

# Social and Recreation – Pāpori me te hakinakina

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Wellington is an inclusive place to live

**This chapter will be introduced with a double page graphic, including the following information:**

In a partnership with the crown, we're upgrading our social housing stock. It is the largest social housing redevelopment project ever undertaken in New Zealand.

The project is about improving quality of life which in turn delivers improved social outcomes.

Fire safety is a key concern. Multiple smoke detectors are directly linked to the fire services with systems in place to prevent false alarms.

We've improved ventilation by installing extractor fans and rangehoods. We're also educating tenants so apartments stay dry and are easier to heat.

We've reused benchtops and fittings where possible to keep down costs and prevent waste.

Safety has been enhanced by redesigning entrance doors. Security is improved while access for emergency services is available when needed.

**These 'did you know' facts will be used in the body of the chapter:**

- We have more than 2,300 rental units. Once our upgrade project is complete, we'll have over 4,000 tenants in warmer, drier, safer homes.
- House occupants produce a significant amount of moisture from cooking, showering and drying laundry. Even breathing has an effect. Moisture condenses on cold surfaces, such as uninsulated walls and can cause a damp mouldy environment which causes health problems. Properly insulated, heated and ventilated housing significantly reduces these problems.
- The majority of our tenants report feeling safe in their home (96% during the day and 86% at night). Overall, this is an improving trend. Research has shown that perceived community trust and safety significantly improves well-being.
- Our social housing is not just about bricks and mortar – we also have a Community Action Programme, which offers a range of community development initiatives.

# 5.1 LIBRARIES

**Libraries connect people to ideas and provide a base for strong communities.**

## **What we do:**

- We own and operate a network of 12 libraries which provide items for loan and offer a range of programmes and services such as information for residents and businesses, outreach services, and sessions to introduce children to reading.
- The libraries' website is a virtual branch allowing people to access a wide range of information and library services online.

## **This activity contributes towards us:**

**Being better connected:** Libraries enhance social connectedness by ensuring people have access to reading material, music, audio visual materials and provide focal points for community events.

**Having a stronger sense of place:** Libraries perform a heritage role by collecting and maintaining information of interest and importance to Wellington.

## **Key projects**

During the year:

- The available range of digital resources was extended to include an interactive language-learning programme (Mango) covering 45 languages. Other new digital resources include the entire run of American Vogue from 1892 to the present day, and NAXOS videos featuring an extensive streaming library of classical music performances, opera, ballet and live concerts. Customers can gain free access to these and other parts of the online library collection by entering their library card number.
- The Central Library celebrated 20 years at their building at 65 Victoria Street on 10 December 2011. The day was marked with a children's treasure hunt, a quiz for adults, and talks on selected items from the rare books collection. Ian Athfield (the architect who designed the building) gave a public lecture the following week and the library website now hosts clips of well known Wellingtonians giving their thoughts on books that made a difference to their lives.
- Consultation for the new branch library at Johnsonville occurred.
- In addition to several outreach visits (eg Seniornet) to raise the profile of new online library resources, the library hosted several events, including series on Ancestry in August, Earthquake Awareness, Law for lunch and Literaturhaus. We also hosted one-off book and information talks with subjects including the Transit of Venus and Fictiongrab.

- The regular weekly sessions for Baby Rock-n-Rhyme continue to be very popular. Attendance numbers for preschool programmes were up 20% on last year with 60,177 people attending. This increase is mostly due to an increased number of Baby Rock-n-Rhyme sessions held.

## What it cost

<b>Operating Expenditure (\$000)</b>	<b>Actual 2012</b>	<b>Budget 2012</b>	<b>Variance 2012</b>	<b>Actual 2011</b>
<b>5.1.1 Libraries Network <sup>1</sup></b>				
Expenditure	21,234	21,340	106	20,600
Revenue	(2,112)	(2,349)	(237)	(2,153)
Net Expenditure	19,122	18,991	(131)	18,447
<b>Capital Expenditure (\$000)</b>	<b>Actual 2011</b>	<b>Budget 2011</b>	<b>Variance 2011</b>	<b>Actual 2010</b>
<b>5.1.1 Libraries Network <sup>2</sup></b>				
Expenditure	2,066	2,606	540	2,008

<sup>1</sup> Over budget as the number of items issued and revenue are lower than expected.

<sup>2</sup> Under budget due to planning cost savings for upgrade work at the Johnsonville and Central libraries.

## How we performed

We aim to provide a high quality library service to residents. To this end, we measure residents use of and satisfaction with library services, facilities and programmes.

### *User (%) satisfaction with services and facilities*

Result: 95% (target: 90%; 2010/11: 95%).

Source: WCC Residents' Monitoring Survey 2012

### *Residents (%) who are registered members*

Result: 61% (target: 70%; 2010/11: 78%).

This reduction is due to a change in methodology. This measure is now calculated so that cards that have not been used for several years are not counted. This is a change from previous years but gives a more accurate indication of current usage.

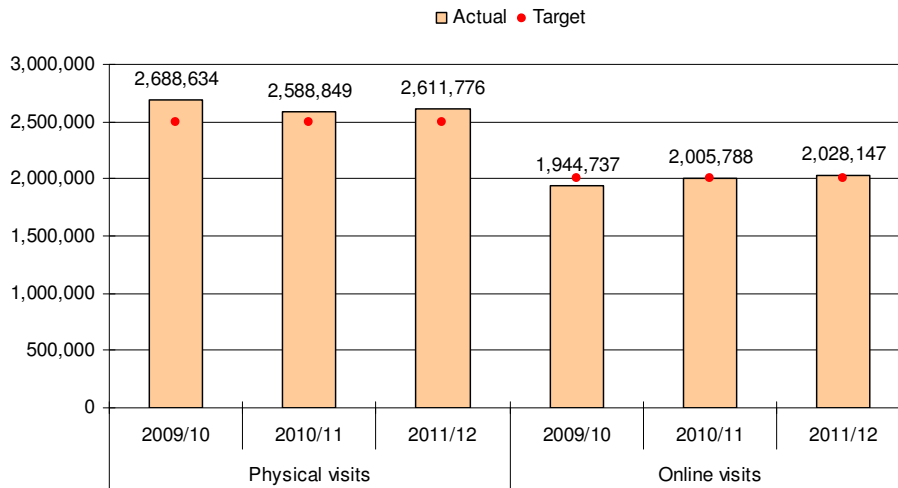
Source: Wellington City Libraries

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

Result: 92% (target: 85%; 2010/11: 94%).

Source: WCC Residents' Monitoring Survey 2012

**Libraries – physical visits and website visits**



Source: Wellington City Libraries

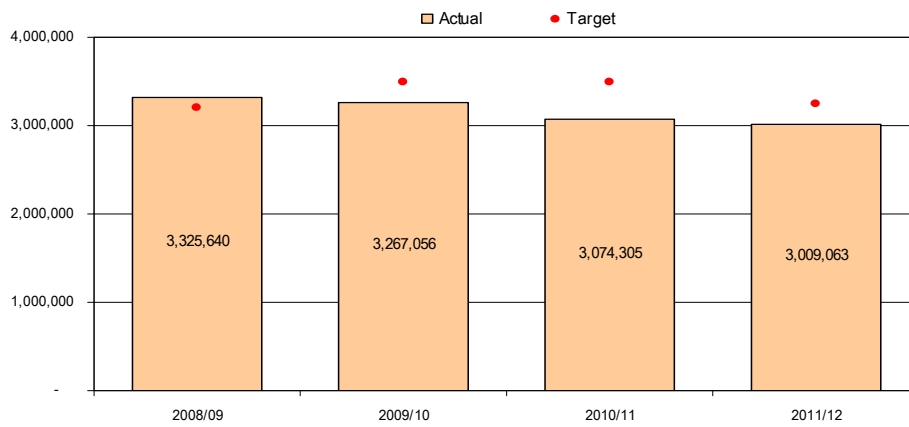
**Library programmes – estimated attendees**

Result: 95,544 (target: 80,000; 2010/11: 89,886).

The main reason for the increase was due to an increased number of Baby Rock-n-Rhyme sessions held.

Source: Wellington City Libraries

### **Library items issued**



This metric does not include usage of some databases which are now a significant part of the service provision.

Source: Wellington City Libraries

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

Result: 84% (target: 90%; 2010/11: 86%).

Source: WCC Residents' Monitoring Survey 2012

# 5.2 RECREATION PROMOTION AND ACCESS

We aim to provide sport and recreation opportunities for all residents.

## What we do:

- We support the Basin Reserve to remain the country's premier international test cricket ground. We also liaise with national and regional sporting bodies.
- 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 through the Leisure Card programme.
- We inform residents about recreation opportunities and provide sports, fitness and leisure programmes for children and adults.

## This activity contributes towards us being:

**More liveable:** Working with recreation partners and providing recreation programmes ensures Wellingtonians have a range of recreation and leisure options.

**More inclusive:** Ensuring services are accessible to all the city's residents means that these benefits are spread widely.

## Key projects

During the year:

- In conjunction with Sport Wellington, Eastern Southern Youth Trust, City Action Group, City Communities, Wellington Boys and Girls Institute, Strathmore Community Centre and ASB Sports Centre, we delivered 'Summer in Strathmore' which provided programmed activities for three days per week from late December to the end of January. It proved so popular that activities and programmes have continued to be delivered in various forms for the remainder of the year.
- Leisure card membership continued to grow with a total of 5,363 members now enjoying the benefits available under the scheme.
- The Council in conjunction with Lumin received the New Zealand Recreation Association Outstanding Research Policy and Planning Award for its Searchlight Community and Market Analysis which has defined the various communities that we serve and their recreation needs.

## What it cost

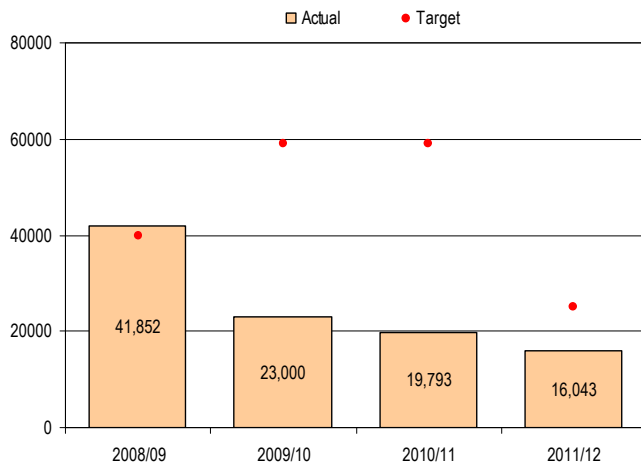
<b>Operating Expenditure (\$000)</b>	<b>Actual 2012</b>	<b>Budget 2012</b>	<b>Variance 2012</b>	<b>Actual 2011</b>
<b>5.2.1 Recreation Partnerships</b>				
Expenditure	645	657	12	581
Revenue	0	0	0	0
Net Expenditure	645	657	12	581
<b>5.2.2 Access Support</b>				
Expenditure	120	126	6	96
Revenue	0	0	0	0
Net Expenditure	120	126	6	96
<b>5.2.3 Recreation Programmes</b>				
Expenditure	907	764	(143)	975
Revenue	(178)	(70)	108	(74)
Net Expenditure	729	694	(35)	901
<b>Capital Expenditure (\$000)</b>	<b>Actual 2012</b>	<b>Budget 2012</b>	<b>Variance 2012</b>	<b>Actual 2011</b>
<b>5.2.1 Recreation Partnerships <sup>1</sup></b>				
Expenditure	232	232	0	38
Unspent portion of budget to be carried forward	N/A	139		N/A

<sup>1</sup> Under budget due to delays in renewals work at the Basin Reserve. This work will now be completed in 2012/13.

## How we performed

We measure our contribution to participation in recreation and sports by monitoring usage and satisfaction with our recreation programmes.

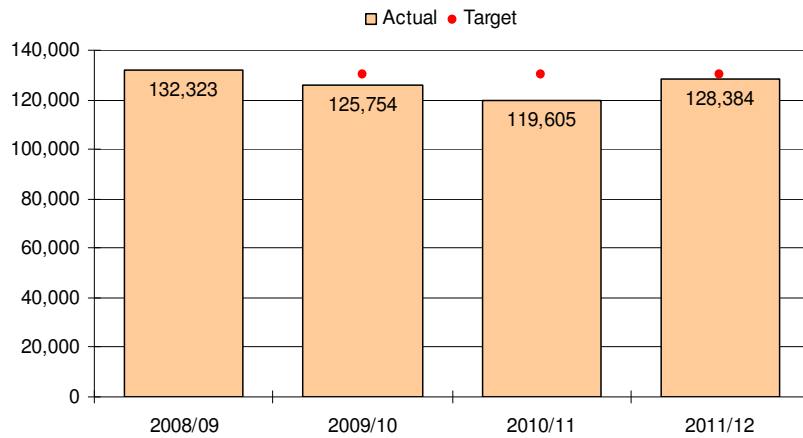
### Users of recreation programmes (excluding recreation centres)



This area of our work has changed focus from delivering events to enabling other community groups and clubs to deliver their own.

Source: Recreation Wellington

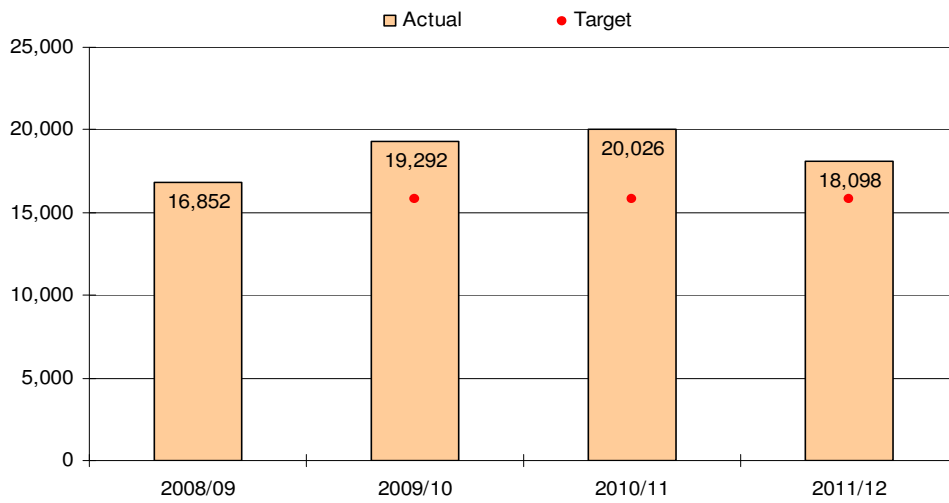
### Users of recreation centre programmes



Source: Recreation Wellington



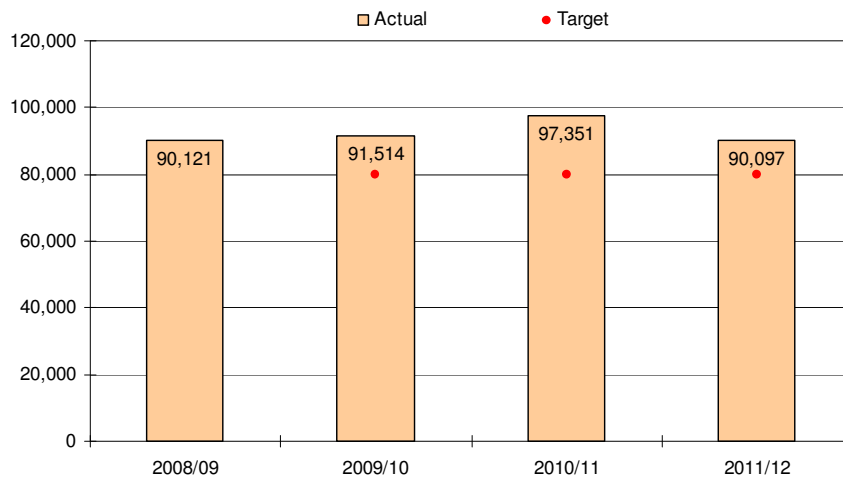
### Number of people enrolled in Learn to Swim programmes



This measure is specific to the Learn to Swim programmes delivered at Council Pools. The observed reduction in both Learn to Swim programmes and aquatic education is due to the extended maintenance closure of Tawa Pool. Aquatic Education covers programmes for primary and secondary schools as part of the school curriculum while Learn to Swim covers other swimming lessons, which are booked by individuals (usually parents) and take place outside of the school day.

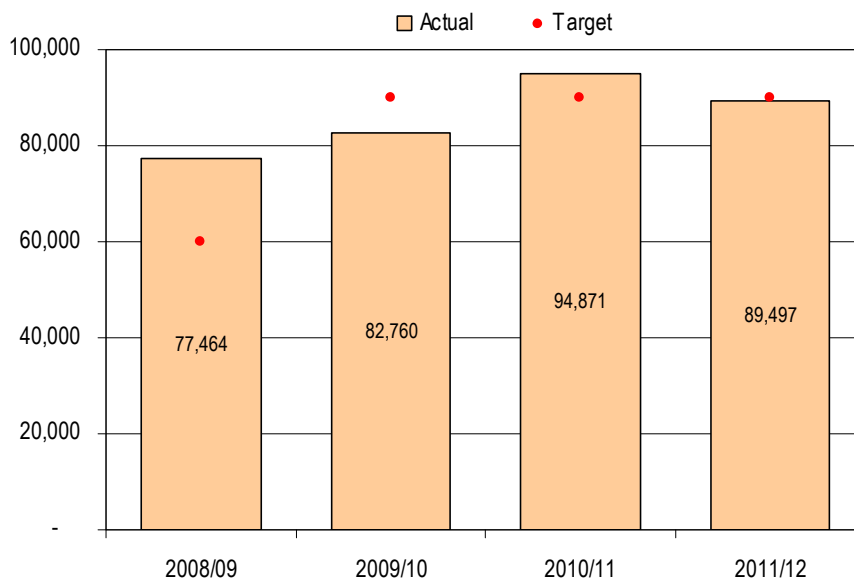
Source: Recreation Wellington

### Number of people enrolled in aquatic education



Source: Recreation Wellington

### **Number of times that leisure cards are used**



The temporary closure of Tawa pool affected leisure card usage.

Source: Recreation Wellington

### **Sports Forums held and estimated attendance**

Result: 1 forum was held, 135 people attended (target: 1 forum, 200 people; 2010/11: 1 forum, 100 people).

Despite the increase in attendance, the target was again not reached. Council's consultation programme has widened and there is increased provision for community feedback via other forums.

Source: Recreation Wellington

### **Residents (%) who rate their access to Wellington City Council recreation facilities and programmes as easy or very easy**

Result: 79% (target: 90%; 2010/11: 84%).

Source: WCC Residents' Monitoring Survey 2012

### ***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.

<b>SPORTS DEVELOPMENT FUND</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
Total number of grant applicants	22	14	4	2
Total number of applicants receiving grants	15	10	4	4
Total budget available to applicants	\$100,000	\$50,000	\$50,000	\$51,666
Total budget distributed to applicants	\$100,000	\$49,854	\$45,000*	\$50,000

\* Included returned funds from the previous financial year

Note that applicants to the Social grants pool were transferred to this pool in 2011/12. This is why there are more awardees than applicants.

*Source: WCC City Communities and Grants*

# 5.3 RECREATION SERVICES

**We provide high-quality facilities that are accessible and encourage healthy lifestyles.**

## **What we do:**

- We provide seven swimming pools: the Wellington Regional Aquatic Centre; indoor pools at Oriental Bay, Johnsonville, Karori and Tawa; and outdoor pools at Thorndon and Khandallah.
- We provide 43 sports grounds throughout the city including rugby and soccer fields, netball courts, golf courses and athletics tracks among others.
- We own and operate the ASB Sports Centre in Kilbirnie.
- We build and maintain synthetic turf playing surfaces on existing sports fields to support higher levels of year-round use.
- 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.
- We provide more than 100 playgrounds and skate parks throughout the city.
- We provide two marinas, the Evans Bay Marina and the Clyde Quay Boat Harbour.

## **This activity contributes towards us being:**

**More liveable:** Quality facilities mean a range of recreation and leisure options for residents.

**Healthier:** Exercise improves physical health and mental well-being and builds stronger communities.

## **Key projects**

During the year:

- We opened the ASB Sports Centre in August 2011 at Cobham Park in Kilbirnie. The centre, with court space measuring 10,500m<sup>2</sup>, provides facilities for netball, basketball, volleyball and other indoor sports. The centre hosts regional and national sports tournaments as well as providing Wellington schools with access to a range of sports development and physical activity programmes, funded through the New Zealand Community Trust Youth in Sport programme.
- We completed renewal of the Number 2 artificial hockey turf at the National Hockey stadium in Mount Albert.
- We completed a full grass turf renewal at David Farrington Park in Mirimar and completed drainage work at Karori Park and Martin Luckie Park in Berhampore. We also completed drainage work and installed a new cricket block at Anderson Park.

- We provided facilities for training for the Rugby World Cup at Newtown Park and Rugby League Park. The ASB Sport Centre provided an indoor training facility for Wellington-based teams during the tournament.
- We established partnerships with both Wellington College and St Patricks College to put in new artificial turfs. Agreements were signed allowing for shared use of the all-weather sportsfields.
- We completed the building of school partnership playgrounds at Amesbury School in Churton Park and West Park School in Johnsonville.
- We renewed playgrounds at Taiaroa Street in Strathmore, Raroa Play Area in Tawa and Orchy Crescent in Southgate and extended the skate park at Plantation Reserve in Rongotai.
- We completed the renewal of marina berth piles and moorings at Evans Bay Marina.

## What it cost

<b>Operating Expenditure (\$000)</b>	<b>Actual 2012</b>	<b>Budget 2012</b>	<b>Variance 2012</b>	<b>Actual 2011</b>
<b>5.3.1 Swimming Pools <sup>1</sup></b>				
Expenditure	18,095	18,821	726	17,477
Revenue	(6,481)	(7,527)	(1,046)	(7,029)
Net Expenditure	11,614	11,294	(320)	10,448
<b>5.3.2 Sports Fields</b>				
Expenditure	3,581	3,534	(47)	3,398
Revenue	(320)	(353)	(33)	(270)
Net Expenditure	3,261	3,181	(80)	3,128
<b>5.3.3 Synthetic Turf Sportsfields <sup>2</sup></b>				
Expenditure	1,171	1,044	(127)	640
Revenue	(338)	(338)	0	(191)
Net Expenditure	833	706	(127)	449
<b>5.3.4 Recreation Centres <sup>3</sup></b>				
Expenditure	8,196	9,131	935	5,681
Revenue	(1,723)	(2,181)	(458)	(744)
Net Expenditure	6,473	6,950	477	4,937
<b>5.3.5 Playgrounds</b>				
Expenditure	742	732	(10)	775
Revenue	0	0	0	0
Net Expenditure	742	732	(10)	775
<b>5.3.6 Marinas</b>				
Expenditure	485	494	9	502
Revenue	(585)	(556)	29	(525)
Net Expenditure	(100)	(62)	38	(23)
	<b>Actual 2012</b>	<b>Budget 2012</b>	<b>Variance 2012</b>	<b>Actual 2011</b>
<b>Capital Expenditure (\$000)</b>				
<b>5.3.1 Swimming Pools <sup>4</sup></b>				
Expenditure	4,417	4,418	1	1,618
Unspent portion of budget to be carried forward	N/A	5,399		N/A
<b>5.3.2 Sports Fields</b>				
Expenditure	609	566	(43)	584
<b>5.3.3 Synthetic Turf Sportsfields</b>				
Expenditure	1,074	900	(174)	3,867
<b>5.3.4 Recreation Centres <sup>5</sup></b>				
Expenditure	5,766	4,736	(1,030)	31,046
Unspent portion of budget to be carried forward	N/A	12		N/A
<b>5.3.5 Playgrounds</b>				
Expenditure	725	713	(12)	422
<b>5.3.6 Marinas <sup>6</sup></b>				
Expenditure	348	456	108	234

<sup>1</sup> Operating expenditure is over budget as revenue is lower than budgeted. This is primarily due to a much longer than expected maintenance closure at the Tawa pool where earthquake resilience issues were identified.

<sup>2</sup> Over budget due to higher than budgeted depreciation costs.

<sup>3</sup> Under budget as the ASB sports centre opened later than expected.

<sup>4</sup> Under budget due to delays in work on the new hydrotherapy pool at the Wellington Regional Aquatic Centre, the learners pool at the Karori pool and the upgrade work for the Johnsonville pool. This work will now be completed in the next financial year.

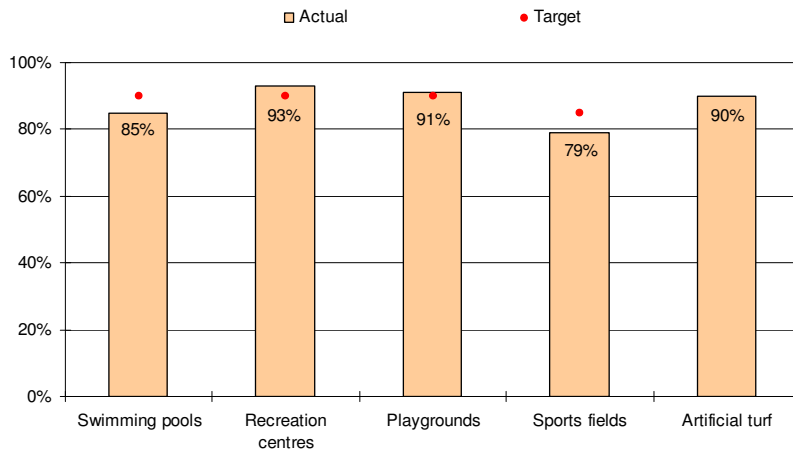
<sup>5</sup> Over budget for fit out costs of the ASB sports centre. This has been funded by tenants and grants received.

<sup>6</sup> Under budget due to savings in repiling work at the Evans Bay Marina.

## How we performed

We provide a wide range of facilities that offer access to sports and recreation opportunities for residents. We assess our performance by measuring use of, and user satisfaction with, recreation services and facilities.

### *User (%) satisfaction with recreation services and facilities*

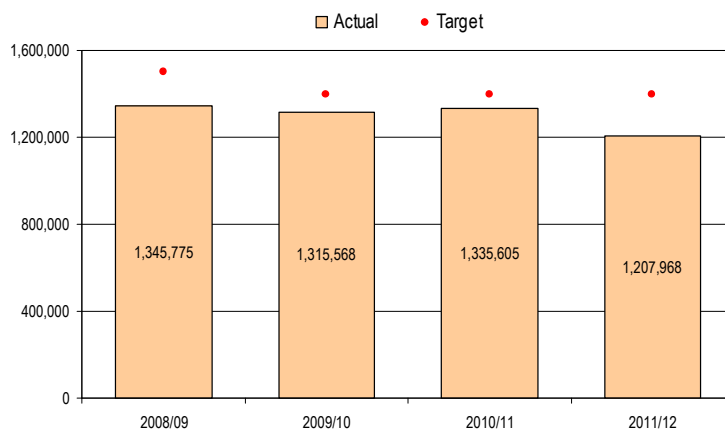


2010/11 results: swimming pools =90%, recreation centres = 89%, playgrounds = 87%, sports fields = 76%.

Note: This was the first year satisfaction with artificial turf was monitored due to the addition of new facilities.

Source: WCC Residents' Monitoring Survey 2012

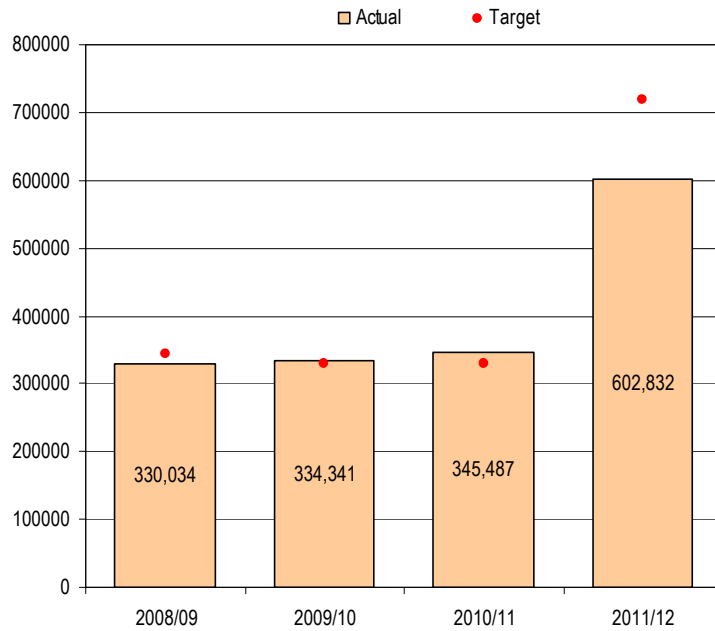
### *Visits to Wellington City Council swimming pools*



This reduced attendance is due to lower numbers of gym memberships, cooler summer weather and an extended maintenance closure of Tawa Pool.

Source: Recreation Wellington

**Visitors to Wellington City Council recreation centres**



This years target was not reached due to the later than planned opening of the ASB sports centre and the impact of Rugby World Cup (the ASB centre was used as a training facility by teams).

Source: Recreation Wellington

**Sports field quality grading**

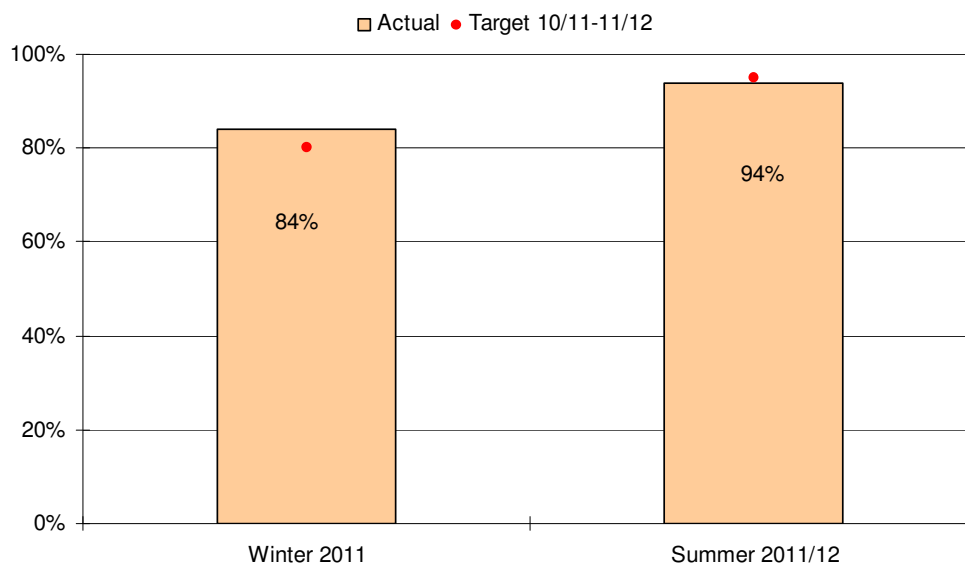
	Sand fields	A grade fields	B grade fields	C grade fields	Artificial
Result	7	13	14	11	1

Our targets were: 13 A-grade fields, 14 B-Grade fields, 11 C-grade fields and 7 sand fields and 7 artificial turfs (2010/11: 12 A-grade fields, 16 B-Grade fields, 10 C-grade fields and 7 sand fields).

Source: WCC Parks and Gardens



### ***Scheduled sports games (%) that are played***



Performance has improved since last year due to the introduction of artificial turfs, allowing play in a wider range of climatic conditions (2010/11: summer = 93%, winter = 67%).

Source: WCC Parks and Gardens

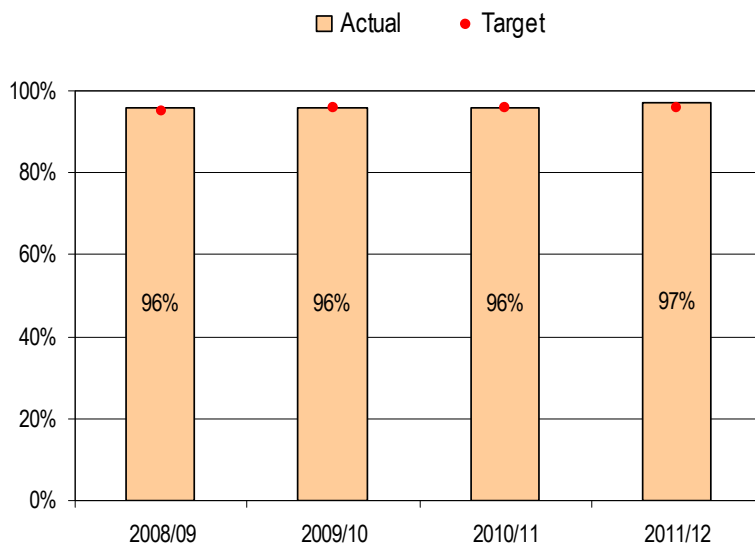
### ***Sports field utilisation***

We assess the use of fields regularly and allow as much play as each ground can take. On occasions when fields cannot sustain play we will close the field or restrict play on that day. In general, the increasing demand from sporting codes means there is a lack of available playing space across the city. Our artificial turf programme aims, in part, to allow greater access and use of playing surfaces.

Target: use of sports fields does not exceed recommended levels. Result: winter 2011 – target not exceeded. Summer 2011/12 – target not exceeded. In 2010/11 we met our winter target but exceeded our summer target by 1.8%.

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: 77% (target: 90%; 2010/11: 79%).

Source: WCC Residents' Monitoring Survey 2012

# 5.4 PUBLIC HEALTH AND SAFETY

**Public health and safety is fundamental to residents' well-being.**

## **What we do:**

- We manage and maintain cemeteries in Makara and Karori and a crematorium at Karori.
- We provide more than 60 public toilets throughout the city and almost 50 sports field pavilions which have public toilets.
- We regulate food and liquor outlets, animals, and other activities affecting public health and safety in line with legislation and local bylaws.
- We work with police and others to ensure that Wellington remains a safe city, through initiatives such as closed circuit TV (CCTV) cameras, provision of Walkwise officers who monitor city streets and urban design that promotes visibility and safety.
- We ran the Wellington Emergency Management Office (WEMO). Until July 2012, in the event of a civil emergency, WEMO's role was to coordinate the necessary response to ensure peoples safety and aid the city's recovery. From 1 July 2012 a regional approach was taken to emergency management and WEMO has become part of the Wellington Region Emergency Management Office (WREMO).

## **This activity contributes towards us being:**

**Safer:** CCTV and Walkwise contribute towards perceptions of, and provide real improvements in, public safety.

**Healthier:** Effective regulation of food and liquor outlets means threats to public health are minimised.

## **Key projects**

During the year:

### **Emergency management:**

- Our Grab-and-Go Bag initiative has resulted in more than a 1,000 people increasing their emergency preparedness by purchasing a bag containing survival items. The same approach has been adopted by at least 15 Councils nationwide.
- We have now trained over 300 people as Civil Defence Emergency Management volunteers.

- There are now nearly 7,000 people signed up to receive emergency text/Twitter alerts and over 3,000 subscribers to our Facebook page.
- We continued the Tsunami 'Blue Line' project in Owhiro and Houghton Bays and plan to roll it out across Wellington City. This gives people an indication of areas that are likely to be safe in a Tsunami.
- In addition to delivering presentations, we also facilitate and participate in exercises with schools, businesses and public. Over the last year, WEMO has been involved in at least 11 exercises with more than 3,200 people.
- During the later part of the year, we actively contributed to the joint project to create the Wellington Region Emergency Management Office (WREMO) as a semi-autonomous shared service supporting all nine councils in the region. This has replaced WEMO as of 1 July 2012.

**Other initiatives:**

- We have recruited approximately 300 premises to the Voluntary Implementation Programme. This programme ensures premises are more responsible for their own food safety practices by operating with Food Control Plans.
- We have provided information to the public on the premises that have been involved in closures for food hygiene breaches, and this information will now be released quarterly.
- We upgraded the public toilets on Queens Drive in Lyall Bay.

## What it cost

<b>Operating Expenditure (\$000)</b>	<b>Actual 2012</b>	<b>Budget 2012</b>	<b>Variance 2012</b>	<b>Actual 2011</b>
<b>5.4.1 Burials and Cremations</b>				
Expenditure	1,646	1,658	12	1,560
Revenue	(802)	(808)	(6)	(736)
Net Expenditure	844	850	6	824
<b>5.4.2 Public Toilets</b>				
Expenditure	2,311	2,318	7	1,995
Revenue	(2)	0	2	0
Net Expenditure	2,309	2,318	9	1,995
<b>5.4.3 Public Health Regulations <sup>1</sup></b>				
Expenditure	4,775	4,319	(456)	4,175
Revenue	(2,430)	(2,357)	73	(2,224)
Net Expenditure	2,345	1,962	(383)	1,951
<b>5.4.4 City Safety <sup>2</sup></b>				
Expenditure	1,781	1,913	132	1,448
Revenue	(3)	0	3	0
Net Expenditure	1,778	1,913	135	1,448
<b>5.4.5 Wellington Emergency Management Office</b>				
Expenditure	2,202	2,140	(62)	2,139
Revenue	(84)	(53)	31	(85)
Net Expenditure	2,118	2,087	(31)	2,054
	<b>Actual 2012</b>	<b>Budget 2012</b>	<b>Variance 2012</b>	<b>Actual 2011</b>
<b>Capital Expenditure (\$000)</b>				
<b>5.4.1 Burials and Cremations</b>				
Expenditure	215	212	(3)	224
<b>5.4.2 Public Toilets <sup>3</sup></b>				
Expenditure	418	418	0	1,469
Unspent portion of budget to be carried forward	N/A	313		N/A
<b>5.4.3 Public Health Regulations</b>				
Expenditure	0	0	0	42
<b>5.4.4 City Safety</b>				
Expenditure	173	212	39	42
<b>5.4.5 Wellington Emergency Management Office</b>				
Expenditure	85	83	(2)	138

<sup>1</sup> Over budget due to higher personnel related costs, including one-off costs following a restructure in the way services are delivered.

<sup>2</sup> Under budget due to lower personnel costs as a result of vacancies during the year.

<sup>3</sup> Under budget due to delays getting access to the site to complete the Newlands mall toilet upgrade. This work will now be completed in the next financial year.

## How we performed

We aim to protect and enhance public health and safety. We measure our effectiveness through residents' satisfaction with and complaints about facilities and services and by monitoring food premises' compliance with hygiene standards. We set benchmarks for safety through maintaining accreditation as a World Health Organisation 'Safe Community' and by measuring emergency partners' satisfaction with the city's emergency preparedness.

### **World Health Organisation 'Safe Community' status**

We were again designated an International Safe Community in February 2012. Our target was to retain this status.

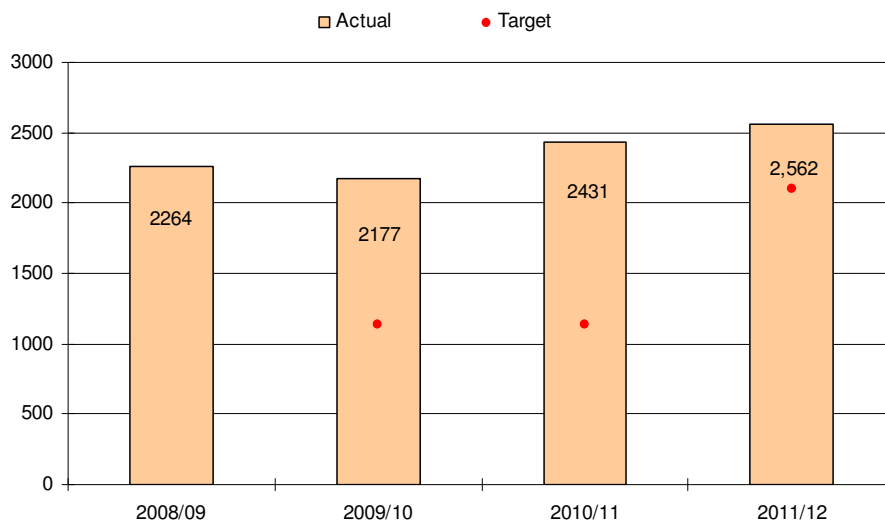
Source: WCC City Safety

### **Complaints received – public toilets**

Result: 343 complaints received (target: fewer than 671; 2010/11: 318).

Source: WCC Parks and Gardens

### **Number of complaints about dogs to Wellington City Council**



Despite there being a small increase in complaints, proportionally this is comparable to the dog population increase over the period.

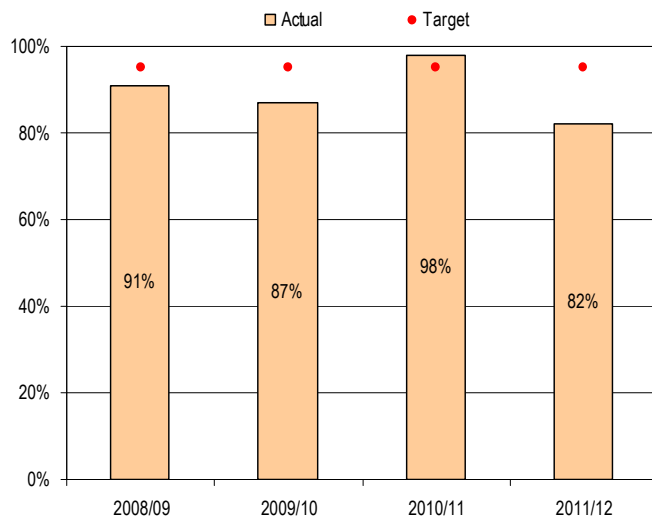
Source: Building Consents and Licensing Services

### **Complaints received – food premises**

Result: 49 (target: fewer than 50; 2010/11: 47).

Source: WCC Building Consents and Licensing Services

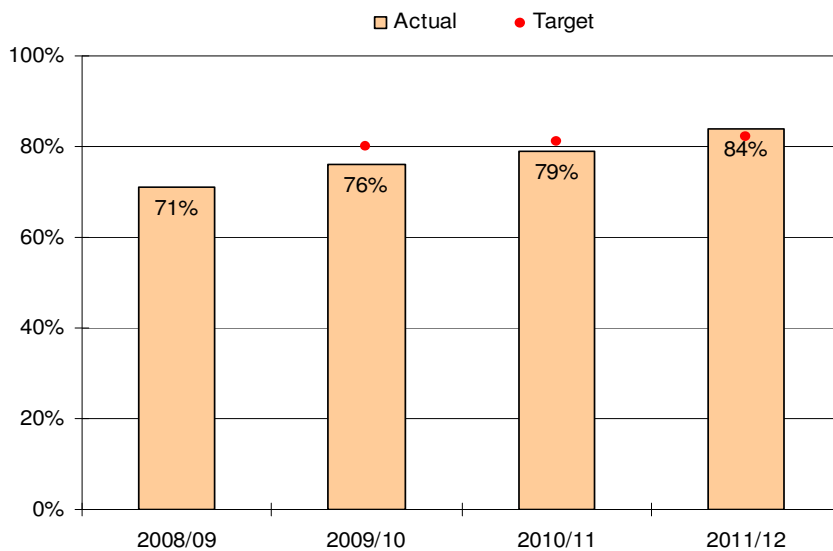
**Food premises (%) with excellent or very good hygiene ratings that maintain or improve their rating**



We have identified a drop in standards of premises in relation to conduct and cleaning. As a result, a number of premises have been downgraded. Officers' anecdotal feedback is that premises are finding things hard financially.

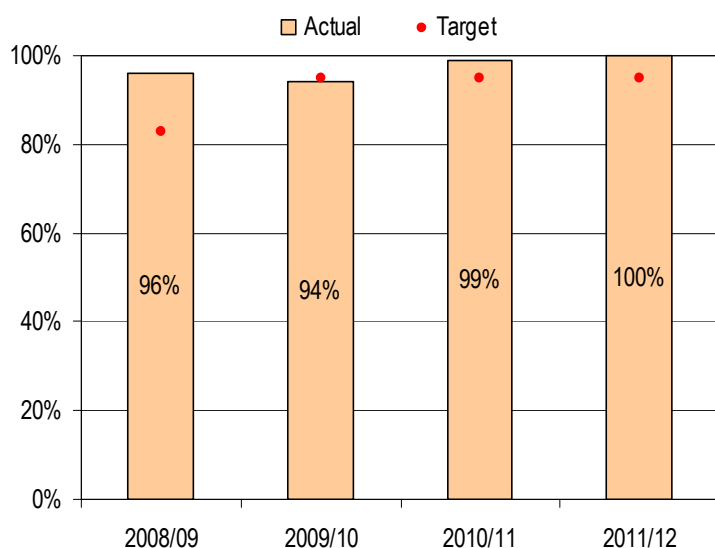
Source: WCC Building Consents and Licensing Services

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



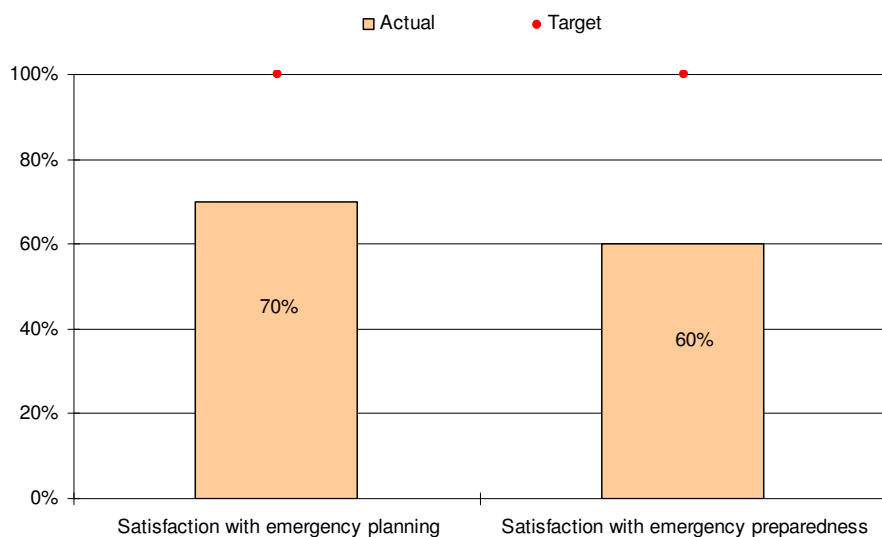
Source: WCC Residents' Monitoring Survey 2012

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



Source: WCC Parks and Gardens

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



2010/11 results: satisfaction with emergency planning = 39%, satisfaction with emergency preparedness =46%.

It is widely recognised that Civil Defence in the Wellington region has operated sub-optimally due to the diverse approaches between Councils and was a major driver towards region-wide amalgamation which has occurred as of 1 July 2012.

Source: Wellington Emergency Management Partner Survey 2012



### ***Emergency management programmes***

Result: we provided emergency management presentations to 175 organisations (target: 170; 2010/11: 93). This included presentations to 69 businesses (1,996 people), 59 schools (1,544 people) and 47 community groups (1,217 people).

We introduced a minimum attendance at emergency preparedness presentations of 20 people and encouraged businesses, community groups and others to invite their neighbours to our presentations. We also cold-called businesses to create more presentation opportunities.

In addition, we delivered five public presentations and had a presence at 7 public events (approximately 229 people).

*Source: Wellington Emergency Management Office*

### ***Response to service requests – dog control***

Result: we responded to 97% of urgent requests within one hour (target: 100%; 2010/11: 100%) and 99% of non-urgent requests within 24 hours (target: 95%; 2010/11: 99%). Urgent dog attacks are defined as attacks on people or other animals.

Of the four attacks that were not responded to within an hour, three were responded to within four hours. One complaint was responded to within 24 hours.

*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%; 2010/11: 100%).

*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%; 2010/11: 100%), and 98% of non-urgent requests within 48 hours (target: 90%; 2010/11: 75%).

*Source: WCC Building Consents and Licensing Services*

### ***Response to service requests – public toilets***

Result: we responded to 98% of urgent requests within four hours (target: 100%) and 98% of non-urgent requests within three days (target: 100%).

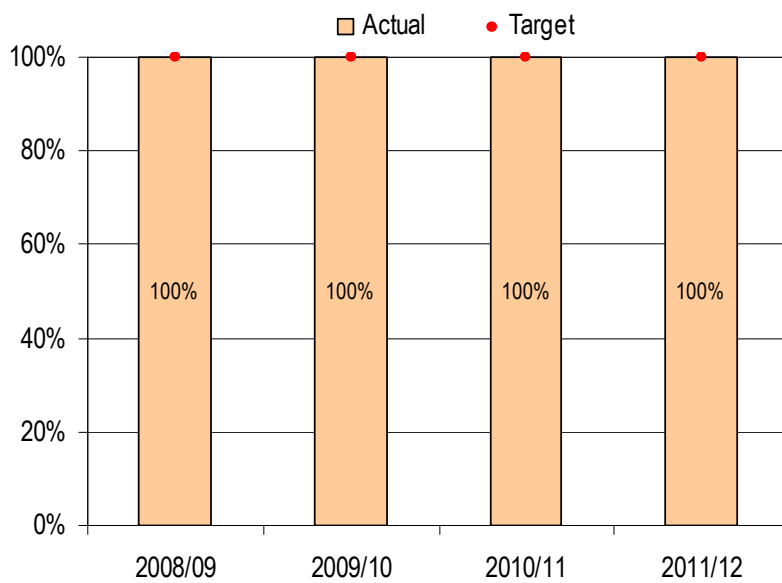
*Source: WCC Parks and Gardens*

**Inspection schedule completion – liquor licensed premises**

Result: 100% of scheduled high risk inspections were completed and 97% of medium risk inspections were completed (target: 100%; 2010/11: 100%).

Source: WCC Building Consents and Licensing Services

**Scheduled food premises (%) inspections that were completed**



Source: WCC Building Consents and Licensing Services

# 5.5 HOUSING

**Social housing ensures the city's lower income citizens have affordable, safe accommodation.**

## **What we do:**

- We provide housing to more than 4,000 lower-income tenants by providing more than 2,300 units to rent at below market rates.
- We are currently upgrading our social housing portfolio. This project is supported by the Crown, which is providing \$220 million for the 20-year project. This work includes upgrading insulation and ventilation, upgrading kitchens and bathrooms, reconfiguring some bedsits into larger accommodation, improving safety and security, and bringing buildings up to modern Building Code standards.
- Alongside the Housing Upgrade Project we run a community development programme to increase social inclusion and community spirit in tenant communities. The programme aims to help tenants have pride in their communities, make new friends, learn new skills and it supports tenant involvement in decisions affecting their lives.

## **This activity contributes towards us being:**

**More liveable:** Our upgrade programme will make houses and apartments safer, more secure, more energy efficient and more comfortable.

**Better connected:** 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.

**Healthier:** The upgrade programme is enhancing tenants' health and wellbeing.

**Safer:** Upgrades include improvements to safety and security.

## **Key projects**

### **City Housing**

- We received four Australasian Housing Institute awards for, among other things, project execution, and innovation in engagement by involving tenants. They were:
  - Leading Innovation
  - Leading Housing Solution
  - Leading Tenant Led Initiative
  - Most Inspirational Colleague (Vicki McLaren)

- We successfully relocated several hundred tenants to allow the Housing Upgrade Programme to proceed.
- We assisted Housing New Zealand Corporation with accommodation for tenants who had to move at short notice from the Gordon Wilson building on The Terrace due to safety issues.

### **Upgrade project**

- We completed phases two to four of the refurbishment of Central Park Apartments in Te Aro, the final stages of Hanson Court and phases one and two of Newtown Park Apartments.
- We completed the building and occupation of Regent Park Apartments (Newtown), our only new build project to date.
- Planning continued for the next projects at Berkeley Dallard Apartments (Te Aro), Marshall Court (Miramar) and Kotuku Flats (Kilbirnie).

### **Community Action**

- A Tenant Summit was held at Te Papa to coincide with Neighbours Day Aotearoa at the end of March. Over 90 tenants attended workshops and took part in activities relating to emergency preparedness, gardening, digital storytelling, and clean, green and healthy living.
- We celebrated Matariki with 150 City Housing tenants at the newly opened community facility at Hanson Court.
- We worked with tenants on a range of initiatives to develop community spaces, resilience and wellbeing, and social inclusion.
- We implemented the Tenant Support Service to assist tenants with complex needs who have difficulty sustaining their tenancies.

## What it cost

Operating Expenditure (\$000)	Actual 2012	Budget 2012	Variance 2012	Actual 2011
<b>5.5.1 Community Housing <sup>1</sup></b>				
Expenditure	19,051	18,239	(812)	17,242
Revenue	(65,754)	(61,175)	4,579	(57,046)
Net Expenditure	(46,703)	(42,936)	3,767	(39,804)
Capital Expenditure (\$000)	Actual 2012	Budget 2012	Variance 2012	Actual 2011
<b>5.5.1 Community Housing <sup>2</sup></b>				
Expenditure	49,102	44,016	(5,086)	41,410
Unspent portion of budget to be carried forward	N/A	1,931		N/A

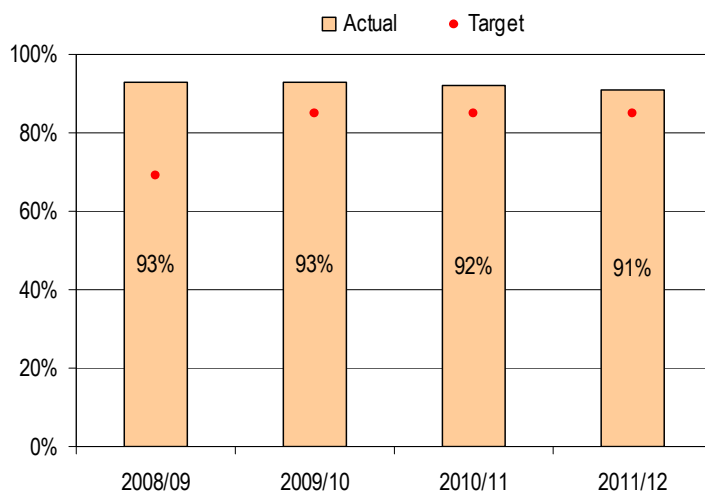
<sup>1</sup> Under budget due to the recognition of additional capital funding in line with the increased spend on the Newtown Park apartment upgrade project.

<sup>2</sup> Over budget due to an accelerated and escalated work programme for the Newtown Park apartment upgrade project. This has been funded as part of the works covered under the Crown grant. Extended contract negotiations led to a delay in the renewals programme. Some programmed renewals will now be completed in 2012/13.

## How we performed

We aim to provide good quality homes to people whose housing needs are not met by other landlords. We assess our effectiveness by measuring tenant satisfaction, compliance with legal requirements, completion of scheduled upgrades and occupancy rates.

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



Source: WCC Housing Tenants Survey 2012

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



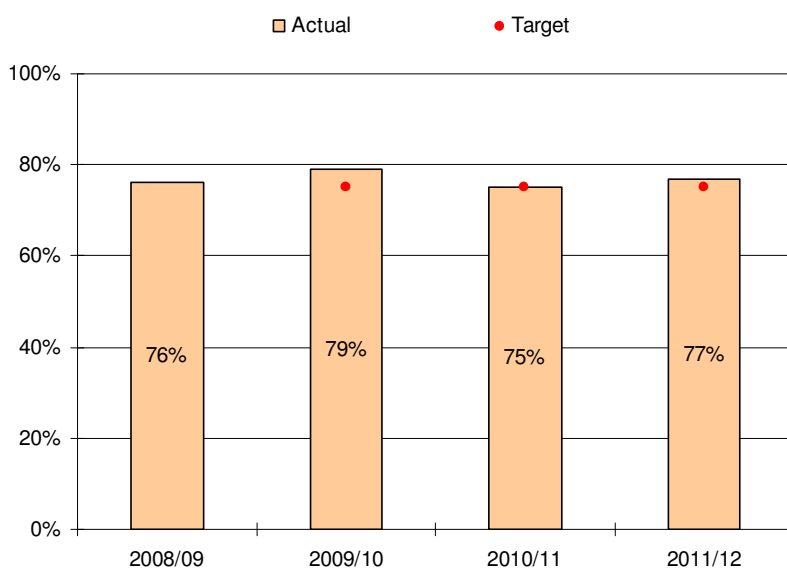
Source: WCC Housing Tenants Survey 2012

**Compliance with legislative requirements**

Result: all City Housing services and facilities complied with all legislative requirements (eg Residential Tenancies Act and building warrant of fitness). Target: compliance (2010/11: compliant).

Source: WCC City Housing

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



Source: WCC Housing Tenants Survey 2012

### ***Occupancy rate (%) for housing facilities***

Result: 83% (target: 90%; 2010/11: 86%).

Occupancy has been affected by the need to re-house tenants during reconstruction and upgrades as part of the Housing Upgrade Project.

Source: WCC City Housing

### ***Average waiting time for housing applicants***

<b>Average waiting time – by group</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
Elderly	52 days	151 days	462 days	76 days
Refugees/migrants	63 days	154 days	203 days	170 days
Physical disability	116 days	206 days	423 days	155 days
Psychiatric disability	86 days	84 days	216 days	164 days
Multiple disadvantage	86 days	153 days	96 days	136 days
Rent >50% income	135 days	126 days	90 days	156 days
Overall (target less than 80 days)	89 days	140 days	248 days	143 days

### ***Applicants (%) housed – by target group***

<b>Group</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
Elderly	59%	0%	29%
Refugees/Migrants	49%	21%	42%
Physical Disability	50%	11%	42%
Psychiatric Disability	54%	18%	49%
Multiple Disadvantages	64%	52%	37%
Rent > 50% Income	55%	32%	59%
Overall	56%	25%	42%

There is no target for this performance measure. The Council has made a commitment to re-house eligible tenants displaced by the Housing Upgrade Project. This has resulted in tenants from upgrade sites being temporarily, or in some cases, permanently relocated. The effect of having over 200 units off line for construction at any one time has been a reduction in the number of new standard tenancies and to increase time on the waiting list.

Source: WCC City Housing

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

Result: 83% (target: 90%; 2010/11: 83%).

Source: WCC Housing Tenants Surve 2012

### ***Milestones for Housing Upgrade Project***

In early 2012 Hanson Court upgrade and Regent Park new build were completed to agreed project budgets and programmes. Central Park upgrade is on programme for completion in August 2012.

Newtown Park upgrade is scheduled for completion in July 2013. This project has experienced cost and time increases; these have been escalated through the Housing Upgrade Steering Group to Council and will be managed within the ring fenced income.

All other projects are on target to meet budgets, and design and tender milestones.

The Works Programme (2008) is being reviewed to reflect learnings and adjusted timeframes for future projects. This will be issued as Works Programme (2012).

Target: meet all milestones, design standards and budgets (2010/11: achieved).

*Source: WCC City Housing*

### ***Property upgrades***

Result: Completed the upgrade of Regent Park Flats and Hanson Court Flats (target: complete the upgrade; 2010/11: targets achieved).

*Source: WCC City Housing*



# 5.6 COMMUNITY PARTICIPATION AND SUPPORT

We aim to have strong communities where everyone feels included.

## What we do:

- We fund projects to reduce the impact of homelessness through ongoing support for the Downtown Community Ministry, working with housing providers and by funding organisations that work towards ending homelessness.
- We provide information and advice to a wide range of people and community groups and support community forums. We advocate for, and develop partnerships to ensure, local services meet local needs.
- We support and fund projects that build community resilience, support volunteers and enhance emergency preparedness.
- We provide grants to support initiatives that align with our strategic objectives, which includes encouraging healthy lifestyles, enhancing health and safety, enhancing social cohesion and ensuring that people can meet their basic needs.
- We support a network of community centres and community spaces throughout the city. All are run by their local communities through independent management committees.

## This activity contributes towards us being:

**Better connected:** The development of physical and virtual neighbourhood networks strengthen neighbourliness and the social infrastructure of the city.

**Healthier:** Our community facilities and activities provide opportunities for social integration, as well as spaces and resources for activities that embrace health, learning and fitness.

## Key projects

### During the year:

- We worked with the social sector and others across the city on planning for the delivery of welfare in an emergency. This will allow a coordinated approach to welfare services in the case of a natural disaster or other civil emergency. As part of this plan we have developed agreements with a network of facilities (over 40 to date) that could be used as welfare centres and collaborated with other councils in the region on a project to identify the needs of vulnerable people in an emergency and develop resources to assist them.
- We have completed a stock take of the city's community gardens and orchards which will inform work on the city's approach to urban agriculture. We have also improved access to information about community gardens by creating a web page showing the gardens around the city.
- We are working in partnership with the member organisations of the Wellington Council of Social Services to map the city's social services and build a comprehensive picture of the funding and delivery of social services as well as developing an understanding of current and emergent gaps in social services provision. We are partnering with Capital and Coast District Health Board to develop a regional community directory. We also began work on assessing the needs of the not-for-profit sector in the city which will inform how we continue to support the sector.
- The upgrade of the Khandallah Town Hall is complete and the multipurpose community space is now managed as a community centre by the Cornerstone Community Trust. We will open a community centre in Churton Park in early 2013 and we are also in the process of transitioning Linden Social Centre from a hall to a community centre.
- We provided a \$850,000 grant to the Ministry of Education so that the hall that was being developed at Amesbury School, a new school in Churton Park, would be suitable for community use.
- We developed the Accessible Wellington Action Plan – a three-year programme of action on accessibility issues that has been in partnership with our Accessibility Advisory Group.
- We continued support for newcomers in Wellington City as the lead agency for the Department of Labour's Settlement Support New Zealand initiative with a range of information, workshops and events.

## What it cost

Operating Expenditure (\$000)	Actual 2012	Budget 2012	Variance 2012	Actual 2011
<b>5.6.1 Implementation of the Homelessness Strategy</b>				
Expenditure	130	130	0	130
Revenue	0	0	0	0
Net Expenditure	130	130	0	130
<b>5.6.2 Community Advocacy</b>				
Expenditure	1,776	1,639	(137)	1,616
Revenue	(164)	(100)	64	(157)
Net Expenditure	1,612	1,539	(73)	1,459
<b>5.6.3 Social and Recreational Grants <sup>1</sup></b>				
Expenditure	6,258	5,407	(851)	3,193
Revenue	(17)	0	17	(12)
Net Expenditure	6,241	5,407	(834)	3,181
<b>5.6.4 Community Centres and Halls <sup>2</sup></b>				
Expenditure	2,827	2,961	134	3,883
Revenue	(230)	(163)	67	(238)
Net Expenditure	2,597	2,798	201	3,645
<b>Capital Expenditure (\$000)</b>	<b>Actual 2012</b>	<b>Budget 2012</b>	<b>Variance 2012</b>	<b>Actual 2011</b>
<b>5.6.4 Community Centres and Halls</b>				
Expenditure	833	629	(204)	610
Unspent portion of budget to be carried forward	N/A	263		N/A

<sup>1</sup> Council agreed \$800,000 of additional funding in February 2012 to enter into a partnership with St Patricks College to build a synthetic turf sports field.

<sup>2</sup> Under budget due to savings in depreciation and professional fees.

## How we performed

Our aim is for strong, resilient and engaged communities in which everyone feels included. We assess success in a variety of ways, including 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: 79% (target: 70%; 2010/11: 83%).

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

Source: *City Communities Customer Satisfaction Survey 2012*

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

We held five forums during the year including four Pacific and Ethnic forums, to discuss the long-term plan and local government reform, and one Accessible Wellington forum where the Accessible Wellington Action Plan was discussed.

53 advisory group meetings were held throughout the year.

There is no target for this measure.

*Source: WCC Consultation and Engagement*

### ***Social and recreation grants***

There are no targets for this measure. We aim to support initiatives that contribute to social well-being in line with eligibility criteria.

<b>SOCIAL GRANTS</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
Total number of grant applicants	163	140	131	194
Total number of applicants receiving grants	77	65	74	111
Total budget available to applicants	\$381,533	\$404,778	\$371,518	\$538,388
Total budget distributed to applicants	\$376,621	\$383,193	\$383,518	\$522,494

Council provided core support for a number of key social organisations in the city through social grants which helped maintain a core social infrastructure. Following the Canterbury Earthquake we established a \$100,000 community preparedness grant fund, through which 32 local neighbourhood based projects were funded. This helped neighbours get to know each other.

In addition to the one-off grants, we funded another 39 organisations through multi-year contracts. Organisations included community centres, the Life Flight Trust, Wellington Free Ambulance, Citizens Advice Bureau, Wellington Community Law, the Sustainability Trust and the Enviroschools Foundation.

During the second year of the School Pools Partnership Fund, The Swimming Trust of Wellington received a grant of \$450,000 for work on the pool at Wellington East Girls College.

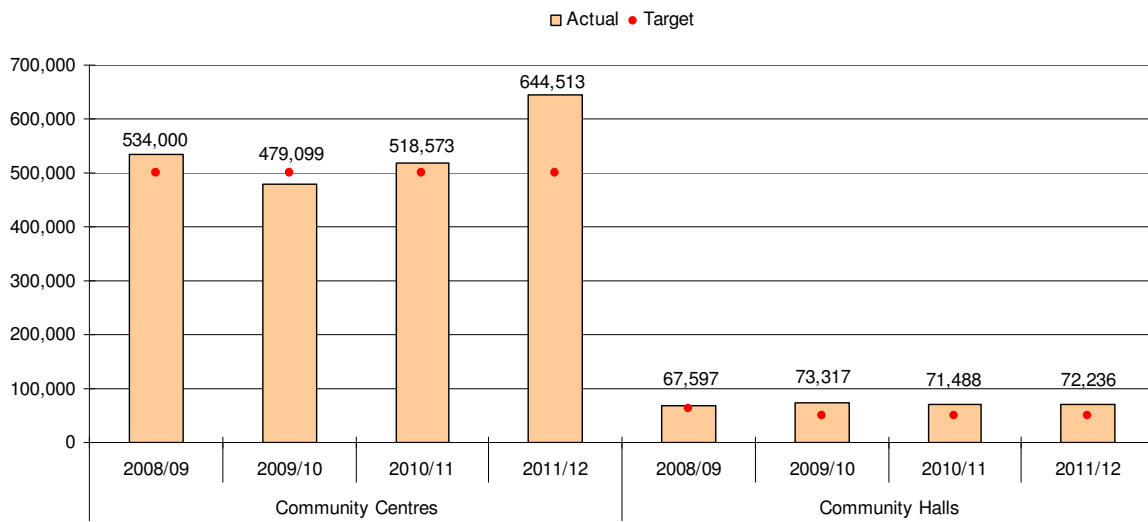
Through the Tawa Community Grants 16 local projects were supported.

Through the Community Venues assistance fund we helped seven community venues improve access for community use.

Through the Betty Campbell Accommodation Assistance fund we supported local and national social welfare agencies to maintain a presence and offer services in the city. This support includes clusters of organisations at places like Anvil House and the Multicultural Services Centre.

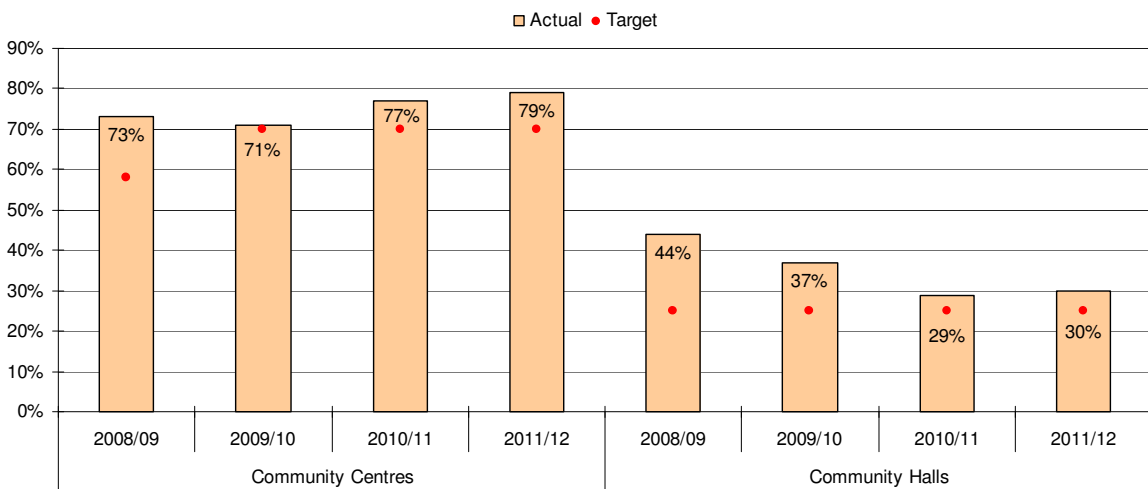
*Source: WCC City Communities and Grants*

**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**



There was a change in methodology for calculating Community Hall occupancy this year. Figures have been backdated for comparability purposes. This has resulted in the results for 2009/10 and 2010/11 dropping from what was previously reported.

Source: WCC City Communities and Grants

### ***Homelessness Strategy***

There is no target for this performance measure.

The Council hosted a practitioner 'lock-in', a summit with key organisations with a role in the city's homeless population or those vulnerable to homelessness. Over 120 people attended the 'lock-in', which identified a set of potential initiatives that could end homelessness in Wellington. These initiatives are the beginnings of a new homelessness strategy that will be presented to key government and community organisations for approval to be released as a draft for public comment.

We worked in partnership with Downtown Community Ministry (DCM) to provide services in response to homelessness, homelessness prevention and a range of other services. DCM worked with around 400 individuals each quarter. We also established of a core working group (DCM, Te Aro Health, Night Shelter and Soup Kitchen) with the aim of strengthening the coordination and responsiveness to homelessness.

*Source: WCC City Communities and Grants*