

Social and Recreation

At a glance

OUR AIM Strong, safe, healthy communities.

LEGAL REQUIREMENTS Local Government Act 2002 – support social and cultural well-being now and into the future; responsibilities relating to sanitary services such as public toilets.

Public Health Act 1956 – responsibility for improving and protecting public health, and controlling health hazards.

Burial and Cremation Act 1964 – responsibility for provision of cemeteries.

Civil Defence and Emergency Management Act 2002 – responsibility for civil defence and emergency management in the city.

Regulatory responsibilities relating to food hygiene, sale of liquor, gambling, dog control, litter, and hazardous substances.

OUTCOMES More liveable. More inclusive. More actively engaged. Better connected. Healthier. Safer.

CHALLENGES

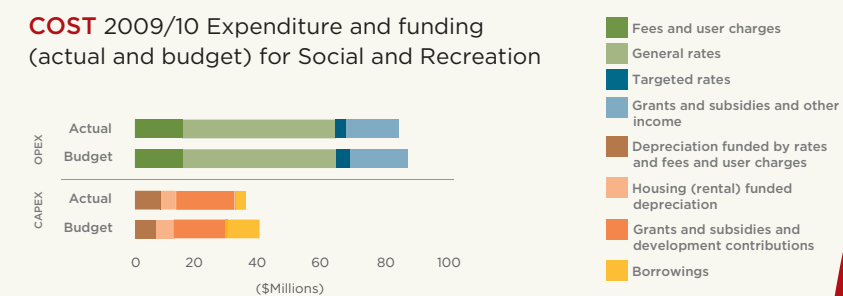
- Balancing rising demand and resident expectations against pressure on costs to ratepayers.
- Meeting the needs of a population that is ageing and becoming more diverse.
- Maintaining the city's existing strengths such as safety, strong communities, open and tolerant attitudes, and high quality of life.

STRATEGIC APPROACH

- Promoting and facilitating strong, safe, healthy communities is based on ensuring the infrastructure and services are in place to meet resident and community needs.
- Many organisations contribute to residents' health and safety, and to community strength. The Council's approach is to support those agencies by playing a facilitation role, and to provide facilities and services where those organisations do not meet community needs.

See 'progress against strategic priorities' for the key initiatives we are taking to meet these goals.

COST 2009/10 Expenditure and funding (actual and budget) for Social and Recreation



IN THIS SECTION

- 5.1 Libraries
- 5.2 Recreation promotion and access
- 5.3 Recreation services
- 5.4 Public health and safety
- 5.5 Housing
- 5.6 Community participation and support

We aim for strong, safe, healthy communities.

State of the city

Wellingtonians enjoy very high quality of life.

In our annual Residents' Satisfaction Survey, 92% said their quality of life was good or very good. This compares with 93% in 2009 and 94% the previous year, and is consistent with results from national surveys.

The city's high standing as a place to live was reinforced by the global Mercer 2010 Quality of Living Survey, which rated Wellington the 12th best city in the world to live in.

This high quality of life is supported by a wide range of factors. On average, Wellington's residents are well educated, and enjoy relatively high incomes, good health, strong community networks, and good access to recreation and leisure opportunities.

The city's crime rate dropped during 2009, and most residents feel safe day and night.

During the 2009 calendar year, 18,736 crimes were recorded in the Wellington Police District – down from 19,122 in 2008 but up from 17,570 in 2007. The number of violent crimes has remained stable during the last three years.

In our 2010 Residents' Satisfaction Survey, the vast majority of Wellington residents said they feel safe in their neighbourhoods at night (87%) and during the day (100%). In the central city, 64% feel safe at night and 99% feel safe during the day.

Safety issues of most concern included alcohol and drugs, dangerous drivers, threatening people/people behaving dangerously, and poorly lit or dark public areas.

We aim to support high quality of life and strong communities.

We do this by ensuring the city offers an excellent living environment with a wide range of facilities and services, regulating activities that affect public health, and supporting residents and groups to achieve their social and recreation aspirations.

The Council provides or supports a huge range of sport and recreation facilities – from the Wellington Regional Stadium, home of the Phoenix and Hurricanes, to the fields and courts where people play netball, soccer, rugby, hockey, American football and a huge range of other sports, to neighbourhood playgrounds.

We provide housing for those whose needs aren't met by other landlords, as well as libraries, and community centres and halls that host neighbourhood meetings and events – from yoga sessions to community markets to gardening workshops.

Council-supported social and recreation programmes range from English lessons for new migrants to outreach workers for the homeless to website hosting for community groups, to children's swimming lessons.

We also monitor and regulate food and liquor outlets, animals, and other activities that affect public health and safety.

Our facilities receive high use, and demand is growing.

In our 2010 Residents' Satisfaction Survey, 79% of people surveyed said they had used the library in the previous 12 months, while about half had used pools, and about a quarter had used recreation centres and community centres and halls. Use of community centres and halls has grown in recent years.

Many residents felt there were barriers to participation in recreation – including being too busy, and not having access to transport.

Demand on our facilities is not only growing but also becoming more diverse as residents take on new forms of recreation and leisure activities. We've tried a range of strategies to meet that demand (see 'strategic priorities').

While this strategy focuses directly on social well-being, the other Council strategies also make crucial contributions in this area.

CASE STUDY

All Whites V Bahrain

For a few days in November, the football World Cup came to Wellington.

The FIFA World Cup is one of the planet's biggest sporting events – a showcase of talent in the world's most popular game. For the All Whites, who had not qualified since 1982, performing on the world stage was little more than a dream prior to its final playoff against Bahrain in November.

Wellington won the rights to host that match at the regional stadium, then turned on a party atmosphere with a programme of events including the New Zealand Freestyle Football championships. With the stadium sold out, many others saw the match on a 40-square-metre big screen at Queen's Wharf.

The All Whites won the playoff 1-0, setting up their undefeated run at the World Cup in South Africa seven months later – a performance that was celebrated with a street parade in July 2010.

Wellington's role in hosting the All Whites highlighted something about what gives the city its edge as a place to live: a high quality stadium right in the heart of the city, a beautiful waterfront with great spaces for public gatherings, a track record of attracting world-class sporting events, a vibrant central city, and warm, enthusiastic people.

On a wider scale, it also says something about our place in the world: as a small city with connections around the globe. We depend for our prosperity and our quality of life on making the most of these global links – to attract visitors, businesses, investment and innovation.

Many of Wellington's events are international in scale, from the New Zealand International Arts Festival to January's sell-out AC/DC concerts at the stadium. Next year, the city will again play a key role in a global event, as the 2011 Rugby World Cup comes to town.

Progress against strategic priorities

Our 2009-19 long-term plan identified the following strategic priorities for the period to 2012.

Promoting participation in sport and recreation activities.

As the city's biggest provider of sport and of recreation facilities, the Council aims to promote healthy lifestyles. This is becoming increasingly important with growing rates of obesity and sedentary lifestyles. It is important that we ensure our services can be accessed by the whole community.

At the same time, we are facing demand that is growing and also becoming more diverse as residents take on new forms of recreation and leisure activities.

To promote access, we have started a programme of installing artificial turf on the city's sportsfields, committed to upgrades of some of our pools, and expanded our Leisure Card programme which provides subsidised access for some groups such as superannuitants.

To keep up with increased and more varied demand, we have reviewed our approach to community and recreation facilities, with the aim of establishing community partnerships rather than being the sole provider (see 5.6 Community Participation and Support).

Facilitating tolerance and inclusiveness.

Social tensions can increase during times of economic uncertainty. Wellingtonians have traditionally been tolerant and inclusive, and that has continued during this year with 76% of residents in a 2010 survey saying that cultural diversity makes the city a better place to live.

We support tolerance and inclusiveness in many ways - for example, funding community festivals and events, and working to make the city more accessible for people with disabilities through initiatives such as mobility scooters and accessible design of Council housing.

Also see cultural well-being (maintaining Wellington's inclusive culture).

Outcomes

Our 2009-19 long-term plan identified the following outcomes (i.e. aspirations) for the city's social and recreation facilities and services.

- **MORE LIVEABLE:** Wellington will be a great place to live, work and play, offering a stimulating and high quality range of community amenities and services, including affordable housing.
- **MORE INCLUSIVE:** Wellington's diverse population will be supported and embraced by a tolerant, caring and welcoming community.
- **MORE ACTIVELY ENGAGED:** Wellington residents will be actively engaged in their communities, and in recreation and leisure activities.
- **BETTER CONNECTED:** Wellington will offer excellent access to a sound social infrastructure that supports high level social cohesion.
- **HEALTHIER:** Wellington's population will enjoy a healthy lifestyle with high standards of public health.
- **SAFER:** Wellington will offer a safe living environment, where people feel safe.

5.1 LIBRARIES

Our aim is for the libraries to be neighbourhood institutions that anchor community life and bring people together.

Through this activity, we provide 12 libraries throughout the city. As well as providing books, CDs and other items for loan, the libraries host events, provide meeting spaces, and offer a range of programmes including outreach services for schools and the housebound, information for residents and businesses, and storytime sessions to introduce children to books and reading.

The libraries' website (www.wcl.govt.nz) is a virtual branch allowing people to access a wide range of information and library services online.

KEY PROJECTS

In June 2010, the Council approved a new Community Facilities Policy and Implementation Plan. The policy aims to guide future council investment in community facilities such as libraries, pools, recreation centres, and community centres and halls (see 5.6 Community Participation and Support for details).

The Policy recognises changing patterns of library use as people access more resources online, and the important social role played by libraries in providing meeting spaces in the communities they serve. As part of the Implementation Plan, we will work with the Johnsonville community in 2010/11 on options for relocation and expansion of the Library to also provide community space.

Also during the year:

- The libraries received a New Zealand Diversity Award from the Race Relations Commission for their work at reaching a wide range of people. The libraries have web pages in 21 languages and library users can request an interpreter. The libraries employ a multicultural specialist to work in the community.
- A new online catalogue, Easyfind, was introduced, and the range of online databases was expanded.
- In partnership with Creative New Zealand, the libraries created the Whispers in the Wind, a CD of stories by Wellington authors for children aged 5-12.
- A new programme of kōhunga kōrero (stories for pre-schoolers in te reo Māori) was trialled.

OUTCOMES

This activity contributes to the following outcome: better connected. Under this outcome, we aim to provide residents with excellent access to social infrastructure.

We assess progress by asking residents if they feel a sense of community in their neighbourhood. Libraries contribute to a sense of community by providing places to meet and find information. In the 2008 national Quality of Life Survey, 51% of Wellingtonians said they did feel a sense of community with others in neighbourhood – down from 57% in 2006.

In our 2010 Residents' Satisfaction Survey, 79% said they had used a library in the previous 12 months, up from 73% in 2008. Of those who had used a library, 26% used it once a week or more, 42% used it at least monthly, 14% used it every 2-3 months and 10% used it every 4-6 months.

WHAT IT COST

OPERATING EXPENDITURE (\$000)	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
5.1.1 Libraries Network¹				
Expenditure	21,539	22,601	1,062	21,543
Revenue	(2,286)	(2,290)	(4)	(2,217)
Net Expenditure	19,253	20,311	1,058	19,326
CAPITAL EXPENDITURE (\$000)	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
5.1.1 Libraries Network				
Expenditure	2,243	2,244	1	1,925

¹Operating expenditure is under budget due to personnel efficiencies resulting in reduced organisational overhead costs.

Funding note: This activity is funded mostly from general rates with a small contribution from user charges (we aim for a 90/10 split).

HOW WE PERFORMED

We aim to provide high quality library services and facilities so residents can access information, entertainment, events and meeting places. Our success is demonstrated by residents' high levels of use of and satisfaction with library services and facilities.

User (%) satisfaction with services and facilities

Result: 95% (target: 90%).

Source: WCC Residents' Satisfaction Survey 2010.

Residents (%) who are registered members

Result: 77% (target: 68%).

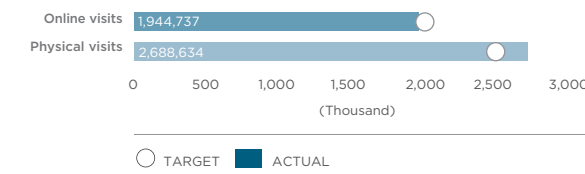
Source: Wellington City Libraries.

Residents' (%) satisfaction with range and variety of collection

Result: 93% (target: 85%).

Source: WCC Residents' Satisfaction Survey 2010.

Libraries – physical visits and website visits



The number of website visits was 17% above 2008/09, continuing a trend of strong growth in recent years. The target for website visits was based on the introduction and promotion of a new online catalogue, Easyfind. Installation of this catalogue was delayed and promotion will occur in 2010/11.

The number of physical visits was slightly below 2008/09, when 2,704,358 visits were recorded.

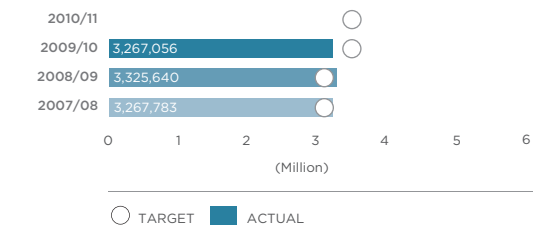
Source: Wellington City Libraries.

Library programmes – estimated attendees

Result: 84,217 (target: 84,000).

Source: Wellington City Libraries.

Library items issued



Source: Wellington City Libraries.

Residents (%) who agree that library services and facilities provide good value for money

Result: 85% (target: 90%).

Source: WCC Residents' Satisfaction Survey 2010.

5.2 RECREATION PROMOTION AND ACCESS

Access to recreation opportunities is important for health and well-being. Sport and recreation also bring people together. Our aim is to provide access to sport and recreation opportunities for people of all ages, abilities and circumstances.

This activity includes:

- **Recreation partnerships** – We liaise with national and regional sporting bodies, and support the Basin Reserve to remain the country’s premier international test cricket ground.
- **Access support** – Through the Leisure Card programme, we provide community services cardholders, superannuitants, people with disabilities, refugees, mental health consumers, and Green Prescription referrals with discounted access to recreation centres, swimming pools, libraries, and recreation programmes.
- **Recreation programmes** – We provide dozens of sports, fitness and leisure programmes for children and adults, and inform residents about recreation opportunities through our website (www.feelinggreat.co.nz) and guides.

Our recreation programmes attract tens of thousands of participants every year.

As part of our recreation partnerships project we run an annual Sports and Recreation Forum which brings together sports organisations and Councillors and Council staff to discuss ideas and share information. The forum aims to strengthen relationships and improve communication between the Council and sport and recreation organisations.

We also provide grants (through our Sports Development Fund) to sport and recreation clubs to allow them to get professional advice and support.

KEY PROJECTS

Ten new off-field practice wickets were installed at the Basin Reserve. This Council-funded initiative helped the ground to comply with New Zealand Cricket requirements for first class venues and to retain its status as New Zealand’s premiere test cricket venue.

OUTCOMES

This activity contributes to the following outcomes: better connected; more actively engaged.

Under the ‘better connected’ outcome, we aim to provide residents with excellent access to social infrastructure. To assess progress towards this outcome, we ask residents about their views of the city’s recreation activities. In our 2010 Residents’ Satisfaction Survey, 91% said the city offers a wide range of activities. This result is slightly down from previous years (94% in 2009 and 93% the previous year).

‘More actively engaged’ in this context refers to involvement in recreation and leisure opportunities. To assess progress towards this outcome, we ask residents about the amount of physical activity they engage in each week. In our 2010 Residents’ Satisfaction Survey, 36% said they engaged in five or more hours of physical activity each week (compared with 36% in 2009 and 43% the previous year); 39% said they engaged in 2.5-5 hours per week (compared with 38% in 2009 and 31% the previous year). A quarter of residents engaged in less than 2.5 hours per week of physical activity.

WHAT IT COST

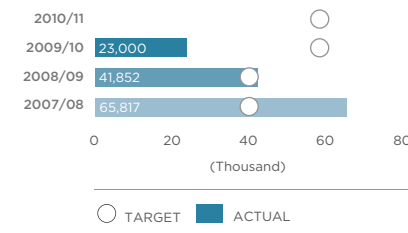
	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
OPERATING EXPENDITURE (\$000)				
5.2.1 Recreation Partnerships				
Expenditure	635	584	(51)	639
Revenue	-	-	-	-
Net Expenditure	635	584	(51)	639
5.2.2 Access Support				
Expenditure	98	106	8	71
Revenue	(10)	-	10	-
Net Expenditure	88	106	18	71
5.2.3 Recreation Programmes				
Expenditure	927	834	(93)	1,097
Revenue	(160)	(52)	108	(286)
Net Expenditure	767	782	15	811
CAPITAL EXPENDITURE (\$000)				
5.2.1 Recreation Partnerships				
Expenditure	495	450	(45)	-

Funding note: A small proportion of our recreation programme funding comes from user charges. This activity is otherwise funded from general rates.

HOW WE PERFORMED

We aim to support high levels of participation in recreation activities. To assess success, we measure resident use of and satisfaction with ease of access to recreation programmes. We also record the number of groups/events we support through grants.

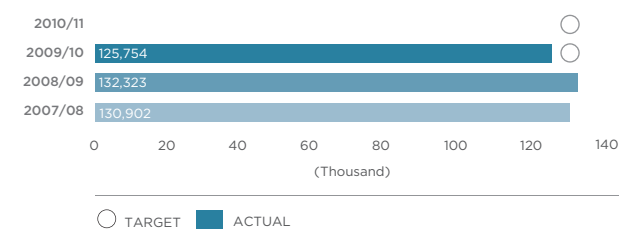
Users of recreation programmes (excluding recreation centres)



The Stepping Out walking programme and Dance Your Socks Off monthly dance programme are now being delivered by external organisations and we no longer collect data on participation. The target will be updated in our 2011/12 Annual Plan.

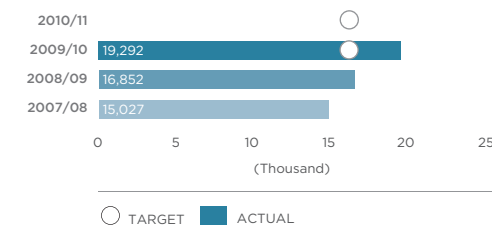
Source: Recreation Wellington.

Users of recreation programmes



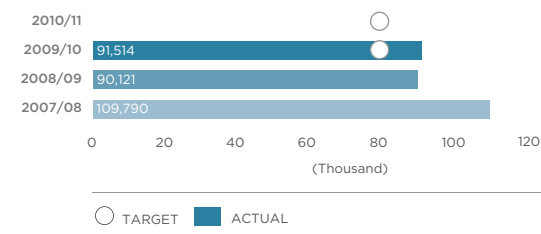
Source: Recreation Wellington.

Number of people enrolled in Learn to Swim programmes



Source: Recreation Wellington.

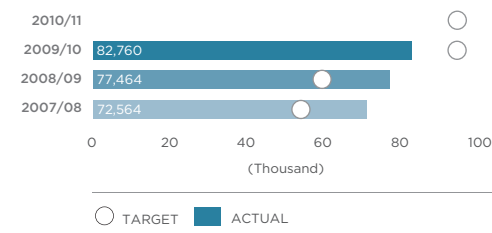
Number of people enrolled in aquatic education



Source: Recreation Wellington.

Aquatic Education covers programmes for primary and secondary schools as part of the school curriculum. Learn to Swim covers other swimming lessons, which are booked by individuals (usually parents) and usually take place outside of the school day.

Number of times that leisure cards are used



Leisure Card use was affected by the three-month closure of the main pool at the Wellington Regional Aquatic Centre (see 5.3 Recreation Services) and by colder weather during the first half of summer.

The Leisure Card programme was expanded in 2009/10 to include all superannuitants.

Source: Recreation Wellington.

Sports Forums held and estimated attendance.

Result: 1 forum held, 100 people attended (target: 1 forum, 200 people).

The annual Sports & Recreation forum was held in April 2010. Attendance was lower than anticipated, possibly because the event was held during the April school holidays.

Source: Recreation Wellington.

Resident (%) rating their ease (easy or very easy) to access WCC recreation facilities and programmes

Result: 84% (target: 90%).

Source: WCC Residents' Satisfaction Survey 2010.

Sports development grants

There are no performance targets for this measure. We aim to support initiatives that contribute to sports development in line with eligibility criteria (available at www.Wellington.govt.nz/services/grants).

	2007/08	2008/09	2009/10
Total number of grant applicants	13	22	14
Total number of applicants receiving grants	10	15	10
Total budget available to applicants	\$100,000	\$100,000	\$50,000
Total budget distributed to applicants	\$87,675	\$100,000	\$49,854

Organisations supported included Capital City Futsal (for youth futsal development), Wellington Scottish Athletics Club (for professional advice on development of new clubrooms), and Netball Wellington Region (for a review of netball in the region).

Source: WCC City Communities and Grants.

We provide dozens of sports, fitness and leisure programmes for children and adults.

5.3 RECREATION SERVICES

Our aim is to provide a wide range of high quality facilities that are accessible and encourage healthy lifestyles.

This activity includes:

- **Swimming pools** – We provide seven swimming pools – the Wellington Regional Aquatic Centre in Kilbirnie, plus indoor pools at Oriental Bay, Johnsonville, Karori and Tawa, and outdoor pools at Thorndon and Khandallah.
- **Sportsfields** – We provide 46 sports grounds throughout the city including rugby and soccer fields, netball courts, golf courses, athletics tracks and more; high-use grounds include the National Hockey Stadium, Hataitai Park, and Newtown Park.
- **Synthetic turf sportsfields** – We build synthetic turf playing surfaces on existing sportsfields to support higher levels of year-round use and demand from growth in sport.
- **Recreation centres** – We provide recreation centres at Karori, Kilbirnie, Khandallah, and Tawa; the Tawa facility is owned by the local college and leased to the Council for community use out of school hours.
- **Playgrounds** – We provide more than 100 playgrounds and skate parks throughout the city.
- **Marinas** – We provide two marinas, the Evans Bay Marina and the Clyde Quay Boat Harbour.

Access to recreation opportunities is important for health and well-being. Sport and recreation also bring people together. Access to high-quality facilities makes the city an attractive place to live and work, while key facilities such as Newtown Park and the National Hockey Stadium attract visitors and raise the city's profile by hosting national and international sports events.

In addition to the facilities funded through this activity, we provide access to leisure opportunities through our parks and gardens, Town Belt areas, and coastline (see the 'Environment' chapter).

KEY PROJECTS

In June 2010, the Council approved a new Community Facilities Policy and Implementation Plan. The policy aims to guide future council investment in community facilities such as pools, recreation centres, libraries, and community centres and halls (see 5.6 Community Participation and Support for details).

As part of implementation, the Council approved improvements to several pools, including a new hydrotherapy pool at the Wellington Regional Aquatic Centre, new indoor teaching pools at Keith Spry Pool in Johnsonville and at Karori Pool, a new roof for Tawa Pool, and improvements for Thorndon Pool.

The Council also approved a fund to support schools wanting to upgrade their pools.

Also during the year:

- Construction of the 12-court Indoor Community Sport Centre began at Cobham Park. The centre, which has seating for 1,000 spectators and will provide facilities for netball, basketball, volleyball and other indoor sports, is expected to be completed during 2011.
- A full-size synthetic pitch was installed at the Wellington Show Grounds, adjacent to Rugby League Park. The pitch will provide for all-weather playing and training. Other synthetic pitches are located at Nairnville Park (¾-size) and the National Hockey Stadium. Our long-term plan budgeted for five more synthetic pitches to be installed from 2013.
- We continued planning and preparation for Rugby World Cup 2011, including the provision of training facilities for teams based in the city (see 3.1 City Promotions, Events and Attractions).
- We installed a new play area at Kentwood Drive in Woodridge, upgraded Akoroa Drive and Edgcombe Street play areas and are installing some new skateboard equipment in Plantation Reserve in Rongotai. We also undertook refurbishments of equipment at play areas in Karori, Island Bay, Owhiro Bay, Strathmore Park, and Houghton Bay.

- Other work included: construction of a hydroslide at Karori Pool; completion of a three-month maintenance closure of the main pool at Wellington Regional Aquatic Centre in Kilbirnie; drainage and irrigation work at Karori Park; drainage upgrade at Liardet Park; upgrade of the wicket block at Kilbirnie Park; upgrades of four Clyde Quay heritage boatsheds; upgrade of the sports pavilion at Kaiwharawhara Park; and relocation and upgrade of the sports pavilion from Cobham Drive to the new artificial sportsfield behind the Wellington Show Buildings.

OUTCOMES

This activity contributes to the following outcomes: better connected; more actively engaged.

Under the 'better connected' outcome, we aim to provide residents with excellent access to social infrastructure. To assess progress towards this outcome, we ask residents about their use of our recreation facilities. In our 2010 Residents' Satisfaction Survey, 52% said they had used a Council swimming pool in the previous 12 months (consistent with 2009 and 2008). Just under a quarter (23%) said they had used a Council recreation facility in the previous 12 months (compared with 28% in 2009 and 20% the previous year). (See 5.1 Libraries and 5.6 Community Participation and Support for community facility use).

'More actively engaged' refers to involvement in recreation and leisure opportunities. To assess progress towards this outcome, we ask residents what, if anything, prevents them from participating in recreation activities. In our 2010 Residents' Satisfaction Survey, 28% said they were too busy for recreation, while other barriers included poor health (10%), lack of motivation (8%), lack of parking/public transport/transport (8%), and weather (7%).

Also see 5.2 Recreation Facilities and Programmes.

WHAT IT COST

	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
OPERATING EXPENDITURE (\$000)				
5.3.1 Swimming Pools¹				
Expenditure	17,024	17,535	511	16,835
Revenue	(6,758)	(6,919)	(161)	(6,461)
Net Expenditure	10,266	10,616	350	10,374
5.3.2 Sports Fields				
Expenditure	3,627	3,561	(66)	3,370
Revenue	(273)	(353)	(80)	(351)
Net Expenditure	3,354	3,208	(146)	3,019
5.3.3 Synthetic Turf Sportsfields				
Expenditure	315	307	(8)	-
Revenue	(99)	(126)	(27)	-
Net Expenditure	216	181	(35)	-
5.3.4 Recreation Centres²				
Expenditure	3,402	3,739	337	3,472
Revenue	(700)	(711)	(11)	(648)
Net Expenditure	2,702	3,028	326	2,824
5.3.5 Playgrounds				
Expenditure	802	783	(19)	756
Revenue	-	-	-	-
Net Expenditure	802	783	(19)	756
5.3.6 Marinas				
Expenditure	532	490	(42)	509
Revenue	(515)	(519)	(4)	(512)
Net Expenditure	17	(29)	(46)	(3)

	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
CAPITAL EXPENDITURE (\$000)				
5.3.1 Swimming Pools				
Expenditure	2,793	2,793	-	543
5.3.2 SportsFields				
Expenditure	532	504	(28)	1,460
5.3.3 Synthetic Turf Sportsfields				
Expenditure	1,649	1,500	(149)	-
5.3.4 Recreation Centres³				
Expenditure	9,582	9,597	15	2,229
Unspent portion of budget to be carried forward	N/A	2,213	-	N/A
5.3.5 Playgrounds				
Expenditure	532	534	2	448
Unspent portion of budget to be carried forward	N/A	18	-	N/A
5.3.6 Marinas				
Expenditure	202	202	-	141

¹ Swimming pool operating revenue was under budget. This was because we delayed implementation of a plan to prioritise swim programmes over casual use of pools (such as lane swimming) at peak times, and to allocate pool space across our network to meet demand. The delay was to allow for further community consultation. Operating expenditure was under budget due to offsetting savings in personnel costs.

² Recreation centre operating expenditure is under budget due to savings being made during the year in labour and interest costs.

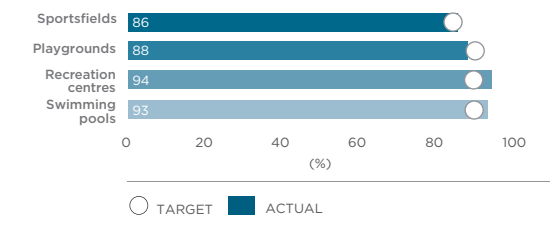
³ Recreation centre capital expenditure was under budget due to the timing of works on the development of the Indoor Community Sports Centre.

Funding note: This activity is funded from a combination of general rates and user charges. The mix varies – playgrounds are rates-funded, marinas are funded from user charges, and other facilities such as pools and recreation centres are funded from both.

HOW WE PERFORMED

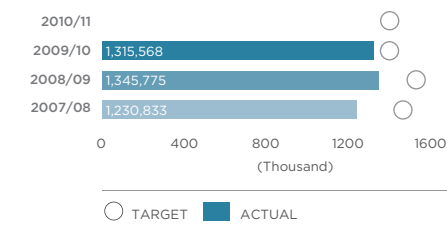
We aim to provide a wide range of facilities that offer access to sports and recreation opportunities that enhance health and well-being. Success is demonstrated by high levels of use of pools and other facilities, high user satisfaction with those facilities, and by the condition of facilities and their availability for use.

User (%) satisfaction with recreation services and facilities



Source: WCC Residents' Satisfaction Survey 2010.

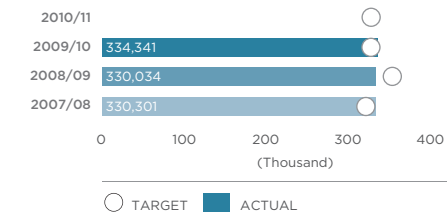
Visits to Wellington City Council swimming pools



Pool attendance was affected by the three-month closure of the main pool at Wellington Regional Aquatic Centre and by unseasonably cool weather during the first half of summer.

Source: Recreation Wellington.

Visitors to Wellington City Council recreation centres



Source: Recreation Wellington.

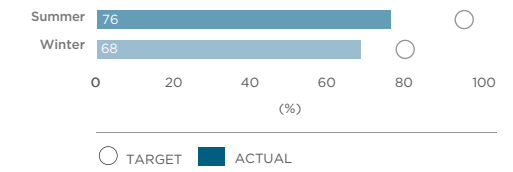
Sportsfield quality grading

	Sand fields	A grade fields	B grade fields	C grade fields	Artificial surfaces
Result	7	12	16	10	5 (2 sand-based, 2 water-based and one athletic track)

Our 2009-19 long-term plan targets were: 4 A-grade fields; 11 B-grade fields; 19 C-grade fields; and 9 sand fields. The targets will be revised in our 2011/12 annual plan.

Source: WCC Parks and Gardens.

Scheduled sports games (%) that are played



Targets were not achieved due to weather restricting ground use during the winter and summer seasons.

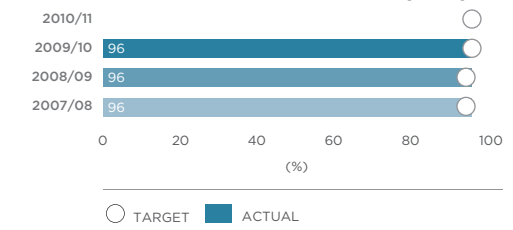
Source: WCC Parks and Gardens.

Sportsfield utilisation

We assess the use of fields on a weekly basis taking into account ground conditions and weather. We allow as much play as each ground can take. On occasions when fields cannot sustain play we will cancel or postpone matches on that day. In general, the increasing demand from sporting codes means there is a lack of available playing space across the city. Our synthetic programme aims, in part, to allow greater access and use of playing surfaces in line with our target not to exceed recommended usage.

Source: WCC Parks and Gardens.

Marina's berths and boatshed occupancy (%)



Source: WCC Parks and Gardens.

Residents (%) who agree that WCC recreation services and facilities provide good value for money

Result: 80% (target: 90%).

Source: WCC Residents' Satisfaction Survey 2010.

5.4 PUBLIC HEALTH AND SAFETY

Public health and safety are fundamental to residents' quality of life, and also influence the city's attractiveness as a place to live, work, play and do business.

This activity includes:

- **Burials and cremations** - We provide cemeteries in Makara and Karori, and a crematorium at Karori.
- **Public toilets** - We provide more than 60 public toilets throughout the city, and almost 50 sportsfield pavilions which have public toilets.
- **Public health regulation (food/dogs)** - We regulate, monitor and respond to complaints about food and liquor outlets, animals, trade waste, and other activities affecting public health in line with legislation and local bylaws.
- **City safety** - We work with Police and others to ensure Wellington remains a safe city, through initiatives such as closed circuit TV cameras, banning public liquor consumption, and urban design that promotes visibility and safety.
- **Wellington Emergency Management Office (WEMO)** - We work with other sectors of the community to ensure that Wellington is prepared for earthquakes and other emergencies.

Our involvement in most of these areas reflects legislative requirements covering public health, burials and cremations, emergency management, food hygiene, liquor licensing, animal control, trade waste and other activities. This work is guided by Council bylaws and by policies covering areas such as gambling and dog control.

KEY PROJECTS

During the year:

- We consulted residents on a proposal for a 24-hour-a-day city-wide ban on carrying (opened), and consuming liquor in public places. In July 2010, in response to community feedback, the Council opted against a city-wide ban, and instead extended the existing ban (covering the central city, Oriental Bay, Mount Victoria Lookout, Aro Valley and Central Park) to Newtown and Mount Cook.
- The Council adopted a new Dog Policy and Animals Bylaw, making changes to off-leash dog exercise areas and allowing dogs on leashes into the central city.
- We consulted residents on changes to our Gambling Venues Policy aimed at gradually reducing the number of pokie machines and venues in suburban areas. The central city continues to have no restrictions on the number of gambling venues and machines.
- We restructured our Civil Defence Centre network into eight Civil Defence Areas, implemented a new volunteer training programme, and began a new volunteer recruitment drive. Sixty-five new volunteers were trained. We also developed an Emergency Alert txt service. The restructuring and training are aimed at improving communication between WEMO and civil defence venues. We are also developing tools to help educate the public about the need for and ease of better preparedness.
- We completed safety improvements along Courtenay Place - including installation of closed circuit TV cameras, increased monitoring of city streets by city safety officers, and increased lighting to ensure public areas are well lit.

OUTCOMES

This activity contributes to the following outcomes: healthier; safer.

We assess safety on the basis of recorded crime rates and resident perceptions of crime. During the 2009 calendar year, 18,736 crimes were recorded in the Wellington Police District - down from 19,122 in 2008 but up from 17,570 in 2007.

In 2009, 2,347 violent crimes were recorded (almost unchanged from the previous two years) and 3,135 drug and antisocial crimes were recorded (up from 2,811 in 2008 and 2,468 in 2007). Resolution rates have remained stable in the past three years.

In our 2010 Residents' Satisfaction Survey, the vast majority of Wellington residents said they feel safe in their neighbourhoods at night (87%) and during the day (100%). In the central city, most felt safe during the day (99%) and at night (64%). In 2009, 67% of those surveyed felt safe in the central city after dark, while in 2008 the result was 54%.

Safety issues of most concern included alcohol and drugs, dangerous drivers, threatening people/people behaving dangerously, and poorly lit or dark public areas.

We also assess safety by asking residents if they have an emergency plan and emergency items such as torches, food/water and essential medication. In our 2010 survey, 76% of residents said they had emergency items, and 48% said they had an emergency plan (compared with 45% in 2009 and 36% in 2008).

We assess health on the basis of average life expectancy and incidence of food-borne and water-borne diseases. Average male life expectancy in 2005-2007 was 80.1 years, compared with 75.4 years a decade earlier; average female life expectancy in 2005-07 was 83.7, compared with 81.2 a decade earlier.

During 2009/10, the Council was notified of 291 food-borne or water-borne diseases - compared with 306 in 2008/09 and 269 the previous year.

WHAT IT COST

	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
OPERATING EXPENDITURE (\$000)				
5.4.1 Burials and Cremations				
Expenditure	1,525	1,579	54	1,551
Revenue	(687)	(772)	(85)	(789)
Net Expenditure	838	807	(31)	762
5.4.2 Public Toilets				
Expenditure	1,972	1,892	(80)	1,795
Revenue	-	-	-	-
Net Expenditure	1,972	1,892	(80)	1,795
5.4.3 Public Health Regulations¹				
Expenditure	4,209	4,414	205	4,295
Revenue	(2,284)	(2,172)	112	(2,255)
Net Expenditure	1,925	2,242	317	2,040
5.4.4 City Safety				
Expenditure	1,727	1,746	19	1,474
Revenue	-	-	-	-
Net Expenditure	1,727	1,746	19	1,474
5.4.5 Wellington Emergency Management Office²				
Expenditure	2,077	2,313	236	2,226
Revenue	(100)	(129)	(29)	(154)
Net Expenditure	1,977	2,184	207	2,072
CAPITAL EXPENDITURE (\$000)				
5.4.1 Burials and Cremations				
Expenditure	217	224	7	465
Unspent portion of budget to be carried forward	N/A	8	-	N/A
5.4.2 Public Toilets				
Expenditure	368	389	21	826
Unspent portion of budget to be carried forward	N/A	123	-	N/A
5.4.4 City Safety				
Expenditure	60	69	9	101
5.4.5 Wellington Emergency Management Office				
Expenditure	3	3	-	-
Unspent portion of budget to be carried forward	N/A	151	-	N/A

¹ Public health operating revenue is over budget is due to additional income from dog registrations. Operating expenditure is under budget due to reduced organisational overhead costs.

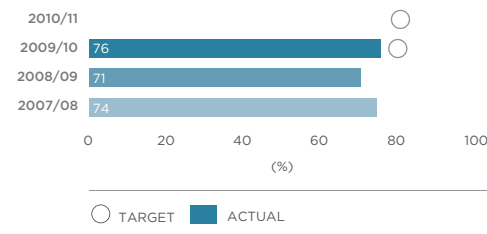
² Wellington Emergency Management Office operating expenditure is under budget due to savings in general expenses and professional fees.

Funding note: Public toilets and city safety work are funded through general rates. The Wellington Emergency Management Office is largely funded through general rates. Regulatory activities and cemeteries/crematoria are funded through a combination of rates and user charges.

HOW WE PERFORMED

We aim to protect public health and safety through a variety of services and regulatory activities. Success is measured in a variety of ways, including maintenance of our World Health Organisation 'Safe Community' status, resident satisfaction with facilities, and the number and response times to complaints.

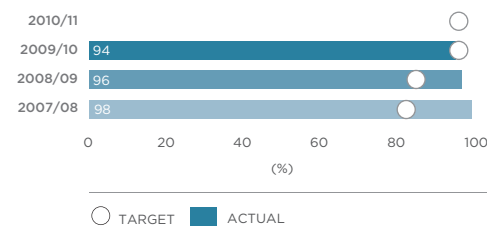
Residents' (%) satisfaction with the cleanliness of Wellington City Council public toilets (satisfied or neutral)



This is a new measure. While trend information is available, there were no targets for previous years.

Source: WCC Residents' Satisfaction Survey 2010.

Wellington City Council public toilets that meet required cleanliness and maintenance performance standards



Source: WCC Parks and Gardens.

Complaints received - public toilets

Result: 324 complaints received (target: fewer than 671).

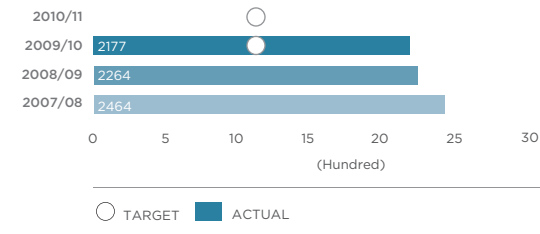
Source: WCC Parks and Gardens.

Response to service requests - public toilets

Result: we responded to 100% of urgent requests within four hours (target: 100%), and 99% of non-urgent requests within three days (target: 100%).

Source: WCC Parks and Gardens.

Number of complaints about dogs to Wellington City Council



While we have not achieved our target, the number of complaints has been trending down. We'll review the targets in the coming year.

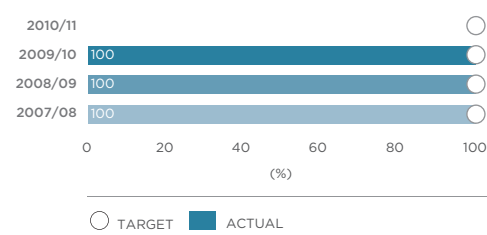
Source: WCC Building Consents and Licensing Services.

Response to service requests - dog control

Result: we responded to 100% of urgent requests within one hour (target: 100%), and 99% of non-urgent requests within 24 hours (target: 95%). Urgent dog attacks are defined as attacks on people or other animals.

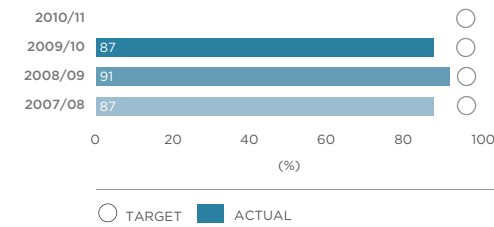
Source: WCC Building Consents and Licensing Services.

Scheduled food premises (%) inspections that were completed



Source: WCC Building Consents and Licensing Services.

Food premises (%) with excellent or very good ratings that maintain or improve their rating



Food premises ratings are assessed as a result of scheduled annual inspections. There has been an increase in the number of premises that required cleaning or repairs (possibly due to financial constraints during tougher economic times). This affects their ability to retain or improve their grade.

Source: WCC Building Consents and Licensing Services.

Complaints received - food premises

Result: 70 (target: fewer than 50). None of the complaints received were serious, and no food premises were closed or operators prosecuted as a result of these complaints. The number of food operators in the city increased by 3% during the year.

Source: WCC Building Consents and Licensing Services.

Response to service requests - food premises

Result: we responded to 100% of urgent requests within one hour (target: 100%), and 98% of non-urgent requests within 48 hours (target: 90%).

Source: WCC Building Consents and Licensing Services.

Inspection schedule completion - liquor licensed premises

Result: 100% of scheduled inspections were completed (target: 100%).

We increased the number of inspections during the year, with the focus on 'control purchase operations' run with the Police. In a 'control purchase operation', a supervised volunteer aged under 18 tries to buy liquor from an off-licence such as a supermarket. If the purchase succeeds, the operator, manager or licensee is liable to prosecution.

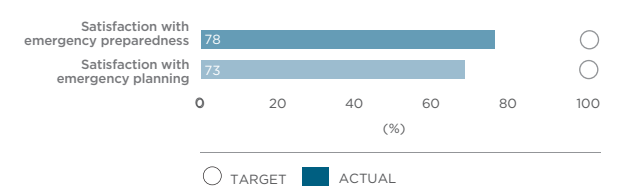
Source: WCC Building Consents and Licensing Services.

Response to service requests - hazardous substances

Result: we responded to 100% of urgent requests within one hour (target: 100%).

Source: WCC Building Consents and Licensing Services.

Wellington Emergency Management Office partners' satisfaction with emergency planning and preparedness



No partners were dissatisfied with emergency planning or preparedness (some were 'neither satisfied nor dissatisfied'). In 2010/11, we will continue to build relationships with partner agencies and engage with them for response planning, training and exercises.

Source: Wellington Emergency Management Partner Survey 2010.

Emergency management programmes

Result: we have provided emergency management presentations to 112 organisations (target: 170).

The 112 presentations delivered included 23 businesses, 29 schools and 60 community groups, reaching a total audience of 3,590 (business 562; schools 1,434; community groups 1,594).

During the year, WEMO did not have a staff member dedicated solely to public education, and responded to requests for emergency management presentations but did not proactively market them. Once more staff are in place, we intend to be more proactive and contact schools and other organisations with a view to delivering presentations.

Source: Wellington Emergency Management Office.

World Health Organisation 'Safe Community' status

Our target was to retain this status, and this was achieved. We will apply for 'safe community' status again in 2011.

Source: WCC City Safety.

5.5 HOUSING

We provide housing to people whose needs are not met by other housing providers. We are the city's biggest provider of housing with more than 2,300 housing units providing shelter for more than 4,000 tenants.

Our housing units are rented at below-market rates. Rental income is ring-fenced for reinvestment in social housing.

To be eligible for social housing, applicants must have modest incomes and assets, their current housing must be inadequate for their needs, and they must be in one of the following priority groups: the fit elderly, refugees, people with a physical or psychiatric disability, people with multiple disadvantages, households who pay more than half of their income as rent, migrants, or people with disabilities.

Our commitment to social housing is supported by a partnership with the Crown (Housing New Zealand), which is providing \$220 million for a 10 year upgrade programme. This work will include upgrading insulation and ventilation, upgrading kitchens and bathrooms, reconfiguring some bedsits into larger accommodation, addressing issues about safety and security, and bringing buildings up to modern earthquake and Building Code standards. These upgrades will make houses and apartments safer, more secure, healthier, more energy efficient, and bring them up to a standard appropriate for comfortable living.

The upgrades involve temporary relocation of tenants so that the upgrade work can be carried out. We work with tenants to ensure this is carried out with the least possible impact.

Alongside the upgrades, our Community Action Team is helping tenants to identify and implement projects that enhance community spirit and well-being, such as establishing community gardens or enhancing outdoor spaces.

As well as meeting a basic need, our social housing contributes to social cohesion, helps people to access the opportunities the city has to offer, and contributes to Wellington's reputation as a close, caring community. The upgrade programme is enhancing tenants' health, safety and security, while also contributing to the local economy.

KEY PROJECTS

During the year:

- We completed an upgrade of Newtown's Te Ara Hou flats. This included upgraded kitchens and bathrooms, new curtains and carpets, improved ventilation and insulation, an improved rubbish and recycling system, and landscaping. We also started an upgrade at Hanson Court. Plans were developed for future upgrades of Regent Park (Newtown), Central Park (Te Aro) and Marshall Court (Miramar).
- The Council won the award for Leading Housing Solutions in the New Zealand section of the 2009 Australian Housing Institute's Excellence in Social Housing Awards, for its Community Action programme. The Community Action Team focused on safety, with positive results.
- A competition was held among architects for accessible housing designs, to be considered for use in future refurbishments.
- A new Housing (Social) Services Policy was adopted in May 2010.

OUTCOMES

This activity contributes to the following outcome: more liveable. In this context, our aspiration is for residents to have access to high quality amenities and services including affordable housing.

Altogether, there are 26,503 rental properties in Wellington. The 2,347 housing units we provide account for 8.85% of that total; Housing New Zealand has 1,639 properties, amounting to 6.18%.

We also assess progress towards this outcome by asking residents about their quality of life. In our 2010 Residents' Satisfaction Survey, 92% said their quality of life was good or extremely good (this compares with 93% in 2009 and 94% in 2008).

WHAT IT COST

	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
OPERATING EXPENDITURE (\$000)				
5.5.1 Community Housing¹				
Expenditure	17,061	16,850	(211)	16,140
Revenue	(32,761)	(31,178)	1,583	(22,868)
Net Expenditure	(15,700)	(14,328)	1,372	(6,728)
CAPITAL EXPENDITURE (\$000)				
5.5.1 Community Housing²				
Expenditure	16,776	16,873	97	6,948
Unspent portion of budget to be carried forward	N/A	753	-	N/A

¹ Operating revenue is over budget due to the unspent portion of the Crown Housing Grant from 2008/2009 being carried forward and recognised when the capital expenditure occurred in 2009/2010.

² Capital expenditure is under budget due to the timing of the renewal programme and work in progress associated with the Housing Upgrade programme.

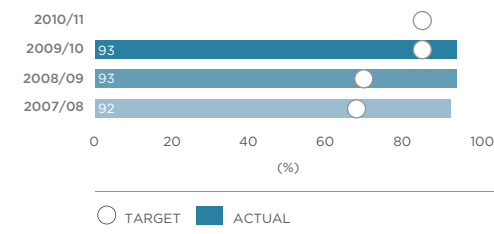
Funding note: Housing operations are funded by user fees and the upgrade programme is mainly funded by Central Government.

Our upgrade programme is making Council housing warmer, healthier and better places to live.

HOW WE PERFORMED

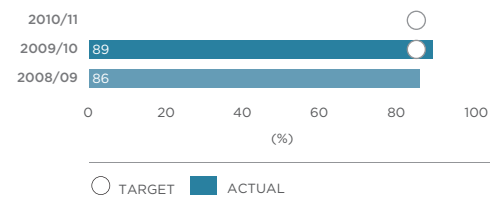
We aim to provide good quality homes to people whose housing needs are not met by other landlords. Success is demonstrated by high levels of tenant satisfaction, compliance with legal requirements, completion of scheduled upgrades, and high occupancy rates.

Wellington City Council housing tenants (%) satisfaction with services and facilities



Source: WCC Housing Tenants Survey 2010.

Wellington City Council housing tenants (%) that rated the condition of their house/apartment as good or very good



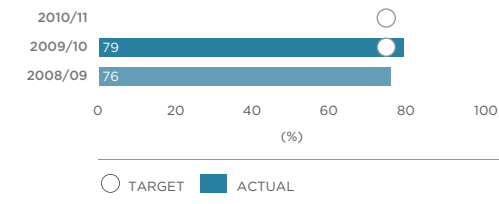
Source: WCC Housing Tenants Survey 2010.

Compliance with legislative requirements

Result: All City Housing services and facilities comply with all legislative requirements (e.g. Residential Tenancies Act, building warrant of fitness). Target: Compliance achieved.

Source: WCC City Housing.

Wellington City Council housing tenants (%) that feel safe in their housing complex at night



Source: WCC Housing Tenants Survey 2010.

Occupancy rate (%) for housing facilities

Result: 93% (target: 90%).

Occupancy has been affected by the need to re-house tenants during reconstruction and upgrades as part of the Housing Upgrade Project. We have let some units for fixed terms; this keeps revenue coming in while also ensuring the units are available for longer-term tenants whose homes are being upgraded.

Source: WCC City Housing.

Average waiting time for housing applicants

GROUP	2007/08	2008/09	2009/10
Elderly	76 days	52 days	151 days
Refugees/migrants	128 days	63 days	154 days
Physical disability	103 days	116 days	206 days
Psychiatric disability	78 days	86 days	84 days
Multiple disadvantage	80 days	86 days	153 days
Rent >50% income	66 days	135 days	126 days
Overall	87 days	89 days	140 days

There is no target for this performance measure. Performance depends on availability of housing units.

Source: WCC City Housing.

Applicants (%) housed - by target group

GROUP	2009/10
Elderly	59%
Refugees/Migrants	49%
Physical Disability	50%
Psychiatric Disability	54%
Multiple Disadvantages	64%
Rent > 50% Income	55%
Overall	56%

There is no target for this performance measure.

Source: WCC City Housing.

Residents (%) who rate services and facilities as good value for money

Result: 82% (target: 90%).

Source: WCC Housing Tenants Survey.

Milestones for Housing Upgrade Project

Result: All project design and construction related milestones were achieved in accordance with the agreed works programme with the Deed of Grant Between the Crown and the Council (target: meet all milestones, design standards and budgets.)

The Crown (HNZC) carried out a comprehensive annual audit which concluded that the project was delivering to all high level outcomes set out in the works programme and Deed of Grant. The overarching programme is ahead of schedule and 1% under budget after two years.

Source: WCC City Housing.

Property upgrades

Result: Completed the upgrade of Te Ara Hou flats - see 'Key projects' (target: complete the upgrade).

In 2010/11, we intend to complete upgrades of Hanson Tower and Podium Building.

Source: WCC City Housing.

5.6 COMMUNITY PARTICIPATION AND SUPPORT

We want Wellington to have strong communities and to be a place where everyone feels included.

This activity includes:

- **Implementation of homelessness strategy** – We fund projects to help homeless people with health, accommodation and other needs.
- **Community advocacy** – We provide information, advice and advocacy services to a wide range of people and community groups, publish a directory of community organisations, and support community forums through which people contribute to civic life.
- **Social and recreation grants** – We provide grants to support initiatives that support our strategic objectives – which include encouraging healthy lifestyles, enhancing health and safety, and enhancing social cohesion.
- **Community centres and halls** – We own a network of community centres and town halls throughout the city, and also support community-owned centres. All are run by their local communities through independent management committees.

Our support for homeless people includes funding for Project Margin, run by the Downtown Community Ministry. This programme assists homeless people to either find accommodation or make their accommodation more secure.

Our community advocacy programmes involve work with a very wide range of groups. Key initiatives focus on meeting the needs of the city's young people, elderly, people with disabilities, Pacific Island communities and other ethnic groups.

This work is guided by Council policies on community facilities, engagement, homelessness and access to information and communication technologies (ICT).

Grants are provided in two ways: through three-year contracts with organisations that contribute strongly to our strategic objectives (for example, those working with disadvantaged people or supporting youth programmes) and through one-off grants offered through a contestable funding pool.

We encourage strong communities by bringing people together, allowing them to access opportunities, contributing to their sense of belonging and community pride, and by contributing to people's health and well-being. Much of our work under this activity supports Wellington's large volunteer networks. Their knowledge, expertise and resources are a critical part of city life.

KEY PROJECTS

In June 2010, the Council approved a new Community Facilities Policy and Implementation Plan. The policy aims to guide future council investment in community facilities such as libraries, pools, recreation centres, and community centres and halls.

The overarching principle is that the Council will support facilities in partnership with communities, and will not be the sole provider of facilities. It also set out the facilities each town centre, district or neighbourhood centre could expect – with larger centres providing a full range of services and smaller centres providing meeting spaces.

The implementation plan for 2010/11 included a range of swimming pool upgrades (see 5.3 Recreation Services), working with Churton Park residents on options for a community space, and working with Johnsonville residents on options for relocation and expansion of Johnsonville Library to also provide community space.

In addition, during the year:

- Design and planning work was completed for an upgrade of the Khandallah Town Hall. Construction will be carried out in 2010/11.
- A fit-out of the Zeal youth venue was completed, including a performance venue and café – this was part-funded by the Council.

OUTCOMES

This activity contributes to the following outcome: more inclusive. Under this outcome, we aim for the city's diverse population to be supported and embraced by a tolerant, caring and welcoming community.

In our 2010 Residents' Satisfaction Survey, 62% were satisfied with the services we provide to encourage strong and thriving communities (compared with 63% in 2009 and 58% in 2008). In addition, 78% of residents said they were aware of the types of community support we provide.

The same survey found that 23% had used community halls during the 12 months before the survey (up from 20% in 2009 and 15% in 2008), while 24% had used community centres (compared with 25% in 2009 and 18% in 2008).

In the national 2008 Quality of Life survey, 59% of Wellingtonians said having a sense of community in their local neighbourhood was important (compared with 69% in 2006).

The same survey showed increasing numbers of people belonging to informal networks including family (82%, up from 66% in 2006), school or work networks (67%, up from 62%), hobbies and interest groups (41%, up from 37%), friendships (11%, up from 4%) and online community groups such as Facebook (38%, up from 20%). Membership of other networks declined, including sports clubs (29%, down from 33%), church/spiritual groups (26%, down from 32%), and community/voluntary groups (19%, down from 22%).

WHAT IT COST

	ACTUAL 2010	BUDGET 2010	VARIANCE 2010	ACTUAL 2009
OPERATING EXPENDITURE (\$000)				
5.6.1 Implementation of the Homelessness Strategy¹				
Expenditure	130	380	250	250
Revenue	-	-	-	-
Net Expenditure	130	380	250	250
5.6.2 Community Advocacy				
Expenditure	1,605	1,641	36	2,121
Revenue	(102)	(100)	2	(299)
Net Expenditure	1,503	1,541	38	1,822
5.6.3 Social and Recreational Grants				
Expenditure	2,423	2,476	53	2,404
Revenue	-	-	-	(1)
Net Expenditure	2,423	2,476	53	2,403
5.6.4 Community Centres and Halls²				
Expenditure	4,138	3,309	(829)	3,193
Revenue	(252)	(145)	107	(253)
Net Expenditure	3,886	3,164	(722)	2,940
CAPITAL EXPENDITURE (\$000)				
5.6.4 Community Centres and Halls³				
Expenditure	218	218	-	1,407
Unspent portion of budget to be carried forward	N/A	815	-	N/A

¹ Homelessness Strategy operating expenditure was under budget as the Council funds to support a proposed Wet Hostel (in partnership with the Capital and Coast DHB) were unspent. The project will not be continuing as the trust that was developing the project has withdrawn.

² Community Centre and Halls operating expenditure was over budget due to depreciation and utilities costs being higher than planned

³ Community Centres and Halls capital expenditure was under budget due to the timing of works on the Khandallah Town Hall upgrade, which is due to be carried out in 2010/11.

Funding note: These projects are funded through general rates, with the exception of community centres and halls which receive a small contribution from user fees.

HOW WE PERFORMED

Our aim in this activity is for Wellington to have strong communities where everyone feels included. We assess success in a variety of ways, including the number of homeless people helped by Project Margin, use of community centres and halls, and community group satisfaction with Council relationships. We also keep track of the number of groups supported through social and recreation grants.

Community groups (%) satisfaction with Council relationships

Result: 97% (target: 70%).

Those surveyed included organisations that the Council holds funding contracts with (see 'social and recreation grants' below), as well as people who applied for grants.

Source: City Communities Customer Satisfaction Survey 2010.

Community forums, community group meetings, advisory groups and youth events

There is no performance target for this measure.

During the year, 22 youth events (estimated attendance 8,500) and two community forums (estimated attendance 270) were held. We also hosted 22 community group meetings and 40 advisory group meetings.

Source: WCC City Communities and Grants.

Homelessness Strategy

There is no target for this performance measure.

During the year, Project Margin continued to make progress in assisting people without shelter to access housing/social services and support, assisting 48 people into housing with ongoing home support visits.

We also supported services including the Night Shelter, Catacombs Drop-in Centre and Women's Refuge (through grants and funding contracts), and provided leadership in an inter-agency approach to meet increasing demands in homelessness issues within the city.

Source: WCC City Communities and Grants.

Social and recreation grants

There are no performance targets for this measure. We aim to support initiatives that contribute to social well-being in line with eligibility criteria (available at www.Wellington.govt.nz/services/grants).

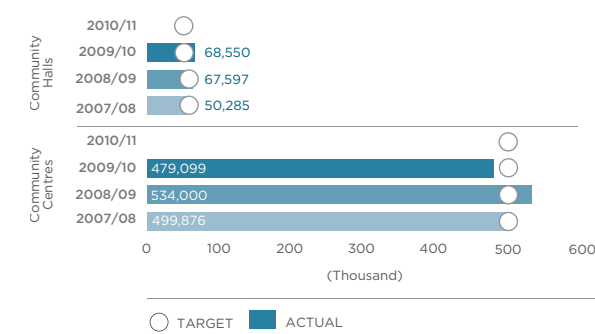
CONTESTABLE FUNDING POOL	2007/08	2008/09	2009/10
Total number of grant applicants	136	163	140
Total number of applicants receiving grants	45	77	65
Total budget available to applicants	\$402,000	\$381,533	\$404,778
Total budget distributed to applicants	\$402,000	\$376,621	\$383,193

Organisations that received funding through three-year contracts during the year included the network of community centres across the city, the Downtown Community Ministry (for Project Margin - see above), the Wellington 2020 Communications Trust (see above), as well as Mokai Kainga Māori Centre Charitable Trust, Wellington Activity Centre, Wellington Boys and Girls Institute Inc. and youth venue Zeal.

Organisations funded through one-off grants included the Aro Valley Community Council (for English classes for migrants), the Northern Suburbs Activities Group (to encourage community involvement for isolated people), and WellElder (to deliver specialised counselling for older persons).

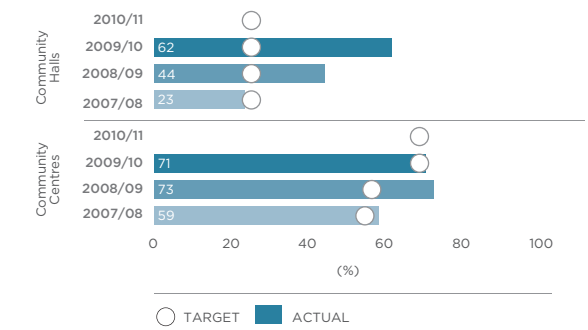
Source: WCC City Communities and Grants.

Number of visitors to Wellington City Council community centres and halls



Source: WCC City Communities and Grants.

Occupancy rates (%) of Wellington City Council Community Centres and Halls



Source: WCC City Communities and Grants.