

PART 6 - HUMAN ENVIRONMENT

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6.1 INTRODUCTION

The Plan seeks to secure the future social, economic and cultural well-being of the community. Provisions relating to health, safety, education, housing and employment are to be found throughout the Plan. The various activity zones offer a range of opportunities for the use or development of resources to help meet the basic community needs of shelter, work and good health.

The people of the Isthmus are drawn from a wide range of societies and cultures. The tangata whenua have provided a rich cultural heritage. This has been enhanced by migrations from Europe and, more recently, from other parts of the world such as the Pacific and Asia.

This social and cultural diversity produces a range of expectations and introduces wide variations of response to the needs of individuals and communities. While all citizens share the same fundamental needs in terms of health, education, work and shelter these needs are often met in different ways.

The Plan contains only the minimum of rules needed to secure defined environmental outcomes, and the levels of amenity desired by the community. It seeks to maximise the opportunities for individuals and communities to gain access to basic social and cultural needs in their own way.

The rules are not concerned with activities as such, but with the effects of the activities. They are designed to ensure adverse effects on the environment are avoided or mitigated. The rules also seek to retain quality living environments, functional business localities, and pleasant and attractive recreational areas throughout the Isthmus.

6.2 ISSUES AND STRATEGY

6.2.1 MAORI

The Council must have regard to the special place afforded to Maori in resource management matters and to their special status as tangata whenua. The Council is obliged to consider the impacts of urban changes on the relationship of Maori to their ancestral lands, water, sites, waahi tapu and other taonga. The Council will address these issues through consultation with all iwi with an interest in Auckland City.

Consultation will enhance iwi participation in the planning process and allow the exchange of information critical to informed decision-making on resource consents. Particular regard will be given to kaitiakitanga and to iwi management plans as they are prepared.

Resource management measures designed to address Maori considerations are adopted throughout the Plan. These include some flexibility in residential provisions to accommodate the needs of extended family and communal living arrangements; and the ability to locate a wide range of healthcare and education related facilities and services throughout the Isthmus. Provision is also made in the standard activity zones for marae, kohanga reo and other activities special to the Maori community.

The past Maori occupation of the Isthmus has left a legacy of archaeological and historical sites. Significant sites are identified in the Plan as archaeological or Maori heritage sites, and are offered protection. Special measures are also included in the Plan to protect waahi tapu sites when requested by Maori, while recognising their highly sensitive nature.

The special relationship of Maori with the coastal environment is recognised and provided for in the coastal provisions ([PART 5B - COASTAL](#)) of the Plan. The Plan also provides for circumstances where standard zoning and planning techniques do not adequately cater for Maori needs. A zone unique to the Ngati Whatua hapu land at Orakei has been developed to meet the particular requirements of that land and in recognition of the special legislation it is subject to.

6.2.2 EMPLOYMENT

The City is the foremost centre of economic activity in New Zealand. It is critical to the future well-being of the community that its role as a focus of economic activity is maintained.

The opportunity for employment is also fundamental to the well-being of the citizens of the district and this is accorded proper emphasis in the Plan. Shifts in the labour market and changes in levels of employment in different sectors of the economy have lead to a climate of uncertainty. There have been significant structural changes to the economy in recent years which have required businesses to be more responsive to changes in the commercial environment in which they operate.

The Plan's business and Mixed Use provisions offer the opportunity for businesses to establish in response to the demands of the market place, while ensuring the



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maintenance of aspects of the environment which are valued by the community and which make the Isthmus an attractive place. Broad groupings of business activities have been formulated that will enable initiative and innovation and secure the future growth of the economic strength of the district.

The provisions of [PART 7 - RESIDENTIAL ACTIVITY](#) and [PART 9 - OPEN SPACE AND RECREATION ACTIVITY](#) are complementary to those of the business zones and Mixed Use zone and allow for limited small-scale business activities to be set up. These Parts allow a broad spectrum of employment opportunities to develop in a range of locations, while ensuring that certain levels of environmental quality, amenity and provision of services are met.

6.2.3 HOUSING

Housing is a major use of the land resources of the district which requires a range of ancillary activities to function properly. Careful management of the housing stock and the way it is used is required to ensure an acceptable quality of environment which meets the needs of the community.

Housing meets the fundamental human need of shelter. If it is to perform this role properly it must be economically accessible, physically suitable to the users and sited where it can maximise opportunities for employment and recreation. For example, the housing market must be responsive to socio-economic changes in the district in recent years, which have produced a range of household sizes from extended families to small one and two person households, by providing a suitable range of housing. Resource management policies must also be sufficiently flexible so that the housing market can respond quickly to future shifts in the pattern of demand.

Housing must also be responsive to the cultural diversity of the community. This requires flexibility in the controls on the built environment. For example, the bulk and location requirements must provide scope for an appropriate range of housing opportunities to evolve.

Wide opportunities for housing are provided in the Plan. Residential densities are not arbitrarily defined but are related to the maintenance and enhancement of existing standards of amenity. The current amenity and environmental standards within the residential neighbourhoods of the Isthmus will not be compromised by those provisions which open up opportunity.

6.2.4 QUALITY OF LIFE

The health and welfare of the community can be traced back to particular parts of the physical environment. The features of the Isthmus such as its natural environment, its heritage, its coastline and its expanses of open space and recreation

land, play an important role in securing the identity of the district and, with it, the well-being of the citizens. [PART 5A - NATURAL RESOURCES](#), [PART 5B - COASTAL](#), [PART 5C - HERITAGE](#) and [PART 9 - OPEN SPACE AND RECREATION ACTIVITY](#), set out a framework within which specific provisions for activities may be formulated in order to secure an acceptable quality of life for the community.

6.2.5 HEALTHCARE SERVICES

Access to a range of healthcare services is vital to the community and to the quality of life on the Isthmus. The Plan's provisions are designed to enable the location of these services in or near the communities they serve. At the same time the Plan seeks to protect residential neighbourhoods from potential adverse effects caused by increased traffic generation, noise and visual obtrusiveness.

The Plan recognises and provides for different types of healthcare services. Large scale facilities, such as hospitals are defined separately in Part 13 of the Plan. They are dealt with through the provisions of the "Special Purpose" zones in Part 10.

Healthcare services are provided for as either permitted or controlled activities in most Business zones and as discretionary activities in most Residential zones. The Plan identifies the threshold at which a concentration of healthcare services in one residential area may result in a level of adverse cumulative effect that is unsustainable.

6.2.6 EDUCATION

There have been major structural changes within the education sector in recent years. These result from changes in the social and demographic trends in the community as well as changes in the education sector itself.

Education covers a range of public and private sector service (from preschool education through to tertiary institutions) as well as other facilities which operate outside of the framework of the formal education system. Home schooling within households or to small groups is one example of a range of different approaches to learning, that contributes to the vitality and strength of the education system.

The Plan is structured to allow for effective access by the community to the entire range of education services offered in the Isthmus. It aims to enable new child care facilities, schools and tertiary institutions to develop where they are needed while retaining the amenity and environmental standards of the locality. Primary and secondary educational facilities may be developed in a wide range of activity zones subject to controls on generated effects such as traffic, noise and visual amenity. The scale of tertiary institutions,



however, requires that they are subject to the provisions of **PART 10 - SPECIAL PURPOSE ACTIVITY**.

Provision is also made for the other education services which makes a contribution to the social and cultural environment. Language schools, centres of cultural education and similar facilities are given opportunities to play an increasing part in the educational infrastructure of the district. They may be established throughout the activity zones where the environment is not adversely affected.

6.2.7 CULTURAL DIVERSITY

The Isthmus is made up of a large number of culturally diverse communities. This diversity is one of the unique qualities of Auckland. The Plan recognises the different aspirations of these cultural groups by providing for a wide range of lifestyle opportunities that facilitate the living and housing needs of a range of cultures. In the residential zones, it will be possible to provide for a wide range of living styles such as housing for extended families. There will also be opportunity to establish activities allied to a residential use such as cultural, educational or healing facilities where these can meet the rules for the zone.

6.2.8 VISITOR FACILITIES

The Plan recognises the contribution visitors make to the economic and cultural life of the City. The Plan seeks to balance the costs and benefits of the visitor industry to the Isthmus. The benefits which accrue from this industry are both direct and indirect. Direct benefits are more measurable and come from such things as the provision of accommodation and services to visitors. The indirect benefits are more diverse and include the exposure of local community and industry to a wider market and new cultural experiences.

The visitor industry is largely based upon the qualities of the physical environment such as the volcanic cones and the coastline. The Plan intends to protect these natural features from further modification. At the same time, the Plan allows for continued access to these features at a rate and in such a way as will ensure their essential character and qualities are retained.

The provision of appropriate infrastructure is vitally important to the continued growth and viability of the visitor industry. In particular, there must be an appropriate range of visitor accommodation. The zoning rules are sufficiently flexible to allow a wide range of visitor accommodation to develop in response to the market. The Plan also enables business to set up in a range of activity zones to respond to the demands of the visitor market for services.

An underlying aim of the Plan is to maintain and enhance the attraction of the Isthmus to visitors so that the community

enjoy the economic and cultural benefit of the tourist industry in a way which protects the quality of the natural and physical environment.

6.2.9 INFRASTRUCTURE

The urban area provides an environment in which people can live and work. It depends on its infrastructure of transport and network utility services for water supply, drainage, energy and telecommunication and radio communication systems. Without this infrastructure and these network utility services, an acceptable quality of life could not be maintained, and adverse environmental effects could occur.

The Plan makes provisions for these activities in four ways:

- Certain activities are permitted through most of the district;
- Others are provided for as controlled or discretionary activities and require a resource consent;
- Some activities are the subject of special purpose zones;
- Some activities may be provided for by way of designation where the service provider is a requiring authority, a local body or is a Minister of the Crown

6.2.10 SAFETY

6.2.10.1 RESOURCE MANAGEMENT ISSUE

The need to ensure a safer environment for the community through the design of buildings, public places and the interfaces between them.

6.2.10.2 OBJECTIVE AND POLICIES

Objective

To enhance public and personal safety through reducing opportunities for crime to occur.

Policy

- By ensuring that certain people-generating activities (such as larger scale business and residential developments as well as public facilities such as parks, transportation and car parking facilities) are designed to:
 - encourage the natural surveillance of public and semi-public spaces from surrounding activities and buildings; and
 - ensure that there is a clear distinction between public, semi-public and private areas through the use of design techniques; and
 - encourage a sense of community guardianship of public areas so that these areas are well- used and maintained.



6.2.10.3 STRATEGY

The community wishes to feel safe in its everyday use of different environments within the city and if this is not the case, community wellbeing is not being assisted. If areas are perceived as unsafe, there will be less use of these areas, leading to greater opportunities for criminal activities to occur. This is because the presence of people encourages acceptable standards of behaviour in public spaces and therefore makes people feel safer.

Regard to public and personal safety is particularly important for activities and areas that are people-attractors. Examples of people attracting activities are educational facilities, large retail or residential developments, large scale commercial or mixed-use development, areas of open space, parks, reserves, buildings used for recreation and community purposes, transportation facilities such as rail and bus stations, cycleways and walkways, and hospitals.

The Plan seeks to make places feel safer and deter crime by making it harder to commit crime. The Plan also seeks to remove conditions that create confusion about required norms of behaviour in different areas, as this can lead to intimidating or criminal behaviour taking place in these areas.

Land owners, professionals and property developers are encouraged to recognise the advantages of designing buildings and spaces so they reduce the opportunities for crime to occur.

Public areas are council-owned spaces such as parks/reserves, town squares and streets.

Semi-public areas are communal or common areas which are part of privately owned developments (for example courtyards in apartment complexes and plazas and foyers in office complexes), which are often also accessible to members of the public.

In order to achieve these aims, the following principles are incorporated into the Plan as criteria to reduce opportunities for crime, and to enhance public and personal safety:

Surveillance : People feel safe in public areas when they can easily see, be seen by, and interact with others. Would-be offenders are often deterred from committing crime in areas with high levels of surveillance. It is important to encourage land uses which generate activity in, and natural surveillance of, public and semi-public areas.

Controlling access to public and semi-public areas: By making it clear where people are permitted to go or not go, it becomes difficult for potential offenders to commit crimes against people and property.

Clearly defining public, semi-public and private space: A clear transition between public, semi-public and private spaces is required. The level of responsibility for

or 'ownership' of public areas will affect people's willingness to act in response to crime. Community ownership of public space sends positive signals. If people feel that they have some ownership of public space, they are more likely to gather and to enjoy that space. Care is needed to ensure that this is not achieved by making public spaces private spaces, through gates and enclosures.

Careful management of public and semi-public areas: Ensures that the space is appropriately utilised and well cared for. Vandalism can be reduced by the use of sturdy materials, and speedy and careful maintenance and repair.

Issues of safety complement the urban design outcomes sought for the urban environment as a whole.

6.2.10.4 EXPECTED OUTCOMES

It is expected that certain developments and places will be designed in such a manner so that people feel safe when visiting them and that the occurrence of crime is reduced through employing certain design techniques.

The safety provisions are also expected to strengthen the relationship between private development and public/semi-public spaces. As a result of the safety provisions, the public awareness of personal safety and the relationship between this to built design and site layout will be increased.

6.2.10.5 SAFETY ASSESSMENT CRITERIA

Proposals will be assessed against their ability to contribute to the prevention of crime through their design, layout and ongoing management. Applications requiring a safety assessment that comply with the Safety Guidelines (Annexure 16) shall be deemed to comply with the following criteria.

In particular, proposals will be considered in terms of the extent to which they:

- Provide or continue to provide for informal surveillance of public and semi-public areas within and adjacent to the development including streets, parks, plazas and through-site links where practical, by:
 - locating doors, windows and other openings associated with living and working areas, so that they overlook and interact with the public and semi-public areas, and
 - ensuring that walls and fences at the street edge have sufficient transparency or are of a low enough height to allow informal surveillance to occur, and
 - avoiding blank, windowless street level facades of buildings through the placement of doors and windows and by encouraging a mix of activities, and



- ensuring new development does not compromise good informal surveillance of public and semi-public areas provided by existing developments, and
- that fences or walls which could attract graffiti be avoided, or planted with creepers.

Note: In situations where any conflict exists between the rules in Parts 7, 8, 9, 10 or 12 of the Plan and the above assessment criteria, the merits of both the rule and the above assessment criteria should be weighed up to ensure that a good design solution, meeting both CPTED and amenity (including noise and visual) outcomes, is achieved.

- Provide for clear visibility/clear lines of sight:
 - of building entrances and exits from the street, and
 - from public areas into and through public and semi-public areas in the proposed development, such as plazas, landscaped areas, through-site links, lobbies and car parking areas which are available for use or accessible by the general public.

Informal surveillance and clear visibility/clear lines of sight can be achieved through the location and design of the building, landscaping, fencing and other structures. A landscaping plan (showing plant species, locations, sizes at the time of planting, maximum sizes of plants/trees at maturity as well as the height of any tree canopy at maturity when measured from the ground level immediately below) may need to be provided as part of any resource consent application. The provision of this is dependent on the scale and/or location of the development proposed.

- Provide appropriate lighting of public and semi public areas, including paths, parking areas, plazas, building entrances and exits. Details of, or a lighting plan showing, lighting type, location and lux may need to be provided as part of any resource consent application. The provision of this is dependent on the scale and/or location of the development proposed.
- Provide clear definition between the boundaries of public, semi-public and private places through their design, layout and use of features such as lighting, landscaping, paving and signage.
- Avoid the creation of potential entrapment spots (which are small, defined areas generally shielded on three sides by a barrier of some sort such as a recessed entrance or a gap in tall vegetation) and areas that may isolate users of public areas from public view. Avoid recesses in external walls next to pedestrian routes/ walkways / footpaths.

Note: The design and operational requirements of network utility structures are to be taken into consideration when assessing and identifying potential entrapment spots. This is in recognition that some of

these structures are unable to be completely closed off to the general public.

- Control public access to private areas such as lobbies and car parks through design and management so as to reduce opportunities for crime against people and property within the development.

Conditions may be imposed on particular proposals in relation to the above matters, particularly in relation to landscaping and lighting.

Explanation

The safety of people within the city contributes to the liveability of the city and the extent to which particular areas are used by the public. The design of new developments and the way in which they interact with public places such as streets, parks, and squares, or with semi public places such as lobbies and through-site links, impacts upon the safety of the local environment. Through the design of the physical environment, it is possible to create less opportunities for crime to occur. Fear of crime can result in people restricting their activities and avoiding certain developments/public areas. It is noted however, that not all of the above criteria will be relevant in all situations depending on the scale and location of the development proposed.

