

## **SOCIAL AND RECREATION**

### **WHAT'S YOUR VIEW**

Comment online [www.Wellington.govt.nz](http://www.Wellington.govt.nz)

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Draft Annual Plan, Wellington City Council, PO Box 2199, Wellington.

## 5. SOCIAL AND RECREATION

### 5.1 Libraries

#### **Libraries are a hub of community life.**

Libraries are places to read, listen, find information, and get together. In addition to providing access to books, music, magazines and information, they provide a focal point for community events, and play a heritage role by collecting information about the city's people and communities. They contribute to our goals of making Wellington more liveable, more inclusive, more actively engaged, better connected, healthier and safer.

The Central Library and 11 branch libraries provide access to over 600,000 books, 450,000 magazines, and 85,000 CDs, DVDs, videos and other items. The central library has a substantial collection of reference information and a large and frequently updated selection of books, magazines and audio-visual material. Suburban branch libraries offer a similar range but on a smaller scale.

The library website ([www.wcl.govt.nz](http://www.wcl.govt.nz)) provides 24 hour-a-day access to a substantial online catalogue and to online information such as newspaper databases and digital audiobooks.

The libraries also offer a variety of outreach programmes including books to babies, and services to schools and to the housebound.

#### **We are changing as demand changes.**

Libraries and other community facilities are a major area of investment for the Council. We are seeking feedback on a proposed new Community Facilities Policy defining the libraries and other facilities that should be available in each area of the city. One factor in this review is changing patterns of library use as people access more resources online. Another factor is the important social role played by libraries and other meeting spaces in the communities they serve. For more information on this draft policy or to provide feedback, please visit our website [www.Wellington.govt.nz](http://www.Wellington.govt.nz) or phone our contact centre on (04) 499 4444 and a copy and submission form will be sent to you.

The draft policy proposes to relocate the Johnsonville library to a site adjacent to the Johnsonville Community Centre and Keith Spry Pool, and to develop a community facility hub. We propose to expand the library from its existing 605m<sup>2</sup> floor area to 1,800m<sup>2</sup> to better cater for the existing population and predicted population growth in the area. The pool will also be upgraded to include a combined teaching and hydrotherapy pool, a leisure water play area and an outdoor 'wet deck.'

## MEASURING OUR PERFORMANCE

Our targets for 2010/11 are:

- 90% of library users are satisfied with its services and facilities.
- 68% of residents are registered library users.
- 85% of residents are satisfied with the range and variety of collection.
- There are 2.5 million physical visits and two million website visits to our libraries.
- 84,000 (estimated) people attend various library programmes.
- 3.5 million items are issued from WCC libraries.
- 90% of residents agree that library services and facilities provide good value for money.

## WHAT IT WILL COST

5.1 Libraries	Operating expenditure 2010-2011			Capital expenditure 2010-2011
	Income (\$000)	Expenditure (\$000)	Net expenditure (\$000)	Total (\$000)
5.1.1 Libraries network	(2,338)	21,551	19,213	2,382
<b>2010/11 5.1 Total</b>	<b>(2,338)</b>	<b>21,551</b>	<b>19,213</b>	<b>2,382</b>
<b>2009/10 5.1 Total</b>	<b>(2,290)</b>	<b>22,601</b>	<b>20,311</b>	<b>1,922</b>

## 5. SOCIAL AND RECREATION

### 5.2 Recreation promotion and access

#### **Sports and recreation are important for health and well-being.**

One of the reasons Wellington is an appealing place to live is the wide range of recreational opportunities the city offers. Taking part in sports or other physical activity improves health and fitness. Sport and recreation also bring people together and promote a sense of community. Our aim is to provide access to sport and recreation opportunities for all Wellingtonians regardless of age, ability or circumstance, to enhance their health and well-being.

We are the city's biggest provider of places to exercise and play (see 5.3 Recreation services).

To promote and support access to recreation, we provide subsidised access to our recreation programmes and facilities through our Leisure Card programme. This scheme is available to Community Services Card holders, people with physical disabilities, mental health consumers, Green Prescription referrals, refugees, and superannuitants. It reduces cost barriers to participation in recreation for those who otherwise might not be able to afford it.

We also:

- run a variety of sports, fitness and leisure programmes for children and adults – for example the Run Swim series, the Stepping Out Month of Walking, Kids Kiwi-tri, the Dance Your Socks Off festival and many other programmes that together attract tens of thousands of participants each year
- inform residents about recreation opportunities through our website and guides
- liaise with national and regional sporting codes and provide funding support to the Basin Reserve Trust to help ensure the iconic sports ground remains New Zealand's premier test cricket venue.

#### **We are planning for the future of the Basin Reserve.**

The Basin Reserve is New Zealand's premier test cricket venue. To maintain that status, the Basin Reserve Trust needs to maintain the ground and its buildings to international standards. The Council owns most of the Basin Reserve buildings and funds depreciation, but has not allocated any budget for capital works over the next decade.

The Trust has carried out an asset condition survey and is completing an asset management plan. Funding is proposed for capital works identified by the survey as being necessary during 2010/11.

## MEASURING OUR PERFORMANCE

Our targets for 2010/11 are:

- At least 59,000 people use WCC recreation programmes (excluding programmes offered at recreation centres).
- At least 130,000 people use WCC recreation centre programmes.
- At least 15,800 people enrol in Learn to Swim programmes.
- At least 80,000 people participate in aquatic education.
- At least 90,000 people have a Leisure Card.
- 90% of residents find it easy or very easy to access WCC recreation facilities and programmes.
- At least one Sport Forum will be held with an attendance of at least 200 people.

We will also monitor the number of sports development fund grants: the number of applicants; number of successful applicants; and the total budget allocated to grants.

There is no target for this measure.

## WHAT IT WILL COST

5.2 Recreation, Promotion and Access	Operating expenditure 2010-2011			Capital expenditure 2010-2011
	Income (\$000)	Expenditure (\$000)	Net expenditure (\$000)	Total (\$000)
5.2.1 Recreation partnerships	-	581	581	112
5.2.2 Access support	-	121	121	-
5.2.3 Recreation programmes	(82)	1,065	983	-
<b>2010/11 5.2 Total</b>	<b>(82)</b>	<b>1,767</b>	<b>1,685</b>	<b>112</b>
<b>2009/10 5.2 Total</b>	<b>(52)</b>	<b>1,524</b>	<b>1,472</b>	<b>450</b>

## 5. SOCIAL AND RECREATION

### 5.3 Recreation services

#### **We are the city's biggest provider of recreation facilities.**

To achieve our aim of providing access to sport and recreation opportunities for all Wellingtonians we provide a wide variety of recreation facilities throughout the city.

We:

- Provide seven swimming pools (five indoor and two outdoor), which collectively attract more than 1.2 million visitors each year.
- Provide 45 sports grounds which provide year-round opportunities for recreation and competitive sport (cricket, softball, rugby, league, hockey, soccer and netball and a range of other sports).
- Provide or support recreation centres in five suburbs – Karori, Newlands, Kilbirnie, Khandallah (Nairnville) and Tawa – which provide a range of recreation, sport and leisure opportunities, and together attract more than 280,000 users each year.
- Provide more than 100 neighbourhood playgrounds and skate parks throughout the city.
- Own two marinas, the Evans Bay Marina and the Clyde Quay Boat Harbour.
- Are developing a 12-court indoor community sports centre at Cobham Park.

Some facilities – such as Newtown Park, the National Hockey Stadium, Wellington Regional Aquatic Centre, Rugby League Park, and Hataitai and Karori Parks – are used by large numbers of people, and attract visitors and raise the city's profile by hosting national and international events.

Our two marinas also help contribute to the distinct character of the waterfront.

#### **We are reviewing our swimming services to cater for increased demand - particularly for learn-to-swim programmes.**

In our 2009-19 long-term plan we identified a need to respond to increasing demand on our aquatic facilities. Since that plan was published in June 2009, we have completed a review and have identified three priorities:

- to make the most out of existing pool space
- to improve opportunities for people to take part in learn-to-swim programmes
- to provide more facilities to meet the needs of aquatic sport.

As a result of this review we are proposing the following pool upgrade projects over the next three to four years:

- Keith Spry Pool: redevelopment including a combined teaching and hydrotherapy pool, and a leisure and water play area including outdoor wet deck. The pool redevelopment will coincide with the development of a new library/community facility next to the pool, creating a 'hub' of community facilities for Johnsonville.

- Karori Pool: development of a dedicated indoor teaching pool in the area currently designated as an outdoor deck.
- Wellington Regional Aquatic Centre: development of a dedicated hydrotherapy pool to improve general public access for hydrotherapy and allow the existing learners' pool to be used for learn-to-swim programmes.

These projects had already been budgeted as part of our 2009-19 long-term plan. To meet growing demand, we are proposing to bring the budgeted funding forward to the next few years. (An alternative approach was considered but not recommended see page XX.)

We also propose to enter into partnerships with schools and other organisations to upgrade existing school pools to improve access to learn-to-swim opportunities and aquatic sports.

We'll also continue to monitor demand for pool space and will look to manage that through programming where required.

### **We're upgrading the town hall in Khandallah and propose to repile the Aro Valley Community Centre.**

After design and planning work in 2009/10, we will upgrade the Khandallah Town Hall during 2010/11. We are also proposing to repile the Aro Valley Community Centre. A budget of \$100,000 is proposed for this work.

### **We are preparing Newtown Park for Rugby World Cup training, and continuing to develop the indoor community sports centre.**

Newtown Park has been identified as a training venue for Rugby World Cup 2011. To comply with host obligations concerning the use of the park for training, additional work is required. This includes extending the length of the playing field, installing artificial turf, and installing rugby posts.

In the coming year we will continue constructing a new 12-court indoor community sports centre at Cobham Park in Kilbirnie planned to be open for use in August 2011. The proposed centre will measure 10,500 square metres providing the public with quality playing and training facilities for a variety of indoor sports (like netball, basketball and volleyball).

Wellington schools will have access to the sports centre for a range of sports development and physical activity programmes. The sports centre will also be a great destination for regional and national sports tournaments.

As part of the long-term plan we budgeted for the installation of five synthetic sportsfields from 2013 to provide all weather access for playing and training. We're bringing forward funding for planning and consent processes for each synthetic surface to the previous year to allow for construction to occur in the year for when they are scheduled.

## We're seeking views on the future of Wellington's recreation and community facilities.

Pools, recreation centres, libraries and community facilities are a major area of investment for the Council. We are seeking feedback on a proposed new Community Services and Facilities Policy defining the facilities that should be available in each area of the city. For more information, or to make a submission on the draft Community Services and Facilities Policy, please visit our website [www.Wellington.govt.nz](http://www.Wellington.govt.nz) or call (04) 499 4444 and a copy will be sent out to you.

### *Fees and charges*

To ensure those who are using our recreation facilities are paying a fair price we have reviewed some of our user fees. Further detail can be found in the fees and charges appendix at the end of this draft plan.

## MEASURING OUR PERFORMANCE

Our targets for 2010/11 are:

- 90% of users are satisfied with WCC swimming pools, recreation centres and playgrounds, and 85% of users are satisfied with sports fields.
- 1.4 million people use WCC swimming pools and 720,000 use recreation centres.
- Of games that are scheduled for WCC outdoor sports fields in winter, 80% are played. Of games scheduled for WCC outdoor sports fields in summer, 95% are played.
- Use of sports fields does not exceed recommended levels.
- Four sportsfields receive an 'A' quality grade, 11 a 'B' grade, 19 a 'C' grade; and nine fields are sand.
- 96% of marina berths are occupied.
- 90% of residents agree that WCC recreation services and facilities provide good value for money.

## WHAT IT WILL COST

5.3 Recreation Services	Operating expenditure 2010-2011			Capital expenditure 2010-2011
	Income (\$000)	Expenditure (\$000)	Net expenditure (\$000)	Total (\$000)
5.3.1 Swimming pools	(7,359)	18,189	10,830	4,708
5.3.2 Sports fields	(353)	3,394	3,041	359
5.3.3 Synthetic turf sportsfields	(175)	439	264	568
5.3.4 Recreation centres	(740)	5,858	5,118	25,361
5.3.5 Playgrounds	-	846	846	1,215
5.3.6 Marinas	(533)	482	(51)	492
<b>2010/11 5.3 Total</b>	<b>(9,160)</b>	<b>29,208</b>	<b>20,048</b>	<b>32,703</b>
<b>2009/10 5.3 Total</b>	<b>(8,628)</b>	<b>26,415</b>	<b>17,787</b>	<b>6,028</b>

## 5. SOCIAL AND RECREATION

### 5.4 Public health and safety

#### **We aim to ensure Wellingtonians are protected from threats to their health and safety.**

Public health and safety are fundamental to our quality of life. Threats to health and safety can arise from a number of sources including natural hazards, crime, disease, animals, or other sources.

Protecting health and safety – important in its own right – also contributes to our goals of making the city more liveable, more inclusive, more actively engaged, and better connected. To protect public health and safety, we:

- Regulate public health activities in accordance with legislation, bylaws and Council policies. This work includes licensing of food premises, licensing of liquor outlets, registration of dogs, licensing of businesses that discharge trade waste, and inspection of these activities to ensure compliance with standards.
- Operate the Wellington Emergency Management Office (WEMO), which works to make sure that the city is well-prepared for earthquakes, floods, tsunami and other emergencies.
- Provide burial and cremation services – we operate two cemeteries, at Karori and Makara. There is also a crematorium at Karori Cemetery. We maintain the cemetery sites to a high standard, reflecting their importance to the community. We also keep Wellington cemetery records dating back to 1849, which are available for public viewing.
- Provide more than 60 public toilets throughout the city, as well as nearly 50 sportsfield pavilions that also have public toilets.

We also work to ensure Wellington continues to be a safe city by discouraging crime and tackling the causes of crime and disorder. Key projects include:

- the operation of closed circuit TV cameras in the central city
- monitoring by city safety officers
- banning liquor consumption in public places in the central city at times, and
- ensuring public areas are well lit and have high levels of visibility.

#### **We are proposing to improve public conveniences in Courtenay Place.**

We are also committed to upgrading one public toilet per year. In 2010/11, we propose to upgrade the Courtenay Place toilets, with the work to be completed in time for Rugby World Cup 2011.

## And install new signage for dog exercise areas.

During 2009 Council's Dog Policy was reviewed. To enforce the new policy signage needs to be erected to inform dog owners of the locations of dog exercise areas, areas where dogs are prohibited, and areas where dogs are permitted off the leash or permitted at specific times.

### *Fees and charges*

To reflect inflationary pressures we propose increasing some of our user charges and fees associated with this activity. Please see the fees and charges appendix at the end of this draft plan.

## MEASURING OUR PERFORMANCE

Our targets for 2010/11 are:

- 95% of WCC public toilets will meet the required service level standard for cleanliness (monitored through regular internal service level audits).
- At least 81% (1% increase from 2009/10) of residents are either satisfied or neutral (neither satisfied nor dissatisfied) with the cleanliness of WCC public toilets.
- All scheduled liquor and food licensed premises inspections will be completed.
- 95% of food premises with an inspection rating of "excellent" or "very good" will maintain or improve their inspection rating (this excludes new premises and those that have changed occupier during the year).
- Wellington will retain World Health Organisation 'Safe Community' status.
- 170 emergency management programmes will be conducted with businesses, schools and community groups.
- All of our emergency management partners will be satisfied with Wellington's emergency preparedness and planning.
- Wellington's cemeteries and crematorium will retain ISO9001/2000 accreditation.
- There is continued reduction in the number of complaints for WCC public toilets, dog control, and food premises (2008 baseline levels: toilets 671 complaints; dogs 1134; food 50).
- All urgent dog control service requests will be responded to within an hour, and 95% of non-urgent requests will be responded to within 24 hours.
- All hazardous substance service requests will be responded to within one hour.
- All urgent public toilet service requests will be responded to within four hours, and non-urgent requests within three days.
- All urgent food premises' service requests will be responded to within one hour, and 90% of non-urgent requests will be responded to within 48 hours.

**WHAT IT WILL COST**

5.4 Public Health and Safety	Operating expenditure 2010-2011			Capital expenditure 2010-2011
	Income (\$000)	Expenditure (\$000)	Net expenditure (\$000)	Total (\$000)
5.4.1 Burials and cremations	(802)	1,604	802	213
5.4.2 Public toilets	-	2,072	2,072	1,073
5.4.3 Public health regulations (food/dogs)	(2,329)	4,402	2,073	40
5.4.4 City safety	-	1,387	1,387	-
5.4.5 Wellington emergency management office	(99)	2,191	2,092	66
<b>2010/11 5.4 Total</b>	<b>(3,230)</b>	<b>11,656</b>	<b>8,426</b>	<b>1,392</b>
<b>2009/10 5.4 Total</b>	<b>(3,073)</b>	<b>11,944</b>	<b>8,871</b>	<b>898</b>

## 5. SOCIAL AND RECREATION

### 5.5 Housing

**We provide homes for Wellingtonians whose needs are not met by other housing providers.**

We own more than 2,300 housing units, which we rent to low-income people. These homes are allocated according to need.

All applicants for housing assistance are assessed in line with our 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.

Ensuring access to housing 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.

Since 2008, we have embarked on a 20-year programme, with funding assistance from the Crown, to upgrade our entire portfolio of rental housing to make it healthier, safer and better suited for modern living by:

- improving kitchens, bathrooms and ventilation
- repairing or renewing joinery
- making landscape improvements
- insulating walls, floors and ceilings
- improving fire protection, safety and security
- making it easier for people to find their way around housing complexes
- carrying out earthquake strengthening where needed.

Alongside the physical upgrade, a programme of community action has also been initiated with the aim of increasing social cohesion, and community spirit and pride.

In 2010/11, we will be upgrading flats at Central Park, Hanson Court, Regent Park and Newtown Park.

## MEASURING OUR PERFORMANCE

Our targets for 2010/11 are:

- 85% of WCC housing tenants are satisfied with services and facilities.
- 85% of tenants rate the overall condition of their house/apartment as good or very good.
- 90% of tenants rate the services and facilities as good value for money.

- City Housing services and facilities comply with all legislative requirements (e.g. RTA, building WOF).
- 75% of tenants feel safe in their complex at night.
- 90% of housing facilities are occupied.
- Monitor the average waiting time for applicants by target group.
- Monitor the proportion of applicants housed by target group.
- Achieve agreed milestones, design standards and budget in accordance with the agreed works programme and Deed of Grant between the Crown and the Council.
- Complete upgrade construction of Hanson Tower and Podium.

## WHAT IT WILL COST

5.5 Housing	Operating expenditure 2010-2011			Capital expenditure 2010-2011
	Income (\$000)	Expenditure (\$000)	Net surplus (\$000)	Total (\$000)
5.5.1 Community housing	(55,507)	17,170	(38,337)	39,107
<b>2010/11 5.5 Total</b>	<b>(55,507)</b>	<b>17,170</b>	<b>(38,337)</b>	<b>39,107</b>
<b>2009/10 5.5 Total</b>	<b>(31,178)</b>	<b>16,850</b>	<b>(14,328)</b>	<b>15,164</b>

## 5. SOCIAL AND RECREATION

### 5.6 Community participation and support

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

Community strength is about celebrating diversity, providing opportunities for people to get involved in activities that interest them, ensuring that all people and groups can have a say about the city's direction and have opportunities to live their lives as they wish, and looking after those in need. Achieving these goals requires strong social services and active support for community groups.

**We provide assistance to people in need, and opportunity for those who seek it.**

This includes:

- supporting the needs of homeless through our Homelessness Strategy
- providing information, advice and advocacy services to a wide range of people and community groups
- providing social and recreational grants that support our strategic objectives.

We provide and/or support a network of community centres and town halls throughout the city in addition to supporting community-owned centres. We also support projects that encourage people to develop information technology skills, and help organisations to use information technology to meet community objectives.

**We propose to increase grants funding and review community centre funding.**

We support community facilities through partnerships with schools, community groups and other organisations. We propose to increase our annual social grants funding pool by \$55,000 to support partnerships that increase public access to community spaces. The funding will be allocated according to the grants criteria (visit our website [www.Wellington.govt.nz](http://www.Wellington.govt.nz) for details).

We also support community centres through three-year funding contracts. The amount of funding has typically been based on historical arrangements, resulting in some inequities. We propose that each centre receives a component of 'base funding', plus additional funding reflecting the population of the local suburb, catchment area, number of available spaces for activities, and the social deprivation index of the local suburb.

We're also seeking views on the future of Wellington's community facilities. Community centres and halls are a significant area of investment for the Council. We are seeking feedback on a proposed new Community Services and Facilities Policy defining the facilities that should be available in each area of the city. Visit our website [www.Wellington.govt.nz](http://www.Wellington.govt.nz) to view a draft of the policy or make a submission, or call 04 499 4444 and a copy will be sent out to you.

## MEASURING OUR PERFORMANCE

Our targets for 2010/11 are:

- 70% of community groups are satisfied with Council relationships.
- 500,000 people use WCC community centres, and at least 70% are occupied.
- 50,000 people use WCC community halls and at least 25% are occupied.

We also monitor the number of social and recreational grant applications we receive, the number of successful applicants, and the total budget allocation. Our target is for all social and recreational grants to be distributed in accordance with eligibility criteria.

We will monitor performance in the following areas but have not set performance targets:

- the number of community forums, community group meetings, advisory groups, and youth events; and estimated attendance.
- work with homeless people – we will report (in our annual report) on the work we have done in partnership with others.
- community access to information technology – we will report (in our annual report) on the number of groups hosted on the Wellington 2020 Communications Trust's Wellington Community Net website ([www.wcn.net.nz](http://www.wcn.net.nz)) and the number of visits to the site; we will also monitor the number of computer courses held at the computer rooms in our Newtown Park and Arlington housing complexes, and the number of people attending those courses.

## WHAT IT WILL COST

5.6 Community Participation and Support	Operating expenditure 2010-2011			Capital expenditure 2010-2011
	Income (\$000)	Expenditure (\$000)	Net expenditure (\$000)	Total (\$000)
5.6.1 Implementation of the homelessness strategy	-	130	130	-
5.6.2 Community advocacy	(100)	1,488	1,388	-
5.6.3 Social and recreational grants	-	2,665	2,665	-
5.6.4 Community centres and halls	(145)	3,660	3,515	41
<b>2010/11 5.6 Total</b>	<b>(245)</b>	<b>7,943</b>	<b>7,698</b>	<b>41</b>
<b>2009/10 5.6 Total</b>	<b>(245)</b>	<b>7,806</b>	<b>7,561</b>	<b>964</b>