liquor bans] wouldn't make a difference.

Devonport premises

It is not very well policed, would like to see more boys in blue walking the streets.

Hibiscus Coast premises

Would like to see it enforced.

East Coast Bays premises

Two respondents referred to self-imposed bans (East Coast Bays and Albany) and there was only one comment regarding any effect of bans on business.

Didn't really affect business, but a lot better for problems in the community.

Hibiscus Coast premises

13 PREFERRED PURCHASE AGE FOR ALCOHOL

Key points: Preferred purchase age for alcohol

- *The preferred purchase age for alcohol was fairly evenly split between 18 and 20 years. However, there was less support for a purchase age of 18 years in Devonport - Takapuna (19%) compared with other local board areas (33% to 53%).*
- *There was some emphasis on the need to focus away from age and onto other areas such as education and the drinking culture.*

109 of 111 (98%) respondents reported on their preferred purchase age for alcohol.

Responses from 109 premises regarding the preferred purchase age showed a split view between 18 and 20 years across the survey region. Refer Figure 22.

18 you are an adult.

Glenfield premises

Younger than 20 make stupid decisions.

Glenfield premises

Forty-two percent of respondents overall supported a purchase age for alcohol of 18 years.

There was less support for a purchase age of 18 years in Devonport - Takapuna (19%) than in any other local board area (33% East Coast Bays; 53% in both Kaipatiki and Upper Harbour). The difference in the proportion supporting a purchase age of 18 years versus a purchase age of 20 or above was statistically significant between Devonport - Takapuna and Kaipatiki ($p=0.02$, Fisher's exact test) and between Devonport - Takapuna and Upper Harbour ($p=0.05$, Fisher's exact test).

Differences between other local board areas in the proportion supporting a purchase age of 18 years versus a purchase age of 20 or above were not statistically significant.

The split in views was reflected in comments, with a similar number of comments supporting a purchase age of 20 years (nine comments) and a purchase age of 18 years (seven comments). Three respondents expressed a view that age was less of an issue and attention should be focused on other areas such as education and the drinking culture.

Age is not important, controlling is important.

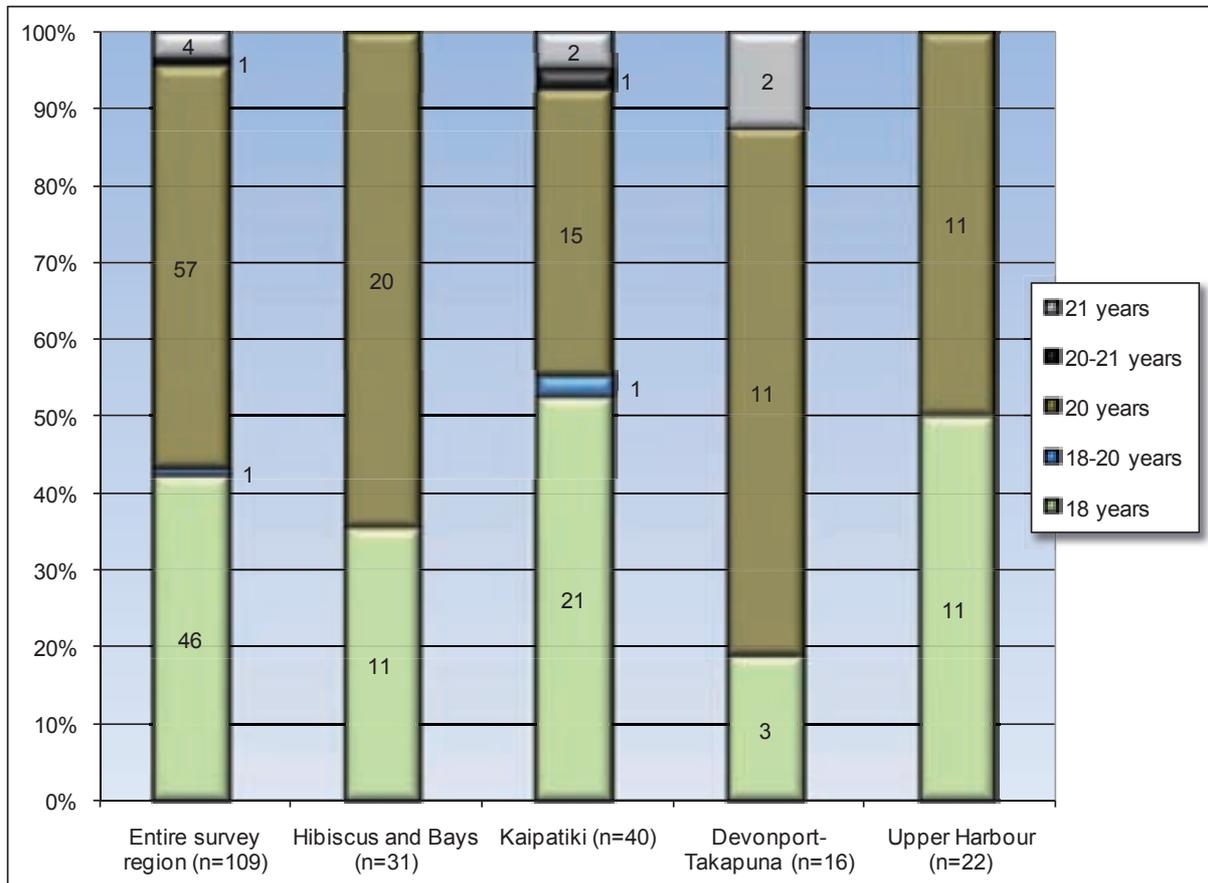
Glenfield premises

Education about drinking harm more important (and more/harder punishment for offenders).

Age not a problem – culture in New Zealand is the issue. Should stop the sale of RTDs.
Need to enforce the law further.

Hibiscus Coast premises

Figure 22: Preferred purchase age, by local board area and overall (n=109)



14 INTEREST IN TRAINING, OFF-LICENCE NETWORKS AND FURTHER RESEARCH

Key points: Interest in training, off licence networks and further research

- Interest in training was highest in the areas of rights in relation to apprehending criminals and CPTED (crime prevention through environmental design).
- Sixty-five percent of respondents would have liked to see off-licence networks set up in their areas, although some difficulties in implementation and operation were recognised. Support was highest in Kaipatiki (78%) and lowest in Devonport - Takapuna (35%).
- There was considerable interest from respondents in participation in further research (83%) and some interest in the outcomes of the current research.

Responses regarding requirements for training or education are shown in Table 38, with items in descending order of interest across the survey region. Requirements for training tended to be lower in Devonport - Takapuna than in other local board areas.

There was most interest in training in rights in relation to apprehending criminals and CPTED (crime prevention through environmental design), both across the survey region and in each local board area. Refer Table 38.

Nearly one-half of respondents overall were interested in training in the Sale of Liquor Act. One-third of respondents overall were interested in training in CCTV and safety and self-defence. Less than one-fifth of respondents overall were interested in training in host responsibility, incident book use, managers' licences and Building Code enforcement.

Several comments referred to the need for training to be free of charge to be of interest, and several referred to a lack of availability of time to be involved in such training. One respondent suggested information rather than training was required in relation to host responsibility.

Of the 109 respondents to the question "Would you like to see an off-licence network set up in your area?", Sixty-five percent (71) would have liked to see such a network and 35% (38) would not. The positive response rate was highest in Kaipatiki (78%; 81% in Birkenhead/Northcote and 75% in Glenfield) and lowest in Devonport - Takapuna (35%; 43% in Devonport and 30% in Takapuna).

Rates were similar in Upper Harbour (64%) and Hibiscus and Bays (67%; 73% in East Coast Bays and 63% in Hibiscus Coast).

The difference between Devonport - Takapuna and Kaipatiki in the proportion of respondents wanting off-licence networks was statistically significant ($\chi^2=9.33$, df 1, $p=0.002$). Differences between other local board areas and between communities were not statistically significant.

Three of the five comments received regarding off-licence networks referred to the value of such an approach, although one respondent voiced concerns about the time commitment. Two comments referred to difficulties, one based on difficulties because of the competitive nature of businesses and one based on difficulties including owners of different ethnicities.

*Can't see how this could work, as all in competition, "who would get to have their say".
But if happened ... would be involved.*

[Off-licence network] helps. Community watch makes all people aware of potential risks.

[Off-licence network] would be helpful but not enough time to do this.

Hibiscus Coast premises

[Off-licence network] difficult due to variety of ethnic owner[s] and exclusion of other groups.

Albany premises

There was considerable interest in participation in further research (83% across the survey region), with similar levels of interest in all local board areas except Devonport - Takapuna (59%). Refer Table 39. A few comments indicated some interest in the outcomes of the current research.

Table 38: Respondents' need for further training, by local board area (n=106 to 111)

		All	Hibiscus and Bays	Upper Harbour	Kaipatiki	Devonport - Takapuna
	n	% responding "yes"				
Your rights in apprehending criminals	108	67%	62%	77%	70%	53%
CPTED	106	50%	56%	55%	53%	29%
Sale of Liquor Act	110	44%	34%	45%	51%	41%
CCTV and safety	111	33%	34%	36%	35%	24%
Self-defence	109	33%	40%	32%	35%	18%
Host responsibility	110	19%	25%	32%	10%	12%
Incident book use	108	19%	28%	14%	23%	0%
Manager's licence	110	18%	19%	27%	18%	6%
Building Code enforcement	110	12%	3%	23%	13%	12%

Table 39: Respondents' interest in off-licence networks (n= 109) and participating in further research (n=111), by local board area

		All	Hibiscus and Bays	Upper Harbour	Kaipatiki	Devonport - Takapuna
	n	% responding "yes"				
Off-licence networks	109	65%	67%	64%	78%	35%
Participate in further research	111	83%	88%	91%	85%	59%

APPENDIX 1: SAMPLE INVITATION LETTER

[DATE]

XXXX
XXXX

Dear Sir or Madam,

Rodney District Council Survey of Off-licence Premises

Rodney District Council is going to be conducting a survey of off-licence premises. Whilst this survey is voluntary we are wanting to capture your views around the needs of Off-licences in the Hibiscus Coast area. Information collected in this survey will help to inform and assist council in understanding the views of businesses working in the liquor industry. From this we will develop a guidance document for the development of a future Local Alcohol Policy.

In order to ensure that the survey is confidential the survey results will not include any information that would identify any individual person or stores. Your response will not in any way impact upon your ability to gain a liquor licence or be used for any other purpose than to inform the development of a Local Alcohol Policy in the future.

Council Officers will be in your area between the following dates:

Monday 19 April 2010 until Friday 30 April 2010

Please fill in the attached form to advise of times you are available and return to council in the pre paid envelope provided, alternatively you can book your times by emailing your preferred times and contact details to anna.crane@rodney.govt.nz

If you have any questions regarding this survey please contact Michael Sinclair, Social Policy Analyst on (09) 427 3163.

Thank you for your kind assistance.

Michael Sinclair

Social Policy Advisor
Economic and Social Development
Strategy & Policy

APPENDIX 2: SURVEY QUESTIONS

ID Code:		
Interviewer:		
A. Outlet Information		
1. What is your role?	Caretaker/Manager/Staff Member/Owner	
2. Your Age?	Under 18 19-24 25-35 36-44 45-55 56-60 60 plus	
3. Do you live in North Shore City?	Yes/No	
4. Do you live on site?	Yes/No	
5. If you do live on site, do you have children?	Yes/No	
6. How many staff do you employ?	Full time	Part Time
7. How many of your staff has a managers certificate?		
8. How long have you been operating your business?	Months	
9. Do you have current OF licence certificates on display?	Yes/No	
10. Do you have any other OF licence Premises?	Yes/No	

Notes:

ID Code:	
Interviewer:	
B. Theft and Crime within your premise	
(in the previous 12 months)	
1. Have you had product stolen from your premise?	Yes/No
2. If so how many incidents have there been?	
3. The average per month value of what was lost?	\$
4. What products are usually stolen?	Money/Wine/Beer/Cigarettes/RTO's/ Other:
5. Of the above events what was the typical ages of offenders?	Under 18 19-24 25-35 36-44 45-55 56-60 60 plus
6. What day of the week are you more likely to experience crime?	Monday Tuesday Wednesday Thursday Friday Saturday Sunday
7. What times of the Day?	Opening Time Morning Midday Afternoon Early evening Closing time
8. Have you had any problems of verbal abuse or racial abuse?	Yes/No
9. If so how many incidents have there been?	
10. What actions did you take after the crime was committed?	Call the Police Used Ring Button Called Security Company Physically removed offender Or nothing

ID Code:	
Interviewer:	
3. What is the age of your customers (normally) in the last 2 hours of business?	under 18 19-24 25-30 31-44 45-50 51-60 60 plus
4. Should <u>all</u> off licences have the same hours of business?	Yes/No
5. Do you feel there are too many liquor outlets in North Shore City?	Yes/No
6. How many off licence premises are there within km of your business?	
7. What do you think the age to purchase should be?	

Notes:

ID Code:	
Interviewer:	
H. Contact/ Education/ Resources	
1. Who is your contact from DIA?	

Do you feel you need further training or education on:	
2. What Responsibility	Yes/No
3. Understanding the Sale of Liquor Act	Yes/No
4. Managers Licence	Yes/No
5. CCTV and safety	Yes/No
6. Your rights in apprehending criminals	Yes/No
7. Self Defence training	Yes/No
8. Building Code enforcement	Yes/No
9. Crime prevention through environmental design (CPTED)	Yes/No
10. How to use incident books	Yes/No
11. Would you like to see an Off Licence network set up in your area?	Yes/No
12. Would you be willing to participate in further research	Yes/No

Thank you for saving the time to fill out this questionnaire

Notes:
