

4 December 2024

File Ref: IRC-7330

W Forest

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Tēnā koe Miss Forest

Thank you for your email of 22 October 2024 to Te Kaunihera o Pōneke | Wellington City Council (the Council) requesting information regarding the Eyes On information sharing and matching programme. Your request has been considered under the Local Government Official Information and Meetings Act 1987 (LGOIMA). Please find my response below.

Background

EyesOn helps public-facing organisations to build capacity and collaborate to reduce risk, enhance resilience, and create a positive environment for everyone. It has a guardianship approach to well-being through collaboratively building community, capability and awareness to ensure caring, safe and thriving environments for those who live, visit, work and do business in Pōneke.

EyesOn was launched in December 2014 as an initial partnership between the Council, New Zealand Police, the Wellington Inner City Association, and First Retail. The process of inspiring and engaging businesses took time to build momentum, and in mid-2015 a Social and Recreation grant was provided to a community organisation to expand the programme. At the end of 2015, this approach expanded the theft prevention programme from a small number of businesses on Cuba Street to 280 members in the wider CBD.

When the funding agreement ended, the Council partnered with First Retail to continue the programme. First Retail had previously been involved in the initial set-up, strategy and volunteering visits to local retailers. This partnership further expanded the programme with initiatives to build capability, develop resources and facilitate partnerships.

EyesOn continues to operate, with more than 650 organisations across the city participating, and more than 1200 participants attending skills workshops. These outcomes are primarily achieved through the facilitation of a network that allows businesses involved in the programme to share information and prevent retail loss and a series of workshops co-facilitated by First Retail and the Police, with support from the Council and social services organisations such as Downtown Community Ministry. These workshops provide skills to participants to improve safety and confidently de-escalate challenging situations. It empowers people with enhanced situational awareness and practical techniques to create safer environments.

Request for Information

Much of the information requested is not held by the Council, as the EyesOn is delivered through First Retail as the trusted partner. This means that questions 1, 2, 3, 4, 5, 6, and 8 are refused under Section 17(e) of the LGOIMA, that the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

1) List of current and past participating retailers - business name and NZBN - and all the other entities who are part of the programme - or receive / have access to information otherwise through it - with start and end dates if these are tracked.

First Retail are a trusted partner in the EyesOn programme, with responsibility for managing the interface between the programme and participants. As the programme is managed on behalf of WCC by First Retail, this information is not held by the Council.

2) Copies of the agreements - that should have been forwarded to the privacy commissioner - pertaining the information sharing and matching relating to Eyes On programme that Wellington City Council is part of.

As the programme is managed on behalf of the Council by First Retail, the sign-up process is managed by First Retail and any agreements between participants and EyesOn is held by First Retail.

3) Latest reporting, advice and review pertaining to the Eyes On programme.

Formal reporting is not provided to Council. First Retail and Council staff however meet regularly on an informal basis to discuss the programme.

4) Original business case and the current actual monetary expenditure attributed to the Eyes On programme incurred

Unfortunately, we have been unable to locate the original business case.

As of October 2024, the monthly expenditure on the programme includes:

- Global Security - \$110 + GST per month
- First Retail - \$5,777 + GST per month

5) Privacy Assessments of the programme

No formal privacy assessment of the programme has been completed by Council.

6) Technical High level and Low level design of the sharing programme

The Council does not hold the technical design of the programme.

7) Requirements of the programme

To participate in the programme, an organisation must:

1. Be located in Wellington City
2. Be a public-facing organisation that deals with the public in a retail, hospitality, service, healthcare or education environment
3. Commitment to adhering to and maintaining privacy and non-disclosure requirements.

8) Privacy / Security Incident Response management process documentation

The Council does not have a documented privacy/security incident response management process for EyesOn.

If you require further information, please contact official.information@wcc.govt.nz.

Nāku noa, nā

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