Churton Park Community Facilities

Community Consultation

9 June 2010

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Background & Research Design
Background

- To date, Churton Park has largely been serviced by the commercial and community facilities in surrounding suburbs.
- Wellington City Council has identified funding of $845,000 to develop a community facility for activities and meetings in this growing suburb. There is also an additional $812,500 earmarked for indoor and outdoor recreation, additional community facilities for Churton Park, and/or development of existing parks and reserves.
- As there is no set idea for the form any new community facility will take, Wellington City Council began a consultation process to hear what the Churton Park community would like. This is to help answer the following:

**What is the best way to invest the funds that have been allocated to the development of community facilities in Churton Park?**

Three pronged consultation process

- **Finding out what the community wants**
- **General consultation document & public meetings**
- **Focus groups**
- **Telephone survey**

= carried out by WCC

= carried out by Nielsen
Overall Research Design

A two-stage process was designed to address the information needs:

1. Qualitative stage, to explore the immediate and future needs of the Churton Park community in relation to community facilities. This consisted of 7 focus groups.

2. Quantitative stage, to obtain a representative view of how residents prioritise the possible options for community facilities development identified through the qualitative stage. This consisted of a telephone survey of Churton Park residents during April 2010.

Focus Groups
- Each group comprised four to seven residents (a mix of men and women), and covered a range of ages, and ethnic groups.
- Participants were contacted using professional recruitment agencies and local networks.
- A total of 34 residents took part in the groups.

*Note: For more information on the make-up of each focus group and how they were conducted refer to Appendix I*

Telephone Survey
- 1219 numbers were captured from the 2009 White Pages.
- 402 residents (33%) agreed to participate in this research.
- Background information about the funding allocated to Churton Park was sent to everyone who had agreed to participate, along with a series of questions to consider (refer to Appendix II for this information).
- Interviewers from Infield International then contacted residents to collect their answers to the survey.
- 337 residents completed this follow up stage of the research (a response rate of 84%).
- Quotas were set at the recruitment stage to ensure an accurate representation of all ages, gender, and ethnic groups (particularly Asian residents).
- The margin of error for this survey is ± 5.4%.
Quantitative Research

- The completion rate for the follow up survey was consistent among age groups, but as the table below illustrates, there was a slightly higher completion rate among females than their male counterparts.

<table>
<thead>
<tr>
<th></th>
<th>Recruitment Unweighted</th>
<th>Follow up Unweighted</th>
<th>Completion rate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>192</td>
<td>150</td>
<td>78%</td>
</tr>
<tr>
<td>Female</td>
<td>210</td>
<td>187</td>
<td>89%</td>
</tr>
<tr>
<td>Total</td>
<td>402</td>
<td>337</td>
<td></td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15-24</td>
<td>62</td>
<td>50</td>
<td>81%</td>
</tr>
<tr>
<td>25-39</td>
<td>95</td>
<td>79</td>
<td>83%</td>
</tr>
<tr>
<td>40-59</td>
<td>185</td>
<td>155</td>
<td>84%</td>
</tr>
<tr>
<td>60+</td>
<td>60</td>
<td>53</td>
<td>88%</td>
</tr>
<tr>
<td>Total</td>
<td>402</td>
<td>337</td>
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</tr>
<tr>
<td><strong>Ethnicity</strong>*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Zealand/European</td>
<td>317</td>
<td>272</td>
<td>86%</td>
</tr>
<tr>
<td>Asian (Indian &amp; Chinese)</td>
<td>43</td>
<td>34</td>
<td>79%</td>
</tr>
<tr>
<td>Other European</td>
<td>-</td>
<td>11</td>
<td>-</td>
</tr>
<tr>
<td>Other Asian</td>
<td>-</td>
<td>14</td>
<td>-</td>
</tr>
<tr>
<td>Other</td>
<td>47</td>
<td>7</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>407</td>
<td>338</td>
<td></td>
</tr>
</tbody>
</table>

*Note: Ethnicity was a multiple response question, and responses that were classified as other were coded into Other European and Other Asian after the follow up survey was completed.
Research Design cont…

• Although there was no way to control which residents followed through to complete the research after being recruited, the final breakdown of age was very close to that of the population. While the ethnic profile indicates the survey under-represented those who are not NZ European, this was anticipated and considerable effort was made to include the views of the Asian and Indian populations at the qualitative stage.

<table>
<thead>
<tr>
<th></th>
<th>Follow up Unweighted</th>
<th>Churton Park population</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>45%</td>
<td>48%</td>
</tr>
<tr>
<td>Female</td>
<td>55%</td>
<td>52%</td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15-24</td>
<td>15%</td>
<td>16%</td>
</tr>
<tr>
<td>25-39</td>
<td>23%</td>
<td>29%</td>
</tr>
<tr>
<td>40-59</td>
<td>46%</td>
<td>42%</td>
</tr>
<tr>
<td>60+</td>
<td>16%</td>
<td>13%</td>
</tr>
<tr>
<td><strong>Ethnicity</strong>*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Zealand/European</td>
<td>81%</td>
<td>58%</td>
</tr>
<tr>
<td>Asian (Indian &amp; Chinese)</td>
<td>14%</td>
<td>23%</td>
</tr>
<tr>
<td>Other European</td>
<td>3%</td>
<td>-</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
<td>19%</td>
</tr>
</tbody>
</table>

• Results were weighted by the population percentages for age, gender, and ethnicity to ensure that all groups of the population were accurately represented.

*Note: Ethnicity was a multiple response question, and responses that were classified as other were coded into Other European and Other Asian after the follow up survey was completed.*
Executive Insights
Executive Insights

- Residents of Churton Park are passionate about their suburb. They value its safe, peaceful nature and they do not want any developments to jeopardise these core values.
- At the same time, the current lack of facilities makes life more difficult for Churton Park residents. Facilities most desired include retail, services and hospitality facilities as well as community facilities.
- Following the qualitative exploration of the immediate and future needs of the Churton Park community, seven potential options for funds available for community facilities were identified and presented to residents for consideration:
  - A multipurpose indoor space that could be used for physical activity or sports as well as other larger group activities
  - Creating new and/or enhancing existing playgrounds
  - Creating new tracks and/or enhancing existing tracks for walking and biking
  - Enhancing existing parks and reserves
  - An outdoors all-weather surface for sports and other activities
  - Meeting rooms for interest groups or other community groups to use
  - A place for youth to ‘hang out’
Executive Insights cont...

All seven potential solutions are confirmed as important for Churton Park

A multipurpose indoor space is the most desired council funded facility
• 85% of residents see this indoor space as important, with a quarter rating it 10 out of 10 on the scale of importance.
• A multipurpose indoor space was considered the singly most important priority by a third of residents.
• The main difference among residents was that those over the age of 60 were more likely to rate meeting rooms as important compared with multipurpose indoor space.
• At an overall level ‘a place for youth to hang out’ was considered the least important of all the potential facilities or developments.
Executive Insights cont…

Meeting rooms and playgrounds are also important
• Meeting rooms and the creation of new and/or enhancement of existing playgrounds were the second and third highest priority.
• The playgrounds were considered particularly important among those aged 25-39 and those with young children.

Residents wish for funds to be allocated across at least two options
• Only one in ten residents expressed a preference for all the funds being allocated on their most important facility.
• The majority want it split across their top three.
• Most of the minority who wanted all funding spent on one facility were passionate supporters of a multipurpose indoor space.

A stand-alone purpose built facility is not required
• The majority of residents are supportive of meeting rooms (if provided) being located at the new commercial centre. However, most would also appear to support these meeting rooms being located at the new school
• The preferred location of a multipurpose indoor space is somewhat less apparent, with opinion being split as to whether a location at the new school or the new commercial centre is preferable.
• Overall, it is clear that residents do not envisage that a stand-alone purpose built facility is required but that they perceive better value in incorporating it into existing or planned developments.
Conclusions
Conclusions

On the basis of this research we conclude:

• A multipurpose indoor space that could be used for physical activity or sports as well as other larger group activities is the top priority for Churton Park residents.
• Development could also look at other priorities in addition to the multipurpose indoor facility, particularly meeting rooms and the creation of and/or enhancement of playgrounds which were also identified as of higher priority.
• Residents are supportive of a new facility being developed in conjunction with the new school or the new commercial centre.
• The final design of any facility will also need to consider needs of minority groups (for example, the need for kitchen facilities etc. identified during focus groups for the Asian community, the specific needs of older residents when it comes to meeting rooms, and the need for a place for youth to hang out).
• The majority of residents wish to see funding spread across their three priority areas.
• An overarching guideline to any development is that it must not jeopardise the core values of the suburb.
• In addition to the development of community facilities by council, residents will continue to look for basic services to be provided within their suburb in order to reduce the burden of travelling to neighbouring suburbs.
Summary of Findings
Top of mind thoughts on what Churton Park needs.
Question areas

• At the end of the recruitment survey, residents were given the opportunity to verbalise what they thought Churton Park needed in way of community facilities.

Note: Please refer to Appendix II for the complete information sent to residents.
Commercial ventures, such as retail and hospitality services, were top of mind for many residents. The facility mentioned most frequently that relates to Council-provided facilities was a community hall followed by a community centre.

What do you personally think Churton Park needs in terms of community facilities? (Spontaneous mentions at recruitment stage, prior to being given any information)

| Commercial ventures       | 1%  | 2%  | 3%  | 4%  | 5%  | 6%  | 7%  | 8%  | 9%  | 10% | 11% | 12% | 13% | 14% | 15% | 16% | 17% | 18% | 19% | 20% |
|---------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Shops/shopping mall       | 34% |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Cafe/coffee bar/restaurant| 20% |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Supermarket               | 16% |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Dairy                     | 13% |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Small supermarket/superette/ | 9%  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Bar/Pub                   | 8%  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Medical Centre            | 7%  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Pharmacy                  | 4%  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Post Office/letter box    | 4%  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| New/another/more schools  | 3%  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Hairdresser               | 3%  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Takeaway                  | 3%  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| DVD/video store           | 2%  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| Petrol/service station    | 2%  |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |

| Council facilities/areas  | 1%  | 2%  | 3%  | 4%  | 5%  | 6%  | 7%  | 8%  | 9%  | 10% | 11% | 12% | 13% | 14% | 15% | 16% | 17% | 18% | 19% | 20% |
|---------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Community Hall            |     |     |     |     |     |     |     |     |     |     |     |     |     | 14% |     |     |     |     |     |
| Community Centre          |     |     |     |     |     |     |     |     |     |     |     |     |     | 10% |     |     |     |     |     |
| Facilities for teenagers/youth centre |     |     |     |     |     |     |     |     |     |     |     |     |     | 8%  |     |     |     |     |     |
| Parks/trees               |     |     |     |     |     |     |     |     |     |     |     |     |     | 5%  |     |     |     |     |     |
| Sports facilities         |     |     |     |     |     |     |     |     |     |     |     |     |     | 4%  |     |     |     |     |     |
| Playground/play area n/s |     |     |     |     |     |     |     |     |     |     |     |     |     | 4%  |     |     |     |     |     |
| Place to meet/drop in centre/hub |     |     |     |     |     |     |     |     |     |     |     |     |     | 4%  |     |     |     |     |     |
| Roading (incl Motorway access from Westchester Road, by pass) |     |     |     |     |     |     |     |     |     |     |     |     |     | 3%  |     |     |     |     |     |
| Swimming pool             |     |     |     |     |     |     |     |     |     |     |     |     |     | 3%  |     |     |     |     |     |
| Facilities for children   |     |     |     |     |     |     |     |     |     |     |     |     |     | 3%  |     |     |     |     |     |
| Indoor sports facilities  |     |     |     |     |     |     |     |     |     |     |     |     |     | 2%  |     |     |     |     |     |
| Skate park                |     |     |     |     |     |     |     |     |     |     |     |     |     | 2%  |     |     |     |     |     |

Note: All mentions >1%
When looking specifically at facilities or areas that the council could provide, we generally see similar mentions across all residents with the exception of...

What do you personally think Churton Park needs in terms of community facilities? (Spontaneous mentions at recruitment stage, prior to being given any information)

- Residents aged 40-59, who were more likely to say Churton Park needed a community hall (24% cf. 14%)
- Residents from a household with youngest child aged 5-13, who were more likely to say Churton Park needed sports facilities (11% cf. 4%).

Base: All Respondents (n=337) Note: All mentions >1%
The results of the quantitative research supported the desired facilities identified through the qualitative research, as summarised below:

- **Make life easier**
  - Basic services: e.g. shops, medical, PO

- **Make life more enjoyable**
  - Facilitate sport & recreation opportunities e.g. Multipurpose hall, upgrade parks, walkways

- **Make life more connected**
  - Facilitate places to meet e.g. Picnics in parks, cafes, community rooms

“Identity & self sufficiency”
The core themes from the qualitative research were to provide basic services, to upgrade what currently exists, to provide places to do things and to meet

1. Provide basic services: supermarket, medical, cafe, DVD rental etc
2. Upgrade what currently exists:
   - Parks and reserves
     - Better play equipment for small and older children (flying fox, rock climbing wall)
     - Shade / shelter
     - Picnic areas, seating, BBQ stands, attractive planting
     - Outdoor exercise equipment (Chinese especially)
     - Areas for social soccer, rollerblading, scooter / bike use
     - Better drainage of the playing fields
   - Walking areas
     - Create / link up walkways
     - Provide seating for elders on streets (Indian and Chinese)
   - Bus route
     - Better routes, more frequent especially at peak times, less circuitous route, bus shelters
3. Provide places to do things (active and passive):
   - Multipurpose hall at new school with options of smaller community rooms
   - Dedicated community centre
4. Provide places / rooms to meet:
   - Provide two rooms for community to use at the new commercial centre
   - Dedicated multi cultural centre
   - Dedicated youth centre
Response to the Seven Areas of Focus
Question areas

• Background information about the funding allocated for Churton Park and the issues that needed to be considered when deciding how to use this funding, was sent to those recruited. Residents read this information (refer to appendix II) and considered their responses to the questions they would be asked, prior to being phoned back.

• The qualitative stage identified seven potential council funded facilities or developments to be developed in Churton Park. During the quantitative stage residents rated how important (using a 10-point scale) they felt it was for each of the seven options to be developed.

• Residents then were asked to rank their top three priorities.

• Finally, they were asked to indicate whether they would like to see the available funding split across all three facilities, just two of the three, or all spent on the facility they perceived as being of highest priority.

Note: Please refer to Appendix II for the complete information sent to residents
Of the potential council funded facilities or developments, a multipurpose indoor space rated the most important, whilst a place for youth to hang out rated relatively less important.

Please indicate how important you feel it is that each of the facilities in the list below is developed in Churton Park

Respondents used a 10pt scale 1 = Least important; 10 = most important

A quarter of residents (25%) rated multipurpose indoor space 10 out of 10 on the scale

Older residents (60+) were more likely to rate meeting rooms 8-10 out of 10 (54% cf. 38%)
Seven in every ten residents had a multipurpose indoor space within their top three facilities; around half had meeting rooms, and four in ten had enhancement of playgrounds.

Please rank the three most important facilities.
Whilst a multipurpose space was consistently included in residents top three facilities, the following differences were identified....

**Three most important facilities**

- Multipurpose indoor space that could be used for physical activity or sports as well as other larger group activities: 72%
- Meeting rooms for interest groups or other groups in the community to use: 49%
- Creating new and/or enhancing existing children’s playgrounds: 42%
- A place for youth to hang out: 27%
- Creating new tracks and/or enhancing existing tracks for walking and biking: 36%
- Enhancing existing parks and reserves: 36%
- An outdoors all-weather surface for sports and other activities: 36%

Base: All Respondents (n=337)

**Older residents** were more likely to have meeting rooms in their top three (73% cf. 49%)

**Those aged 25-39 and those with children under 5** were more likely to have enhancement of new and/or existing playground in their top three (63% & 71%, respectively cf. 42%)

Those who are **not of Asian ethnicity** were more likely to have a place for youth to hang out in their top three (33% cf. 16% for those who are Asian).

Those who are of **European ethnicity** were more likely to have meeting rooms in their top three (56% cf. 40% for those who are not European).
The vast majority of residents wish for funds to be allocated across at least two of the three facilities they identified as being of higher priority.

Do you think the funding should be split across all three facilities, just two of the three, or should all the funding be spent on the most important facility?

- Funding split across all three: 52%
- Split across the two most important: 38%
- All allocated to the most important: 11%

Just over half (53%) of the 11% of residents who wanted all the funding allocated on their most important facility, ranked a multipurpose indoor space as their top priority.

Base: All Respondents (n=337)
Location of New Facilities
Question Areas

- Residents were given the following information to consider where they would like new facilities located:

“As mentioned in the background information, we have already asked some residents what facilities they felt the community wanted. Meeting spaces and a multi-purpose indoor space for sport or other larger group activities were among the facilities mentioned most. There are some options open to the Council in terms of where these facilities could be developed. If **meeting rooms** were to be provided for interest groups or other groups to meet or use, these could potentially be provided in conjunction with the new school, or at the planned commercial centre, or at a new facility on one of the existing parks or reserves.

What would be your preference? And what would be your second preference?”

And what about if a **multi-purpose indoor space** that could be used for physical activity or sports as well as other larger group activities was provided. What would be your preference for where this should be located? And what would be your second preference?

*Note: Please refer to Appendix II for the complete information sent to residents*
When considering meeting rooms, the majority would support them being located at the new commercial centre.

What would be your preference? And what would be your second preference [for location of meeting rooms]

First preference

- At the new commercial centre: 54%
- At the new school: 39%
- On one of the existing parks and reserves which park or reserve: 4%
- Somewhere else: 2%
- Don’t Know: 1%

Top two preferences

- At the new commercial centre: 88%
- At the new school: 75%
- On one of the existing parks and reserves which park or reserve: 22%
- Somewhere else: 9%
- Don’t Know: 6%

Base: All respondents (n=337)

The responses for other parks and reserves or somewhere else entirely were:
- Churton Park nfi (8%)
- Churton Park sports field sports ground (2%)
- Lakewood Ave park/reserve (1%)
- Current/old school (3%)
- Halswater Drive nfi (2%)
- Westchester/corner of Westchester Drive nfi (1%)
- Tennis courts/club (1%)
- By the Guardian First National Real Estate building (1%)

Note: nfi = no further information provided
When it comes to the location of a multipurpose indoor space, views are more polarised.

What would be your preference? And what would be your second preference [multipurpose indoor space location]

First preference

- At the new commercial centre: 35%
- At the new school: 41%
- On one of the existing parks and reserves which park or reserve: 18%
- Somewhere else: 5%
- Don't know: 1%

Top two preferences

- At the new commercial centre: 72%
- At the new school: 68%
- On one of the existing parks and reserves which park or reserve: 37%
- Somewhere else: 16%
- Don't know: 6%

The responses for other parks and reserves or somewhere else entirely were:
- Churton Park nfi (12%)
- Churton Park sports field sports ground (2%)
- Churton Park playground/play area (2%)
- Lakewood Ave park/reserve (1%)
- Current/old school (1%)
- Halswater Drive nfi (3%)
- Albeline Cres/one near Albeline Cres nfi (1%)
- Westchester/corner of Westchester Drive nfi (1%)
- Tennis courts/club (2%)
- By the Guardian First National Real Estate building (1%)

(remainder gave no further information)

Note: nfi = no further information provided

Base: All respondents (n=337)
Additional Comments
Question areas

• At the end of the follow up survey respondents were asked if they had any additional comments about community facilities in Churton Park.

Note: Please refer to Appendix II for the complete information sent to residents.
Just over half of those surveyed took the opportunity to provide additional comments about community facilities in Churton Park, a selection of these are displayed over the following pages

Improve bus services – 7%
“Better bus service to Wellington…”
“…more bus shelters…”
“Maybe a change in the bus route”
“…bus to go up and down more streets (not just the perimeter)
“Current bus route takes too long”
“Like to see all bus stops sheltered”
“…very crowded at peak times”
“… have an express bus. It takes too long to get into the city”
“…Shuttle bus service that goes to the stations coordinating with train timetable “

Café/coffee bar/restaurant – 7%
“…we need a local café or bar”
“More cafes and things like that… to build a community hub”
“…would like to see a café or restaurant”
“Perhaps a café at the commercial centre”
“I thought there was going to be a shopping centre or café”

Post office/letter box/ATM – 5%
“PostShop included in the commercial centre…”
“…New Zealand Post mail boxes in the streets from Westchester Drive north”
“More post boxes closer to Churton Park”

Parks/trees – 4%
“…more trees in the new area of Churton Park”
“…enhance the whole [park] area for people to walk or cycle around…”
“…the developers have insisted the streets have trees on them, to make them more attractive, so plant more trees”
“…parks and reserves should not be put at risk [from any of the developments]”
“I was expecting the money to go towards the playgrounds and the parks…”
“There need to be public toilets at the park which are open. Some drinking water fountains at the park…”

Facilities for teenagers – 4%
“…there really needs to be something for teenagers… like a bowling alley or skating rinks”
“Gym for youth”
“We need to make Churton Park good for the young people, put in facilities for the youth”
“Get a youth area for people over the age of 14, since there is nothing for us over that age”
“Need something to do, maybe a film studio, arts centre, somewhere to be creative”

Commercial centre – 3%
“…I would like to see the commercial centre go ahead”
“Fully support development of the commercial centre… the community needs something to support it”
“…get the commercial centre up and running…”
“Good to have most facilities in one place, preferably by the commercial centre”
“…looking forward to the new commercial space that is taking place”

Note: not all comments have been shown, only a selection of comments for common themes are shown (refer to Appendix III for all comments)
Roading – 3%
“...more safe road crossings, traffic lights…”
“...extending motorway road…”
“Speed bumps up Halswater Drive... roundabout or lights at Middleton Road and Halswater”
“...important to get the link road through”
“...improved access to and from the motorway”

Skate park – 3%
“Most residents have children or teenagers and need suitable places for them i.e. skate park…”
“Maybe something like a skateboard park or area”

Playground/play area – 3%
“Playground facilities for older children would be beneficial, for example more challenging climbing walls... basketball hoops, but not a skateboarding area”
“...playing surface should be incorporated into design of the new Amesbury Drive school”
“Another playground for younger children…”

Medical Centre – 3%
“A health centre with maybe not just doctors but facilities like massage therapists, and pediatricians…”
“Medical centre needed”

Small supermarket/superette/convenience store – 3%
“We don’t need a supermarket, more like a dairy or convenience store…”
“Be handy to have some local superette but not a large shopping centre…”

Shops/shopping centre/shopping mall – 3%
“Could have more shops, cafes around the area”
“I would be keen for a mini shopping area with about six shops…”

Place to meet/drop in centre/hub – 3%
“First of all I agree that there is no feeling of community in Churton Park because there is no hub…”
“...what is needed is a facility for casual activities for people that want to catch up and socialise without having to be part of an organised meeting or organised sporting facility”
“There isn’t currently a hub for the community at Churton Park and it is extremely important to create this”

Community centre – 3%
“...needs to have good kitchen facilities... saw it as a location, as a place for people to hire out and want morning tea and lunches…”
“The community centre would greatly benefit but the parks and reserves shouldn’t be put at risk at all”

Note: not all comments have been shown, only a selection of comments for common themes are shown (refer to Appendix III for all comments)
Values for Churton Park
Question areas

- While carrying out the qualitative research, it was clear that residents feel passionately about the suburb and the values they want to preserve in the face of any future development.

- This final section presents a summary of the findings of the qualitative stage.

- It also presents the findings from the quantitative stage where we asked residents to indicate how important each of a number of values was to them.

Note: Please refer to Appendix II for the complete information sent to residents
"A little bit of heaven"

- Residents speak highly of the community and environment at Churton Park
- All groups see the Churton Park community as friendly and helpful, sharing values of family togetherness, education, achievement and respect for property and other people:

  "There is no supermarket, no shops nothing, so I think you feel like all the people there are looking for the same things, because if you’re into going out you wouldn’t live in Churton Park. I think people in Churton Park have the same objective … leading the same kind of life, trying to get ahead, take care of each other"  (Daily Commuter)

- Churton Park is described consistently as safe, quiet and peaceful, a place where people look out for one another, and young people feel safe to walk home at night
- There was a sense of racial harmony, with Asian residents saying they feel included and part of the community, although language is a substantial barrier.
People value much that is there already, although Churton Park lacks a real sense of centre...

• Parents and Daily Commuters see the school as the focal point of the community and value the events and activities held there as a chance to get together with other parents and entertain the children.

• Young people see Churton Park grounds as the central place:

“*We use Churton Park Park a lot, it's like a centre of Churton Park, you always end up in Churton Park Park. During the day and after school you see a lot of little kids but at night people our age are there. You can play spotlight and that kind of thing*” (Youth)

• The Indian and Chinese groups comment on the lack of a sense of physical centre for their communities.

• The Karori (especially Marsden Village) and Newlands areas are held up as good examples of community facilities.
.. residents would rather have nothing than jeopardise their peaceful and friendly neighbourhoods

- There have been a few incidents of vandalism and speeding:

  “There are boy racers. We get car crashes in the street. Quite a few. So yeah you would feel quite safe but we just got real busy and it’s got dangerous in the weekends, it’s grown mainly in the last year, it’s from all the growth of the new houses” (Daily Commuter)

- But, overall, people feel they have something special in Churton Park

- People want to protect this – hence they are looking for small scale solutions to community needs

- All groups spontaneously commented that they did not want any facilities that would attract “trouble” or bring large numbers of outsiders into Churton Park e.g. large parking lots, liquor stores.
Johnsonville meets many needs but having to travel there for everything creates stress, adds cost

• People appreciate the Johnsonville facilities and do not complain about having to make the odd trip or two:

“It’s easy if you are driving, not that easy if you take the bus” (Daily Commuter)

“It depends where you live, I classify Johnsonville as local. I just pop down to the shops or something, walk or drive. 6 minutes not very long whereas Jo here takes 20 minutes...I think 5-10 minutes makes something feel local” (Daily Commuter)

• The problem is that they have to travel out of Churton Park for “nearly everything” limiting the sense of community for some:

“It’s not a community, it’s a neighbourhood really because there is no real physical centre and everything is outside” (Daily Commuter)

• Having to go outside chews into family time, creates stress and is costly.
The majority of residents believed all of the values were important to Churton Park; safety being number one, and cultural diversity relatively less important. However, ratings of cultural diversity were significantly higher among Asian residents.

Asian residents were more likely to rate cultural diversity 8-10 on the 10 pt scale (60% cf. 34% for those not of Asian ethnicity).
Appendix I – Stage one: Qualitative research theme gathering to inform stage two quantitative research
Research Objective and Method

• Research Objective
  – Understand what the Churton Park community sees as the best way to invest the funds that have been allocated to the development of community facilities in Churton Park

• Research Method
  – Qualitative research - face to face focus groups
  – Interpreters were used for the Hindi, Mandarin and Cantonese groups
  – Participants were sent a small amount of information to read in advance of attending the group (the background and context outlined in the appendix)
  – The groups were held locally either in the Johnsonville Community Centre or at a private home in Churton Park
  – A koha of $30 cash was given as a thank you for attendance
  – A representative from the WCC attended groups where possible.
Research Sample

- 7 focus groups of up to 1.5 to 2 hours each
  - Each group comprised of 4 to 7 people
  - All participants were Churton Park residents
  - Groups included a mix of men and women

- The focus groups covered the following demographics:
  1. Young people aged between 16 and 20 (culturally mixed, 4 people)
  2. Parents or caregivers at home during the day (NZ European – 7 people)
  3. Daily commuters – a range of residents who commuted out of the suburb for work (culturally mixed – 7 people)
  4. Indian - Hindi speaking residents over 55 (4 people)
  5. Indian - Hindi speaking residents over 45 (3 people)
  6. Chinese - Cantonese speaking residents over 55 (5 people)
  7. Chinese - Mandarin speaking residents over 55 (4 people)

- Participants were contacted using professional recruitment agencies and local networks
- A total of 34 Churton Park residents took part in this qualitative research.
Agenda

• Context
  – A strong and appreciative community
• Overall themes
  – Commonality around needs and perceived benefits
• Digging deeper
  – Specific needs – variations on common themes
• Summary
  – Core themes for the Stage Two quantitative research
• Appendix
  – Information sent to participants to think about before attending group
Context
- a strong and appreciative community
“A little bit of heaven”

- Residents speak highly of the community and environment at Churton Park
- All groups see the Churton Park community as friendly and helpful, sharing values of family togetherness, education, achievement and respect for property and other people:

  “There is no supermarket, no shops nothing, so I think you feel like all the people there are looking for the same things, because if you're into going out you wouldn't live in Churton Park. I think people in Churton Park have the same objective … leading the same kind of life, trying to get ahead, take care of each other” (Daily Commuter)

- Churton Park is described consistently as safe, quiet and peaceful, a place where people look out for one another, and young people feel safe to walk home at night
- There was a sense of racial harmony, with Asian residents saying they feel included and part of the community, although language is a substantial barrier.
“We like the wide streets, it is safe and friendly, people help each other, this is a simple life, more relaxed than at home” (Chinese)

“I like Churton Park because it’s a quiet community. It’s a really good place to grow up in. It’s really safe. You can walk around at 12 at night and you feel totally fine” (Youth)

“I like it because it’s a peaceful place and very quiet, that’s what I like. I like the fact that it is very close to the city, 20 minutes you can be there - for us it’s a perfect place.. It’s very settled, people stay in the area. Pretty good values. The school’s good. It is used for advanced learning and trials by Ministry of Ed so there is a lot of good stuff that goes through there” (Daily Commuter)

“We live in a cul-de-sac and we had a Christmas cul-de-sac party at the end of the year. It’s nice because everybody in the street has young kids, and people kind of know each other and know that if you are away for the day or night, they keep an eye on things” (Daily Commuter)

“I like the variety if you want to go for a walk. You have got the park and the reserve and I think it is a nice little place to have a wander around. Good dog walking as well’ (Parent)
People value much that is there already, although Churton Park lacks a real sense of centre...

- Parents and Daily Commuters see the school as the focal point of the community and value the events and activities held there as a chance to get together with other parents and entertain the children.

- Young people see Churton Park grounds as the central place:

  "We use Churton Park Park a lot, it's like a centre of Churton Park, you always end up in Churton Park Park. During the day and after school you see a lot of little kids but at night people our age are there. You can play spotlight and that kind of thing" (Youth)

- The Indian and Chinese groups comment on the lack of a sense of physical centre for their communities.

- The Karori (especially Marsden Village) and Newlands areas are held up as good examples of community facilities.
.. residents would rather have nothing than jeopardise their peaceful and friendly neighbourhoods

• There have been a few incidents of vandalism and speeding:

“There are boy racers. We get car crashes in the street. Quite a few. So yeah you would feel quite safe but we just got real busy and it’s got dangerous in the weekends, it’s grown mainly in the last year, it’s from all the growth of the new houses” (Daily Commuter)

• But, overall, people feel they have something special in Churton Park

• People want to protect this – hence they are looking for small scale solutions to community needs

• All groups spontaneously commented that they did not want any facilities that would attract “trouble” or bring large numbers of outsiders into Churton Park e.g. large parking lots, liquor stores.
“We don’t need to compete with J’ville. We don’t want too much stuff because for me personally I like Churton Park as a neighbourhood, you can tell it’s a really nice community. It doesn’t need to get a pool and everything, we just want a little café where everyone can hang out, a couple of shops, like Marsden Village. It’s a real centre point. It’s not trying to be too big. Once you start putting in like big huge malls and everything it’s not going to be Churton Park any more. It’s going to be like J’ville being extended” (Youth)

“We do not want a supermarket, it may be more convenient but if it attracts more people it will make it unsafe, we prefer the peace and quiet rather than convenience” (Chinese)
Johnsonville meets many needs but having to travel there for everything creates stress, adds cost

• People appreciate the Johnsonville facilities and do not complain about having to make the odd trip or two:

“It’s easy if you are driving, not that easy if you take the bus” (Daily Commuter)

“It depends where you live, I classify Johnsonville as local. I just pop down to the shops or something, walk or drive. 6 minutes not very long whereas Jo here takes 20 minutes...I think 5-10 minutes makes something feel local” (Daily Commuter)

• The problem is that they have to travel out of Churton Park for “nearly everything” limiting the sense of community for some:

“It’s not a community, it’s a neighbourhood really because there is no real physical centre and everything is outside” (Daily Commuter)

• Having to go outside chews into family time, creates stress and is costly.
“I would like to not have to go out of Churton Park for everything but at the moment I go out for everything. I mean my kids don’t even go to school in the suburb so there is not a day goes by when I don’t have to get my car out and go out, which is a real pain” (Parent)

“I don’t think people want it to be big stuff because that will have a detrimental effect on people’s sense of quiet, peace and space and traffic and all that stuff. But there’s lots of little things that can actually make it a more self contained area” (Parent)
Services – “a long time coming’ – too long for some people

• Many families have come to Churton Park on the strength of ‘facilities coming’ but some are thinking of moving because of the lack of progress:

“Some of us have lived there 30 years and pay rates for 30 years and they have still not got any services despite being promised. I would be pretty peeved because our rates aren’t cheap and I know two people already who have just up and left because of the waiting” (Parent)

“Other suburbs that are similar to Churton Park like Khandallah, Ngaio have all got somewhere where people can go and meet and all the rest of it. You just feel like Churton Park’s being left behind from that perspective” (Parent)

“I must admit I keep my eye on the paper every week for Khandallah and Ngaio … if something came up there where I could have access to the sort of facilities we’re talking about I would be tempted to leave. Because that is the thing that is frustrating, we need these things now” (Parent)
Overall themes
- commonality around needs and perceived benefits
A community aware of costs and implications

• A core theme from participants was to make best use of what is already in Churton Park and avoid incurring extra ongoing costs:

“In the whole scheme of things it is not really a huge amount of money. It’s not like the millions, so you know it is not going to build much. That is just one house in Churton Park” (Parent)

• People want the council to upgrade or improve existing facilities like parks, playgrounds and walking tracks:

“We want things that are relatively low cost and immediate” (Parent)

• And they are keen to leverage new facilities like the new school (potential for a multi purpose sports hall) or rooms that the community could use or be included as in the proposed bar/ restaurant in the commercial centre.
The core themes centre around the desire to enhance relationships – family, friends, neighbours.

- Make life easier
  - Basic services: e.g. shops, medical, PO

- Make life more enjoyable
  - Facilitate sport & recreation opportunities e.g. Multipurpose hall, upgrade parks, walkways

- Make life more connected
  - Facilitate places to meet e.g. Picnics in parks, cafes, community rooms

"Identity & self sufficiency"
Three core themes expressed in subtly different ways

1. Make life easier (especially parents and commuters):
   - E.g. Basic services: small supermarket, medical centre, pharmacy, restaurant, cafe, Post Office, DVD shop, takeaway shop
   - E.g. Occasional seating in streets for elderly to rest during walks, better bus routes, frequency and bus shelter
   - More child care, preschool options

2. Make life more enjoyable (all):
   - Facilitate sports, recreation and community hobby / learning activities
     - E.g. A multi purpose hall at the new school, upgrade parks, play areas with picnic zones, a part time community organiser to arrange hobby, ESOL, learning classes or outings for the elderly

3. Make life more connected (especially Indian and Chinese elderly and all young people):
   - Provide places to meet
     - E.g. Picnic / seating areas in parks, cafes, community rooms / centre.
## Overview of primary needs as expressed by each group

<table>
<thead>
<tr>
<th>Group</th>
<th>Context</th>
<th>Primary needs</th>
</tr>
</thead>
</table>
| Parents   | Busy, tired, stressed, having to take children to several different places in Johnsonville after school | Basic services  
Places for sport and recreation activities during week days |
| Commuters | Resent time wasted in weekends, after school having to travel out of Churton Park for basics, etc | Basic services  
Better bus routes  
More childcare facilities  
Places for sport and recreation activities in weekends /evenings |
| Youth     | Nowhere to meet up with each other                                       | Basic services  
Places to meet and hang out |
| Indian    | Nowhere to meet and interact with English speakers  
Nowhere for large scale celebrations such as weddings and festivals | Basic services  
Places to meet for the elderly  
Places to hold celebrations |
| Chinese   | Nowhere to meet each other and / or interact with English speakers       | Basic services  
Places to meet for the elderly |
Increased facilities would bring many benefits, and a stronger sense of identify, well being and self sufficiency

- People clearly see the benefits that enhanced services would bring to the community:

  “If we go for these things, it’s convenience, access, usage, but I think you would actually grow probably a stronger community, a proper community, grow from lots of small neighbourhoods to a connected community” (Parent)

  “We’d walk more because you would have a purpose, a destination to walk to, it’s for health, well being” (Chinese)

  “It is creating an identity really, all of a sudden you can see life in Churton Park - it will become a suburb with an identity in its own right, it will give you what you need, making the suburb self-sufficient” (Parent)
“Ultimately then other people are going to actually want to move into the area and then your house price is going to go up and you know it is just going to add that value” (Parent)

“It would give us a sense of pride as well. I think it would make the community proud of itself. People genuinely care about Churton Park which is why they are here and are quite impassioned by it. And you don’t want to lose it” (Parent)
Digging deeper
- specific needs, variations on common themes
Parents want to reduce the stress and cost of constant travel to Johnsonville

- Parents typically have good social networks with others at home because of shared needs around child care
- However, having to go out of the area for all basic services, chores and afterschool activities demands strong organisation skills and patience
- Parents feel the lack of local facilities most keenly because they are constantly juggling young children, cars and traffic:

  “You get in the car in the morning and you are like right - I need to do this, I need to do that, don’t forget - because I really don’t want to have to get back in the car. You have got to be really organised. You have got to write a list. I have everything on my car seat next to me, like banking, library and it is sitting there. Because you don’t want to have to come back in because you have forgotten to do something”
“My husband works long hours, he is in town, he hardly ever has any time with his family and in the weekends if we could do things like this that are closer then we have more family time together”

“At the moment if you go to J’ville for like a 45 minute dance class you have got to sit and wait because there is no point driving 20 minutes back home to go 20 minutes back, it takes so much out of your day every day”

“I do loads of afterschool activities. They are all around the place and that takes up so much, I used to hear people say they are taxi drivers when they are mums but now I really understand that because you can’t walk anywhere and we don’t even go to the local school so we are in the car all the time”
## Parents – help us make more of everyday

<table>
<thead>
<tr>
<th>Context and issues</th>
<th>Suggestions</th>
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</thead>
</table>
| Busy, time poor, financially stretched, juggling and multitasking – travelling to J’ville for basic groceries, afterschool activities places pressure on families | • Provide basic services: supermarket, cafe, doctors, dentist, ATM machine, post office or post box, DVD hire, pharmacy, bar/restaurant, hairdressers  
• Would also create part time employment opportunities for youth and parents at home |
| Need more opportunities to meet with friends, make connections – school the main focus but places to meet and do things during schools hours wanted | • Upgrade parks  
  • Tennis courts - BBQ stands, toilets, picnic tables, more rubbish bins  
  • Reserve – more play equipment, swing, slide, make stream safe, build bridge, picnic area  
  • Churton Park Park – sail / shade cloth, open shelter (current changing rooms always locked, parking, planting  
  • Upgrade walkways, link them together |
Parents – help us make more of everyday

<table>
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<tr>
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| Need more opportunities to meet with friends, make connections – school the main focus but places to meet and do things during schools hours wanted (continued) | • Provide indoor recreation opportunity and place to meet /play such as:  
  • Multipurpose hall at new school for afterschool activities, social sports, rock climbing wall  
  • INCLUDE a stage where performances could take place, a commercial kitchen and two smaller rooms for community meetings OR could have two community rooms at commercial centre for things like toddlers’ playgroup, music and movement, Plunket, anti-natal classes |
## Parents – help us make more of everyday

<table>
<thead>
<tr>
<th>Context and issues</th>
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</thead>
<tbody>
<tr>
<td>Help create more childcare options</td>
<td>• Community crèche and playground for little children, toy library</td>
</tr>
<tr>
<td>Other</td>
<td>• Dog areas – rubbish bins for dog poo</td>
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<td></td>
<td>• Upgrade bus shelters – more and better</td>
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<td></td>
<td>• More pedestrian crossings for children e.g. Halswater Drive</td>
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<td></td>
<td>• A recycling station for clothes, plastics and glass etc</td>
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<td></td>
<td>• One person wanted a small community library with Cafe</td>
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“I quite enjoy netball, it’s a thing I haven’t done it since I have been in Churton Park just from a convenience factor, but I have always enjoyed sort of a quick game of indoor netball in the evenings. But actually you have to go 15 minutes to go to get to it - makes it a bit unattainable really whereas if it was just down the road you could zip down there and be done and dusted in 45 minutes you know”

“I mean just the same like indoor recreation or even outdoor recreation facilities you know I just think adolescents come through in the next 5, 10, 15 years. You know the tennis club is great but you have to pay to be a member to use those courts. What about a basketball court, indoor netball, indoor cricket, badminton, a sports hall if the school had a big enough hall”

“We don’t need spaces specially built. I mean school halls can be used in the weekends”

“I envisaged that there would be something like that attached to a New World that’s meant to happen. Like down in that central area like because that is quite a big site. I thought they were going to have housing around it but I would rather have the shops and the community thing down there like for those sorts of things”
“We have just got this sports ground and Churton Park Park just down the road from us and you know during the winter you see these little kids and they are freezing and there is no like sort of clubroom facility there. You know there is no shelter. It is a really exposed little place that park”

“In summer time it gets so hot there. Can we please have like a sail over it or some trees just to break the wind on colder days because the parents are all saying the same thing?”

“It is a great little children’s playground and there is a couple of little dingy toilets and changing rooms which are always locked”

“The reserve is also a great little space I would like to see that developed a bit more. had like a swing and a slide down there You go down to the tennis courts and there are a couple of lovely little bridges down there that the children can walk over and look at the stream. I mean if they had something like that at the reserve as well. But it would just be really nice to see that developed”
“Maybe in the community or the sport centre you could have like youth club with table tennis and that sort of thing because there are a lot of teenagers, there is already a lot of teenagers and they probably all go outside of Churton Park on a Friday or Saturday. Maybe you could have like a youth club on a Friday or Saturday night and like pool and stuff”

“That John Walker park is actually quite nice. You get awesome views from the park, from the play area but there is just nothing out there to really go for but there is actually a nice walk if you go through the school and you can take the kids and they can ride their bikes all the way up and down and the path is quite nice and flows. I just think it is a beautiful place to sit and look on a nice day at the view and everything but it is just that the facilities there are rubbish”

“You know with the school and stuff up here, having a café where people could work, at the school working there, so you can actually go to the supermarket and they pick up their food and their milk up on the way home and they you know it has this roll on effect doesn’t it”

“You can just see if all of that happened your life would transform, you would just take a big sigh of relief”
The daily commuters group want to claw some time back with families

- Commuters are similar to parents in that they resent time travelling in and out of the suburb because it is time away from family
- Evenings and weekends are particularly precious when commuters loathe having to retrace their daily commuting routes
- Commuters are looking for easier transport and more childcare options and things to do locally with the family.
### Daily commuters – every minute at home counts

<table>
<thead>
<tr>
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| Busy, tired, resent having to leave Churton Park in evenings and weekends for basics – want to be spending that time with family | • Provide basic services:  
   • Supermarket, cafe, doctor, dentist, money machine, post office or post box, DVD hire, bar/restaurant where community can use rooms for meetings, small cinema  
   • Provide indoor recreation opportunity and place to meet / play |
| Always looking for ways to make travelling easier, quicker                          | • Keep an eye on making transport run smoother:  
   • More buses at peak times, less circuitous – better planned routes  
   • More and better bus shelters with real time bus timetables  
   • Better speed control in area – speed humps / speed signs (like Milton road)  
   • Create hitch hiker points / carpooling points |
| Leaving children while at work hard at the best of times but more options needed    | • Childcare:  
   • Community crèche, preschool opportunities, after school care public and private – kindy, playcentre, Plunket |
## Daily commuters – every minute at home counts

<table>
<thead>
<tr>
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</table>
| Looking for local activities for quality family time | • Enhance what’s there already:  
  • BBQ’s in parks, children's bike track, connect the walking tracks, e.g. hill tracks to look out  
  • Better planting in streets in newer areas  
  • Cut back overgrowth in some areas especially around bus stops, park walkways  
  • Brighter lighting in some of the walkway / park / bus stop areas  
  • Place for teens to hang out  
  • Older kids ‘playground - Skate park, climbing wall, flying fox  
  • Provide all-weather sports e.g. better drainage in Churton Park Park or Astroturf at the park  

• Multi-purpose hall at new school:  
  • Squash courts, indoor games, separate access for community use and needs to be able to be used while school going on (like Newlands situation). |
“Buses are a bit limited. Especially the one that goes all the way around through Churton Park when all you want to do is get to Johnsonville, that’s a pain in the butt”

“The big thing for me is public transport. Where I live I catch the bus and then do a ½ hour tiki tour around Churton Park before getting into Johnsonville and then on to the motorway and then into town, so it’s a waste of time. It’s quicker for me to cycle into the city than to catch the bus. So consequently I don’t catch the bus. There has to be some alternative or better planned out route so I don’t need to waste time and money going all around Churton Park community every morning if I choose to catch the bus”

“Just the boy racer issue things like chicanes or humps to slow speed down, that would be great”

“For me from a personal perspective we need a better bus service at peak times and the bus shelters. I would really love to have those real time bus timetables that actually tell you when the bus is going to come not when they might come or should come”
“I don’t know what’s in the Newlands hall but if there was smaller things too that the kids could use at night for clubs or scouts or whatever, and the oldies could use it for a meeting room sort of thing. That type of thing. Not just a big room, just some small ones as well. Again multi-functional. I think it would encourage usage, there are lots of different groups and ethnicities within the community so I think you would find that people would use it and they would come together because they had the space and availability to be able to organise regular meetings, events, social things or whatever it is”

“There is no childcare place really apart from the little school and that’s got a huge waiting list, after school care, the school has a waiting list”

“Access to the school fields like decent fields, astroturf would be awesome and then a gymnasium because I don’t think there is anything close enough or too small so you might as well make something decent enough that the community can use as well as the school so we don’t have to travel out”
“Some sort of multi-purpose facility you can use for indoor stuff. Cater for all sorts of things you know. Full size indoor basketball court, use it for badminton and all that sort of stuff, it becomes more than just a school hall. Everyone seems to want the same … there is just so many people wanting to use the hall. Plus the current grounds, like in the winter our kids play soccer and it can get quite boggy down there. You know there is 3 fields and one of them slopes down and another one gets boggy so it would be good to get that sorted out”

“I thought would make it a little fun in the environment is like BBQs in the parks, plus a more kiddy orientated bike track, a circular track, jumps, stop signs”

“I’d like to see connection with the walking tracks, because you can walk to Mt Kaukau from Churton Park but not many people know it. We’ve got plenty of hills around so why can’t we build a track to the lookout or something like that, would get huge use, the number of people who are out walking, even nights and weekends. Massive amount of use”
“So when you are at home at the weekend you can just take the kids on their bikes and cycle on the path to the bike park, do a couple of laps, go play on the flying fox. It means you don’t have to jump in the car and be reminded of work because you do so much of that Monday – Friday, it would be nice to do something within the neighbourhood that is on our doorstep”

“If during the weekend you can stay in Churton Park and do cycling but not having to drive too much it would be good to stay and not have to go to Tawa”

“You are often time poor so by having it all self contained, where you don’t have to jump in the car, if you could just go out and do it and you are back in ½ hour or whatever it is, rather than having to drive ½ hour each way”
The Youth group desperately want places to meet and chill

- The conversation with the youth group was primarily around creating places to meet each other and hang out
- All other considerations are important but secondary
- Suggestions centered around places that have easy access, would be safe, and cheap such as:
  - a separated ‘picnic’ seating area in Churton Park
  - a library drop-in area similar to the Karori Library set up – fish and chips, couches
  - an outdoor / indoor café at the commercial centre
  - a dedicated ‘youth centre’ i.e. a place to meet, do art, listen to music
## Youth – want more things to do

<table>
<thead>
<tr>
<th>Context and issues</th>
<th>Suggestions</th>
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</table>
| Need places to hang out / be with friends | • Places like Karori Library – couches, can take in fish and chips, safe, comfortable, easy access e.g. Cafe / dairy  
• Areas in parks with BBQ / picnic areas with good seating / lighting  
• A designated youth area...i.e. easy access rooms for pool, music, art, chilling out |
| Need somewhere to grab a bite, walk to with friends especially if without transport | • Want basic services: cafe, dairy, bakery, DVD’s takeaways  
• Would also provide opportunities for part time work. |
Youth – want more things to do

<table>
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<tr>
<th>Context and issues</th>
<th>Suggestions</th>
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<tbody>
<tr>
<td>Need places to do things</td>
<td>Upgrade what’s there already:</td>
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<tr>
<td></td>
<td>• Tennis courts, reserve area (better lighting, seating, walkways) – areas to have music gigs in parks, outdoor movies, community events</td>
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<tr>
<td></td>
<td>• Burbank Park needs ‘fixing’ - lots of space never used – could be better used</td>
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<td>• Churton Park Park– better lighting, seating, picnic areas, better outdoor sports set up; e.g. having cricket pitch in middle of soccer field dangerous</td>
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<td>• Mountain-bike track up by the dam</td>
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<td>• Multipurpose centre like Newlands Community Gym – would want to play on school sports fields in weekends, like terraces / benches where people can watch the games being played</td>
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<td></td>
<td>• HOWEVER the youth group were not keen on a youth centre being at the school – they want a sense of independence.</td>
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</table>
“Churton Park isn’t much of a centre. You just live there. Just houses and then if you want
to do something you go to Johnsonville or town. There’s nothing to do. The most we do
is go to the park and play on the swings or play games like cricket on the field or
whatever”

“You know all your neighbours, you know most of the people in your area and a lot of
people like friends from school and nothing bad ever happens in Churton Park”

“There is actually nothing in Churton Park where you could do work, no place to do part
time work”

“I reckon a library. I think Churton Park if it was more like Karori it would be better. There are people our age
meet in town there are job opportunities for people our age, there’s a library there. Everyone meets at the
library. A library would be pretty sweet I reckon. Would be so popular with people our age and like 12 to
our age, and onwards. And it gets people off the streets of J’Ville. I reckon J’Ville gets a little bit rough at
night. I’d much rather be in Churton Park for safety versus Johnsonville”

“Like at Newlands Mall they have the Glad Cafe, and people go there, after school everyone just goes there,
because they also have like a seating area”
“Churton Park - the cricket pitch in the middle of it, there’s no posts or anything, that’s a problem. I used to play soccer on that field in the winter and falling on that pitch the cricket pitch in the middle, really hurts”

“If there was something like that would bring the community together like facilities where you can learn music or art, and have designated areas for different stuff that would be good. It would be cool like that kind of thing included in the school. In afterschool care for everyone, where anyone can rock up there and play table tennis, use the facilities, leisure stuff but not for everyone man, you don’t want like our parents down there if there is leisure activities for our age to do”

“You need to have separate rooms, game room, café, another room for art, study room, separate. But like studios and stuff so you can have music dance studio, like a room with a mirror, stereo”
“A place for teens just to chill, library maybe also a café or a place where you just chill. A café like Enigma in town just by Reading Cinema that other café, its got outdoor seating area, it doesn’t any more but it used to have the walls with graffiti and stuff on there and it was really cool, Real youth base kind of place, real edgy”

“The tennis courts, the reserve there I think that’s really cool. That kind of thing is cool. Before the development in Churton Park there were more areas where you could kind of just go off the road a bit and there were bush lands I reckon because it’s just kind of like a walkway kind of a thing, so if you maybe add more, I know there are a couple of benches already but if you made an actual seating area, like a little fountain or something”

“Burbank Park it’s like a really crap park with like a pole and a slide. Either like get rid of the playground altogether or add something to it and make it better because it’s just useless”
The Indian groups want a place to celebrate and places to meet

- The Indian residents were interested in things that would help pull the Indian community together and strengthen cultural ties
- Creating places for elders to meet and socialise locally was important, as was enhancing local facilities to entertain the grandchildren
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<th>Context and issues</th>
<th>Suggestions</th>
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<tr>
<td>Food, celebrations and festivals play a large role in nurturing ties within the extended family networks</td>
<td>• Large hall with commercial kitchen, stage and sound system – can stage dances, show Bollywood films</td>
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<td>Grandparents typically live with the family and take care of much of the cooking, helping out with the younger grandchildren, walking them to school, taking them to the park after school</td>
<td>• Upgrade parks – shelter, picnic areas, seating, pleasant flowers, planting, better children’s play areas, fountain • Small swimming pool • Better drainage in parks esp. Churton Park</td>
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<tr>
<td>Limited English and lack of meeting places for elders inhibits their ability to interact with the wider community – this can create some sense of isolation and loneliness, although Indian families are very home oriented</td>
<td>• Places where people can meet – cafe, small library, community rooms - to learn e.g. English, cooking classes, intro to Sanskrit</td>
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<tr>
<td>Hard for elders, and women especially, who do not drive</td>
<td>• Need basic services locally: medical centre, supermarket, post office</td>
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## Indian groups – we want to celebrate and connect

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<th>Context and issues</th>
<th>Suggestions</th>
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<tr>
<td>Do not engage in aggressive outdoor sports as much as Kiwis but believe in healthy mind, body and soul</td>
<td>• Would like to use old or new school hall for badminton, indoor bowling</td>
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<tr>
<td>Walking for fitness and enjoyment important pastime for elders</td>
<td>• Park benches on every few streets where people can rest and meet</td>
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<td></td>
<td>• Better street lighting in places like Halswater Drive</td>
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<tr>
<td>Careful with resources</td>
<td>• Collection point for recycling - clothing, plastics, glass</td>
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<td>Little for teenagers to do</td>
<td>• Build skateboard park, asphalt pathways for rollerblading</td>
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</table>
“It’s a quiet area, we feel apprehensive that they will introduce something on a big scale”

“It would make a big difference to have somewhere to go and meet people, you can be lonely during the day, if you had somewhere to go close by, the parks, benches on the streets”

“We tend to stay focused on the home but it would be nice if there was somewhere for our people to go and see other people, some way that they can go for a walk, read the paper, have a chat and walk home again”

“Food, dance, song are important to our community, we have nowhere to celebrate”

“Indian celebrations are big, everyone is involved, we need a really good sized hall”
The Chinese groups are concerned about the isolation of their elders

- Limited English language is a concern for older Chinese residents and newcomers.
- Elders can be isolated from the wider community and often have trouble communicating with their grandchildren who quickly pick up English at school.
- The Chinese residents are keen to provide opportunities for elders to socialise.
- The Chinese place a high value on education, opportunities to learn in a community atmosphere: ESOL classes, crafts, cooking, current affairs, ‘Kiwi culture survival skills’ would be appreciated.
- Chinese residents would also value places for recreational activities like badminton, table tennis, Tai Chi.
## Chinese groups – we need places to meet and learn

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<th>Context and issues</th>
<th>Suggestions</th>
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| Lack of English skills and understanding of NZ culture can create loneliness and sadness especially. When grandparents are unable to speak to their grandchildren in English | • A strong need for a multi cultural centre or community rooms / meeting places, library where people can interact with the wider community, learn and reconnect with their own culture  
• People would like to have a part-time community organiser who could arrange group outings, events etc |
| Like the Indian community, much time is spent by grandparents supporting the family and home life while grandchildren are young | • Upgrade the parks with play areas, shade or shelter, picnic areas and seating  
• Use of school pool and library |
| Elders or people with limited English would feel more comfortable shopping locally | • Basic services would be appreciated: Asian food market, cafe, ATM, dairy, chemist, doctors, DVD hire |
## Chinese groups – we need places to meet and learn

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<th>Context and issues</th>
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</table>
| Education is highly valued  | • Desire for private school options in Churton Park, more kindergartens, preschool opportunities  
                                 • Facilitate a small library service – grandparents like to take their children there to read and learn – could use school library for this purpose |
| Continued safety a concern | • Ensure adequate lighting especially in the older areas where some streets are very dim  
                                 • Some surveillance cameras on strategic street corners |
| Need to make travel / transport easier | • A bus or train to Porirua  
                                 • Better bus shelters  
                                 • Extended bus routes in new areas |
### Chinese groups – we need places to meet and learn

<table>
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<th>Context and issues</th>
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| Places to exercise and learn Grandparents enjoy walking but find it hard because of the hills | • Would like to make use of school hall for table tennis, line dancing, badminton, seminars /educational talks learning English  
• Create benches for elders to rest on in every few streets  
• Use parks to cater for needs of elders not just children; e.g. place exercise equipment in parks (Parks in Asian countries often have communal exercise equipment specifically aimed at exercise for the elderly) |
| Things that make the community feel at home | • Asian food market, farmers market for fresh fruit and vegetables |
“We like the Johnsonville Community Centre, we all used to go to the sessions in English, flower arranging, gardening and Kiwi Seniors, these things are very important to learn English”

“If we had somewhere to go in Churton Park we could do line dancing or Tai chi in the park, this would encourage people to get out and join in”

“There are many older Chinese who are struggling in terms of understanding and interacting with Kiwi culture, this can be very isolating and lonely. We need a ‘basic survival course’ but at the same time we need a place we can go to be with other Chinese speakers, to be able to relax and feel at home”

“Churton Park people are friendly, polite, things are peaceful but if you don’t drive you are lost because of the distance to Johnsonville, not having a doctors’ or medical centre is a great worry at times”

“Anything (activities) around here are tied up with the school which is ok when you have children but for the grandparents during the day or when the children are at high school there is nowhere to gather to talk. It is very lonely, they are isolated, they need somewhere to help them integrate and socialise especially for the newcomers who have no English and don’t know anyone or how things work”
Summary – core themes for the Stage
Two quantitative research

- Make life more enjoyable
- Make life easier
- “Identity & self sufficiency”
- Make life more connected
Discussion

• People value the atmosphere in Churton Park and want to protect it

• They are looking for immediate and small scale solutions that enhance what’s there already to enable a stronger, more self-sufficient community

• There are community-orientated things happening in Churton Park but there seems to be no sense of central focus i.e. community notices:

“It sounds like there are a few activities that are happening in Churton Park at the moment that even people that have lived here for quite some time don’t know about. So someone to pull those things together and as they get more services and they increase some of that can be pulled all together and publicise and sort of create that community participation” (Parent)
Discussion

• People want a multisports hall and/or community rooms/ community centre, but some concerns were raised around:
  – Access – if at the school who has priority use? Would there be separate community access?
  – Location - is it best as a stand-alone? At the school? At the commercial centre?

• People were unable to agree on a solution.
“If you were going to build a multi-purpose thing, it’s got to be not for sole school use only. It needs to be able to be used whilst school is going on for other activities and therefore you have access for people for whatever use can be done at any time and not solely just restricted before/after school or weekends” (Daily Commuter)

“Maybe you need something with separate access inside, car-parking and it’s just for community use and not solely school” (Daily Commuter)

“We’d want something like a community venue but if you had a community centre like here (Johnsonville) would it be sitting empty whereas the school is always used” (Indian)

“Maybe the commercial site should be the heart of the community centre as the commercial zone is a bit more central, help people living here instead of going to the school. Keep the multi-function purpose and sports and indoor sports separate. We need something more” (Daily Commuter)
Summary - core themes from the qualitative research

1. Provide basic services: supermarket, medical, cafe, DVD rental etc
2. Upgrade what currently exists:
   - Parks and reserves
     - Better play equipment for small and older children (flying fox, rock climbing wall)
     - Shade / shelter
     - Picnic areas, seating, BBQ stands, attractive planting
     - Outdoor exercise equipment (Chinese especially)
     - Areas for social soccer, rollerblading, scooter / bike use
     - Better drainage of the playing fields
   - Walking areas
     - Create / link up walkways
     - Provide seating for elders on streets (Indian and Chinese)
   - Bus route
     - Better routes, more frequent especially at peak times, less circuitous route, bus shelters
Summary – core themes from the qualitative research

3. Provide places to do things (active and passive):
   – Multipurpose hall at new school with options of smaller community rooms
   – Dedicated community centre

4. Provide places / rooms to meet:
   – Provide two rooms for community to use at the new commercial centre
   – Dedicated multi cultural centre
   – Dedicated youth centre
Appendix II – Information sent to respondents
Better Facilities at Churton Park – Your Chance to Have your Say

Thank you very much for agreeing to take part in this survey. We want to accurately represent the views of Churton Park residents to the Wellington City Council. To do this, it is important that everyone who agreed to take part in this survey gives us their feedback.

The Council will use this feedback, along with other feedback received throughout the consultation on the draft community facility policy, to help decide on community facilities in Churton Park.

Over the next day or so, please read the information we have attached to this letter and jot down your answers to the questions. An interviewer working on behalf of Nielsen will phone you to collect your answers in a few days time (you do not need to send the survey back to us). When answering the questions, please think about what is best for Churton Park as a whole into the future rather than just personal or immediate needs.

If you have any questions or concerns, please phone Nathan Newman at Nielsen on (04) 9786731.

Again, thank you very much for your help.

Yours sincerely

Antoinette Hastings
Associate Director, Client Service
Some background information.

- Development of Churton Park began in the 1970's and continues today. Churton Park has an Anglican church, primary school, tennis club, kindergarten, preschool, 4 parks, a sports field and some playgrounds.

- Churton Park has largely been serviced by the commercial and community facilities in surrounding suburbs, particularly Johnsonville. Because of the continuing growth of Churton Park, Wellington City Council has funding of $845,000 identified to develop a community facility for activities and meetings in Churton Park. There is also additional funding of $812,500 earmarked for indoor and outdoor recreation and community facilities for Churton Park.

- The Council would like to know what residents feel is needed for this suburb. It is important that whatever is developed meets the needs of the community into the future and offers best value for the funds available. Decisions need to be made with the following in mind:

1. A new neighbourhood commercial centre is planned for the corner of Lakewood Avenue and Westchester Drive. Among other things, this will include a small supermarket and some office or commercial space. While this will be privately developed, some of this space may be able to be leased or acquired by the Council as community space for community groups to meet in.

2. A new primary school is being established on Amesbury Drive scheduled to open in 2012. Planning is underway for the school and this includes decisions about the nature and type of facilities provided by the school. The Churton Park community may have the option of using school buildings and/or outside facilities like playgrounds and sports fields outside school hours.

3. Any decisions about Churton Park facilities need to be made with the surrounding suburb, particularly Johnsonville, in mind. For example, major enhancements are planned for the swimming pool and library in Johnsonville. The Council is expanding the Keith Sp Hy Pool and is proposing to relocate and expand the Johnsonville Library on a site adjacent to the Pool and Johnsonville Community Centre.

4. The make-up of the Churton Park community is also important to remember. About 5,000 people live here and this is expected to grow to about 7,500 over the next 20 years – mostly through residential development in Stoburges Valley. Over two thirds of the households in Churton Park have children. One in four residents are of Asian ethnicity. Over three quarters of adult residents are in employment with most commuting out of Churton Park for work.
What do other residents think?
We have already held a number of group discussions with some Churton Park residents. They speak highly of the community and environment in Churton Park but feel it lacks a sense of centre. They are keen for better community facilities but at the same time want to make sure that nothing jeopardises the peaceful, safe and friendly aspect of Churton Park.

Johnenville meets many needs but having to travel there or beyond for almost everything creates stress and adds time and cost to daily living. Residents told us in the focus groups they would like more basic services in Churton Park (e.g. supermarket, medical centre, café, DVD rentals, PostShop). They would also like improvements to the bus service.

They want community facilities that will make their lives easier, more enjoyable and that will help them connect better with others in the community.

The main ideas for how to spend the money available for community facilities, raised by these residents, are outlined in the questions that follow. We would like your opinion of these ideas. Remember that, while you might be keen to see all these things developed in Churton Park, only limited funds are available and, therefore, things will need to be prioritised.
Question 1:
Please indicate how important you feel it is that each of the facilities in the list below is developed in Churton Park. While you may think all are important, please use the ten-point scale of the scale to indicate those you think are more important than others.

On the scale 1 = Least Important and 10 = Most Important

Please rate each option by ticking how important you feel each option is from 1 to 10 (you can use the same point on the scale as many times as you like)

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<tbody>
<tr>
<td>1) Meeting rooms for interest groups or other groups in the community to use</td>
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<td>2) Multi-purpose indoor space that could be used for physical activity or sports as well as other larger group activities</td>
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<td>3) A place for youth to hang out</td>
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<td>4) Creating new tracks and/or enhancing existing tracks for walking and biking</td>
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<td>5) Creating new and/or enhancing existing children's playgrounds</td>
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<td>6) Enhancing existing parks and reserves</td>
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<td>7) An outdoors all-weather surface for sports and other activities</td>
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Question 2:
Using your ratings above as reference please RANK the three most important facilities FROM the list above

Most important: __________________________

Second most important: __________________________

Third most important: __________________________

Question 3:
Now, looking at the items you listed as the three most important community facilities in Question 2. Do you think the funding should be split across all three facilities, just two of the three, or should all the funding be spent on the most important facility?

Please tick one

- All three
- The two most important
- The one most important
Question 4:
As mentioned in the background information, we have already asked some residents what facilities they felt the community wanted. Meeting spaces and a multi-purpose indoor space for sport or other larger group activities were among the facilities mentioned most. There are some options open to the Council in terms of where these facilities could be developed.

If meeting rooms were to be provided for interest groups or other groups to meet or use, these could potentially be provided in conjunction with the new school, or at the planned commercial centre, or at a new facility on one of the existing parks or reserves.

What would be your preference? And what would be your second preference?

Please put a 1 next to your first preference and a 2 next to your second preference:

<table>
<thead>
<tr>
<th>Option</th>
<th>Preference</th>
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<tbody>
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<td>At the new school</td>
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<td>At the new commercial centre</td>
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<tr>
<td>On one of the existing parks and reserves (please specify which park or reserve)</td>
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<td>Somewhere else (if you have somewhere in mind please specify)</td>
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</tbody>
</table>

And what about if a multi-purpose indoor space that could be used for physical activity or sports as well as other larger group activities was provided.

What would be your preference for where this should be located? And what would be your second preference?

Please put a 1 next to your first preference and a 2 next to your second preference:

<table>
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<tr>
<th>Option</th>
<th>Preference</th>
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<tr>
<td>Somewhere else (if you have somewhere in mind please specify)</td>
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</table>
Question 5:
If there is anything else you would like to add about community facilities in Churton Park please enter below. We will collect these comments when we call you back.

Question 6:
Finally, we are keen to get an understanding of what you value about living in Churton Park. Please indicate on the scale below how important each of the following values are to Churton Park.

**On the scale 1 = Least important and 10 = Most important**

Please rate each option by ticking how important you feel each option is from 1 to 10 (you can use the same point on the scale as many times as you like).

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<th>Value</th>
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<tbody>
<tr>
<td>1) Quiet and peaceful</td>
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<td>2) Safe</td>
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<td>3) Friendly</td>
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<td>4) Cultural diversity</td>
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<td>5) People looking out for each other</td>
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<td>6) “Family friendly”</td>
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*Thank you for your help with this survey, please keep it by the phone for when our interviewers call you back.

*Please do not send your responses back to us, we will call you to collect your responses by phone.*
Appendix III – Additional Comments
• Youth place - had some problems with who will supervise it, where will it be, who will probe the youth?
• Maybe a change in the bus route.
• There isn’t currently a hub for the community at Churton Park and it’s extremely important to create this.
• Walking tracks, playgrounds etc, need to be enhanced, get more trees, gardening, so just working with whatever there is at the moment, making it more appealing to look at. Don’t need to create anything new, but could use the money to make what is already existing a bit better.
• Smaller meeting rooms at indoor sports facilities, meeting rooms could be at the sports facility. Not at the school, because there’s no guarantee that the community could use it in the future. Potential issues with maintenance and supervision at the sports facility.
• My priority is the new development down in Lakewood, all purpose community licensed premises. I was looking in a small scale like a coffee shop, restaurant, bar. On a small scale, when I looked at your questionnaire, there’s no reference to that sort of place, so that’s my additional comment.
• Making sure roads are up to scratch due to increased number of people, don’t want traffic jams.
• Keeping the community centre separate from the schooling.
• I agree with the front page I think or the summary about what residents think about another community shopping development centre.
• Good to have most of the facilities in one place preferably by the commercial centre.
• The one thing I would like is the bus not to go round the perimeter, but to go up and down more of the streets.
• It’s important to get to know new residents in Churton Park. It’s hard for new people to get to know each other. Good to welcome people from other countries.
• We won’t get anything done until the Westchester Drive extension is finished and complete.
• Want to make sure that nothing jeopardises the peaceful, safe and friendly aspect of Churton Park. More trees in the new area of Churton Park, promoting the Westchester Drive link to the motorway.
• Facilities such as indoor sport centre and meeting place should not be a part of commercial centre, don’t like hang out spots for young people to meet.
• I think the area needs a cafe or a restaurant.
• Indoor recreation centre is a great idea.
• 1 and 2 could be combined.
• New kindergarten with a new school.
• There should be more facilities for dog owners, a fully fenced facility for exercising dogs, so they can go off their leads.
• Creating new children's playgrounds especially down near Westchester Drive.
• We would like to see improved access to and from the motorway.
• The current bus route takes too long, almost 30 minutes, wondering if they could split bus route up into two routes. Churton Park is huge, it is quicker to walk from Johnsonville to your house, then to take the bus, so would like there to be two bus routes.
• Could have more shops, cafes around the area.
• I don't want my rates to increase to pay for things like this. The bus routes need to be fixed and serviced. There needs to be a track made through to Johnsonville. There's one already that goes through the bush but it looks like it's been there for ten years.
• Like to see all bus stops sheltered.
• I still think it's more commercial retail than a huge big community centre at the bit of land down at Westchester park.
• Public transport, closer access to public transport or re-routes of transport to come through newer parts of Churton Park.
• Fairly important to have a shop here, given the number of people in the area and there's no shop at the moment. Important to get the link road through.
• Better access but that's not a community thing.
• Disgraceful that after 50 years collecting rates from Churton Park that the council is making so little funding available.
• Community centre would be appreciated.
• Thought maybe new school could have indoor swimming pool and be available for the community, private swimming lessons and school use as well.
• More bus shelters and better bus times and services on those routes.
• A skateboard area.
• Post box and grocery store.
• Don't think shops and a supermarket are required.
• The all weather surface should go at the existing park.
• More bus shelters, some bus shelters are already very good. However, there could be more of those shelters at the other bus stops.
• The rate payers shouldn't be paying for community facilities. If I'm using meeting rooms for example the benefits only accrue to the group using it, does not benefit individuals. Less investments and reduced rates.
• Certainly I would like to see the commercial centre go ahead. Link road to Westchester, fairly keen to see that happen. Sick of other people interfering.
• We need cafe and neighbourhood tavern or both.
• A footpath around Lakewood and Westchester. There is 300 metres of grass path, that's because it gets very wet and soggy during the winter. There should be enough certainty that pedestrians can cross with ease. Also it’s a good use of showing the community that the money is put into effective use.
• Meeting rooms must be at the commercial centre to enhance security and a lot of parking.
• Extra bus route to transport people there. A mobile hearing clinic would be good.
• I was expecting the money to go towards the play grounds and the parks because I thought that the new school and community centre was being built anyway and that would cater for the meeting and the sports.
• Large space is available at the current school hall, and given that the new school will have a hall it does not make sense to invest in another larger space. It is better to focus the resources on small rooms that community groups can use.
• I thought the facility should be built on public land, and not leased from the developer.
• We could do with more bus shelters at Churton Park, and more seating at the park.
• This area is known to be safe and family orientated, they can go to Johnsonville for that. If they are going to build something new, let it be for other things like for retail. They don't need a new building for meeting, they can use other places like class rooms or school staff rooms or assembly halls for that.
• I'm not sure why we have to spend more money on meeting rooms when they are using the school at the moment and would have thought that this would be quite adequate.
• We don't need a supermarket, more like a dairy or convenience store, or a cafe or restaurant. Woolworths is just up the road, not sure if we need a supermarket.
• Everything is pretty good here. I don't want it as a youth hang out, but a few little cafes and a book shop or clothes shop would be good.
• I think the commercial space is important.
• We badly need indoor space. Should be multipurpose, should have a number of different sized rooms for different activities. They should have a kitchen and must be on ground floor. Has to be suitable for all types, school aged, teenagers, elderly in terms of access and structure. Teenagers can be rough on things. Really big on access. No steps on ground level, wheelchair friendly. Ideally it should have some storage facilities for community groups, cupboards, preschool group could store their games/toys. Other groups could hire some space, chess group could hire chess.
• Postshop facilities.
• Easier and better access to the motorway.
• Get a petrol station around the area.
• Need a church with a building.
• Gym for youth.
• We need to make Churton Park good for the young people, put in facilities for the youth, needs to become a vibrant place.
• What Churton Park needs is a cafe.
• Supermarket.
• I think it's very important that there's sufficient off street parking, or the streets are sufficiently wide enough for parking each side as well as vehicle access. For whoever happens to live anywhere near that area, it would just become a nightmare.
• More extensive bus service. Improve routes to make it closer for residents.
- I thought they were a bit cheeky. They are counting an Anglican church because it's at a school, so we cannot use it inside school times.
- I think that at the commercial centre there should be provision for toilets, restrooms and community services. Schools can use that for activities, school use activities after 4 p.m. so there is no daytime use, find schools unsuitable. I noted we've had two lots of lands provided by developers for tracks, and both of them have completely unsuitable access. One access is uphill, and the other access is up a cliff face. I would want that to be, if they are going to provide land, it has to be accessible.
- Need to improve bus service.
- Get synergies of use and value for dollars if facilities are shared by school and community. If new facilities are at a school it maximises use for all community.
- Churton Park needs more safe road crossing, traffic lights and improved bus service.
- Who is going to maintain the facilities? The main community facilities and schools can only be used during the day, so that isn't efficient, and putting it too far away means it is too far away from people. If you put it somewhere else like a commercial centre, instead of the school, then more people can come.
- Family friendly pub, not an extreme sports pub, but a nice place for a casual social gathering.
- Concrete walking and biking routes around Churton Park, like Karori Park.
- Supermarkets, chemist, medical centre, café, a post office and a takeaway shop.
- Most residents have children or teenagers and need suitable places for them i.e. skate park or adventure park, community meeting place. It is important also to improve reserve. Also need an indoor sports area.
- Really keen on some sports facilities so anything for recreation. I would like something a bit closer than Johnsonville for shopping.
- At the new school that is being built, the old school should not be forgotten, not all of the focus should be put on to the new school or commercial facilities.
- I think we need a local cafe or bar.
- I think there are other areas that need doing up other than Churton Park. The lower socio-economic areas could do with more help, such as medical help to provide better health.
• Needs a commercial area, including supermarket, cafe, shopping centre, medical centre, Postshop. The road, Westchester, should be completed as soon as possible.
• Since the upgrading of children’s playground, more people are using playground, increased use of it, so with a new community facilities I envisage the same will happen.
• Most of the people from Churton Park will go to Johnsonville for shopping. Johnsonville community centre is close enough and can and does cater for existing Churton Park community demands without duplicating facilities like meeting rooms, youth rooms. I am concerned about traffic and parking issues and potential problems arising from building the centre at Lakewood.
• Commercial centre is already indicated.
• Medical centre needed.
• Children could do with some cricket nets on the playing field, squash court adjacent to the tennis club to be built. Public toilets that are open. The children are peeing in the park by our house. I have even had the post man, who was very desperate, knock on the door.
• I would like to see a crèche built or made available because there are a lot of young children.
• The shopping centre be a decent size and quite sheltered, things should be covered but still light and open, like the area of Calvern Campus Universities, more communal.
• The local dam area could be enhanced with new tracks and such, it’s very raw at the moment.
• We need different sized rooms in the community centre which makes it easier, and also maybe a piano, that could be used for different groups. Do not put a pub around the corner from our place, there will be a few drunk people around which will make Churton Park turn bad. Do something about the bus route from Johnsonville because you spend a lot of the time at the Johnsonville hub doing nothing, so if they could speed it up that would be good.
• The community centre should reflect the cultural diversity of Churton Park. Churton Park has changed dramatically. At the moment we have a high network of people from the Asian, Malaysian community, Chinese, Indian, Sri Lankan and these people are looking for activities. The community centre at the moment doesn’t reflect cultures. The community centre is so boring, so out of date, they need to reflect the character of the community and vibrancy it is very important. It has to be managed and operated by residents not by outsiders. Some outside council might show interest; it has to reflect the community, people who are living in the community, because there are culturally blind people in these organisations.
• Such as extending motorway road, investigate the possibility of direct bus services that don't go through Johnsonville.
• Need a better bus route, need it to be a return trip.
• Public transport. There is a lot of development and population increase, transport on bus route is very crowded at peak times. I feel more public transport is needed or a change of the bus route to pick up more people.
• Get a youth area for people over the age of 14, since there is nothing for us over that age group.
• Churton Park has toilets but they are always locked. Could they please unlock in daylight hours? There is a silly roundabout the wrong way. The intersection is too big and the roundabout is too small, so hard to get around. This is at Amesbury Drive and Maudeth Terrace. The people on the far side of Churton Park have to walk or drive a long distance to use the playground, so one that side of the park would be good.
• I felt survey was leading you to these options rather than saying what my high priority would be. I would like to see a café or restaurant there.
• Questionnaire is biased. It assumes that the decision has been made and that only one or two things can be funded, although they have asked opinions, but question four implies that they have already decided. I would like a library I don't want to go to Johnsonville. I would also like more express buses and not stop in Johnsonville. Question six, some of the reason I purchased a house here are not rated such as the bus service, the proximity to Wellington city by the motorway not through Johnsonville, potential for community atmosphere. Today's society where both partners in a relationship are working, their sense of community does not exist like it used to when mothers were home with their children. That's generic rather than specific to any one particular area. Wherever you purchased, it wouldn't be Churton Park, it would be the particular part of the street you bought, how nice your neighbours were as to whether people looked out for each other. There are areas in Churton Park where it is extremely multi cultural and they would not relate to each other well.
• Perhaps a café at the commercial centre.
• Want to see more single dwelling houses that have two or three bedrooms, single level. Handy transport.
• Don't duplicate things already in Johnsonville or other suburbs.
• Transport links, they refuse to put in some transport links.
• It needs a hub where people can meet.
• I would like to see a community facility at the commercial centre which would greatly enhance the shopping centre, playgroups, crafts groups. It would be a community house. People coming and going could use the cafes and shops.
• ATM machine and a Postshop would be great, and Asian library for kids.
• It would think people in Churton Park would benefit from the parks, and it would be nice to enhance the whole area for people to walk or cycle around.
• If they change the bus routes and extend it, I would hope they would have an express bus. It just takes too long to get into the city.
• First of all I agree that there is no feeling of community in Churton Park because there is no hub. Sports teams are based in Johnsonville, Newlands and elsewhere, not in Churton Park. Because they have no sense of community, we probably have got low resilience with dealing with disasters. There are no safe bike routes into the intermediate and college; we need them put in. For question 6, number 3 and number 5, I think that is partly linked into having no hub or community feel. If the new facilities are going to be at the school will they be available during the school day?
• Postshop included in commercial centre and some type of community hall like the one in Johnsonville.
• Don't want a commercial centre, nor a shopping centre. I want the area to be strictly residential, apart from schools and community centre or hall.
• Another playground for younger children in the new development centre, licensed facilities e.g. café. Don't want a place for teenagers to hang out.
• I would be keen for a mini shopping area with about six shops, small convenience store with everyday things, a little bit of everything e.g. dairy, fish and chips, video shop. A sports area nearby. Everyone has to go to Johnsonville for everything.
• A health centre with maybe not just doctors but facilities like massage therapists, beauty therapists, and paediatricians. Cafe. Postshop.
• I think what would be most important for the area is New Zealand Post mailing boxes in the streets from Westchester Drive north.
• Community centre, library centre, shopping centre.
• Adults' facilities perhaps a cafe, bar or a picture theatre.
• Cafe would be good in the commercial centre.
• Make a better playground like a skate park and picnic areas.
• The description of the amenities in the suburb is not accurate. E.g. no actual church, and playgrounds are within four parks. Would like developer to put small Lighthouse Cinema attached to a cafe near or at commercial centre. Youth hang out could be a casual lock and leave club room that could be placed on a park area in sight of housing used during day by other groups such as young mothers, exercise class, gardening club, kids ballet, brownies and cubs. Wooden floor, basic kitchen, two rooms, storage, veranda, two toilets, outside picnic tables and barbeque. I would put them on one of the park areas, and I feel that you could have a skateboard ramp nearby or something like that. When I mean two rooms I mean a large living room size plus dining room size rooms. Could be hired sometimes for group gatherings on weekends, private weddings etc.
• I'd like to see a nice delicatessen, and local bar at Churton Park and a cafe so the older people can meet. We have lots of Asians and grandparents, grandmothers and grandfathers, and it would be nice for them to go somewhere. So that's why a meeting room would be nice, for senior citizens to meet in Churton Park. As part of that new school, I'd like to see a separate way where they drive into the school and they drive out of the school a different way. I know about the congestion at the kindergarten.
• Keep it like a peaceful environment.
• Skate park.
• Only that regarding community facilities I feel that there really needs to be something for teenagers, even something like a bowling alley or skating rinks. Right now they've only got children's playgrounds, but they need something for teenagers.
• The whole thing should be co-ordinated with Johnsonville, as the main area is Johnsonville.
• The dog parks are really sub standard. The dog parks at Halswater and Middleton are not fenced areas and it is very steep at both parks. I am a cyclist myself and there is a lot of glass lying around in the foot paths and gutters.
• We need the bus service. They used to have an express service that goes from Churton Park to Wellington. Used to take 20-25 minutes now it takes 50-55 minutes. Why take a bus? Taking people away from public transport. A lot of bus stops in the area don't have shelters. Get the Westchester extension completed. Someone's holding it up, protesting against it apparently. It's been approved but it's been challenged. One person can hold up the whole area. Holding Churton Park to ransom. Get the community shopping centre built. Waiting on the pension to be approved, the cars will come past the shopping centre.
- I would like the bus service to be improved.
- No, we can access all other amenities through Johnsonville and Wellington, because Churton Park is reasonably centred to all other suburbs. For example quick access onto the motorway.
- We don’t want a skate park or anything like that. Or a place where people can loiter and do graffiti and stuff.
- Maybe something like a skatepark or area.
- Some gym facilities, health and fitness, isn’t really one anywhere. And a post office would be nice, and small dairy.
- Better bus service to Wellington, non parking areas in residential streets, also better parking allocations if the park element goes ahead.
- Fully support development of the commercial centre. Because the community needs something to support it. Make it feel like it is a community e.g. a cafe to get locals a good vibe to help local stores and business.
- I don’t think it should be attached to a new school because it doesn’t want to give the impression that that school is better than any of the other ones.
- What I think is very important with any new facilities being built is the environment and that they don’t create unwanted noise traffic. The risk is that if you put something anywhere that it’s going to be used by a quite lot of people then you are going to have cars coming back and forth. Some areas of Churton Park have quite a rural aspect; it would be a shame to do anything that would diminish that. I think that’s one of the things people value in Churton Park.
- A dairy or supermarket, more dog exercise area.
- I was surprised that we weren’t asked about the business centre. The two most important things we need are a medical centre and supermarket.
- Churton Park has always been low on larger developments. We are quite close to Johnsonville so don’t need shopping centre or a larger commercial development. We need more community projects plus just a dairy or convenience store.
- Feel that there isn’t any need for any meeting rooms or a new commercial centre.
- Churton Park lacks heart and I don’t think building large sports centres would build a heart or community. So shops or cafe or child care centre where there is a lot of people using it, create heart. More for the elderly and I don’t think the centre for youth to hang out or graffiti over is a good thing.
• More cafes and things like that and small shops to build a community hub.
• The northern suburbs could do with another swimming pool, Johnsonville is so full. Johnsonville has no car parks and is so busy it's a danger for children. We're having to park further and further away.
• Churton Park is fine as it is now. There needs to be area created for older children to hang out.
• A dairy or supermarket so we don't have to go to Johnsonville for bread and milk.
• I think that the street lighting is poor in older areas; I cannot see from one light to the next. This is very important because a lot of people in the area walk. Lighting in the newer areas is very good though.
• Speed bumps up Halswater drive, walkway from Churton Park to suburb of Tawa, roundabout lights at Middleton Road and Halswater.
• Be handy to have some local superette but not a large shopping centre, small local deli, a small village centre.
• Maybe more shops, perhaps a cafe or bar.
• Off leash dog areas are next to children's playground, not really convenient. Dog exercise areas are too steep and hilly.
• There need to be public toilets at the park which are open. Some drinking water fountains at the park. Shuttle bus service that goes to the stations, coordinating with the train schedules.
• Try to think of different groups of people. I think it will be more practical to see what's going to be a commercial centre first. Because some options may be better at school and vice versa.
• Get a swimming pool and maybe a cafe.
• I would not be in favour of community space being at the new school because as I understand it, anything at the new school would only be available for the community after hours. There is a need for community space during school hours for people with preschoolers, new mums with babies, that kind of group.
• Commercial area with library.
• I think that if they're building a school, they may as well do the rest of it. I don't see the point of building two different things.
• The community centre would greatly benefit but the parks and reserve shouldn't be put at risk at all.
• Squash courts.
• It would be great to have village square like Twizel. Community rooms, pubs, cafes can spill out on village square. Things like Christmas fairs can be held there.
• I think that a lot of the town house developments in Churton Park is two storeys and there needs to be more single storeys, small sort of town house developments for elderly people.
• Be nice to have a video shop or a little supermarket close by.
• Cafe would be quite good.
• Need a small bar or tavern locally.
• Whatever action they decide to develop, they make sure they do it well and it is of a good standard.
• Johnsonville is well catered for, why duplicate what already exists, when it is all made available at Johnsonville.
• The meetings rooms and all the spaces should definitely not be part of the new school as the school would end up using the facilities more often and the community will not have a chance. That should be paid for by the Ministry of Education in that case. Avenue trees would be good to spend money on too and Churton Park having its own pharmacy and doctors and a full range supermarket is needed.
• Hurry up and do something about the commercial centre. Just a real lack of absolutely anything in terms of shopping or having doctors' surgery in Churton Park and it's quite a distance to go for getting petrol or if you want to get something for dinner. It's quite a trip to Johnsonville.
• Postshop and a medical centre.
• Exhibition space for local arts and craft to put on display, engage local people's art work. Place for younger adults, not teenagers, to hang out, separate areas for both groups, teenagers and young adults.
• Regarding the sports club, it should be an independent club, instead of being at a school, after hours club, should be established at a park or reserve. Maybe the Churton Park.
• The critical issue is, there needs to be a commitment to a timetable. There have been promises about facilities for Churton Park, and they've never been developed. The council has to stop wasting funding on vanity projects and actually put some money into community projects.
• Need a community based commercial centre.
• Playground facilities for older children would be beneficial for example more challenging climbing walls, facilities plus basketball hoops, but not a skateboarding area. Playing surface should be incorporated in the design of the new Amesbury Drive school. More green space in terms of the original design of Churton Park should be a high priority. Visually the new housing development is an eyesore.

• It would be good to have an indoor heat controlled swimming pool, and a gym for the Churton Park residents.

• Basically to have the sporting hall at the bottom of Abilene Park at the bottom of the slope. Mainly because at the bottom of the slope across the road is a bus stop, and just beyond the bus stop is a tennis court, so would be good to have the sports hall there because then all three facilities would be conveniently close together.

• A supermarket, post office and a fish and chips shop would be great.

• I just want a place for youth to hang out. Not really bothered about the location just as long as there’s a place for youth to hang out.

• Maybe importance of a medical centre.

• Medical centre, pharmacy, cafe.

• Function space for community to use, not just sports areas for all things. Build two large areas relatively close to each other for community use, close to Churton Park motorway off or on ramp which links Mark Avenue to Churton Park, so ideally somewhere half way between two areas.

• We don’t have a church in Churton Park and I would like to see one. If they were to build a church, I would attend. I do not like going to a church service at the school, there is something about a church.

• The key thing is to consider traffic around facilities when built.

• Just if they could hurry up and get our supermarket built, get the commercial centre up and running.

• Trees, trees, trees. I think Churton Park is a barren place. The developers have insisted that the streets have trees on them, to make them more attractive, so plant more trees.

• The sooner the better really. I’ve been here eight years and they keep talking about it.

• Needs more petrol shops or small supermarket and a money machine.

• I thought there was going to be a shopping centre or a cafe.

• Children’s play area is under equipped.

• Medical centre, hairdresser, bakery, café and supermarket.
• I would like one big all purpose building for indoor sports and also a community room encompassing all age groups, like the Linden Community Centre.
• If they could upgrade the facilities at Churton Park and also have an indoor facility there, would be great. The buses that go to Churton Park could be going the opposite way as well. This would be beneficial for the increasing population.
• Improvements to bus services and bus shelters, in addition to what was mentioned in background info e.g. café, medical centre, Postshop etc.
• More post boxes closer to Churton Park.
• All three facilities mentioned in Question 3 should be within the budget.
• Youth hang out. Need something to do, maybe a film studio, arts centre, somewhere to be creative.
• I'm relating to question 4. We would need proper car park facilities for either of those things at question 4 to work.
• Should be a safe place that everyone of all ages can use. Not a place where teens can just hang around and muck around. Not just a place where they can hang around the car park.
• I would like to see a cafe, eftpos facilities but not at the supermarket, could be outside the supermarket. And a Post Office could be attached to a book store. The buses are very crowded so more are needed at the peak time or school buses would be good even to the rail station. At the new school they need to be looking at a gym not a hall with high windows etc.
• I thought the commercial centre needs to have good kitchen facilities. I saw it as a location, as a place for people to hire out and want morning tea and lunches. Needs to meet the needs of parents who have small children. By that I mean a safe place to park prams, good toilet facilities for young and old, a bar kind of facility to accommodate functions.
• Big supermarket, cafe, theatre.
• Really need a supermarket, dairy or a mini mart. Want one big community centre incorporating all the things stated in previous questions.
• Prefer to keep away from the school as this will limit the time i.e. the residents could use it during the day for indoor bowls, and other uses such as badminton.
• The focus should be on establishing a community centre. It needs to be visible and central. Improved access to the green belt is needed, i.e. walking tracks and biking tracks. The community facilities need to reflect character of the community and be located in an area with attractive plantings. The sum of money is not very large in terms of what one might want to do with it on a large scale. A possible suggestion would be to get funding from the community, get a committee set up, someone to take responsibility.

• All of these questions seem to be about facilities to organise activities. I think what is needed are facilities for casual activities for people that want to catch up and socialise without having to be part of an organised meeting or an organised sporting facility like a cafe or coffee shop with ideally a delicatessen, or a little bar.

• Think about good lighting and good parking and a bus stop close to the facilities. Also think about the indoor facilities; you can drop the older one off inside then have something outside for the younger one to do e.g. a play ground and if it is near the shopping centre then people can multi task.

• I was looking forward to the new commercial space that is taking place.

• They should need a public house. Supermarket. A hall.

• I was concerned about when they say for local youth to hang out. I like the idea like the community centre where there could be supervised or controlled activities but not just lumping a skateboard park where they just hang out and smoke. So when they say hang out, I would like it to be controlled. At the existing Churton Park, putting a concrete track around it, where kids can go on their bikes and go around it, like at Karori Park.
Thank you