

APPENDIX 5.3.6

STRATEGY 6:

Social and Recreation

BUILDING STRONG, SAFE, HEALTHY COMMUNITIES FOR A BETTER QUALITY OF LIFE

We aim to promote social well-being by ensuring a strong social infrastructure and a high level of social cohesion. We encourage healthy lifestyles, protect public safety, and provide stimulating, wide range of recreation opportunities that add to a high quality of life.

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Introduction

A successful city can be measured by the well-being of its people and the strength of its communities. When individuals are safe and healthy, and communities are strong, people enjoy what a city has to offer — its environment, and the social, recreational, business and work opportunities it provides.

For communities to be strong, and for people to enjoy better quality of life, several things have to come together. The city has to provide infrastructure and services to meet basic needs and ensure residents can participate and enjoy themselves. Steps have to be taken to protect public safety. And people have to be tolerant and caring.

So far, Wellington is doing well. Our life expectancy is above the national average. Most of us feel safe in the city. The vast majority of us rate our quality of life as good or extremely good. We welcome diversity and feel a strong sense of community with those around us.

But we do face challenges. Our population is growing and ageing. We are becoming more culturally diverse. And growth is occurring in different ways — the spread of suburbs in northern areas of the city, and increasing intensification of development in the central city and inner suburbs. All of these developments are likely to challenge our sense of community, and place increasing pressure on the services and facilities that underpin that community spirit.

Key facts

Percentage drop in the number of crimes in Wellington city from 2002/03 fiscal year to 2004/05: 11.49%

Percentage of Wellington's rental housing provided by the Council: 11.4%

Number of users of Council-funded recreation facilities (2004/05): 1,518,376

OUR LONG-TERM OUTCOMES

Our overall goal is to build strong, safe and healthy communities for a better quality of life. This will mean encouraging high levels of involvement and participation in community activities, and providing facilities, opportunities and events that bring people together. It will also mean taking steps to promote healthy lifestyles and protect people from risks to their health and safety. And it will mean taking action to help those in need.

Over the next 10 years, we aspire to the following outcomes:

6.1 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.

Wellington will be a safe city that offers residents high-quality choices about where and how they live, work and play. Providing wide-ranging work and lifestyle options for increasingly diverse communities will be important if the city is to attract and retain an innovative and dynamic population that will deliver the city's desire for smart growth. Making the city more liveable will mean:

- providing sustainable community facilities and services appropriate to the needs of Wellington residents and visitors
- ensuring there is adequate provision of affordable housing for those on low incomes or for those with special needs.

6.2 MORE INCLUSIVE: WELLINGTON'S DIVERSE POPULATION WILL BE SUPPORTED AND EMBRACED BY A TOLERANT, CARING AND WELCOMING COMMUNITY.

Wellington's population is constantly changing – it is ageing, and growing more ethnically diverse through immigration. It is important that residents are supported to ensure they develop potential and have access to housing, employment and community activity. This mitigates the risk of social exclusion, which leads to disenfranchised individuals who may become isolated. All groups in society need to be acknowledged and celebrated to ensure that Wellington's sense of community, tolerance and diversity continue to be a feature of its sense of place.

Making Wellington a more inclusive city will mean supporting expressions of diversity and addressing barriers to participation by people at risk of social exclusion.

6.3 MORE ACTIVELY ENGAGED: WELLINGTON RESIDENTS WILL BE ACTIVELY ENGAGED IN THEIR COMMUNITIES, AND IN RECREATION AND LEISURE ACTIVITIES.

Strong, cohesive communities are inclusive, resilient and safe. They tend to have high levels of participation, including volunteering. Participation and access supports individuals' efforts to develop potential, contribute to society and obtain employment. To maximise engagement within the community, barriers to participation must be addressed, and appropriate services and programmes provided. Making Wellington a more actively engaged city will mean:

- developing greater participation and involvement through closer working relationships with community organisations such as sports clubs, ethnic and cultural groups, and service providers
- developing community by engaging with people and communities to respond to social and economic issues
- working with clubs and groups to promote participation of youth
- providing information and support to community groups through grants and other assistance.

6.4 BETTER CONNECTED: WELLINGTON WILL OFFER EXCELLENT ACCESS TO A SOUND SOCIAL INFRASTRUCTURE THAT SUPPORTS HIGH LEVELS OF SOCIAL COHESION.

Wellington will have a broad range of community services, and facilities that are geographically accessible for people. That provision ensures that there are opportunities to encourage people to develop to their full potential, support a strong sense of community and build social cohesion. Wellington will have strong community networks, working in partnership, to bring about a high level of cohesion and integration. Access to services, resources, information and recreational facilities is essential to a successful city. Being better connected also includes having access to information technology. Making the city more connected at a community level will mean:

- increasing information flow, with active communication of relevant and appropriate information that supports the achievement of Council and community objectives
- continuing and enhancing provision of community resources and public services for people of all ages and abilities, including community centres and halls, libraries, grants, programmes and advice
- working with communities to build capacity and capability

- encouraging community partnerships.

6.5 HEALTHIER: WELLINGTON'S POPULATION WILL ENJOY A HEALTHY LIFESTYLE AND HIGH STANDARDS OF PUBLIC HEALTH.

As the city's biggest provider of recreation facilities, the Council aims to promote healthy lifestyles and build strong communities. It provides recreation programmes along with opportunities for passive recreation in parks and on the waterfront to increase overall well-being. Changing demographics mean an increased focus on the implications of an ageing population and the consequent changes in demand for recreation programmes and services to support a healthy lifestyle. The Wellington population must continue to have confidence in the Council's role in maintaining standards that contribute to public health. Making Wellington a healthier city will mean:

- promoting recreation programmes
- continuing and enhancing provision of recreation facilities and programmes, including swimming pools, recreation centres, playgrounds and sports fields
- promoting high standards of public health through appropriate regulations, advocacy and support (including the regulation of food premises, liquor licensing, managing the city's burials and cremations).

6.6 SAFER: WELLINGTON WILL OFFER A SAFE LIVING ENVIRONMENT, WHERE PEOPLE FEEL SAFE.

Public confidence in the safety of the city's streets and suburbs is a top priority for all cities. Wellington enjoys a reputation as a safe city with a vibrant inner city. To be an attractive destination for immigrants and visitors and to offer a high quality of life to residents it is critical that that reputation is maintained or enhanced. In addition to initiatives designed to promote safety in the city, safety will also be enhanced through initiatives and programmes that act to support a vibrant city where people participate in their communities and activities. Safety is also enhanced when people feel proud of their community and have a strong sense of belonging. As a city built on an earthquake fault line, and with an extensive coastline potentially at risk of violent storms or tsunamis, Wellington must maintain a high level of preparedness for natural and other hazards.

Road safety and safety design principles – noted in the Transport and Urban Development strategies – also contribute to making Wellington a safer place.

Making Wellington a safer city will mean:

- promoting public safety
- supporting crime prevention programmes such as Walkwise, CCTV
- mitigating the effects of potential natural and technological hazards through Wellington Emergency Management Office
- advocacy with partners to increase police numbers.

HOW WE'LL MEASURE OUR PROGRESS TOWARDS THESE OUTCOMES

To assess whether Wellington is becoming more liveable, we plan to survey residents to find out whether they think the city offers a range of recreation activities, and to find out how they feel about their overall quality of life. We also plan to measure trends in local and central government housing provision as a proportion of all rented housing units in the city.

To assess whether Wellington is becoming more inclusive, we plan to survey residents to find out whether they think cultural diversity makes the city a better place to live.

To assess whether Wellingtonians are becoming more actively engaged, we will monitor trends in participation in sports clubs and use of Council community and recreation facilities. We will also survey residents to find out what barriers they regard as restricting their participation in recreation activities.

To assess whether Wellington is becoming better connected, we will survey residents to find out whether they feel a sense of community with others in their local neighbourhood.

To assess whether Wellington's population is becoming healthier, we will monitor trends: in social deprivation (based on the proportion of residents living in each decile); residents' frequency of physical activity; residents' life expectancy; and incidence of the most prevalent food-borne and water-borne diseases.

To assess whether Wellington is becoming safer, we will monitor crime rates in the city, and we will survey residents to find out their views on the safety of the central city and suburban areas, and to find out how prepared they are for a civil emergency.

OUR THREE-YEAR PRIORITIES

For the period 2006-09, we've identified the following three priorities for our social and recreation work. These priorities are important stepping stones towards our long-term goals.

- We will work harder to increase the value of community facilities to their communities.
- We will build capability and capacity within the community to promote social cohesion and sound social infrastructure.
- We will increase our efforts to promote participation in sport and recreation, particularly for youth.

HOW WE PLAN TO ACHIEVE THESE PRIORITIES

We provide a wide range of services and facilities that promote stronger communities, protect public health and safety, and support the high quality of life Wellingtonians enjoy. These include:

- sport and recreation facilities such as swimming pools, sports fields, recreation centres and marinas
- recreation programmes and events
- community halls and community centres
- libraries
- playgrounds
- social housing, and funding of projects to help homeless people
- city safety initiatives
- support for 'community computing' initiatives
- funding and support for community groups
- regulation of food outlets to protect public health and safety
- the Emergency Management Office
- public toilets
- cemeteries.

Over the next three years, we will continue to work towards the development of a new indoor community sports centre. We plan to continue to support Project Margin, which is helping homeless people with health and accommodation needs. We plan to step up our provision of computer/internet access for people who otherwise would not have access to information technology. And we will review our network of community facilities to ensure they are meeting people's needs.

Detailed information about our proposed activities is provided on the following pages.

SIGNIFICANT NEGATIVE EFFECTS

We do not anticipate any significant negative effects from our social and recreation activities.

Our Social and Recreation Activities

Over the next few pages, we provide detailed information about our proposed social and recreation activities, what they cost, who we think should pay, and how we'll measure our performance.

6.1.1 COMMUNITY HOUSING

What we do

We own more than 2300 housing units, which we rent to low-income people whose housing needs are not met by other housing providers. We allocate these homes according to need. All applicants for housing assistance are assessed in line with the Council's Housing Policy. To be eligible, 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, and people with physical disabilities. Rents are set at 70 percent of market rates.

Over the next three years, we will continue to work toward reconfiguring our housing stock to meet increasing demand for one- and two-bedroom units. We are also planning several maintenance/upgrade projects on our housing units. See 'How we will manage our assets' below.

Why it's important

Shelter is a basic human need. By providing community housing, we ensure this need is met. This service also builds social cohesion, helps people to access the opportunities the city has to offer, and contributes to Wellington's reputation as a close, caring community. This activity contributes to the following community outcome: "Social services, especially public health and housing, will be affordable, available and accessible to all Wellingtonians".

How we will manage our assets

Of the 2300+ housing units, just over 100 are stand-alone houses. The remainder of the housing units are in estates, ranging from four-unit dwellings to large apartment complexes. Units range in size from bedsits to six-bedroom properties.

Our housing units are managed under our housing asset management plan, which sets out targets for asset condition, performance and levels of service. We aim to comply with all statutory requirements at all times. We maintain the housing units to a standard that sees all hazards put right within 24 hours and all assets in poor or very poor condition put right within 12 months. Condition assessments are carried out three-yearly and decisions made about upgrades, renewals and replacements as needed. We also gather information about properties through tenant surveys and complaints.

Over the next three years, our budget for capital expenditure renewals is increasing as a response to condition assessments which identified those assets in poor or very poor condition that need to be addressed. In addition, we are planning upgrade work to drainage on several properties to deal with dampness problems and reduce long-term maintenance costs. We are planning to build new fences and gates, and install new security lights, at several properties to reduce vandalism and increase tenants' security. We are also planning to build additional footpaths and car parks in several properties. We have a long-term programme to install shower units in 300 properties a year, with priority given to people with restricted mobility and families with small children. We also plan to upgrade shower facilities at several properties.

We also plan several maintenance projects, including: interior painting of 200 units; vinyl floor replacement in 350 units; and minor kitchen upgrades in some units.

We manage one housing unit with heritage value. This housing unit is managed according to our Built Heritage Policy and is also protected by Historic Places Trust classification and District Plan listing.

How we will measure our performance

Performance measures	Performance targets	
1. The percentage of applicants that are housed during the year (by target group).	2006/07	67%
	2007/08	68%
	2008/09	69%
	2016/17	70%
2. The average waiting time for applicants who are housed during the	2006/07	80 days
	2007/08	80 days

year (by target group).	2008/09	80 days
	2016/17	80 days
3. WCC housing tenants' overall satisfaction with services and facilities.	2006/07	65%
	2007/08	67%
	2008/09	69%
	2016/17	75%

Who should pay

User charges	70%
Other revenue	0%
Targeted rate	0%
<u>General rate</u>	<u>30%</u>
TOTAL	100%

What it will cost

6.1.2 RECREATION PARTNERSHIPS

What we do

Under this activity, we work in partnership with others to add to the range of recreation experiences Wellington offers. In 2006/07, we propose to support further progress on the proposal for an indoor community sports centre to provide facilities for basketball, volleyball, netball and other indoor sports. We're also supporting a proposal to establish an Olympic-size ice skating rink and ten-pin bowling centre in the upper car park at Te Whaea: National Dance and Drama Centre, and a proposal to redevelop the historic Spinks Café in Dixon Street as a youth café.

In addition, we provide ongoing funding to the Basin Reserve Trust to help ensure the iconic sports ground remains New Zealand's premier test cricket venue.

Why it's important

Access to recreation opportunities is important for people's health and well-being. Recreation and sport activities also bring people together, strengthening social cohesion. And, by offering a wide range of facilities, the city becomes a more appealing place for people to live. This activity

contributes to the following community outcome: "Wellington's communities will have ready access to multi-use indoor and outdoor facilities and spaces".

How we will measure our performance

We will monitor achievement in this area by reporting on the progress of each of our recreation partnerships under this activity.

Who should pay

User charges	0%
Other revenue	0%
Targeted rate	0%
<u>General rate</u>	<u>100%</u>
TOTAL	100%

What it will cost

6.2.1 IMPLEMENTATION OF THE HOMELESSNESS STRATEGY

What we do

Helping homeless people to meet their accommodation, health and other needs is a complex task, requiring input from the Council, central government and a variety of community agencies. As well as providing community housing (activity 6.1.1) and public conveniences (activity 6.5.2), we work with other organisations to advocate for and assist homeless people.

For 2006/07 and the following two years, we are proposing to continue our support for Project Margin. The Downtown Community Ministry administers this project, in which two outreach workers are employed to help meet the needs of homeless people. The initiative has proved highly successful, helping a significant number of people to either find homes or make their accommodation more secure. It is proposed to fund the project on a three-yearly basis.

In addition, we are providing social grants to other organisations that work with and assist the homeless (see activity 6.3.2).

Why it's important

Homelessness people generally have complex health and other needs. By providing assistance, we help to raise the health and well-being of homeless people, and take steps towards our goal of ensuring that the city's diverse population is supported and embraced by a caring community. This activity contributes the following community outcomes: "Wellington communities will be inclusive and welcoming to all people", and "Wellington will have responsive social services and a strong volunteer sector".

How we will measure our performance

Performance measures and targets for this activity are currently being developed.

Who should pay

User charges	0%
Other revenue	0%
Targeted rate	0%
<u>General rate</u>	<u>100%</u>
TOTAL	100%

What it will cost

6.2.2 COMMUNITY ADVOCACY

What we do

Our City Communities team aims to strengthen and support communities to be innovative and enterprising by valuing and celebrating diversity. The team provide information, advice and advocacy services to a wide range of people and community groups. This is done on both a geographic and a demographic basis. We also publish a directory of community organisations, and support community forums through which people contribute to civic life.

The programme for the coming three years includes:

Accessible Wellington: our programme that seeks to promote a wider consciousness about the lives of people with disabilities and reduce the every day obstacles that are put in their way. This will include implementation of the Mobility Parking Policy, providing information through "Accessible Maps" and "Accessible Tourism", continuing our support of the TSB mobility scooters, collaborating with our Disability Reference Group to ensure our urban design and infrastructural works are carried out in ways that don't create barriers, and hosting the Disability Forum.

Youth development: we want our young people to be actively engage in city life. We'll be continuing our annual youth forum and Youth Council so that their voices can be heard. We'll also continue to target some of our events towards the youth audience and take steps to make sure they can access the myriad of recreational opportunities that the city offers. Through one of our recreational partnerships we are helping to establish a youth café in the historic Spinks Cottage.

Positive ageing: we'll continue to implement our Older Person's Policy which aims to ensure the city's services and amenities meet the needs of older people.

Ethnic and Pacific Island support: we have been building our relationships with the city's various ethnic and Pacific Island communities over recent years. We'll be looking to strengthen these in the coming years through our regular forums and advisory group. We'll also be continuing our interpreting service network and developing a support plan, including a local settlement support group, for new settlers.

Strengthening families: we maintain a position as part of the Ministry of Social Development strengthening families programme. The coordinator will be leading training on the programme and is an important link to other agencies that are working on the programme.

For information on how we plan to develop opportunities for Maori to contribute to our decision-making processes see 7.2.1 Mana Whenua Partnerships and Wider Maori Community.

Why it's important

This activity supports a wide range of groups and initiatives, each of which builds social cohesion, allow people to access opportunities, and contributes to overall social well-being. It contributes to many community outcomes, in particular: "Wellington's communities being inclusive and welcoming to all people" and to the "city having strong social services and a strong volunteer sector".

How we will measure our performance

Performance measures	Performance targets	
1. The number of community forums held during the year, and the estimated attendance.	2006/07	6 forums / 700 attendance
	2007/08	6 forum / 725 attendance
	2008/09	6 forums / 750 attendance
	2016/17	8 forums / 850 attendance
2. The percentage of residents who are satisfied with services and resources provided by WCC to encourage strong and thriving communities.	2006/07	74%
	2007/08	76%
	2008/09	78%
	2016/17	80%
3. Community group satisfaction with services and resources provided by WCC/ City Communities (groups include - ethnic, youth, Maori, Pacific, disabled, elder, etc.)	2006/07	70% satisfaction
	2007/08	72% satisfaction
	2008/09	74% satisfaction
	2016/17	80% satisfaction

Who should pay

User charges	0%
Other revenue	0%
Targeted rate (residential)	100%
<u>General rate</u>	<u>0%</u>
TOTAL	100%

What it will cost

6.3.1 ACCESS SUPPORT

What we do

Through the Passport to Leisure programme, we provide community services cardholders with discounted access to recreation centres, swimming pools, libraries, and recreation programmes. Cardholders also get discounts at some non-Council facilities such as cinemas, theatres and video stores.

Why it's important

Our recreation facilities and libraries provide a wide range of health and well-being benefits to the people who use them. We do not believe these benefits should be denied to people who cannot afford them. By reducing cost barriers, this activity encourages healthy lifestyles. It also enhances social cohesion by encouraging use of community facilities and ensuring people are not unfairly excluded. Funding the Passport to Leisure programme primarily contributes to the following community outcome: "Opportunities for active and passive recreation are diverse, safe, affordable, accessible and attractive".

How we will measure our performance

Performance measures	Performance targets	
1. The number of Passport to Leisure users who have participated in WCC recreation facilities and programmes	2006/07	50,000
	2007/08	55,000
	2008/09	60,000
	2016/17	65,000
2. The percentage of Community Services cardholders who have participated in WCC recreation facilities and programmes.	2006/07	20%
	2007/08	30%
	2008/09	30%
	2016/17	40%

Who should pay

User charges	0%
Other revenue	0%
Targeted rate	0%
<u>General rate</u>	<u>100%</u>
TOTAL	100%

What it will cost

6.3.2 SOCIAL AND RECREATIONAL GRANTS

What we do

These grants support a wide range of initiatives that support our social and recreational strategic objectives.

Social partnerships: Our social partnerships programme supports key organisations that we regard as strategic partners making important contributions to social well-being in the city. We propose to fund Catacombs drop-in venue, the Life Flight Trust, Wellington Free Ambulance, Volunteer Wellington and the Wellington Women's Refuge through this programme.

Social and recreational grants: These grants support community-based organisations that contribute to our social and recreational strategic goals. Grants are provided in several ways:

- Longer-term funding is provided for organisations that contribute to our strategic objectives, for example by working with disadvantaged people, supporting youth programmes, encouraging participation in recreation activities, or making the city safer. These organisations are contracted to meet specific outcomes and objectives. We propose to fund Citizens Advice Bureaux, the Community Accounts Mentoring Service, the Multicultural Service Centre, Wellington City Mission, Wellington Night Shelter Trust, Wellington Social Services Council, Wesley Wellington Mission, and Weav (Wellington Violence Intervention Programme) on three-year contracts, and Age Concern Wellington, Downtown Community Ministry, Mokai Kainga Maori Centre, Presbyterian Support, Wellington Activity Centre, Wellington Community Childcare Association, Wellington ESOL Home Tutor Service, Wellington Basketball, Wellington People's Centre, Wellington Senior Centre and Zeal on one-year contracts that are subject to review.
- In addition, we provide one-off grants to support specific social or recreational projects or to meet specific needs. Most of these grants are allocated by our Grants Subcommittee and will be aimed at projects that support capacity-building, youth activities, safety, and participation in sports and recreation. Some funds have been earmarked for the Tawa district (to be distributed by the Tawa Community Board), helping individuals in need (to be distributed by the Wellington City Mission), and providing small grants to Wellington residents who are selected to represent New Zealand in international events.

Why it's important

These grants support a wide range of initiatives, each bringing its own benefits to the city, such as encouraging healthy lifestyles, enhancing social cohesion, protecting people's health and safety, and ensuring people have access to basic needs. This activity contributes to overall social well-being.

How we will measure our performance

Performance monitoring	Performance objectives	
Total number of grant applicants Total number of applicants receiving grants Total budget allocated to grants (note – the above measures reflect monitoring capacity and therefore do not have detailed performance targets)	2006/07	To distribute social and recreation grants pool budget in accordance with eligibility criteria
	2007/08	To distribute social and recreation grants pool budget in accordance with eligibility criteria
	2008/09	To distribute social and recreation grants pool budget in accordance with eligibility criteria
	2016/17	To distribute social and recreation grants pool budget in accordance with eligibility criteria

Who should pay

User charges	0%
Other revenue	0%
Targeted rate	0%
General rate	100%
TOTAL	100%

What it will cost

6.3.3 RECREATION PROGRAMMES

What we do

We are involved in dozens of recreational, sport, fitness and leisure programmes across the city and throughout the year to: encourage people to get out and be more active, more often; and to help community organisations to realise their recreational objectives. Programmes include the Run Swim series, Stepping Out Month of Walking, Kids Kiwiri, Dance Your Socks Off festival and many other programmes that together attract tens of thousands of participants every year. People know about what's on in the city through the popular leisure guides such as the *Feeling Great* monthly brochures and the www.feelinggreat.co.nz website. Programmes are also

targeted to those who find themselves disadvantaged, marginalised, or have identified barriers to participating.

Why it's important

This activity encourages healthy lifestyles and enhances social cohesion by encouraging involvement in social activities. It primarily contributes to the outcome that "Wellingtonians will enjoy recreation and be amongst the most active in New Zealand".

How we will measure our performance

Performance measures	Performance targets	
1. The number of users of WCC recreation programmes (excluding programmes offered at recreation facilities)	2006/07	40,000
	2007/08	40,000
	2008/09	40,000
	2016/17	50,000
2. The number of WCC recreation programmes held during the year (excluding programmes offered at recreation facilities)	2006/07	70
	2007/08	70
	2008/09	70
	2016/17	80

Who should pay

User charges	0%
Other revenue	25%
Targeted rate	0%
General rate	75%
TOTAL	100%

What it will cost

6.4.1 SWIMMING POOLS

What we do

The city's seven swimming pools (five indoor and two outdoor) provide opportunities for fun, recreation, exercise, aquatic sports, and learning water skills. Two of the pools — the Wellington Regional Aquatic Centre and the Freyberg Pool — provide fitness centres. The pools collectively attract more than 1.2 million visitors each year.

The Wellington Regional Aquatic Centre in Kilbirnie has started work on a major redevelopment involving new leisure pool with water play areas, improvements to the learners' pool, a new café, extended car parking, and provision for hydrotherapy services. This work should be completed by mid-2007.

Redevelopment and extension of the Keith Spry Pool in Johnsonville is scheduled for 2008/09, to cater for growth in northern areas of the city. The addition of a hydroslide and water play features at the Karori Pool is scheduled for 2007/08. The Tawa Pool will be partially re-roofed in July 2006 during the pool's five-yearly maintenance closure.

Why it's important

Provision of pools encourages healthy lifestyles and enhances social cohesion by encouraging people of all ages to engage in social, sporting and recreational activities. It also makes the city an appealing place to live, and — in the case of the Wellington Regional Aquatic Centre — attract visitors and raise the city's profile by providing facilities to host national and international events. It contributes to the following community outcomes: "Opportunities for active and passive recreation are diverse, safe, affordable, accessible and attractive" and "Wellington's communities will have ready access to multi-use indoor and outdoor facilities and spaces".

How we manage our assets

The pools are managed under our Swimming Pools Asset Management Plan, which sets out targets for asset condition, performance and levels of service. We aim to comply with all statutory requirements at all times, and to maintain all pools in excellent or good condition. Condition assessments are carried out regularly and decisions made about upgrades, renewals and replacements as needed. We also gather information through customer surveys, suggestions and complaints. The pools were assessed in 2004 by an independent contractor, and a 15-year maintenance and renewal programme compiled. The Thorndon and Freyberg pools are listed in our heritage building inventory and managed according to our Built Heritage

Policy. This means that any significant alteration affecting the buildings' heritage qualities would require a resource consent.

How we will measure our performance

Performance measures	Performance targets	
1. The number of users of WCC swimming pools.	2006/07	1,250,000
	2007/08	1,450,000
	2008/09	1,500,000
	2016/17	1,500,000
2. The percentage of users who rate the quality of WCC swimming pools as good or very good.	2006/07	90%
	2007/08	92%
	2008/09	95%
	2016/17	95%

Who should pay

User charges	45%
Other revenue	0%
Targeted rate	0%
<u>General rate</u>	<u>55%</u>
TOTAL	100%

What it will cost

6.4.2 SPORTS FIELDS

What we do

Wellington's 46 sports grounds provide year-round opportunities for recreation and competitive sport for people of all ages. We manage and maintain a wide range of sports fields and their turf and artificial surfaces, as well as pavilions and grandstands. The fields are mainly used for cricket, softball, rugby, league, hockey, soccer and netball. Some of the facilities are also used for golf, athletics, American football, touch, croquet and ultimate sports, as well as for training.

High-use facilities include the National Hockey Stadium, Rugby League Park, Newtown Park and Hataitai Park.

In the coming year, we plan to continue with our upgrade of Newtown Park – the home of Wellington soccer and athletics – to help it attract and retain key sporting events.

Major sports field redevelopment at Karori Park is scheduled for completion during 2006. Further work such as planting, car parking and access improvements will continue over the next few years.

Why it's important

Provision of sports fields encourages healthy lifestyles and enhances social cohesion by encouraging people of all ages to engage in social and recreational activities. It also makes the city an appealing place to live, and – in the case of facilities such as Newtown Park, the National Hockey Stadium, and a redeveloped Karori Park – attract visitors and raise the city's profile by providing facilities to host national and international events. It contributes to the following community outcomes: "Opportunities for active and passive recreation are diverse, safe, affordable, accessible and attractive" and "Wellington's communities will have ready access to multi-use indoor and outdoor facilities and spaces".

How we manage our assets

The sports fields are managed under our Sports Fields Asset Management Plan, which sets out targets for asset condition, performance and levels of service. Grounds are allocated according to each sporting code's current and foreseeable needs, taking into account historical use and location of club facilities. Fields and associated assets such as lighting and drainage (and specialist facilities such as cricket nets and shot put circles) are maintained to a standard that meets the needs of the sporting code using it. Condition assessments are carried out regularly and decisions made about upgrades, renewals and replacements as needed. We also gather information through customer surveys and consultation with sports codes.

Sports field pavilions are managed under our Public Conveniences and Pavilions Asset Management Plan (see 6.5.2).

How we will measure our performance

Performance measures	Performance targets	
1. Utilisation rates of WCC outdoor sports fields – winter and summer.	2006/07	Winter = 68%; summer = 78%
	2007/08	Winter = 68%; summer = 78%
	2008/09	Winter = 68%; summer = 78%
	2016/17	Winter = 68%; summer = 78%
2. The percentage of users who rate the quality and maintenance of WCC outdoor sports fields as good or very good.	2006/07	80%
	2007/08	80%
	2008/09	80%
	2016/17	80%

Who should pay

User charges	10%
Other revenue	0%
Targeted rate	0%
General rate	90%
TOTAL	100%

What it will cost

6.4.3 RECREATION CENTRES

What we do

Multi-purpose recreation centres attract more than 280,000 users each year in five suburbs: Karori, Newlands, Kilbirnie, Khandallah (Nairnville) and Tawa. They provide a range of recreation, sport and leisure opportunities. The Tawa and Newlands facilities are owned by local colleges and leased by the Council for community use out of school hours.

Why it's important

This activity encourages healthy lifestyles and enhances social cohesion by encouraging people of all ages to engage in social and recreational activities. It also makes the city an appealing place to live. It contributes to the following community outcomes: "Opportunities for active and passive recreation are diverse, safe, affordable, accessible and attractive" and "Wellington's communities will have ready access to multi-use indoor and outdoor facilities and spaces".

How we will manage assets that support this activity

The recreation centres we own are managed under our Recreation Centres Asset Management Plan, which sets out targets for asset condition, performance and levels of service. We aim to comply with all statutory requirements at all times. We maintain the centres in good or fair condition. Condition assessments are carried out regularly and decisions made about upgrades, renewals and replacements as needed. We also gather information through customer surveys and complaints. The centres were assessed in 2004 by an independent contractor, and a 15-year maintenance and renewal programme was compiled.

How we will measure our performance

Performance measures	Performance targets	
1. The number of users of WCC recreation centres	2006/07	325,000
	2007/08	325,000
	2008/09	345,000
	2016/17	345,000
2. The percentage of users who rate the quality of WCC recreation centres as good or very good.	2006/07	85%
	2007/08	85%
	2008/09	88%
	2016/17	90%

Who should pay

User charges	30%
Other revenue	0%
Targeted rate	0%
General rate	70%
TOTAL	100%

What it will cost

6.4.4 PLAYGROUNDS

What we do

We provide about 100 neighbourhood playgrounds and skate parks throughout the city, giving families and young people safe places to play near home. Playgrounds are managed according to our Playgrounds Policy, which aims to ensure that all communities have access to safe, enjoyable and stimulating playgrounds.

Why it's important

This activity encourages social cohesion by bringing people together. It enhances health and well-being by encouraging people of all ages to engage in social and recreational activities. It also makes the city an appealing place to live. It contributes to the following community outcomes: "Opportunities for active and passive recreation are diverse, safe, affordable, accessible and attractive" and "Wellington's communities will have ready access to multi-use indoor and outdoor facilities and spaces".

How we will manage assets that support this activity

The playgrounds and skate parks are managed under our Play Areas Asset Management Plan 2003, which sets out targets for the condition, performance and levels of service provided by our playground assets. We manage the playgrounds with the aim of complying with all relevant legislation and all relevant New Zealand Standards at all times. Targeted service levels depend on the type and expected level of use of the playground. We consult with local communities ahead of commence an upgrade. Condition assessments are carried out on an ongoing basis. We also receive feedback through resident surveys, and through complaints.

When the plan was developed in 2003, approximately 20-25 percent of playgrounds were in poor or very poor condition, and 25 percent had low-grade safety risks. We have since been working to bring them up to standard. Maintenance plans are set down in a 10-year maintenance programme for all assets. Broken equipment is isolated or repaired within 24 hours of notification.

We aim to ensure that all playgrounds are safe and provide a range of activities suitable for children of all ages. Over time we are reconfiguring our playground assets to ensure all areas of the city are catered for and that playgrounds are distributed equally across the city. Under our Playgrounds Policy, some playgrounds may be decommissioned if there is alternative provision in the area. In general, decommissioning would occur over time as equipment falls below safety standards.

How we will measure our performance

Performance measures	Performance targets	
1. Playground (skate park) usage – the percentage of residents with children under 14, whose children have used a WCC playground (or skate park) in the last 12 months.	2006/07	88%
	2007/08	88%
	2008/09	88%
	2016/17	88%
2. The percentage of residents (whose children use such facilities) who rate the quality of playgrounds (or skate parks) as good or very good.	2006/07	85%
	2007/08	85%
	2008/09	85%
	2016/17	85%

Who should pay

User charges	0%
Other revenue	0%
Targeted rate	0%
<u>General rate</u>	<u>100%</u>
TOTAL	100%

What it will cost

6.4.5 MARINAS

What we do

We own two marinas: the Evans Bay Marina and the Clyde Quay Boat Harbour. These provide public boat ramp access to the harbour as well as supporting the recreational activities of a large number of boat owners.

Why it's important

This activity encourages healthy lifestyles and enhances social cohesion by encouraging people of all ages to engage in social and recreational activities. It also makes the city an appealing place to live and contributes to the distinct character of the waterfront area. It contributes to the following community outcomes: "Opportunities for active and passive recreation are diverse,

safe, affordable, accessible and attractive” and “Wellington’s communities will have ready access to multi-use indoor and outdoor facilities and spaces”.

How we manage our assets

The marinas are managed under our Marinas Asset Management Plan 2004/05, which sets out targets for asset condition, performance and levels of service. Assets managed under the plan include piers and berths, boatsheds and other buildings, moorings, dinghy lockers and racks, car parks, sea walls, furniture, and sewage pump-out system.

Under the plan, we aim to comply with all statutory requirements at all times, and to maintain all assets in fair condition. Condition assessments are carried out regularly and decisions made about upgrades, renewals and replacements as needed. We also gather information through customer surveys, and consultation with groups using the marinas. A detailed 10-year maintenance plan was put in place in 2002. We aim to provide initial responses to complaints within 24 hours and final responses within three days. We aim to put right any identified hazard within 24 hours.

In 2006/07 we plan to renew the south ramp of the Evans Bay Yacht Club. We also plan upgrade work on assets at both marinas during the next three years.

The Clyde Quay boatshed and seawall (built 1905-1922) are listed in our heritage building inventory and managed according to our Built Heritage Policy. This means that any significant alteration affecting the buildings’ heritage qualities would require a resource consent.

How we will measure our performance

Performance measures	Performance targets	
The occupancy (%) of berths and boatsheds that are hired-out.	2006/07	95%
	2007/08	95%
	2008/09	95%
	2016/17	95%

Who should pay

User charges 100%
Other revenue 0%

Targeted rate	0%
General rate	0%
TOTAL	100%

What it will cost

6.4.6 COMMUNITY CENTRES AND HALLS

What we do

We own a network of community centres and halls throughout the city. We also support community-owned centres in several suburbs. All community centres are run by independent management committees and operate in ways that meet the needs of their communities. We also provide locations for eight crèches. During 2006/07, we will also consider proposals for extensions or upgrades of several community centres including Johnsonville where we are providing design and architectural advice, Aro Valley, Kilbirnie/Lyall Bay, and Newtown Community Crèche, as well as possible options for a Karori community hall.

We also assist community groups by subsidising accommodation costs. Many of these groups are located at the Betty Campbell Centre in the central city. As the lease is expiring on this space, we are considering how we can most effectively support community groups through a contestable accommodation assistance fund. This approach will allow support to be targeted to groups that are critical to social infrastructure to contribute to our social well-being objectives.

Why it's important

Community centres and halls contribute to social well-being in many ways. They provide a community venue for activities and services, bring people together and help them to access opportunities. They also contribute to people's sense of belonging and pride in their local suburban areas. Support for community groups helps to build social cohesion and assist people in need. This activity contributes to the outcomes that "opportunities for active and passive recreation are diverse, safe, affordable, accessible and attractive" and that "amenities will be accessible to all Wellingtonians".

How we will manage assets that support this activity

The community centres are managed under our Community and Childcare Centres Asset Management Plan. The community halls are managed under our Community Halls Asset Management Plan. Both plans set out targets for asset condition, performance and levels of service. We aim to comply with all statutory requirements at all times. We maintain all buildings managed under these plans in good or fair condition. Condition assessments are carried out regularly and decisions made about upgrades, renewals and replacements as needed. We also gather information through customer surveys and complaints. The community halls were assessed in 2004 by an independent contractor. The community centres were assessed in 2003 by an independent contractor. Fifteen-year maintenance and renewal programmes were compiled for Community Halls and an eleven year programme for Community and Childcare centres. During 2006/07, we will be considering options for the former Karori Community Centre buildings now that the centre has moved into new buildings as part of the library redevelopment. A number of other community centre upgrade proposals will be considered in future years.

The Ngaio Town Hall, Brooklyn Playcentre and Newtown Community and Cultural Centre are all listed in the District Plan as heritage buildings. All are also listed in our heritage building inventory, as is the façade of the Thistle Hall on Cuba St. These buildings are managed according to our Built Heritage Policy. This means that any significant alteration affecting the buildings' heritage qualities would require a resource consent.

How we will measure our performance

Performance measures	Performance targets	
1. The number of users who access WCC community centres and halls (Note – users includes individuals that may make multiple visits)	2006/07	Community centres = 500,000; halls = 62,000
	2007/08	Community centres = 500,000; halls = 65,000
	2008/09	Community centres = 500,000; halls = 65,000
	2016/17	Community centres = 500,000; halls = 65,000
2. The occupancy (%) of WCC community centres and halls	2006/07	Community centres = 54%; halls = 23%
	2007/08	Community centres = 56%; halls = 25%
	2008/09	Community centres = 58%; halls = 25%
	2016/17	Community centres = 64%; halls = 25%

Who should pay

User charges	20%
Other revenue	0%
Targeted rate (residential)	80%
<u>General rate</u>	<u>0%</u>
TOTAL	100%

What it will cost

6.4.7 COMMUNITY ICT ACCESS

What we do

We support projects that encourage people to develop information technology skills, and help organisations to use information technology to meet community objectives. Over the next three years, this will include:

- supporting the Wellington 2020 Communications Trust. It facilitates Wellington Community Net, which provides free website hosting for Wellington community groups. It is piloting the provision of internet and email facilities for patients at the Mary Potter Hospice.
- establishing a community ICT co-ordinator role within the Council to co-ordinate implementation of community computing aspects of our Information and Communications Technology Policy
- establishing computer rooms in our Newtown Park and Arlington housing complexes
- continuing to provide computers and internet access for Newtown residents in the Newtown Public Library, Pacific Island Network Centre and Newtown Community and Cultural Centre, and considering establishment of additional computer 'hubs' in other areas of the city.

We have developed a draft ICT Policy to support our work in this area. Public input on this draft policy is currently being sought. Copies of this are available on line at www.Wellington.govt.nz or from our Contact Centre, phone 499 4444.

Why it's important

Computer literacy is increasingly important for employment prospects and social connectedness. These initiatives encourage uptake of information technology skills among people and groups who might not otherwise have access to computers. This activity contributes in part to the outcome that "Wellington city and its amenities will be accessible to all Wellingtonians". It also contributes to our long term goal of being "better connected".

How we will measure our performance

Performance measures and targets for this activity will be developed following adoption of our ICT Policy.

Who should pay

User charges	0%
Other revenue	0%
Targeted rate	0%
<u>General rate</u>	<u>100%</u>
TOTAL	100%

What it will cost

6.4.8 LIBRARIES NETWORK

What we do

The Wellington City Libraries network includes the central library and 11 branch libraries, the mobile library, specialist collections, the libraries website (www.wcl.govt.nz) and internet services, and a variety of outreach programmes including books to babies, and services to schools and to the housebound. Use of the libraries is very high: the vast majority of Wellingtonians are registered as library users, and on average almost twenty items are borrowed per resident each year.

.A key document that will form a platform for reference and future action is the new, national "Public Libraries of New Zealand; a strategic framework 2006 - 2016". Its vision for public libraries is to "engage, inspire and inform citizens and help build communities." The future includes access to the digital world, lifelong learning, literacy and building community participation.

Why it's important

Libraries enhance cultural well-being by providing access to books, music, magazines and information. They have a heritage role and a focus on Wellington local history. They enhance social connectedness by ensuring people have access to information resources and providing focal points for community events. This activity contributes to the following community outcomes: "Information required by citizens and groups will be easily accessible to enable participation in the community", "Wellington will have venues that suit a range of events and reflect the needs of the city" and "Wellingtonians will celebrate their unique cultural identity," and "Opportunities for active and passive recreation in Wellington will be diverse, safe, affordable, accessible and attractive".

How we will manage assets that support this activity

Libraries buildings are managed under Property Asset Management Plans which set out performance, condition and customer service requirements. We aim to maintain the Central Library in an excellent condition and the branch libraries in good or fair condition to maintain existing levels of service. We also aim to see that any assets in unsatisfactory condition are put right within 12 months.

Asset management plans for the libraries' collections, Central Library fit-out, and the libraries' computer system are under development.

The Khandallah Library is listed in our heritage building inventory and managed according to our Built Heritage Policy. This means that any significant alteration affecting the building's heritage qualities would require a resource consent.

How we will measure our performance

Performance measures	Performance targets	
1. The percentage of residents who have used a WCC library (including website) in the last 12 months	2006/07	83%
	2007/08	84%
	2008/09	85%
	2016/17	85%
2. The percentage of users who rate their overall satisfaction with library services as good or very good.	2006/07	At least 92%
	2007/08	At least 92%
	2008/09	At least 92%
	2016/17	At least 92%

Who should pay

User charges	10%
Other revenue	0%
Targeted rate	0%
<u>General rate</u>	<u>90%</u>
TOTAL	100%

What it will cost

6.5.1 BURIALS AND CREMATIONS

What we do

We operate two cemeteries, at Karori and Makara. There is also a crematorium at Karori Cemetery. The cemeteries provide sensitive and respectful bereavement services catering for a wide range of communities and beliefs. We maintain the cemetery sites to a good standard, reflecting their importance to the community. We also keep Wellington cemetery records dating back to 1849 available for public viewing.

Why it's important

The cemeteries provide a vital public service, contributing to social well-being by providing burial and crematorium services appropriate to the needs of all Wellington communities. The cemetery sites are also an important part of the city's heritage. Cemetery and crematorium services also fulfil an important public health function.

How we will manage assets that support this activity

The cemeteries are managed under our Cemeteries Asset Management Plan. The plan covers all cemetery assets including the crematorium, buildings and other structures, furniture, paths and other paved areas, horticulture, and lawns, but not monuments. The plan sets out performance, condition and customer service requirements for each asset.

The cemeteries are managed with the aim of complying with all relevant legislative requirements at all times, and maintaining all assets in at least good or average condition. Audits are carried

out three-yearly to assess condition and performance on all buildings. We also respond to complaints.

Karori Cemetery has several heritage buildings which are protected by Historic Places Trust classification. These include the Jewish Chapel, the Cemetery Lychgate, and the Crematorium and Chapel — built in 1909, this is believed to be the

southern hemisphere's first crematorium. These buildings are managed according to our Built Heritage Policy to protect their heritage values. Over time, we aim to turn Karori Cemetery into a heritage park.

Karori Cemetery has space available only for people who have pre-purchased burial plots and for family members of people buried there. Makara Cemetery is about one-third full. It is expected to meet the city's needs well into the next century.

Note: the city also has several former cemeteries. The Bolton Street and Mount Street Cemeteries are managed under the Botanic Gardens Asset Management Plan. The St Stephens Cemetery in Tawa and the Johnsonville Cemetery are managed under the Open Space Asset Management Plan. The Karori Cemetery has several historic monuments. These are managed according to our Monuments and Sculptures Asset Management Plan (see 1.5.2 Public Space and Centre Developments in the Built Environment section of this plan).

How we will measure our performance

Performance measures	Performance targets	
1. The number of burials and cremations carried-out during the year.	2006/07	A performance target is not appropriate – this measure indicates monitoring capacity rather than performance.
	2007/08	
	2008/09	
	2016/17	
2. Retention of the ISO9001/2000 accreditation.	2006/07	To retain ISO9001/2000 accreditation.
	2007/08	To retain ISO9001/2000 accreditation.
	2008/09	To retain ISO9001/2000 accreditation.
	2016/17	To retain ISO9001/2000 accreditation.

Who should pay

User charges	45%
Other revenue	0%
Targeted rate	0%
General rate	55%
TOTAL	100%

What it will cost

6.5.2 PUBLIC TOILETS

What we do

We provide more than 50 public toilets throughout the city, and almost 50 sports field pavilions. From 2005/06, we increased our budget to meet public demands for upgraded facilities.

Why it's important

These facilities help to maintain public health, and contribute to a clean, attractive urban environment. They contribute to the following community outcome: "Wellingtonians will be healthy and experience a high quality of life".

How we will manage assets that support this activity

These facilities are managed under our Public Toilets and Pavilions Asset Management Plan. They are managed with the aim of complying with all relevant legislative requirements at all times, ensuring the facilities are available and useable during opening hours, and maintaining all assets in at least good or fair condition. Audits are carried out regularly to assess condition and performance on all buildings. We also respond to complaints and use public surveys to assess the condition of these assets.

Decisions about new public conveniences are based on several criteria including expected demand (for example, through population growth or increased use of an area by tourists), cost-effectiveness, alignment with other community facilities, and safety. Over the next three years, renewed or upgraded pavilion facilities are proposed for Newtown, Nairnville, Kilbirnie, Seatoun, Anderson, Wilton and Helston Parks. New public conveniences are proposed for Makara Peak, Mt Victoria Lookout, Te Aro Park, Lyall Bay and Owhiro Bay Quarry. Several upgrades are also proposed, along with decommissioning of Thorndon Quay and Anderson Park public conveniences.

Note: public conveniences in botanic gardens, cemeteries and Council buildings are managed under other asset management plans.

How we will measure our performance

Performance measures	Performance targets	
1. The percentage of WCC public toilets that meet the required service level standard for cleanliness (monitored through regular internal service level audits)	2006/07	80%
	2007/08	82%
	2008/09	83%
	2016/17	85%
2. The percentage of residents who are satisfied with the cleanliness of WCC public toilets.	2006/07	52%
	2007/08	55%
	2008/09	60%
	2016/17	65%
3. The percentage of residents who are satisfied with the availability of WCC public toilets.	2006/07	53%
	2007/08	55%
	2008/09	55%
	2016/17	60%

Who should pay

User charges	0%
Other revenue	0%
Targeted rate	0%
<u>General rate</u>	<u>100%</u>
TOTAL	100%

What it will cost

6.5.3 PUBLIC HEALTH

What we do

We regulate public health activities in accordance with legislation, bylaws and Council policies. This work includes licensing of food premises, licensing of liquor sales, registration of dogs, licensing of businesses that discharge trade waste, and inspection of these activities.

We have over 1600 food and other registered health premises in Wellington. We ensure that the food premises are producing safe food for consumption. Our environmental health officers

undertake investigations of infectious diseases, provide advice, and investigate around 600 complaints each year, including those regarding odours, nuisances, and insanitary buildings.

We licence premises that sell liquor and issue certificates to the people who manage liquor sales. We ensure that licensed liquor premises have host responsibility practices in place, and that people managing liquor sales have adequate knowledge of legal requirements for liquor sales.

We register approximately 8300 dogs and enforce Council bylaws that relate to animals in the city. Activities in the animal control area include providing advice to dog owners, promoting responsible dog ownership and providing enforcement measures where dogs and/or other animals are creating a nuisance or are a danger to the public.

Why it's important

This work protects people from hazards to their health and safety, and from public nuisance. These facilities contribute in part to the outcome "Wellingtonians will be healthy and experience a high quality of life".

How we will measure our performance

Performance measures	Performance targets	
1. The percentage of scheduled food premises inspections that are completed during the year.	2006/07	100%
	2007/08	100%
	2008/09	100%
	2016/17	100%
2. The percentage of food premises with an inspection rating of "excellent" or "very good" that maintain or improve their inspection rating (this excludes new premises and those that have a change in occupier during the year)	2006/07	95%
	2007/08	95%
	2008/09	95%
	2016/17	95%
3. The percentage of licensed premises that are inspected under the Sale of Liquor Act (1998).	2006/07	High risk = 100%; medium risk = 25% (note – low risk premises are primarily restaurants and are inspected by health officers)
	2007/08	High risk = 100%; medium risk = 25%
	2008/09	High risk = 100%; medium risk = 25%
	2016/17	High risk = 100%; medium risk = 25%

Who should pay

User charges	50%
Other revenue	0%
Targeted rate	0%
<u>General rate</u>	<u>50%</u>
TOTAL	100%

What it will cost

(insert table)

6.6.1 CITY SAFETY

What we do

We work to ensure Wellington is a safe city. Our approach is comprehensive. It combines crime prevention, design protocols and measures to tackle the causes of crime and disorder. Key projects include:

- installation of closed circuit TV cameras in central city locations
- monitoring of city streets by city safety officers
- funding of the rent for the Cuba Street community policing kiosk
- banning liquor consumption in public places in the central city at times
- ensuring public areas are well lit and highly visible.

In addition, under activity 6.3.2, we provide grants for projects that enhance city and suburban safety and provide safe venues and activities for young people.

Why it's important

This work protects personal safety and well-being, and also assists Police in investigation of crimes. It ensures that people feel able to go to the city centre and suburban centres, which keeps the city vibrant, enhances social cohesion and benefits the business sector. This activity contributes directly to the following community outcome: "Wellingtonians will feel safe in all parts of the city".

How we will measure our performance

Performance measures	Performance targets	
1. WCC City Safety Officers will patrol Wellington's inner-city, 24 hours a day, seven days a week, 52 weeks a year.	2006/07	To maintain service levels
	2007/08	To maintain service levels
	2008/09	To maintain service levels
	2016/17	To maintain service levels
2. City safety issues - the percentage of residents who rate city safety issues that have been a problem over the last 12 months. (issue-based, e.g. vandalism, graffiti, vandalism,	2006/07	No target has been set – we will look to monitor trends and then set appropriate targets
	2007/08	
	2008/09	
	2016/17	

behaviour of others, etc)		
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Who should pay

User charges	0%
Other revenue	0%
Targeted rate	0%
<u>General rate</u>	<u>100%</u>
TOTAL	100%

What it will cost

6.6.2 WELLINGTON EMERGENCY MANAGEMENT OFFICE

What we do

Wellingtonians live with the risk of emergencies such as earthquake, fire and flooding. The Wellington Emergency Management Office (WEMO) works with all sectors of the community to ensure the city is well-prepared for such events. As part of this preparation, WEMO undertakes response and recovery planning activities and manages a network of volunteers and response agencies.

WEMO maintains close links with other emergency service providers, government agencies and lifeline utility providers to ensure integrated response planning. It regularly runs emergency training exercises and has ongoing public education and awareness programmes with all sectors of the community.

Why it's important

Wellington's location on key fault lines makes earthquake-preparedness particularly important, though the city is also at risk of other civil emergencies such as flooding. This activity protects public safety in the event of an emergency and aids the city's recovery, providing social and economic benefits. This activity directly contributes to the following community outcome: "Wellingtonians will be well prepared and co-ordinated to deal with any civil emergency and its aftermath".

How we will manage assets that support this activity

WEMO's building is managed under our Commercial Property Asset Management Plan, which sets out asset performance, condition and customer service requirements. We aim to comply with all relevant legislative requirements at all times, and to maintain the building in an excellent condition sufficient to protect our investment and maintain existing levels of service. We aim to see that any assets in good, fair, poor or very poor condition are restored to excellent condition within 12 months. Regular audits are carried out to assess condition and performance.

How we will measure our performance

Performance measures	Performance targets	
1. The number of emergency preparedness programmes carried-out with schools and businesses, during the year.	2006/07	Schools = 45; businesses =70
	2007/08	Schools = 45; businesses =70
	2008/09	Schools = 45; businesses =70
	2016/17	We will review our long-term target following analysis of our short-term achievement.
2. Emergency management partner survey – the overall satisfaction of emergency partners, with respect to emergency planning in Wellington.	2006/07	All partners satisfied (100%)
	2007/08	All partners satisfied (100%)
	2008/09	All partners satisfied (100%)
	2016/17	All partners satisfied (100%)

Who should pay

User charges	5%
Other revenue	0%
Targeted rate	0%
<u>General rate</u>	<u>95%</u>
TOTAL	100%

What it will cost

10-year financial projections

OPERATIONAL SPENDING

(Insert 10 year financial table (Opex) for Social and Recreation chapter)

CAPITAL SPENDING