

Absolutely Positively
Wellington City Council

Me Heke Ki Pōneke

Ordinary Meeting of Kōrau Mātinitini | Social, Cultural, and Economic Committee Rārangi Take | Agenda

9:30am Rāpare Thursday, 23 Whiringa-ā-rangi November 2023
Ngake (16.09), Level 16, Tahiwī
113 The Terrace
Pōneke | Wellington



MEMBERSHIP

Mayor Whanau
Deputy Mayor Foon
Councillor Abdurahman (Deputy Chair)
Councillor Apanowicz
Councillor Brown
Councillor Calvert
Councillor Chung
Councillor Free
Pouiwi Hohaia
Pouiwi Kelly
Councillor Matthews
Councillor McNulty
Councillor O'Neill (Chair)
Councillor Pannett
Councillor Paul
Councillor Randle
Councillor Wi Neera
Councillor Young

Have your say!

You can make a short presentation to the Councillors, Committee members, Subcommittee members or Community Board members at this meeting. Please let us know by noon the working day before the meeting. You can do this either by phoning 04-499-4444, emailing public.participation@wcc.govt.nz, or writing to Democracy Services, Wellington City Council, PO Box 2199, Wellington, giving your name, phone number, and the issue you would like to talk about. All Council and committee meetings are livestreamed on our YouTube page. This includes any public participation at the meeting.

AREA OF FOCUS

The Kōrau Mātinitini | Social, Cultural, and Economic Committee has responsibility for:

- 1) Māori strategic outcomes
- 2) Arts, culture, and community services
- 3) Wellington City social housing
- 4) Council's city events
- 5) Parking services
- 6) Parks, sport and recreation
- 7) Community resilience
- 8) Economic development.

To read the full delegations of this committee, please visit wellington.govt.nz/meetings.

Quorum: 9 members

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1. Meeting Conduct

1.1 Karakia

The Chairperson will open the hui with a karakia.

Whakataka te hau ki te uru,	Cease oh winds of the west
Whakataka te hau ki te tonga.	and of the south
Kia mākinakina ki uta,	Let the bracing breezes flow,
Kia mātaratara ki tai.	over the land and the sea.
E hī ake ana te atākura.	Let the red-tipped dawn come
He tio, he huka, he hauhū.	with a sharpened edge, a touch of frost,
Tihei Mauri Ora!	a promise of a glorious day

At the appropriate time, the following karakia will be read to close the hui.

Unuhia, unuhia, unuhia ki te uru tapu nui	Draw on, draw on
Kia wātea, kia māmā, te ngākau, te tinana,	Draw on the supreme sacredness
te wairua	To clear, to free the heart, the body
I te ara takatū	and the spirit of mankind
Koia rā e Rongo, whakairia ake ki runga	Oh Rongo, above (symbol of peace)
Kia wātea, kia wātea	Let this all be done in unity
Āe rā, kua wātea!	

1.2 Apologies

The Chairperson invites notice from members of apologies, including apologies for lateness and early departure from the hui, where leave of absence has not previously been granted.

1.3 Conflict of Interest Declarations

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

1.4 Confirmation of Minutes

The minutes of the meeting held on 12 October 2023 will be put to the Kōrau Mātinitini | Social, Cultural, and Economic Committee for confirmation.

1.5 Items not on the Agenda

The Chairperson will give notice of items not on the agenda as follows.

Matters Requiring Urgent Attention as Determined by Resolution of the Kōrau Mātinitini | Social, Cultural, and Economic Committee.

The Chairperson shall state to the hui:

1. The reason why the item is not on the agenda; and
2. The reason why discussion of the item cannot be delayed until a subsequent hui.

The item may be allowed onto the agenda by resolution of the Kōrau Mātinitini | Social, Cultural, and Economic Committee.

Minor Matters relating to the General Business of the Kōrau Mātinitini | Social, Cultural, and Economic Committee.

The Chairperson shall state to the hui that the item will be discussed, but no resolution, decision, or recommendation may be made in respect of the item except to refer it to a subsequent hui of the Kōrau Mātinitini | Social, Cultural, and Economic Committee for further discussion.

1.6 Public Participation

A maximum of 60 minutes is set aside for public participation at the commencement of any hui of the Council or committee that is open to the public. Under Standing Order 31.2 a written, oral, or electronic application to address the hui setting forth the subject, is required to be lodged with the Chief Executive by 12.00 noon of the working day prior to the hui concerned, and subsequently approved by the Chairperson.

Requests for public participation can be sent by email to public.participation@wcc.govt.nz, by post to Democracy Services, Wellington City Council, PO Box 2199, Wellington, or by phone at 04 499 4444 and asking to speak to Democracy Services.

2. General Business

TE TOI MAHANA QUARTERLY PERFORMANCE REPORT

Kōrero taunaki | Summary of considerations

Purpose

1. This report attaches the first quarterly Performance Report from the newly established Community Housing Provider, Te Toi Mahana, for the Kōrau Mātinitini | Social, Cultural, and Economic Committee.

Strategic alignment with community wellbeing outcomes and priority areas

Aligns with the following strategies and priority areas:

- Sustainable, natural eco city
 - People friendly, compact, safe and accessible capital city
 - Innovative, inclusive and creative city
 - Dynamic and sustainable economy
- Strategic alignment with priority objective areas from Long-term Plan 2021–2031**
- Functioning, resilient and reliable three waters infrastructure
 - Affordable, resilient and safe place to live
 - Safe, resilient and reliable core transport infrastructure network
 - Fit-for-purpose community, creative and cultural spaces
 - Accelerating zero-carbon and waste-free transition
 - Strong partnerships with mana whenua

Relevant Previous decisions

Financial considerations

- Nil Budgetary provision in Annual Plan / Long-term Plan Unbudgeted \$X

Risk

- Low Medium High Extreme

Author	Paul Davies, Principal Advisor
Authoriser	Siobhan Procter, Chief Infrastructure Officer

Taunakitanga | Officers' Recommendations

Officers recommend the following motion:

That the Kōrau Mātinitini | Social, Cultural, and Economic Committee:

1. Receive the attached Performance Report.

Whakarāpopoto | Executive Summary

1. At the 2 March 2023 Kōrau Mātinitini | Social, Cultural, and Economic Committee meeting it was resolved as a part of the establishment of Te Toi Mahana (the Trust), that the Trust would provide reporting to Council on a 3 monthly basis on key financial metrics for the first two years, and full reporting on a 6 monthly basis.
2. Through the Relationship and Reporting Agreement between Te Kaunihera and the Trust there are further reporting metrics the Trust is required to provide. These are contained in the attached Report.

Takenga mai | Background

3. At the 2 March 2023 Kōrau Mātinitini | Social, Cultural, and Economic Committee meeting it was resolved as a part of the establishment of Te Toi Mahana (the Trust), that the Trust would provide reporting to Council on a 3 monthly basis on key financial metrics for the first two years, and full reporting on a 6 monthly basis.
4. Through the Relationship and Reporting Agreement between Te Kaunihera and the Trust there are further reporting metrics the Trust is required to provide. These are contained in the attached Report.
5. Te Toi Mahana is established as a Council Organisation under the Local Government Act. This means the Council has an important monitoring role to ensure the Trust is achieving the outcomes the Council sought in establishing the Trust. When the Council established the Trust, it primarily sought to achieve three key objectives including:
 - Increased supply of social housing in Wellington
 - Improved rental affordability for social housing tenants
 - Improved financial sustainability of the housing portfolio and shared financial position of Trust and Council
6. Te Toi Mahana has been established as independent charitable trust. Therefore, Council has limited abilities to involve itself in operational matters. From a strategic view, when considering the above objectives, there are some areas which are likely to be of interest to Council:
 - **Financial sustainability** – financial sustainability of the housing portfolio was a key driver for the Council in the Trust's establishment. What work has the Trust been doing to work towards improved financial outcomes that benefit both the Trust and Council?
 - **Rental affordability** – what progress has been made in getting IRRS places filled? Are you on track to take the full entitlement of IRRS tenants for the first year?
 - **Housing supply** – how is the Trust progressing with a housing development strategy and how does the Trust expect to use the property and cash give from the Council to contribute to new housing supply?

- **Partnership** – a strong partnership between the Trust and Council is critical to improving social housing outcomes in Wellington. How do you think this partnership is working and where are the opportunities to improve or strengthen things?
- **New government policy** - what opportunities does the Trust see with the change in government and what work is being done to ensure the Trust benefits from the new government's policy position on social housing which is more strongly in favour of using the CHP sector to deliver social housing outcomes?

Kōrerorero | Discussion

7. The Trust took over the provision of tenancy management, community development activities, and minor maintenance services on 1 August 2023.
8. Since the Trust commenced operations, the focus between the two organisations has focused on the operational and strategic relationship between the parties.
9. Through the Community Housing Relationship Lead, and supported by a number of other business units, Council has been working collaboratively with the Trust to ensure a tenant-focused delivery model.
10. Officers are pleased to note the positive feedback received via the Trust regarding the positive working relationship between Te Kaunihera and Te Toi Mahana.

Governance Arrangements

11. The following joint-agency Committees have been established, with Terms of Reference (TOR) and meeting frequency agreed or under discussion:
 - a. **Relationship Management Group**
This group is formed under the Relationship and Reporting Agreement to ensure the productive engagement between the parties. The first meeting of this group has occurred, with the TOR agreed.
 - b. **Major Maintenance & Development Fund Committee**
The purpose of this Committee is to make recommendations to the Chief Infrastructure Officer in relation to expenditure from the Fund. The Committee is scheduled to meet for the first time on 29 November 2023.

Financial Performance and Reporting

12. In addition to the reporting requirements in the attached report, as required by the Council resolution, a ring-fenced fund has been established to receive the Trust lease payments, and to meet agreed costs.
13. Reporting on the Fund is shared with the Trust via the Major Maintenance & Development Fund Committee and is contained in the Agreements between the parties.

Gifted Properties


14. The Trust continues to investigate the \$10M of properties to be gifted by the Council.
15. Council Officers are supporting the Trust as it develops an investment and development strategy.
16. We understand the Trust hopes to bring information and a paper in relation to the gifted properties to Council in Q3 2024.

-
17. The first tranche of the \$23M of development capital that accompanies the gifted properties (\$3M in FY 2023/24 has been reforecast as a part of the LTP budgeting process.

Other Matters

18. It is noted in the Performance Report that work continues towards compliance with the Healthy Homes Guarantees Act. This project is funded and delivered by Council in association with the Trust. Officers are confident this project will be completed by the 31 July 2024 legislative deadline and within budget. Funding for this project has been provided via the Long Term Plan (LTP).
19. Progress towards the return of the Granville site to mana whenua remains on track with the rehoming of current tenants almost complete. Our relationship and discussions with the Tenths Trust remain strong, with a focus on navigating the Lease extension and exit process.
20. Delivery of the Housing Upgrade Programme Phase 2 (HUP2) continues. HUP2 is comprised of approximately 50 projects and impacts on over 850 homes. The first two projects have commenced. The scope of the remaining projects is expected to be confirmed as a part of a wider programme business case schedule which is expected to be completed by the end of Q4 2023/24.

Attachments

- Attachment 1. Te Toi Mahana Performance Report to Wellington City Council Page 13
| Quarter 1: August - September 2023 [↓](#) 
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Te Toi Mahana
Community Housing



Performance Report to Wellington City Council

QUARTER 1 AUGUST – 30 SEPTEMBER 2023

Introduction – Board Chair

It is with great pleasure that I present the first quarterly report from Te Toi Mahana to Wellington City Council.

The key focus of the first quarter has been on the transition from the City Housing Unit of the Council to the newly established Community Housing Trust. Thanks to the hard work of staff from both the Council and the Trust, I am delighted to advise that the transition has gone smoothly.

On behalf of the Board, I look forward to continuing to work closely with the Council in our shared objective of ensuring the wellbeing of tenants through the provision of warm and dry housing and increasing the supply of social housing on a sustainable basis.

Andrew Turner
Board Chair, Te Toi Mahana
30 October 2023



Introduction – Chief Executive

In the first 3 months of operation there has been many achievements and key areas of focus that are highlighted in this quarterly report.

- ▶ Registration as a Community Housing Provider (CHP) and contract signed with HUD for IRRS. We have 8 IRRS tenants at the end of the quarter, with more in the pipeline.
- ▶ The transition of tenant facing services has been seamless. We have had positive feedback from our tenants. We are looking to strengthen our engagement with tenants through setting up tenant focus groups to complement our existing Kaitiaki network. The November rent increase has been well communicated with tenants and stakeholders.
- ▶ In relation to gifted properties and development funding from the Council - we are currently developing criteria that will be the basis for selecting property to purchase/develop.
- ▶ We have invested the existing Tenant Support Funding on an interest bearing deposit and we are looking at options for how we can best use the funding for the benefit of former City Housing tenants.
- ▶ We have focused on retaining and recruiting a highly skilled team, in addition to putting in place robust policies, procedures and systems to ensure the Trust can provide quality services safely and sustainability.

Angelique Jackson
Chief Executive, Te Toi Mahana



Performance Areas

The following reporting metrics provide the information required in the Relationship and Reporting Agreement, Funding Agreement and Lease Agreement between WCC and Te Toi Mahana

1. [Tenant Wellbeing](#)
2. [Financial Sustainability](#)
3. [Asset Service Delivery](#)
4. [Asset Availability](#)
5. [New Supply Delivery](#)
6. [Risk Reporting](#)
7. [Health and Safety](#)
8. [Portfolio and Tenant Information](#)
9. [Other Measures](#)

1. Tenant Wellbeing

The CHP will support improvement in tenant outcomes through quality tenancy management and access to safe, healthy, affordable housing.

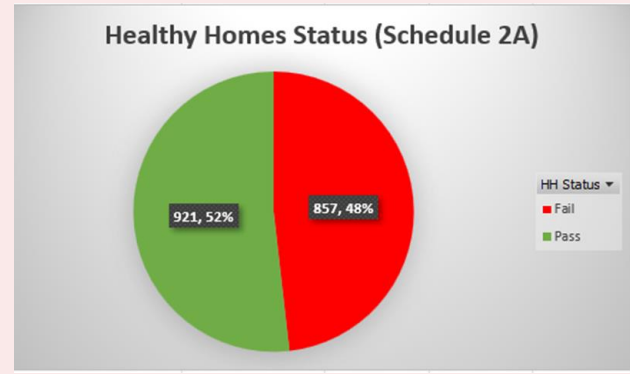
Document	Doc No	Measure	Qtr 1 Actual	Qtr 1 Target	Commentary
RRA	3	Tribunal outcome: Number of tenancy tribunal findings found for and against the CHP	9 (for)	NA	19 applications were submitted in Q1. 9 applications resulted in a successful outcome, while the remainder are in progress or have been withdrawn.
RRA	4	Evictions: Number of tenant evictions	0	0	There have been no evictions, which is consistent with past trends.
RRA	5	Complaints: Number of tenant complaints received	7	NA	There were 3 minor complaints in August and 4 minor complaints in September. This measure will be monitored for the remainder of the financial year to establish a benchmark.

1. Tenant Wellbeing cont..

Document	Doc No	Measure	Qtr 1 Actual	Qtr 1 Target	Commentary
RRA	7	Healthy Homes: Number of properties that comply with Healthy Homes standards	921	NA	Total number of properties on Schedule 2A is 1779

Healthy Homes include heating, moisture ingress, draught stopping, ventilation and insulation. WCC's Property and Capital Projects team are responsible for the Healthy Homes project. 100% of all properties leased to Te Toi Mahana are on track to be Healthy Homes compliant by July 2024.

Currently there are 52% of all properties leased in Schedule 2A by Te Toi Mahana that are Healthy Homes compliant. 107 Granville units are currently positioned in Schedule 2A and are expected to be removed by end of Q4 2023.



2. Financial Sustainability

The CHP will operate in a financially sustainable manner and seek to maximise surplus to support reinvestment in the portfolio while maintaining rental affordability for tenants.

Document	Doc No	Measure	Qtr 1 Actual	Qtr 1 Target	Commentary
RRA	8	Actual and budgeted revenue and expenditure incl: a) Operational Expenses, b) Lease Payments, c) Maintenance -YTD and FY Forecast			On track YTD with no material budget variances. Most budget variances are timing related. (refer to table)

\$000	Operating Profit & Loss*		
	YTD Actual	YTD Budget	Variance
Revenue			
Tenancy Income	3,938	3,921	17
Interest	21	19	2
Total Revenue	3,959	3,940	19
Expenditure			
Lease payment	2,576	2,576	-
Maintenance	252	283	31
Overhead costs	1,040	1,104	64
Total Expenditure	3,869	3,963	94
Net Surplus/(Deficit)	90	-23	113

*excludes Grants received from WCC and establishment costs

2. Financial Sustainability cont...

Document	Doc No	Measure	Qtr 1 Actual	Qtr 1 Target	Commentary
RRA	9	IRRS Tenancies: Number and % of IRRS places contracted as a proportion of all tenants in the leased portfolio	8	NA	We were able to start placing tenants from the public housing waitlist from late September. We are on track to have more IRRS tenancies in the next quarter.
RRA	10	Rent Arrears: % of rent arrears as a proportion of total rent owed	1%	NA	Rents are monitored weekly, including ensuring tenants are accessing subsidies they might be entitled to. Refresher training has been provided last month for all Tenancy Advisors. Average rent arrears per tenant \$270, as a comparison, Kāinga Ora is \$1900 (\$438 pre-covid).
RRA	13	Forecast and actuals for the components of the Annual Rent payable to the Council and Operating Costs Gainshare (as per Lease Agreement)	\$2.57m	\$2.57m	The base rent is on budget for the quarter. With only 2 months of operations- it is too early to forecast the variable rent and operating costs gainshare amounts .

3. Asset Service Delivery

The CHP will respond to maintenance requests in a timely manner.

Document	Doc No	Measure	Qtr 1 Actual	Qtr 1 Target	Commentary
RRA	14	Response time –P1 Urgent: Response time to emergency maintenance requests within agreed timeframes	1 - 48% 2 - 72%	95% 95%	1. Onsite target: 1 hour 2. Completion target: 1 day 40 urgent work orders were raised in Qtr1 . All work orders were completed.
RRA	15	Response time –P2 High: Response time to urgent maintenance requests within agreed timeframes	1 - 65% 2 - 78%	95% 95%	1. Onsite: 4 hours 2. Completion: 2 Business Day 167 high work orders raised in Qtr1 with. 99% of work orders listed as complete with the remaining 1% made safe or onsite status.
RRA	16	Response time – P3/P4 Medium/Low: Response time to standard maintenance requests within agreed timeframes	1 - 68% 2 - 80%	95% 95%	Onsite: P3 1 Business Days / P4 10 Business Days Completion: P3 5 Business Days / P4 20 Business Days 920 medium/low work orders raised in Qtr1. 98% complete with the remaining 2% outstanding made safe, in progress or onsite.

Summary on Measures:

Maintenance is managed through the WCC Ventia Contract. Response times are recorded in two SLA's with Ventia. 1. Onsite SLA which records time to attend a work order by priority and 2. Completion SLA which records a due time to complete a work order based on priority status.

The total number of work orders based on Onsite SLA is 1127 (Qtr1) with a pass rate of 67%. The total number of work orders based on Completion SLA is 1133 (Qtr1) with a pass rate of 79%.



3. Asset Service Delivery

Response Time: P1 – Urgent

Description: Attend all issues deemed to have a potential impact to:

- Being locked out of dwelling
- Building structure or integrity
- Security
- Environment
- Life and Limb

Common work orders summary:

- 4x Lift faults.
- 7x Key access issues including lost keys.
- 9x Electrical related work orders (eg oven, emergency lights etc).
- 10x Fire safety system call outs including panel faults.

Response Time: P2 – High

Description: Attend to issues that could impact:

- Operations of a critical or business continuity nature
- Customer experience related to a significant function
- Economic or revenue generating functions
- Reputation

Common work orders summary:

- 56x Electrical related work orders
- 3x Fire safety system call outs including panel faults
- 44x Plumbing related work orders

Response Time: P3/P4 – Medium and Low

P3 attend to issues that:

- Do not pose an immediate risk to site or persons
- Causes minor disruption or inconvenience or loss of amenity
- Requires specialised parts or awaiting parts and materials to be delivered

P4 attend to issues that:

- Are not of an urgent nature
- Can be "bundled" into a package of works that provides a more efficient option for Te Toi Mahana to repair and complete
- Are requiring investigation as to whether Council approve for the job to proceed and if these can be bundled



4. Asset Availability

Document	Doc No	Measure	Qtr 1 Actual	Qtr 1 Target	Commentary
RRA	21	Void to Let days (12 properties tenanted during the quarter)	135	NA	<p>Several factors contribute to this measure: One of the contributors has been the number of units held for affected tenants of Granville Flats. In addition, continuing to meet Healthy Homes requirements which has been ongoing since 2020, demands longer work periods.</p> <p>As well as this, the completion time for facilities management repair work has averaged 45 days.</p> <p>We are aiming at a future target of a 10 day turnaround for standard void work.</p> <p>Steps have been taken to improve our reporting systems which will be reflected in future quarterly reports.</p>
RRA	22	Properties vacant under development: Number of properties vacant under development, including number of days vacant	0	NA	N/A
RRA	23	Properties vacant under repair, including number of days vacant	28	NA	28 properties are under repair. The average number of days these properties have been vacant is 49 days.

4. Asset Availability

The CHP will efficiently ensure that, to the extent possible, portfolio properties are available to rent

Document	Doc No	Measure	Qtr 1 Actual	Qtr 1 Target	Commentary
RRA	18	Number of leased properties	1779	1779	Schedule 2A properties. No change since Day 1
RRA	19	Available properties: Number and % of operable (occupied and available to let) properties as proportion of gross	1683 (95%)	NA	5% consists mainly of Granville units (89 units) and other non-lettable units including community rooms, temporary accommodation and site offices.
RRA	20	Void properties:			
		1. Number and list of unoccupied properties	92	42	One of the contributors has been the number of units held for affected tenants of Granville Flats. As well as this, the completion time for facilities management repair work has averaged 45 days.
		2. Number of Ready to Let properties	64	NA	Over 20 properties have been listed with HUD to welcome applicants from the public housing waitlist.
		3. Average days vacant per property	100	NA	As covered in 20.1

5. New Supply Delivery

The CHP will utilize the capitalisation from WCC to progress new supply developments.

Document	Doc No	Measure	Qtr 1 Actual	Qtr 1 Target	Commentary
RRA	25	Update on development intentions and quantitative information including new units added/and or planned	0	0	
RRA	26	Progress update on active development(s) and quantitative information including new units added and/or planned	0	0	

Transferred Properties Plans

Te Toi Mahana is currently finalising its Property Strategy to align with our vision and mission of providing homes where people are proud to live. This strategy will fundamentally be the baseline for feasibility and selection of gifted properties.

The Property strategy will include a selection criteria that will look for longevity of the properties, this is due to be finalised in Q4 – 2023. A paper outlining the which properties have been selected, will go to Council in March 2024.

6. Risk Reporting

The CHP will report on key short, medium and long term risks and proposed mitigations

Document	Performance area	Doc No	Measure	Qtr 1 Actual	Qtr 1 Target	Commentary
RRA	Compliance and Governance	27	Risk: Description of key risks and proposed mitigations (narrative measure)			Management is currently reviewing the Risk Register with the Audit and Risk Committee. The current register has 14 inherent Strategic/operational risks with 3 residual risks rated High or extreme.

Risk Event		Consequences...		What are we already doing?	Residual Risk <i>(After future or improved controls and treatments)</i>		
Risk event(s) or threat(s)	Causes, triggers or drivers	Elements at Risk	Description	Current Controls and Mitigation Action(s)	Future Rating		
					Likelihood	Consequence	Risk level
Major event damages our housing portfolio	Earthquakes, fires, floods, slips- Wgtn is an active seismic zone, multi-story buildings & single dwellings with an ageing portfolio,	External services delivery	Significant majority of properties affected and require urgent assessment leaving tenants homeless as all structures are assessed	WCC currently updating seismic assessments WCC Assessment of structures by certified engineers as needed and will keep Te Toi Mahana abreast any issues and rectification plans.	Unlikely	Severe	High
Unable to utilise all/some of the 380 IRRS places allocated by MHUD.	Vacant units needed for re-housing of HUP2 properties which means no new tenants can be housed from the public housing register.	Budget	Reduced revenue as limited IRRS income, long term financial sustainability compromised.	Phasing of HUP2 programme. End date extension of HUP2. Look at opportunities for leasing further accommodation, cost met by HUP2 re-housing budget. Look at alternative revenue streams.	Likely	Major	Extreme
Funding significantly reduced, resulting in insolvency.	Tenants unable to pay rent, increasing rent arrears due to cost of living	Budget	Board may need to review funding model and or this could trigger a rent review or gifted property review.	Regular meetings with CHRA Robust funding model and policies in place. Audit & Risk & Finance & Property Committees set up to oversee CHP financial reporting & monitor impact on funding model. ARL Subsidies for Tenants	Likely	Moderate	High

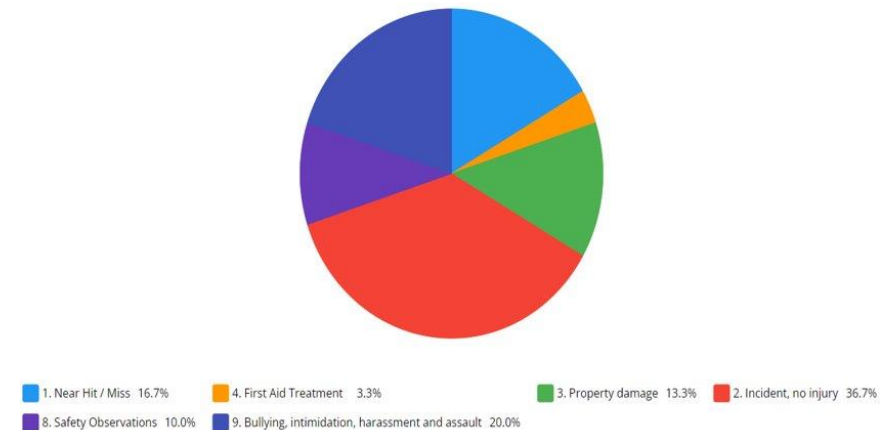
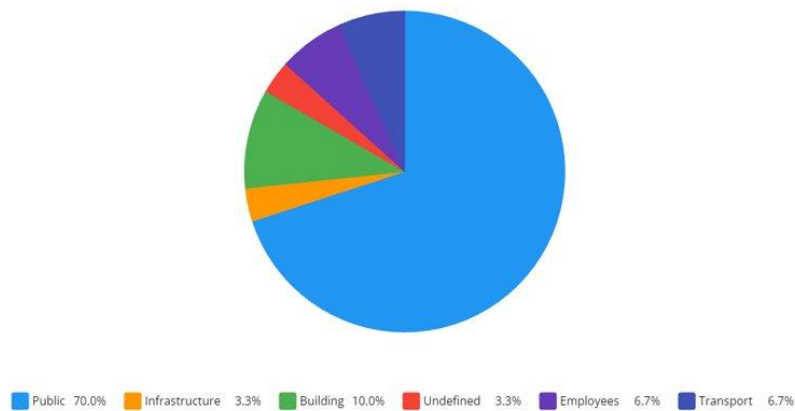


7. Health, Safety and Wellbeing (HSW)

The CHP provides information to WCC to help it meet its obligations as a PCBU under the Health and Safety at Work Act 2015

Document	Doc No	Measure	Qtr 1 Actual	Qtr 1 Target	Commentary
RRA	31	Number of health and safety incident reports, as well as: <ul style="list-style-type: none"> • How these issues have been addressed • The timeframe for resolving these issues • Number and description of incidents/injuries/events that have been notified 			There were 25 incidents reported during the quarter. All have been investigated and closed. A significant proportion of incidents relate to tenant behaviour. Te Toi Mahana has systems, policies and procedures in place for Lone Worker risks. There were no notifiable incidents during the quarter. Refer to HSW information below. *public includes tenants on graphs below

Accident/incident by Type



8. Portfolio and Tenant Information

The CHP will report on the key characteristics of the tenant cohort within the leased portfolio

Document	Doc No	Measure	Qtr 1 Actual	Qtr 1 Target	Commentary
RRA	33	Number and % of tenants accessing a rental policy subsidy (e.g. ARL, 80+ rent freeze)	95%	NA	Currently, there is a rent freeze in place until 6 November 2023. Over and above this, 39 tenants are accessing the Affordable Rent Limit (ARL) subsidy, and 78 tenants are accessing the 80+ rent freeze.
RRA	34	Number and % of transferring tenants housed as a proportion of all tenants in the leased portfolio	8 (0.5%)	0	8 tenancies that started in Q1 were transfers.
RRA	35	% of leased portfolio housing non-public housing tenants	95%	NA	The remaining 5% consists of properties leased to other CHPs (6 providers) and IRRS tenancies

9. Other measures

Document	Performance area	Doc No	Measure	Qtr 1 Actual	Qtr 1 Target	Commentary
RRA	Asset Service delivery	17	Any other metrics agreed under the AMSP			Nothing to report this quarter.
RRA	M MDF	37	Forecast value of the MMD Fund	NA	NA	
RRA	Financial	38	Reporting requirements pursuant to WCC's Three Waters Better Off Funding arrangements (noting the funding under such arrangements is to be used for the Existing Tenant Support Fund as per the Lease Agreement). Specific reporting requirements (including timing) to be confirmed by Council following the Commencement Date			The \$7.42m for the Existing Tenant Support Fund has been ringfenced in an interest-bearing bank account. Initial discussions have been held re the usage of this funding and the interest for the benefit of existing tenants.
FA	Financial		Quarterly report on Development tranche	NA	NA	Nothing to report this quarter.

Definitions

- ▶ **CHP** Community Housing Provider
- ▶ **RRA** Relationship and Reporting Agreement
- ▶ **FA** Funding Agreement
- ▶ **IRRS** Income Related Rental Subsidy (central government)
- ▶ **ARL** Affordable Rent Limit Subsidy (Te Toi Mahana/formerly City Housing)
- ▶ **KPI's** Key Performance Indicators
- ▶ **MMDF** Major Maintenance Development Fund
- ▶ **SLA** Service Level Agreement
- ▶ **Void** Empty property with works waiting/underway
- ▶ **Ready to Let** Property ready for a tenant to move in
- ▶ **Schedule 2A** Properties that Te Toi Mahana has leased from WCC under the Lease Agreement



Being a Te Toi Mahana Tenant



RESPONDING TO HOMELESSNESS - APPROVAL TO AMEND THE HOUSING ACTION PLAN 2023-2025

Kōrero taunaki | Summary of considerations

Purpose

1. This report seeks approval from the Kōrau Mātinitini | Social, Cultural, and Economic Committee to amend the Wellington City Council Housing Action Plan 2023-2025 with six new actions in response to homelessness.

Strategic alignment with community wellbeing outcomes and priority areas

Aligns with the following strategies and priority areas:

- Sustainable, natural eco city
- People-friendly, compact, safe and accessible capital city
- Innovative, inclusive, and creative city
- Dynamic and sustainable economy

Strategic alignment with priority objective areas from Long-term Plan 2021–2031

- Functioning, resilient and reliable three waters infrastructure
- Affordable, resilient, and safe place to live
- Safe, resilient, and reliable core transport infrastructure network
- Fit-for-purpose community, creative and cultural spaces
- Accelerating zero-carbon and waste-free transition
- Strong partnerships with mana whenua

Relevant Previous decisions

On **21 June 2018**, the City Strategy Committee approved the Housing Strategy and associated Housing Action Plan. The Action Plan has since been through iterations due to the impact of Covid-19, and the incorporation of the Wellington Housing Affordability Model.

On **8 June 2023**, the Kōrau Tūāpapa | Environment and Infrastructure Committee adopted the current Housing Action Plan for the 2023-2025 triennium. Officers were also directed to “*develop a new strategy to end homelessness, by the beginning of 2024 for approval by Kōrau Mātinitini Social, Cultural and Economic Committee. This work would be undertaken in part to enable the development of business cases for new initiatives to end homelessness in time for the Long-term Plan 2024 that does not duplicate any work currently being undertaken*”.

Significance

The decision is **rated low significance** in accordance with schedule 1 of the Council’s Significance and Engagement Policy. Whilst the issue of homelessness is of high importance, the proposed actions build on the existing approach to homelessness set out within the Housing Action Plan and other Council strategies.

Financial considerations

Nil

Budgetary provision in Annual Plan / Long-term Plan

Unbudgeted \$X

2. The costs associated with the proposed actions can be met from existing budgets.

Risk

| Low | Medium | High | Extreme

3. The risk associated with amending the Housing Action Plan is assessed as low. The proposed actions strongly align with the Council’s existing vision (*All Wellingtonians well housed*) and the guiding principles agreed within the Housing Strategy.
4. Homelessness is a complex issue, and everyone’s lived experience can be vastly different. Additionally, changes can occur rapidly and data from a few years ago may not capture new challenges. To address this, we conducted ten interviews with various organisations actively engaged with people experiencing homelessness or at risk of homelessness. These insights have significantly influenced our proposed actions. For reference, the organisations include:
- Downtown Community Ministry (DCM)
 - Gender Minorities Aotearoa (a nationwide transgender organisation)
 - Kāinga Ora
 - Mental Health, Addictions & Intellectual Disability Service (MHAID)
 - Researchers from He Kāinga Oranga, Housing and Health and the University of Otago (based in Wellington)
 - Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development (HUD)
 - Te Aro Health Centre (a low-cost health practice in the City Centre)
 - Te Whatu Ora – Health New Zealand
 - Wellington City Mission
 - An independent health and addiction practitioner.

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Taunakitanga | Officers' Recommendations

Officers recommend the following motion:

That the Kōrau Mātinitini | Social, Cultural, and Economic Committee:

- 1) Receive the information.
- 2) Agree to amend the Housing Action Plan 2023-2025 to include six additional actions that strengthen the Council's response to homelessness (as outlined in *Table 1*).
- 3) Note that progress on these actions will be included in the Housing Action Plan 6-monthly report to Kōrau Tūāpapa Environment and Infrastructure Committee (scheduled June 2024).
- 4) Authorise the Chief Executive and the Chair or Deputy Chair of the Kōrau Mātinitini | Social, Cultural, and Economic Committee to make minor changes to reflect any amendments and make edits, as required, before publishing the updated Housing Action Plan 2023-2025.

Whakarāpopoto | Executive Summary

5. The report seeks approval to introduce six new actions to the Housing Action Plan 2023-2025 to strengthen the Council's ongoing response to homelessness.
6. These actions are designed to achieve a meaningful impact and are readily implementable in the very short term (6-12 months) while laying the groundwork for more substantial changes over the next few years.
7. The evaluation of the Council's Homelessness Strategy: Te Mahana 2014–2020 found that the strategy was not implemented in the way it was initially envisaged and there was a desire from the sector for the response to be more of a 'living document'.
8. Feedback from mana whenua and organisations in the sector has emphasised a strong desire for tangible action rather than the development of another strategy. Tā kai Here partners have already worked collectively on the Housing Strategy and Action Plan, which serves as a unifying approach to tackle various housing challenges confronting the city, including homelessness.
9. Integrating the proposed actions into a 6-monthly reporting framework supports the momentum of implementing actions and ensures accountability.
10. The actions are based on key findings from a variety of early engagement and research methodologies, which commenced in June 2023, including:
 - analysis of the existing data to better understand homelessness in Pōneke and across Aotearoa
 - review of the *Quality of Life* and Council's *Resident Monitoring* survey results
 - a stocktake of the Council's key strategic documents, enabling officers to prevent work duplications and ensure strategic alignment across new actions
 - a review of 'lessons learned' stakeholder feedback from Te Mahana (see **Attachment 1**)
 - commissioning FrankAdvice to conduct an independent assessment into the effectiveness of the Council's current investment into homelessness (see **Attachment 2**)
 - in-depth interviews with 10 key sector partners, enabling a better understanding of the pressure points within the sector, trends or changes in user groups accessing their services, and how organisations saw the Council's role (see summary of interviews in **Attachment 3**)

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- engagement with the Takatāpui and Rainbow Advisory Council (TRAC) to better understand the intersectionality¹ of these communities with homelessness
 - holding a Housing Action Plan councillor public workshop to gather insights and input into the final actions.
11. The disproportionate impact of homelessness on Māori has been a key consideration for the development of the proposed actions. The Council's Mataaho Aronui team have been part of the project group. As housing wellbeing is a priority issue for mana whenua, our Tākai Here partners will be critical in guiding the implementation of these actions, particularly Actions 1, 4, 5 and 6.
 12. The proposed actions closely align with the Tūpiki Ora Māori Strategy priority waypoint of "He whānau toiora - Thriving and vibrant communities", specifically through the focus on addressing homelessness and improving the structures that support the transition of whānau Māori into their own homes.
 13. The FrankAdvice report outlines that Wellington City Council's investment in responding to homelessness compares favourably to other metro councils across New Zealand. However, it signals an opportunity for us to strengthen our response to homelessness by leveraging our roles as facilitator, advocate, coordinator and partner.
 14. *Table 1* (see next page) outlines the six proposed new actions, including their associated timeline and alignment with the Council's role as defined by the Social Wellbeing Framework. The discussion section provides more detail regarding the rationale supporting each action, and how they were shaped by key findings.

¹ **Intersectionality** recognises everyone has their own unique experiences as there are different aspects of a person's identity (including social characteristics such as gender, ethnicity, sex) that can expose them to overlapping forms of marginalisation.

Table 1: The proposed new actions – responding to homelessness

Proposed action		Timeline	Role
1	Investigate establishing a Strategic Leadership Group, facilitated by the Council, to serve as a platform for engaging and advocating with change-makers in local and central government regarding homelessness	Jan 2024 – May 2024	<i>Facilitator</i> <i>Advocate</i> <i>Partner</i>
2	Create a <i>Wellington Regional Homelessness Network Group</i> to promote collaboration among councils and support a regional approach to homelessness.	Jan 2024 – July 2024	<i>Facilitator</i> <i>Partner</i>
3	Investigate the creation of a centralised data system to more accurately understand the number and journey of people experiencing homelessness.	June 2024 – June 2025	<i>Facilitator</i> <i>Provider</i>
4	Increase public and business awareness about homelessness responses in Pōneke through enhanced education and communication initiatives.	June 2024 – ongoing	<i>Provider</i>
5	Explore opportunities to enhance support for services that focus on early intervention, urgent support during evenings and weekends, dedicated kaupapa Māori services, and targeted support for women, disabled people, rainbow communities, and/or young people.	Jan 2024 – Nov 2024	<i>Funder</i> <i>Partner</i>
6	Strengthen internal capabilities and provide resources for Council kaimahi likely to interact with individuals at risk of, or experiencing, homelessness, including Hāpai Ake, kaiāwhina, libraries, community centres, pools, recreation centres and Council contact centres.	June 2024 – Dec 2025	<i>Provider</i>

15. If these actions are approved, workstreams will be established to commence the implementation. The first report on the progress of these actions will be provided as part of the Housing Action Plan 6-month report to the Environment and Infrastructure Committee (scheduled June 2024).

Takenga mai | Background

Definition of homelessness

16. The approach to this work aligns with Stats NZ definition of homelessness, which characterises it as a state where “*people with no other options to acquire safe and secure housing: are without shelter, in temporary accommodation, sharing accommodation with a household or living in uninhabitable housing*”.
17. This perspective recognises the response to homelessness extends beyond addressing rough sleeping and accompanies scenarios such as couch-surfing, living in vehicles, staying in emergency and transitional housing, and living in overcrowded dwellings (such as garages).
18. *Our Lens* applies this definition of homelessness to outline 40 gaps and barriers that were identified as perpetuating homelessness in Pōneke (see **Attachment 4**). It illustrates how key drivers can push people in and out of different living situations along the continuum of housing stability (from stable to very unstable).

Homelessness in Aotearoa New Zealand

19. It is well recognised that collecting data for individuals experiencing housing deprivation is challenging due to the vulnerable and hard-to-identify population. The most recent statistics estimate that approximately 102,000 people (or around two percent of the population of Aotearoa) are severely housing deprived. Across Aotearoa, rates of severe housing deprivation are highest among Māori and Pacific people.
20. Homelessness impacts both men and women, however women are less likely to be present in public spaces, making them more susceptible to 'hidden homelessness' and therefore the incidence is less understood. Women also have additional concerns such as safety on the street and consideration of children.
21. Experiences of homelessness for transgender, takatāpui and non-binary people can be particularly severe. In a 2018 survey of transgender and non-binary people in Aotearoa, 19% of participants had experienced homelessness at some point in their lives (Counting Ourselves, 2019).
22. Reports indicate that people with disabilities are at risk of homelessness, with people reporting experiences of discrimination when looking for housing or being subject to longer wait times for housing due to accessibility needs.
23. Older people are increasingly vulnerable to homelessness, especially given increasing housing costs and limited disposable income.

Homelessness in Pōneke

24. Approximately 8% of individuals facing severe housing deprivation in Aotearoa are situated in the Wellington region, totalling 3,306 people. The region has the third highest number of individuals facing severe housing deprivation in the country, following the Waikato region at 8.7% and the Auckland region at 43.8% (HUD, 2018).
25. Of the 3,306 people experiencing homelessness in the Wellington region, an estimated 1,254 people are in Wellington City (just under 40%).

Table 2: Prevalence of homelessness in Wellington region and Wellington city

Type of homelessness	Wellington region	Wellington city
People without shelter	228 people	93 people
People in temporary accommodation	843 people	363 people
People sharing accommodation	2,235 people	798 people
Total severely housing deprived	3,306 people	1,254 people

26. The Council and Downtown Community Ministry (DCM) conduct a monthly count of rough sleepers in the Wellington central business district (CBD), which has shown a consistent average of six rough sleepers per night since 2020/21. This figure reflects a decrease compared to the count before the Covid-19 pandemic.
27. Approximately one-third of the people that DCM encounter are 'new to them' and have not previously engaged with their outreach services. Last year, DCM reported:
- an over-representation of Māori, who represented an average of 50% of taumai (service users)
 - an overrepresentation of taumai who identified as male (averaging 79%)
 - the largest age group of taumai were consistently in the 35-39 years age group
 - the largest growth of taumai over the year was in the 25-29 age group, which increased 5% over the year to 15%.

Drivers of homelessness

28. National and international research shows that there are many ways to become homeless and that drivers of homelessness are a complex interplay between structural and personal factors. Three key themes among drivers of homelessness in Aotearoa are:
- housing supply - the lack of affordable and suitable housing
 - unmet health needs, such as physical and mental health and addiction
 - social structures including trauma, poverty, and the impacts of colonisation on Māori.
29. As noted in the government's national Housing Action Plan, experiences of homelessness can lead to other long-term issues that worsen over time. These include increases in coping mechanisms such as drug or alcohol use, physical and mental health issues, and difficulty with finding employment or keeping a job.
30. While many aspects of these drivers are beyond the Council's direct control, the Council has an important role to play.

What is the Council already doing in response to homelessness?

31. The Council plays various roles in responding to homelessness through a range of strategic and operational initiatives. This includes the provision of affordable housing, shaping the city's housing supply, funding homelessness response programmes,

providing an operational and tactical response, and coordinating networks within the sector.

32. *Table 3* outlines some of the Council’s existing responses to homelessness in the capacity as a regulator, partner, facilitator, advocate, provider, and funder.

Table 3: Examples of the Council’s current homelessness response

Our Role	Description	The Council’s current homelessness response
Regulator	<i>Regulating growth and activity</i>	Improvements to the consenting and compliance process can improve efficiencies and support the growth of housing supply in the private market. These are crucial for accommodating the District Plan's components related to planning for growth, housing supply, choice in housing stock, and affordability.
Partner	<i>Forming partnerships and strategic alliances with other parties in the interests of the community</i>	<p>How we partner with mana whenua is captured in our Tākai Here Partnership Agreement. Kāinga me te Whenua - Wellbeing of housing and land is a key priority for our Tākai Here partners, as well as delivering on the Tūpiki Ora Māori Strategy. A strong component of this strategy includes combatting homelessness.</p> <p>From 1 August 2023, the Council's housing assets were transferred to a new Community Housing Provider, Te Toi Mahana. Te Toi Mahana delivers tenancy management services and community development activities and is responsible for minor maintenance of the homes it leases from the Council. The Council remains the owner of assets.</p> <p>Pōneke Promise is a community-driven partnership working to make the Wellington city centre safe, vibrant, and welcoming.</p> <p>The Te Kāinga programme represents a partnership between the Council and private building owners to provide high-quality, family-friendly, long-term rental housing to workers in Wellington.</p> <p>We partner with DCM outreach, which connects with people who are rough sleeping and street begging. This service acts as an entry point for people to start their journey towards greater wellbeing.</p>
Facilitator	<i>Assisting others to be involved in activities by</i>	The Council hosts events aimed at strengthening neighbourhood connections and community-led development. Examples include the place activation of Te Aro Park for Overdose Awareness Day or chess in

	<i>bringing groups and interested parties together</i>	<p>the park with the street community and DCM.</p> <p>The Council facilitates both the MDT (multidisciplinary team of frontline workers) and Officers Group (local and central government officers) hui which support discussion and collaborative responses to emerging themes and challenges within the homelessness sector.</p>
Advocate	<i>Promoting the interests of the community to other decision makers and influencers</i>	<p>The Council advocates for Income Related Rent Subsidies for City Housing tenants (now Te Toi Mahana tenants) and is participating in the development of a place-based response to emergency housing in the Wellington region.</p> <p>The Council has also made submissions to central government relating to housing, including a recent submission in support of the regulation of Property Managers.</p>
Provider	<i>Delivering services and managing assets</i>	<p>The Council provides services that directly impact those at risk of or experiencing homelessness, such as:</p> <ul style="list-style-type: none"> • Te Wāhi Āwhina, a community support hub at 117 Manners Street which connects the community with the many support services throughout Wellington. • The Council's Hāpai Ake team, which provides guardianship by engaging with and assisting people who are experiencing homelessness or begging and referring them to appropriate support services. • Monitoring and responding to public feedback through the call centre.
Funder	<i>Funding organisations and community groups to deliver positive outcomes</i>	<p>The Council has invested \$6,107,000 into five types of homelessness support services over the last five financial years.</p> <p>The Council currently funds six local organisations that deliver services directly to people at risk or who are experiencing homelessness. Services include street outreach, sustaining tenancies, transitional housing, and legal assistance in housing matters.</p>

How effective is the Council's current investment into homelessness?

33. The Housing Action Plan 2023-2025 includes an action to undertake a review to 'understand the impact of the Council's current investment in responding to homelessness'.

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34. FrankAdvice was engaged to undertake this review, with a specific focus on addressing two key questions:
- *Across the last five years, how effectively have the services and programmes Wellington City Council invests in addressed homelessness in Wellington?*
 - *Given this assessment, is Wellington City Council investing in the right programmes and services or are changes needed?*
35. The full report can be found in **Attachment 2** (total 54 pages). A summary of the key findings is outlined below:
- The Council plays a key role in responding to and ending homelessness with investments totalling \$6,107,000 across the last five years.
 - This investment covers five main areas: outreach services, transitional housing, sustaining tenancies services, other services (independent of housing) and legal assistance in housing matters.
 - Most of this investment (\$4,700,358) has focused on people in very unstable housing situations (for example rough sleepers) and people in slightly less unstable housing situations (for example those in temporary accommodation).
 - The Council invests in services that are demonstrated to effectively address homelessness in other places and generally in line with the evidence of what works.
 - Engagements confirmed that the Council is generally investing in the right programmes and services.
 - Wellington City Council is seen by some councils as 'leading the way' in its responses to people experiencing homelessness.
 - The report also offered a few discrete suggestions for where further investment is needed, which particularly informed proposed Actions 1, 2, 3 and 5.
36. It is not straightforward to understand whether the Council's investments have contributed to an overall reduction in homelessness in Wellington. For rough sleepers, it can be inferred that current interventions, while not decreasing the overall number of rough sleepers, are helping enough to prevent an increase.
37. FrankAdvice conducted a cost-benefit analysis using Treasury's CBAX tool which includes a database of benefits under each category of the Living Standards Framework (LSF) and assigns each benefit a dollar value. These values are then used to calculate the overall impact, in monetary terms, of a service.
38. *Table 4* shows the high-level assessment of the types of benefits identified for each of the Council's investment areas in health, safety, engagement, subjective wellbeing and housing. More ticks indicate more benefits in each area (1 for a few, 2 for many, and 3 for most or all).

Table 4: High-level assessment of CBAX benefits for each of the Council's investment areas

Investment Area	Health	Safety	Engagement	Subjective wellbeing	Housing
Outreach services	✓✓	✓✓		✓✓✓	
Transitional housing	✓✓✓	✓✓✓	✓	✓✓✓	✓✓✓
Sustaining tenancies	✓✓	✓	✓	✓✓	✓✓
Other services (independent of providing housing)	✓			✓	✓
Legal assistance in housing matters	✓	✓	✓	✓	✓

39. Table 5 summarises the results of the five CBAX analyses conducted. The table includes the social return on investment (SROI), which shows the return on investment per \$1 that a service generated, and the net economic benefit per person between 2018/19 and 2022/23 as described above.

Table 5: Summary of Social Return on Investment results from CBAX analyses

Investment area	Social return on investment (return per \$1 spent)	Net economic benefit per person between 2018/19 and 2022/23
Outreach services	\$5.40	\$6,592
Transitional housing	\$2.80	\$61,181
Sustaining tenancies	\$2.10	\$19,803
Other services (independent of providing housing)	\$2.80	\$639
Legal assistance in housing matters	\$1.80	\$340
Average social return on investment across all investment areas	\$2.98	

40. Overall, the Council's investment areas have positive SROIs and net economic benefits per person. This means that the benefits achieved by each service have outweighed their costs.
41. The highest net economic benefits were achieved through investments in transitional housing and sustaining tenancies. This is because these services meet a range of needs and achieve multiple benefits.
42. Outreach services have the highest SROI which reflects that the cost of the service is lower than transitional housing and sustaining tenancies for the number and sizes of the benefits it achieves.

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43. Other services and legal assistance in housing matters have the lowest (but still positive) net economic benefits per person. This is due to the lower number of benefits they achieve and the size of those benefits being lower than other investment areas because they have a more indirect effect on homelessness.

What are other Councils doing in response to homelessness?

44. The FrankAdvice report states that Wellington City Council's investment in responding to homelessness compares favourably to other metro councils across Aotearoa.
45. Dunedin City Council does not fund NGOs that provide services to people experiencing homelessness but instead invests in 'real-time' data collection infrastructure.
46. Tauranga City Council, via the Kāinga Tupu Taskforce has also invested in improved data through initiating a 'Point-in-time' survey of people experiencing homelessness. It has limited investment in addressing homelessness which it has used to fund a small number of research projects, provider training and a partnership with Spark to provide cellphones to NGOs that support people sleeping rough.
47. Auckland Council has a budget of \$500,000 that they allocate through grants to NGOs for innovative approaches, trials, and pilots.
48. Christchurch City Council, similar to Wellington, funds NGOs that provide services to people experiencing homelessness. They also play a coordination role in facilitating support to people at risk of homelessness.
49. Hastings District Council has recently made the news for reducing the number of households living in emergency housing by 77% in the last 16 months after it became a pilot for the government's place-based housing initiative in 2019.

Kōrerorero | Discussion

Situating the proposed actions within the Housing Strategy Action Plan

50. Two years prior to the conclusion of Te Mahana, the Council adopted the Housing Strategy 2018, which outlined the long-term strategic objectives towards achieving the vision of "All Wellingtonians well housed".
51. The Housing Strategy serves as a unifying approach to tackle various housing challenges confronting the city, including homelessness.
52. The Housing Action Plan attached to the Housing Strategy lays out a clear programme of initiatives designed to meet the vision. Aligning efforts to address homelessness within the existing structures and regular reporting framework of the Housing Action Plan provides a streamlined approach.
53. Feedback from mana whenua and organisations in the sector has emphasised a strong desire for tangible action rather than the development of another strategy. The evaluation of Te Mahana found that the strategy was not implemented in the way it was initially envisaged and there was a desire for the response to be more of a 'living document'.

The recommended actions

54. The six actions proposed for addition to the Housing Action Plan and their rationale are outlined below.

Action 1: Investigate establishing a Strategic Leadership Group, facilitated by the Council, to serve as a platform for engaging and advocating with change-makers in local and central government regarding homelessness

Rationale for this proposed action

55. Research highlights that a lack of integration among agencies is one of the most identified contributors to homelessness (Pandit, 2016; Turner & Krescsy, 2019).
56. Interviews with NGO's highlighted the value that a multi-agency approach could bring to improve lines of communication between key decision-makers in different organisations. They acknowledged the value of current networks that function on an operational level (such as the monthly MDT hui facilitated by the Council), however, they note a 'ceiling' to achieving more impactful change due to the absence of key decision-makers at the table.
57. A key finding from the councillor workshops and TRAC is that the Council should take more of a leadership role in facilitating connections between different service providers and central government. The FrankAdvice report also highlights the advantages of such a group, especially given that NGOs may not have the same level of opportunities to shape policies at both central and local government levels.
58. We envisage that a Strategic Leadership Group would comprise influential decision-makers engaged in this field, representing local and central government, community organisations, and iwi. The guidance of our mana whenua partners is essential in shaping the Council's strategy for establishing and facilitating this group.
59. In practical terms, this group could serve as a platform for agencies to articulate challenges and opportunities for enhancement at a senior level within the Council, involving executive leadership and councillors.

Action 2: Create a Wellington Regional Homelessness Network Group to promote collaboration among councils and support a regional approach to homelessness.

Rationale for this proposed action

60. At present, councils throughout the Wellington region respond to homelessness relatively independently from each other. Some councils have no or low investment in addressing homelessness, while others do not have a clear level of investment.
61. Feedback from partners indicate that people experiencing homelessness are known to move within the region to access different services appropriate to them or due to the availability of transitional housing. For instance, we are aware that Hutt City may have more provision for vulnerable wāhine than Wellington City.
62. In recognition of the transient nature of individuals experiencing homelessness, we propose the creation of a *Regional Homelessness Network Group* to support a unified approach to addressing homelessness in the region.
63. The implementation of this action would also enable collective input from our mana whenua partners, therefore reducing the pressures each council places on them.

64. A regional network group would be relatively straightforward to implement and has the potential to offer valuable benefits including relationship-building, a space to exchange insights and data on the effectiveness of different initiatives and understand what services are being offered to different demographic groups.
65. We envisage that this group would adopt a similar model to others such as the *Fortnightly Regional Policy/Strategy Group* facilitated by Hutt City Council. This group serves as a platform for officers to stay informed about 'what's on top' and collaborate on policy ideas and approaches to consultation with other councils in the region.

Action 3: Investigate the creation of a centralised data system to more accurately understand the number and journey of people experiencing homelessness.

Rationale for this proposed action

66. As previously noted, constraints in data availability and the concealed nature of homelessness pose challenges in comprehending the complete landscape of homelessness.
67. Despite the data limitations, valuable information is collected daily but is dispersed across various agencies that employ different data collection methods. There are likely to be instances where people experiencing homelessness access multiple agencies, without the agencies being aware of shared interactions.
68. The implementation of a centralised data-sharing system would facilitate better coordination among different organisations, enabling more effective alignment of efforts and resources. The benefits of such an approach have been realised in previous Council work programmes, including Alcohol Harm Prevention, where we used a live inter-agency dashboard to share seasonal trends and emerging issues.
69. By having access to shared data, service providers could develop a more holistic understanding of an individual's needs and history. This in turn would put Wellington-based agencies and councils in a better position to plan for the future, moving from a reactive response to a more proactive and strategic approach.
70. Officers will engage with Dunedin City Council to learn more about their investment into a 'real time' data collection infrastructure system. This system aims to offer a more precise understanding of homelessness in the region and Dunedin City Council have committed to funding the licensing and training costs for NGOs service providers who use the system to input relevant data.

Action 4: Increase public and business awareness about homelessness responses in Pōneke through enhanced education and communication initiatives.

Rationale for this proposed action

71. The *Quality of Life Survey* (2022) found that over 84% of respondents thought that "people sleeping rough on the streets / in vehicles" was a problem in Wellington. This was significantly higher than other cities included in the study, including Auckland, Hamilton, Tauranga, Lower Hutt, Porirua, Christchurch, and Dunedin.
72. The *Residents Monitoring Survey* (2023) reported that 62% of people who expressed feeling unsafe in the Wellington CBD after dark attributed their unease to "threatening

people/people behaving dangerously". While there is no direct evidence linking this sentiment to homelessness, perceptions around feeling unsafe have increased since the introduction of emergency housing within the CBD in 2020.

73. Observations suggest that some people equate individuals begging on the street with homelessness, which is not necessarily the case. Other misconceptions may include beliefs that 'all homeless people are lazy', 'homeless people choose to be homeless', and 'homeless people are dangerous'. These stereotypes not only contribute to a broader feeling of insecurity but also hinder community connectedness.
74. Engagement with the sector revealed the diverse challenges faced by homeless people, which can mean they are more likely to harm themselves than others. Homelessness often results from complex life circumstances, including eviction, domestic abuse, job loss, and housing affordability challenges. Intersectionality means that the lived experience for some people can be even more challenging.
75. With approximately 55,000 weekly visitors to the Council website and a substantial following on our social media platforms, there is a good opportunity for the Council to enhance its communication regarding the homelessness response in Pōneke. Below are examples of what this action could look like:
 - a) Putting a spotlight on the valuable services that our NGO's provide to Pōneke every day (these could include features in newsletters, on the website and through social media).
 - b) Launching an education campaign through various channels to inform the public about the complexities of homelessness, its root causes, and the ongoing efforts to address the issue.
 - c) Updating the Council website to provide a more centralised place to signpost the resources currently available (including support services, shelters, and locations for outreach services).
 - d) Better highlighting the active role that the Council plays in this space (as outlined in Table 3).
76. This action acknowledges that efforts to address homelessness intersect with other Council initiatives working towards improving city safety and reducing anti-social behaviour. The implementation of this action would align with work programmes such as the Pōneke Promise and City Safety.
77. The goal of this action is to educate and raise awareness of the homelessness response already in place, which may increase perceptions of safety. Efforts to destigmatise negative perceptions relating to homelessness may also support better community cohesion.

Action 5: Explore opportunities to enhance support for services that focus on early intervention, urgent support during evenings and weekends, dedicated kaupapa Māori services, and targeted support for women, disabled people, rainbow communities, and/or young people.

Rationale for this proposed action

78. As previously stated, the Council plays a key role in addressing homelessness within a funder capacity and our investment is generally in line with the evidence of what works.
79. Taking this into account, the FrankAdvice report, in conjunction with other findings from early engagement (sector interviews and TRAC), has brought to light certain service gaps in Wellington, particularly including specific populations, including:

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- Māori, through dedicated kaupapa Māori services
 - women, and women with dependent children
 - parents (usually women) with needs such as alcohol and drug use
 - LGBTQIA+ people, particularly transgender and non-binary people
 - disabled people
 - young people.
80. The FrankAdvice report also identified the following gaps in service types:
- support following the transition into permanent housing
 - urgent support during evenings and weekends.
81. Funding is a sensitive and crucial aspect of the success of many NGOs in Wellington. It is important to emphasise that our findings have not led to any specific conclusions regarding the details of specific NGOs' funding.
82. In light of the Council's current financial constraints, this proposed action provides an ability to address gaps in provision within existing budgets. Some potential opportunities include:
- a) Updating the grant criteria to emphasise support for NGOs able to demonstrate efforts to support early intervention, urgent support during evenings and weekends, dedicated kaupapa Māori services, and targeted support for women, disabled people, rainbow communities, and/or young people. This action would align with the upcoming review of the Social and Recreation Fund criteria (commencing in 2024).
 - b) Establishing a priority outcome within the fund to encourage early intervention initiatives which respond to homelessness for identified priority groups. The FrankAdvice report signalled the merits of establishing an 'Innovation Fund' which could be explored through this action and the planned work on criteria review and updates. *Note: The Social and Recreational Fund supports a variety of projects and organisations that are not exclusive to responding to homelessness.*
 - c) Looking into the length of Council funding contracts, as research highlights that five-year contracts are best practice for sustainable planning (Council typically works to a three-year contract with some one-off grants for one-off initiatives and projects).
83. The effectiveness of this action also interplays with the outcomes of other proposed actions in this paper. For instance, if the Council establishes a better forum to share information and build inter-agency relationships, this could also support the delivery of work and reduce the feeling of competition between agencies.

Action 6: Strengthen internal capabilities and provide resources for Council kaimahi likely to interact with individuals at risk of, or experiencing, homelessness, including Hāpai Ake, kaiāwhina, libraries, community centres, pools, recreation centres and Council contact centres.

Rationale for this proposed action

84. Feedback from internal front-line staff such as those working in community centres, libraries, and pools is that there is not always an awareness of where to refer people, or of best practices for working with people who have high and complex needs or are experiencing homelessness.

85. There is a great value in simply knowing ‘what services are out there’ and there is an opportunity to better support kaimahi in this area by providing clear information about referral pathways for services through the Council’s intranet.
86. The Council’s Hāpai Ake/Local Hosts team are out and about on the streets every day. Stakeholder feedback has identified an opportunity to build the capabilities and capacity of this existing team to conduct welfare checks (alongside NGO’s and central government agencies).

Kōwhiringa | Options

87. Option 1 (preferred option) - The Committee approves the addition of the proposed actions into the Housing Action Plan. This is the preferred choice as these actions have been designed to uphold and further advance the Council’s ongoing efforts to address homelessness in Wellington.
88. Option 2 - The Committee modifies the proposed actions before approving them for addition to the Housing Action Plan.
89. Option 3 (status quo) - The Committee does not approve the addition of proposed actions into the Housing Action Plan.

Whai whakaaro ki ngā whakataunga | Considerations for decision-making

Alignment with Council’s strategies and policies

90. A stocktake of the Council’s key strategic documents was undertaken to inform the proposed actions recommended in this paper. The proposed actions align with what is already set out in other documents and avoid duplication of current workstreams.
91. The prioritisation of homelessness was evident in numerous key strategies and several 10-year plans and are outlined in *Table 6*.

Table 6: Summary of relevant references in the Council’s key strategic documents

Key Strategic Document	Relevant reference
Wellington Resilience Strategy (2017)	This Strategy commits to ‘reducing street homelessness in Wellington and integrate the most vulnerable people into society by enabling access to housing and partnering with health, social services and other support agencies’.
Housing Strategy: Our 10-Year Plan (2018-2028)	The Strategy sets a vision for “all Wellingtonians well housed”. It includes a strategy to improve housing outcomes across the housing continuum, which includes emergency and social housing.
Housing Action Plan 2023-25	The Plan sets out a range of actions and accompanying timeframes in relation to Council’s homelessness response, which include: <ul style="list-style-type: none"> • Making a financial contribution toward the Wellington City Mission rebuild of the former Wellington Night Shelter on Taranaki Street, called Te Paamaru, including 18 supported units (operational August 2023) • Making a financial contribution toward the Wellington City

	<p>Mission new build called Whakamaru, including 50 units, 35 to be supported (operational August 2024)</p> <ul style="list-style-type: none"> • Reviewing the effectiveness of the Council’s financial investments toward reducing homelessness (complete by end of 2023) • Capturing and understanding the voices of people who have lived experiences of homelessness, so people impacted inform the Councils efforts and investments (complete December 2023) • Continuing to engage with mana whenua on addressing the drivers that contribute to people entering and experiencing homelessness (ongoing) • Developing a Housing Pipeline Map that includes affordable, social, transitional, and emergency housing (December 2023)
Social Wellbeing Framework (2021)	The Framework sets out the Council’s contributions to key concepts from the definition of social wellbeing. The ‘well housed’ concept is described as ‘safe, healthy and accessible housing and wrap-around support for those experiencing homelessness.’
Te Awe Māpara Draft Community Facilities Plan (2023)	Draft action #F20 of the plan includes: “Investigate through a needs assessment the demand for public showers across the city. Consideration should be given to availability for our unhoused citizens and exploration of potential partnerships”.
Long-term Plan 2021-2031	The LTP outlines the Council’s commitment to take a more active role in the supply of affordable housing in the city. This includes the continued upgrade of social housing units across the city, as well as continued work through the Housing Action Plan on partnerships to address homelessness in the city.
Tūpiki Ora Māori Strategy (2022)	The Strategy includes an action statement noting ‘Whānau wellbeing is important to our communities, and the Council will support communities to thrive’. Specific areas for action include combating homelessness and supporting housing initiatives that prioritise putting whānau Māori into quality, safe, warm, and affordable housing.
Strategy for Children and Young People (2021)	<i>Focus Area 3: The Basics</i> includes ‘children and young people can access food, safe and healthy housing, and wrap-around support when experiencing homelessness.’ The Action Plan sets out a strategy to facilitate solutions for young people who are experiencing homelessness. Actions include establishing an interagency forum on housing for homeless people in Wellington and working with short-term accommodation providers to improve outcomes for at-risk youth.
Economic Wellbeing Strategy (2022)	The Strategy mentions working together with the Police and other agencies to address homelessness and safety concerns.
Alcohol Management Strategy (2013)	The Strategy’s ‘Working together to minimise harm’ section mentions addressing the issue of alcohol and homelessness.

Engagement and Consultation

92. The Council will continue to engage with the homelessness sector and keep the sector informed of progress as part of the best practice feedback loop and ongoing relationship building.

Implications for Māori

93. The experience of homelessness disproportionately affects Māori, and the impacts of colonisation on Māori are a driver of homelessness in Aotearoa.
94. Feedback from mana whenua has emphasised a strong desire for tangible actions in the Council's homelessness response, and this has informed the action-based approach to this kaupapa.
95. The six actions proposed for addition to the Council's Housing Action Plan aim to address homelessness through stronger partnerships, advocacy, and support.
96. Research informing the proposed new actions have highlighted a gap in the provision of dedicated kaupapa Māori services in Wellington's homelessness sector. Proposed Action 5 provides an opportunity to address this gap by exploring opportunities to update the Council's grants criteria to target support for kaupapa Māori services.
97. As part of the Tākai Here partnership agreement, the Council collaborates with mana whenua to achieve the outcomes outlined in the Tūpiki Ora Māori Strategy. Tūpiki Ora includes a priority waypoint called *He Whānau Toiora - Thriving and Vibrant Communities*, which includes combatting homelessness as a specific area of action.
98. Mana whenua partners will be critical advisors for the Council's approach to establishing and facilitating the Strategic Leadership Group proposed in Action 1.

Financial implications

99. The costs associated with the proposed actions can be met from existing budgets.
100. Access to affordable, warm, dry, and safe accommodation is recognised in the Long-term Plan as a fundamental enabler of wellbeing and acknowledged to be a key area of continued focus for the Council.

Legal considerations

101. Under Section 10 of the Local Government Act 2002 (LGA), one of the purposes of local government is to promote the social, economic, environmental, and cultural wellbeing of communities in the present and for the future.
102. The LGA does not create a legal obligation on the Council to respond to homelessness. However, the Council has consistently recognised that it can play a role in the response to homelessness, and this supports the promotion of wellbeing.

Risks and mitigations

103. Risks to delivering on the Housing Strategy outcomes are managed at a project level.
104. The Housing Action Plan Advisory Group, which includes project owners and business unit managers from each of the six priority programmes, meet every six weeks and will review the risks and mitigations of the Action Plan.
105. If these actions are approved, programme oversight, including risk assessments, are reported to the Environment and Infrastructure Committee on a 6-monthly basis.

Disability and accessibility impact

106. Reports indicate that people with disabilities are at risk of homelessness, with many people reporting experiences of discrimination when looking for housing.
107. As part of our interviews, we met with Mental Health, Addictions & Intellectual Disability Service (MHAIDS) to explore the intersection of homelessness with disability in Wellington and assess the adequacy of provisions in place.
108. Action 5 specifically refers to exploring opportunities to enhance support for services that focus on specific population groups, including disabled people.
109. The implementation of the actions proposed in this paper will be scoped with reference to supporting the Convention on the Rights of Persons with Disabilities (CRPD), particularly Articles 19 and 28.
 - Article 19 - living independently and being included in the community
 - Article 28 - adequate standard of living and social protection without discrimination on the basis of disability.

Climate Change impact and considerations

110. People experiencing homelessness, especially rough sleepers, are particularly vulnerable to impacts of climate change such as increased storm events.
111. The proposed actions do not have any known impacts that would increase greenhouse gas emissions.

Communications Plan

112. A copy of this report and the decision made by Committee will be communicated to key partners.
113. Action 4 has a particular focus on improving the Council's efforts into homelessness more visible to the community and will include a full communications plan to agree on the key messages, tone, and tools for this communication.





Health and Safety Impact

114. The proposed actions outlined in this report do not pose any identified adverse health and safety concerns.
115. Implementing Actions 4 and 6 may have positive effects on both actual and perceived safety in the city. Action 4 involves enhancing public awareness and education regarding city safety, while Action 6 entails providing extra support to front-line staff who interact with individuals experiencing homelessness.

Ngā mahinga e whai ake nei | Next actions

116. If the proposed actions are adopted, the Housing Action Plan 2023-2025 will be updated, and the new version will be published on the Council website.
117. Progress will be updated to the Environment and Infrastructure Committee using the existing structure of a 6-month report.

Attachments

- | | | |
|---------------|--|----------|
| Attachment 1. | Stakeholder Feedback Report: Homelessness Strategy: Te Mahana 2014–2020 ↓  | Page 54 |
| Attachment 2. | FrankAdvice: A report into the effectiveness of Wellington City Council's current investment into homelessness ↓  | Page 61 |
| Attachment 3. | Summary of Interviews: Insights from key stakeholders working in the homelessness sector (2023) ↓  | Page 118 |
| Attachment 4. | Our Lens - A summary of the gaps and barriers impacting homelessness in Wellington ↓  | Page 122 |

Stakeholder feedback on Te Mahana homelessness strategy, April 2022

**Absolutely Positively
Wellington City Council**
Me Heke Ki Pōneke

Background

Te Mahana: The Strategy for Ending Homelessness in Wellington was developed to guide Wellington City Council's (WCC) approach to homelessness from 2014 to 2020. Te Mahana emerged from a one-day meeting held in 2012, attended by people representing government and community organisations, as well as people experiencing homelessness.¹ The strategy was released for public consultation in 2013.

The goal of the strategy was to end homelessness by 2020 by intervening to (i) stop homelessness happening, (ii) deal with homelessness quickly and (iii) stop homelessness happening again. In 2022, WCC plans to refresh its approach to addressing homelessness in consultation with mana whenua and other partners. This qualitative research was devised to take stock of where we are at now and ask stakeholders for feedback on:

1. The successes and challenges of Te Mahana partnership working.
2. Te Mahana's achievements.
3. How to improve future approaches to tackling homelessness.

Data collection methods

Data was collected by WCC's Research and Evaluation Team via semi-structured in-depth interviews with stakeholders. The aim was to include a variety of voices and experiences and interviewees were chosen based on:

- Level of involvement with Te Mahana (both more and less involvement)
- Type of organisation
- Inclusion of iwi representatives and kaupapa Māori service providers

A total of 15 interviews were conducted in December 2021 and January 2022 (see Appendix for list of organisations). This included four interviews with WCC staff and 11 with external stakeholders, including representatives of mana whenua, central government, police, CCDHB and service providers.

¹ Plans, policies and bylaws - Te Mahana Homelessness Strategy - Wellington City Council

Results

The successes and challenges of Te Mahana partnership working

The greatest success of Te Mahana partnership working were efforts to coordinate work across the sector (e.g. Multi-Disciplinary Team [MDT], City Safety meetings and the Officers' Group). These are valued and provide tangible benefits at the operational level. Regular hui hosted by WCC were attended by service providers, DHB staff, central government, police, etc. These fora provide good opportunities for networking and information sharing, as well as discussing challenges and solutions.

NGO partners regularly attended hui hosted by WCC, but central government agencies attended less frequently. Attendance by central government representatives is seen as beneficial to the group and should be facilitated where possible. Another challenge is that issues that arise at MDT can take a long time to escalate and be dealt with by those who have the authority to change policy or practice.

In recent years, WCC has been able to identify gaps in services not being provided by central government, such as assertive outreach and sustaining tenancies. WCC provided resource for partners to address these issues, which has resulted in positive outcomes for people experiencing homelessness.

Partner on WCC's response to Covid: 'From that time on our relationship has been particularly strong. It was good before but became stronger through lockdown.'

Since Covid, WCC has been responsive to the needs and requests of partners. This has strengthened relationships with some service providers and led to more collaboration and cooperation. However not all organisations were treated equally and Council needs to strengthen relationships and support to kaupapa Māori organisations and others meeting the needs of Māori whānau.

External stakeholders view WCC as committed to addressing homelessness. Council staff are thought to have good operational knowledge of the issues and are seen as approachable with open lines of communication. Council communication is generally seen as clear, frank and timely. Partners said WCC staff (including elected officials and officers) are supportive of their needs and requirements. Informality and good working relationships are generally appreciated by partners, but sometimes changes to reporting requirements are agreed informally rather than being put in writing. Any such changes should be formalised to make expectations and deliverables clear and enhance accountability.

Some partners appreciate WCC's advocacy work to increase affordability of housing and around income-related rent. Some partners felt WCC could be doing more in this space and could be working more closely with central government. Some would like to see WCC stay in the social housing space, although they recognise the associated challenges.

A key challenge is that working with mana whenua and Māori service providers was not successfully embedded in Te Mahana workstreams. This shortcoming was identified by both external stakeholders and Council staff. Knowledge of kaupapa Māori ways of working needs to be strengthened across Council. Organisations with this specialist knowledge should be supported to work in ways that make sense for them.

‘... a human being cannot be whole again in isolation from their whakapapa. That linkage needs to be healed or restored. The people who have experience, hearts, souls, minds embedded in this mahi - we need to resource those people.’

Diverse values and ways of working exist within the homelessness sector. There are different views about how to address housing and homelessness. For example, some view the introduction of Healthy Homes standards as a positive step forward, while others see it as a reduction of the available housing stock. There are differing views on how to engage with people experiencing homelessness and how to provide support.

Some organisations form partnerships to secure funding, but these arrangements can feel ‘forced’ and do not always lead to positive outcomes. One stakeholder said, ‘There is a naïve desire for agencies to collaborate.’ More flexibility and consideration are needed in funding mechanisms to ensure organisations can work to their strengths. Council needs to be able to respect and accommodate diverse ways of working, as not all stakeholders feel valued and listened to.

‘[Homelessness] isn’t about buildings, it’s about people living successfully alongside others and living in community that values them for what they can contribute. That’s a different conversation to how do we get people into walls with a roof over the top.’

Staff turnover within Council and central government can slow progress and derail commitments. When people change jobs, they often take the relationships and progress with them. This churn of relationships can make it difficult to sustain ways of working and ensure the best results.

Te Mahana achievements

The greatest achievement of Te Mahana has been the governance structure implemented to foster collaboration, cooperation and information sharing across the sector. Organising regular meetings with partners has provided tangible benefits for homelessness casework. It has resulted in some positive outcomes for individual cases in terms of getting people housed.

Council input and support to partners has produced positive results for some people experiencing homelessness. Partners have been able to do things they wouldn’t otherwise have been able to do and report they have been able to change the circumstances of some people’s lives. There has been good progress with some acute cases.

Council support to partner service providers during Covid was praised and helped organisations weather a tough time. The Council was responsive and proactive in this regard. With input from various organisations across the sector a new feat was also achieved – all rough sleepers were housed, albeit temporarily.

‘[We] achieved something collectively that no one thought was possible. Something that probably no other capital city in the world has achieved. Creativity and courage brought about by an emergency pandemic situation. Can it be done permanently? Things have reverted a bit since then.’

Generally partners feel the work and collaborations are effective, but that mitigating or even ending homelessness is a monumental task. Although homelessness seems to be getting worse and has become more visible, most partners did not feel this reflected negatively on the Council. There are a complex range of factors that have contributed to this.

‘So many families that we know about who are living on the edge all of the time. It only requires the smallest of issues to tip them over the edge, whether a tyre repair, dentist bill, etc. Their whole life gets incredibly difficult, and it creates extraordinary stress. This doesn’t contribute to wellbeing outcomes. There needs to be more recognition of how difficult life is in Wellington.’

Future improvements

Working with mana whenua and Māori service providers was not successfully embedded in the Te Mahana strategy, although efforts have been made recently to try and improve the situation. It should be a key priority in any future approach. Māori are overrepresented in terms of experiencing homelessness and Pākehā ways of addressing the issue may not be appropriate. Māori needs are probably not being met in a holistic or cultural sense.

WCC was not able to successfully engage all stakeholders working in this space and some felt Council’s approach is too top down. Partners want to ‘row their own waka’ and set up the initiatives they think are needed. Funding mechanisms should respect diverse ways of working, foster collaboration not competition and support productive partnerships. Partnership working should be based on trust, respect and transparency with all partners.

The Te Mahana strategy became somewhat obsolete, partly due to changes at Council and in central government. Positive outcomes have been delivered, rather than delivering on the strategy. The strategy has not been implemented in the way it was initially envisaged. There was an intent for the strategy to be a living document and driven by the community, but this requires some central coordination.

‘The fundamental structure and thinking in the [Te Mahana] strategy has never really been successfully delivered. The outcomes around ending homelessness have been delivered, through various initiatives.’

Partners we have worked with for some time were aware of the Te Mahana strategy, although no one felt up to date with progress or the direction it has taken. Partners generally feel Council strategy is not very relevant to their work, although some recognise it is useful for Council to commit to an approach and communicate progress made. It is also seen as a way for Council to be accountable for their work.

Definitions of homelessness are important. Many partners take a wide view of what ‘homelessness’ encompasses – it could include anyone in an unsatisfactory living situation. Understandings of homelessness will also influence how people approach the issue, e.g. taking a health perspective on mental health or addiction issues is quite different to taking a more punitive approach to disruptive behaviour. Some felt trespassing people was punitive from a health perspective. It is useful to have goals to work towards, but some partners do not want homelessness defined too narrowly or the outcomes to be too prescriptive.

‘We have to be very careful we don’t define what outcomes are for people without having the flexibility to take into account their wishes and aspirations.’

For some partners 'homelessness is a symptom not a cause' and they would like to see Council take a more holistic approach to addressing homelessness. This means taking into account systemic issues and drivers and approaching it from a community wellbeing perspective. A variety of intervention options are needed to achieve positive outcomes.

'Housing and homelessness issues are part of a bigger welfare conversation. Are people well, well connected and well supported and what does that look like.'

There is also a need to increase data sharing and develop the evidence base about housing needs in Wellington and the approaches and interventions that work. It may be useful to carry out a needs assessment about housing in Wellington. This could include what types of housing are needed, where people prefer to live, identifying gaps, etc. It is hard to make decisions when there is a lack of information about the problem. There are concerns about what happens to hotels being used for temporary accommodation once Covid restrictions lift and the border opens again. Planning is needed to stay ahead of this issue.

It is important to understand the strengths different organisations bring to this work and where the gaps are across the sector. Having a Wellington-wide commitment and a plan of how to meet that commitment could help progress this work. Council needs to understand the drivers of homelessness and the wider support needed to enable people to live well in their communities. Any future approach will need to consider the wider context in order to measure progress. At present, poverty and the cost of living have a big impact on housing affordability and solutions to this issue are complex and extend well beyond the Council's mandate. Another key challenge is having adequate support services for people with mental health and addiction issues. More accessible rehab options and options for supported living would help.

A variety of housing options are required to meet diverse needs and some people will need a package of care to support them to stay housed. There needs to be resource available to support people with complex needs. Some emergency housing options are not up to standard and may put some people at further risk - 'Vulnerable people can become more vulnerable in those situations.' Another issue is there are people living in their cars or camping out in public green spaces, in addition to visible homelessness in the CBD. There needs to be a better process for identifying and working with people experiencing less obvious forms of homelessness. Creativity is needed to think about how to do things differently and effectively.

It would be useful to take a more regional perspective on homelessness, take note of other councils' work and collectively think how to address the issues at play. One stakeholder said, 'A strategy that solely focuses on the city boundaries fails individuals.' Often partners work with several councils in the region, which is time consuming and can be difficult to coordinate.

Some suggestions were made to improve the fora designed to foster collaborative working and information sharing. One was that accountability needs to be put at the right level. People attending MDT and City Safety meetings may not have the power to make policy decisions. Those who do attend are being held to account on a regular basis for their work, while others with more authority may not engage as regularly. It has also been difficult to get central government agencies to attend the forums hosted by WCC and they do not always send people with the authority to make decisions. However when they attend it is useful for the wider group, so may be worth investigating the barriers and preferred ways of working for different government departments.

Some Council staff would like more support on how to work with homeless people when it is not the main focus of their work. Council staff involved in trespassing people say it is a drawn-out process that could use streamlining. Council policy and processes sometimes are at odds with

what we have agreed with our partners or our statutory obligations and could use better mapping and planning to see where our obligations intersect. Council could help address misinformation about homelessness, e.g. about who is in emergency housing and whether crime rates have gone up. Evidence-based narratives and messages are needed over anecdotal stories. Council's own decisions and approach should be based on evidence of what is needed and what works.

Council could have more of a role to play in supporting professional development within the homelessness sector. One of the big challenges in the sector is capacity. Workforce planning is difficult, with a need to ensure there are enough skilled staff to meet the growing demand and increasing complexity of need the sector faces. Council could have a role to support capacity and capability development but should also consider how this will help achieve the desired outcomes to address homelessness.

There is a desire to focus on longer-term change rather than immediate gains. It would be useful to define the changes we want to see with partners and find a way to measure 'distance travelled'. There is little in the way of a shared outcome measurement tool at present. It would be good to investigate ways to measure progress on higher-level strategic goals and how each agency contributes. Outcome indicators need to be flexible enough to include the wishes and aspirations of the people experiencing homelessness. Some people experiencing chronic homelessness may never have or want a home. It is important to try and understand how best to meet their needs while they are rough sleeping.

Council has a role to play in influencing housing developed within its boundaries. More permanent housing solutions are needed and there is a desire to see WCC continue its work to advocate for this and also around housing affordability, as well as to find ways to increase the stock of social housing available. Identifying land and partners that can develop housing could help with this. There is a greater role that mana whenua and Māori service providers can play in this respect.

'Behaviour change is hard. The more fundamental the change, and the more the change needed is deeply rooted in past trauma, the harder that change is.'

'Thinking about the cause of the issue is a harder thing, but that is where real gains can be made.'

APPENDIX: ORGANISATIONS INTERVIEWED

1. Wellington Police
2. Capital & Coast District Health Board
3. Ministry of Social Development
4. Ministry of Housing and Urban Development
5. DCM (Downtown Community Ministry)
6. Compassion Soup Kitchen
7. Wellington City Mission
8. Kahungunu Whānau Services
9. Port Nicholson Settlement Trust
10. Te Rūnanga o Toa Rangatira
11. Wellington City Council

The impact of investment in services to support people experiencing homelessness

Wellington City Council
November 2023, version 3.0

FrankAdvice
better decisions

frankadvice.co.nz

Purpose

1. **FrankAdvice** has been contracted by Wellington City Council (Council) to analyse the impact and effectiveness of its investments to support people experiencing homelessness. This report provides our findings and given those findings, advises Council whether it is investing in the right services and programmes. This report also provides Council with recommendations for how it could improve outcomes for people experiencing homelessness in Wellington City as it develops a new roadmap of actions under its Housing Strategy.

Acknowledgement

2. **FrankAdvice** would like to take this opportunity to thank and acknowledge the representatives of the service providers who took the time to engage with us for this project. At each engagement we were met with warmth, cups of tea, and slices of cake as they shared their expertise and experiences with us. We had conversations that have not only informed this report and advice to Council, but that we will carry into other parts of our lives as Wellingtonians.

Structure of this report

3. This report follows a five-part structure:
 - **Part one** outlines the context and scope of this report.
 - **Part two** details what programmes and services to support people experiencing homelessness Council has invested in over the last five years.
 - **Part three** answers the question *Across the last five years, how effectively have the services and programmes Wellington City Council invests in addressed homelessness in Wellington?* This section includes a cost-benefit analysis using the Treasury's tool (the CBAX tool).
 - **Part four** answers the question *Given this [effectiveness] assessment, is Wellington City Council investing in the right programmes and services or are changes needed?*
 - **Part five** provides recommendations and next steps.
4. We have also provided appendices that outline what we heard during engagements in more detail, information on scaling methodology, and information on the CBAX methodology we used.

Executive summary

5. Addressing homelessness is complicated. The experiences and systems that have led to people experiencing homelessness are complex and entwined - a culmination of

many years (often over multiple generations) of unmet needs and compounding trauma, coupled with a lack of decent and affordable housing and the financial and other support to find and stay in one of those homes. Good and well-funded services can be, and are, life changing for many people experiencing homelessness, and it is critical to ensure that government funders of those services are always seeking to improve them.

6. It should also be woven through any work to address homelessness that the challenges faced by people who experience homelessness are chronic. They cannot be 'fixed' by one good publicly provided service or intervention. As well as individuals, families and whānau requiring long-term support, solutions to homelessness rest on its complex social determinants.
7. Demand for housing across Aotearoa New Zealand is growing and more people are experiencing a severe and immediate need. The most recent statistics estimate that approximately 102,000 people (or around two percent of Aotearoa New Zealand's population) is severely housing deprived.
8. Equivalent statistics are not available for Wellington specifically, however the monthly rough sleeper audit carried out by Downtown Community Ministry shows that rough sleepers in the central business district have remained stable at an average of six per night since 2020/21 (since decreasing due to the emergency housing response during the Covid-19 lockdown).
9. Over the last five years, Wellington City Council (Council) has funded non-government organisations (NGOs) and directly delivered services to people experiencing homelessness to the tune of \$6,107,000. This funding has contributed to the delivery of five service types: outreach services, transitional housing, sustaining tenancies services, legal assistance, and other services.
10. Most of Council's investment (\$4,700,358) has been focused on people in very unstable housing situations (e.g., rough sleepers) and people in slightly less unstable housing situations (e.g., those in temporary accommodation). This means that the bulk of investment is towards people with the greatest need, and is invested more in reactionary, rather than proactive services. Having said this, it is important to remember that Council also fund a range of other types of service that prevent homelessness but are categorised as a different type of investment – for example it provides 1900 affordable rental homes.
11. **FrankAdvice** was contracted to answer two overarching questions about Wellington City Council's investment in these services and programmes that support people experiencing homelessness:
 - Across the last five years, how effectively have the services and programmes Wellington City Council invests in addressed homelessness in Wellington?
 - Given this assessment, is Wellington City Council investing in the right programmes and services or are changes needed?

How effectively have the services and programmes Wellington City Council invests in addressed homelessness in Wellington?

12. **Wellington City Council invests in services that are demonstrated to effectively address homelessness in other places that have reached approximately 3,400 people over the last five years.**
13. It is not straightforward to understand whether Wellington City Council's investments have contributed to an overall reduction in people experiencing homelessness in Wellington. For rough sleepers, we can infer those current interventions, while not decreasing the overall number of rough sleepers, **are helping enough to prevent an increase.**
14. Based on our knowledge, drawn from reviewing reports and engaging with NGO providers, **all services that Wellington City Council invests in are delivering what they set out to achieve** – in that they deliver the services they said they would, to the number of people they said they would – and are being delivered in a way that reflects best practice. Our cost-benefit analysis has shown the **total of benefits achieved by Wellington City Council's homelessness investment over the past five years have outweighed the costs.**

Is Wellington City Council investing in the right programmes and services?

15. Based on our review of the literature on what works to end homelessness, our assessment is that **Wellington City Council's investments are generally in line with the evidence of what works.** It is not duplicating funding with central government, and other Councils see Wellington City Council as leading the way.
16. We have identified some gaps in service provision for specific populations, namely:
 - women, and women with dependent children
 - parents (usually women) with needs such as alcohol and drug use
 - LGBTIQ+ people, particularly trans and non-binary people
 - young people
 - Māori, through dedicated kaupapa Māori services.
17. We have also identified gaps in service type:
 - support following transition into permanent housing.
 - urgent support during evenings and weekends.
18. It is important to remember that **Wellington City Council is not solely responsible for filling these gaps**, and that there is not a total absence of service provision in these areas – but from what we found, there is not enough.
19. We recommend that there are some overarching policy questions for Wellington City Council to answer, before developing a more proactive / strategic approach to its

funding of services to support people experiencing homelessness in Wellington. These overarching policy questions are to determine Wellington City Council's objective for investing in these services, and their relative priority against other investments. While we understand the current funding envelope is likely to stay the same, this will confirm that decision as well as extrapolate Wellington City Council's detailed objectives for this work (it may be that this has already been done).

20. From there, we recommend there are four core elements to a more strategic approach to service funding, which can be refined through answering the overarching questions. These elements are:
 - conscious and transparent decisions about investment priorities
 - better use of data to inform decisions, and support NGO operation
 - more strategic engagement with central government about roles and responsibilities
 - taking on a strategic leadership role to promote collaboration and coordination of funding, and funding decision making (between local and central government, and funded providers).
21. If those elements are agreed with, Wellington City Council has a series of options to put them in place, and therefore implement a more strategic approach to its funding model. These options all require more detail consideration and policy work, including consideration of the potential benefits and risks and impacts on different groups (both positive and negative), including NGOs funded and not funded by Wellington City Council. These options fall into the following categories (and none of the options are mutually exclusive):
 - Change the funding model – change the approach to funding including options to establish clear purposes for different types of funding, ringfence funding and establish an innovation fund.
 - Reprioritise funding – move funding around current services and populations including by ringfencing funding for groups or services or inviting applications for specific service types.
 - Improving data collection – including the use of real-time data collection and shared data repositories between Wellington City Council and NGOs.
 - Leadership – establish strategic leadership over funding decisions.

Recommendations

22. We recommend that Wellington City Council:

- a) **note** that **FrankAdvice** has sought to answer two questions about Wellington City Council's investment in homelessness services and programmes, namely:
 - Across the last five years, how effectively have the services and programmes Wellington City Council invests in addressed homelessness in Wellington?
 - Given this assessment, is Wellington City Council investing in the right programmes and services or are changes needed?
- b) **note** that the scope of **FrankAdvice's** assessment of effectiveness of Wellington City Council's investment in homelessness services and programmes was to services delivered by NGOs, and funded by Wellington City Council, or directly delivered by Wellington City Council aimed at people experiencing the unstable ends of housing stability, safety and control, which includes but is not limited to:
 - people rough sleeping, sleeping in cars, squatting
 - people staying with whānau or friends, in emergency housing, hostels, boarding houses, campgrounds, or staying somewhere not intended for living (e.g., their workplace)
 - people in overcrowded living situations, renting with dodgy or no tenancy agreement, short term tenancy, in uninhabitable dwellings, in unsafe environments, in prison or state care
- c) **note** that to answer questions of the effectiveness of Wellington City Council's investments in homelessness, **FrankAdvice** reviewed documents and literature, engaged with NGO providers, central and local government, and conducted a cost-benefit analysis using the Treasury's CBAX tool
- d) **note** that Wellington City Council invests in five types of services to support people experiencing homelessness in Wellington, namely outreach services, transitional housing, sustaining tenancies services, other wrap-around services independent of housing, and legal assistance for housing matters
- e) **note** that across the last five financial years, starting in 2018/2019, Wellington City Council has invested \$6,107,000 in the five types of homelessness support services, with its greatest investment being for services that support people who are in "very unstable" housing (e.g., rough sleepers, sleeping in cars or squatting)
- f) **note** that Wellington City Council is one of many funders of homelessness services in Wellington, with none of its funding providing all that is required for total service provision, but it sits alongside central government and philanthropic and other charitable donations to contribute to funding these services

- g) **note** that while the amount of funding different NGOs receive from Wellington City Council varies significantly (from just over \$150,000 over five years to almost \$2 million over five years), the proportion of NGOs total funding provided by Wellington City Council sits below 10 per cent for every NGO, with the larger NGOs (such as Wellington City Mission) receiving only a very small proportion of their total funding from Wellington City Council
- h) **note** that Wellington City Council's investment over time has remained broadly consistent, peaking in 2019/20
- i) **note** that Wellington City Council is investing in services and programmes that have been shown to be effective at reducing homelessness in Aotearoa New Zealand and other jurisdictions, and the NGOs it is investing in are following good practice
- j) **note** that all of the services and programmes Wellington City Council has invested in are achieving what they set out to, in terms of delivering the services they are contracted to the number of people they committed to deliver those services to (e.g., the NGOs are performing as expected / asked)
- k) **Note** that as a result of deficiencies in data, and the contributory nature of Wellington City Council's funding, it is not possible to draw a clear causal link to the investment and a reduction in homelessness in Wellington
- l) **note** that it is likely that Wellington City Council's investment is at least helping to prevent an increase in homelessness and has positive social return on investment across all categories (e.g., the benefits to people are outweighing the financial cost to Wellington City Council)
- m) **note** that there is currently no duplication in funding between Wellington City Council and central government, however there is potential overlap in the future
- n) **note** that while Wellington City Council is likely investing in the right programmes and services, through engagement and other work we have identified several gaps in service provision including:
 - o for Māori (through kaupapa Māori services), women, parents with dependent children (mainly women), rainbow people and young people
 - o a need for greater availability of drop-in services during evenings and weekends
 - o a need for greater levels of support following transition into long-term housing following a period in transitional housing.
- o) **note** that gaps in service provision are not solely Wellington City Council's responsibility, and there are opportunities to work with central government and others to better meet the needs of Wellingtonians

- p) **note** that there is no comprehensive data collection about people experiencing homelessness in Wellington (or other parts of the country) which limits Council's and service providers' ability to effectively respond to needs, including ensuring all parts of the community are counted (e.g., trans and non-binary people)
- q) **discuss** taking a more strategic approach to funding services and programmes for people experiencing homelessness as a way to fill the current gaps in need, use your existing funding envelope more effectively and enhance NGOs ability to continue working effectively, this would include:
- making more conscious and transparent decisions about investment priorities
 - better using of data to inform decisions, and support NGO operations
 - undertaking more strategic engagement with central government about roles and responsibilities
 - taking on a strategic leadership role to promote collaboration and coordination of funding, and funding decision making (between local and central government, and funded providers).
- r) **consider** your options for implementing a more strategic approach in the following categories:
- changing the funding model
 - reprioritising funding
 - improving data collection
 - leading differently.

Part one: background and project scope

23. This part provides context about homelessness in Aotearoa New Zealand and in Wellington to frame the discussion, before outlining our approach to analysing the effectiveness of Wellington City Council's financial investment.

Homelessness in Aotearoa New Zealand

24. Demand for housing across Aotearoa New Zealand is growing and more people are experiencing a severe and immediate need. The Ministry of Housing and Urban Development (HUD) published a Severe Housing Deprivation Estimate – produced by the University of Otago using 2018 Census data – which estimates that around two percent of Aotearoa New Zealand's population is severely housing deprived, or approximately 102,000 people.¹ The report noted problems with data collection and that there was a likely undercount of the number of Māori and Pacific people experiencing severe housing deprivation.
25. In 2020, HUD published the government's first comprehensive cross-agency plan to prevent and reduce homelessness: the Aotearoa New Zealand Homelessness Action Plan 2020 – 2023 (the HAP).² The vision outlined in the HAP is that “homelessness is prevented where possible, or is rare, brief and non-recurring”.
26. The HAP notes that homelessness is experienced in diverse ways. In particular:
- For children and young people, homelessness can involve moving schools frequently and make regular attendance difficult, and can have a long-term impact on their growth, development, and mental health.
 - For women, homelessness is poorly understood, as it is particularly difficult to quantify the number of women experiencing homelessness because they often avoid public spaces. Homelessness can make parenting more difficult, and there is often a strong relationship between family violence and homelessness.
 - Trans and non-binary people are at particular risk of homelessness and report struggling to find housing options that welcomed them and feeling apprehension with using drop-in centres due to fear of discrimination.
 - Disabled people, particularly those with accessibility needs, experience difficulties finding a home that meets their needs, and relocation can remove disabled people from their support networks.
 - Older people are increasingly at risk of experiencing homelessness due to declining home-ownership rates and affordability of renting.

¹ [2018 Severe Housing Deprivation Estimate - Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development \(hud.govt.nz\)](#)

² [Aotearoa New Zealand Homelessness Action Plan 2020 - 2023 - Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development \(hud.govt.nz\)](#)

27. Underpinning the HAP is the Housing First approach: the accepted best practice model internationally for ending homelessness. The Housing First approach recognises that it is easier for people to address the complex issues that led to their homelessness (such as addiction or poor mental health), through ongoing, wrap-around support, once they have a stable place to live.³
28. Building on the Housing First approach, and other programmes already underway, the HAP then sets out a series of short- and long-term actions, using evidence from engagement and research, under the four areas of prevention, supply, support, and system enablers.

Central and local government have roles in addressing homelessness

29. While central and local government both have roles in addressing homelessness, there has been no clear determination about what those roles and responsibilities are – and the HAP is silent on the role of local government although it commits to enabling local solutions. This is different to other jurisdictions, where local government sometimes have specific legislative responsibilities to house people experiencing homelessness (the UK has had various forms of this with different levels of prescription over the last few decades.)
30. In Aotearoa New Zealand, the recent. the re-introduction of the four community wellbeing as a purpose of local government (current government (section 10 of the Local Government Act 2002, but had previously been removed in 2012) describe) created a broad role for local government in promoting wellbeing – and we can be confident that housing is essential to wellbeing.
31. The Kāinga Ora–Homes and Communities Act 2019, administered by HUD, outlines a list of objectives and functions including providing “people with good quality, affordable housing choices that meet diverse needs”, providing “rental housing, principally for those who need it most”, and making “loans, or provid[ing] other financial assistance, to local authorities and other entities for housing purposes” (sections 12 and 13).
32. Local Government New Zealand (LGNZ), in a publication in 2022 on the vision for the future of local government⁴, commented that the silos between central and local government can mean “some functions or roles are neglected, access to services isn’t equitable, and it’s not always clear who’s responsible for delivery in areas such as social and emergency housing....” LGNZ goes on to say that redistributing and clarifying roles and responsibilities could lead to “a more joined-up and collaborative approach” and allow Councils to “reduc[e] duplication and ensur[e] priority needs are

³ Te Tūāpapa Kura Kāinga | Ministry of Housing and Urban Development. Housing First. Accessed at <https://www.hud.govt.nz/our-work/housing-first/>

⁴ LGNZ, *Vision for the Future. What local authorities would like to see for the future of local government. May 2022.* [FLLG_DesignedFinal.pdf \(lgnz.co.nz\)](https://www.lgnz.co.nz/FLG_DesignedFinal.pdf)

addressed....". This adds to the picture of further work or agreement being needed to determine a position for Wellington.

33. HUD is the primary government department responsible for housing and homelessness – but Oranga Tamariki – the Ministry for Children, Ara Poutama Aotearoa – the Department of Corrections, Manatū Hauora – the Ministry of Health, the Ministry of Social Development (MSD), and Kāinga Ora – Homes and Communities all hold areas of responsibility. In particular, MSD is responsible for providing Aotearoa New Zealand's emergency housing system.
34. HUD's investment is focused on a series of key programmes that include:
 - sustaining tenancies, where service providers work with tenants on issues that are putting their tenancy at risk
 - rapid rehousing, which helps individuals and whānau with low-to-medium complexity of social-service need get back into permanent housing quickly
 - HUD's Housing First programme, which helps get people who have been experiencing homelessness for at least a year into permanent housing, with tailored support for as long as necessary to help them stay in their homes and address underlying issues that led to their experience of homelessness
 - transitional housing, which provides temporary accommodation and tailored support to help individuals and whānau into longer-term housing
 - the Local Innovation and Partnership Fund, which is a \$16.6 million fund (over three years) for one-off grants to support local work and projects that respond to and prevent homelessness as part of the Homelessness Action Plan.
35. Further, in Budget 2022, \$75 million in funding was provided to:
 - fund iwi and Māori providers to deliver kaupapa Māori approaches to wraparound supports, so that Māori who are at risk of, or experiencing, homelessness can access culturally appropriate, mana-enhancing support (\$25 million)
 - expand rangatahi/youth-focused transitional housing places (\$20 million)
 - design and deliver new supported accommodation service for rangatahi/youth with higher and more complex needs (\$20 million)
 - fund homelessness outreach services to provide critical support for people currently experiencing homelessness (\$10 million).
36. The current locations receiving funding from HUD for homelessness outreach services are Whangārei, Auckland, and Lower Hutt, but this is likely to expand to other areas.

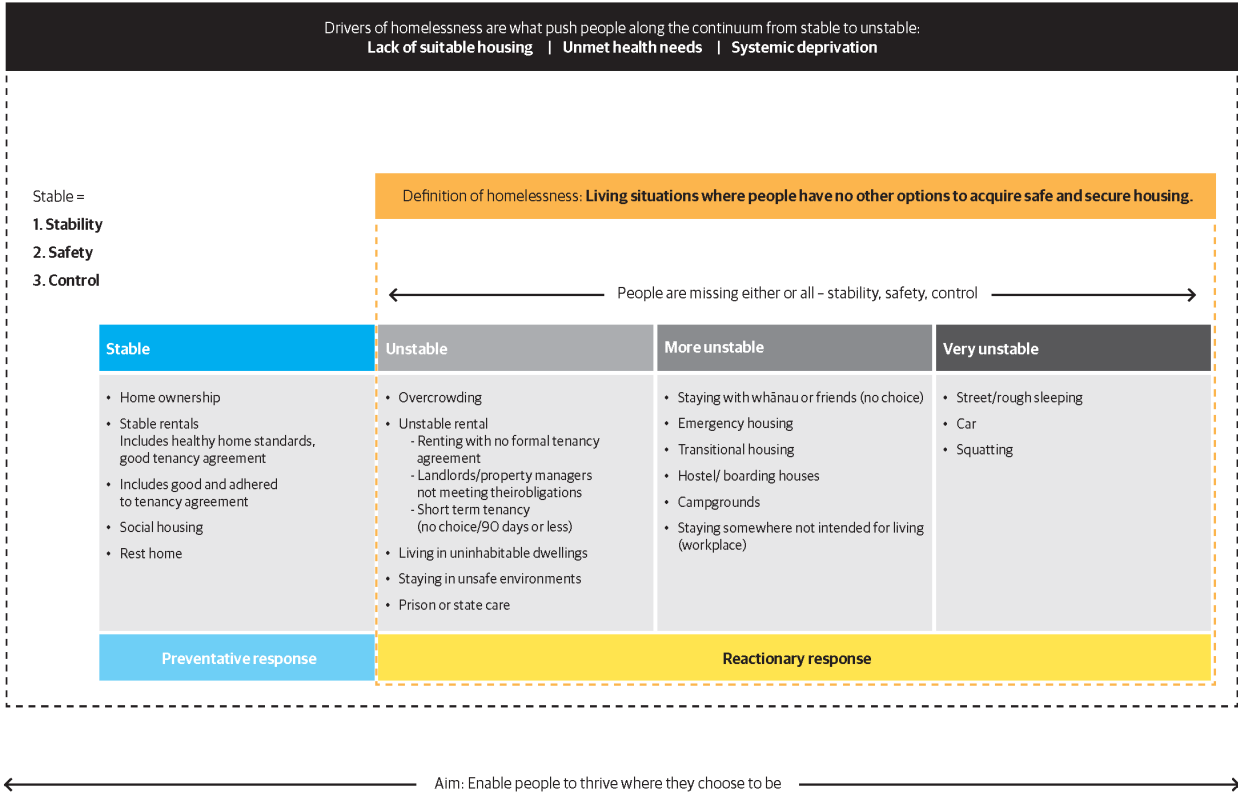
Homelessness in Wellington

37. Statistics on the level of homelessness (using Stats New Zealand's and Council's definition) in Wellington City are not currently available. However, since 2018, Downton Community Ministry (DCM), in partnership with Council, has carried out a monthly Rough Sleeper Audit, to count, connect with, and offer support to rough sleepers in Wellington's central business district.
38. From this audit, we know that the number of rough sleepers in central Wellington has decreased from an average⁵ of 15 per night in 2018/19 to an average of six per night in 2022/23. The majority of this decrease occurred during 2019/20, when rough sleepers were housed in emergency accommodation (funded by central government) during the Covid-19 Level 4 lockdown. However, the number of rough sleepers did not return to pre-pandemic levels when restrictions were lifted, as many of the rough sleepers were housed elsewhere and were helped to maintain their tenancies. Levels of rough sleeping have remained steady at an average of six per night since 2020/21.

Work underway by Wellington City Council to develop a new action plan for people experiencing homelessness

39. As part of Council's current Housing Action Plan (2023 – 2025), sitting under its Housing Strategy, Council's Harm Prevention Team is creating a roadmap of actions it can take to address homelessness. To inform what is included in this roadmap of actions, the Harm Prevention Team would like to understand the impact of its current financial investments to address homelessness and hear recommendations for future actions and investments.
40. Alongside day-to-day work of its staff in the Harm Prevention Team (and others, such as research staff), Council's primary approach to addressing homelessness is through funding NGOs to deliver services (aside from being one of Wellington's largest providers of affordable rental housing, with more than 1900 homes across the city, which is out of scope of this report).
41. As part of the work to develop a new roadmap of actions, Council has developed a lens through which they are viewing homelessness. This lens uses the same definition of homelessness at Statistics New Zealand, has an aim of *enabling people to thrive where they choose to be*, and introduces a continuum of housing stability, from "very stable" (home ownership) to "very unstable (rough sleeping, car, squatting). It defines "stable" as having stability, safety and control. Figure 1, below, shows the lens in more detail.

⁵ An average of a point in time count done once a month, conducted by DCM's homelessness outreach service.



Scope of this report

42. Our methodology for this report is attached at **Appendix one**. In summary, we reviewed a range of documents provided to us by Council, reviewed literature and grey literature about good practice for services and programmes that support people experiencing homelessness, engaged directly with NGOs funded by Council and with other Council's in Aotearoa New Zealand, and completed a cost-benefit analysis of the funded services using the Treasury's CBAX tool.
43. To guide Council's creation of a roadmap of actions to address homelessness in Wellington, **FrankAdvice** was contracted to answer two overarching questions:
 - Across the last five years, how effectively have the services and programmes Wellington City Council invests in addressed homelessness in Wellington?
 - Given this assessment, is Wellington City Council investing in the right programmes and services or are changes needed?
44. At the request of Council, this work covers Council's investments in NGOs and services delivered by Council over past five financial years from 2018/19 to 2022/23 that both:
 - provide services and programmes primarily aimed to people experiencing "unstable", "more unstable", or "very unstable" housing situations (referred to as "people experiencing homelessness" in this report)

AND

- provide those services with a view to improving people's housing situation.⁶
45. Council also asked for this report to include an analysis of the extent to which Council investment relates to central government investment in addressing homelessness, and whether there is any duplication in investment.
 46. Given the above, funding provided to the NGOs and services described below were in scope of this work.
 - DCM (Downtown Community Ministry) – a social service provider that operates an outreach service for people sleeping rough (Toro Atu), and provides social services support (Te Pae Manaaki Tangata and Te Hāpai), a substance abuse service (Te Awatea) and a sustaining tenancies service (Noho Pai). DCM is also a Housing First provider as part of the HUD programme.
 - Wellington City Mission – a charitable trust that operates Wellington's new residential alcohol harm reduction service for men (Te Pā Maru), an under-development housing development on Oxford Street (Whakamaru), transitional housing with wraparound support, a social supermarket, a community lounge (Tā Te Manawa), and a social services hub.

⁶ This is to exclude services primarily delivered for a different purpose, such as healthcare or education, that homeless people would also access.

- The Wellington Homeless Women’s Trust – a charity that provides transitional housing and individualised support services to women experiencing homelessness in the Wellington region.
- Wellington Women’s Refuge – a service that provides support and advocacy for women and their children who are experiencing domestic violence, alongside a safehouse and a 24/7 crisis line.
- Te Whare Rokiroki | Māori Women’s Refuge – a service that provides support and advocacy for wāhine Māori and their children who are experiencing family violence, alongside a safehouse and a 24/7 crisis line.
- Community Law Wellington and Hutt Valley – a legal service that provides a tenancy lawyer to provide free, specialist housing advice and advocacy services for people living in Wellington.
- Te Wāhi Āwhina – the one directly Council-provided service in scope of this work.⁷ Opened as part of the Pōneke Promise, Te Wāhi Āwhina is a neutral space located in the central city on Manners Street. It is a community support space where people can walk in to access immediate support. This service provides navigational and other supports to any members of the community who wish to access support, including people experiencing homelessness and those who have been trespassed by other service providers, or are having difficulty accessing services. It has varying hours from Monday to Thursday.

⁷ FrankAdvice discussed with Council whether the Hapai Ake team, as an outreach service, should be within scope; however, given the limited scope of their outreach work to homeless people COUNCIL decided that their funding was out of scope.

Part two: what services and programmes to address homelessness has Wellington City Council invested in over the last five years?

Key messages

- Across the last five years, Council has invested \$6,107,000 in services to support people experiencing homelessness.
- Most of Council's investment has been focused on the "very unstable" end of Council's housing continuum (\$2,592,000), followed closely by the "more unstable" category (\$2,109,000). The primary contributions to these categories are Council's investments in outreach services (38% of total investment) and transitional housing (34%).
- Council's investment makes up, usually, a small proportion of NGOs' overall income (e.g., up to 10%), regardless of the size of the NGO. They receive funding from central government, charitable donations and philanthropy.

Wellington City Council invests in five types of services to support people experiencing homelessness

48. Council's investment to support people experiencing homelessness covers five main investment areas:
- **Outreach services:** Outreach services identify individuals and whānau who are rough sleeping or begging and connect them with services. Outreach workers actively seek out and engage with these people, and often act as an entry point for people to access services and other support.
 - **Transitional housing** (including wraparound services that accompany transitional housing): Transitional housing aims to provide a safe place for people experiencing homelessness to stay so they can get back on their feet. Transitional housing is intended to be time limited, and focused on helping people to transition into affordable, independent housing. Transitional housing is often gendered.
 - **Sustaining tenancies services:** Sustaining tenancies services support people who are in housing (either "stable" or "unstable" on Council's housing continuum) by providing wraparound support to those who are vulnerable and / or at risk of losing their tenancy. This prevents people from being evicted when they could experience homelessness. These services can include advocacy, budgeting services, coaching, and support navigating government entitlements.
 - **Other services, independent of providing housing:** These are services provided to people experiencing homelessness (or people at risk of experiencing homelessness – those at the "stable" point of Council's housing continuum but who are at risk of becoming more unstable). This includes both services delivered specifically to people experiencing homelessness (independent of those

wraparound services delivered by transitional and emergency housing providers), and those services that are used by people experiencing homelessness, but that are not targeted to them. These services include food banks, alcohol and drug rehabilitation services, budgeting support, job application support, advocacy, cultural support, and advice.

- **Legal assistance in housing matters:** These services include providing free legal advice and assistance to people on problems related to housing. Topics can include evictions, rent increases, tenancy damage / repairs, applications to the Tenancy Tribunal, disputes with landlords and Kāinga Ora, or applying for MSD social and emergency housing.

Wellington City Council has invested \$6.1 million into these services across the last five years

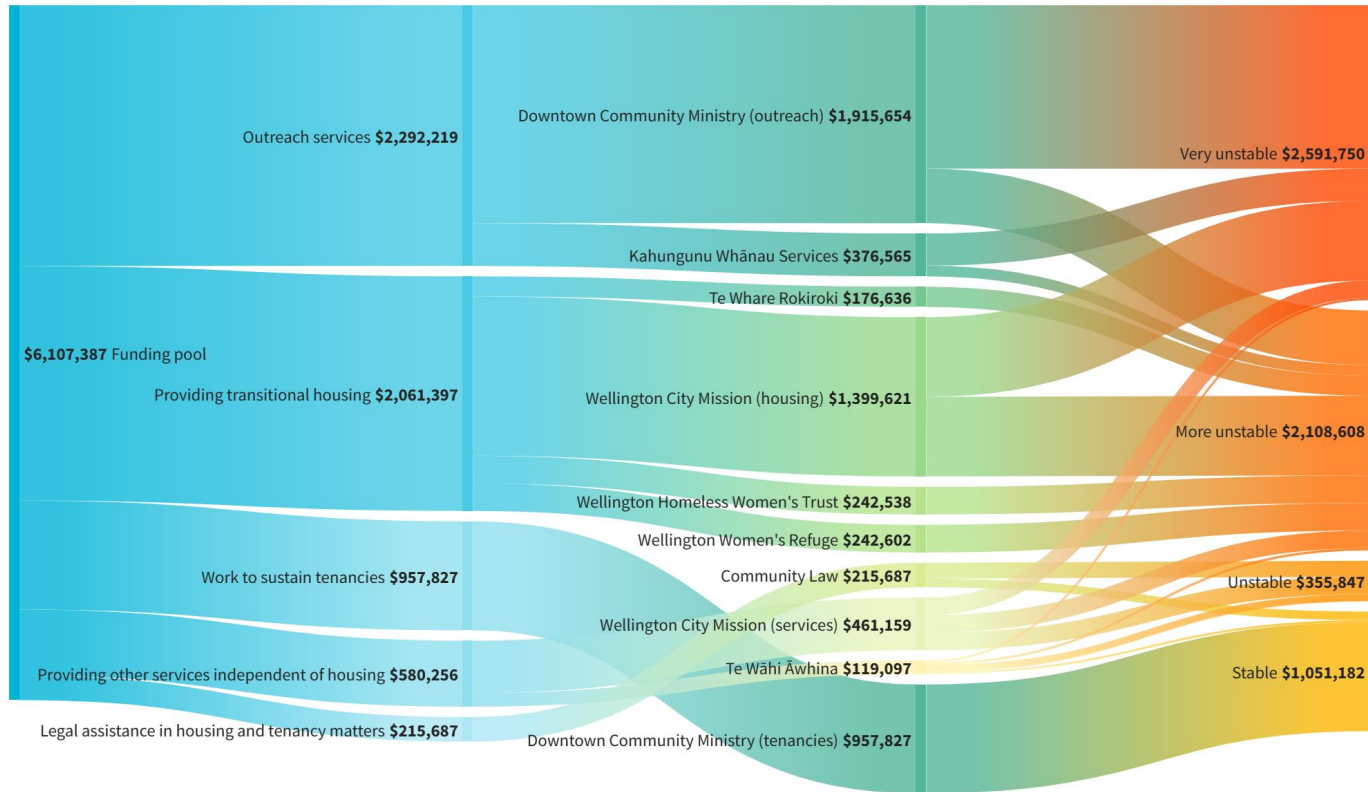
49. Across the last five years, Council's investment in services to support people experiencing homelessness has totalled \$6,107,000:
 - Most of this investment has been focused on the “very unstable” end of Council's housing continuum (\$2,592,000), followed closely by the “more unstable” category (\$2,109,000). The primary contributions to these categories are Council's investments in outreach services and transitional housing.
 - The next largest category is “stable” (\$1,051,000). The primary contribution in this category is investment in sustaining tenancies services for people in Wellington Community Housing.
 - The smallest category is “unstable” (\$356,000). The primary contributions in this category are Council's investments in legal assistance in housing matters and other services.
 - Council's investment makes up, usually, a small proportion of NGOs' overall income (e.g., up to 10%). This percentage is generally consistent, independent of the size of the NGO (e.g., larger NGOs, while receiving more money from Council, receive a similar proportion of their funding as smaller NGOs).
50. Table 1 and Figure 2 below expand on this information:
 - Table 1 breaks down Council's investment by the type of investment, showing the total amount Council has invested as well as the proportion that represents of Council's total homelessness investment, and the investment trend over the last five years.
 - Figure 2 shows how the types of investment target the different parts of Council's housing continuum.
51. Please note that investment figures for Community Law and Te Wāhi Āwhina have been adjusted down by about a third to more accurately reflect Council's specific investment in services and programmes that address homelessness or housing (rather than the other services these providers also offer). This is indicated by a (*). The methodology for these adjustments is available in Appendix two.

Investment area	Total investment from Council between 2018/19 - 2022/23	% of Council investment	Trend of Council investment over time
Outreach services	\$ 2,292,218.97	38%	
Downtown Community Ministry	\$ 1,915,653.97 (approx. 10% of DCM's total income)	31%	
Kahungunu Whānau Services	\$ 376,565.00 (unknown % of total income)	6%	
Transitional housing	\$ 2,061,397.20	34%	
Wellington City Mission (Te Pā Maru and Whakamaru)	\$ 1,339,621.00 (approx. 2% of WCM's total income)	23%	
Wellington Women's Refuge	\$ 242,602.20 (approx. 5% of WWR's total income)	4%	
Wellington Homeless Women's Trust	\$ 242,538.00 (approx. 9% of WHWT's total income)	4%	
Te Whare Rokiroki	\$ 176,636.00 (approx. 6% of TWR's total income)	3%	
Sustaining tenancies	\$ 957,826.99	16%	
Downtown Community Ministry	\$ 957,826.99 (approx. 5% of DCM's total income)	16%	
Other services (independent of providing housing)	\$ 580,255.99	10%	
Wellington City Mission	\$ 461,159.05 (approx. 0.6% of WCM's total income)	8%	
Te Wāhi Āwhina	\$ 119,096.94* (approx. 33% of TWA's cost to COUNCIL)	2%	
Legal assistance in housing matters	\$ 215,687.44	4%	
Community Law	\$ 215,687.44* (approx. 2% of CL's total income)	4%	
Total investment	\$ 6,107,386.59		

Table 1 - COUNCIL's total homeless investment, by NGO

WCC's total homelessness investment

For the five financial years from 2018/19 to 2022/23



Sources: WCC funding information and contracts, interviews with NGOs, NGO annual reports
 Figure 2 - COUNCIL's total homelessness investment

How Wellington City Council makes funding and investment decisions

- 52. Figure 3 below shows Council's investment in support services for people experiencing homelessness over time between 2018/19 and 2022/23, with investment in each of five investment areas shown in a different colour. Investments were allocated to the financial year *in which payments were made*, which may be different to the year in which funding was requested or allocated.
- 53. The graph shows that, after an increase between 2018/19 and 2019/20 to a peak of \$1,536,000, investment has stayed relatively steady at between \$1,247,000 and \$1,322,000 per year.
- 54. The category with the most variation over time, and the most effect on the overall amount of investment, is providing transitional housing. Most of this variation is driven by Council's investment (both capital and operational) in the Wellington City Mission's Te Pā Maru and Whakamaru projects. This investment has totalled \$1,400,000 since 2019/20, when Council's investments in these projects began, and has varied between \$500,000 at its highest in 2019/20 (which accounts for most of the increase in Council's total investment seen in 2019/20) to \$255,500 at its lowest in 2020/21.

WCC's homelessness investment over time

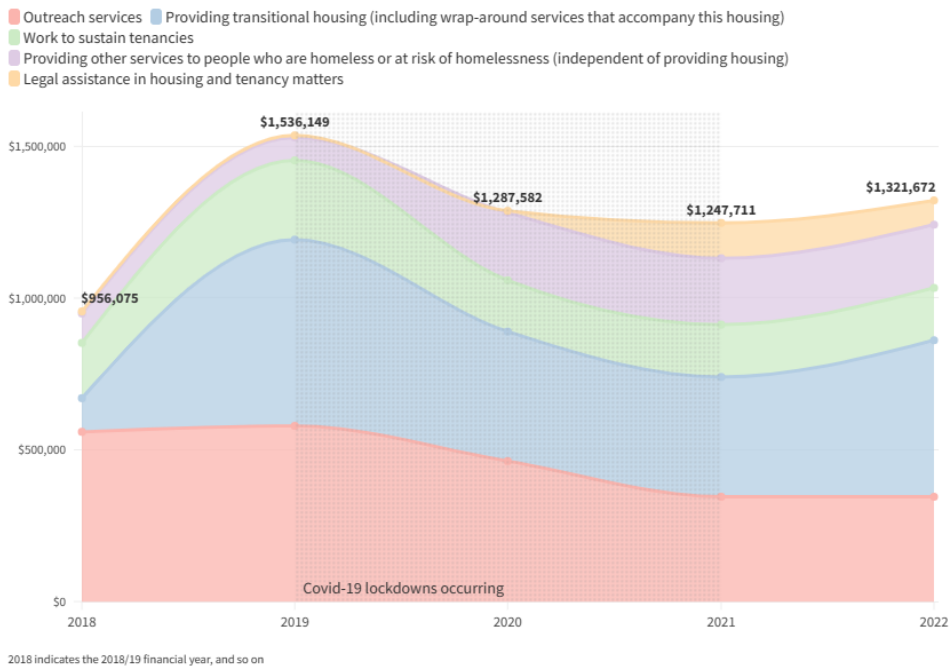


Figure 3 - COUNCIL homelessness investment over time

55. Council's homelessness investment is generally provided to NGOs through contracts (one year or multi-year), donations, or one-off grants made through Council's funds (such as the social and recreation fund) which are administered by Council's Pitau Pūmanawa | Grants Subcommittee. The Mayoral Relief fund (administered by Wellington City Mission) also forms part of Council's investment.
56. It has been clear through our engagements with NGOs that Council has positive, trusted relationships with the NGOs it contracts with. We note that Council uses many elements of the relational approach to commissioning⁸ in its contractual relationships with NGOs, as outlined in MSD's Social Sector Commissioning 2022–2028 Action Plan.
57. We have noted that some operational funding (e.g., for Wellington Homeless Women's Trust) is administered by grant rather than through contract funding, which reduces stability for these NGOs and requires them to complete an application process every time, increasing their administrative burden and potentially uncertainty of operation (depending on their financial stability from other sources). We did not talk to NGOs about this in any depth or specificity.

⁸ Relational contracting involves building trusted relationships with service providers to contract flexibly with tightly defined and measurable shared outcomes, rather than the traditional, transactional approach which tips the balance of power away from communities and towards the commissioning agency.

Part three: how effectively have the services and programmes Wellington City Council invests in addressed homelessness in Wellington?

58. We have answered this question in two parts, to create a comprehensive view of the effectiveness of Council's homelessness investment:

- **Our overall assessment of effectiveness:** This section explores whether there has been a reduction in homelessness in Wellington, whether Council's investment is in line with what we know works in other places, and the social return on investment (SROI) of Council's homelessness investment using Treasury's CBAX tool.
- **Our assessment of the effectiveness of individual services:** This section explores how effective individual services have been in each investment area.

Key messages

- The funding contributed by Council to homelessness services is being spent on an evidence-based service set, which are all being delivered in a good practice way and all services are delivering to their contracts.
- We estimate that approximately 3,400 people have received support services funded by council.
- We cannot definitively say that Council's investment has reduced the number of people experiencing homelessness; what we do know is that it has likely contributed to the number of 'rough sleepers' remaining stable instead of increasing.
- All of the service types have a positive social return on investment based on assessment using Treasury's CBAX tool. This means the benefits to people have outweighed the financial cost.

Our overall assessment of effectiveness

Has investment reduced homelessness in Wellington?

59. While the section below explores the effectiveness of each of the types of interventions that Council invests in, it is not straightforward to understand whether these have contributed to an overall reduction in homelessness in Wellington.

60. This is because:

- identifying changes in the number of people experiencing homelessness in Wellington is not straightforward. This is because there is no consistent way, outside of the Census, to count the number of people experiencing homelessness. The latest Census information is from 2018⁹, meaning that we do not have the

⁹ Information from the Census conducted in 2023 is due to be published in May 2024.

information to identify trends over the past five years. Additionally, Council's broad definition of people experiencing homelessness may add an additional layer of difficulty to identifying changes or trends. Specifically:

- it may be more difficult to count the people in the in the “unstable” and “more unstable” parts of the continuum (in comparison to counting people in the “very unstable” part – rough sleepers and squatters). This is because these people are more difficult to find and may be unknown to local and central government officials
 - it may be more difficult to compare homelessness statistics across time and identify trends, as previous statistics may have defined people experiencing homelessness differently, or used the same definition but interpreted it differently (e.g., Statistics New Zealand does not measure the stability / quality of one's tenancy agreement, meaning many people in the “unstable” part of the housing continuum would not be counted).
 - Attributing any changes specifically to Council's investment (as opposed to other investment) is not straightforward. Council's investment is one of many contributors to supporting people experiencing homelessness in Wellington (which includes central government investment and work funded through philanthropy and charitable donation).
61. Nevertheless, it is indicated that current interventions, while not decreasing the overall number of people experiencing homelessness (at the most unstable end), are helping enough to prevent an increase. We know that the number of people sleeping rough in Wellington has decreased since 2018/19. We also heard through our engagements with NGO providers¹⁰ that other parts of the country are experiencing an increase in homelessness¹¹ in their areas due to increasing housing pressures (increased cost of living and housing scarcity), whereas Wellington homelessness (those in the “very unstable” and “more unstable” categories) is remaining steady, even though Wellington is experiencing similar housing pressures.
62. Statistics from DCM's outreach team indicates that approximately one third of the people they encounter are new to them (i.e., have not previously been engaged by DCM's outreach team). Extrapolating on this, we can infer that that these interventions are *likely* not preventing new people from experiencing homelessness but are helping people move up the housing continuum at the same rate that people are moving down, leading to no net change. A more thorough investigation would be required to identify the specific reasons behind this.

¹⁰ Specifically DCM and the Wellington City Mission.

¹¹ It is unknown whether NGO providers referring specifically to rough sleepers, or including other types of homelessness in this assessment.

What is the Social Return on Investment of Wellington City Council's investment between 2018/19 and 2022/23?

63. We have conducted a Cost-Benefit Analysis (CBAX) on Council's homelessness investment over the past five years, using Treasury's CBAX tool. A CBAX applies Treasury's refreshed Living Standards Framework¹² (LSF) and He Ara Wairoa¹³ (a framework that helps Treasury to understand waiora – Māori perspectives on wellbeing) to identify and quantify the benefits of services and programmes. Overall, the CBAX has shown the total of benefits achieved by Council's homelessness investment over the past five years have outweighed the costs.
64. CBAX should be taken as only one part of the evidence about the effectiveness of Council's homelessness investment and is not inherently more valuable because it is quantitative. This CBAX should be used as part of a larger decision-making process to ensure that all factors relating the effectiveness of investment are considered.
65. While some information about the methodology is provided below, the full CBAX methodology is available in **Appendix three**.
66. We have taken a conservative approach to this assessment to mitigate any overestimate of benefits, and have done this CBAX in five parts, based on the five investment areas described in this report. We have analysed each investment area independently because Council invested different amounts in each, and they benefited different cohorts of people across the continuum of people experiencing homelessness.
67. Each of the five analyses has generated a social return on investment (SROI), which is the return generated per \$1 invested in a service, and a net economic benefit per person. To illustrate:
 - A \$2 SROI indicates that every \$1 spent has generated \$2 of social and economic good for the cohort the money was spent on.
 - A \$1000 net economic benefit per person indicates that the service has generated \$1000 of social and economic good per individual *above* what was spent on that individual.
68. Table 2 below shows our high-level assessment of the types of benefit we identified for each investment area in health, safety, engagement, subjective wellbeing, and housing (the relevant elements of the LSF and He Ara Wairoa). More ticks indicate more benefits (out of the total number of benefits available in the CBAX benefits database) in each area – 1 for a few, 2 for many, and 3 for most or all.

¹² <https://www.treasury.govt.nz/publications/tp/living-standards-framework-2021>

¹³ <https://www.treasury.govt.nz/information-and-services/nz-economy/higher-living-standards/he-ara-wairoa>

Investment area	Health	Safety	Engagement	Subjective wellbeing	Housing
Outreach services	✓✓	✓✓		✓✓✓	
Transitional housing	✓✓✓	✓✓✓	✓	✓✓✓	✓✓✓
Sustaining tenancies	✓✓	✓	✓	✓✓	✓✓
Other services (independent of providing housing)	✓			✓	✓
Legal assistance in housing matters	✓	✓	✓	✓	✓

Table 2 - High-level assessment of CBAX benefits for each investment area

69. Table 3 below summarises the results of the five CBAX analyses we conducted. The table includes the SROI which shows the return the investment per \$1 that a service generated, and the net economic benefit per person between 2018/19 and 2022/23 as described in the paragraphs above (they are all positive):

Investment area	Social return on investment (return per \$1 spent)	Net economic benefit per person between 2018/19 and 2022/23
Outreach services	\$ 5.40	\$ 6,592
Transitional housing ¹⁴	\$ 2.80	\$ 61,181
Sustaining tenancies	\$ 2.10	\$ 19,803
Other services (independent of providing housing)	\$ 3.40	\$ 656
Legal assistance in housing matters	\$ 1.80	\$ 340
Average SROI across all investment areas	\$ 3.10	

Table 3 - CBAX results

¹⁴ We have excluded investments in Te Pā Maru and Whakamura, as these will not have generated any benefits yet.

70. The highest net economic benefits per person were achieved by Council's investments in transitional housing and sustaining tenancies. This is because these services meet a range of needs and therefore achieve multiple benefits each (see Table 2). They also achieve these benefits relatively effectively, meaning their net benefit is high. However, they have lower SROIs compared to the other service types as their cost per person is also high.
71. Outreach services have the highest SROI of \$5.40 per \$1 spent. This number reflects the fact that the cost of the service is lower than transitional housing and sustaining tenancies for the number and sizes of the benefits it achieves (see Table 2).
72. Other services and legal assistance in housing matters are the investment areas that have the lowest (but still positive) SROIs and net economic benefits per person. This is due to the comparatively lower number of benefits they achieve, and the size of those benefits being lower than other investment areas because they have a more indirect effect on homelessness.

Our assessment of the effectiveness of individual services

73. In this section, we assess how effective individual services that Council invests in have been at addressing homelessness, using the following criteria:
 - **The what:** Has the service or programme achieved / is achieving what it set out to achieve?
 - **The how:** Is the way the service or programme is being delivered increasing people's stability, safety, and control over their housing? Specifically:
 - whether services are being delivered in a way that reflects good practice for services for people experiencing homelessness in general
 - whether services are being delivered in a way that reflects specific good practice for those types of services, as described in literature about those types of services.

The literature and grey literature tell us what is needed by services to be effective in addressing homelessness

74. As part of our desktop review, we reviewed the HAP, the findings from two recent literature reviews commissioned for/by Council¹⁵, and conducted a high-level scan of evidence on the most effective way to deliver the types of services that Council invests in.

¹⁵ The 2022 review by Bernadine Williams, "A literature review on homelessness: Prepared for Wellington City Council" and the 2023 Allen + Clarke "Review of literature on effective interventions to support secure homes for homeless wāhine."

75. The guiding principles of the HAP provide direction on what are important considerations when delivering services to end homelessness. These guiding principles underpin the HAP, and all of the actions contained in it. These are:¹⁶
- **te Tiriti o Waitangi** – the government’s role is to support Māori to get where they want to be
 - **whānau-centred and strengths-based** - a whānau-centred approach is culturally grounded, holistic, and addressing individual needs within the context of that individual’s relationships, support networks, community and connection to place
 - **a focus on stable homes and wellbeing** – look past the short-term to providing long-term sustainable housing solutions, providing individuals and whānau with space to recover and improve their wellbeing, and be part of their community
 - **kaupapa Māori approaches** – enable services to develop kaupapa Māori approaches in a way they consider best meets the needs and aspirations of their communities
 - **supporting and enabling local approaches** – local communities need to respond to their different needs and build on what they already have in place
 - **a joined-up approach across agencies and communities** – addressing homelessness requires true partnerships and systems of support.
76. **For outreach services**, the literature suggests that they are most effective when there’s a focus on building trust, engaging authentically (particularly if those working outreach have lived experience of homelessness) and respectfully, reducing stigma, and offering choices that support autonomy. It is also considered critical that administrative burden on the person seeking help to access services, and that outreach services maintain strong links with community service agencies and housing providers.¹⁷
77. **For transitional housing services**, we turned to the New Zealand Human Rights Commission’s 2022 Housing Inquiry, *Homelessness and human rights: A review of the*

¹⁶ Note that the full explanation of each principle from the HAP is not included, we have selected the most important parts for services delivered by COUNCIL.

¹⁷ Bond, L., Wusinich, C., & Padget, D. (2021). Weighing the options: Service user perspectives on homeless outreach services. *Qualitative Social Work*. Accessed at <https://doi.org/10.1177/1473325021990861>; Coleman, A., MacKenzie, D., & Churchill, B. (2014). *The Role of Outreach: Responding to Primary Homelessness*. Department of Families, Housing, Community Services and Indigenous Affairs. Australia. Accessed at <https://researchbank.swinburne.edu.au/file/875fa400-b3fe-4138-b696-9a40046caa5f/1/PDF%20%28Published%20version%29.pdf>; Connolly, J. A., & Joly, L. E. (2012). Outreach with street-involved youth: A quantitative and qualitative review of the literature. *Clinical psychology review*, 32(6), 524-534; Eberle Planning and Research, Jim Woodward and Associate, & Thomson, M. (2011). Homeless Outreach Practices in BC Communities. *BC Housing*. Accessed at <https://www.bchousing.org/publications/Homeless-Outreach-BC-Highlights.pdf>; Lifewise. (2019). Peer outreach to end homelessness in the city centre: a proposal. Accessed at https://infoCouncil.aucklandCouncil.govt.nz/Open/2019/08/CEN_20190828_AGN_8350_AT_files/CEN_20190828_AGN_8350_AT_Attachment_71409_1.PDF; Weare, C. (2021). Housing outcomes for homeless individuals in street outreach compared to shelter. *Journal of Poverty*, 25(6), 543-561.

emergency housing system in Aotearoa New Zealand, which covered both emergency and transitional housing.

78. That inquiry, along with other sources, suggest that transitional housing services are most effective when the housing meets minimum decency standards and provides other key features of the right to a decent home, there are effective and accessible accountability arrangements, and no one is evicted into homelessness. As with outreach services, transitional housing should be provided without stigma, and with a relational rather than transactional focus. It is also important that transitional housing is culturally appropriate, provides a secure environment to rebuild relationships with whānau and children, and is designed and delivered in partnership with Māori and with those with lived experience of transitional housing.¹⁸
79. **For services aimed at sustaining tenancies**, the literature suggests that these services are most effective when they are provided proactively rather than reactively, they focus on empowering clients, and are delivered with empathy and a focus on the relational. It is also recommended that services are holistic (can address a wide range of needs), tailored to individual needs, culturally appropriate, confidential, and build on people's strengths and capacity.¹⁹
80. **For other services independent of housing**, the literature suggests that these services are most effective when they build trusted relationships with clients, provide centralised information, and minimise barriers to accessing services (for example, by reducing the need for making and attending appointments and by bringing services to the clients rather than expecting clients to travel to various services). As with other service types, successful delivery is enhanced by collaboration and partnerships with

¹⁸ Crawford, L. (2017). Transitional Housing: Evidence Brief. Ministry of Justice. Accessed at <https://www.justice.govt.nz/assets/Transitional-Housing.pdf>; Human Rights Commission. (2022). Homelessness and human rights: A review of the emergency housing system in Aotearoa New Zealand. Accessed at <https://tikatangata.org.nz/cms/assets/Documents/Homelessness-and-human-rights-A-review-of-the-emergency-housing-system-in-Aotearoa-New-Zealand.pdf>; Mills, A., Terry, A., Latimer, C. L., & Milne, B. (2022). Going Straight Home? Post-prison housing experiences and the role of stable housing in reducing reoffending in Aotearoa New Zealand. School of Social Sciences: University of Auckland; Ministry of Housing and Urban Development. (2023). Operational Guidelines for Providers of Transitional Housing. Accessed at <https://www.hud.govt.nz/assets/Transitional-Housing-Operational-Guidelines-FINAL-VERSION-FOR-RELEASE-18-JULY-2023-1.pdf>

¹⁹ Boland, L. (2018). Transitioning from homelessness into a sustained tenancy: What enables successful tenancy sustainment? (The Moving on Project). Doctoral dissertation, University of Plymouth. Accessed at <https://pearl.plymouth.ac.uk/bitstream/handle/10026.1/11660/2018Boland10512025phd.pdf?sequence=1&isAllowed=n>; Brackertz, N., (2018). Evaluation of the Sustaining Young People's Tenancies Initiative. Department of Housing and Public Works, Queensland. Accessed at <https://www.ahuri.edu.au/sites/default/files/migration/documents/Evaluation-of-the-Sustaining-Young-Peoples-Tenancies-Initiative.pdf>; Habbis, D., Atkinson, R., Dunbar, T., Goss, D., Easthope, H., & Maginn, P. (2007). A sustaining tenancies approach to managing demanding behaviour in public housing: a good practice guide. Australian Housing and Urban Research Institute. Accessed at <https://apo.org.au/sites/default/files/resource-files/2007-08/apo-nid6072.pdf>

other agencies and service providers.²⁰ The majority of this literature was about wraparound support services and 'homelessness hubs'.

81. **Legal assistance** is vital for all people, not just those experiencing, or at risk of experiencing, homelessness, therefore we did not specifically scan the literature for effectiveness of these services in addressing homelessness. However, in line with literature on best practice for broader homelessness service delivery, these services will be most effective where their provision is aligned with the HAP principles outlined above.

Our assessment of individual services against the criteria

82. The table on the pages below provides a summary of our assessment of the impact and effectiveness of the different services Council invests in, against the criteria of 'the what' and 'the how' described in the preceding sections.
83. Overall, all the services that Council invests in have achieved / are achieving what they set out to achieve (i.e., they deliver the services they say they will to the numbers of people they say they will). These services are also being delivered in ways that reflect good practice (both in general and specifically for that type of service), noting that in some areas there are no kaupapa Māori providers (a gap we have explored further below).
84. We have not made specific comments on two of the HAP guiding principles, namely taking local approaches and taking joined-up approaches. This is because for every type of service, providers reported being embedded in the local community and working to respond to the needs they see, as well as high levels of collaboration with other NGOs and with local arms of central government agencies. The larger NGOs had formalised relationships through memorandums of understanding (MOUs), while the smaller had more informal relationships. Essentially, they were all meeting these criteria.

²⁰ Black, C., & Gronda, H. (2011). Evidence for improving access to homelessness services. Australian Housing and Urban Research Institute. Accessed at https://www.ahuri.edu.au/sites/default/files/migration/documents/SYN059_Evidence_for_improving_access_to_homelessness_services.pdf; Lakshminarayanan, M., Bhandari, R., Mantri, S., & Singh, S. (2023). Why interventions to improve the welfare of people experiencing homelessness work: an update evidence and gap map. Fourth Edition. Centre for Homelessness Impact. Accessed at <https://www.homelessnessimpact.org/publications>; Richards, S., (2009). Homelessness in Aotearoa: Issues and Recommendations. New Zealand Coalition to End Homelessness. Accessed at https://cdn-assets-cloud.aucklandcitymission.org.nz/acm/wp-content/uploads/2021/09/16104159/homelessness_in_aotearoa.pdf; Brown, K., Keast, R., Waterhouse, J., & Murphy, G. (2009). Social innovation to solve homelessness: wicked solutions for wicked problems. In Proceedings of the European Group of Public Administration Conference 2009: Third Study Group Workshop (pp. 1-17). European Group of Public Administration; Gomory, T., Gromer, J., Groton, D., Groff, S., Ellsworth, M., Duncan, M., & Harris, R. (2018). Client Perception and Utilization of an Innovative "One-Stop" Service Center for People Experiencing Homelessness. *American Journal of Psychiatric Rehabilitation*, 21(3), 313-330.

	THE WHAT: Has the service or programme achieved / is achieving what it set out to achieve?	THE HOW: Is the way the service or programme is being delivered increasing people's stability, safety, and control over their housing?
<p>Outreach</p> <p><i>Between 2018/19 and 2022/23, WCC invested \$2,292,000 (38% of its total homelessness investment) in outreach services. These outreach services were delivered by Downtown Community Ministry (DCM) and Kahungunu Whānau Services</i></p>	<p>Outreach services consistently achieve what they set out to achieve:</p> <p>DCM:</p> <ul style="list-style-type: none"> COUNCIL funds approx. 1/3 of Toro Atū (outreach programme): <ul style="list-style-type: none"> 2.5 – 3/5 FTE per year of a total of 7 to 8 FTE Includes 0.33 FTE for a data analyst allowing DCM data collection Toro Atū reaches average of 360 people experiencing homelessness per year over last five years DCM responds to notifications and proactively look for those not visible DCM responds to 2/3 of the notifications they receive on the same day DCM reports that many of the people they work with are “too high-needs” for MSD-funded transitional housing (addiction and mental health) <p>Kahungunu Whānau Services (COUNCIL only funded between 2018/19 and 2020/21):</p> <ul style="list-style-type: none"> COUNCIL funding contributed to staffing costs and purchase and fit-out of two vehicles for outreach services in communities and whare In 2018/19 (on year reporting available for) outreach reached 38 whānau experiencing homelessness 	<p>These services are delivered in a way that reflects general good practice:</p> <p><i>We have limited information on the services provided by Kahungunu Whānau Services, which means the assessment will focus primarily on DCM</i></p> <p>The funded outreach services reflect good practice in that DCM is:</p> <ul style="list-style-type: none"> making efforts to better ensure its outreach services reflect te ao Māori approaches, focusing on enhancing whānau and whakapapa connections. They acknowledge they have a way to go providing strength-based individualised services, which they describe as whānau centred. They use the Te Whare Tapa Whā framework to assess wellbeing and an outcomes framework adapted from the Whānau Ora outcomes framework focusing on stability through assigning a single case worker for their whole engagement, and creating individualised plans to improve wellbeing and meet needs, including through referring to other services keen to deliver more services across COUNCIL's housing spectrum, so it can maintain relationships and therefore stability for people <p>These services are delivered in a way that reflects good practice for outreach services:</p> <ul style="list-style-type: none"> Focusing on building trust and engaging people. They report that they “keep showing up for people” and go out to “drum-up business” through their proactive approach. They report that while people might not accept help from DCM on the first engagement but they might on the third or fourth Being a source of advice for other NGOs across Aotearoa New Zealand to learn about how to successfully engage with people Creating individualised plans in collaboration with the person, and putting the autonomy and choice of the person they are helping at the centre by ensuring they know they can engage and disengage at any time Providing multiple services on one site so people can have a range of their needs met by one provider

	THE WHAT: Has the service or programme achieved / is achieving what it set out to achieve?	THE HOW: Is the way the service or programme is being delivered increasing people's stability, safety, and control over their housing?
<p>Transitional housing (and associated wraparound services).</p> <p><i>Between 2018/19 and 2022/23, WCC invested \$2,061,000 (34% of their total homelessness investment) in transitional housing. This transitional housing was delivered by Wellington City Mission, Wellington Women's Refuge, Wellington Women's Homelessness Trust, and Te Whare Rokiroki.</i></p>	<p>Transitional housing services consistently deliver services in line with what they set out to achieve:</p> <p>Wellington City Mission:</p> <ul style="list-style-type: none"> • Council has made \$1,016,000 of capital and operational investments in the Wellington City Mission's refurbishment of Te Pā Maru, a harm reduction shelter for men with alcohol addiction issues on the site of the old Wellington Night Shelter. • Council's investment accounted for approximately 20% of the total cost of refurbishing Te Pā Maru (residential alcohol harm reduction service) project • Te Pā Maru opened in September 2023, and provides 18 rooms <p>Others:</p> <ul style="list-style-type: none"> • Council's investments have covered, on average between 2018/19 and 2022/23: <ul style="list-style-type: none"> ◦ 9% of Wellington Homeless Women's Trust's (WHWT) annual rent operating costs. WHWT provide 14 beds, 5 of which are funded by COUNCIL ◦ 6% of Te Whare Rokiroki annual rent and operating costs ◦ 5% of Wellington Women's Refuge's (WWR) annual rent and operating costs • Between 2018/19 and 2022/23, Te Whare Rokiroki and Wellington Women's Refuge have housed approximately 475 women and children, received and managed an average of 1700 crisis calls, and supported 400 women and children in the community through advocacy and other community services • The number of 'beds' Te Whare Rokiroki and Wellington Women's Refuge have is flexible, they usually house one family or whānau per room, but if the need presents itself sometime families and whānau share • Between 2018/19 and 2022/23, Wellington Homeless Women's Trust (WHWT) housed an average 29 women per year for 2,300 bed nights²¹ • Between January and September 2023, WHWT has reported that it supported 47 wāhine and successfully transitioned 39 women to independent tenancies (both private and community housing) • This represents a 68:32 split in Council's investment in transitional and emergency housing between men and women 	<p>These services are delivered in a way that reflects general good practice:</p> <p><i>As Te Pā Maru has just opened, we do not have any information on its current operation. This means the assessment will focus primarily on the other providers of transitional housing; WHWT, WWR, and Te Whare Rokiroki.</i></p> <ul style="list-style-type: none"> • All take strengths-based approaches which focus on the stability and wellbeing of residents. They work closely with residents to ensure they can stay in their services, particularly when facing complex circumstances, and have various programmes to meet people's needs and support to navigate services • All reported that they effectively 'do what it takes' to support people in their services and ensure they are able to transition out of transitional housing and into long-term accommodation. All were proud of the number of people they had supported into long-term accommodation and had not seen again • Following from that point, all were happy to support people multiple times, expecting things to go wrong and that their journey into long-term accommodation would not be linear or straight-forward • Te Whare Rokiroki is a kaupapa Māori provider, and works with children, meaning there is availability of this dedicated service in Wellington <p>To the extent of our knowledge, these services are delivered in a way that reflects good practice for transitional housing:</p> <p>The providers reflected good practice for transitional housing in the following ways:</p> <ul style="list-style-type: none"> • They sought to support people as much as possible to avoid their housing situation becoming more unstable – i.e., avoiding them ending up rough sleeping. As a result of limited supply and funding, providers may not be able to support everyone they want to with accommodation (for example Women's Refuge reported only being able to support short-term in some cases) • All took a highly relational, rather than transactional approach with their residents, working to ensure they had the right composition of staff to meet needs and prioritising relationships as a way to support people and transition them to long-term housing • The women's refuges accommodate children as a core part of their service, meaning there is some service provision for children in Wellington. Noting that this is only where family violence is a factor, and does not apply in other situations (however, families with children are prioritised for social housing) • Providers reported taking whānau-centred approaches, however it was not clear whether safe environments for rebuilding whānau relationships were provided / prioritised
<p>Sustaining tenancies</p> <p><i>Between 2018/19 and 2022/23, Council invested \$958,000 (17% of their total homelessness investment) in sustaining tenancies services. These services were delivered by DCM.</i></p>	<p>DCM is the only sustaining tenancies provider currently funded by COUNCIL. They consistently deliver what they set out to achieve:</p> <p>DCM</p> <ul style="list-style-type: none"> • Council's investment funds approx. 1/4 of DCM's sustaining tenancies team, Te Awatea, to provide sustaining tenancies services to individuals and whānau who are currently tenants of Wellington's CHP²² 	<p>These services are delivered in a way that reflects general good practice:</p> <ul style="list-style-type: none"> • Have a primary focus of achieving stability for tenants and provide services specific to the individual – they do what needs doing for that person to sustain their tenancy, from cleaning to legal support • DCM is taking steps to ensure their services work for Māori through taking te ao Māori approaches

²¹ A bed night is the number of people housed multiplied by the number of nights they stayed, e.g., 5 people housed for 10 nights would be 50 bed nights.

²² DCM also provides sustaining tenancies services to Kāinga Ora tenants, but this is funded separately by HUD.

	THE WHAT: Has the service or programme achieved / is achieving what it set out to achieve?	THE HOW: Is the way the service or programme is being delivered increasing people's stability, safety, and control over their housing?
	<ul style="list-style-type: none"> On average between 2019/20 (when the service started) and 2022/23, Te Awatea helped 22 tenants of Wellington's Community Housing Provider (CHP) maintain their tenancies per year Only one person engaged by Te Awatea has had their tenancy ended due to eviction (a 98% success rate)²³ 	<p>These services are delivered in a way that reflects good practice for sustaining tenancies services:</p> <ul style="list-style-type: none"> DCM takes a proactive approach, rather than reactive approach, to identifying tenants who require support, they do this as part of the other services they provide and through collaborating with the CHP and other providers (such as Te Aro Healthcare). They are working to provide an even more proactive approach than currently The services provided by Te Awatea are entirely determined by what individuals need, and range from providing food, cleaning services, working phones, mental health support, advice and social connections, and referrals to other services
<p>Other services, independent of providing housing</p> <p><i>Between 2018/19 and 2022/23, Council invested \$580,000 (10% of their total homelessness investment) in other services which are delivered independent of providing housing, including connector services. These services were delivered by the Wellington City Mission and Te Wāhi Āwhina</i></p>	<p>These services generally deliver what they set out to achieve:</p> <p>Wellington City Mission</p> <ul style="list-style-type: none"> Council's investment in Wellington City Mission's (WCM) services contributes an average of approximately 3% of the funding for its: <ul style="list-style-type: none"> social supermarket (the food bank pre-March 2021) community lounge, which offers a place to be, coffee, food, and activities social work team, who connect people with services (an average of 35% of the issues they address relate to housing) financial mentoring programme. These services have reached an average of 8000 people per year between 2018/19 and 2022/23, 34% of which approached them about housing issues <p>Te Wāhi Āwhina</p> <ul style="list-style-type: none"> Between May 2021 and 16 September 2023, Te Wāhi Āwhina: <ul style="list-style-type: none"> Reached 1739 people, with an average of 4 people per day and 19 people per week 32% of visits were about housing. Most visitors needing housing were registered with MSD, but were at risk of homelessness in the future Focussed on navigating potential options, providing advice and information, connecting people to the right provider, and access amenities such as computers and phones 	<p>These services are delivered in a way that reflects general good practice:</p> <ul style="list-style-type: none"> WCM and Te Wāhi Āwhina reported focus on providing services that help people feel seen, heard, and valued, thus taking strengths-based approaches Both provide services that take a holistic view of wellbeing and are focussed on delivering what people need and connecting them to services they require so that their lives are not disrupted <p>These services are delivered in a way that reflects good practice for homeless hub / wrap-around services:</p> <ul style="list-style-type: none"> Both services reported that they prioritise building relationships with their clients by spending time with them and ensuring that their interactions with the services are not transactional Te Wāhi Āwhina has a primary function of reducing barriers, and based on their reports, they are having significant success in doing this for those they support. Their neutral space is key to this, and providing support to those who others are unable to WCM also reduces barriers through providing a large range of services, meaning multiple needs can be met in one place
<p>Legal assistance in housing matters</p> <p><i>Between 2018/19 and 2022/23, Council invested \$216,000 (4% of their total homelessness investment) in legal assistance in housing matters. This legal assistance was provided by Community Law</i></p>	<p>These services generally deliver what they set out to achieve:</p> <p>Community Law</p> <ul style="list-style-type: none"> Council funds approx. 4% of Community Law's total operating costs In 2021/22 and 2022/23, Council also funded a lawyer with specific housing expertise to help Community Law address tenancy and housing matters In the three years between 2018/19 and 2020/21, Community Law addressed approximately 350 legal issues per year relating to tenancy and housing matters. This included one-off advice, ongoing support through issues (such as ending a tenancy), and representing people at the Tenancy Tribunal The additional funding provided by COUNCIL In 2021/22 allowed Community Law to address 529 legal issues relating to tenancy and housing matters in that year (a 53% increase) 	<p>These services are delivered in a way that reflects general good practice:</p> <ul style="list-style-type: none"> Legal support for housing matters is a core service, and an enabler of supporting people to retain tenancies and retain options for a stable home We were unable to set up an in-person meeting in time for this report. We do know from documents that the most common issues were disputing tenancies ending, engaging with the Tenancy Tribunal, and dealing with landlords about property repairs or bonds <p><i>There are no specific criteria, outside of those already outlined above, that apply here</i></p>

²³ Other people engaged in the service have had their tenancies ended for other reasons outside of DCM's control, such as moving city, moving into a rest home, or going to prison.

Part four: Is Wellington City Council investing in the right programmes and services?

Key messages

- Council's investments are in line with the evidence of what types of services and programmes effectively support people experiencing homelessness to increase their safety and stability. The question for Council is what their priorities are.
- We have identified that there are some gaps in service provision for specific populations.
- We have identified that Council is not duplicating central government investment. However, in other parts of the country, central government fund services that Council fund in Wellington.
- We found some examples of 'innovation' in Aotearoa New Zealand and overseas.

Our overall assessment is that Wellington City Council is generally investing in the right services and programmes to support people experiencing homelessness

85. Based on our review of the literature on what works to end homelessness and what we heard from NGOs currently funded by Council, **FrankAdvice's** assessment is that Council's investments are generally in line with the evidence of what works. The service types invested in are demonstrated to effectively address homelessness, as outlined below.
86. While the evidence is clear that a Housing First approach is best practice for ending homelessness, which is the foundation of New Zealand's national response to homelessness, Wellington does not have sufficient housing stock to enable all people access to permanent housing. In the meantime, Council is investing in programmes and services that provide a stopgap (specifically, transitional housing with wraparound, individualised support services) or support the nationally-led Housing First approach, as outlined in the paragraphs below.
87. **Outreach services** are central to an effective homelessness approach as they can connect with people who are not reached through "traditional services". Outreach services engage with people who are unable or unwilling to engage with service providers and act as the entry point to accessing other services.²⁴ Recent research revealed that outreach clients (people referred to housing services via their relationship with an outreach worker) are less likely to return to homelessness, despite having higher levels of recurring homelessness and other vulnerabilities.²⁵

²⁴ Eberle Planning and Research, Jim Woodward and Associate, & Thomson, M. (2011). Homeless Outreach Practices in BC Communities. *BC Housing*. Accessed at <https://www.bchousing.org/publications/Homeless-Outreach-BC-Highlights.pdf>.

²⁵ Weare, C. (2021). Housing outcomes for homeless individuals in street outreach compared to shelter. *Journal of Poverty*, 25(6), 543-561.

88. **Transitional housing** (including wraparound services that accompany transitional housing) is effective at addressing homelessness because it meets the immediate needs of people experiencing homelessness and provides them with a safe place to sleep. Transitional housing bridges the gap between homelessness and achieving permanent housing, and provides a place where people can re-build relationships, access support and maintain or gain stable, long-term housing.²⁶
89. **Sustaining tenancies services** are fundamental to the resolution and prevention of homelessness because they support people to remain housed and reduce the likelihood of failed tenancies.²⁷ Sustaining tenancies services are vital to ensuring that people who are at risk of, or have experienced, homelessness are able to stay in housing and not enter / re-enter homelessness.
90. **Other services, independent of providing housing** are effective at addressing homelessness as they address the complex factors that lead to homelessness, not just responding to the homelessness itself. These services are most effective when delivered alongside housing support.²⁸
91. **Legal assistance in housing matters** is effective at addressing homelessness, both in terms of prevention and response, enabling people to navigate the complexities of homelessness services and entitlements. Legal assistance is a central component of homelessness prevention approaches, recognising that people who have appropriate legal advice are less likely to be evicted than those who have no legal advice.²⁹
92. In regard to how Council spreads its investment across its homelessness continuum, Council has advised that the priority of Councillors is to invest services for people in the “very unstable” end of the continuum – which, as described in part three, is where the largest proportion of Council’s investment is. Part five discusses options for change if and when priorities change, or are more clearly determined.

²⁶ Going Straight Home? Post-prison housing experiences and the role of stable housing in reducing reoffending in Aotearoa New Zealand. School of Social Sciences: University of Auckland.

²⁷ Boland, L. (2018). Transitioning from homelessness into a sustained tenancy: What enables successful tenancy sustainment? (The Moving on Project). Doctoral dissertation, University of Plymouth. Accessed at <https://pearl.plymouth.ac.uk/bitstream/handle/10026.1/11660/2018Boland10512025phd.pdf?sequence=1&isAllowed=n>

²⁸ Richards, S., (2009). Homelessness in Aotearoa: Issues and Recommendations. New Zealand Coalition to End Homelessness. Accessed at https://cdn-assets-cloud.aucklandcitymission.org.nz/acm/wp-content/uploads/2021/09/16104159/homelessness_in_aotearoa.pdf

²⁹ Shinn, M., & Cohen, R. (2019). Homelessness prevention: A review of the literature. *Center for Evidence-Based Solutions to Homelessness*. Accessed at <https://fr.bfzcanada.ca/wp-content/uploads/Microsoft-Word-evidence-page-prevention-10.29.18rev-opt2.pdf>

We have identified gaps in service provision for people experiencing homelessness in Wellington

93. Through our engagement and review of academic and grey literature, we have identified a series of gaps in service provision. While the areas that Council is investing in are meeting presented needs, there are unmet needs. As well as being dependent on available capacity and capability of the NGO sector, Council does not have access to a never-ending envelope of funding and is not the only entity responsible for addressing these gaps.
94. The gaps that we have identified are for women, women with dependent children, LGBTQIA+ people (specifically trans and non-binary people), young people and kaupapa Māori services for Māori people alongside more support needed following transition from transitional housing and for urgent support during evenings and weekends. It is important that better data about people experiencing homelessness in Wellington would support greater understanding of these gaps, and the specifics of these gaps, as well as support funding decisions (which is covered in part five below). More detail on the gaps is outlined in the paragraphs below.
95. **Transitional housing for women, and women with children.**³⁰ While it is notoriously difficult to collect accurate statistics about those experiencing homelessness, and available statistics are particularly lacking for women,³¹ the most recent data from the 2018 census revealed that 50.5% of severely housing-deprived people were women. Despite this figure, men benefit from approximately 70% of Council homelessness investment and 75% of the services provided by the NGOs.
96. Excluding the refuges, who provide transitional housing but for the purposes of safety from violence, there are 30 transitional housing beds total for women, which NGOs told us was not enough to meet demand. None of them provide for children. Noting that fathers also have responsibility for the housing of their children, it is more common for women to be sole parents and therefore in the position of searching for secure housing alone with children (hence being in this section about women and not a section about children). The latest snapshot from the Growing Up in New Zealand study found that:
- approximately one out of every fourteen children (between age 8 and 12) had encountered severe housing deprivation or homelessness
 - at age 12, 7% of the cohort had experienced homelessness, 22% who lived in public housing had experienced homelessness, 24% of those who moved homes involuntarily had experienced homelessness

³⁰ One NGO specifically referenced a gap for women who used alcohol and drugs, and women who used alcohol and drugs and had dependent children. They are completing work on how to meet this need appropriately and responsively to women.

³¹ As explored by Allen + Clarke in their 2023 literature review, statistics on women experiencing homelessness are limited by the fact that their homelessness is often hidden and characterised by unstable or unsafe living arrangements, rather than just “rough sleeping”. Women are more likely to stay with violent partners and avoid public spaces to reduce violence and exploitation, therefore they are less “visible” in their homelessness.

- significant ethnic inequities existing for rangatahi Māori and Pacific young people
 - approximately one in five children have been experiencing “the most unstable tenancies or worsening residential stability since birth.”³²
97. The women’s services we engaged with said their demand outstripped supply, and they raised concerns about specific disparities in provision for men and women – for example there being no residential alcohol harm reduction services for women. As discussed, women’s needs are different to men’s, and services need to be designed to address them. Women have different needs to be addressed. A regional approach to this problem could be taken, and we understand that new services in the wider Wellington region are currently being put in place.
98. **Services and programmes for LGBTQIA+ people, particularly trans and non-binary people.** Council does not fund any services designed to meet the needs of LGBTQIA+ people, including trans and non-binary people. The women’s transitional housing and refuge services we engaged with said they provide housing for trans women and non-binary people, or their documentation states they do. We do not know exactly how many trans women and non-binary people have accessed those services, or their experiences of them. We know that in the last five years Te Whare Rokiroki has housed three people who identify as non-binary and seven trans women.
99. We know that LGBTQIA+ people are more likely than their peers to experience homelessness (across the whole homelessness spectrum).
100. Most recent statistics tell us that:
- Auckland’s 2018 homeless count in 2018 found people living without shelter are twice as likely to be LGBTQIA+ people (Auckland’s 2018 homeless count³³)
 - 19% of trans and non-binary people had experienced homelessness at some point in their lives, and this is higher for non-Europeans (25%) (Counting Ourselves³⁴, the Aotearoa New Zealand trans and non-binary health survey)
 - LGBTQIA+ secondary school students are significantly more likely to report housing deprivation (38%) than their non-LGBTQIA+ peers (28%) (Youth ‘19 report³⁵)
 - Takatāpui and LGBTQIA+ Māori were significantly more likely to be sleeping in temporary or unsuitable places due to unaffordable housing or lack of space

³² Snapshot four of 2023, accessed at <https://www.growingup.co.nz/growing-up-report/housing-and-homelessness>

³³ Accessed at <https://www.housingfirst.co.nz/wp-content/uploads/2022/06/PIT-FinalReport-Final-1.pdf>.

³⁴ Counting Ourselves, accessed at <https://countingourselves.nz/>

³⁵ Accessed at <https://static1.squarespace.com/static/5bdbb75ccef37259122e59aa/t/60b5f75cbe5ecf21b37bb414/1622538079252/Youth19-housing-deprivation-brief-FINAL.pdf>

(26%) than on-LGBTQIA+ rangatahi Māori (17%), Pākehā LGBTQIA+ young people (10%), or non-rainbow Pākehā young people (4%) (Youth '19 report³⁶).

101. It was not within scope of this report to consider what specific services and responses should be put in place for LGBTQIA+ people in Wellington. However, we do know that for LGBTQIA+ people, experiencing homelessness can be caused by different factors than for others – for example family rejection, discrimination in accessing housing, and employment discrimination. 2020 research by Gender Minorities Aotearoa about transgender experiences of housing instability and homelessness commented on safety being a critical factor in the provision of transitional / emergency housing, as well as long-term housing.
102. The current gender separation of services, and the barriers that may cause for trans and non-binary people, and options for future service provision should be considered by Council, and those they may work with (i.e., central government) on next steps.
103. **Limited kaupapa Māori services.** HUD received dedicated funding through Budget 2022 to increase kaupapa Māori homelessness service provision because of a nationwide gap in service (supported by evidence). We have not yet been provided with details of whether this is going to fund new services in Wellington or increase current service provision. Council fund one kaupapa Māori service provider (Te Whare Rokiroki), and the absence of these services in Wellington was highlighted through our engagements. Several NGOs said they took a te ao Māori approach to their services, however they are not kaupapa Māori services.
104. The Human Rights Commission's review into the emergency housing system – which included transitional housing – recommended that emergency and transitional housing be “designed, developed, and delivered in full partnership with tangata whenua, and respond to Māori needs and te ao Māori responses to homelessness.”³⁷
105. **Dedicated services for young people.** As with kaupapa Māori services, HUD also received funding through Budget 2022 for dedicated transitional housing and support accommodation (for high and complex needs) services for young people. This was in line with the previous government's focus on children and young people (particularly through the Child and Youth Wellbeing Strategy work). None of the NGOs we engaged with appear to provide specific services for young people, although one spoke of the unsafe situations young homeless people in Wellington can be in. We note we do not have specific information or statistics about the level and type of need in Wellington, only that there are not specific services where there may be a need.
106. There are different groups of young people who are, or may experience homelessness, including those who have been in State care or prison. For the

³⁶ Ibid.

³⁷ [Homelessness and human rights: A review of the emergency housing system in Aotearoa New Zealand \(tikatangata.org.nz\)](https://www.tikatangata.org.nz)

approximately 5,200 young people who have been in State care or a Youth Justice Residence (as at December 2021),³⁸ we have information about the level of need³⁹:

- 10% leaving care are living in “unstable accommodation” such as a garage or car.
- 30% require some form of supported living arrangement.

107. Again, Council could work with central government on this issue if they are noticing an unmet need.

108. **More support after transition to permanent housing.** Sustaining tenancies programmes, whether funded by Council or HUD, provide a good level of support to those who receive the service when they enter housing provided by Kāinga Ora or Wellington’s Community Housing Provider (as explored in the sections above.) This support could take a range of different forms which was spoken to during our engagements. The gap that we have identified is two-fold:

- Demand outstrips supply. DCM spoke about wanting to extend their longer-term services beyond its current sustaining tenancies delivery to better ensure long-term support and consistency, and Wellington Homeless Women’s Trust spoke about supporting women following transition to Kāinga Ora homes outside of their funding because they knew it was needed by the women and would increase their chances of long-term stability.
- Continuity of relationships. Several providers talked about the importance of providing long-term support to people that have moved on to affordable or social housing – particularly where they had developed strong relationships with them. Some providers said they provide this ongoing support without funding “for the love of our people” (Wellington Homeless Women’s Trust).

109. **Gaps in urgent support during evenings and weekends.** Noting that Wellington City Mission’s new Oxford Street service, set to open in 2024, will be available 24/7, there is likely to still be some gaps in urgent support during evenings and weekends. Without having specific details of this service, or confirmation of the types of support available 24/7,

110. Te Wāhi Āwhina spoke about the people they are unable to support when they are closed. They also spoke about the effect seen when they reduced their hours open – e.g., people queuing outside for them to open and people accessing support reporting that they were ‘handed round’ different services while Te Wāhi Āwhina was not open (for example, Work and Income New Zealand (WINZ) sent them to Te Wāhi Āwhina but it was closed so they would return to the WINZ office).

³⁸ For three months or more over the age of 14 years and nine months.

³⁹ Housing Transitions Needs Assessment undertaken as part of work on the Oranga Tamariki Action Plan, summary A3 accessed at: <https://www.orangatamarikiactionplan.govt.nz/assets/Action-Plan/Uploads/Understanding-need/Housing-Transitions/Housing-transitions-Needs-Assessment-A3.pdf>

111. Whakamaru is likely to go a long way to filling the gap identified, however we note that it is slightly outside the central business district, so there may still be demand for the service (and an increased service) more centrally.

We have identified that Wellington City Council is not duplicating the investment of central government

112. From the information in the HAP and provided by HUD so far, we understand that:

- there is an opportunity to clarify roles and responsibilities for funding between central and local government, and how local authorities and central government could best work together
- central government funds providers in some regions for specific services (e.g., for outreach services), but (at this point) it is unclear how these regions are selected.

113. In terms of whether there is duplication of funding (and therefore it could be said that Council is not investing in the right programmes and services, because central government is already investing in them):

- Both central government and Council fund outreach services, transitional housing, and sustaining tenancies services, although not in an overlapping way.
- Not all local governments around the country fund these programmes and services, and in some areas central government fund them. This may mean that central government is funding service shortages in regions where local government is not investing in addressing homelessness.

114. HUD funds NGOs and providers around the country – including in Wellington – to provide a range of services and programmes to those experiencing homelessness. The key services and programmes (described earlier in part one) are Housing First, Sustaining Tenancies, Rapid Rehousing, and Transitional Housing.

115. Given Council also funds some NGOs to provide a Sustaining Tenancies service and for transitional housing, there is a potential for duplication in funding. However, the divide in funding is explained below:

- For Housing First, HUD funds the Aro Mai Collective and Kahungunu Whānau Services to be Housing First providers in Wellington; Council does not provide funding for Housing First.
- For Sustaining Tenancies, HUD funds DCM and Kahungunu Whānau Services to be Sustaining Tenancies service providers in Wellington. While DCM receives funding from both HUD and Council for Sustaining Tenancies, there is no duplication in funding: the funding from HUD is for tenants in housing provided by Kāinga Ora, and the funding from Council is for tenants in housing provided by Wellington's Community Housing Provider.
- For Rapid Rehousing, HUD does not fund this service in Wellington and Council does not fund this service.

- For Transitional Housing, we were unable to obtain information about where HUD is planning to invest in transitional housing, and whether that includes Wellington, but suspect it is likely to be supplementary rather than duplication.
116. Further, as part of HUD's Local Innovation and Partnership Fund, one grant was given to a Wellington-based provider. In 2022, PACT Group received \$990,000 to provide rangatahi with tailored whānau interventions that include therapy, parental coaching, addiction and specialist services and assistance to find and sustain suitable housing. Council has not funded this group, nor invested in services for rangatahi.
117. An additional \$75 million of funding was allocated in Budget 2022 for homelessness initiatives, including \$10 million for outreach services. This too has a potential for duplication in funding with Council; however, HUD has confirmed that to date, this funding has only been allocated to outreach services in Auckland, Whangārei, and Lower Hutt (although HUD noted this funding is likely to expand to other areas too).
118. Funding in Budget 2022 was also for allocated for iwi and Māori providers to deliver kaupapa Māori approaches to wraparound supports, for expansion of rangatahi-focused transitional housing places, and to design and deliver new supported accommodation services for rangatahi with higher and more complex needs. Once Council knows whether any of this funding is allocated to Wellington providers, Council can determine whether it can change or align its future investment decisions as a result (or can seek to influence these decisions.)

We identified a desire among NGOs for Wellington City Council to take more of a leadership role in the system level response

119. Some providers felt that a more coordinated and system-level response would be needed to better serve people experiencing homelessness, particularly those with multiple needs that a single NGO or government agency could not meet. They commented that a coordinating leadership group with representatives from NGOs, local government, and central government (such as that group who met about Te Mahana) would be required to create this system-level response. They noted that these groups also create an opportunity for NGOs to influence central and local government, which is not often something they can do easily.

We identified that Wellington City Council is seen by other Councils in Aotearoa New Zealand as leading the way for responses to people experiencing homelessness

120. Through our engagements with other city Councils around New Zealand, we heard that:
- Wellington City Council is seen as a Council that is leading the way in investing in programmes and services to address homelessness
 - some Councils had no or low investment in addressing homelessness, while others did not have a clear figure for their level of investment

- no Councils that we engaged with were able to point to any evaluations of the effectiveness or impact of their investments in addressing homelessness.
121. The information we gained from other City Councils did not provide us with specific information on whether Council is investing in the right programmes and services. However, the information did raise a common theme of there being a lack of a strategic framework for making investment decisions in programmes and services that support those experiencing homelessness.

We heard that other Councils had a low or unclear level of investment in services to address homelessness, however some are investing in their data collection infrastructure

122. Of the Councils we spoke to, some had no or low investment in addressing homelessness. For example, Dunedin City Council does not fund NGOs that provide services to people experiencing homelessness but is instead investing in 'real time' data collection infrastructure. In 2023 the Council committed to a Functional Zero approach – which defines success as more people transitioning out of homelessness that are coming into homelessness in a set period – to guide their future investment in addressing homelessness.
123. A Functional Zero approach relies on the collection of 'real time' data on people experiencing homelessness and a shared data repository. Dunedin City Council is in the process of acquiring the data collection infrastructure required and has committed to funding the licensing and training costs for NGOs who will use it. Once the Functional Zero approach is up and running, with NGO service providers able to input and extract relevant data, the Dunedin City Council intends to reassess how it should invest in homelessness services using the more accurate view of homelessness in the region.
124. Tauranga City Council, via the Kāinga Tupu Taskforce, has also invested in improved data having recently undertaken a 'Point-in-Time' survey of people experiencing homelessness. It has limited investment in addressing homelessness, which, in addition to the Point-In-Time survey, it has used to fund a small number of research projects, provider trainings, and a partnership with Spark to provide cell phones to NGOs that support people sleeping rough.
125. Other Councils did not have a clear figure for their level of investment. Auckland City Council pointed to a budget of \$500,000 that they allocate through grants to NGOs for innovative approaches, trials, and pilots, but were unable to provide information on investments outside of that fund. Christchurch City Council also did not have an overarching investment figure, but similar to Wellington City Council, they fund NGOs that provide services to people experiencing homelessness. They also play a coordination role in facilitating support to people at risk of homelessness through the Inner-City Collaborative Action Group.

We have identified some examples of innovative approaches to providing support to people experiencing homelessness

126. As part of our broader research, we identified several examples where other Councils or local authorities have implemented unique or innovative programmes or approaches to service delivery for people experiencing homelessness, including:

- providing basic income support (Denver, Colorado)
- sub-leasing housing to people shut out of the rental market (Upper Hutt Housing Trust)
- 'The Safety Net' initiative aimed at offering support to young people experiencing homelessness (West Auckland).

Basic Income Support – Denver City Council, Colorado, USA⁴⁰

127. The Denver Basic Income Project provides over 800 people with cash payments of either \$1,000 (USD) per month, \$6,500 (USD) upfront then \$500 (USD) per month, or \$50 (USD) per month (the amount varied to determine which amount had the most impact). The cash is provided with no strings attached and recognises the importance of freedom for people experiencing homelessness. With these payments, people were able to pay down debts, repair their car, secure housing and enrol in education courses.⁴¹

128. The impact of the project was evaluated in partnership with the University of Denver, who found that the cash payments resulted in an increase in the rates of shelter and full-time employment, as well as a reduction in the number of people sleeping rough. The greatest reduction in sleeping rough was seen in those that received \$6,500 (USD) upfront then \$500 (USD) per month. In 2023, Denver City Council agreed to continue funding the Project for a second year, although it is not known whether this is with any changes to the cash payment levels.

A daytime drop in space for women – Sydney⁴²

129. Lou's Place, in Kings Cross in Sydney is a community-based refuge for women in crisis, feeling isolated or needing support. Its mission is to provide a safe place where women's basic needs are met, and a community in which they can heal and find the support to empower them to rebuild their lives. It is day drop-in centre open on weekdays. It provides the following:

- Meets women's basic needs, including home cooked meals, shower and laundry facilities, emergency clothing and toiletries.

⁴⁰ Lavezzorio, Claire. (2023, October 7). "Cash is Freedom": Denver Experiment with basic income for homeless gets City Council support. *Denver 7 Colorado News*. Accessed at <https://www.denver7.com/news/local-news/cash-is-freedom-denver-experiment-with-basic-income-for-homeless-gets-city-council-support>

⁴¹ Davis, Charles. (2023, October 5). Denver experiments with giving people \$1,000 a month. It reduced homelessness and increased full-time employment, a study found. *Business Insider*. Accessed at <https://www.businessinsider.com/ubi-cash-payments-reduced-homelessness-increased-employment-denver-2023-10>

⁴² Website for Lou's Place accessed at <https://www.lousplace.com.au/>

- Has professional staff that can provide a range of services including crisis intervention, trauma-informed programmes, free legal advice, support with court appearances and medical appointments, and referral to other services.
- Activities and programmes to build confidence, develop life skills and heal from trauma, including creative courses.

130. We did not find an evaluation of Lou's Place's impact, however, also have not contacted them directly to discuss.

Sub-leasing and managing properties to "unattractive" renters – Upper Hutt Housing Trust, NZ⁴³

131. In order to help assist people experiencing homelessness, the Upper Hutt Housing Trust (UHHT) was formed in 2017 to provide housing for people shut out of the rental market, due to a lack of secure income or to issues that had made them unattractive to landlords, because they were deemed likely to fail in meeting their contractual rental agreements.

132. UHHT takes on the long-term rent / leases of houses from supportive landlords and acts as the guarantor of the rental property. UHHT then sub-leases the property to a vulnerable tenant, providing ongoing wraparound support to help them become independent. UHHT manages both transitional housing (funded specifically by HUD) and permanent rentals.

133. Properties rented out are maintained at a standard that has increased UHHT credibility within the rental market. As a result, UHHT has been offered more rentals, which can be subleased to transitional tenants and others who face barriers within the rental market. As of July 2023, UHHT subleases and manages 31 rental spaces and is providing transitional and permanent housing to 110 people.⁴⁴

The Safety Net Project – West Auckland, New Zealand

134. The Safety Net is a community-driven, youth-centred initiative aimed at ensuring that young people's experience of homelessness is brief, rare and non-recurring.⁴⁵ To achieve this, the project works with the local community to develop a network of host homes which offer safe, emergency accommodation for rangatahi and young people in West Auckland as an alternative to transitional housing.

135. The project matches "caring adults" to vulnerable rangatahi, providing a safe temporary space for rangatahi to reconnect with whānau or make decisions about their housing options. The project also focuses on sharing information and support through community kōrero to raise awareness of youth homelessness. As of September 2023, the project has three host homes up and running and is continuing to expand.

⁴³ Upper Hutt Housing Trust. (n.d.). What we do. Accessed at https://www.uhht.org.nz/?page_id=310

⁴⁴ NZ Catholic. (2023, July 13). Upper Hutt housing trust grows from small beginnings. Accessed at <https://nzcatholic.org.nz/2023/07/13/upper-hutt-housing-trust-grows-from-small-beginnings/>

⁴⁵ Massey Community Trust. (n.d.). The Safety Net Project. Accessed at <https://www.masseycommunitytrust.org/safety-net-project>

Local government innovation in the United Kingdom

136. At a late stage of this project, we have found a database of innovation in local government in the UK, put together and maintained by the Local Government Association. It is possible to search the database for case studies about particular policy areas – including housing, planning and homelessness, which has 250 results (noting they are mainly about housing provision). We have not had the time to look through the results in detail, which can be found [here](#)⁴⁶. A brief look has found projects including these listed below:
- Prevention strategy for 16/17 year old people experiencing homelessness by Calderdale Borough Council, [here](#).
 - Holistic health care services for rough sleepers by Camden Council, [here](#).
 - Housing provision in a new facility for homeless families by Plymouth City Council, [here](#).
 - Town centre hub for integrated public services to address local health and wellbeing challenges (One Public Estate), in Stevenage, [here](#).
137. If Council redetermines its investment priorities, it may want to consider whether any of these programmes or approaches are something that Council wants to further explore.

⁴⁶ Accessed at https://www.local.gov.uk/case-studies?from=&keys=&sort_by=title&sort_order=ASC&to=&topic%5B2599%5D=2599&page=2.

Part five: recommendations and next steps

138. Based on our analysis about whether Council is investing in the right services and programmes, we consider that Council has a series of choices about how to structure and direct its future investment in services and programmes for people experiencing homelessness.
139. Our overarching recommendation is that a more strategic approach to funding and funding decisions will better ensure future effectiveness of investment and has the potential to fill identified service gaps (for specific populations such as LGBTIQ+ people, women, young people etc., and for specific service types such as more widely available drop-in services).

Develop a more strategic approach to funding support services and programmes for people experiencing homelessness

140. No Councils we engaged with, including Council, appear to have a strategic approach to funding services and programmes to support people experiencing homelessness. By a lack of strategic approach, we mean that while much of the investment is through longer-term contracts (three-years) which provide certainty for NGOs:
 - there is no pre-determined total funding pool each year for programmes and services to address homelessness
 - NGOs are relying on one-off grant funding to deliver core services (we accept that some of the NGOs have good alternative revenue sources)
 - NGOs are competing against NGOs providing different types of community services (e.g., community gardens), which could be disadvantaging both homelessness service provision and other types of service provision
 - year-to-year investment decisions do not appear to be planned based on need and Council priorities (we accept that we may not have been provided with information that counters this).
141. We understand that Council has a relatively set envelope of funding to be spent on homelessness services and programmes. Further, we know that local authorities are likely to come under increasing financial pressure over coming years, and the current environment (particularly the recent general election) means that the future is ambiguous.
142. Despite this complexity, and ambiguity, we consider that Council has an opportunity to take a more proactive approach to determining what it invests in to support people experiencing homelessness, and how. A more proactive approach has the potential to benefit NGOs, and the people they serve, by being more transparent and having greater opportunity to fill existing gaps in service provision.
143. The diagram on the page below shows the overarching policy questions for Council to consider and answer – these will, to an extent, determine the options worked on

further to put a more proactive approach to investment in place. Further, the diagram shows the elements of a more strategic approach, which we have developed based on the findings of our analysis, and initial options for achieving that approach. The options are not mutually exclusive, and any or all of them can be taken forward together, or separately.

144. All options presented in the diagram below require policy work to further consider and analyse the advantages / benefits and disadvantages / risks, as well as to consider how they interact with each other. Full consideration of these was not possible within the scope of this project.
145. For example, the creation of an innovation fund is referenced as an option. This was raised through engagement with an NGO (City Mission) that suggested Council should take on a more formalised role of funding “innovation” on a short-term basis to create an evidence base for long-term funding from other sources (such as central government). As well as the risks listed below, further work would also need to consider how it would work alongside any other changes.
146. There are risks with this approach, which include, but are not limited to:
 - it would remove funding from core service provision for people experiencing homelessness (as the envelope is set / limited unless priorities change)
 - people experiencing homelessness require long-term support, and short-term investment could be just that, and not translate to long-term investment in services that are ‘working’
 - administration of the fund could direct significant time and effort from NGOs into ‘shiny new things’ instead of getting core service provision operating effectively (although we note that we have concluded that core service provision is operating well on the basis of our engagement and reports we have reviewed, and our conclusion that Council is ‘leading the way’ compared to other local authorities in Aotearoa New Zealand.)

OVERARCHING POLICY QUESTIONS FOR COUNCIL

1. What is WCC's objective for supporting people experiencing homelessness in Wellington?
2. What is the relative priority of that objective compared to other responsibilities of WCC?
3. Based on the work completed for the new action plan, of which this report is only one part, do support services for people experiencing homelessness continue to have the same priority compared to other community services as they have for the last five years? i.e., will the funding envelope remain stable to deliver the new action plan?

ELEMENTS OF A MORE STRATEGIC APPROACH TO FUNDING SERVICES

Conscious decisions about investment priorities and consistent and transparent criteria for all investment decisions, across all types of investment

Use of data and engagement with people experiencing homelessness, NGOs and the community to determine the most appropriate service mix for investments

More proactive / strategic engagement with central government about roles and responsibilities

Taking on a strategic leadership role to promote collaboration and coordination (between local and central government and funded providers).

OPTIONS TO ACHIEVE A MORE STRATEGIC APPROACH

1. Change the funding model(s)

- a. Establish purposes for each type of funding (contracts, grants, donations), and reserve grants and donations for one-off costs (such as CAPEX investment in a vehicle or building refurbishment) as opposed to core operations
- b. Group, and therefore consider as a package for prioritising within the package, funding for support for people experiencing homelessness with other connected investment (i.e., social housing, Hāpai Ake Community Wellbeing team etc.)
- c. Ring-fence funding for services for people experiencing homelessness so NGOs delivering very different services are not competing
- d. Establish an innovation fund (within existing funding, this could be grants or donations in a ring-fenced pool)
- e. Work directly with central government to agree roles and responsibilities and/or collaborate to create funding packages that fill existing gaps in service provision

2. Reprioritise funding

- a. Ring-fence portions of the funding envelope for specific populations (i.e., kaupapa Māori services, services for women etc.)
- b. Choose to direct more funding to NGOs that are less financially stable than others (i.e., where WCC's contribution cannot be found elsewhere / may have higher impact)
- c. When contract terms end, or grants are being considered, choose to prioritise different groups or services. This could be population groups (such as trans and non-binary people or people experiencing the 'most unstable' level of housing insecurity), service types (outreach, transitional housing etc.)
- d. Liked to the above, when new or renewed contracts or grants are available, invite applications or RFPs for specific service types (e.g., transitional housing for trans people or young people etc.)

3. Improve data collection

Explore the use of different models of collecting data about people who experience homelessness, including collection of demographics to support investment decisions. Options include real-time data collection and/or having a shared repository between WCC and NGOs.

4. Take a leadership and coordination role

Establish strategic governance and processes to lead and coordinate investment and services for people experiencing homelessness in Wellington. The specific purpose and level of the group / process would need to be worked through, but at a minimum would enable NGOs to influence decision making (or make decisions together with WCC), encourage collaboration at a strategic level, be a forum for progressing initiatives and enable more strategic advocacy to central government as a collective.

Next steps

147. **FrankAdvice** is happy to discuss the contents of this report further with Wellington City Council if helpful.

Appendix one: methodology

148. To form a view, and provide advice, about the impact and effectiveness of Council's financial investments to address homelessness, we developed a framework for assessment. This framework was to:

- assess whether the programmes and services invested in by Council were, or were likely to, increase people's levels of stability, safety, and control over their housing options (as per the Council lens on homelessness described above) by looking at domestic and international literature and comparing service provision, and
- complete a cost-benefit analysis (CBAX) using the Treasury's CBAX tool.

149. To complete the first bullet point described above, we considered both **what** organisations do and **how** they do it:

- **The what:** Has the service or programme achieved / is it achieving what it set out to achieve? Is what the service is achieving likely to address homelessness, based on the reviewed literature?
- **The how:** Is the way the service or programme is being delivered increasing people's stability, safety, and control over their housing? Specifically:
 - whether services are being delivered in a way that reflects good practice for services for people experiencing homelessness in general (e.g., taking whānau-centred approaches, focussing on stability and wellbeing, coordinating services with other similar services, etc.). These criteria for effectiveness have been drawn from the HAP, literature of what works for homelessness services, and what the community and providers said was important during the process of developing Te Mahana, the previous homelessness strategy.
 - Whether services are being delivered in a way that reflects specific good practice for those types of services, described in the reviewed literature (i.e., how best are outreach services delivered).

150. To conduct our analysis **FrankAdvice** took the steps described in the table below.

Work completed	Description
Brief literature scan	We conducted a brief literature scan of international and domestic good practice in what works to address homelessness, including good practice for the types of services and programmes that Council invests in.
Document review	We reviewed a range of information from Council that included funding contracts and funding reports, which we supplemented with publicly available information from the Charities Commission, information on NGOs' websites, and other information provided by NGOs such as their annual reports.

NGO engagement	We engaged (primarily in person) with all of the NGOs, and staff at Te Wāhi Āwhina that are listed in the scope section above.
Central government engagement	We engaged with HUD to understand what actions they are taking in Wellington, particularly to understand whether there is any duplication in investment activity between HUD and Council.
Local government engagement	We engaged with city Councils in Auckland, Upper Hutt, Christchurch and Dunedin to understand other homelessness investment practices in New Zealand and build a picture of how Council is performing relative to other Councils. In response they provided us with a range of information.
Cost-benefit analysis (CBAX)	We identified the benefits of each of the services Council invests in using Treasury's Living Standards Framework (LSF) and He Ara Waiora. We then estimated the reach (how many people using each service received a benefit) and effectiveness (how much benefit did they receive) of each of the services. We then used the dollar values in the CBAX tool to assign a monetary value to each benefit and calculate the overall impact, of a service.

Appendix two: Scaling methodology

151. This appendix outlines how Council's investment in Te Wāhi Āwhina and Community Law was scaled to isolate the proportion of that investment that was spent specifically addressing homelessness, rather than their other operations.

Te Wāhi Āwhina

152. Between 2020/21 and 2022/23, Council funded Te Wāhi Āwhina as per the table below. Approximately (and on average) 33% of the issues they addressed with their visitors related to housing (as opposed to, for example, financial needs, health, employment, or food). Therefore, when calculating Council's homelessness investment in Te Wāhi Āwhina, we have scaled Council's funding by the percentage of issues that related to housing.

	2020/21	2021/22	2022/23
Operational funding from Council	\$73,222.37	\$147,786.74	\$139,890.70
% of issues addressed that related to housing	33%	33%	33%
Council's investment in housing and tenancy matters	\$24,163.38	\$48,769.62	\$46,163.93

Community Law

153. Between 2018/19 and 2022/23, Council provided Community Law with operational funding that accounted for between 3% and 4% of Community Law's annual income. In 2021/22 and 2022/23, Council provided additional funding specifically towards a housing and tenancy lawyer (\$110,000 and \$73,000 respectively).

154. Community Law addresses between 4000 and 4500 legal issues each year. Between 2018/19 and 2020/21, it reported that between 7% and 8% of those issues related to housing or tenancy. We can therefore assume, because no specific funding was given in those years, that between 7% and 8% of Council's funding in those years was spent on addressing issues related to housing and tenancy. Therefore, when calculating Council's homelessness investment in Community Law for the years between 2018/19 and 2021/22, we have scaled Council's funding by the percentage of housing and tenancy issues addressed:

	2018/19	2019/20	2020/21
Operational funding from Council	\$89,480.00	\$90,831.16	\$82,835.77
% of legal issues addressed that year that related to housing and tenancy	7.42%	7.51%	7.21%
Council's investment in housing and tenancy matters	\$6,641.40	\$6,820.79	\$6,220.39

155. In 2021/22, it reported that 13% of the issues it addressed related to housing or tenancy, due to the additional capacity provided by the housing lawyer funded by Council (this equated to an additional housing and tenancy 223 issues). Therefore, we scaled the operational funding as previously (excluding the additional 223 issues), then added Council's housing-specific funding on top of that. We did not have reporting for the 2022/23 year, so we have assumed that the number of legal issues are the same as 2021/22 (indicated by the *), as the trends have been table in the previous four years.

	2021/22	2022/23
Operational funding from Council	\$84,658.00	\$85,000
% of legal issues addressed that year that related to housing (excluding the additional 223 from the housing lawyer)	7.67%	7.67%*
Council's scaled operational investment	\$6,641.40	\$6,515.53
Housing specific funding	\$110,000	\$73,000
Total Council investment in housing and tenancy matters	\$116,489.32	\$79,515.53

Appendix three: CBAX methodology

156. This appendix outlines the details of methodology we used to conduct the CBAX using Treasury's CBAX tool.
157. **Step 1:** We used the actual investment and impacts between 2018/19 and 2022/23. We used:
- Council's actual spend on each of the services Council invested each year between 2018/19 and 2022/23. We have excluded investments in Te Pā Maru and Whakamura, as these will not have generated any benefits yet
 - the actual number of people who were engaged by each services each year. If required,⁴⁷ this was adjusted based on the percentage of the service's total funding that Council contributed. For example, if Council contributed 4% of the service's total funding in a year, and the service engaged 1000 people in that year, then the cohort used in the analysis in that year was 40 (1000 * 4% = 40).
158. **Step 2:** We identified the benefits of each area by considering:
- the reported benefits (e.g., from funding reports on annual reports) of each service on the health, safety, engagement, subjective wellbeing, and housing⁴⁸ of the individuals engaged in each service. We only included the direct benefits to the people engaged in the services – we did not include indirect benefits (e.g., the employment of people delivering the services) or anticipated future benefits
 - (if not included in the reported benefits), any other benefits that services have demonstrated in New Zealand and international literature (e.g., legal assistance's positive impacts on mental wellbeing).
159. We have taken a conservative approach to mitigate any overestimation of benefits achieved by Council's homelessness investment. We have done this by:
- using the lower value where there are multiple monetary values of impact and/or effectiveness in the benefits database. For example, there are three different values available for an increase in subjective wellbeing (\$5000, \$18,000, and \$23,000) - we have used the lowest
 - only considering benefits achieved during the five-year period between 2018/19 and 2022/23 only. We have not extrapolated benefits into the future
 - using conservative estimates of the effectiveness of each programme (e.g., the benefits gained will be small; for example, only a small increase in health or a small decrease in crime ranges)

⁴⁷ Some providers only reported what COUNCIL enabled them to do, which meant that this adjustment was not needed.

⁴⁸ These categories are drawn from Treasury's Living Standards Framework.

- using conservative estimates of the reach of each programme (e.g., only 5% of the cohort reached will actually get any of the (small) benefits).
160. **Step 3:** We then estimated the reach (how many people using each service received a benefit) and effectiveness (how much benefit did they receive) of each of the services, based on reporting from providers and the literature (see above).
161. **Step 4:** We used these reach and effectiveness values to scale the benefits values. The CBAx tool then calculated the overall SROI and net economic benefits per person based on these figures.

External engagement on Homelessness Action Plan

This document provides a summary of interviews with external partners and stakeholders undertaken by the Homelessness Action Plan Working Group

Introduction

In September and October 2023, the Homelessness Action Plan Working Group conducted 10 interviews with external stakeholders working in the sector, including service delivery staff. Key organisations involved in this early engagement process include:

- Downtown Community Ministry (DCM)
- Wellington City Mission (WCM)
- Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (HUD)
- Te Whatu Ora
- Kainga Ora
- Researchers from He Kainga Oranga, Housing and Health, University of Otago, Wellington
- Mental Health, Addictions & Intellectual Disability Service (MHAIDS)
- An independent health and addiction practitioner.

All of the people interviewed work with people experiencing homelessness or at risk of homelessness. The organisations offer a range of support to vulnerable people, including drop-in, outreach and wraparound support, as well as services related to alcohol and other drugs (AOD), primary health care and mental health. Interviews also included transitional and social housing providers.

Providers predominantly work with men and they say Māori are also overrepresented among the people they work with. Although women experience homelessness at similar rates to men, their experiences are more hidden with fewer options available for support.

Some emerging changes in the demographics of people experiencing homelessness were noted, including a small but concerning rise in the number of young people accessing services. Many of them have been through state care, experienced family breakdown and struggle with chronic substance use. Other trends include an increasing number of wāhine with complex needs, including trans wāhine and older wāhine. One provider noted seeing an increase in people with undiagnosed disabilities (e.g. neurodiverse individuals), while another reported an increasing number of older people requiring emergency housing.

Challenges faced by people experiencing homelessness

There are significant issues with the availability and variety of housing stock in Wellington. There are very limited options for emergency and transitional housing in Wellington, and they do not meet the needs of women (whether solo or with dependent children). They might have restrictive rules that act as barriers to people staying housed, such as having a curfew or not permitting partners or guests. There are also issues with placing people with high and complex needs together in one location. There is increased awareness about the poor standards and regulations of boarding housing, which currently fill a gap in housing options, but there are implications for their removal and where tenants would go.

Several issues were also raised about social housing, from the way accommodation supplements are allocated, to the way individuals are matched with homes. Needs assessments only ask for basic information and do not consider what would make someone comfortable in a home. A lack of choice and diversity of stock means people may end up in unsuitable living situations. People may also end up far away from their social networks, health providers, or other support services. There is also an issue that people who are incarcerated for more than two months are removed from the social housing waitlist and will need to reapply and be reassessed for priority upon release, which delays access to a stable home. New properties are planned based on the current social housing waitlist, which does not account for future need and changes in population demand.

There are gaps in service provision and services may not be specific to the needs of the individual. There are also barriers to accessing services. The cost of dental and health care can be prohibitive, while transport to access services can be difficult if people are housed far away. Most addiction services are abstinence-based, which can affect willingness to attend or engage in treatment. There are ancillary services not currently available that would be useful, such as support for pets if owners go into wards or custody.

A range of psychosocial factors can impact people's ability to thrive in place. Addiction, poor mental health, intergenerational trauma, domestic abuse and the ongoing effects of incarceration are significant challenges that affect quality of life, including the ability to secure safe and stable housing. Stakeholders told us some people lack the social skills to build healthy relationships or live with other people. Some may fear living in a house, especially if they have lived in unsafe environments previously. Some people need support to move on from emergency housing, as they take on more responsibility, e.g. paying bills for themselves. Experiencing discrimination or stigma from landlords, service providers and the wider community also present significant challenges.

Challenges faced by organisations addressing homelessness

In addition to the challenges identified above, organisations also face increasing pressure on their time and resources. They have busy caseloads and see people with increasing complexities. A lot of time is needed for outreach, building relationships and the logistical challenges of locating people. Although some people may not want to leave their situation, the organisations still need to check in with them. There are capacity issues in the sector and a need to better support the wellbeing of the workforce.

There are also issues with funding to the sector, such as pay inequities that affect staff retention. Current Council funding contracts do not take into account Social Worker pay equity, which has created disparities within some organisations. Other government contracts have increased to match the pay increases while WCC contracts have not. Depending on the funding stream allocated to different roles, staff may be doing the same work but have significantly different salaries.

Stakeholders also identified that competition for limited resources can affect relationships between organisations and that shorter-term contracts hinder sustainable planning. Some organisations prefer high trust models of funding. It can be difficult to access funding for higher-risk activities like nighttime outreach.

Some of the organisations spoke of wider challenges across the sector, such as some services being unavailable out of business hours or unable to meet the specific needs of clients. As the population and context they work in changes, there is also a larger question about how organisations and services remain fit for purpose. There is a lack of coordination, communication and collaboration across the sector, which might negatively affect case coordination and outcomes for clients.

Some organisations report challenges of working with central government, such as the rigidity of MSD/WINZ eligibility criteria. There are also inconsistencies in ways of working that affect outcomes for clients, for example if a service provider knows someone higher up the hierarchy in government they might get further ahead. There are also issues across the health sector, with information siloes, a lack of case coordination and complexities of navigating the system.

Data limitations make it difficult to understand the true picture for different forms of homelessness, e.g. wāhine experiencing homelessness are less visible and so are not adequately counted and provided for. It is hard to understand the journey people are on and to measure progress and success as organisations and as a sector.

Role and opportunities for WCC

Stakeholders see WCC as having a key role in advocating to central government for community needs in Wellington. Diversity and choice are key for the provision of support services and housing. A diversity of services and ways of operating are needed to meet public need now and into the future. Where there are gaps in service provision or access barriers, Council could help advocate and act as an intermediary between service providers and government. Areas of concern include needing greater availability of out-of-hours responses, addiction services and mental health outreach. There was also strong feedback that service provision for wāhine should be given equal priority to men.

Some stakeholders would like systems thinking to inform decision making and feel it would improve outcomes. They report the three-year government cycle does not currently allow for long-term planning. Some would like to see a multiagency approach that can better support individuals, and Council could have a key role in facilitating between services/ organisations, government and communities. There is interest in a strategic group being formed with decision makers from local and central government, mana whenua, service providers and other relevant stakeholders. This would enable better progress to be made on issues facing the sector. Leaders of commensurate mana and seniority are needed to ensure attendance and that decisions can be acted on.

There was clear feedback that current housing availability is inadequate to meet community needs. There needs to be more emphasis on diverse housing options, suitable for different cultures, gender identities, family situations, etc. There was a suggestion to design housing options for private living with communal spaces that can help build community. There is also a need for better housing options for essential workers, e.g. health workers needing affordable options near the hospital.

Stakeholders would like Council to align housing options with population need and to plan for the social support needed to keep up with increased housing supply and different kinds of living. For example, as we move towards higher density living Council should plan for how this might affect individual and community wellbeing, e.g. for the elderly, people with accessibility needs, or individuals with complex needs who need more space.

There is also potentially a role for Council to do more to support community connection. There are a few different aspects to this, including destigmatising negative perceptions the public might hold, supporting people once they are housed to feel connected and part of the community and providing a variety of spaces where people can go and feel comfortable. There was also feedback that it would be good to remove “anti-homelessness architecture”, such as infrastructure or urban design that acts as a deterrent for rough sleeping.

There is a desire to see Housing First initiatives expanded, so that people are “permanently sustainably housed”. There is evidence of the benefits of Housing First models, which Council can learn from. There is

also evidence to support dispersing people with high and complex needs, rather than placing them in a single apartment complex. People with complex needs will need support from appropriately trained workers wherever they are placed.

Some see an opportunity for Council to build the capabilities of the Hāpai Ake local hosts into more of a street outreach service. It would fill a gap for this to include nighttime cover. There was also a suggestion it would be beneficial for mental health support to be required to work with outreach teams.

There were suggestions about ways to strengthen Council's role as a funder. There is a desire for funding to be equitable and fair. Council could reflect on its role as funder and how it shapes the sector or might contribute to inequities. Some felt it would be useful for Council to have clear priorities and outcomes for funding and for organisations to pitch in relation to these. Some felt there are issues with contract funding rounds being invitation only. Further investment in outreach street services is needed, especially as more housing becomes available.

There have been tensions in the sector due to the competitive nature of some funding in Pōneke, and between Council and some service providers. It would be useful for Council to consider this history when planning for the future. Evidence suggests five-year contracts are best practice and stability of funding is important to allow capacity and capability building.

Stakeholders also see a role for Council communications to help support the sector. Championing mahi done in the sector, sharing info about services and promoting accurate narratives around homelessness would all be beneficial.

Lastly, there is a role for better data and research to help inform work in the sector. There is a desire for clear KPIs and ways to measure success. A stakeholder noted there are still lessons to be learned from Covid, especially around the way people collaborated and worked together. The successes achieved during that difficult time could be harnessed to improve working in the long term.

Drivers of homelessness are what push people along the continuum from stable to unstable:
Lack of suitable housing | Unmet health needs | Systemic deprivation

Our lens

Stable =
1. Stability
2. Safety
3. Control

Definition of homelessness: **Living situations where people have no other options to acquire safe and secure housing.**

← People are missing either or all - stability, safety, control →

Stable	Unstable	More unstable	Very unstable
<ul style="list-style-type: none"> Home ownership Stable rentals -Includes healthy home standards, good tenancy agreement Social housing Rest home 	<ul style="list-style-type: none"> Overcrowding Unstable rental <ul style="list-style-type: none"> - Renting with no formal tenancy agreement - Landlords/property managers not meeting their obligations - Short term tenancy (no choice/90 days or less) Living in uninhabitable dwellings Staying in unsafe environments Prison or state care 	<ul style="list-style-type: none"> Staying with whānau or friends (no choice) Emergency housing Transitional housing Hostel/ boarding houses Campgrounds Staying somewhere not intended for living (workplace) 	<ul style="list-style-type: none"> Street/rough sleeping Car Squatting
Preventative response	Reactionary response		

← Aim: Support people to thrive where they choose to be →



Access to addictions and mental health services			
Siloing of government and local government approaches and planning			
Capacity and capability of the health and social sector			
Immigration	Lack of 'out of hours' support services		
Insurance vulnerabilities	Lack of trust in the system		
Increasing living costs	Lack of case coordination across the system for people with complex needs		
Education of life skills			
Early intervention for youth and family	Lack of post incarceration housing and support for people with convictions		
Income vulnerabilities	Difficulties placing people with complex needs	Blacklisting and stand-down periods by Ministry of Social Development (MSD)	
Rental costs and availability	Complex systems and eligibility requirements	Inaccessibility of applying for private housing	Lack of drop-in, holistic services and pro-social activities
Education about rental rights	Lack of data access to less visible homeless		
Planning environment not conducive of Papa Kainga	Funding models do not support collaboration		
Pay inequities in the health and social sector		Restrictive rules in transitional and emergency accommodation	
Rigidity of thresholds to access MSD assistance	Lack of transitional and emergency housing for people with complex health and or mental health needs		
Household debt	Lack of suitable housing support for youth and rainbow communities		
Lack of supported living services			
Lack of whānau-centered approaches and Kaupapa Māori services			
Keeping pets			
Poor living conditions in rentals	Shared facilities being unsuitable	Lack of transitional and emergency housing for wahine with complex needs	
Diversity of social housing stock	Unsuitability of temporary and low cost housing		
Rental stability	Safe and suitable accommodation for marginalised communities	Poor conditions and standards in emergency and transitional housing	
High costs of home ownership and increasing interest rates	System barriers and extended periods on the social housing waitlist		

Drivers & barriers:

- Unmet health needs
- Systemic deprivation
- Lack of suitable housing

FREEDOM CAMPING RULES UPDATE 2023

Kōrero taunaki | Summary of considerations

Purpose

1. The report reports back on consultation and recommends that the Council adopt the updated freedom camping rules of the Public Places Bylaw 2022 (the Bylaw).

Strategic alignment with community wellbeing outcomes and priority areas

Aligns with the following strategies and priority areas:

- Sustainable, natural eco city
 - People friendly, compact, safe and accessible capital city
 - Innovative, inclusive and creative city
 - Dynamic and sustainable economy
- Strategic alignment with priority objective areas from Long-term Plan 2021–2031**
- Functioning, resilient and reliable three waters infrastructure
 - Affordable, resilient and safe place to live
 - Safe, resilient and reliable core transport infrastructure network
 - Fit-for-purpose community, creative and cultural spaces
 - Accelerating zero-carbon and waste-free transition
 - Strong partnerships with mana whenua

Relevant Previous decisions

Significance

The decision is **rated low significance** in accordance with schedule 1 of the Council's Significance and Engagement Policy.

Financial considerations

- Nil Budgetary provision in Annual Plan / Long-term Plan Unbudgeted \$X

2. There are no funding and revenue implications associated with the update to the Bylaw.

Risk

- Low Medium High Extreme

3. The update to the Bylaw has a low level of risk to the Council. The update is mainly to ensure that the Bylaw is consistent with the Act. The update follows guidance developed by the Ministry of Business, Innovation and Employment (MBIE).

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Taunakitanga | Officers' Recommendations

Officers recommend the following motion:

That the Kōrau Mātinitini | Social, Cultural, and Economic Committee:

- 1) Receive the information.
- 2) Agree to recommend to the Council that it adopts the updated freedom camping rules of the Public Places Bylaw 2022 as Attachment 1.
- 3) Note the submissions (Attachment 2) and the summary of the public submissions and the officers' response on the proposal to extend the four-day limitations for freedom camping to the whole city (Attachment 3).
- 4) Delegate the Chair of the Committee and the Chief Executive Officer to include any amendments agreed by the Committee and make any editorial changes as necessary to the report, including the updated freedom camping rules of the Bylaw.

Whakarāpopoto | Executive Summary

4. The Council conducted public consultation on the proposed update to the freedom camping rules of the Public Places Bylaw 2022 (the Bylaw) to ensure the Bylaw is consistent with the Self-contained Motor Vehicles Legislation Act 2023. The update includes extending the four-day restrictions which currently apply to two designated freedom camping areas (Evans Bay Marina and Te Kopahau Visitors Centre carpark), to all areas in the city excluding areas where this is prohibited.
5. The Council received 12 submissions on the proposed changes. For the key proposed changes concerning motor vehicles, more submitters strongly support or support than those who strongly oppose or somewhat oppose. Five submitters provided further comments. For the proposed changes of including camping using a tent (or other temporary structure) in this four-day restriction, among the 11 submissions, more submitters strongly oppose or somewhat oppose the proposed changes. Three submitters provided further comments.
6. Officers have considered all the submissions and provided responses to the submissions that will be published on the website once approved. Officers do not propose any changes to the updated freedom camping rules of the Bylaw.

Takenga mai | Background

7. The Self-contained Motor Vehicles Legislation Act 2023 (the Act) changes freedom camping rules. Under the new legislation, only certified self-contained vehicle can freedom camp on local authority land. The definition and requirements for a self-contained motor vehicle and the associated infringement fees have also changed.
8. The Act states that if there is an inconsistency between the Act and an existing bylaw, the bylaw has no legal effect to the extent of the inconsistency with the Act. This means that the requirements in the Act prevail over the inconsistency in the bylaw.
9. The Council is proposing to update the freedom camping rules of the Bylaw to ensure the Bylaw is consistent with the Legislation. In addition, the Council is proposing to extend the four-day restrictions which currently apply to two designated freedom camping areas (Evans Bay Marina and Te Kopahau Visitors Centre carpark), to all areas in the city excluding areas where it is prohibited. The four-day restriction would also apply to freedom camping using a tent or other temporary structure.

10. On 31 August 2023, the Committee agreed to update the freedom camping rules and undertake public consultation on the proposal to extend the four-day restrictions currently applying to the two designated restricted areas for freedom camping with the Statement of Proposal.
11. Public consultation was undertaken from 14 September to 13 October 2023 through the Council's [Let's Talk page](#). A Statement of Proposal, along with specific survey questions, were published on the Let's Talk page for the consultation.

Kōrerorero | Discussion

12. The Council made significant efforts in trying to reach wide stakeholders for the consultation. Residents associations were notified of the consultation. There were strong support from the small number of submissions received. Particularly, the proposed changes had support from the New Zealand Motor Caravan Association.
13. For the key proposed changes of extending the four-day restriction concerning motor vehicles, there were twelve submissions received.
 - a. Five submitters strongly supported the proposed changes.
 - b. One submitter supported the proposed changes. Specifically, the New Zealand Motor Caravan Association supports the Council's proposal to extend the four-day restriction to all freedom camping areas in the city, for the reasons noted online and in the Statement of Proposal.
 - c. One submitter was neutral to the proposed changes.
 - d. Four submitters somewhat opposed the proposed changes.
 - e. One submitter strongly opposed the proposed changes.
14. Five submitters provided comments on the follow-up question 'do you have any further comments on the proposed changes?'
 - a. One submitter commented that we need to encourage visitors, not chase them away.
 - b. One submitter commented that we should restrict to even fewer days (but did not specify the number of days), as freedom campers provide zero benefit to the city.
 - c. One submitter commented that the restriction should be only three days maximum anywhere in Wellington.
 - d. Two submitters commented that the restriction should be seven days as this is a more common holiday period. One of these submitters commented that Wellington would benefit from freedom camping, and that they would like to have more freedom camping areas including some of the currently prohibited areas, such as the Botanic Gardens.
15. For the proposed changes of including camping using a tent (or other temporary structure) in this four-day restriction, there were eleven submissions received.
 - a. Four submitters strongly supported the proposed changes.
 - b. Two submitters somewhat opposed the proposed changes.
 - c. Five submitters strongly opposed the proposed changes.
16. Three submitters provided further comments on these proposed changes.
 - a. One submitter commented that we do not need camping cities.

- b. One submitter commented that by banning tents we could be stopping someone camping overnight to go fishing or surfing.
 - c. One submitter commented that homeless and long-term protesters encampments should also be included in the restriction.
17. Five submitters provided further comments on the Statement of Proposal.
- a. One submitter commented that there needs to be an easy way for locals to report freedom camping that has exceeded the maximum stay.
 - b. One submitter commented that we should ban freedom camping altogether.
 - c. One submitter commented that Responsible Camping Association Incorporated should be given the same camping accessibility as other vehicles that have a Certified Self-Containment sticker. This is because its members are required to take a test to prove that they understand what is necessary to be able to freedom camp, whereas the blue sticker for Certified Self-Containment only requires the necessary amenities to pass inspection to have it issued.
 - d. One submitter commented that we need more camping locations. This is because in a natural disaster where their home is destroyed or they could not go to their home, they may be required to use a camper van for residence for a long time.
 - e. One submitter commented that they preferred a seven-day restriction.
18. Officers have considered all the submissions and provide the following responses to those submissions:
- a. A four-day restriction is reasonable, most visitors are staying within this restriction, and they can relocate to other areas in the city or to a regional camping location. We are not reviewing prohibited areas at this point.
 - b. In terms of accessibility for freedom camping, self-containment is the legislative threshold. If they want to stay in Wellington, all freedom campers are subject to the same restrictions, including members of the Responsible Camping Association Incorporated.
 - c. Freedom Campers are a key part of our domestic and international tourist market and spend time in the city. Officers do not consider that we should ban freedom camping, including camping with a tent.
 - d. In terms of an easy way for locals to report freedom camping that has exceeded the maximum stay, we are aware that there have been a small number of issues that Council officers actively manage. This will be reflected in our enforcement measures if appropriate.
19. Officers do not propose any changes to the draft updated rules for freedom camping of the Bylaw. The Bylaw as proposed appropriately balances the ability to freedom camp and provides the mechanism to regulate nuisance from irresponsible freedom campers.

Kōwhiringa | Options

20. The Committee has the following two options for updating the freedom camping rules in the Bylaw:
- a. to agree to the proposed changes. This option will comply with the Act and keep the Bylaw valid. This option is recommended for the Bylaw to retain legal effect.

- b. not to agree to the proposed changes. This option will lead to inconsistency with the Act and result in the Bylaw having no legal effect to the extent of the inconsistency with the Act.
21. For the proposal to extend the four-day restriction, the Committee also has two options:
- a. to agree to the proposal. This option is recommended as the extension provides consistency of regulations and a clear authority for officers to take enforcement actions.
 - b. not to agree to the proposal. This option does not provide consistency of regulations and any authority for officers to take enforcement actions against certain freedom camping related offences.

Whai whakaaro ki ngā whakataunga | Considerations for decision-making

Alignment with Council's strategies and policies

22. The update to the Bylaw aligns with the 2021 Long-term Plan social wellbeing outcome for a people friendly, compact, safe and accessible capital city. It makes freedom camping available but in a regulated way and manages nuisances from irresponsible freedom camping to support a safe, resilient and reliable core transport infrastructure network.

Engagement and Consultation

23. Public consultation has been undertaken under section 82 of the Local Government Act 2002. The Council has received 12 submissions on the proposed changes, with nine submissions from individuals and three made on behalf of an organisation. No submitters requested to make an oral submission to the Councillors.
24. Submissions have been summarised and analysed to finalise the update to the freedom camping rules of the Bylaw. All the submissions, and the summary of submissions and officers' response are attached to the report.

Implications for Māori

25. There are no identified implications for Māori from the update of the Bylaw.

Financial implications

26. There are no financial implications from the update of the Bylaw.

Legal considerations

27. The Bylaw is mainly to be updated to be consistent with statutory requirements as the requirements in the Act prevail over the inconsistency in the bylaw.
28. The proposal to extend the four-day restriction currently applying to the two designated freedom camping areas to the whole city constitutes a substantial change to the Bylaw. However, the extension is for consistency of regulations and a clear authority for officers to take enforcement actions.

Risks and mitigations

29. There are no specific risks associated with the update of the Bylaw. Officers note that the freedom camping rules would not be able to address concerns for motorhomes parking on the street.

Disability and accessibility impact

30. There are no identified disability and accessibility impact from the update of the Bylaw.

Climate Change impact and considerations

31. There is no climate change impact from the update of the Bylaw.

Communications Plan

32. The resolution to update the freedom camping rules of the Bylaw related to the Self-contained Motor Vehicles Legislation Act 2023 will be publicly notified.
33. Upon adoption, the updated freedom camping rules of the Bylaw will be published on Council's website and promoted on other relevant information sites.




Health and Safety Impact considered

34. Updating the Bylaw may help with the reduction and management of waste, litter and other nuisance.

Ngā mahinga e whai ake nei | Next actions

35. If adopted, the Public Places Bylaw 2022 with the updated freedom camping rules will be publicly notified in the local newspaper (The Post) and made available on our website.

Attachments

Attachment 1.	Updated freedom camping rules ↓ 	Page 132
Attachment 2.	Public submissions ↓ 	Page 137
Attachment 3.	Summary of submissions ↓ 	Page 154

Attachment 1: Public Places Bylaw (Freedom Camping Rules) Update 2023

A: Public Places Bylaw 2022 - [Plans, policies and bylaws - Public Places Bylaw 2022 - Wellington City Council](#)

B: Changes to the definition, rules and penalty in the Bylaw

Definitions of Freedom camp and Self-contained

Freedom camp means to camp (other than at a camping ground) within 200m of an area accessible by a motor vehicle accessible area or within 200 meters of the mean low-water springs line of any sea or harbour, or on or within 200m of a formed road or a Great Walks Track, using ~~4~~ either or more both of the following:

- a. a tent or other temporary structure;
- ~~b. a caravan; and/or~~
- c. ~~a car, campervan, house truck, or other motor vehicle.~~

Freedom camping does not include the following activities:

- a. temporary and short-term parking of a motor vehicle;
- b. recreational activities commonly known as day-trip excursions; and/or
- c. resting or sleeping at the roadside in a caravan or motor vehicle to avoid driver fatigue.

~~Freedom camping provisions will not be used against the homeless.~~

A person is not freedom camping if the person is unable to live in appropriate residential accommodation.

Self-contained has the meaning set out in section 5 of the Freedom Camping Act 2011.

Freedom camping rules: 13. Freedom cCamping

~~Restricted and prohibited areas as outlined in Schedule One~~ Overall freedom camping rules

13.1 A person must not freedom camp in an area in which freedom camping is prohibited, as identified in [Schedule One: Restricted and Prohibited Areas for freedom camping](#) (18.8MB PDF), unless they have prior written approval from the Council.

~~13.2-13.4~~ Camping is prohibited on all land managed under the Reserves Act 1977 and Wellington Town Belt Act 2016 unless allowed in a reserve management plan or the Wellington Town Belt Management Plan 2018. ~~Campers are advised to camp in the restricted areas identified in Schedule One of this Bylaw. For clarity, the Freedom Camping Act's non-site specific offences do apply to Council reserves, and any site-specific~~

~~restrictions or prohibitions on Council reserves to be administered under this Bylaw must be included in Schedule One of this Bylaw.~~

13.2 3 Freedom camping is restricted in all other Wellington areas. The restrictions that apply to freedom camping in all those areas are:

- a. A motor vehicle must be a certified self-contained vehicle to freedom camp. The statutory provision for technical requirements and transition period for self-containment will be followed.
- b. A motor vehicle or a tent or other temporary structure must not stay in any one area for more than four nights in any calendar month.
A motor vehicle or a tent or other temporary structure must not freedom camp within 500 metres of an area in which it has already been freedom camping for four nights in any calendar month.
- c. Freedom camping is further restricted in the areas identified in Schedule One of this bylaw.

~~13.2 A person may camp in an area in which freedom camping is restricted, as identified in Schedule One: Restricted and Prohibited Areas for freedom camping, but must comply with any specific restrictions listed for that site unless they have prior written approval from the Council that waives these restrictions.~~

~~13.3 Freedom camping is permitted in any local authority area in Wellington City, unless it is restricted or prohibited in an area under this Bylaw or any other enactment.~~

Prior written approval from the Council

Prior written approval from the Council

~~13.5 A written application is required two weeks in advance of the planned date for approval to camp in a prohibited area.~~

~~13.6 A written application is required two weeks in advance of the planned date for approval to camp in a restricted area.~~

~~13.7 Freedom camping in Wellington is restricted or prohibited as illustrated and described within the following aerial photographs: [Schedule One: Restricted and Prohibited Areas for Camping \(18.8MB PDF\)](#).~~

Approval process

~~13.8 4 Written applications will be considered for camping in public places for special purposes. Approval may be granted at the Council's sole discretion, with or without conditions.~~

13.5 Applications to camp in accordance with clauses 13.1 and 13.3 above must be made in writing two weeks in advance of the planned date for approval to camp in the respective prohibited or restricted area. A written application must provide the following information:

- a. the location;
- b. the duration of occupation;
- c. the number of people;

- d. the provisions to ensure that there is no damage or effects to the public place; and
- e. the reason why the camping is proposed.

Penalties

24.1 A person in breach of clause 13 of this Bylaw commits an offence under the Freedom Camping Act 2011 and is liable to a fine not exceeding ~~\$200~~ 400.

C: Clean text of the definition, rules and penalties

Definitions of Freedom Camp and Self-contained

Freedom camp means to camp (other than at a camping ground) within 200 meters of an area accessible by a motor vehicle or within 200 meters of the mean low-water springs line of any sea or harbour, or on or within 200 meters of a formed road or a Great Walks Track, using either or both of the following:

- a. a tent or other temporary structure
- b. a motor vehicle.

Freedom camping does not include the following activities:

- a. temporary and short-term parking of a motor vehicle;
- b. recreational activities commonly known as day-trip excursions; and/or
- c. resting or sleeping at the roadside in a caravan or motor vehicle to avoid driver fatigue.

A person is not freedom camping if the person is unable to live in appropriate residential accommodation.

Self-contained has the meaning set out in section 5 of the Freedom Camping Act 2011.

Freedom camping rules: 13. Freedom camping

Overall Freedom Camping Rules

13.1 A person must not freedom camp in an area in which freedom camping is prohibited, as identified in [Schedule One: Restricted and Prohibited Areas for freedom camping](#) (18.8MB PDF), unless they have prior written approval from the Council.

13.2 Camping is prohibited on all land managed under the Reserves Act 1977 and Wellington Town Belt Act 2016 unless allowed in a reserve management plan or the Wellington Town Belt Management Plan 2018.

13.3 Freedom camping is restricted in all other Wellington areas. The restrictions that apply to freedom camping in all areas are:

- a. A vehicle must be certified Self-contained vehicle to Freedom Camp. The statutory provision for technical requirements and transition period for self-containment will be followed.
- b. A vehicle or a tent or other temporary structure must not stay in any one area for more than four consecutive nights in any calendar month.

A vehicle or a tent or other temporary structure must not freedom camp within 500 metres of an area in which it has already been freedom camping for four nights in any calendar month.

- c. Freedom camping is further restricted in the areas identified in Schedule One of this bylaw.

Prior written approval from the Council

13.4 Written applications will be considered for camping in public places for special purposes. Approval may be granted at the Council's sole discretion, with or without conditions.

13.5 Applications to camp in accordance with clauses 13.1 above must be made in writing two weeks in advance of the planned date for approval to camp in the respective prohibited or restricted area. A written application must provide the following information:

- a. the location;
- b. the duration of occupation;
- c. the number of people;
- d. the provisions to ensure that there is no damage or effects to the public place; and
- e. the reason why the camping is proposed.

Penalties

24.1 A person in breach of clause 13 of this Bylaw commits an offence under the Freedom Camping Act 2011 and is liable to a fine not exceeding \$400.



Respondent No: 1

Login: Registered

Responded At: Sep 14, 2023 19:25:57 pm

Last Seen: Sep 14, 2023 07:07:03 am

- Q1. Please enter your name. [REDACTED]
-
- Q2. I am making this submission: as an individual
-
- Q3. Please enter the name of the organisation you are submitting on behalf of. not answered
-
- Q4. Would you like to make an oral submission to the Councillors? No
-
- Q5. Please enter your phone number so that a submission time can be arranged. If you don't enter a phone number, we will email you at the email address used to fill out this survey. not answered
-
- Q6. The Council proposes that the four-day restriction currently applying to the two designated freedom camping areas (Evans Bay Marina and Te Kopahou Visitor's Centre carpark) for a motor vehicle should be extended to the whole city. This will mean that people can only freedom camp for a maximum four-day period in any area of Wellington.
- Do you support or oppose the proposed changes? Somewhat support
(Choose one option)
-
- Q7. Do you have any further comments on the proposed changes?
- Areas where freedom camping is NOT permitted should be clearly displayed so that both visitors to the city and local's are properly informed.
-
- Q8. We also propose to include freedom camping using a tent (or other temporary structure) in this four-day restriction (currently applying to motor vehicles).
- Do you support or oppose the proposed changes? Somewhat support
(Choose one option)
-
- Q9. Do you have any further comments on the proposed changes?
- Same comment as above and also that public facilities are close by and kept clean and sanitised under Council supervision and requirements. Tents should not be permitted in Scenic Reserves and known breeding sites of native fauna.
-
- Q10. Please provide any further comments you have on the Statement of Proposal. If required, please use additional paper for your feedback.
- not answered
-

Q11. Please tick the box if you do not want your name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA (LGOIMA is a way for people to request official information held by local government agencies).

I do not want my name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA

Q12. WCC may publish or release your submission on WCC's website or through a LGOIMA Act request. If you do not want your submission or specific parts of your submission to be released, please tick the box and provide an explanation below of which parts of your submission should be withheld from release.

not answered

Q13. Please explain further.

not answered



Respondent No: 2

Login: Registered

Responded At: Sep 17, 2023 08:55:25 am

Last Seen: Sep 28, 2023 11:21:40 am

- Q1. **Please enter your name.** Wesley
-
- Q2. **I am making this submission:** as an individual
-
- Q3. **Please enter the name of the organisation you are submitting on behalf of.** not answered
-
- Q4. **Would you like to make an oral submission to the Councillors?** No
-
- Q5. **Please enter your phone number so that a submission time can be arranged. If you don't enter a phone number, we will email you at the email address used to fill out this survey.** not answered
-
- Q6. **The Council proposes that the four-day restriction currently applying to the two designated freedom camping areas (Evans Bay Marina and Te Kopahou Visitor's Centre carpark) for a motor vehicle should be extended to the whole city. This will mean that people can only freedom camp for a maximum four-day period in any area of Wellington.**
- Do you support or oppose the proposed changes? Somewhat oppose
(Choose one option)
-
- Q7. **Do you have any further comments on the proposed changes?**
- Wellington is a very expensive place to visit (and live!). We are also struggling financially in terms of business, and there will be a lot less people around over Act/National trim the dead wood from the public service... So we need to encourage visitors, not chase them away.
-
- Q8. **We also propose to include freedom camping using a tent (or other temporary structure) in this four-day restriction (currently applying to motor vehicles).**
- Do you support or oppose the proposed changes? Somewhat oppose
(Choose one option)
-
- Q9. **Do you have any further comments on the proposed changes?**
- not answered
-
- Q10. **Please provide any further comments you have on the Statement of Proposal. If required, please use additional paper for your feedback.**
- not answered
-

Q11. Please tick the box if you do not want your name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA (LGOIMA is a way for people to request official information held by local government agencies).

not answered

Q12. WCC may publish or release your submission on WCC's website or through a LGOIMA Act request. If you do not want your submission or specific parts of your submission to be released, please tick the box and provide an explanation below of which parts of your submission should be withheld from release.

not answered

Q13. Please explain further.

not answered



Respondent No: 3

Login: Registered

Responded At: Sep 18, 2023 15:38:41 pm

Last Seen: Sep 18, 2023 03:27:34 am

- Q1. Please enter your name. [REDACTED]
-
- Q2. I am making this submission: on behalf of an organisation
-
- Q3. Please enter the name of the organisation you are submitting on behalf of. Greek Orthodox Holy Metropolis of New Zealand
-
- Q4. Would you like to make an oral submission to the Councillors? No
-
- Q5. Please enter your phone number so that a submission time can be arranged. If you don't enter a phone number, we will email you at the email address used to fill out this survey. not answered
-
- Q6. The Council proposes that the four-day restriction currently applying to the two designated freedom camping areas (Evans Bay Marina and Te Kopahou Visitor's Centre carpark) for a motor vehicle should be extended to the whole city. This will mean that people can only freedom camp for a maximum four-day period in any area of Wellington.
- Do you support or oppose the proposed changes? Neutral
(Choose one option)
-
- Q7. Do you have any further comments on the proposed changes?
not answered
-
- Q8. We also propose to include freedom camping using a tent (or other temporary structure) in this four-day restriction (currently applying to motor vehicles).
- Do you support or oppose the proposed changes? Strongly oppose
(Choose one option)
-
- Q9. Do you have any further comments on the proposed changes?
not answered
-
- Q10. Please provide any further comments you have on the Statement of Proposal. If required, please use additional paper for your feedback.
No further comments
-
- Q11. Please tick the box if you do not want your name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA (LGOIMA is a way for people to request official information held by local government agencies). I do not want my name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA

Q12. WCC may publish or release your submission on WCC's website or through a LGOIMA Act request. If you do not want your submission or specific parts of your submission to be released, please tick the box and provide an explanation below of which parts of your submission should be withheld from release.

Q13. Please explain further.

not answered



Respondent No: 4

Login: Registered

Responded At: Sep 18, 2023 18:47:36 pm

Last Seen: Sep 18, 2023 06:44:22 am

- Q1. **Please enter your name.** Julia
-
- Q2. **I am making this submission:** as an individual
-
- Q3. **Please enter the name of the organisation you are submitting on behalf of.** not answered
-
- Q4. **Would you like to make an oral submission to the Councillors?** No
-
- Q5. **Please enter your phone number so that a submission time can be arranged. If you don't enter a phone number, we will email you at the email address used to fill out this survey.** not answered
-
- Q6. **The Council proposes that the four-day restriction currently applying to the two designated freedom camping areas (Evans Bay Marina and Te Kopahou Visitor's Centre carpark) for a motor vehicle should be extended to the whole city. This will mean that people can only freedom camp for a maximum four-day period in any area of Wellington.**
- Do you support or oppose the proposed changes? Strongly support
(Choose one option)
-
- Q7. **Do you have any further comments on the proposed changes?**
- It should be only 3 days maximum anywhere in Wellington
-
- Q8. **We also propose to include freedom camping using a tent (or other temporary structure) in this four-day restriction (currently applying to motor vehicles).**
- Do you support or oppose the proposed changes? Strongly support
(Choose one option)
-
- Q9. **Do you have any further comments on the proposed changes?**
- not answered
-
- Q10. **Please provide any further comments you have on the Statement of Proposal. If required, please use additional paper for your feedback.**
- Needs to be an easy way for locals to report freedom camping that has exceeded the maximum stay
-
- Q11. **Please tick the box if you do not want your name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA (LGOIMA is a way for people to request official information held by local government agencies).** not answered
-

Q12. WCC may publish or release your submission on WCC's website or through a LGOIMA Act request. If you do not want your submission or specific parts of your submission to be released, please tick the box and provide an explanation below of which parts of your submission should be withheld from release.

Q13. Please explain further.

not answered



Respondent No: 5

Login: Registered

Responded At: Sep 19, 2023 10:00:00 am

Last Seen: Oct 06, 2023 03:11:45 am

- Q1. **Please enter your name.** Kirill
-
- Q2. **I am making this submission:** as an individual
-
- Q3. **Please enter the name of the organisation you are submitting on behalf of.** not answered
-
- Q4. **Would you like to make an oral submission to the Councillors?** No
-
- Q5. **Please enter your phone number so that a submission time can be arranged. If you don't enter a phone number, we will email you at the email address used to fill out this survey.** not answered
-
- Q6. **The Council proposes that the four-day restriction currently applying to the two designated freedom camping areas (Evans Bay Marina and Te Kopahou Visitor's Centre carpark) for a motor vehicle should be extended to the whole city. This will mean that people can only freedom camp for a maximum four-day period in any area of Wellington.**
- Do you support or oppose the proposed changes? Strongly support
(Choose one option)
-
- Q7. **Do you have any further comments on the proposed changes?**
- Can make it even lower than that. Freedom campers provide 0 benefit to the city.
-
- Q8. **We also propose to include freedom camping using a tent (or other temporary structure) in this four-day restriction (currently applying to motor vehicles).**
- Do you support or oppose the proposed changes? Strongly oppose
(Choose one option)
-
- Q9. **Do you have any further comments on the proposed changes?**
- No. We don't need camp cities.
-
- Q10. **Please provide any further comments you have on the Statement of Proposal. If required, please use additional paper for your feedback.**
- Ban freedom camping altogether.
-
- Q11. **Please tick the box if you do not want your name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA (LGOIMA is a way for people to request official information held by local government agencies).** not answered
-

Q12. WCC may publish or release your submission on WCC's website or through a LGOIMA Act request. If you do not want your submission or specific parts of your submission to be released, please tick the box and provide an explanation below of which parts of your submission should be withheld from release.

not answered

Q13. Please explain further.

not answered



Respondent No: 6

Login: Registered

Responded At: Sep 19, 2023 17:53:21 pm

Last Seen: Sep 19, 2023 05:50:27 am

- Q1. Please enter your name. [REDACTED]
-
- Q2. I am making this submission: as an individual
-
- Q3. Please enter the name of the organisation you are submitting on behalf of. not answered
-
- Q4. Would you like to make an oral submission to the Councillors? No
-
- Q5. Please enter your phone number so that a submission time can be arranged. If you don't enter a phone number, we will email you at the email address used to fill out this survey. not answered
-
- Q6. The Council proposes that the four-day restriction currently applying to the two designated freedom camping areas (Evans Bay Marina and Te Kopahou Visitor's Centre carpark) for a motor vehicle should be extended to the whole city. This will mean that people can only freedom camp for a maximum four-day period in any area of Wellington.
- Do you support or oppose the proposed changes? Strongly support
(Choose one option)
-
- Q7. Do you have any further comments on the proposed changes?
- I would prefer it to be 7 days as this is a more common holiday period.
-
- Q8. We also propose to include freedom camping using a tent (or other temporary structure) in this four-day restriction (currently applying to motor vehicles).
- Do you support or oppose the proposed changes? Strongly support
(Choose one option)
-
- Q9. Do you have any further comments on the proposed changes?
- not answered
-
- Q10. Please provide any further comments you have on the Statement of Proposal. If required, please use additional paper for your feedback.
- not answered
-
- Q11. Please tick the box if you do not want your name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA (LGOIMA is a way for people to request official information held by local government agencies).
- I do not want my name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA
-

Q12. WCC may publish or release your submission on WCC's website or through a LGOIMA Act request. If you do not want your submission or specific parts of your submission to be released, please tick the box and provide an explanation below of which parts of your submission should be withheld from release.

Q13. Please explain further.

not answered



Respondent No: 8

Login: Registered

Responded At: Sep 25, 2023 11:51:37 am

Last Seen: Sep 24, 2023 22:50:25 pm

- Q1. Please enter your name. [REDACTED]
-
- Q2. I am making this submission: as an individual
-
- Q3. Please enter the name of the organisation you are submitting on behalf of. not answered
-
- Q4. Would you like to make an oral submission to the Councillors? No
-
- Q5. Please enter your phone number so that a submission time can be arranged. If you don't enter a phone number, we will email you at the email address used to fill out this survey. not answered
-
- Q6. The Council proposes that the four-day restriction currently applying to the two designated freedom camping areas (Evans Bay Marina and Te Kopahou Visitor's Centre carpark) for a motor vehicle should be extended to the whole city. This will mean that people can only freedom camp for a maximum four-day period in any area of Wellington.
- Do you support or oppose the proposed changes? Somewhat oppose
(Choose one option)
-
- Q7. Do you have any further comments on the proposed changes?
not answered
-
- Q8. We also propose to include freedom camping using a tent (or other temporary structure) in this four-day restriction (currently applying to motor vehicles).
- Do you support or oppose the proposed changes? Somewhat oppose
(Choose one option)
-
- Q9. Do you have any further comments on the proposed changes?
not answered
-
- Q10. Please provide any further comments you have on the Statement of Proposal. If required, please use additional paper for your feedback.
not answered
-
- Q11. Please tick the box if you do not want your name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA (LGOIMA is a way for people to request official information held by local government agencies). I do not want my name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA
-

Q12. WCC may publish or release your submission on WCC's website or through a LGOIMA Act request. If you do not want your submission or specific parts of your submission to be released, please tick the box and provide an explanation below of which parts of your submission should be withheld from release.

Q13. Please explain further.

not answered



Respondent No: 11

Login: Registered

Responded At: Oct 13, 2023 16:50:21 pm

Last Seen: Oct 13, 2023 03:42:16 am

Q1. Please enter your name.

██████

Q2. I am making this submission:

on behalf of an organisation

Q3. Please enter the name of the organisation you are submitting on behalf of.

RCAi

Q4. Would you like to make an oral submission to the Councillors?

No

Q5. Please enter your phone number so that a submission time can be arranged. If you don't enter a phone number, we will email you at the email address used to fill out this survey.

not answered

Q6. The Council proposes that the four-day restriction currently applying to the two designated freedom camping areas (Evans Bay Marina and Te Kopahou Visitor's Centre carpark) for a motor vehicle should be extended to the whole city. This will mean that people can only freedom camp for a maximum four-day period in any area of Wellington.

Do you support or oppose the proposed changes?

Somewhat oppose

(Choose one option)

Q7. Do you have any further comments on the proposed changes?

not answered

Q8. We also propose to include freedom camping using a tent (or other temporary structure) in this four-day restriction (currently applying to motor vehicles).

Do you support or oppose the proposed changes?

Strongly oppose

(Choose one option)

Q9. Do you have any further comments on the proposed changes?

By banning tents you could be stopping someone camping over night to go fishing or surfing

Q10. Please provide any further comments you have on the Statement of Proposal. If required, please use additional paper for your feedback.

That RCAi be given the same camping accessibility as other vehicles that have a CSC sticker. Our members are required to take a test to prove that they understand what is necessary to be able to freedom camp. Where as the blue CSC are just required to have the necessary amenities to pass inspection to have it issued

Q11. Please tick the box if you do not want your name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA (LGOIMA is a way for people to request official information held by local government agencies).

I do not want my name or other personal information to be included in any information about submissions that WCC may publish or release under the LGOIMA

Q12. WCC may publish or release your submission on WCC's website or through a LGOIMA Act request. If you do not want your submission or specific parts of your submission to be released, please tick the box and provide an explanation below of which parts of your submission should be withheld from release.

not answered

Q13. Please explain further.

not answered

Proposed Freedom Camping Rules Update

Summary of submissions and officers' response

Introduction

The Council is proposing to update the freedom camping rules of the Public Places Bylaw 2022 (the Bylaw) to ensure the Bylaw is consistent with the Self-contained Motor Vehicles Legislation Act 2023, a recent piece of central government legislation which changed the freedom camping rules in New Zealand.

In addition, the Council is proposing to extend the four-day restrictions which currently apply to two designated freedom camping areas (Evans Bay Marina and Te Kopahau Visitors Centre carpark), to all freedom camping areas in the city. The four-day restriction would also apply to freedom camping using a tent or other temporary structure.

Public consultation was undertaken from 14 September to 13 October 2023 through the Council's Let's Talk page. A Statement of Proposal, along with specific survey questions, were published on the Let's Talk page for the consultation.

Number of submissions received

The Council has received 12 submissions on the proposed changes, with nine submissions from individuals and three made on behalf of an organisation. No submitters requested to make an oral submission to the Councillors.

Submissions received on specific survey questions

Q1 – Do you support or oppose the proposed changes that the four-day restriction currently applying to the two designated freedom camping areas (Evans Bay Marina and Te Kopahau Visitor's Centre carpark) for a motor vehicle should be extended to the whole city?

Twelve submissions were received on the proposed changes.

- Five submitters strongly support the proposed changes.
- One submitter supports the proposed changes. Specifically, the New Zealand Motor Caravan Association supports the Council's proposal to extend the four-day restriction to all freedom camping areas in the city, for the reasons noted online and in the Statement of Proposal.
- One submitter is neutral to the proposed changes.
- Four submitters somewhat oppose the proposed changes.
- One submitter strongly opposes the proposed changes.

Five submitters provided comments on the follow-up question *'do you have any further comments on the proposed changes?'*

- One submitter commented that we need to encourage visitors, not chase them away.
- One submitter commented that we should restrict to even fewer days (but did not specify the number of days), as freedom campers provide zero benefit to the city.
- One submitter commented that the restriction should be only three days maximum anywhere in Wellington.
- Two submitters commented that the restriction should be seven days as this is a more common holiday period. One of these submitters commented that Wellington would benefit from freedom camping, and that they would like to have more freedom camping areas including some of the currently prohibited areas, such as the Botanic Gardens.

Q2 – Do you support or oppose the proposed changes of including camping using a tent (or other temporary structure) in this four-day restriction?

Eleven submissions were received on the proposed changes.

- Four submitters strongly support the proposed changes.
- Two submitters somewhat oppose the proposed changes.
- Five submitters strongly oppose the proposed changes.

Three submitters provided comments on the follow-up question '*do you have any further comments on the proposed changes?*'

- One submitter commented that we do not need camping cities.
- One submitter commented that by banning tents we could be stopping someone camping overnight to go fishing or surfing.
- One submitter commented that homeless and long-term protesters encampments should also be included in the restriction.

Please provide any further comments you have on the Statement of Proposal.

Five submitters provided further comments.

- One submitter commented that there needs to be an easy way for locals to report freedom camping that has exceeded the maximum stay.
- One submitter commented that we should ban freedom camping altogether.
- One submitter commented that Responsible Camping Association Incorporated should be given the same camping accessibility as other vehicles that have a Certified Self-Containment sticker. This is because its members are required to take a test to prove that they understand what is necessary to be able to freedom camp, whereas the blue sticker for Certified Self-Containment only requires the necessary amenities to pass inspection to have it issued.
- One submitter commented that we need more camping locations. This is because in a natural disaster where their home is destroyed or they could not go to their home, they must use a camper van for residence for a long time.

- One submitter commented that they preferred a seven-day restriction. This comment is also included in the above question related to the four-day restriction.

Officers' response to the submissions

Officers have considered all the submissions and provide the following responses:

- A four-day restriction is reasonable, most visitors are staying within this restriction, and they can relocate to other areas in the city or to a regional camping location. We are not reviewing prohibited areas at this point.
- In terms of accessibility for freedom camping, self-containment is the legislative threshold. If they want to stay in Wellington, all freedom campers are subject to the same restrictions, including members of the Responsible Camping Association Incorporated.
- Freedom Campers are a key part of our domestic and international tourist market and spend time in the city. Officers do not consider that we should ban freedom camping, including camping with a tent.
- In terms of an easy way for locals to report freedom camping that has exceeded the maximum stay, we are aware that there have been a small number of issues that Council officers actively manage. This will be reflected in our enforcement measures if appropriate.

TE AWE MĀPARA - COMMUNITY FACILITIES PLAN

Kōrero taunaki | Summary of considerations

Purpose

1. This report to the Kōrau Mātinitini | Social, Cultural, and Economic Committee seeks approval to adopt Te Awe Māpara (Community Facilities Plan).
2. Note the following two Council policies will be revoked and replaced by the plan:
 - The Community Facilities Policy 2010
 - Public Conveniences Policy 2002.

Strategic alignment with community wellbeing outcomes and priority areas

Aligns with the following strategies and priority areas:

- Sustainable, natural eco city
- People friendly, compact, safe and accessible capital city
- Innovative, inclusive and creative city
- Dynamic and sustainable economy

Strategic alignment with priority objective areas from Long-term Plan 2021–2031

- Functioning, resilient and reliable three waters infrastructure
- Affordable, resilient and safe place to live
- Safe, resilient and reliable core transport infrastructure network
- Fit-for-purpose community, creative and cultural spaces
- Accelerating zero-carbon and waste-free transition
- Strong partnerships with mana whenua

Relevant Previous decisions

On 28 June, the Social, Cultural and Economic Committee agreed to consult with the public on the draft plan from Thursday 29 June to 7 August.

This same Committee heard oral submissions on 31 August 2023.

Significance

The decision is **rated medium significance** in accordance with schedule 1 of the Council's Significance and Engagement Policy.

Financial considerations

Nil Budgetary provision in Annual Plan / Long-term Plan Unbudgeted \$X

3. Section 7 of the plan is the action plan with 58 prioritised actions to undertake a variety of investigations and planning work. These are categorised as the following:
 - **14 Delivery investigation actions** – smarter in the way we deliver community facilities to maximise the benefits
 - **30 Facility investigation actions** – evolve facilities and maximise the benefits
 - **14 Projects underway** – facility projects that are underway and have existing funding.

4. The estimated cost to undertake the 44 delivery and facility investigation actions over the next 30 years is \$2.4 million. The actions are organised into five different timeframes. The following table shows the distribution of the actions and the estimated costs of undertaking the investigations:

Term	Number of actions	Estimated investigation costs
Very short-term (1-3 years)	14	\$1,090,000
Short-term (4-6 years)	12	\$585,000
Medium-term (7-10 years)	11	\$385,000
Long-term (11-20 years)	6	\$260,000
Very long-term (21-30 years)	1	\$80,000

5. The costs of investigatory actions required to deliver the plan should be considered in the context of \$420m current capital cost value² of the Council's community facilities and the annual operating costs of \$64m of the primary network (libraries, pools, recreation centres and community centres).
6. Note that the majority of the actions are investigative. Once these investigations are completed with the community following the robust process set out in the plan, and the appropriate response is identified, we will be able to calculate the cost of implementation.
7. However, to inform the Long-term Plan Infrastructure Strategy, indicative provisions for this investment over the next 30 years is up to \$300 million. This figure is based on an estimated square meterage rate of recent community facility developments. Note that as these are indicative provisions, the actual costs could be anywhere between \$250m and \$530m depending on the appropriate response identified in each investigation.
8. As we complete the investigations over the next 30 years, these implementation costs of any changes to community facility network will need to be updated in future annual or long-term planning cycles.
9. Note that the portion of any future approved investment into community facilities and public toilets directly responding to future population demand (growth) will be funded in part by development contributions.

² Current value based on the residual value of Council-owned swimming pools, libraries, community centres, recreation centres and premises leases. This does not include current capital expenditure such as on Te Matapihi Central Library rebuild.

Risk

| Low | Medium | High | Extreme

- 10. The overall risk is rated as medium given the high use and value of community facilities to Wellingtonians, as well as the significant financial value of these assets.
- 11. The plan sets out the strategic framework to guide the Council’s decision-making about community facilities based on findings from the needs analysis. The intention of the plan is not to provide all the answers but guide our efforts and areas of focus.
- 12. Because community facilities are so important to Wellingtonians, the actions in the action plan involve further investigative studies that engage the communities throughout. As such, there are no actions specifically focused on building or acquiring new facilities, nor are there actions to dispose of existing facilities.

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Authoriser	James Roberts, Chief Operating Officer Baz Kaufman, Manager Strategy and Research Stephen McArthur, Chief Strategy & Governance Officer

Taunakitanga | Officers' Recommendations

Officers recommend the following motion

That the Kōrau Mātinitini | Social, Cultural, and Economic Committee:

- 1) Receive the information.
- 2) Receive the submissions which have been circulated separately.
- 3) Note the feedback provided and thank the submitters for their considered and valued input into the development of the plan.
- 4) Note that the plan has been updated to reflect consultation feedback (see summary of submissions in **attachment two**).
- 5) Note that the plan includes an estimated cost of \$2.4 million to undertake the 44 deliver and facility investigation actions over the next 30 years and this will be included in the 2024 Long-term Plan budget.
- 6) Adopt Te Awe Māpara (Community Facilities Plan) (**attachment one**).
- 7) Note that the financial provisions of implementing any outcomes of the actions will be incorporated into the Long-term Plan process.
- 8) Note that the following two policies will be revoked on adoption of Te Awe Māpara:
 - The Community Facilities Policy 2010
 - Public Conveniences Policy 2002.
- 9) Authorise the Chief Executive and the Chair or Deputy Chair of the Kōrau Mātinitini | Social, Cultural, and Economic Committee to make minor changes to reflect any amendments and make edits, as required, to Te Awe Māpara before publishing.

Whakarāpopoto | Executive Summary

13. This report asks the Kōrau Mātinitini | Social, Cultural, and Economic Committee for approval to adopt Te Awe Māpara | Community Facilities Plan (the plan, available as **attachment one**) following consultation.
14. The purpose of the plan is to guide the Council's provision and decision-making about community facilities over the next 30 years. Its purpose is not to give us all the answers but identify where our focus should be directed to make sure community facilities are fit for the future and continue to meet communities' needs and aspirations.
15. The development of the plan commenced in March 2022 with a wānanga with Taranaki whānui which set the direction. The needs analysis and early engagement, carried out between June and December 2022, highlighted the many challenges our community facility network faces and the issues we needed to focus on for the future.
16. The plan outlines the Council's mission is to have '*thriving and accessible community facilities – where people connect, have fun and belong*', articulated by five outcomes: Manaakitanga, Whanaungatanga, Pārekareka, Pāhekohekotanga and Tiakitanga.
17. The plan sets out the new approach for the Council based on a comprehensive process, being smarter and maximising the benefits of our facilities, making informed and proactive decisions, and making sure our facilities are being delivered in a holistic and collaborative way across the city.

18. Public consultation was carried out on the draft plan for five weeks between 30 June to 7 August 2023. We received 236 written submissions, and 28 submitters presented their oral submissions to this Committee on 31 August. The feedback has been carefully analysed and the plan has been updated to reflect what was heard.
19. While there were a wide range of views, the feedback was largely supportive of the direction of the plan, approach and the need for Council to be proactively planning. An outline of what we heard and the subsequent changes to the plan are summarised in the discussion section below. The full summary of submissions is available as **attachment two**.
20. Although most of the content remains similar to the draft plan, the following summarises the changes made to the plan as a result of consultation feedback:
 - a) More detail of the needs analysis and evidence has been incorporated throughout, carefully balanced with ensuring the plan remains easy to read and not too long.
 - b) Terminology and concepts used through the plan have been clarified and tightened to avoid any misinterpretation and confusion.
 - c) The format of the future approach section (wāhanga 4) has been simplified from the four statements to a core statement to “*carefully evolve, be smarter and maximise the benefits of community facilities to reach our mission statement and outcomes.*” This is supported by five inter-connected components, which outline in more detail how the Council will implement this approach:
 - community partnerships
 - consistent process
 - collaboration methods
 - fit-for-purpose principles
 - delivery improvements.
 - d) The strategic alignment table in the draft plan has been replaced with table 2.4 – ‘*how Te Awe Māpara contributes to the Council’s outcomes*’. This table outlines how each outcome aligns with the city-wide outcomes and Tūpiki Ora, as well as what we will see at facilities as a result of focusing on each outcome.
 - e) A reo Māori glossary has been added to help with understanding.
 - f) Two new criterion have been added to the prioritisation criteria (wāhanga 4.2.2 of the plan): “*People are connected*” and “*Sense of community*”.
 - g) We have clearly shown the links between the plan outcomes to the future approach, prioritisation criteria and the key performance criteria (KPI).
 - h) The accessibility sub-section of the fit-for-purpose factors has been aligned to universal design principles to work towards facilities being accessible for all.
 - i) We have added some specific detail to the plan sought by public submissions, such as provisions for soundproofing, ventilation, embedded carbon and intersectionality.
 - j) Some actions in the plan have changed to incorporate what we heard. The timing of some actions has also shifted as we re-applied the prioritisation criteria. An achievability lens has also been applied to balance the timing of actions. Editorial changes have been made to the actions to incorporate the evidence and rationale, but these have been carefully balanced with making the plan easy to read.
21. The action plan (wāhanga 7) includes 58 prioritised actions to be undertaken over the next 30 years. 14 of the actions are already underway, 14 are delivery investigation

actions and 30 are facility investigation actions. The cost to undertake these 44 delivery and facility investigation actions over the next 30 years is approximately \$2.4 million. Section 4 of the plan sets out the approach to guide these investigations and key to this is working in partnership with the community.

22. After adoption, the next steps will be to develop an implementation plan and starting to undertake the very short-term actions. Prioritisation of the financial implications of implementing the outcomes of actions will be incorporated into the Long-term Plan process.

Takenga mai | Background

23. Following approval from this Committee in June, consultation on Te Awe Māpara took place between 30 June to 7 August. We received 236 written submissions. The summary of submissions is provided as **attachment two**.
24. A total of 28 oral submissions were heard by this Committee on 31 August.
25. Related to the plan, a petition for public toilets at Carrara Park in Newtown was presented to this Committee on 12 October. The petition was instigated to support the Newtown Residents' Association submission to the draft plan.
26. Overall the response was largely supportive of the plan. However, there were a number of suggestions for change and improvements which have been incorporated where appropriate (see **attachment one** for the revised final plan).

Background to the plan

27. The purpose of the plan is to understand what is needed to ensure community facilities are well-positioned now and for the future. It will guide the Council's provision and decision-making regarding community facilities over the next 30 years.
28. The plan was developed in response to strategic directives from the Spatial Plan, Te Whai Oranga Pōneke, the Strategy for Children and Young People, and Aho Tini 2030. It is also a priority objective of the 2021 Long-term Plan that *the city has resilient and fit-for-purpose community, creative and cultural spaces*.
29. The plan includes 277 community facilities (in 282 buildings) that are delivered by the Council and community organisations.
30. The plan has been informed by a needs analysis that included an assessment of the network, facility condition, financials, community feedback, who is using community facilities and their thoughts about them, and how many people use them. Additionally, catchment analysis and modelling was carried out to understand the potential impact of growth for pools, community centres, libraries and recreation centres.
31. The needs analysis highlighted the following challenges:
 - Pōneke has a considerable number of facilities, with approximately **one facility per thousand people** (excluding public toilets). Most facilities are small, standalone, not fit-for-purpose, and with an average age of 58 years (median of 50), maintenance requirements will significantly increase.
 - Facilities don't cater for all community needs and aspirations.
 - There is an uneven distribution of facilities with overlaps, and only minimal gaps.

- There is limited collaboration between facilities.
 - Some facilities are not well used and some we do not understand usage.
 - The facilities are costing more to maintain each year and current budgets have little planned for the future.
 - Many are not resilient or meeting our strategic objectives around climate change, accessibility, inclusivity and celebrating te ao Māori.
32. Wellingtonians are highly engaged and value community facilities but have a desire for better quality and range of activities.
33. While this work started out as a plan to make sure we had facilities in the right place and time to accommodate population growth, it is clear we do not have many geographical gaps, even recognising the growth we are anticipating. The key concern lies in the size and functionality of facilities, as they are not adequately equipped to meet present and future needs.
34. The key conclusion is Wellington needs better facilities – not more. Accordingly the plan sets out a new approach for community facilities. It is based on a comprehensive **process** – bringing the community along with us to undertake robust investigations for any facility change.
35. The future approach is about carefully evolving, being **smarter** and maximising the benefits of community facilities to *deliver thriving and accessible places, where people connect, have fun and belong*. The plan will help the Council:
- Make more informed decisions about community facilities and having a clear line of site between investment and outcomes.
 - Be proactive and explore different ways of doing things, such as partnerships and different models of provision.
 - Take a holistic view across the city and make sure facilities are working collaboratively across the city to get the most out of what we have.
 - Ensure we consider the wide range of factors that contribute to making a facility fit-for-purpose for the community’s diverse needs and aspirations.

Kōrerorero | Discussion

36. Consultation on the draft plan took place between Friday 30 June and Monday 7 August 2023 – a period of just over five weeks. A variety of methods were used to raise awareness of the consultation, including the Kōrero Mai/Let’s Talk page.
37. There were a total of 236 responses received (some of which were sent after the consultation period closed). We received 49 submissions from organisations and 187 were from individuals. 28 submitters made an oral submission on 31 August – 13 of these were made by organisations.
38. This section starts with the general themes of the feedback, and then summarises what we heard on the following six aspects we asked about and the subsequent changes made to the plan:
- Mission and outcomes
 - Future approach
 - Functional facilities
 - Prioritisation criteria

- Overall provision criteria
- Action plan.

39. The consultation received a higher proportional representation of responses from Khandallah residents (32% compared to 4% of the population)³. This high response could be due to the Independent Herald article in the middle of the consultation period (20 July). The front-page article (with the headline – “Closure threatened”) likely influenced both who we heard from and the nature of the submissions. The themes of the submissions from Khandallah residents are summarised at the end of this section.

A. General feedback

40. The general feedback we received on the plan was wide-ranging and some of what we heard was themed as follows (for the full summary of submissions, see **attachment two**).

41. **Support** – There were many comments supporting the general direction and approach of the plan, and the need for proactive planning:

“looking ahead 30 years is challenging and it is a relief to find this aspect valued throughout Te Awe Māpara.”

42. **Clarity** – Some submitters found the wording, length and detail of the plan did not provide enough clarity about what the Council was going to do. Some people asked for more evidence/rationale to be provided to back up the recommendations and direction of the plan:

“They are so general that there is nothing really to oppose. It is how they are later interpreted that will be the test of them.”

“The plan contains inaccurate generalisations about existing facilities, and provides no information on the utilisation of the buildings...”

43. The plan is informed by a city-wide needs analysis. However for readability and length of the plan, we did not include all the data and details as the full needs analysis reports will be made available when the plan is adopted. There is a balance between incorporating evidence and ensuring the document is easy to read. Due to this feedback however we have added more detail of the analysis into the plan.

44. **Provision/transport tension** – There was acknowledgement of the tension between local provision of facilities, transport goals and maximising facility use.

“At a time when we see population growth and a greater emphasis on walking, cycling and reducing carbon emission, I would expect more investment in local amenities rather than less.”

45. To address this feedback the plan makes it clear that there is not one single or ideal approach as communities and needs vary. The key for the future is robust investigation exploring different approaches to determine the best solution. The plan also acknowledges the tension that while having facilities close is convenient and can mean fewer people travel by car, small facilities can lack the space to provide a range of activities. Leading to more people travelling further or to multiple facilities to access what they desire. Conversely, a large facility can attract people from a wide area due to

³ By comparison in the last Long-term Plan consultation, 1.5% of responses were from Khandallah residents.

the greater range of activities on offer. This can result in more car travel, but higher facility use.

46. **Calls for facilities** – There were numerous calls for more public toilets, which have been incorporated into the actions. There were not many requests for any new facilities. Some submitters asked for specific improvements to facilities and services/programmes and this feedback has been passed on to the relevant business units.
47. **Te reo and te ao Māori** – There was a mixed response to how responsive the plan was to Māori and the use of reo Māori:

“They're all fine in principle but please stop using Maori words as headings. Only 4% of NZers speak te reo and that is a second language. It adds nothing.”

“We generally support the approach taken in the draft. However, we are unclear about how inclusive or responsive to Māori the draft plan is. There is a lot of kupu Māori, but there is little evidence of it being a true partnership document. We submit that there should be reference to it being a Māori-Crown partnership, with this setting a path for consultation”.
48. The use of te reo Māori is supported by the Council's Te Tauihu o Te Reo Māori, which has a vision of a te reo Māori City by 2040. The policy states we will role model te reo use in our publications and resources.
49. The focus on ensuring te ao Māori cultural narratives, design, identities, histories and landmarks are elevated and increasingly visible at our facilities, having more reo Māori facility names and signage, and more staff speaking te reo is about recognising that there is a historical lack of balance that should be addressed. The intention is not about removing English signage or making it difficult for non-Māori speakers to get around, but about ensuring te reo Māori and indigenous histories are also present. The plan now includes a reo Māori glossary to support understanding.
50. Ensuring our facilities enhance and promote te ao Māori will help to deliver on the Council's Tūpiki Ora Māori strategy. This strategy gives the Council direction on ways to support whānau and hāpori Māori to thrive in Pōneke. One of the outcomes of the strategy is that reo Māori and te ao Māori are normalised through our city.
51. At the foundation of the whare (building) showing the mission and outcomes of the plan, is the Council's commitment to “Te Tiriti and strong partnerships with mana whenua. Tākai Here and Te Tiriti o Waitangi lay the foundation for everything the Council does.”
52. The final plan more clearly shows the alignment of the outcomes to Tūpiki Ora ngā pae hekenka (priority waypoints) in table 2.4: *How Te Awe Māpara contributes to the Council's outcomes.*

B. Mission and outcomes

53. Support for the plan's mission and outcomes ranged from about 84% through to 93%. Submitters opposed to the mission and outcomes ranged from 3%-9%.
54. Due to the high support for (85% either strongly supported or somewhat supported) the plan's mission: *“Thriving and accessible community facilities – where people connect, have fun and belong”*, it remains unchanged.

-
55. Similarly there was high support for the five outcomes of Manaakitanga, Whanaungatanga, Pārekareka, Pāhekohekotanga and Tiakitanga. Therefore the objectives remain, but due to feedback about clarity of wording, the definitions of the concepts have been tightened.
56. The main call for change regarding the plan's mission and outcomes was asking for more clarity on what they mean for facilities. For example:
- “Accessibility is referenced in the Mission but is not referenced in the 5 outcomes, I would like to see Accessibility as a specific deliverable outcome that WCC is measured against, especially the Accessibility of WCC facilities”.*
57. To ensure people understand the link between the outcomes, what we will do and what we will see at facilities as a result of focusing on the outcome, we have:
- tightened each outcome description so it is really clear what each focus is
 - shown how our future approach will achieve each outcome in wāhanga 4 (section 4)
 - clearly shown the links between outcomes and what we will see in the prioritisation criteria and the key performance criteria (KPI)
 - clarified which outcomes each action relates to.
58. A key change is table 3.1 (strategic alignment) in the draft plan has been replaced with table 2.4 – ‘*how Te Awe Māpara contributes to the Council's outcomes*’. This table clearly articulates how each outcome aligns with the city-wide outcomes and Tūpiki Ora, as well as what we will see at facilities as a result of focusing on each outcome.

C. Future approach

59. In the draft plan, the future approach was based on the following inter-related statements of equal importance:
- Evolve towards a sustainable, collaborative and cohesive network.
 - Invest strategically, informed by community engagement and robust evidence.
 - Prioritise functional, well-maintained and well-used facilities.
 - Innovate our delivery of facilities.
60. There were 150 submitters (out of 191 who answered this pātai - 79%) who either strongly supported or somewhat supported the approach. Whereas 17 submitters (9%) either strongly opposed or somewhat opposed the approach.
61. There were 118 responses to the open question asking submitters to tell us why they supported or opposed the future approach. Overall this feedback confirmed the intent of the approach was supported but there was some concern about specific wording.
62. Consequently this section has been reworked in response to the feedback received to provide greater clarity on what the Council will do in the future. Although the content is similar to the draft plan, this section looks substantially different.
63. The format has been simplified and is based on five inter-connected components:
- community partnerships
 - consistent process
 - collaboration methods

- fit-for-purpose principles
- delivery improvements.

The components encompass the Council’s future approach to carefully evolve, be smarter and maximise the benefits of community facilities to reach our mission statement and outcomes.

64. The feedback we received on each approach in the draft plan is summarised as follows:

Evolve towards a sustainable, collaborative and cohesive network

65. There were many supportive comments recognising the importance of collaboration and working cohesively. There were also comments questioning whether facilities would be supported if they weren’t collaborative or cohesive. Examples include:

“Also, we do need to work more collaboratively with our resources and please can we consider more hub style models like Waitohi. What an amazing space this is.”

“If a cohesive network means closing local facilities/condensing local facilities and making people travel further to them, then no I don’t.”

66. To simplify this section, reference to “sustainable and cohesive network” has been removed and changed to “collaboration methods” section. The word “cohesive” has been removed because of the misinterpretation of its meaning.

67. To respond to the comments about collaboration models might mean combining facilities into one complex – the plan makes it clear that there is not a one size fits all model for all communities. Additionally, collaboration models include coordinated programming and activities, ie not only physical changes to buildings.

Invest strategically, informed by community engagement and robust evidence

68. There were a significant number of responses highlighting the importance of working with communities in meaningful ways so their voices are heard and part of the solution. There were also comments related to the importance of ensuring decisions are made using robust evidence.

“Collaboration with equity groups throughout all phases from design through to implementation needs to be highlighted in this diagram. There is no success without direct partnership with the communities directly impacted by these facilities - again this diagram fails to highlight this. 4 is the closest to achieving this but I think it could be reworded for accountability purposes that it is more than 'engagement' because this could be one-off. Partnership implies that it is ongoing.”

“Informed by 'robust evidence' looks to be an add-on. There should be more focus on this as a start point and there should be more focus on this throughout the Plan.”

69. To simplify this approach section and respond to the feedback, we have separated out the community engagement and the consistent process (to ensure evidence-based decisions) components.

70. The title of the community engagement section has been changed to “community partnerships” to demonstrate how critical a partnership approach is for community facilities. This community partnerships section sets out how the Council will work with communities to understand the diverse needs and aspirations, and provide opportunities to be involved in decision-making when considering any significant change to community facilities.

-
71. The new “consistent process” section sets out the process we will follow to ensure robust and evidence-based decisions are made. We have better integrated the prioritisation criteria and divestment considerations into this section (changes made to the prioritisation criteria are set out in section E below).

Prioritise functional, well-maintained and well-used facilities

72. While many submitters agreed with the proposed approach to *prioritise functional, well-maintained and well-used facilities*, some misinterpreted the intent to mean that only facilities that were well-maintained and well-used would receive investment.

“Prioritise functional, well-maintained and well-used facilities - does that mean facilities that are not all three will have less investment or development?”

73. In response to this feedback, the title of this future approach component has been changed to “fit-for-purpose principles”, replacing the previous “functional facilities” sub-section. The change in terminology to fit-for-purpose is because it appears from the feedback that more people understand this term.

74. Note that the comments related to the specific factors that make a facility functional/fit-for-purpose are summarised in section D below.

Innovate our delivery of facilities

75. While in general submitters supported the proposed delivery improvements outlined in this section, there was some confusion around the term ‘innovate’:

“Innovate our delivery of facilities” these are catch phrase words put together that don't actually mean anything to me. how can you innovate delivery?”

76. In response to this feedback, the word “innovate” has been removed and the title of this approach section has changed to “delivery improvements” (which also incorporates the overall provision principles set out in section F below). The delivery improvements section sets out how we will improve delivery in response to communities needs and aspirations.

D. Functional facilities

77. As part of the future approach outlined above, we will ‘prioritise functional, well-maintained and well-used facilities’ in section 4.2.1 of the draft plan, we set out various components that make a facility functional (situated in the right location with a suitable design for the range of intended activities and for all people who use it).
78. There were 137 submitters (out of 190 who responded – 72%) who either strongly supported or somewhat supported the various components that make a facility functional. There were 17 submitters (9%) who either strongly opposed or somewhat opposed the identified factors.
79. There were 114 responses to the open question asking whether we had captured all aspects that make a facility functional for needs.
80. As outlined above, as a result of the feedback, the functionality section has been separated out as one of the five inter-connected components we will use as part of our future approach, and the term, ‘functional facilities’ has been changed to ‘*fit-for-purpose principles*’.

81. In general, the feedback highlighted how people have different thoughts about what makes a facility fit-for-purpose for them. In response to the feedback, the plan sets out a range of fit-for-purpose principles that will be considered to ensure our facilities are located and designed to be easy to operate and use for everyone.

82. The following aspects of the fit-for-purpose factors received specific feedback which has been incorporated into the final plan:

83. **Accessibility** – some submitters called for more explicit reference to ensuring facilities were accessible for all.

“Functional must include Accessible to all users, this is not explicit and should be made more so.”

In response, the accessibility component of the fit-for-purpose principles has been changed to “universal design” to make it clear that it is the process of applying the universal design principles that make facilities accessible for all. A definition of universal design has been added to the glossary based on the New Zealand Disability Strategy. This definition highlights how universal design is good design that works for everyone and is more than accessible design.

84. **Inclusivity** – there were many supportive comments for ensuring facilities were inclusive. Generally comments related to aspects that were already in the plan, however there were a couple of additions made. One comment was: *“In my opinion, there could be more highlighting on intersectionality. For example, the need to collaborate with Tāngata Whaikaha Māori as able-bodied Māori cannot represent the views of disabled Māori - they have different lived experiences.”*

To capture this feedback, the following point has been added to the new community partnerships component of the future approach section: “Every person has their own unique lived experience. People who intersect across different social characteristics (such as gender, age, ethnicity, disability status) will have different experiences using and accessing community facilities (intersectionality). As an example Tāngata Whaikaha Māori (Māori disabled) may have different experiences from able-bodied Māori. It is vital we use a broad range of engagement methods to understand these lived experiences to ensure community facilities are beneficial to all in the community.” A definition of intersectionality has also been added.

85. **Focus on needs** – some submitters highlighted the importance of ensuring that fit-for-purpose factors responded to community need at the first step. For example:

“The ‘factors’ all read like design standards which are weirdly specific on what facilities should look like, but don’t seem to be based on what is needed/required.”

86. While the draft plan approach highlighted the importance of collecting clear evidence about community needs, to provide more clarity the following changes have been made:

- The approach section (wāhanga 4) sets out the future approach we will take to ensuring facility decisions respond to community needs **first and foremost**.
- Under the design aspects of fit-for-purpose principles, the point about catering for demand has been expanded to: *Buildings and spaces need to cater for the range of intended activities (determined through needs assessment, explained in wāhanga 4.2.1). Understanding the range of activities and the level of demand informs the size, configuration and specification of spaces.*

87. **Additions** – There were also some specific requests for additional considerations to be added to the fit-for-purpose principles sections, such as soundproofing and ventilation. As appropriate these requests have been added (as outlined in the summary of submissions).

E. Prioritisation criteria

88. The prioritisation criteria was part of the approach: *Invest strategically informed by community engagement and robust evidence* set out in the draft plan, as outlined above. The prioritisation criteria is used to determine the relative priorities between projects or facility developments when considering potential investment.
89. There were 125 submitters (out of 191 – 65%) who either strongly supported or somewhat supported the prioritisation criteria. There were 20 submitters (10%) who either strongly opposed or somewhat opposed the criteria (35 submitters were neutral and 11 selected “I don’t know”).
90. There were 100 responses to the open question asking submitters why they support/oppose the prioritisation criteria. There were a number of supportive comments and the need for the Council to prioritise, for example:
- “I agree with the prioritisation criteria. It is wishful thinking that everything can be done at the same time. I am happy with the consultation that has been done to ensure the prioritisation criteria is implemented equitably.”*
91. As a result of public feedback and the subsequent changes made to Table 2.4 (strategic alignment section, as outlined in section B above), the prioritisation criteria table has been amended. The changes provide more clarity for how each criterion will align with the outcomes of the plan and responds to the feedback set out below.
92. There was some feedback highlighting the importance of considering how significant facilities are to people’s wellbeing and fostering communities to help determine the priority of investment/facility decisions, for example:
- “Fostering a sense of community is becoming increasingly important given how more and more people seem to be moving towards operating in “silos”.”*
93. As a result of this feedback, the importance of facilities to providing opportunities for connection and contributing to sense of community have been added as criteria:
- **“People are connected** – Provide opportunities for people to connect and come together, building a sense of belonging.”
 - **“Sense of community** – Contribute to a sense of community, enable communities to prepare and respond to major events, and support community organisations to thrive.”
94. There were a number of submitters recommending a ranking or hierarchy to the criteria:
- “The criteria look comprehensive- it would be good to see any weightings associated with each criteria.”*
95. Through our public feedback it is very clear there are a range of views on what is important for community facilities. The prioritisation criteria aligns directly to the plan’s outcomes. Each criterion has equal weighting to account for the wide range of views on

what is most important. Weighting all the criterion equally will help ensure our investment is focused on those opportunities which provide the greatest benefits across **all** community interests. If certain criterion were weighted lower, it has the potential to marginalise certain interests in community facilities.

96. To respond to the feedback suggesting a hierarchy, we have clarified these points above in the introduction to section 4.2 of the final plan.

F. Overall provision principles

97. The overall provision approach for all facilities was set out in draft plan to ensure facilities are well-used and maximise community benefit, evidenced by the number of people of people using a facility, the number of hours it is used, and the range of activities / groups who use it.
98. There were 131 submitters (out of 192 – 68%) who either strongly supported or somewhat supported the overall provision principles. There were 19 submitters (10%) who either strongly opposed or somewhat opposed the principles. We received 105 responses to the follow up open question asking why submitters supported or opposed the provision principles.
99. As outlined above, the approach section has been changed to include five interconnected components. One of these components is “delivery improvements” – focused on ways we will improve the delivery of community facilities. This section replaces and combines the previous “overall provision principles” and “innovate our delivery” sections to streamline all measures related to how we deliver facilities in one section of the plan.
100. Generally the comments were supportive, but the two main themes of feedback on this section were recognising that well-used facilities includes the quality and depth of use, and support for facilities to be used for at least 40 hours per week.
101. Similar to the feedback outlined above about how important facilities are for sense of community, some submitters highlighted how well-used is not only quantity, but quality:
“There is a lot of focus on the number of people using a facility, but also want to make sure that we are including quality of engagement and use”.
102. The plan articulates that maximising the use and benefit of community facilities is not only based on the number of people using the facility – but the number of hours it is used and the range of activities and groups who use it.
103. In the introduction section of the plan, the vital role facilities play to wellbeing is recognised: “community facilities are important places for people to connect, celebrate, revitalise their culture, access resources, learn, develop skills, care for te taiao, and to find advice and support in times of emergencies. We value the role community facilities play in improving the health and wellbeing of people, and providing places to enjoy and have fun.”
104. While there was general support for having facilities used for at least 40 hours per week, there were comments related to the barriers that may impact on achieving this aim, such as the limited capacity for volunteers and staff to make changes and the lack of resources, such as a booking system.
“Having facilities used to maximum capacity is a great aim, but the reality is that some time slots will be difficult to fill, and cost of using a facility may prevent groups that would otherwise like to use it from doing so.”

105. The plan states the 40 hours is a target and recognises that this target will be challenging for some facilities and will take time and resources to support implementation.
106. The plan recognises that capacity of volunteers and staff is a key constraint and resources, promotion and booking systems are required to support implementation. Accordingly the actions in wāhanga 7.1 (delivery investigations) will help to achieve this goal, such as ‘collaboration support’, ‘centralised information and booking system’, and ‘review leases’ policies and portfolio’.

G. Feedback on action plan

107. The action plan is included as section 7 of the plan. Submitters were asked to provide feedback regarding any proposed actions or any ideas of actions that we should include/prioritise.
108. There were 118 comments received on the action plan. Many of these were focused on providing the “solution” to the investigation or specific feedback regarding facilities. These have been collated and attributed to each action / facility and will be considered again when each investigation is undertaken. There were also a number of comments related to areas that are out of scope of this plan, such as cycle ways, open space and play areas – where appropriate, these have been passed on to the relevant teams.
109. In response to the general feedback on the plan and the subsequent changes to the approach section, the action plan has been reworked into the following three sections:
- Delivery investigation actions – smarter in our delivery to maximise the benefits
 - Facility investigation actions – evolve facilities and maximise the benefits
 - Projects underway.
110. Some actions in the plan have changed to incorporate feedback, including combining some actions (for example, the Newtown actions), separating some actions (for example splitting Grenada North and Grenada Village) and adding some new actions (for example Changing Places facilities and hydrotherapy).
111. The timing of actions has re-prioritised against the updated prioritisation criteria. An achievability lens has also been applied to balance the timing of actions.
112. Editorial changes have been made to the actions to incorporate the evidence and rationale, but these have been carefully balanced with making the plan easy to read. The changes to individual actions are detailed in the summary of submissions (**attachment two**), but the actions that have had significant changes are provided in the table below.

Changes to actions	Consultation feedback / rationale for change
F4 Western cluster of community facility provision	
<p>This action has been brought forward to very short timeframe.</p> <p>Northland has been removed from the Western/Onslow action and is now a standalone long-term action.</p>	<ul style="list-style-type: none"> • Need to consider response to closing the Wadestown Community Centre (following the Council's 2021 Long-term Plan decision to divest). • There is a functional relationship between community centres and libraries. • There were a small number of submitters

	<p>questioning the inclusion of Wadestown in the Western/Onslow cluster. Catchment analysis shows there is a geographic relationship between Wadestown to Ngaio and Ngaio to Khandallah (please refer to catchment maps in appendix of attachment two).</p> <ul style="list-style-type: none"> • There is an inter-relationship between the facilities.
F5 Johnsonville facility provision & Recreation centre gap	
<p>This action has been moved to very short-term timeframe</p>	<ul style="list-style-type: none"> • Most feedback received on this action was focused on potential solutions. • There is a potential partnership with Onslow School for indoor recreation space which is significantly time dependent. • Insufficient capacity and geographical gap of recreation centre/indoor court provision around western-north area. • Building issues at the Johnsonville Community Centre are significant.
F7 Tawa facility provision	
<p>This action remains a short-term action</p>	<ul style="list-style-type: none"> • There was a call to move the Tawa action from short to a very short-term time frame to recognise the work already done. • While the work that has been done to date by the Tawa Residents Association, the Business Group and the Community Board is acknowledged, the action will remain as a short-term time frame (4-6 years). • This is because of the Inter-relationship between Western Cluster to what happens in Johnsonville and between Johnsonville to Tawa. We want to make sure we consider these inter-relationships as part of the investigations.
F6 Newtown facility provision	
<p>This action been brought forward from medium-term to very short.</p> <p>It has been combined with the Owen Street Bowling Club action (underway) and the Carrara Park public toilet petition has been added as a consideration.</p>	<ul style="list-style-type: none"> • There was a petition for public toilet at Carrara Park presented to this Committee on 12 October • Planning work is already underway for the Owen street site, and we need to consider the inter-relationship between facilities in the geographic area.
F10 Kilbirnie actions	
<p>There were three actions: C9 (Kilbirnie Community Centre), F2 Kilbirnie Recreation Centre, and U2 Kilbirnie Master Plan.</p> <p>These three actions have been combined as one short-term action: "Kilbirnie community facility provision".</p>	<ul style="list-style-type: none"> • The Kilbirnie master plan has reduced scope to a development plan and is only covering open space – not buildings. • These three actions have been combined together to consider the inter-relationship of facilities in Kilbirnie.
Grenada North / Grenada Village facility provision	

<p>This action has been separated into two, but they remain linked:</p> <p>F17 Grenada North facility provision (medium)</p> <p>F28 Grenada Village Community Centre (long)</p>	<ul style="list-style-type: none"> • There were two comments regarding this action, one submitter expressed frustration this action relied on the assumption the road connection would be built, and that maintenance and upgrades at the Grenada Village Community Centre had been put on hold. • To respond to the comments re uncertainty of the road connection, and the need to provide direction for Grenada Village Hall the actions have been separated and direction given to “in the short-term, address immediate building issues.”
Central city / Victoria Bowling Club / Thistle Hall	
<p>This action has been combined with the previous C7 (city centre community facility collaboration) and F14 Victoria Bowling Club to make a new action: F18 City Centre community facility provision.</p>	<ul style="list-style-type: none"> • Consider the inter-relationship between facilities in the geographic area. • Timing to recognise the role the new Central Library will play in meeting community facility needs. • Small number of submitters calling for a public toilet at Pirie Street playground.
D8 Improve accessibility of community facilities	
<p>This action been brought forward from short-term to very short.</p>	<ul style="list-style-type: none"> • A large action with multiple components influencing renewal work programmes. • Submitters calling for more progress re accessibility of facilities, so it is critical to progress.
Two new actions	
<p>Two new actions have been added:</p> <p>F23 Changing Places provision (medium)</p> <p>F26 Hydrotherapy water provision (long-term)</p>	<p>Feedback requesting more changing places facilities and hydrotherapy provision.</p>

H. Khandallah submissions

113. The large number of submissions received from Khandallah residents were largely centred around concern that local Khandallah facilities would be closing. As well as being included in the substantive summary above, these submissions have been themed into: “do not close”, “approach/terminology is an excuse to close facilities”, and “support for Khandallah facilities”.

114. Examples of submissions themed under “do not close” include:

“Please don’t remove/close down any of the facilities in Khandallah (town hall, library, Nairnville Centre or pool). They are well-used & loved by the community & help to grow/provide a sense of community belonging & identity.” [sic.]

115. Some submitters expressed concern that the approaches and terminology used in the plan were an excuse to close:

“As always, the devil is in the detail - ie how Council and community interpret these concepts ... "equity" (cf Manaakitanga) should not mean closing facilities that may presently not be super well used.”

116. There were many statements of support for Khandallah facilities, and these statements were sometimes the whole submission:

“Support it so long as you recognise the Khandallah Town Hall for the functional, well maintained and well used facility it is.”

117. The plan does not propose closing or building any new community facilities in Wellington. This is because any potential change to a community facility needs to be thoroughly investigated and the community engaged to determine the appropriate response. The plan highlights areas for the Council to carry out further analysis and investigations to understand the needs and aspirations of the community. The process for carrying out these needs and feasibility studies is set out in the plan. The most important part of this process is to work closely with the community – every step of the way.

Kōwhiringa | Options

118. The Kōrau Mātinitini | Social, Cultural and Economic Committee may decide to:

- a) Adopt Te Awe Māpara as outlined in this paper.
- b) Adopt an amended version of Te Awe Māpara.
- c) Not adopt the plan which would have implications for the Council as there would be no current strategic document guiding decisions regarding community facilities. This will mean minimal planned investment into an ageing network of facilities that are not working collaboratively. This could result in deteriorating assets overall, some gaps in provision and likely lead to declining satisfaction, participation, and community wellbeing.

Whai whakaaro ki ngā whakataunga | Considerations for decision-making

Alignment with Council’s strategies and policies

119. The direction of this plan came from the following strategies and plans:

- A priority objective in the **2021 Long-term Plan**.
- Action 1.3.7 of the **Spatial Plan**.
- Action D1 of **Te Whai Oranga Pōneke**.
- Action 2.2 of the **Strategy for Children and Young People 2021**.
- Action 3.2 (e) of **Aho Tini 2030**.

120. The plan’s five outcomes connect to the city’s vision, *Pōneke, the creative capital where people and nature thrive*, and five city-wide outcomes. The Council’s five strategic approaches are woven through everything we will do to achieve this plan’s mission and outcomes.

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121. Table 2.4 on the plan (how Te Awe Māpara contributes to the Council's outcomes) shows how the plan's outcomes aligns with the Council's city-wide outcomes and our Tūpiki Ora Māori Strategy ngā pae hekenga (priority waypoints).
122. Throughout the development of the plan, there has been careful consideration of ensuring alignment with the direction from the following Council's strategies, policies and plans:
- Accessible Wellington Action Plan 2019
 - Aho Tini 2030
 - Children and Young People Strategy 2021
 - Economic Wellbeing Strategy 2022
 - Financial Strategy
 - Positive Ageing Policy
 - Social Wellbeing Framework 2021
 - Spatial Plan 2021
 - Te Atakura 2019
 - Te Whai Oranga Pōneke
 - Tiakina te Taiao (biodiversity strategy in draft)
 - Tūpiki Ora 2022
 - Wellington Resilience Strategy 2017.

Engagement and Consultation

123. Engagement with the public and stakeholders was carried out from July-November 2022. We carried out the following surveys and collectively heard from almost 6,000 people:
- 2,258 respondents to community facility survey
 - 1,040 respondents on specific facility survey
 - 992 respondents on public toilet survey
 - sample survey: 786 Wellington residents and 575 Lower Hutt and Porirua residents
 - lease facility survey: 68 of 131 organisations.
124. The findings from the engagement informed the needs analysis and direction of the plan.
125. Public consultation was conducted for five weeks. The requirements for consultation set out in sections 82 and 82A of the Local Government Act 2002 were followed. The following methods were used to raise awareness of the consultation:
- [Kōrero Mai | Let's Talk page](#), which included the online submission survey.
 - Posters (with a QR code) and hard copies of the plan and submission survey form were sent to all recreation centres, community centres, swimming pools and libraries. We also delivered this collateral to the Waiora and Toitū Pōneke hubs.
 - A direct email to our mana whenua partners with a summary of what we'd heard during the engagement and the plan's relevance to Māori.
 - An email sent through to all advisory groups with a summary of what we're heard from them and the plan's relevance to each advisory group.

- A newsletter notice, direct emails, as well as regular reminder emails, were sent to all Residents' Associations and Business Improvement Districts.
- Direct emails, as well as regular reminder emails, were sent to all leaseholders, Regional Sports Organisations (RSO) and Nuku Ora.
- An email to all Wellington City Council library card holders, Swimwell, recreation centre course enrolments and Club Active/pool members.
- Meetings with stakeholder groups on request.
- Posts on Facebook and Instagram, these were also shared through some of the community pages, at the beginning of consultation and midway through. There was also a Facebook post on the Community Pools and Recreation Centre pages.
- Details of the consultation were included in two editions of the weekly 'This Week in Our Wellington' newsletter.

Implications for Māori

126. To inform the direction of the plan, we held a wānanga with Taranaki Whānui in March 2022. We bundled together four pieces of similar work – Te Whai Oranga Pōneke, the Green Network Plan and Tiakina te Taiao (the biodiversity strategy). (Note we also invited Ngāti Toa Rangatira to another wānanga, but they preferred to be kept updated via email and short hui).
127. The specific insights from this wānanga that set the direction for the plan were outlined in the SCE [Committee report](#) on 28 June 2023.
128. Representatives from Ngāti Toa Rangatira and Taranaki Whānui have been kept informed throughout the plan's progress. Mataaho Aronui has helped the development of this plan and has given the name of *Te Awe Māpara*. Te Awe Māpara encourages us to consider what is possible and to think about how things could be. This is the foundation in our approach to this plan's development.
129. While details of the plan's consultation were sent through to mana whenua, we didn't receive specific feedback. Although they had been more closely involved at the plan's development.
130. The following findings of the needs analysis have implications for Māori regarding community facilities:
 - 75% of our facilities have minimal or no te reo signage and recognition of te ao Māori.
 - There is limited insight in the provision of marae and uniquely Māori spaces in Pōneke and further data is needed.
 - While the needs analysis found that Māori have similar levels of engagement with all community facilities compared to the overall survey, we are aware there are still significant barriers to access. Some facilities feel unwelcoming to Māori, and they feel like they're not a place for them.
 - Marae are visited by approximately 4% of Wellingtonians, with higher proportions of Māori and Pasifika peoples visiting.
 - There are high levels of satisfaction among people who are visiting marae. Although some respondents identified the poor condition of some facilities as an area of concern.
 - Feedback from users indicate desire for greater connections to marae. There were also suggestions for development of marae facilities to improve quality and increase provision.

131. The approaches of the plan are aligned to the Council’s city-wide approaches, one of which is:

Integrating te ao Māori – We honour Te Tiriti through strong relationships with mana whenua and Māori. We weave Māori perspectives and thinking in the decision-making, management, activities, and the visual presence of our community facilities to maximise positive impact for Māori.

132. At the foundation of the strategic direction of the plan is the Council’s commitment to Te Tiriti and strong partnerships with mana whenua. Tākai Here and Te Tiriti o Waitangi lay the foundation for everything the Council does.

133. Table 2.4 in the plan (How Te Awe Māpara contributes to the Council’s outcomes) shows the connections between this plan’s outcomes, the city-wide outcomes and each of the Tūpiki Ora Māori Strategy ngā pae hekenga (priority waypoints). Integrated into this table is what we will see as a result of each outcome, many of which align to the Tūpiki Ora Action Plan.

134. Wāhanga 5.7 of the plan states the future provision approach for ngā marae me ngā wāhi kaupapa Māori (Marae and kaupapa Māori spaces) is to “evolve the community facility network to support marae, uniquely Māori spaces, and kaupapa Māori based activities, delivered in collaboration with other community facilities.” And “explore how te ao Māori, Te Tiriti o Waitangi, and mātauranga Māori are reflected in the decision-making, management, activities and the visual presence of our community facilities.”

135. The following actions in the plan have implications for Māori:

D4 – Review funding to support thriving facilities

- Review Council’s funding for community facilities to support the plan mission and outcomes. Considerations include funding to support collaboration, addressing maintenance and fit-for-purpose issues, facility planning, funding for marae and community centres, and supporting equitable outcomes.

D12 – Grow mātauranga Māori and Māori staff within community facilities

- Investigate rolling out of Rangatahi Pathways pilot programme / appointment of vocational Māori Pathways staff member to grow Māori staff and leaders at community facilities.
- Investigate the appointment of mātauranga Māori advisor(s) for implementation of Māori programmes, games, activities, design and narratives within the Council’s community facilities.

F3 – Hapori Māori facilities and spaces

- Work with mana whenua and Māori to review the provision and funding of marae, uniquely Māori spaces and Kaupapa Māori based activities in Pōneke to identify ways to enable equitable access and/or provision. This includes consideration of how we can meet Tākai Here partner aspirations around the provision of marae in our city and how current community facilities could be made more fit-for-purpose for Māori and mana whenua.

Financial implications

136. The cost to implement the 44 delivery and facility investigation actions in the plan over the next 30 years is approximately \$2.4 million. The following table shows the distribution of the actions and the estimated costs of undertaking the investigations:

Term	Number of actions	Estimated investigation costs
Very short-term (1-3 years)	14	\$1,090,000
Short-term (4-6 years)	12	\$585,000
Medium-term (7-10 years)	11	\$385,000
Long-term (11-20 years)	6	\$260,000
Very long-term (21-30 years)	1	\$80,000

137. Note that the majority of the actions are investigative. Once these investigations are completed with the community following the robust process set out in the plan, and the appropriate response is identified, then we will be able to calculate the cost of implementation.
138. However, to inform the Long-term Plan Infrastructure Strategy, indicative provisions for this investment over the next 30 years is up to \$300 million. This figure is based on an estimated square meterage rate of recent community facility developments. Note that as these are indicative provisions, the actual costs could be anywhere between \$250m and \$530m depending on the appropriate response identified in each investigation.

Legal considerations

139. The Council has several legal obligations related to its buildings and the land they are situated including under the Resource Management Act 1991, the Building Act 2004, Wellington Town Belt Act 2016, and the Reserves Act 1977. Any actions of the plan will be carried out consistently and in accordance with the relevant legislation.
140. The Local Government Act 2002 has been referenced in the plan as it requires the Council to promote the social, economic, environmental and cultural wellbeing of communities. This plan helps the Council's achieve its social wellbeing outcome by having awesome, vibrant and diverse places to meet and play.

Risks and mitigations

141. Each action regarding facilities is to carry out further investigation or to develop collaboration. There are no actions specifically focused on building or acquiring new facilities, nor are there actions to dispose of existing facilities. This plan recognises the important parts our mana whenua partners, stakeholders and Wellington communities play in informing our decisions. Community facilities have an important word – *community*, which means the need and aspirations of communities will be at the heart of our decisions.
142. If the plan is not followed and the current uncoordinated approach across community facilities continues, there is likely to be a range of impacts including deteriorating assets, some gaps in provision, under-use of some facilities, increasing operating costs, declining user satisfaction and participation, and potential impacts on community wellbeing. It is recognised the plan presents a new approach for community facilities and will be guided by an implementation plan working across relevant departments within the Council.

Disability and accessibility impact

143. To help inform the development of this plan, officers have been to three Accessibility Advisory Group (AAG) hui, as well as a separate hui with the Chairs.
144. The needs assessment found that 44% of our facilities were assessed with poor accessibility. Through our community survey engagements we learned that while there were similar participation levels for all disabled groups compared to the overall survey, there were some calls for improved accessibility.
145. The importance of an accessible network of community facilities is at the heart of this plan, as emphasised in the mission statement, '*thriving and **accessible** community facilities – where people connect, have fun and belong*'. Due to the supportive feedback for this mission statement, it remains unchanged.
146. During consultation we heard a range of views regarding accessibility of community facilities. Comments ranged from being supportive of the plan's focus on accessibility, to not going far enough, through to having too much of a focus on accessibility. Some submitters wanted to see accessibility better integrated into the plan outcomes and more action.
147. Accessibility is embedded in the outcome, Manaakitanga, which includes: "*We are good hosts and strive for our facilities to be accessible, equitable and inclusive for all.*" Table 2.4 (How Te Awe Māpara contributes to the Council's outcomes) better articulates how the plan contributes to the Council's outcomes. This table provides more clarity on how a focus on the Manaakitanga outcome will help reach accessible facilities.
148. As outlined in this report, the accessibility component of the fit-for-purpose principles has been changed to "universal design" to make it clear that it is the process of applying the universal design principles that make facilities accessible for all. The fit-for-purpose principles will be used to guide future changes to facilities.
149. Wāhanga 4.1 of the plan, 'community partnerships', sets out how we will work with disabled people to help improve the accessibility of community facilities.
150. In response to the calls for improved accessibility of community facilities, the following changes have been made to the actions. The "improve accessibility of community facilities" action has been brought forward to very short-time frame. The action has had minor edits and now reads:

D8 Improve accessibility of community facilities

Work with disabled people to improve the accessibility of community facilities. This requires a proactive approach to maintenance, renewals and delivery of community facilities and in some cases may lead to redevelopment of facilities. Considerations include:

- Ensure recommendations from accessibility audits have been incorporated into asset management plans to improve buildings, as funding allows.
- Complete, and support other building owners to undertake, accessibility audits as required.
- Information about accessibility features like ramps, hoists, mobility parking.
- Staff training on accessibility and enabling participation by disabled people.

151. In response to the calls for more Changing Places facility provision, the following action has been added:

F23 Changing Places provision (medium-term action)

Following the completion of the Changing Places facility under construction in the City Centre, investigate the need for Changing Places amenities. Changing Places offer comprehensive toilet and changing spaces suitable for a wide range of disabled people.

152. In response to feedback calling for more hydrotherapy water, a new separate action has been added:

F26 Hydrotherapy water provision (long-term action)

Undertake a needs assessment and feasibility study to investigate increased provision of hydrotherapy water to address under-supply in Wellington's aquatic network and likely increased demand from growing older population and disabled people. Consider the potential for partnerships with Ministry of Health and other providers such as retirement villages.

Climate Change impact and considerations

153. Te Atakura, Tūpiki Ora, and Tiakina te Taiao (draft biodiversity strategy) have helped inform the environmental and resilience aspects of this plan. The plan also aligns to the Council's draft *Āhuarangi Whaiwhakaaro Climate Smart Building and Infrastructure Guidelines*.

154. The needs analysis involved the pool energy audit, which found the 7 pools contribute to about 45% of the Council's building carbon emissions. This audit has informed the Council's *Energy Decarbonisation Plan*. The action plan includes the following underway action:

U3 Degasification of swimming pools

Consistent with the direction for each swimming pool outlined in this plan and the Council's Energy Decarbonisation Plan, implement the energy audits to transition from gas to clean energy sources, reduce carbon emissions, improve efficiency and provide comfortable experiences for users.

155. The needs assessment found that across the network 42% of facilities are assessed as being poor for climate impact and energy efficiency. Additionally, 10% of the network is seismically vulnerable (due to building size or location) and 13% in vulnerable locations, such as coastal inundation areas.

156. One of the outcomes of the plan is *Tiakitanga* which asserts the Council's commitment to our guardian and stewardship role: "*We nurture and manage our facilities to be environmentally and economically sustainable for all generations to come.*"

157. As outlined in the summary of submissions (**attachment two**), we did hear from some submitters the importance of environmental considerations:

"My only suggestion/plea is that not only sustainable but also ecologically "green" principals should be the guiding principal at every stage of planning, action and collaboration."

158. Set out in the plan are the fit-for-purpose principles (section 4.4) that we must consider when making changes to a facility. 'Environmentally beneficial design' is one component outlined to articulate how community facilities could be designed to minimise the impact on the environment and provide positive benefits.

159. There were calls to ensure embedded carbon is considered and so it has been added as a consideration in the divestment section of the plan (section 4.2).

Communications Plan

160. Once the plan has been adopted, we will communicate with our stakeholders and the public by:

- Media Release
- Social media post
- Council's website and Kōrero Mai | Let's Talk update.
- Closing the loop with submitters and stakeholders via email
- Internal communications.



Health and Safety Impact considered

161. Section 4.4 of the plan sets out the fit-for-purpose factors that we must consider when making changes to a facility. 'Safety' is one of these factors.
162. Community facilities must be designed in accordance with *Crime Prevention Through Environment Design* for the safety of both users and staff. The external environment needs to provide clear observation points, have appropriate lighting and be well-maintained.
163. The internal layout needs to provide good visibility for staff for observation and safe management of spaces.

Ngā mahinga e whai ake nei | Next actions

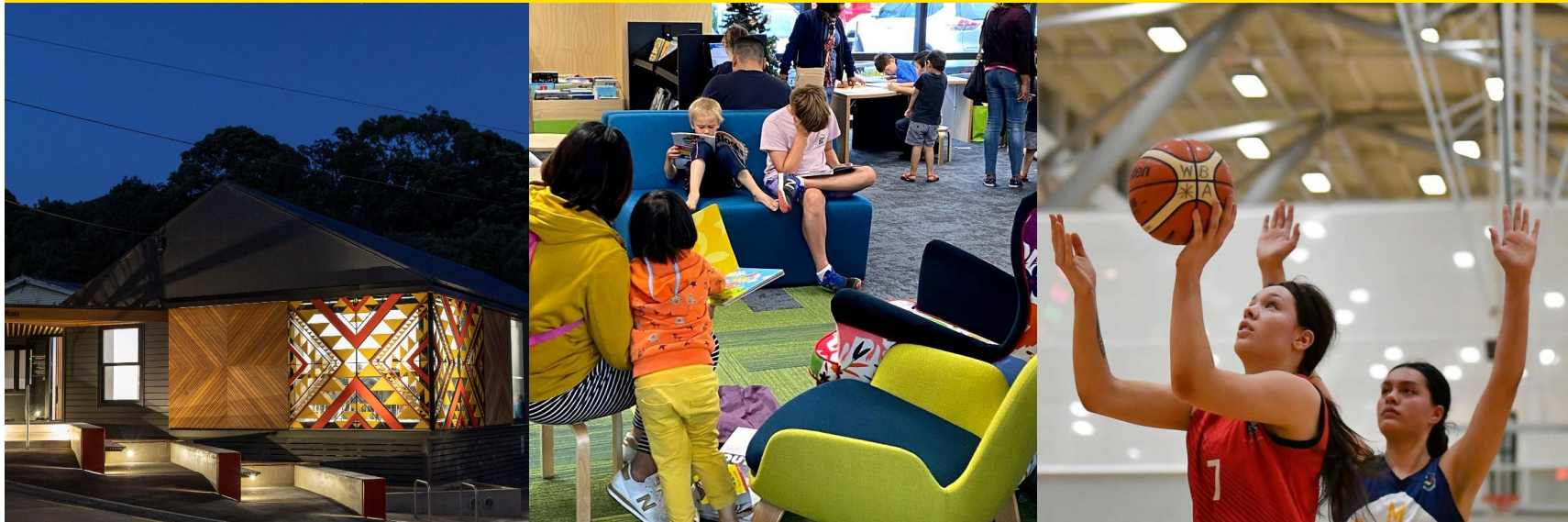
164. After adoption of the plan, an implementation plan will be developed following section 6.1 of the plan. The two policies – Community Facilities Policy (2010) and the Public Conveniences Policy (2002) will be revoked.
165. Te Awe Māpara will inform the Council's long-term plan and annual plans around community facility funding priorities. The plan will be incorporated the Council's asset and activity management plans, which set out work programmes and priorities for facilities.

Attachments

- | | | |
|---------------|--|----------|
| Attachment 1. | Attachment one: Te Awe Māpara ↓  | Page 183 |
| Attachment 2. | Attachment two: Summary of submissions ↓  | Page 299 |

Te Awe Māpara

Community Facilities Plan 2023



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Ngā tauponi ā-hapori e whanake ana, e tūhono ana | *Evolving and connected community facilities*

One of the most important roles our community facilities play is to connect people to each other and their place. We know the feeling of joy we get when visiting and engaging in activities at amazing community facilities. This mahi has shown just how much people value facilities for contributing to their sense of wellbeing, belonging and connection. We can also see the potential value a thriving network of facilities can bring to Wellingtonians – enabling everyone to participate in a diverse range of experiences that benefit their individual and collective wellbeing.

The purpose of this plan is to guide Council's provision and decision-making about community facilities for the next 30 years.

We have 277 facilities in scope including libraries, community centres, recreation centres, swimming pools, leases of land and buildings, community spaces in Council housing assets, and public toilets. They are and will continue to be really important to our communities. We want to acknowledge the many passionate people before us who have given their time and energy to their communities – we will learn from your mahi so the aspirations of our growing, changing and diverse communities continue to be met at our facilities.

Te Awe Māpara

The name Te Awe Māpara was gifted by Paiheretia Aperahama (He uri nō Te Aupōuri, Te Āti Awa me Ngāti Tūwharetoa). Te Awe Māpara, *beyond the eye*, encourages us to ponder or consider what is possible and to think about how things could be. This is the spirit in which this plan has been developed – the aim is to help set the foundation to evolve our network towards *thriving and accessible community facilities* – *where people connect, have fun and belong*.

He mawhititanga ki te mahere | *Plan at a glance*

MISSION

Thriving and accessible community facilities – where people connect, have fun and belong

OUTCOMES



Manaakitanga
We show respect, generosity and care for others. We are good hosts and strive for our facilities to be accessible, equitable and inclusive for all.



Whanaungatanga
Our facilities provide places for people to share, nurture relationships and build connections, strengthening our sense of community and belonging.



Pārekareka
Our facilities are fit-for-purpose places for people to thrive, have fun, participate, create, perform, learn and play.



Pāhekohekotanga
Our facilities are connected and form a holistic and well-distributed network. They work together collaboratively to deliver a diverse range of activities.



Tiakitanga
We are committed to our guardian and stewardship role. We nurture and manage our facilities to be environmentally and economically sustainable for all generations to come.

CHALLENGES

Wellington has substantial provision.
Most facilities are too small, ageing and not fit-for-purpose
Don't cater for all community needs and aspirations
Uneven distribution, overlaps and minimal gaps
Some not well-used
Costing more

FUTURE

Wellingtonians are highly engaged and value community facilities
Desire for better quality and greater range
Focus on size and functionality to cater for growth
Adapt facilities to be resilience and respond to climate change

Key conclusion: we need better facilities not more.

FUTURE APPROACH



IMPLEMENTATION

KEY PERFORMANCE INDICATORS:
Monitor impact and assess performance of community facilities

ACTIONS:
Priorities to investigate delivery and facility issues over next 30 years

Wāhanga 1: Te whakatakinga | Introduction

1.1 Takenga mai | Background

Community facilities are a core part of our city's social infrastructure – providing places where people can participate, play, create, perform, be inspired, build wellbeing, and develop a sense of belonging and purpose. Community facilities are places that *connect* people to each other, the place, and their communities.

The purpose of *Te Awe Māpara* (the plan) is to guide the Council's provision and decision-making about community facilities for the next 30 years. The plan includes 277 facilities, from swimming pools and libraries through to community spaces in council housing assets and public toilets. The plan does not give us all the answers but will guide where we should focus our energies to ensure we have '*thriving and accessible community facilities – where people connect, have fun and belong*'.

The plan provides an integrated future approach to guide our planning and decisions about facilities. The most important part of this approach is bringing the community with us – every step of the way. Because community facilities are for **the people of Pōneke** to visit and enjoy. This plan recognises the Council is not the only provider of facilities, there is a community facility ecosystem delivered by schools, private and social organisations that make up the social and recreation fabric of the city.

The plan was informed by a city-wide needs analysis of our facility network which includes survey feedback from over 5,700 respondents. We have summarised our key findings in this plan but the detailed analysis is available in supporting reports on our website.

It is important to acknowledge the people who operate, volunteer at, and spend countless hours making our community facilities amazing places for connection and play. Without these passionate, inspiring and caring people, our facilities would just be buildings without mauri or a vital life force. It is **the people** that make our spaces so special and cherished.



Photo: Waitohi Library

1.2 Te take i whakawhanake mātou i tēnei mahere | Why we developed this plan

The plan has been developed to understand what is needed to ensure community facilities are thriving now and into the future. The city's facility provision was last considered in the Council's 2010 Community Facilities Policy. The policy needed to be reviewed to take into account the current context and to understand the challenges and opportunities that lay ahead.

The city is growing and changing, and so too are the needs and aspirations of communities for facilities. This plan has responded to these shifts and provides the future direction and approach so we can continue to be responsive and achieve our mission of 'thriving and accessible community facilities – where people connect, have fun and belong'.

The following strategic directives identified the need and shaped the direction of this plan:

- A priority objective in the **2021 Long-term Plan (LTP)**: *The city has resilient and fit-for-purpose community, creative and cultural spaces.*
- Action 1.3.7 of the **Spatial Plan**: *Develop a new Community Facilities Plan that provides for future investment in existing and new community facilities and partnership projects to respond to projected growth and changing community needs. The plan will inform future Long-term Plans and the Council's finance strategy and will ensure a robust, integrated, and strategic decision-making approach across the Council's portfolio of community infrastructure assets.*

- Action D1 of **Te Whai Oranga Pōneke** (Open Space and Recreation Strategy): *Implement the Community Facilities Plan 2023, which will guide strategic decision-making about the investment required to provide a well-distributed, good quality network of recreational facilities.*
- Action 2.2 of the **Strategy for Children and Young People 2021**: *Develop a plan for social infrastructure that responds to community needs and growth.*
- Action 3.2 of **Aho Tini 2030**: *Develop a plan for community centres that responds to community needs and growth.*
- Two of the overall goals of the **Accessible Wellington Action Plan 2019** are: *Accessible facilities that are fit-for-purpose, and People can find information in an accessible format about the accessibility of the facilities.*

As well as the Community Facilities Policy 2010, this plan also replaces the Public Conveniences Policy 2002. It subsequently provides one over-arching direction and approach that combines and streamlines the processes in those policies to ensure the Council's decision-making about all community facilities is consistent and transparent.

As we go forward, our aim is to evolve our network to deliver connections, not only between people but across the network. We are building on the substantial investment from over 100 years to ensure community facilities meet the needs and aspirations of generations to come.

1.3 Me pēhea e whakamahi ai i tēnei mahere | *How to use this plan*

As this plan is comprehensive and complex, this section is intended to help navigate the reader. The plan is set out in seven sections (wāhanga) that describe where we are heading, why the Council is involved in community facilities, the challenges we are facing, and our future approach. The action plan in wāhanga 7 sets out prioritised actions to be implemented. Interspersed through this plan are spotlights on three community facilities: Waitohi Hub, Toitū Pōneke and Te Tūhunga Rau as examples of recent community facility developments.

Wāhanga 1: Te whakatakinga <i>Introduction</i>	<ul style="list-style-type: none"> Why and how we developed this plan. What community facilities are and which ones are included in the scope.
Wāhanga 2: E ahu atu ana mātou ki hea <i>Where we are heading</i>	<ul style="list-style-type: none"> Our mission statement and what we are aiming to achieve with our community facilities. Why we provide community facilities and a description of our various roles. How the plan contributes to the Council's outcomes.
Wāhanga 3: Ngā wero kei mua i a mātou <i>The challenges we are facing</i>	<ul style="list-style-type: none"> Outline of engagement and analysis undertaken. The key findings of our city-wide needs analysis and community surveys. Summary of the key challenges for the future.
Wāhanga 4: Te rautaki ā-anamata mō ngā taupuni ā-hapori <i>Our future approach for community facilities</i>	<ul style="list-style-type: none"> Outlines our future approach and the five integrated tools we will use.
Wāhanga 5: Tohutohu mō ngā momo taupuni <i>Direction for facility types</i>	<ul style="list-style-type: none"> Specific direction for the facility types included in this plan based on responding to the current state and needs analysis findings.
Wāhanga 6: Ngā mahi e haere ake nei <i>Next steps</i>	<ul style="list-style-type: none"> How the plan will be implemented, financial implications, and the measures we will use to monitor and evaluate our progress.
Wāhanga 7: Mahere mahi <i>Action plan</i>	<ul style="list-style-type: none"> Sets out the very short, short, medium, long and very long-term actions the Council will progress to investigate community facility provision.
Kuputaka Glossary	<ul style="list-style-type: none"> Provides clarity on our use of particular reo Pākehā and reo Māori words (highlighted in italics) in this plan.

1.4 Te āhua o tā mātou whakawhanake i tēnei mahere | How we developed this plan

This plan was shaped by a wānanga (forum) with Taranaki Whānui ki te Upoko o te Ika (one of our Tākai Here¹ partners) to explore aspirations for the city's recreational, environmental, cultural and community spaces. The insights from this wānanga set the direction and have been woven throughout the plan.

We carried out a city-wide needs analysis of our community facility *network* to inform this plan. This included a review of the existing policies and strategic context and a current state assessment of all 277 facilities. We also undertook *catchment* analysis and modelling of libraries, community centres, swimming pools and recreation centres to understand where people come from to use facilities and the potential impact of projected growth.

An important aspect of the needs analysis was understanding how different communities use facilities. We carried out a sampled survey of Wellingtonians and Lower Hutt/Porirua residents, as well as four different public surveys. We had about 5,700 responses from these surveys² asking what facilities people use, what for, what they like and what they want for the future. We also asked about the barriers and the challenges to using facilities.

We received feedback from almost 250 submitters on the draft plan in July 2023. We met with key stakeholders such as our five advisory groups, universities, other Councils and Nuku Ora. Submitter's feedback was largely positive and has helped to shape this final plan, which was adopted in November 2023.

The methodology of the needs analysis and what we learned is outlined in wāhanga 3.

¹ Tākai Here is our binding agreement between mana whenua and the Council.

1.5 He aha te tikanga o ngā taupuni ā-hapori? | What do we mean by community facilities?

Community facilities are buildings that provide a diverse range of activities from arts and culture through to providing places for people to participate in sport and recreation.

Community facilities are important places for people to connect, celebrate, revitalise their culture, access resources, learn, develop skills, care for *te taiao*, and to find advice and support in times of emergencies. We value the role community facilities play in improving the health and wellbeing of people, and providing places to enjoy and have fun. Our facilities bring people together and often play the role as a '*bumping space*' – where people meet, share and inspire ideas, and develop a feeling of belonging and of being local.

Figure 2 shows the 277 community facilities included in the Plan. There are 282 buildings as some facilities are based in multiple buildings. Of these, the Council owns 180 buildings and leases six, and 96 are leased or owned by the community.

While each of these facilities often play distinct roles, this distinction is becoming increasingly blurred with similar activities found in different facility categories. For example, libraries have become places for the community to connect and create – as well as places to access books and resources.

A range of other facilities are also part of the Council's community infrastructure. While their importance is acknowledged, these facilities are not in the scope of this plan as they are being considered through other related work.

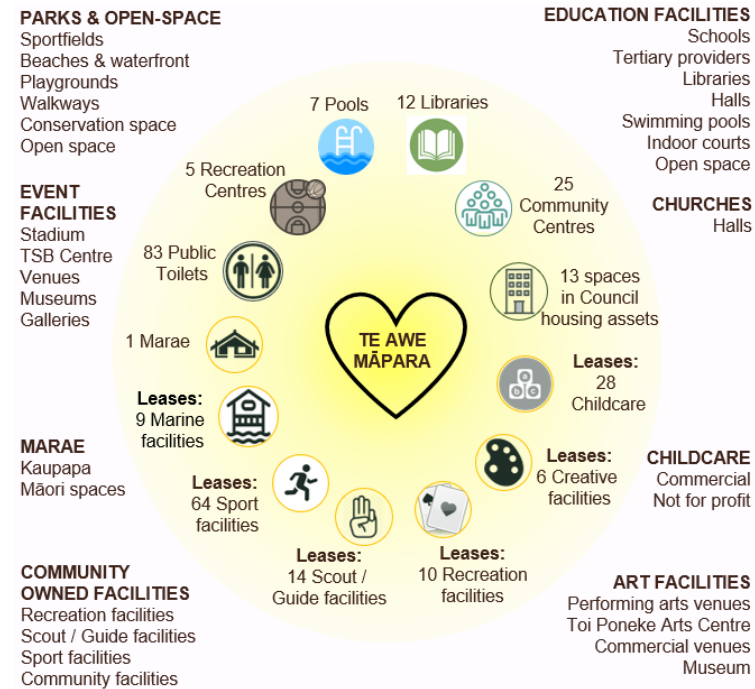
² As part of our city-wide needs analysis, reports available on our website.

These other facilities include:

- Playgrounds – [Play Spaces Policy 2017](#).
- Sportsfields – **Wellington Region Sportsfields Strategy** (under development by Nuku Ora).
- Toi Pōneke – [‘Reimagining Toi Pōneke’](#) project.
- Open space network – [Te Whai Oranga Pōneke](#) (Open Space and Recreation Strategy).

Beyond the facilities in this plan, there is a wide range of facilities that make up the social fabric of Pōneke. Schools, universities, churches, marae, kaupapa Māori spaces, event facilities, play areas, open-space and, increasingly, cafés, bars and private venues provide places for people to socialise, connect and participate. In developing and implementing this plan, we’ve considered how the entire community facility ecosystem meets aspirations and needs.

Figure 1: Community facility ecosystem with facilities in scope



Wāhanga 2: E ahu atu ana mātou ki hea | *Where we are heading*

2.1 Te whāinga matua me ngā putanga | *Our mission and outcomes for community facilities*



2.2 Tā mātou e whai nei | *What we are working towards*

The mission and outcomes of our plan are represented by the whare (building) above. The mission is to have *'thriving and accessible community facilities – where people connect, have fun and belong'*. The mission statement encompasses what we heard during community engagement and each term is defined as:

Thriving – vibrant and exciting community facilities which are well-maintained, resilient and valued by current and future generations.

Accessible – well-distributed network of facilities which everyone can access and use with ease and dignity.

Connect – places where people come together to build relationships, share, learn, celebrate and feel part of the community.

Have fun – places where people enjoy themselves and participate in a wide range of activities to improve their wellbeing.

Belong – places where people feel included, all diverse communities feel welcome and have a strong sense of belonging.

To deliver this mission our focus will be on achieving five outcomes: *manaakitanga, whanaungatanga, pārekareka, pāhekoheko* and *tiakitanga*. These outcomes are based on te ao Māori concepts which show the interconnectedness of people and the environment. We have pictured our five outcomes as the pillars of the whare – each pillar is equally important in order to achieve our mission and for our community facility network to thrive.

³ Note of adoption, the city vision, outcomes and strategic principles have been adopted by the Council in principle and subject to change following 2024-2034 Long-term Plan consultation.

The plan's five outcomes connect to the city's vision, *Pōneke, the creative capital where people and nature thrive*³, and five city-wide outcomes: *Cultural Wellbeing, Social Wellbeing, Economic Wellbeing, Urban Form, and Environmental Wellbeing*. The Council's five strategic approaches we will take to achieve these outcomes and city vision are listed below. These approaches are woven through everything we will do to achieve this plan's mission and outcomes:

Integrating te ao Māori – We honour Te Tiriti through strong relationships with mana whenua and Māori. We weave Māori perspectives and thinking in the decision-making, management, activities, and the visual presence of our community facilities to maximise positive impact for Māori.

Making our city accessible and inclusive for all – Universal design is at the heart of our planning and design of new community facilities. We collaborate with the Council's Advisory Groups, disabled and rainbow people to ensure our facilities are accessible and inclusive. Existing facilities are progressively improved as we review, maintain and upgrade. Efforts are made to overcome barriers and address disparities in community facility provision.

Embedding climate action – Our actions are working to reduce carbon emissions of community facilities and continue to minimise and where possible have a positive impact to the environment, while acknowledging and preparing for climate changes ahead.

Engaging our community – We utilise inclusive and transparent decision-making processes for our community facilities. Engagement facilitates input from diverse communities on their needs and preferences for community facilities. This information informs the development and maintenance of facilities to ensure

they meet the needs of all residents. Our decision-making processes will be evidence-based, transparent and always seek to achieve the best outcomes for current and future generations.

Value for money and effective delivery – We are efficient and effective with our resources to get the best outcomes possible within a constrained funding environment. We will deliver high quality and well-managed programmes and projects to maximise value for our residents and the city. We will seek to find additional ways to fund projects and activities, including advocating for central government funding.

At the foundation of the whare is the Council's commitment to Te Tiriti and strong partnerships with mana whenua. Tā kai Here and Te Tiriti o Waitangi lay the foundation for everything the Council does.



Photo: Toitū Pōneke Hub

2.3 Te take e whakarato ai mātou i ngā taupuni ā-hapori | *Why we provide community facilities*

The Council provides community facilities, programmes and services to enable participation in recreational, cultural, creative, social and learning opportunities. The physical spaces – or facilities – are the platform for community development, connection, activities and services to take place. We know these opportunities and connections contribute significantly to our physical, mental, social, emotional and spiritual wellness.

The Local Government Act 2002 requires the Council to promote the social, economic, environmental and cultural wellbeing of communities. The Council's Long-term Plan outlines key outcomes and priorities to help achieve the city vision. The Council's social wellbeing outcome is to have a city of healthy and thriving whānau and communities, helped by having awesome, vibrant and diverse places to meet and play. One of the city's long-term strategic priorities is to *invest in sustainable, connected and accessible community and recreation facilities*.






Through this mahi we have developed our understanding of how important community facilities are to the health and wellbeing of Wellingtonians and what we need to do to make sure they continue to meet needs and aspirations in the future. *Thriving and accessible community facilities – where people connect, have fun and belong* will help reach the city vision and help Pōneke be *the creative capital where people and nature thrive*.








Included in this mahi are public toilets. The Council currently owns a large portfolio of public toilets as they contribute to the maintenance of public health and wellbeing, and the private sector does not always provide public conveniences to the required level and/or quantity. The Council recognises that clean, well-maintained public

toilets that are accessible, safe and strategically situated are an important amenity that support people to live, work and play in Pōneke.






The table in wāhanga 2.4 shows the connections between this plan's outcomes, the city-wide outcomes and our Tūpiki Ora Māori Strategy ngā pae hekenga (priority waypoints). The table also articulates what we will see at our facilities as we focus on each of the outcomes.









2.4 Te āhua o tā Te Awe Māpara whāngai i ngā putanga a te Kaunihera | *How Te Awe Māpara contributes to the Council's outcomes*






Outcome	City-wide outcomes	Tūpiki Ora ngā pae hekenga (priority waypoints)	Specific outcomes in our community facilities
 <p>Manaakitanga</p> <p>We show respect, generosity and care for others. We are good hosts and strive for our facilities to be accessible, equitable and inclusive for all.</p>	 <p>Cultural wellbeing <i>A welcoming, diverse and creative city</i></p>  <p>Social wellbeing <i>A city of healthy and thriving whānau and communities</i></p>	 <p>Te whakatairanga i te ao Māori <i>Enhancing and promoting te ao Māori</i></p>  <p>He whānau toiora <i>Thriving and vibrant communities</i></p>	<p>Accessible facilities</p> <ul style="list-style-type: none"> • Everyone is able to access facilities and use them with ease. • Information about our facilities is provided in accessible formats. • Community facilities will incorporate universal design principles. <hr/> <p>Inclusive facilities</p> <ul style="list-style-type: none"> • Our facilities are welcoming for everyone. Special consideration is given to <i>diverse communities</i> and cultures so they are celebrated, embraced and thriving. • <i>Mana whenua</i> and <i>te ao Māori</i> cultural narratives, design, identities, histories and landmarks are elevated and increasingly visible at our facilities. • More te reo facility names and signage, and more staff speaking te reo. • Te ao Māori is embedded into our communications and interactions to help present a balanced worldview. • <i>Mātauranga Māori</i> and traditional customary practices is supported at facilities, such as providing places to welcome, to express manaakitanga and practice <i>rongoā</i>. • The whakapapa and significance of the <i>whenua</i> on which the facility stands is recognised. • Facilities are designed to be inclusive of the wide range of community needs. <hr/> <p>Addressing equity in provision</p> <ul style="list-style-type: none"> • Equitable provision of community facilities, recognising some communities have greater needs and/or lower levels of provision. • Community facilities enable equitable use of spaces, recognising the needs of new, emerging and growing activities. • Community facilities are affordable for people to access and for the city to deliver. • Barriers are removed so people and groups can use community facilities easily.

Outcome	City-wide outcomes	Tūpiki Ora ngā pae hekenga (priority waypoints)	Specific outcomes in our community facilities
 <p>Whanaungatanga Our facilities provide places for people to share, nurture relationships and build connections, strengthening our sense of community and belonging.</p>	 <p>Social wellbeing <i>A city of healthy and thriving whānau and communities</i></p>  <p>Cultural wellbeing <i>A welcoming, diverse and creative city</i></p>  <p>Economic wellbeing <i>An innovative business friendly city</i></p>	 <p>He whānau toiora <i>Thriving and vibrant communities</i></p>  <p>Te whakapakari pūmanawa <i>Building capability</i></p>  <p>Te whakatairanga i te ao Māori <i>Enhancing and promoting te ao Māori</i></p>	<p>People are connected</p> <ul style="list-style-type: none"> • People are connecting and building relationships with each other at community facilities. • Our facilities provide support, employment, learning and/or volunteering opportunities. • Spaces are provided for children and young people to connect. <p>Thriving Māori leadership</p> <ul style="list-style-type: none"> • Te ao Māori and mātauranga Māori are reflected in the decision-making, management and design of facilities. • Mana whenua and Māori are empowered to be <i>kaitiaki</i> and co-managers / co-designers of facilities. • Our community facilities provide more opportunities for leadership and developing capability for Māori. <p>Strong sense of community and belonging</p> <ul style="list-style-type: none"> • Spaces and places are provided for hapori Māori to belong as Tangata Whenua⁴ and kaitiaki. • Community facilities contribute to building community connections and a sense of place. • Our facilities help communities prepare and respond to environmental, seismic and other adverse events. • People develop a strong sense of identity and belonging at community facilities. • The voluntary and not-for-profit sectors are supported to use and access community facilities.

⁴ Tangata Whenua status through the completion of the pōhiri process.

Outcome	City-wide outcomes	Tūpiki Ora ngā pae hekenga (priority waypoints)	Specific outcomes in our community facilities
 <p>Pārekareka Our facilities are fit-for-purpose places for people to thrive, have fun, participate, create, perform, learn and play.</p>	 <p>Social wellbeing <i>A city of healthy and thriving whānau and communities</i></p>  <p>Cultural wellbeing <i>A welcoming, diverse and creative city</i></p>  <p>Economic wellbeing <i>An innovative business friendly city</i></p>	 <p>He whānau toiora <i>Thriving and vibrant communities</i></p>	<p>Participation in a range of activities</p> <ul style="list-style-type: none"> • People are able to participate in a diverse range of activities at facilities. • Our facilities are flexible to accommodate diverse and changing user needs. • Māori ngā mahi a rēhia and taonga tākaro (sports and games) are revitalised. • Our facilities provide a range of activities for inter-generational connections. • Wellingtonians are supported to develop healthy and active lifestyles at facilities. • Children and young people's hauora (wellbeing) is enhanced through participation in activities at facilities. <hr/> <p>Fit-for-purpose facilities for activities</p> <ul style="list-style-type: none"> • Facilities are well-located and designed to cater for a range of activities for all people to use. • Spaces are provided to support the diverse ways different cultures and communities use facilities. For example, Pasifika peoples often visit facilities with large groups and need access to bigger spaces, and rainbow communities require safe and inclusive access to spaces. • Community facilities are attractive and appealing to visit. <hr/> <p>Well-used facilities</p> <ul style="list-style-type: none"> • Facilities provide maximum benefits for communities. • A high number of people visit community facilities and/or there is a high frequency of visits. • Community facilities accommodate a range of groups and/or activities. • Facilities are used for at least 40 hours per week.

Outcome	City-wide outcomes	Tūpiki Ora ngā pae hekenga (priority waypoints)	Specific outcomes in our community facilities
 <p>Pāhekohekotanga Our facilities are connected and form a holistic and well-distributed network. They work together collaboratively to deliver a diverse range of activities.</p>	 <p>Urban form <i>A livable and accessible, compact city</i></p>  <p>Social wellbeing <i>A city of healthy and thriving whānau and communities</i></p>  <p>Cultural wellbeing <i>A welcoming, diverse and creative city</i></p>  <p>Economic wellbeing <i>An innovative business friendly city</i></p>	 <p>He whānau toiora <i>Thriving and vibrant communities</i></p>  <p>Te whakapakari pūmanawa <i>Building capability</i></p>  <p>Te whakatairanga i te ao Māori <i>Enhancing and promoting te ao Māori</i></p>	<p>Fill gaps in network, avoid duplication</p> <ul style="list-style-type: none"> • Marae, uniquely Māori spaces and kaupapa Māori based activities and events are supported in the community facility network. • The geographical gaps, functional gaps and shortfalls in capacity in the network of community facilities are addressed. • Public toilets are easily available and support people's participation in community and recreation activities. • There is minimal duplication of facilities, spaces, services and programmes within geographic areas to prevent spreading demand between facilities and undermining viability. <hr/> <p>Facilities that work together</p> <ul style="list-style-type: none"> • Facilities work together to offer a coordinated and diverse range of activities, programmes and events. • Facilities share resources, services and access to spaces. • Facilities utilise and support existing social services being delivered within communities. • There is improved community awareness of facilities and activities. <hr/> <p>Strategic alignment</p> <ul style="list-style-type: none"> • There is alignment with other strategic planning or projects to support holistic city outcomes, such as open space, housing, transport and urban planning. • Community facilities contribute to a liveable city.

Outcome	City-wide outcomes	Tūpiki Ora ngā pae hekenga (priority waypoints)	Specific outcomes in our community facilities
 <p>Tiakitanga We are committed to our guardian and stewardship role. We nurture and manage our facilities to be environmentally and economically sustainable for all generations to come.</p>	 <p>Environmental wellbeing <i>A city restoring and protecting nature</i></p>  <p>Economic wellbeing <i>An innovative business friendly city</i></p>	 <p>Tiakina te taiao <i>Caring for our environment</i></p>  <p>Te whakapakari pūmanawa <i>Building capability</i></p>	<p>Reduce carbon emissions</p> <ul style="list-style-type: none"> Community facilities are resilient and able to adapt to climate change. The carbon footprint, energy use and waste from community facilities is reduced. Community facilities transition to flexible carbon neutral energy supply. <hr/> <p>Minimise environmental impact</p> <ul style="list-style-type: none"> The impact of community facilities on the environment is minimised, and where possible provides a positive impact through biodiversity planning and sustainable design. Mātauranga Māori-led environmental knowledge and initiatives that focus on restoring mauri ora are valued and supported at facilities. There are opportunities to connect, care for and learn about the natural environment and biodiversity at community facilities. Community facilities complement the natural environment through architectural design. Facilities support nature to thrive by enhancing the natural values of the land. <hr/> <p>Value for money</p> <ul style="list-style-type: none"> Community facilities provide positive community return on investment. Community facilities are designed and delivered to provide value for money. All buildings are maintained to a good standard for their economic life. Decisions are made about facilities that are fair, affordable and help improve intergenerational equity.

2.5 Ngā mahi a te Kaunihera i te ratonga pūnaha hauropi taupuni ā-hapori | *The Council's roles in community facilities ecosystem*

There is a vibrant network of organisations involved in community facilities including trusts, clubs, volunteer groups, marae, churches, universities, schools, not-for-profits, businesses and other government agencies.

Our analysis shows there is a relationship between Council and non-Council facility provision. In areas where there is lower Council facility provision like the City Centre, we see more facilities provided by others and the converse happens in areas of high Council provision. This extends to our relationship with the commercial and private sector. For example, following the closure of Kirkcaldie & Stains on Lambton Quay, we heard an increasing call for a public toilet in this area. Where previously the commercial sector played a role, we now see a potential gap in public toilet provision.

It is important to recognise the Council is not always the first, best or only organisation that can respond to community facility needs. There are often other organisations who are better suited to respond to certain community facility scenarios. We already have many partnerships as shown by the 97 facilities included in this plan owned by another organisation, and 11 grants from the School Pool Partnership Fund. We need to work with others to ensure there is no fragmentation of facilities and services are not duplicated.

Articulated in the Council's Social Wellbeing Framework, it is important to consider our role in community facility provision. As part of the consistent process (wāhanga 4.2), we need ascertain our role as follows:

- assess the proposal, problem or opportunity,
- understand who is best placed to respond, and
- identify if a community facility change is needed.

The Council has six primary roles, shown in figure 2 and detailed further in table 1. The Council may play one or a variety of roles and, in the future, we may also identify different roles which are not articulated here.

Figure 2: *The Council's roles in the community facility ecosystem*

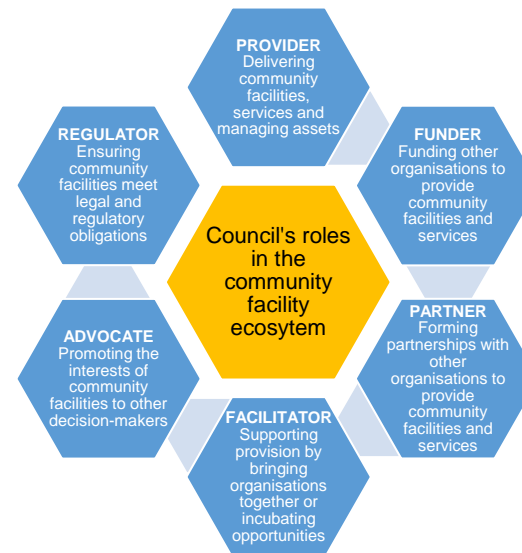


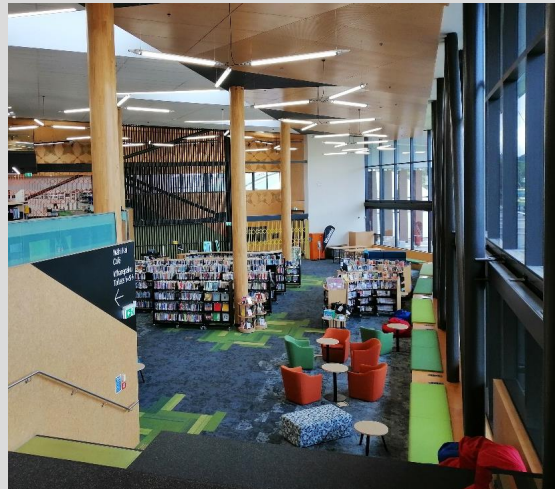
Table 1: Explanation of the Council's roles in the community facility ecosystem

Role	Explanation
PROVIDER	<p>Deliver community facilities, programmes and services:</p> <ul style="list-style-type: none"> • own, manage and operate community facilities and public toilets • own and maintain land and buildings that are leased to other organisations.
FUNDER	<p>Fund other organisations to provide community facilities, programmes and services:</p> <ul style="list-style-type: none"> • provide operational grants to support facilities in response to community needs • provide capital grants to build or upgrade community facilities in response to community needs.
PARTNER	<p>Form partnerships with other organisations to provide community facilities where there is aligned outcomes and a joint facility need. Potential partnership examples include (but not limited to):</p> <ul style="list-style-type: none"> • sports and recreation, arts and community organisations through leases of land and/or buildings • schools and universities to develop and deliver joint partnership facilities • health and housing entities to support provision of local health, social and wellbeing services • businesses to provide public toilet amenities or provide ancillary services (like cafes) in facilities • other local authorities for regional facilities.
FACILITATOR	<p>Support community facility provision by:</p> <ul style="list-style-type: none"> • bringing together like-minded organisations to increase use or deliver specific activities in response to community needs • facilitating the delivery of public toilets in commercial and private settings for community use • initiating a community facility or service with the view of handing over to another organisation once established • assisting an organisation to assess their own facility or establish a new activity.
ADVOCATE	<p>Promote the interests of community facilities by:</p> <ul style="list-style-type: none"> • raising awareness of Wellington's facility needs to regional or national decision-makers • supporting environment and sustainability initiatives • influencing funders, agencies, or organisations to invest in Wellington's facilities.
REGULATOR	<p>Ensure community facilities meet legal and regulatory obligations particularly around planning, land rules, building and operations.</p>

Spotlight on Waitohi Hub

Waitohi Hub, established in 2019, is the home to Johnsonville library, Keith Spry Pool, Waitohi Kindergarten, and Common Ground Café. It is located adjacent to Johnsonville Community Centre, so services and programming can be collaborative. Waitohi is situated in the heart of Johnsonville right next to the public transport hub. The Hub connects to Memorial Park enabling people to grab a coffee from the café and enjoy the indoor-outdoor flow.

The project started as the old Johnsonville Library was too small and had a poor layout that limited the ability to meet needs. The community was engaged early in process and we learned people sought more flexible, inclusive spaces that celebrate the area's history. Locating the library next to the pool, community centre and Memorial Park provides access to a diverse range of activities.

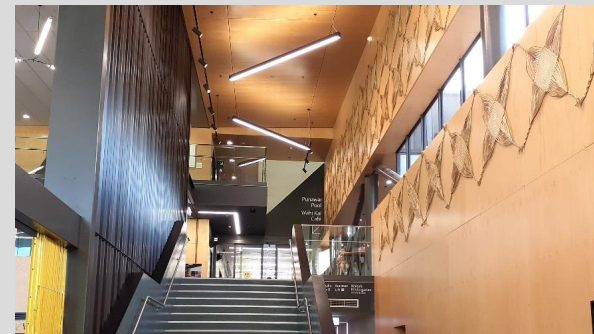


The name Waitohi was gifted by mana whenua in recognition of Waitohi stream. The design for the library features forest colours and textures to create the sense of a journey throughout the hub, and to acknowledge the site as a former native forest. The high ceilings and skylights let in dappled light, and the timber 'trunk' columns form the edge of the clearing. The design on the carpet represents the fallen leaves on a forest floor.

The impressive entrance is a physical connection between the individual facilities and serves as a changeable art exhibition space. Keith Spry Pool has a large new reception area and improved indoor 25-metre pool with diving, teaching and toddler pools, and a spa and sauna. The materials used throughout the facility are quality and hard-wearing, able to withstand intensive use. The reception area and vapour barrier protects library books and resources from chlorine damage from the pool.

Since the redevelopment, visits to the library have more than doubled from around 120,000 to 300,000 and pool visits have increased from around 100,000 to 200,000. Both facilities have wide appeal and the library is now the second most popular in the library network.

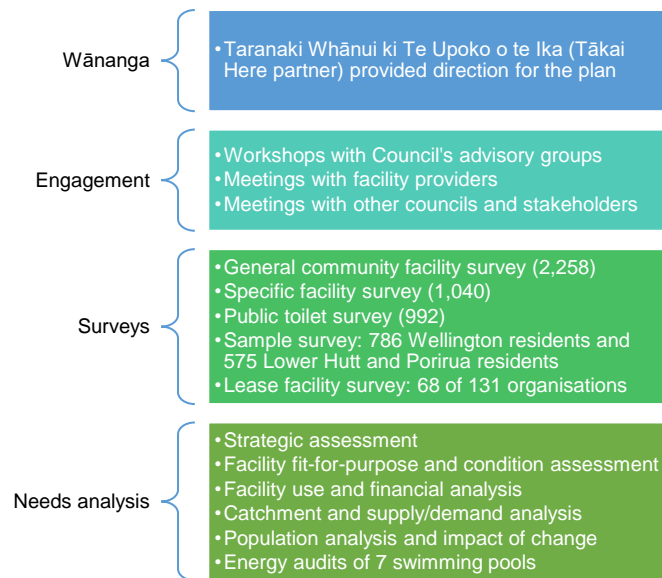
While a community hub like Waitohi may not be appropriate in every community, it is a good example of working through a robust process to identify the best response to meet community needs and aspirations.



Wāhanga 3: Ngā wero kei mua i a mātou | *The challenges we are facing*

3.1 Te whai wāhitanga me te tātaritanga i whāia | *Engagement and analysis undertaken*

This plan was informed by data gathered through engagement and analysis across all our community facilities as follows.



In this section, we summarise the key issues facing the community facility network. Specific issues for facility types are outlined in wāhanga 5. Detailed findings are in the city-wide need analysis reports, available on Council's website.

3.2 Wānanga me te whai wāhitanga | *Wānanga and engagement*

At the very inception, a wānanga (forum) was undertaken with Taranaki Whānui ki te Upoko o te Ika to provide direction and inform the plan. The following themes were identified:

- Belonging – “I want my *moko* to feel like they belong and feel proud”.
- Supporting intergenerational and multi-use of community facilities.
- Accessibility of community facilities.
- Recognising te ao Māori and cultural story-telling.
- Connecting people to the environment.
- Supporting the capacity and capability for mātauranga Māori.
- Normalising Māori sports and games.
- The importance of the four 'F's – Fun, Food, Family and Friends.
- Understanding the barriers to participation.

We heard similar themes from the Council's five advisory groups:

- Accessibility Advisory Group
- Environmental Reference Group
- Pacific Advisory Group
- Takatāpui Rainbow Advisory Council
- Youth Council.

The insights from this early engagement informed our approach to understanding the community facility network.

3.3 Ngā kitenga o te rārangi pātai | Survey findings

In October and November 2022, we conducted multiple surveys to gather community views and insights on community facilities. Three public surveys, open to everyone, were hosted on the Council's website:

- **General community facility survey** received 2,258 responses. This survey asked what facilities people use, their overall experiences and what they want for the future.
- **Specific facility survey** received 1,040 responses. This survey asked about their use and experience at a specific facility. People could complete surveys on multiple facilities.
- **Public toilet survey** received 992 responses. This survey asked about their use and experiences of public toilets and what they want for the future.

Two technical surveys were undertaken:

- **Sample survey** of 786 Wellington residents, and 575 residents from Lower Hutt and Porirua. The Wellington sample closely matched the population profile and provides insight across overall users and non-users of facilities. The survey asked questions about facility use, barriers and future needs.
- **Lease facility survey** to organisations that hold a premises or ground lease. The survey was completed by 68 organisations providing information on the use, condition and issues facing lease facilities.

The public surveys were completed by more facility users compared to the sample survey, which is typical in an open survey. Due to the weighted sampling methodology, we use the results of the sample survey to infer the behaviour of the overall population.

⁵ Derived from the sample survey of 786 Wellington residents.

Overall findings

- Wellingtonians⁵ appear to have **good engagement** with community facilities. This ranges from 73% visiting libraries to 26% visiting community centres. These levels are on par or higher compared with other New Zealand cities.
- There is **high satisfaction** with community facilities, ranging from 69% satisfaction with recreation centres to 75% with libraries⁶.
- Having **children in a household** appears to be a key factor on people using community facilities, not just for children's participation but for adult participation as well.
- People aged over 60 years are less likely to visit swimming pools and recreation centres, but people who are retired are more likely to visit community centres.
- There is a relationship between the number and location of facilities provided, and the way people travel to them:
 - 46% of users travel by car to the 11 libraries.
 - 61% of users travel by car to the 25 community centres.
 - 75% of users travel by car to the 5 recreation centres.
 - 76% of users travel by car to the 7 swimming pools.

This relationship appears to contribute to people's travel expectations. For example more people expect to travel shorter distance to libraries and community centres, but there was a greater willingness to travel further to pools and recreation centres.

⁶ Note: statistics derived from the sample survey which may differ from the Council's annual resident survey.

Challenges experienced by users

While Wellingtonians have good engagement and satisfaction with community facilities, summarised below are the challenges experienced by some users highlighted in the sample survey:

Facility types	User challenges ⁷
Libraries	<ul style="list-style-type: none"> • 12% opening hours are inconvenient • 8% don't offer range of spaces and activities
Community centres	<ul style="list-style-type: none"> • 10% opening hours are inconvenient • 9% don't offer range of spaces and activities • 8% poor quality of facilities
Swimming pools	<ul style="list-style-type: none"> • 24% facility too busy • 14% financial reasons • 11% opening hours are inconvenient • 9% poor quality of facilities
Recreation centres	<ul style="list-style-type: none"> • 11% facility too busy • 10% financial reasons • 8% don't offer range of spaces and activities • 8% poor quality of facilities

Challenges experienced by non-users

The key reasons people gave for not using facilities included being personally too busy or not interested. However, some key facility challenges are summarised as follows:

Facility types	Non-user challenges ⁷
Libraries	<ul style="list-style-type: none"> • 13% don't offer range of spaces and activities • 9% facilities are not conveniently located • 8% opening hours are inconvenient
Community centres	<ul style="list-style-type: none"> • 15% lack of awareness of facilities • 7% don't offer range of spaces and activities • 5% don't feel welcome
Swimming pools	<ul style="list-style-type: none"> • 16% lack confidence • 13% poor quality of facilities • 11% financial reasons • 11% facilities are not conveniently located
Recreation centres	<ul style="list-style-type: none"> • 12% lack of awareness of facilities • 9% financial reasons • 9% don't offer range of spaces and activities • 8% facilities are not conveniently located

Other challenges experienced

Some people highlighted how they found facilities not inclusive for their needs. For example:

- Some facilities are not accessible for disabled people, the way some staff interact and travelling to facilities are challenges.
- Some people from rainbow communities indicated they don't feel welcome or that our facilities are a place for them.
- Some facilities are not inclusive for the way different cultures like to use them. For example, we heard from Pasifika peoples the ability to bring large family groups and food is important.
- Some people find it difficult to use public transport to travel to facilities due to the time involved and limited route options.

⁷ Statistics derived from the sample survey of 786 Wellington residents.

Aspirations for the future

In response to our questions asking what we should focus on in the future, there was limited call for new or more facility provision. Most respondents prioritised improving the appearance and the accessibility of facilities for a wider range of needs. Other ideas that were ranked highly include:

- Libraries: extend opening hours.
- Community centres: promote more.
- Swimming pools: provide more hydrotherapy/relaxation and play/fun options.
- Recreation centres: provide wider range of experiences, programmes and more courts.

From our surveys, we heard there is a greater preference for *multi-purpose* hub provision (55% of respondents) over *single purpose* facilities (20%).

3.4 Ngā kitenga o te tātaritanga matea | Needs analysis findings

Substantial but not fit-for-purpose provision

In Pōneke, we have 194 facilities (excluding public toilets) in scope of this plan covering approximately 245,000 sqm of space. This equates to about **one facility per thousand people** and 1.2 sqm per person. This is substantial provision.

The majority of the facilities are small, stand-alone and single purpose. Excluding a few very large facilities, like Ākau Tangi and the Wellington Regional Aquatic Centre (WRAC), the average size of all community facilities is 524 sqm.

The average age of facilities is 58 years. Older building age contributes to deteriorating condition, increasing maintenance costs, and a design that may not be suitable for current needs.

There are a range of factors that make a facility *fit-for-purpose*. In simple terms, a fit-for-purpose facility is situated in the right location with a design suitable for the range of intended activities and is easy for people to use and efficient to operate.

Our analysis found across the 49 libraries, community centres, recreation centres and swimming pools, there are a range of fit-for-purpose issues:

- 44% of facilities have poor accessibility into or through the spaces.
- 27% of facilities have significant building issues like leaks.
- 25% of facilities have insufficient capacity (size), 15% are not functional for intended activities and 27% have poor flexibility.
- 38% of facilities are not inclusive for diverse needs, such as gender neutral toilets, baby changing / parenting facilities and low sensory spaces.
- 15% of facilities have aspects which are unsafe for users or staff.
- 10% of facilities have seismic issues and 13% are in vulnerable locations for natural hazards.
- 75% of facilities do not reflect mātauranga Māori or te ao Māori, with minimal or no te reo signage or visibility of Māori narratives, identities, histories or landmarks.



Catchment analysis and facility use

Wellington's topography contributes to an uneven population distribution. As the city has grown, community facilities were developed in response to suburb growth and the aspirations of that time. Many facilities reflect the way we lived then, when suburbs were tightly defined and travel was more limited than it is today. As a result, the distribution of facilities is uneven across the city. Additionally, facility size is smaller reflecting the population size at the time of development.

The availability of land has influenced the distribution of community facilities. There are greater number of facilities in the Paekawakawa/Southern and Motukairangi/Eastern wards influenced by the availability of land in the Wellington Town Belt. We also see some facilities in less than ideal locations such as Island Bay Community Centre which has no road-side visibility.

Our *catchment* analysis is based on understanding user interaction with community facilities and the distance they travel. When we map the geographic area each facility attracts its users from, we can see there are overlaps in some catchments. The large number, uneven distribution and small size of some facilities contributes to overlapping catchments and means demand is spread across multiple facilities.

This catchment analysis supports the conclusion Pōneke has enough facilities to geographically serve the city. However, it is the **size and design of facilities** that impacts our ability to meet community needs. Key conclusions for facility types are:

- **Libraries:** we have plenty of sites, contributing to overlapping catchments, but not enough library space.
- **Community centres:** we have more than enough sites, contributing to overlapping catchments, but many facilities are not fit-for-purpose and a few are too small.

- **Recreation centres:** these facilities are under pressure and there is an indicative geographic gap around Takapū/Northern and Wharangi/Western area.
- **Swimming pools:** we don't have enough play or hydrotherapy water in our network and there are potential geographic gaps in learn to swim provision.
- **Public toilets:** there may be geographic gaps in the City Centre, and at some community neighbourhood parks and beach areas.

While many facilities are well-used, some are not. We know the Covid-19 pandemic has impacted people's use of community facilities over the last three years. Other factors contributing to low use include facilities not being fit-for-purpose and diluted demand arising from catchment overlaps.

There is a tension between the distribution of community facilities, transport goals and maximising facility use. Having facilities close is convenient and can mean fewer people travel by car. However, small facilities that individually lack the space to provide a range of activities can mean some people will travel further or to multiple facilities to access what they desire. This can result in more car travel and lower facility use, as demand is spread across multiple facilities. Conversely, a large facility can attract people from a wide area due to the greater range of activities on offer. This can result in more car travel, but higher facility use.

There is no one best approach as communities and needs vary. The key for the future is robust investigation with communities and exploring different approaches to determine the best response.

Population context and growth

In 2018, the population of Pōneke was 202,737. There has been 6% growth since 2013. Over the next 30 years, Pōneke is projected to grow by between 50,000 to 80,000 people⁸. This plan has used the medium projection, which indicates by 2048, Pōneke will be home to an additional 56,870 people, with an anticipated total population of 268,000.

While growth is projected across the city, two-thirds is anticipated in the northern and central areas. The City Centre is projected to grow by 11,000 people, with 4,800 more people in Tawa and 3,500 more in Newlands.

The Let's Get Wellington Moving corridor⁹ is identified as a general location for development and intensification. Other projected growth areas are associated with Upper Stebbings and Lincolnshire Farm.

Another important aspect of Wellington's growth is the projected ageing profile of the population with the greatest growth among those aged 30-49 years and over 70 years. This will drive increased demand for certain types of facilities like hydrotherapy in pools, along with libraries and community centres.

Another challenge is our provision of community facilities is not always equitable across populations. Wellington has areas of greater socio-economic deprivation, including parts of Newlands, Johnsonville, Tawa, City Centre, Newtown, Kilbirnie, Strathmore and Miramar. The needs analysis found lower provision in Strathmore and parts of Newlands. While areas with lower socio-economic deprivation, such as Khandallah and Wadestown, have a relatively higher number of facilities.

⁸ Sense Partners' population projections.

Climate change and resilience

Climate change is placing increasing pressure on our facilities, and we know we will need to adapt to respond to these challenges. Some facilities have been impacted by extreme weather events, it is likely these will be impacted again and more severely.

In responding to climate change, we also need to reduce carbon emissions. Our 7 swimming pools contribute to about 45% of the Council's entire building carbon emissions. We need to ensure our buildings are energy efficient and have a low carbon profile, with a focus on moving away from fossil fuels to electricity.

Limited collaboration and cohesion

Across our facilities, we found there is limited collaboration between community facilities, even when they are located right next door to each other. There is significant willingness to collaborate more, but it is the capacity of staff and volunteers that is the key constraint.

We know from experience, there are a range of benefits available from greater collaboration. The most significant is to deliver a more coordinated range of activities for users to enjoy. The cross-pollination between facilities helps to grow use across all facilities. Collaboration also enables facilities to share spaces and resources to be more efficient.

Through our surveys we learned the community want improved and seamless access to multiple activities and experiences. We have seen tremendous success from the Waitohi and Waiora hubs in Johnsonville and the Toitū Pōneke Hub in Kilbirnie.

⁹ Potential Mass Rapid Transit (MRT) connecting the Railway Station through the City Centre to the south (Newtown and Island Bay) and east (airport and Miramar).

Financial constraints

Wellington City Council has a community facility portfolio based on a current capital value of \$420 million¹⁰. The total cost of delivering libraries, community centres, swimming pools and recreation centres (55 buildings) including those funded by the Council is approximately \$64 million in 2021/22. This includes operating costs after deducting any revenue we collect.

Our libraries and swimming pools make up 78% of these costs, due to the operating and staffing costs of these facilities. Across all facilities, we have seen a 37% increase in operating costs over seven years, driven by declining revenue due to the Covid-19 pandemic, increasing staff costs and greater maintenance.

There are other costs associated with lease facilities, community spaces in Council's housing assets and public toilets. These costs are included in Council's overall budgets for parks, open-space and housing assets. It is difficult to isolate the cost of delivering these facilities.

Going forward, the Council is under tight financial constraints and we need to proactively and carefully plan so any future investment is sustainable and affordable.

3.5 Ngā wero matua | Key challenges

Our analysis identified the following key issues we are facing:

- Wellington has a significant number of community facilities, but many are small, ageing and not fit-for-purpose.
- Ageing facilities are costing more to maintain and operate.
- Some facilities are not fully accessible and many do not reflect te ao Māori.

¹⁰ Current value based on the residual value of Council-owned swimming pools, libraries, community centres, recreation centres and premises leases. This does

- Many small and older facilities don't cater for the range of current community needs or provide flexibility for changing needs and aspirations.
- An uneven distribution of facilities contributes to overlapping catchments, spreading demand between some facilities.
- Some facilities are not resilient and are in vulnerable locations.
- Climate change is placing increasing pressure on facilities and we need to reduce carbon emissions.
- Geographically the city is well covered, but it is the design, size and quality of facilities impacting the ability to meet needs, now and as the city grows.
- Because of all these issues, some facilities are not well-used.
- Community feedback indicates the desire for better quality facilities with more inclusivity and access to a greater range of offerings rather needing more facilities.
- Wellingtonians are highly engaged and value community facilities. There is some concern about closing facilities due to the potential impact on communities.
- A key finding is community facilities that may have been perfect 50 years ago, are no longer fit-for-purpose for today and the future.

A key conclusion is Wellington does not need more, but **better community facility** provision. We need to focus on evolving our facilities in response to community needs and aspirations, maximising the benefits of what we have and delivering value for money. We need to work with the community to make careful decisions about future provision. Investment will be needed to address the identified challenges and to deliver thriving and accessible community facilities, where people connect, have fun and belong.

not include current capital expenditure such as on Te Matapihi Central Library rebuild.

Spotlight on Toitū Pōneke Community and Sports Centre (the Hub)

The Hub is a venue for club, community, business, whānau, training, sport and hui. Located on Kilbirnie Park, a key sporting and community precinct, the Hub is a thriving, fit-for-purpose and accessible facility offering a range of options for everyone.

The Hub was the original Poneke Football Club clubrooms which were ageing and deteriorating, and in 2017 had a complete transformation. It is now the home of several sporting and community clubs, and doubles as a venue for conferences, meetings, celebrations and community gatherings.

The Hub is an example of evolving an existing single-purpose facility into a multi-purpose shared facility. As part of the project, a robust investigation process was completed to determine the right combination of spaces to serve multiple activities and user groups.

The Hub has four different spaces plus a training gym. The flexibility of the spaces allows for multiple uses. There is acoustic panelling on the ceilings and the two upstairs lounges can either be used as one large open space or separated by a soundproof folding wall. The acoustic panelling helps to isolate sound, meaning the facility can cater for diverse activities at the same time.



Te Awe Māpara | Community Facilities Plan 2023



Cabinets were incorporated to enable home clubs to display their memorabilia. The first floor includes a deck (with stairs down) which facilitates spectators watching activities at Kilbirnie Park or just enjoying the view. There is an accessible lift and wheelchair ramps to move between the floors.

The facility also includes a large green room with artificial turf that can be used for a diverse range of activities.

The facility is governed by a Board and managed by employed staff. Key benefits of the redeveloped facility include growth in club membership, high facility use, decreased burden on volunteers and greater operational savings.

Wāhanga 4: Te rautaki ā-anamata mō ngā taupuni ā-hapori

Our future approach for community facilities

A new approach is needed to work towards our mission and outcomes (see wāhanga 2) and respond to the challenges we are facing (see wāhanga 3).

Our future approach

Carefully evolving, being smarter and maximising the benefits of our community facilities to deliver thriving and accessible places, where people connect, have fun and belong.

This includes:

- A. Responding to evidence of community needs, first and foremost.
- B. Working in partnership with mana whenua and communities.
- C. Making evidence-based decisions based on an understanding of needs, testing all options and robust justification for any facility change and investment.
- D. Maintaining and improving existing facilities to maximise the value of what we have, but recognising in some situations a building may have reached the end of its useful life and there may be a smarter option to maximise the benefit of investment.
- E. When assessing potential investment across multiple community facility projects, the Council will prioritise investment into projects that deliver the greatest benefit against our mission and outcomes.
- F. Applying a holistic lens, looking across geographic areas and facility types (including non-Council facilities) to avoid duplication, coordinate provision and enable greater collaboration.

- G. Supporting collaboration between facilities, both in the way we deliver facilities and in the physical design of buildings.
- H. Maximising the use of community facilities, in terms of the number of people participating, the hours of use and the range of activities supported.
- I. Improving the delivery of community facilities in response to community needs and aspirations by applying best practice and considering opportunities to be smarter with what we have. This may mean a non-building solution is the best response.
- J. Always considering the factors that make facilities fit-for-purpose to ensure buildings are maintained and developed to be functional and easy to operate.

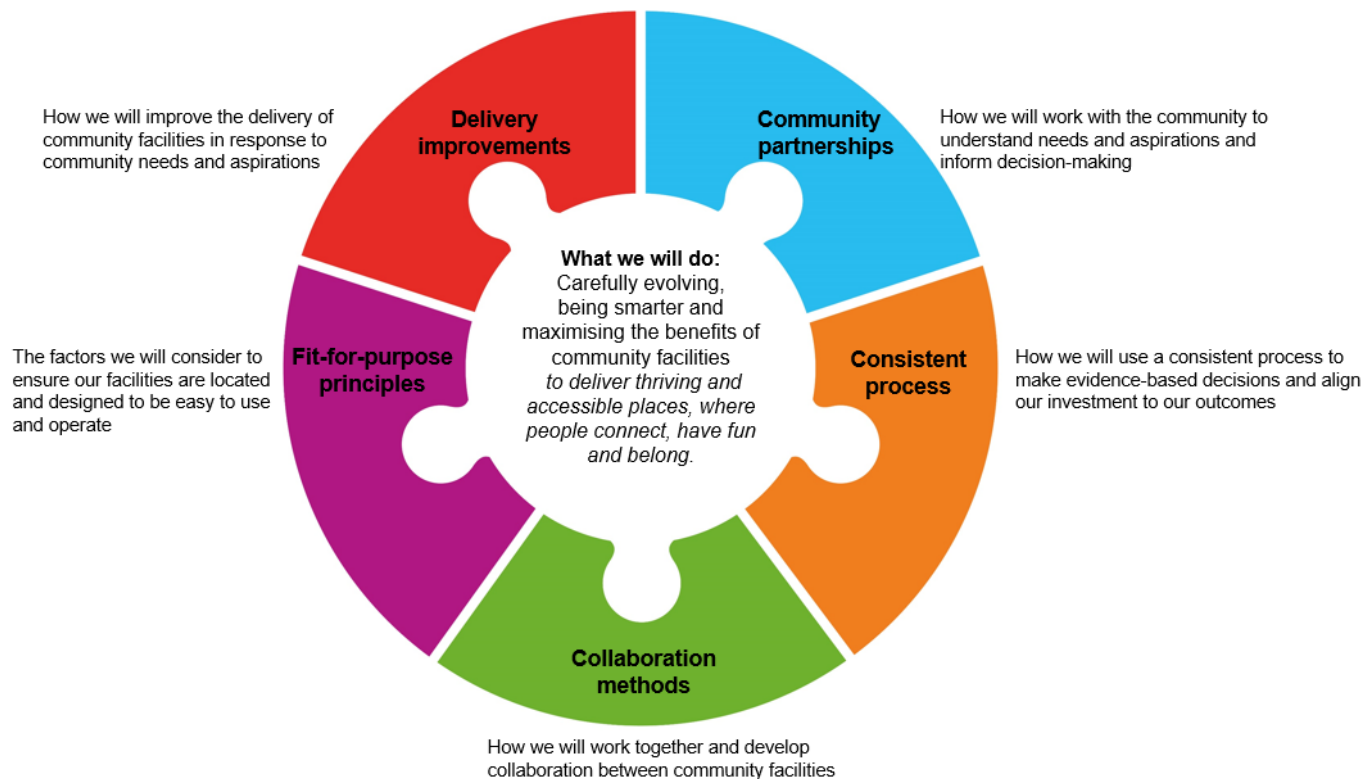
Throughout our future approach, we will ensure the perspectives and thinking of mana whenua and Māori are listened to, valued and embedded in decision-making to maximise the benefits for Māori.

Our future approach applies to potential changes to the provision of community facilities, including:

- significant renewal of community facilities
- redeveloping an existing facility
- issuing or renewing a new ground or premises lease, or licence
- constructing a new community facility
- forming a facility partnership with another organisation
- acquiring an existing building as a new community facility
- disposing of a community facility which is no longer viable.

How we will apply our future approach

Our future approach involves the application of five inter-connected components. The following sections describe in more detail how the Council will apply our future approach.



How our future approach supports the achievement of our outcomes:



Manaakitanga

To be good hosts, we need to ensure everyone can access and feels they belong at community facilities:

- A robust process will help us understand community needs and aspirations.
- Clear prioritisation criteria will help to ensure provision of community facilities is equitable across the city.
- The fit-for-purpose principles include important considerations on universal design and inclusivity.



Whanaungatanga

To enable people to connect with each other, a community facility must be appealing to visit:

- The fit-for-purpose principles outline what is needed to make it easy for people to use community facilities.
- A robust process will help us understand the facilities and spaces that will be appealing to visit.
- Maximising the use of facilities means they are alive and bustling, contributing to a sense of community.



Pārekareka

To support participation in a diverse range of activities, we need the right combination of facilities and spaces:

- A robust process will help us understand community needs and investigate potential gaps or over-supply.
- Facilities need to be fit-for-purpose for the intended activities and flexible to respond to changing expectations.
- Improving the delivery of community facilities to address barriers and constraints to participation.



Pāhekohekotanga

For our facilities to be connected and form a well-distributed network, we need to carefully evolve our provision:

- Working together will support delivery of coordinated and diverse range of activities over the day, week and year.
- Applying a holistic lens will help ensure there are no gaps or duplication.
- Improving collaboration between facilities helps us to explore opportunities to be smarter with what we have.



Tiakitanga

Making the best use of current resources offers the strongest sustainability outcomes:

- A robust process which considers all options will identify positive environmental and economic opportunities.
- Collaborative facilities will ensure we are being smarter and maximising the benefits of what we have.
- In a robust process, we will consider the inter-generational impacts and value for money.

4.1 Ngā kōtuinga ā-hapori | *Community partnerships*

Why is this important?

Community facilities have an important word – *community*, which means the needs and aspirations of communities will be at the heart of our decisions. The core reason for providing community facilities is to meet the collective needs of Wellington’s communities. Therefore, it is critical we understand the diverse needs and aspirations and work with communities to make informed and robust decisions about facilities.

In Pōneke there are many different communities with diverse interests, needs and aspirations for community facilities. We know what is important to some people is less important to others and vice versa. We need to canvas across all communities to ensure we understand the various needs and interests. These could include:

- how people and groups use and experience community facilities
- the barriers or challenges in using or not using facilities
- priorities and aspirations of mana whenua and Māori
- the activities, services and spaces people would like to access
- the opportunities or improvements that could be explored
- the priorities for future investment.

We know from past experience it can be difficult to reach some groups in our community, which means their needs can be overlooked. Using a range of techniques to reach and hear all needs and aspirations will help maximise the benefit of facilities across the whole community.

Every person has their own unique lived experience. People who intersect across different social characteristics (such as gender, age, ethnicity and disability status) will have different experiences using and accessing community facilities (*intersectionality*). As an

example Tāngata Whaikaha Māori (Māori disabled) may have different experiences from able-bodied Māori. It is vital we use a broad range of engagement methods to understand these lived experiences to ensure community facilities are beneficial to all in the community.

A partnership approach is vital for community facilities. We want our community facilities to be well-used and loved and this is best achieved when the community have high ownership and a vested interest in what happens to facilities.

A partnership approach can also involve community-led delivery of community facilities. Many of Wellington’s community facilities are owned/operated by community groups. However, sometimes support and resources are required to help build capability and capacity of community groups.

We are also developing more facility partnerships where we share the cost of a facility across a number of groups for example Tawa Recreation Centre or Toitū Pōneke Community and Sports Centre. Shared or partnership facilities typically have greater use and are more efficient to deliver.

Our future approach to partner with the community:

- | |
|---|
| A. We will always work with communities when we are investigating any significant change to facilities. We will provide opportunities for communities to be involved in the decision-making about community facilities. |
| B. Our engagement will be timely, transparent and contain sufficient information to enable people to provide informed and meaningful input. |

<p>C. We will use a range of techniques and methods to ensure we reach everyone with an interest in the provision of facilities. We recognise some communities are typically not well represented in engagement and we will use different methods to seek their views.</p>
<p>D. We will partner with mana whenua and Māori throughout the facility investigation process to understand needs, share decision-making, support a Māori-led response, and to understand how facilities can embed te ao Māori and meet the needs and aspirations of hapori whānau.</p>
<p>E. We will actively engage all communities to understand the diverse needs and lived experiences of different groups. This includes seeking the views of:</p> <ul style="list-style-type: none"> • individuals and groups who use facilities • non-users of facilities to understand why they don't • people who live in the area • resident and business associations • users and providers of other facilities like churches • schools, businesses, and other organisations in the area • demographic and population groupings such as children, youth, students, families, older people, <i>diverse communities</i>, disabled people and migrants, etc.
<p>F. We will work with disabled people to help improve the accessibility of community facilities.</p>
<p>G. We will actively develop partnerships in the provision of community facilities. These could include:</p> <ul style="list-style-type: none"> • Partnering with kura, schools, Te Tāhuhu o Mātauranga (Ministry of Education) and tertiary organisations to provide facilities that meet school/education and wider community needs.

- Partnering with Manatū Hauora (Ministry of Health) to provide spaces and facilities that support community health and wellbeing outcomes.
- Supporting, funding or partnering with community-based organisations to develop shared or partnership facilities (see Wāhanga 4.3.2 for different configuration options).
- Building capability and capacity in communities to enable community-led response and delivery of community facilities.

4.2 Hātepe hototahi | Consistent process

Why is this important?

We need robust evidence to inform good decision-making. Fundamental to making evidence-based decisions is following a consistent process to ensure we fully understand community needs and aspirations, identify all the issues with current provision, test all the potential options, and determine the best response.

Community facilities are expensive to build and maintain. The decisions made early in the process have a direct impact on the long-term success of a facility. These decisions include the location, size, design, materials and assumptions about how the facility will be delivered. A robust investigation process ensures all these aspects are assessed before a decision to invest is made.

In the past some decisions have not always followed a consistent process or been fully informed by evidence, which has resulted in:

- Facilities in poor locations or with design deficiencies which impact how easily people can use and access the facilities, and the efficiency of the facility to operate.
- Missed opportunities to achieve a holistic network.
- Lack of forward thinking to achieve the Council's strategic outcomes like good urban design and hazard resilience.
- Focusing on a building solution when non-building options like pricing, programming and marketing may be more beneficial.

The city-wide needs analysis confirmed Pōneke has substantial current provision, but we need better, fit-for-purpose facilities to cater for demand, now and in the future. New facilities are only needed when existing facility(ies) are being *optimised* or to fill an identified gap in provision. A gap in provision is articulated as:

- A geographic gap where distance to facilities may be a barrier.

- A functional gap where the functionality of provision is a barrier to participation or does not meet needs.
- A shortfall in *capacity* where there is insufficient space.
- An equity issue where the relative community needs are higher.

Given the age of facilities, there may be times when we need to consider divestment, such as:

- A building comes to the end of its useful life.
- Need for a facility diminishes and the building can't be adapted.
- The site where a facility is located is subject to significant resilience risks which cannot be sustainably mitigated.
- A lease/licence has expired or terminated and the building is not fit-for-purpose or needed.

An example of divestment is the replacement of Johnsonville Library with Waitohi Hub highlighted on page 18. The old library building was small and had a poor layout that limited the ability to meet needs. The new Hub is large, fit-for-purpose and provides a diverse range of activities. The result is increased visits and user satisfaction.

With the challenges we are facing across 282 buildings, there is a lot to do. The Council has many priorities and we do not have the funding to do it all at once. We need to apply consistent criteria to determine our priorities and ensure investment delivers the greatest benefits against the outcomes we want to achieve.

There will be times when the Council is asked to consider an idea not contemplated in this plan. The robust process in this plan will determine whether the idea is a priority to investigate further.

Our prioritisation criteria aligns directly back to our outcomes. Each criteria have equal weighting because we know there are a range of views on what is most important. By weighting all criteria equally, we want to focus our investment on those opportunities which provide the greatest benefits across all community interests.

Our future approach using a consistent process to make evidence-based decisions and determine our investment priorities:

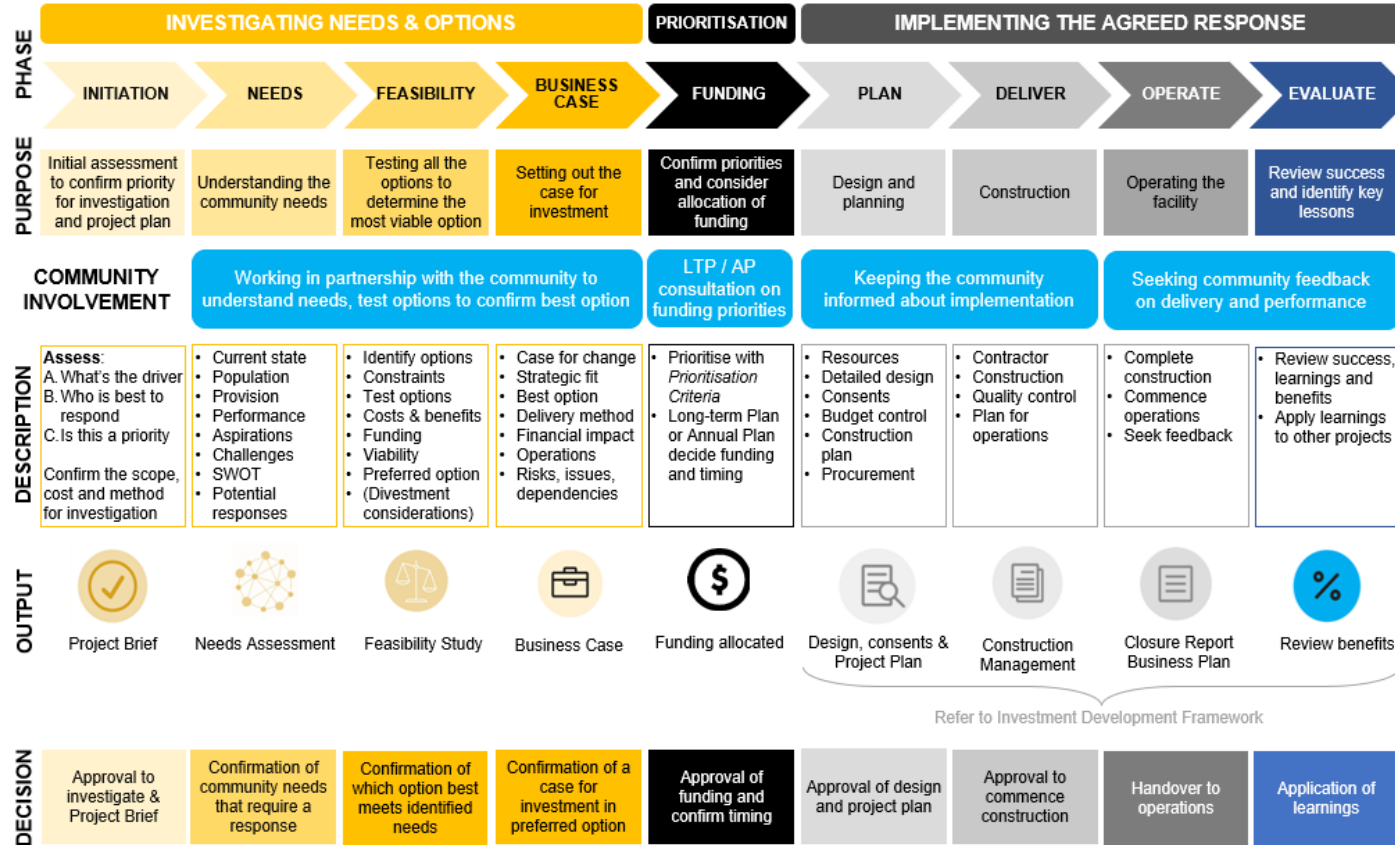
<p>A. We will follow a robust process (described in wāhanga 4.2.1) to work with the community, understand needs, test all options, determine the best response and prepare a business case to provide clear justification for any investment to change a community facility.</p>
<p>B. We will use the prioritisation criteria (outlined in wāhanga 4.2.2) to determine the priority of:</p> <ul style="list-style-type: none"> • the allocation of resources/funding at the start of the investigation process • whether to invest in the implementation once a business case has been completed (thereby making a commitment to the required capital and operational funding).
<p>C. As part of our consistent process, we will:</p> <ul style="list-style-type: none"> • work in partnership with the community (described in wāhanga 4.1) • consider collaboration opportunities between community facilities (described in wāhanga 4.3) • apply the fit-for-purpose principles (outlined in wāhanga 4.4) as part of investigating and implementing potential facility responses.
<p>D. Undertake investigations across multiple facilities (geographic area and/or facility types) to understand the inter-relationship between facilities and the potential impact of changing one facility on other facilities, to consider opportunities for collaboration, and work towards a holistic network of facilities.</p>

<p>E. Recognise in some situations, where facilities are in deteriorating condition, inaccessible, poorly located or poor design, the option which provides the greatest value for money may be to divest an existing building and consider alternative options. In these situations, the following divestment considerations are important as part of the feasibility study phase:</p> <ul style="list-style-type: none"> • How activities and services will be provided to meet community needs and aspirations. • The facility's contribution to a sense of community and urban form. • Views of the community on the land and building, and what is the best way of responding to community needs. • Views of mana whenua on the land and building and whether there is a more appropriate use. This may include any obligations under Treaty Settlement Agreements. • Legal status of the land and building including how it was acquired by the Council and whether it has heritage status. • What could happen to the building and/or land if not a community facility. • The embedded carbon cost of retaining (and upgrading) an existing building versus demolition and/or development of alternative options. • Financial cost of retaining and/or upgrading the building versus alternative options. This includes both capital costs and costs to operate and maintain the building. When the cost of retaining is equivalent to or more than alternative options, this may be an indication the building has reached the end of its useful life.

F. Consider **non-building options** when investigating what is the best response to the identified community needs. Non-building options could include (but are not limited to):

- Transport options – to make it easier to travel to existing facilities with capacity. This could include subsidised public transport, new transport services, or providing infrastructure for alternative modes of transports like biking or scooters.
- Programming options – investing in the delivery of new programmes, services, events or activities in existing facilities to meet identified community needs and aspirations.
- Pricing options – modifying the cost of existing facilities or subsidising users to access existing facilities.
- Opening hours – changing the opening hours of existing facilities to make it easier to use them.
- Marketing options – investing in the marketing and promotion of existing facilities to increase awareness of what is already available.
- Capacity / capability building – investing in the people who deliver community facilities.
- Information options – investing in better information about existing facilities to make it easier to find out what is available.

4.2.1 Investigation and implementation process



Phases in our process:

The following section provide an overview of our process. Further detail is included in the glossary.

INITIATION

Initial assessment to confirm investigation and project plan

The action plan (wāhanga 7) includes a list of actions, identified from the city-wide needs analysis, which have already been prioritised by application of the prioritisation criteria.

From time to time, other ideas or opportunities may arise that are not in the action plan. An initial assessment will be carried out to determine whether detailed investigation is warranted and **before** any resources are allocated. These ideas could include the following range of scenarios:

Unexpected facility issue:

- Natural event like an earthquake or flood.
- Multiple building issues of significant scale, quantity or complexity.
- Major facility failure like a fallen-in roof.

Another strategic action or project:

- An infrastructure project like a road realignment has a significant impact on an existing facility.
- An action in another strategy recommends/results in facility change.

Building, land or partnership opportunity:

- Acquire or be gifted a building for a community facility.
- Acquire land for a community facility.
- Partnership with another organisation for a community facility.

Community advocacy:

- The community advocates to change provision such as a petition for a new or to upgrade a community facility.

The initial assessment involves:

- A. Description of the potential project and why it was generated.
- B. Identifying who is best placed to respond considering the Council's roles in community facilities (wāhanga 2.5).
- C. Determining the priority by applying the prioritisation criteria (wāhanga 4.2.2).

The initial assessment does not confirm if there is a justified need or a viable option, but determines if the application of resources to complete the investigation is warranted.

All prioritised actions complete a *project brief* to confirm the scope, scale and method for the investigation. Refer to the glossary for detail on the components of a project brief.

NEEDS

Understanding community needs

The needs assessment is a critical phase as it provides the detailed understanding of community needs and aspirations. While the city-wide needs analysis identified a network or facility issues which provided the rationale for the action, detailed assessment is required to fully understand these issues and determine what may be needed in response. Wāhanga 4.1 outlines how we will work in partnership with the community to understand needs and aspirations.

The scale of needs assessment is relative to the number of facilities and scope of issues.

FEASIBILITY

Testing all options

The feasibility study phase identifies all the potential options in response to the known needs and considers what is the best, most viable response. It is during the feasibility study that the core elements of our future approach to **evolve carefully, be smarter, and maximise the benefits** of community facilities is fully explored. The cost versus benefit of different options should be assessed.

We know the decisions made in the feasibility study phase will influence the long-term success of any facility response. For this reason, a feasibility study should be undertaken thoroughly, and it may take some time to arrive at the best response. One potential conclusion is there is no viable option. This is not a failure, but confirmation a viable facility is not possible.

The feasibility study phase should always consider non-building options and if required apply the divestment considerations detailed in wāhanga 4.2(E).

BUSINESS CASE

Setting out the case for investment

Once the feasibility study has determined the best option, the purpose of the business case is to outline the justification for any investment. The prioritisation criteria (outlined in wāhanga 4.2.2) are used to assess the alignment to our outcomes, and to consider the potential benefits of investing in a facility project.

FUNDING

Confirming the funding and timing for a project

All actions with completed business cases are assessed using the prioritisation criteria (outlined in wāhanga 4.2.2) to determine the

relative priority of investment. The outcomes from the prioritisation feed into annual plan or long-term planning process for budget consideration. Public consultation on potential funding occurs through normal long-term plan or annual plan processes.

PLAN

Designing and planning the project

The plan phase completes the detailed design and planning for the project. This includes developing the design, obtaining consents and preparing the project management plan. The Council's Investment Development Framework includes more detail.

DELIVER

Undertaking construction and getting ready for delivery

This phase implements the project. This is primarily focused on construction (or implementation if not a build project) and preparing for delivery through a facility business plan.

OPERATE

Commencing facility operations

This phase completes the project and commences facility operation in accordance with the facility business plan.

EVALUATE






Review and evaluation

Following significant facility changes, it is important to review the project and success of the facility. Any lessons should be applied to other projects / facilities.

Part of this review should assess the impact of the facility change on the wider network. Significant changes may result in changes to community behaviours. This could impact other actions in the plan.

4.2.2 Prioritisation criteria

Wāhanga 2.4 provides greater detail on the outcomes and what is expected at community facilities as a result of focusing on these outcomes. These descriptions can be used to provide further detail in the application of the prioritisation criteria.

	OUTCOMES	CRITERIA “The extent investigating the action could / investing in the project will...”
 Manaakitanga	Accessible facilities	Address building access barriers and enable all people to access and use community facilities with ease and dignity.
	Inclusive facilities	Be inclusive of all community needs, particularly those of hapori Māori and <i>diverse communities</i> .
	Addressing equity	Address specific barriers for communities with higher needs and/or lower levels of facility provision.
 Whanaungatanga	People are connected	Provide opportunities for people to connect and come together, building a sense of belonging.
	Thriving Māori leadership	Support our Tākai Here partnership and contribute to the outcomes of the Tūpiki Ora Māori Strategy.
	Sense of community	Contribute to a sense of community, enable communities to prepare and respond to major events, and support community organisations to thrive.
 Pārekareka	Participation	Grow or sustain the number of people participating by expanding the range of activities (breadth) or increasing the number of participants (quantity).
	Fit-for-purpose	Deliver a fit-for-purpose facility that is functional for the intended activities and flexible to adapt for future needs and growth.
	Well-used facility	Deliver or sustain a well-used facility now and into the future, evidence by the number of visits (number of people and frequency of visiting) and the hours the facility is used (utilisation).
 Pāhekohekotanga	Network need – fill gaps, avoid duplication	Fill an identified need, avoid duplication and is critical to the network: <ul style="list-style-type: none"> • address a geographic gap where distance to facilities is a barrier to participation • address a functional gap where the type of spaces does not cater for participation • address a shortfall in capacity where there is insufficient space to meet participation demand.
	Collaboration	Support a collaborative response (and implement a collaboration method).
	Strategic alignment	Align with other strategic plans or projects (which are time-specific) and support a holistic outcome with open-space, housing, local centre, transport planning/projects etc.
 Tiakitanga	Reduce carbon emissions	Deliver a facility which is climate smart, more energy efficient and supports the outcomes of Te Atakura – First to Zero Blueprint.
	Environmental impact	Provide a positive impact for the environment, including reduced travel by car.
	Value for money	Demonstrate value for money through the <i>whole of life</i> cost compared with the anticipated benefits over the life of facility.

4.3 Tukanga mahi tahi | Collaboration methods

Why is this important?

Many of Wellington's community facilities are single purpose or *stand-alone*. Our analysis found there is little collaboration across facilities, even when buildings are situated close to each other. Facility providers expressed significant willingness and value of increasing collaboration but a range of barriers were identified, mostly related to the capacity of people to collaborate.

We also know the distinction between facility types is becoming blurred where similar activities are delivered in a range of facilities. If these activities are not coordinated, it can lead to duplication, inefficient use of resources and not meeting community needs.

Modern community facilities are increasingly arranged in collaborative arrangements where users can access a range of opportunities in one location. There has been tremendous success from the Waitohi and Waiora hubs in Johnsonville and the Toitū Pōneke Hub in Kilbirnie. We have also seen positive impact from other collaborative approaches like the Mt Vic Hub where the community centre coordinates use and activities across a number of facilities.

Our community surveys indicate more respondents support a hub approach rather than stand-alone facility provision. However, we know it is not a one-size fits all approach as each community is different. This is why there are multiple collaboration models identified for potential implementation in the future.

There are a range of benefits from facilities working together or being arranged in a collaborative approach. These benefits include:

- Leveraging between facility types where users of one facility are exposed to the activities and opportunities in another. This helps to improve awareness of the range of opportunities.

- More options for people to access opportunities easily, particularly when facilities are located together.
- Coordinated activities, programmes and events across facilities resulting in a better range of offerings for users.
- Financial efficiencies when services and resources are shared.
- Shared facilities are more likely to be well-used which supports greater revenue and more efficient delivery.

Many of Wellington's facilities are located in close proximity providing a good starting point for collaboration. In some situations, we need to focus on the way the facilities are delivered, while in others physical changes may help maximise the collaboration.

Feedback from facility providers indicate that to develop more collaboration we need to ensure there are sufficient resources. This could mean more staff capacity but also new systems like booking software, promotion and templates to make collaboration easy.

Our future approach to support and develop collaboration between facilities:

A. Develop resources to support collaboration between community facilities:

- Coordinate information to make it easy to find out what facilities are available and what is on offer.
- Centralised booking system(s) to make it easy to access and use facilities.
- Prioritise funding to support collaboration.

B. Support collaboration between community facilities using the range of potential operational methods in wāhanga 4.3.1.

<p>C. Pilot collaboration at identified sites to showcase the benefits. Potential sites include:</p> <ul style="list-style-type: none">• Karori Library, community centre and hall, recreation centre and other facilities on this site.• Kilbirnie Park facilities and Kilbirnie Community Centre• Aro Valley Community Centre and other facilities• City Centre – Mt Vic Hub and other facilities• Linden Community Centre and other facilities.
<p>D. Evolve the physical configuration of community facilities over time into one of the models outlined in wāhanga 4.3.2 to support greater collaboration. It is noted this will take time and should be implemented working with facility providers and the community. This may require additional funding and physical changes to facilitate the collaboration.</p>
<p>E. Ensure any new facilities implement one of the physical configurations in wāhanga 4.3.2.</p>
<p>F. Work with organisations/activity types with multiple facilities, such as tennis, football, bowls, scouts etc to develop their own facility plans which assesses their network and ensure facilities are working together to provide a holistic and well-distributed network to meet community needs and aspirations.</p>

4.3.1 Delivery methods to improve collaboration

The following are potential methods that can be used to improve collaboration between community facilities. The list is not exhaustive and other methods may be identified through discussion and investigation of community needs.

Method	Description
Marketing	<ul style="list-style-type: none"> • Combined marketing plan for facilities to maximise the marketing and promotion budget. • Collective promotion of facilities to raise the profile across facilities in the community. • Cross-promotion of facilities by promoting other spaces, programmes and events to the users of all facilities.
Programming and events	<ul style="list-style-type: none"> • Joint delivery of programmes such as school holiday programmes, programmes for older people, youth, children, interest groups etc. • Combined have-a-go events spread across multiple facilities located together. • Coordinated events eg Te Wiki o Te Reo Māori and Samoan Language Week delivered across multiple facilities. • Sharing expertise in the delivery of programmes eg recreation centre staff could deliver active recreation while library staff support through access to information.
Using spaces	<ul style="list-style-type: none"> • Combined booking system that highlights various spaces to suit different needs. • Awareness and promotion of different spaces across the facilities. • Making the best use of spaces within facilities suited to the activity eg using the indoor court at a recreation centre for a large community event.
Resource sharing	<ul style="list-style-type: none"> • Sharing resources such as IT, maintenance equipment, asset management plans etc. • Sharing expertise of different staff across facilities eg marketing, financial, mātauranga Māori, funding, maintenance etc. • Sharing programme initiatives such as coaching tools between a sport club and community group.
Opening hours	<ul style="list-style-type: none"> • Coordinate opening hours to support cross-leveraging between facilities that are located close to each other. • Complementary opening hours to ensure there are a range of opportunities and offerings across the network.
Pricing	<ul style="list-style-type: none"> • Combined pricing / membership options across facilities in one location to provide value for money for users. • Consider the potential for vouchers from one facility to another to support increased awareness of facilities.
Physical	<ul style="list-style-type: none"> • Shared carparking aligned with each facility's demand. • Shared entrance / reception to promote cross-leverage and cohesiveness between facility types. • Shared administration space to facilitate collaboration across staff and volunteers. • Shared toilet and kitchen facilities (where appropriate) for space efficiencies.

4.3.2 Physical configuration to support collaboration

The following diagrams illustrate different ways community facilities can be physically configured to support collaboration. Over time, the desire is to evolve stand-alone facilities into one of these options, most likely starting with managed collaboration. There is no one-size fits all and the best configuration should be determined in response to community needs. There are scenarios when a stand-alone facility is justified.

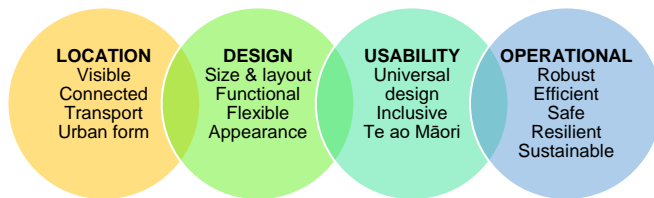
<p>Community hub</p>	<ul style="list-style-type: none"> • One building that includes multiple facility types and activities. • Single ownership structure but spaces may operate independently by different teams. • Coordinated entrance, programming, marketing, events and activities. • Deliberate marketing as one facility with multiple spaces. • Example: Waitohi 	
<p>Co-located Precinct</p>	<ul style="list-style-type: none"> • Multiple facilities located on the same site or next to each other form a precinct. • Individual facilities may have different ownership structures. • Some shared amenities like carparking, cafes, toilets etc. • Coordinated delivery of programming, marketing, events and activities. • Example: Karori Precinct 	
<p>Shared facility</p>	<ul style="list-style-type: none"> • Multiple groups and activities use multi-purpose spaces in one facility. • Single ownership structure for the facility. • Coordinated timetable, programming, marketing, events and use by a range of groups. • Example: Toitū Pōneke and Waiora 	
<p>Partnership facility</p>	<ul style="list-style-type: none"> • One facility serves multiple groups by dedicated periods of access during the day/week/year. • Single ownership structure for the facility. • Coordinated timetable, programming, marketing, events and use by selected groups. • Example: Tawa Recreation Centre 	
<p>Hub and spoke</p>	<ul style="list-style-type: none"> • One facility (hub) manages the use of other facilities (spokes) in a geographic area. • Individual facilities may have different ownership structures. • The hub facility coordinates delivery of programming, marketing, events and activities across the facilities. • Example: Mt Vic Hub 	
<p>Managed collaboration</p>	<ul style="list-style-type: none"> • Group of facilities across a geographic area work together to provide cohesive initiatives or delivery across facilities. • Individual facilities may have different ownership structures. • Collaboration could include coordinated programming across facilities, marketing, information delivery, shared resources etc. • Example: Miramar, Seatoun, Strathmore community centres deliver a joint community newsletter 	

4.4 Mātāpono hāngai ki te pūtake | *Fit-for-purpose principles*

Why is this important?

There are a range of factors that make a facility fit-for-purpose. In simple terms a fit-for-purpose facility is situated in the right location with a design suitable for the range of intended activities and is easy for people to use and efficient to operate.

In practical terms, a combination of many factors contribute to making a facility fit-for-purpose:



We know from community feedback, people have different thoughts about what makes a facility fit-for-purpose for them. For some, where the facility is located is most important, for others it is the physical accessibility of the facility, whereas some people consider the design of the facility for the intended activity the most relevant, and while for operators, the efficiency to operate is most important. In practice, we need to focus on all factors to deliver thriving and accessible community facilities, where people connect, have fun and belong.

One of the challenges we face is the changing requirements and expectations of facilities over time. Many of Wellington's community facilities, being predominantly older buildings, do not meet modern standards to be accessible, inclusive or sustainable. Ageing

buildings also mean the condition and appeal of the facility is deteriorating. Additionally, the smaller footprint of many facilities do not offer the flexibility to cater for new activities.

The consequence of facilities not being fit-for-purpose include:

- Some people not being able to access the facility.
- Low use as facilities are not appealing to visit.
- User dissatisfaction as facilities don't meet expectations.
- High maintenance costs as the design or materials are not easy to maintain.
- High operating costs as facilities do not generate enough revenue and may be expensive to operate.

Our assessment of Wellington's libraries, community centres, recreation centres and swimming pools identified 75% of buildings have fit-for-purpose issues ranging from minor to significant.

The community surveys show improving the condition/appearance and catering for a wider range of needs was ranked in the top three of future priorities across libraries, community centres, recreation centres and swimming pools (see wāhanga 3 for this data). A key conclusion from our analysis is Pōneke needs better facilities which are fit-for-purpose for the intended use.

Going forward, we need to make careful decisions about investing in facilities to be fit-for-purpose. The consistent process outlined in wāhanga 4.2 is critical to ensure there is robust assessment of options to identify the best response to meet community needs and provide value for money. There are times when it is better value for money to build a new fit-for-purpose facility rather than investing in the existing building, particularly when the location has critical flaws and scale of building issues will cost more to address.

Our future approach to deliver fit-for-purpose community facilities

- | |
|---|
| <p>A. We will apply the fit-for-purpose factors outlined in wāhanga 4.4.1 to evolve, over time, the suitability of facilities for the intended activities. This will guide our decisions about the location, design, usability and operational efficiency of community facilities and applies to:</p> <ul style="list-style-type: none"> • significant renewal of existing facilities • redeveloping an existing facility • constructing a new community facility • forming a facility partnership with another organisation. |
| <p>B. We will use the fit-for-purpose factors as part of our ongoing <i>asset management planning</i> to assess the suitability of existing community facilities and work within our financial provisions to address identified issues.</p> |
| <p>C. We are committed to maintaining our community facilities within Council’s financial provisions. However, we recognise in some situations there may be limited value in continuing to maintain an existing building when the fit-for-purpose issues are significant and an alternative option may be smarter to maximise the benefits of our investment. The cost to benefit of “existing versus alternative” should be considered as part of our consistent process outlined in wāhanga 4.2.1.</p> |
| <p>D. In circumstances when we consider acquiring an existing building, we will use the fit-for-purpose factors to assess the suitability of the building. The cost versus benefit of acquiring a building will be carefully assessed as part of our consistent process to ensure any opportunity to acquire an existing building provides maximum benefit (compared to other options).</p> |

- | |
|---|
| <p>E. We will maintain a watching brief of opportunities to acquire appropriate land that will support the direction of this plan.</p> |
| <p>F. We will engage with users, stakeholders and communities (as described in wāhanga 4.1) to seek technical feedback to ensure facilities are designed to be fit-for-purpose for the intended activities.</p> |

4.4.1 Fit-for-purpose factors

This section outlines the core components of fit-for-purpose facilities to guide future provision. All factors are equally important. This section should not be viewed as an exhaustive description as other aspects may be identified through a needs assessment.

Location

- Community facilities should be visible, convenient and connected within the wider urban landscape.
- A facility should be located to serve the intended geographic *catchment* but spatially distributed to limit duplication and overlaps between facilities.
- Facilities should be visible and prominent in the landscape. This can be achieved through frontage to the road or park and/or located adjacent to shopping centres, transport networks and other community facilities in hubs or co-located precincts (see wāhanga 4.3.2).
- Facilities which are well-located and connected should be easy and convenient to travel to through a variety of modes.
- Public transport routes and timetables need to be connected to community facilities.
- Facilities should be connected to walking, biking and other transport pathways. There needs to be safe and secure parking for mobility scooters, bikes and micro-mobility devices (scooters etc). Noting parking for mobility scooter need to be separate.
- Provision of sufficient mobility carparks is important for some disabled users.
- The goal is to locate facilities to enable multi-mode transportation. Presently car travel remains an important travel mode for many community facilities and therefore there needs to be adequate carparking in the vicinity of the facility.

Design

- Community facilities need to be both functional and appealing in their design to be successful.
- Buildings and spaces need to cater for the range of intended activities (determined through needs assessment, explained in wāhanga 4.2.1). Understanding the range of activities and the level of demand informs the size, configuration and specification of spaces.
- Community facilities need to be designed to be flexible, with the ability to adapt to new and emerging activities, particularly as the demand for some activities can flux and wane.
- It is important not to under-size or over-size facilities relative to current demand but consider potential demand that may arise from population growth by providing allowance for future expansion.
- Technical specifications for sound-proofing, lighting, ventilation and technology are key functional requirements for many activities. These requirements need to be carefully considered and technical feedback sought from users and experts.
- Storage is one of the most critical elements to make a facility functional and flexible, and it should not be compromised or under-sized
- To be appealing, community facilities need to be clearly distinguishable as such, and therefore they need to be inviting to enter and attractive to visit. A community facility needs to have an engaging feel or vibe.
- Interesting design features, fit-out, colour, large windows viewing into the facility, artworks and signage are important elements to support an appealing community facility. Light, airy, attractive colours and a clear design story are common elements of an appealing design.
- The facility entrance must be clearly recognisable and easy to use for everyone and provide weather protection.

- The placement, design and size of administration space should enable staff to welcome users and facilitate easy management of the facility.
- Staffroom facilities (where appropriate) should provide a haven for staff to retreat and restore when on breaks, but retain connection to the facility.

Universal design

- All people should be able to access and use community facilities with ease and dignity.
- The aim is to design community facilities based on the principle of *universal design*, which is about designing for everyone, making sure everything is accessible and can be used to the greatest extent possible. This applies holistically from accessing information, the mode of travel, entering, using, and experiencing the facility.
- Universal design means considering the needs of everyone in the community including disabled people, whānau with tamariki, people with temporary disabilities and older people with mobility requirements.
- At a minimum, facilities should have accessible toilets, mobility parking, wayfinding signage, widened doorways, and connections and access to all public areas.

Inclusive design

- Community facilities play an important role bringing people together to connect to each other, their community and culture. It is important people “see” themselves in facilities and therefore design needs to be inclusive for the needs of all people.
- Provision of all-gender amenities to enable all people to use community facilities.
- Facilities need to be designed to accommodate social interaction and cultural uses. This includes large and/or dedicated space for

whānau and people of all ages to gather as part of play, events and celebrations.

- Kai (food) is a key connector and the placement of the kitchen / food sources should be at the heart of facilities. For some facilities, there needs to be consideration around the ways people can bring food.
- Facilities need to provide for wide range of family needs through provision of changing and parenting spaces with sufficient information to promote the availability of these amenities.
- Facilities need to provide for cultural and religious needs. This could include the ability to prevent visibility into a space (eg using window treatments) to enable women’s only programmes.
- Low-noise and low-light spaces, or periods in the timetable when the facility is less-stimulating for people with neurological and sensory needs. For example, have a dedicated quiet space for people who find noisy facilities overwhelming.

Te whakatairanga i te ao Māori | Enhancing and promoting te ao Māori

- Embedding te reo Māori and te ao Māori within community facilities helps to ensure the whakapapa of the whenua and our people is visible.
- Facilities should include spaces that cater for kaupapa Māori and Māori cultural practices. This helps to ensure facilities are safe and welcoming, and contributes to wellbeing of hapori whānau.
- Cultural narratives, histories and values need to be embedded in the design of facilities through materials, artworks and stories. Community facility projects need to allow for the cost of embedding mātauranga Māori in the design process.
- Use of te reo signage and facility naming, and staff using te reo Māori helps to normalise and increase understanding of an official Aotearoa reo. Te reo Māori signage and naming needs to align with the Council approach.

Robust and efficient design

- Robust materials and fittings need to be used to withstand high and intense use.
- As part of the feasibility study (wāhanga 4.2.1), consider the recommended life, maintenance and renewal costs of materials and fittings. Sometimes higher value products cost more initially but last longer and require less maintenance. Over the life of the facility this may be cheaper.
- The facility should be easy to maintain. There should be minimal need for specialist equipment or to close facilities to undertake normal maintenance.

Safe design

- Community facilities should be designed in accordance with Crime Prevention Through Environmental Design (CPTED).
- There needs to be clear observation of the external environment around community facilities to prevent anti-social activity.
- Pathways and carpark areas need to be safe to use and visible. Lighting and maintenance are critical in these areas.
- Internally, administration spaces need to provide for the health and safety of staff, particularly when a single staff facility and for the secure management of money. The facility layout needs to allow easy staff observation and management of spaces.

Resilient design

- Community facilities need to be designed for resilience. This includes ensuring structural integrity against earthquakes, and avoiding locations in liquefaction, tsunami, flooding and coastal inundation zones.
- Where there are resilience risks, the building design needs to incorporate sufficient contingencies and mitigations, such as raising the floor level to minimise flooding.

- Community facilities often play an important role in civil defence emergencies and providing a safe haven during these events. It is important space is provided to store emergency equipment and resources.

Environmentally beneficial design

- The investigation process (outlined in wāhanga 4.2) should consider how community facilities could be designed to minimise the impact on the environment and provide positive benefits. Opportunities are wide ranging and could include minimising water consumption, waste production, carbon emissions, energy consumption and kai waste. They could also include restoration of water, and improving biodiversity and people's connection to the environment.
- The embedded carbon of existing buildings needs to be considered as part of any potential divestment option.
- The power required to light, cool and heat community facilities is one of the largest operating costs. Community facilities should aim to achieve the maximum efficiency guided by the Council's emissions reduction plan and building guidelines.
- All facilities need to transition towards LED lighting and away from natural gas towards stable energy use. The Council's Energy Decarbonisation Plan provides direction for some community facilities with high carbon emissions, such as Council's swimming pools.
- Community facilities should provide opportunities for people to learn and connect to the environment and biodiversity, such as having community gardens and wayfinding to local trails.
- Inclusion of mātauranga Māori environmental initiatives can help restore the restoration of mauri ora to te taiao, such as water and wastewater management, energy sustainability, native planting, and weed/pest management.

4.5 Ngā whanaketanga ā-tukunga | *Delivery improvements*

Why is this important?

We know the way community facilities are delivered is an important factor that can help achieve the mission and outcomes of the plan. While the city-wide needs analysis focused on the physical provision of community facilities, our research identified a range of important delivery-related issues.

Delivery of community facilities includes:

- the people – both staff and volunteers
- the activities, programmes, initiatives and events
- the allocation and timetabling of spaces for different activities
- the prices to use facilities
- the opening hours
- aspects of facility management like cleaning.

Part of our future approach is maximising the benefits of what we have. We know from our city-wide needs analysis, a large number of existing facilities are not used to their full potential. For example 65% of responding lease facilities are used for less than 40 hours per week (see wāhanga 5.5).

Increasingly, community facilities are being delivered through community-led models. Eighteen community centres and almost all leased facilities in this plan are delivered by community-based organisations. These are generally governed by volunteers with only a few that have paid staff.

Feedback from community centre management boards identified the need for greater support around facility governance and management processes like human resources, legal services and marketing. For lease facilities, the organisations identified the key priorities are better promotion of facilities, improving the quality of facilities and sharing facilities more.

Our future approach to improve the delivery of community facilities

The delivery of community facilities is an ongoing process and requires regular review to understand community needs and aspirations. The following approach identifies key issues identified in this plan but other methods may be identified through the ongoing review process.

- A. We want well-used facilities that maximise community benefit across Wellington's communities. This is evidenced by the number of people using a facility (quantity), the number of hours it is used (utilisation), the range of activities / groups who use it (breadth) or satisfaction of users (quality).
- Our target is for facilities to be utilised for more than 40 hours a week.
 - As part of increasing utilisation, we also want to increase the number of visits (quantity), provide for breadth of activities and retain high satisfaction levels.
 - We recognise these targets will be challenging for some facilities and will take time and resources to support implementation.
 - Information, promotion and booking systems will be needed to support reaching the target of more than 40 hours per week use.
 - To address historical inequities in access to facilities, we need to prioritise diverse and emerging groups. This will require careful management to minimise the impact on existing users. Good communication between the groups is important to achieving more equitable access to facilities.
 - It is acknowledged there can sometimes be a tension between well-used facilities and a good distribution of facilities. The over-riding principle is maximising the community benefit from our facilities.

B. Embed te ao Māori into delivery through cultural practices and events. Māori ngā mahi a rēhia and taonga tākaro (sports and games) are revitalised, and Māori staff and leaders are supported.
C. Improve the accessibility of community facilities to enable all people to access facilities with ease and dignity: <ul style="list-style-type: none"> • Address the universal design of existing buildings through maintenance, renewal and development (see wāhanga 4.4). • Provide information on the accessibility of community facilities. • Staff and volunteer training to better understand how to support and enable participation by disabled people.
D. Investigate options to improve the inclusiveness of community facilities for people with diverse needs: <ul style="list-style-type: none"> • Staff and volunteer training to better understand how to support people with diverse needs. • Obtaining Safe Space Alliance accreditation, which is a database of spaces that are safe for rainbow communities to freely express themselves. • Modification of facilities to provide safe spaces for gender-diverse, neuro-diverse, and <i>diverse groups and communities</i>.
E. Review funding for community facilities, particularly those delivered by community organisations to ensure there is appropriate support for: <ul style="list-style-type: none"> • Management and effective operation of community facilities. • Maintenance, renewal and development of facilities. • Promotion and activation of community facilities.

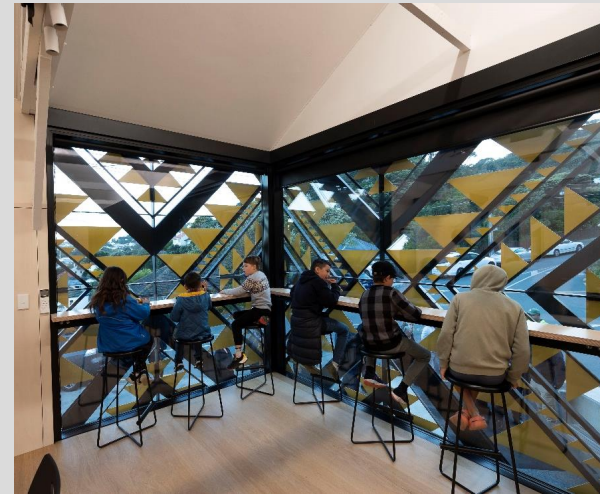
F. Review the way in which the Council delivers its community facilities, particularly: <ul style="list-style-type: none"> • Opening hours of libraries, as this was identified in the community surveys has the highest priority to address. • Swimming pool and recreation centre entry fees, and extend the Leisure Card partners to ensure entry is affordable for everyone.
G. Develop initiatives to address barriers to participation, as well as to support inter-generational activities.
H. Investigate activities and programmes in community facilities that support people to be kaitiaki of the natural environment, such as restoring biodiversity, planting days, community gardens or waste minimisation.
I. Undertake and support the completion of annual user surveys to collect information about the performance of community facilities and to identify other areas to improve delivery.

Spotlight on Te Tūhunga Rau

Te Tūhunga Rau in Strathmore Park is a facility for community activities, services, sports and cultural events. It has had a recent upgrade, developed in partnership with the Trust, community and the Trust's Te Rōpū Māori.

Local Mana Whenua artist Pokau Te Ahuru designed the striking external screens, which are based on tukutuku patterns and principles. The screens, *He Kura Tipua, He Kura Kairangi – a sacred phenomenon, a treasure of high esteem* pays tribute to the different iwi who once occupied Motu Kairangi. The screens are a striking building feature but practically also help screen internal activities when privacy is needed or open up the visibility into the building at other times.

The inspiration for the te reo name, Te Tūhunga Rau, came from the symbolism of manu (birds) who lived, and in some cases still live, on Te Motu Kairangi and refers to the “visitors of various iwi from around the world that make our community home, can come and find a place to make their own while celebrating who they are in their own special way.” This notion of a place where people gather from many backgrounds, are welcomed, nurtured and share values is grounded in te ao Māori principles and ensures the facility is welcoming to all in the community.



Internally, the layout was redesigned with the wharekai (kitchen) right at the heart of the facility. Food is a natural connector and the placement of the kitchen helps to bring people together. This idea was driven from embracing kaupapa Māori and customary practices but delivers wide benefit for all users. Additionally, there are facilities to put down a hāngī and umu, enabling hapori whānui and whānau places to come together to celebrate and connect.

This recent project is another example of evolving an existing community facility to deliver better outcomes. Strong engagement process and applying many of the fit-for-purpose principles has delivered a facility which the whole community are welcome and benefit from.

Wāhanga 5: Tohutohu mō ngā Momo Taupuni | *Direction for facility types*

This section summarises the direction for each type of facility. Each subsection outlines the key findings from the community surveys, needs analysis and what is needed for the future. The statistics outlined are mainly drawn from the sample survey of 786 Wellington residents. Due to the weighted sampling methodology, we use these results to infer the behaviour of the overall population. These findings are supplemented by the public surveys, which were completed by more facility users. Detailed findings are available in the full need analysis reports¹¹.

While each facility type plays a distinct role in the network, there are increasingly blurred lines and overlap between facility types. Almost all community facilities have a role in bringing people together and providing space for events and activities that improve our wellbeing. We also see similarity in the activities at different facility types, for example, fitness classes are offered at some swimming pools, recreation centres, community centres and lease facilities. It is because of these increasingly blurred lines between facility types that we always need to consider the inter-relationship between facilities as we move forward.



¹¹ The needs analysis reports are available on Council's website.

5.1 Whare pukapuka | Libraries

Role:

- Support literacy and learning across a wide range of topics and activities.
- Access to books and resources, both physical and digital.
- Access to resources like computers, Wi-Fi, printers and maker spaces.
- Free drop-in space for social interaction, study and relaxation.
- Bookable spaces for study, meetings and events.
- Participation opportunities (programmes and events) across literacy, social, cultural, creative, play and other activities.
- Wayfinding to information, learning and support through skilled staff.

Current state:

- There are 13 libraries in Pōneke: 11 community libraries and 2 temporary libraries.
- Te Matapihi (Central Library) is due for completion in 2026. The temporary libraries will close when it opens and there will be a total of 12 libraries.
- In 2021-22 there were 1.1 million library visits, down from 2 million recorded prior to the Covid-19 Pandemic. This also reflects reduced visits due to closure of the Central Library.
- Physical issues of books and resources remain strong, at around 2 million per year.

Surveys:

- Around 73% of Wellingtonians¹² visit libraries, from a wide cross-section of the population. This level of engagement is on par with other cities.

¹² Statistics derived from the sample survey of 786 Wellington residents.

- Libraries are valued for literacy and as a place to relax, study, participate, source advice and connect with others.
- Libraries are most often selected for their location and range of activities on offer.
- Over half (55%) of users walk/run/use a mobility device to visit libraries, higher than other facility types. Library users are less likely to travel by car (46%).
- Key challenges cited were the library opening hours, limited range of activities, convenience of locations (for non-users) and appearance.
- The top three ideas for the future were:
 - extend the opening hours
 - improve appearance of buildings
 - provide for a wider range of needs.

Network analysis:

- Wellington has a high number of sites, equating to one for every 17,000 people. By comparison, Auckland has 1 library for 31,000 people and Christchurch 1 for 19,000 people.
- Including Te Matapihi, there is 21,666 sqm of library space.
- One third of total library space is in the 11 community libraries, with an average size of 628 sqm. This is low in comparison to the typical library size of around 900 sqm.
- The closure of the Central Library and the Covid-19 pandemic impacted library visits, but visits are recovering.
- At 5.5 visits per head of population and 51 visits per square metre of library space, both are high. This reflects high interest in libraries although there are some libraries with low use.
- Catchment analysis shows some libraries have overlapping catchments due to the distribution and small size of buildings.

- Library catchment populations range from 5,000 to 50,000. The average library catchment is 22,000.
- There are no geographic gaps in Wellington’s library network.
- Size and functionality of community libraries is the key constraint to meeting community needs as the population grows.
- A key conclusion from the needs analysis is Pōneke has a lot of library sites but insufficient capacity. The small size of some libraries limits the ability to provide a wide range of activities and does not reflect modern libraries and the changing way people are using libraries.

Facility challenges:

- Newtown, Brooklyn and Island Bay libraries are too small for the population being served. Newtown in particular has insufficient capacity to cater for projected growth. All are well-located but the buildings have aspects which are not fit-for-purpose.
- Khandallah, Ngaio and Wadestown libraries are all small and have insufficient capacity for the population and growth. Catchment analysis shows there are overlaps between Khandallah/Ngaio and Wadestown/Ngaio meaning there is an inter-relationship between facilities. The buildings have aspects which are not fit-for-purpose.
- Tawa, Kilbirnie and Karori libraries are well located but do not take full advantage of the co-location with other facilities. Tawa Library may require additional space to meet demand arising from growth.

Future direction:

Evolve libraries to increase community library space to support provision of a wider range of activities. Maximise the benefits of libraries through collaboration with other community facilities.

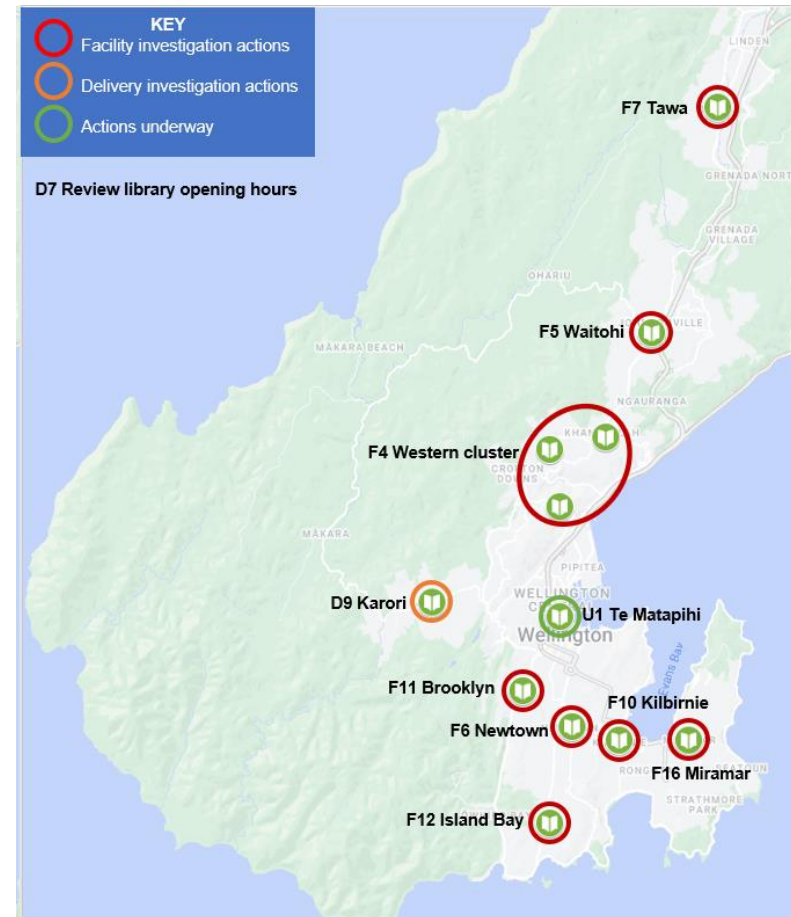
- There is no need for any additional library sites, unless through the *optimisation* of existing sites.

- Te Matapihi (Central Library) has a role to serve a region-wide catchment and provide specialised library spaces / services like heritage collections and archives.
- There is a need for more space in community libraries to support provision of a wider range of activities. Library sizes should be determined in relation to the size of the population being served and the role of the library, but ideal size ranges from 600sqm to 900sqm.
- Community libraries could have different specialities to reflect their population (or size) so that a cluster of libraries (and other community facilities) provide a comprehensive range of activities.
- Specific design aspects to support fit-for-purpose libraries:
 - flexible spaces to allow for programme delivery
 - inclusion of modern technology
 - after-hours drop-off with weather protection
 - sufficient and safe space for administration, storage and staff.
- Tawa / Newtown / Island Bay libraries – investigate the potential for expansion and hub development with other facilities.
- Waitohi / Karori / Kilbirnie libraries – investigate collaboration opportunities with other co-located facilities.
- Khandallah / Ngaio / Wadestown libraries – investigate the inter-relationship between the sites (along with other facility types) and consider options for increased space and to address building issues. This could involve different roles of each site.
- Brooklyn Library – investigate options to address fit-for-purpose issues and space constraints alongside greater collaboration with other facilities.
- Miramar Library – working with other community facilities, consider options to improve collaboration.

Key actions:

The map outlines the current network of libraries and associated actions which involve library provision (noting not all actions will result in changes to libraries).

Refer to the *action plan* in wāhanga 7 for detail on the actions.



5.2 Whare hapori | *Community centres*

Role:

Collectively the role of community centres is defined below (although individual facilities may not provide all roles given the size, space and response to community needs):

- Bookable spaces for activities and events, short or long-term.
- Access to community, social, recreation, creative, performance and sport activities.
- Access and wayfinding to information and support.
- Access to resources like computers and Wi-Fi.
- Free drop-in space for social interaction and relaxation.
- Facilitate collaboration across community facilities.

Current state:

- The Council is involved in 25 community centres across 32 buildings through a mixed model of ownership and delivery.
- The Council delivers 7 community centres with its own staff.
- The Council funds 18 community organisations to deliver community centres.
- Council owns 22 buildings, 6 are community owned and 4 are leased.
- Centres vary in their focus and delivery, partly driven by community needs and the objectives of organisations involved.

Surveys:

- Around 26% of Wellingtonians¹³ visit community centres. This level is on par with other cities.
- Community centres are valued for a range of reasons, such as a welcoming place to visit, for supporting community organisations, and as spaces to hire, get advice and participate in a range of activities.

¹³ Statistics derived from the sample survey of 786 Wellington residents.

- Used by a cross-section of the population, but higher engagement from households with children and retired people.
- About two-thirds of users (61%) report travelling by car, whereas 41% walk or use mobility devices to get to community centres.
- Non-users cite lack of awareness as a key reason for not using. The surveys found this included long-term residents who weren't aware or didn't understand the role of community centres.
- The key challenges experienced by users included opening hours, range of offerings and poor appearance of facilities.
- The top three ideas for the future were:
 - improve the appearance and quality of facilities
 - provide for a wider range of needs
 - promote more and extend the opening hours.

Needs analysis:

- Pōneke has a high number of community centres for the population, with one centre per 8,000 people. Other cities have provision levels of around 10,000 to 15,000 people.
- There is approximately 11,600 sqm across community centres. The average size is 464 sqm, but they range in size from a 25 sqm drop-in centre to a 1,217 sqm multi-room centre with a large hall.
- Across the city, there is an uneven distribution, capacity and types of community centres. This means there is significant variance in the provision levels of community centres.
- More than half the community centres are based in repurposed buildings. This contributes to centres not being fit-for-purpose. Two-thirds of the centres require improvement to some degree.
- There is no consistent data on the use of community centres but based on data available, use ranges from very low to high.

- There is significant variation in the focus and delivery models between centres. Some centres operate primarily as a venue for hire while others deliver a proactive range of programmes.
- Catchment modelling indicates there are no geographic gaps but overlapping catchments due to the number, distribution, size and activities at centres. Catchments range from 2,000 to 20,000.
- There is limited collaboration between community centres and with other community facility types, like libraries and church halls.
- A key conclusion is Pōneke has more than enough centres and does not need more facilities, but provision needs to be improved as many buildings are not fit-for-purpose. In addition, because of the significant variance in the way community centres are delivered, there needs to be greater collaboration to minimise duplication and maximise the benefits of what we have.

Facility challenges:

- Wadestown is located on a steep hill in a residential area, with poor accessibility, no carparking and has a small size with an open layout. These factors contribute to very low use.
- Johnsonville is large and well located adjacent to other facilities, but the building has design and condition deficiencies.
- Tawa is in a repurposed building which has a poor layout and is not fit-for-purpose. More space is likely required to meet demand arising from population growth.
- Island Bay is poorly located with no visibility and the building is too small and not fit-for-purpose.
- Newtown is based in three separate buildings which collectively provide enough space but there are opportunities for more holistic provision with other facility types.
- Kilbirnie/Lyall Bay is well located but too small and some aspects of the building are not fit-for-purpose. The facility is disconnected from other community facilities at Kilbirnie Park.

- Churton Park is too small and does not have the combination of spaces to cater for growing population.
- Grenada Village serves a small population but distance to the next closest centres confirms the need for provision. It has some maintenance and fit-for-purpose issues. Population growth across the area may warrant additional space but only in one facility.
- Raukawa and Te Tūhanga Rau (Strathmore) are located close together and both are small buildings. Consideration is required on whether the two sites are the best approach to meet community needs.
- Vogelhorn and Brooklyn are located close together and have overlapping catchments. There is potentially too much space for the population. The community-owned building at Vogelhorn has structural issues that need to be resolved in 5 to 10 years.
- Seatoun and Hataitai are owned by other organisations and have significant structural issues that need to be resolved in the next 5 to 10 years.
- Ngaio, Northland and Miramar/Maupua are older buildings in need of improvement to be fit-for-purpose.

Future direction:

Evolve community centres to provide fit-for-purpose facilities and greater collaboration to deliver a coordinated range of activities.

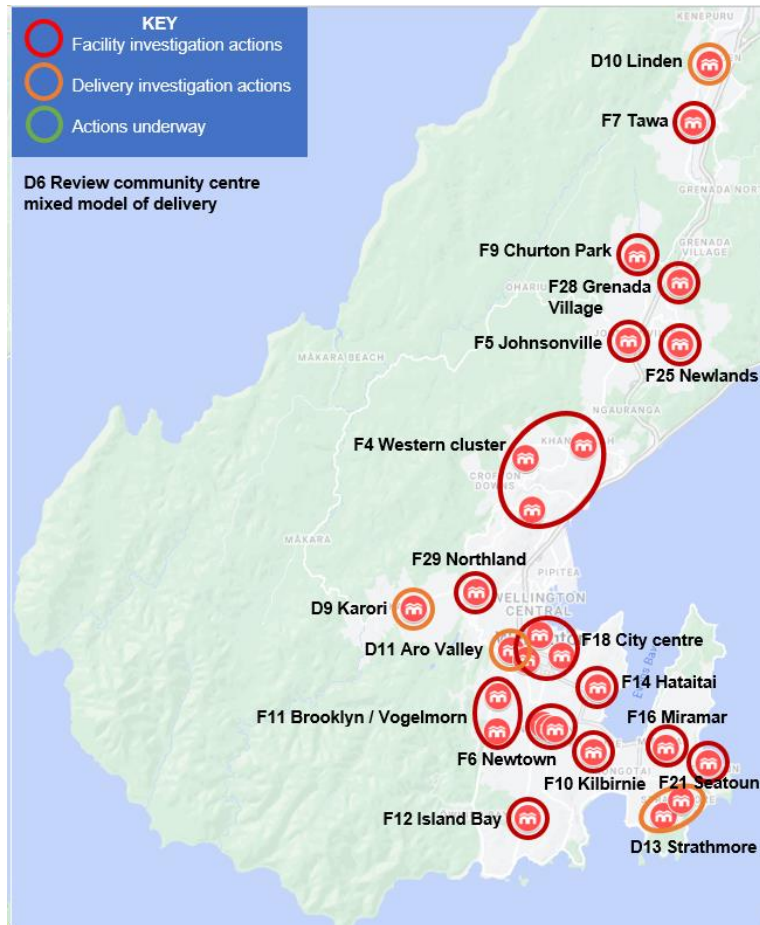
- Due to the high number of community centres, there is no need for any new sites unless through the *optimisation* of existing facilities.
- Review the mixed model of delivery to assess the impact and efficiency of the mixed approach. Determine whether there is sufficient resource, capability and capacity to deliver the outcomes of this plan.
- Prioritise and ensure there is sufficient resource to support collaboration across community centres and with other facilities.

- Introduce consistent data collection to provide better insight over the level of use and impact of community centres.
- The key focus is on improving buildings to be fit-for-purpose for a range of activities. Careful consideration is required on whether to retain some buildings when there are significant building / design issues which are expensive to address.
- Community centres may have different specialities to reflect their communities, so a cluster of centres could work together to provide a coordinated and holistic range of activities.
- Specific design aspects of fit-for-purpose community centres:
 - Careful assessment of size, height, flooring and materials to accommodate range of activities, including flexibility to accommodate new activities.
 - Wharekai / dining area forms the heart of the facility, with space for social interaction.
 - Ample storage for equipment, technology and hirers is critical. Options for lockable storage for long-term groups.
 - Inclusion of modern technology for bookable spaces.
 - Administration space should be visible from the entrance and have the ability to support management of the space.
 - There needs to be clear distinction and welcoming façade, particularly for repurposed buildings.
 - Allows for secure and safe after-hours access.
 - Noise attenuation to minimise disturbance between spaces.
- Tawa, Newtown, Island Bay, Johnsonville, Kilbirnie/Lyall Bay – investigate potential for collaborative facility development with other local facilities to provide fit-for-purpose and coordinated provision.
- Wadestown, Ngaio and Khandallah – due to the significant fit-for-purpose issues at Wadestown, the Council has resolved to divest this building. Given the inter-relationship between facilities, investigate options to consider the optimal provision.
- Northland, Miramar/Maupua – investigate options to improve buildings alongside other facilities in the area.
- Churton Park – investigate options to expand, alongside other facilities in the area.
- Grenada Village – address maintenance and fit-for-purpose issues and investigate facility needs in response to growth.
- Linden, Brooklyn, Karori, Newlands and Aro Valley – maintain facilities and collaborate with other facilities.
- Mt Vic, Thistle Hall, Te Pokapū Hapori, Te Tai Ohinga – review provision once Te Matapihi (Central Library) is operating to consider the facility needs of the growing City Centre.
- Te Tūhanga Rau and Raukawa – investigate combination of facilities to meet needs. This may include need for increased provision, partnerships or consideration of non-building options.
- Vogelmorn, Hataitai and Seatoun – support facility owners to address structural issues.

Key actions:

The map outlines the current network of community centres and associated actions (noting not all actions will result in changes to community centres).

Refer to the action plan in wāhanga 7 for detail on the actions.



Te Awe Māpara | Community Facilities Plan 2023

5.3 Whare rēhia | Recreation centres

Role:

- Indoor spaces for play, sport and recreation, and fitness activities based around an indoor court and active spaces.
- Support development and excellence in sport leagues and events including disability and emerging sports.
- Access to space for drop-in play, social interaction and celebrations.
- Attainment of physical movement skills for all ages.

Current state:

- The Council provides 5 recreation centres, covering 20,074 sqm and including 17 indoor courts.
- In 2021-22 there were 800,000 visits, down from 1.2 million in 2019 prior to the Covid-19 pandemic.
- There are also 21 non-Council facilities providing 25 courts, including code-specific, education and cultural facilities.

Surveys:

- Around 27% of Wellingtonians¹⁴ visit recreation centres. This is a similar level to other cities.
- Recreation centres are valued for improving fitness, health and wellbeing, supporting sport leagues and events, and a place for casual play and fun.
- There is higher engagement from households with children and lower levels of use from older adults.
- Three-quarter of users (75%) report travelling to centres by car.
- Non-users cite lack of awareness and not understanding the role of centres as key reasons for not using. Other issues include cost, range of offerings and available locations.

¹⁴ Statistics derived from the sample survey of 786 Wellington residents.

- User challenges included the facility being too busy, financial issues, limited range of activities and poor appearance of facilities.
- The top three ideas for the future are:
 - provide a wider range of experiences
 - improve the appearance and quality of facilities
 - provide for a wider range of needs.
- Survey feedback included calls for a dedicated indoor or covered skate facility.

Needs analysis:

- Nuku Ora have undertaken an indoor sport study for the wider Wellington region. Based on 42 courts in Wellington, there is one court per 5,000 people, higher than the national benchmark (one court per 7,500). It is acknowledged there is pressure at peak times and a range of responses are suggested to make the best use of existing courts.
- Based on 22 courts located on Council land (includes lease facilities), there is one court per 9,000 people.
- Catchment and demand analysis undertaken for this plan indicates there is insufficient capacity in the recreation centre network to meet both current needs and growth. This goes beyond just indoor courts and includes recreation activities.
- Catchment modelling indicates a potential geographic gap between Johnsonville, Newlands and Churton Park areas. This is based on Nairnville being a one court facility and Tawa a two-court partnership facility. Growth in the Takapū/Northern ward indicates the need for increased capacity. This may include increasing access to existing facilities or needing new provision.
- Aside from Ākau Tangi, all other recreation centres are 1-2 court facilities, with an average size of 1,275 sqm. This smaller size

offers limited flexibility for a range of recreation activities. Some facilities also have fit-for-purpose issues which impacts use.

- Based on 2019/2020 visits, there were 5.9 visits per population, 60 visits per square metre and 75,000 visits per court. All indicate demand pressure on the network.
- There is limited collaboration between recreation centres and with other facilities like community centres and schools. More collaboration is needed to make the best use out of facilities.
- A key conclusion from the analysis is the need for more recreation space and improvements to address fit-for-purpose issues.

Facility challenges:

- Kilbirnie Recreation Centre is an important youth facility for wheel-based sports. The building has structural issues that must be resolved by 2028.
- Nairnville (in Khandallah) is ageing and the building has layout and accessibility issues. The facility is potentially too small and may need expansion (to be considered in relation to provision gaps). The facility was well-used, but visits have been declining.
- The partnership with Tawa College provides 2 indoor courts, which are important for sport use. There is limited visibility of the facility, as it is located at the back of the College, which appears to contribute to the low use by the community for recreation activities.
- Karori Recreation Centre is centrally located with other facilities, but there are opportunities for further collaboration.
- Ākau Tangi (12 courts) serves a regional/national function and is a critical facility for local indoor sport.

Future direction:

Evolve recreation centres to increase capacity, improve quality and increase the range of activities delivered in collaboration with other facilities.

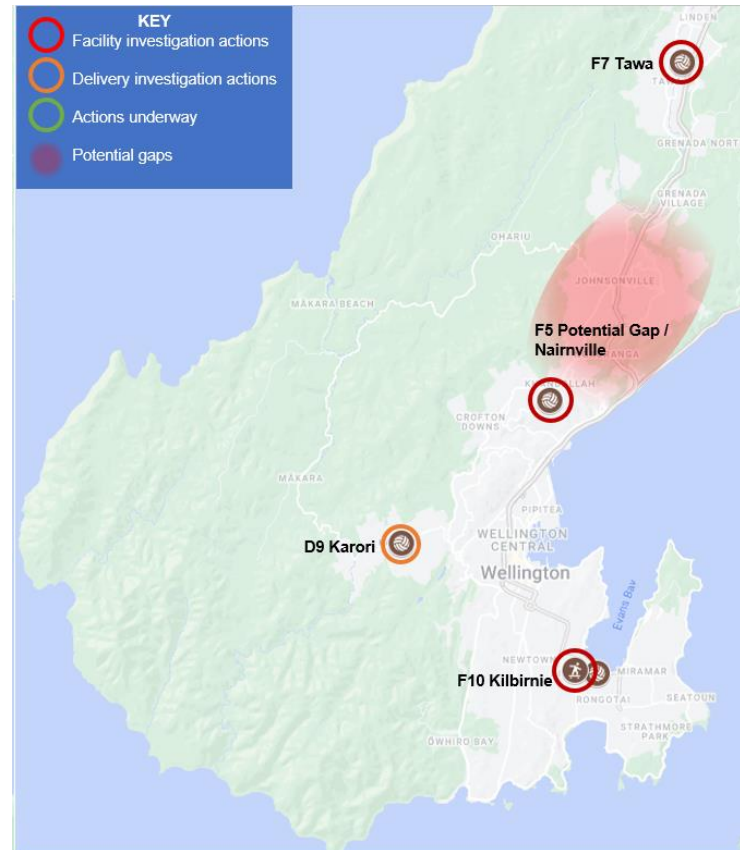
- Investigate need and viability for increased recreation provision, focused on the indicative gap around Johnsonville, Newlands and Churton Park areas.
- The number of indoor courts needs to be guided by the National Indoor Court Strategy and recognise the role of non-Council courts.
- Any new provision should include at least two indoor courts with other spaces guided by a needs assessment, benchmarking and financial viability.
- Prioritise and ensure there is sufficient resource to support collaboration across recreation centres and with other facilities.
- Specific design aspects of fit-for-purpose recreation centres:
 - Careful location for easy travel, including by public transport.
 - Any partnership facilities must have road-side visibility.
 - Safety in and around buildings is important given peak periods are late afternoons and evenings.
 - Ample storage for equipment is critical.
 - Provision for secure and safe after-hours access.
 - Carpark capacity needs to be carefully calculated recognising timing over-laps between sport leagues and activities.
 - The Sport New Zealand guidelines for fit-for-purpose courts and recreation spaces should also be followed.
- Ākau Tangi – maintain as the primary indoor sport centre for Wellington and a regional/national function.
- Nairnville – investigate options to address fit-for-purpose issues alongside increasing capacity in the Takapū/Northern and Wharangi/Western wards to address indicative gaps.

- Tawa – investigate options to provide fit-for-purpose recreation space in collaboration with other facility types, alongside maximising the use of current indoor courts.
- Kilbirnie – investigate options to address structural issues, provide dedicated space for youth/wheel-based sport alongside the potential for hub development with other facilities.
- Karori – maintain and develop collaboration with co-located facilities.

Key actions:

The map outlines the current network of recreation centres and associated actions (noting not all actions will result in changes to recreation centres).

Refer to the action plan in wāhanga 7 for detail on the actions.



5.4 Ngā puna kauhoe | *Swimming pools*

Role:

- Safe and supervised water space for aquatic activities.
- Aquatic education to learn how to swim and safe water behaviours.
- Access to opportunities for play, social interaction, celebrations, aquatic fitness and recreation.
- Access to aquatic rehabilitation, relaxation and wellbeing.
- Support development and excellence in aquatic sport.

Current state:

- The Council provides 7 swimming pools, with 5,135 sqm of water through 5 indoor and 2 outdoor facilities (open in summer).
- There are 16 non-Council pools providing 1,874 sqm of water, with 9 learn to swim pools, 2 fitness pools and 5 school pools.
- The Council provided 11 grants from the School Pool Partnership Fund to 8 schools to upgrade school pools for learn to swim. There is limited insight on the impact of this investment.
- Total all-year publicly available water in Pōneke from the 7 Council and 9 non-Council facilities is 5,206 sqm.

Surveys:

- Around 42% of Wellingtonians¹⁵ visit swimming pools. This level is higher compared to other cities.
- Swimming pools are valued for supporting learn to swim, improving fitness and wellbeing, providing in water-therapy, relaxation and play opportunities.

¹⁵ Statistics derived from the sample survey of 786 Wellington residents.

- There is higher engagement from households with children, youth and those aged 40-49 years, and lower use by those who are retired.
- Three-quarter of users (76%) report travelling to pools by car.
- Pool users tend to visit more frequently compared to users of other facility types.
- Non-users cite lack of confidence, poor quality, pools being too busy and financial reasons for not using pools.
- Challenges reported by users included pools being too busy, financial reasons, opening hours, poor quality and limited range of activities.
- The top three ideas for the future are:
 - improve the appearance and quality of facilities
 - provide for a wider range of needs
 - more play and therapy provision.

Needs analysis:

- Sport New Zealand are developing a National Aquatic Strategy with an indicative provision benchmark of 27 sqm of water per 1,000 people. Wellington currently has 26 sqm of water per 1,000 people, with population growth, this will decrease to 21 sqm per 1,000 people. On this basis, Wellington's pools will come under increasing pressure for water space.
- Wellington pools are predominately structured lap pools, with 68% of water-space in rectangular pools, 16% for learning, 13% for leisure and 3% for relaxation / hydrotherapy.
- The National Aquatic Strategy indicates there is a mismatch between aquatic demand and supply, with insufficient leisure /hydrotherapy provision. With the make-up of Wellington's pools, this mismatch is also evident.

- The predominant structured style of provision in Wellington contributes to the pools being busy, as the structured water-space is being used to meet the demands for sport, fitness, play, learning and hydrotherapy.
- A key conclusion from the analysis is the under-supply of leisure and hydrotherapy water in the network. Demand is anticipated to increase, driven by growth and an ageing population.
- There is only one pool in the network, Wellington Regional Aquatic Centre (WRAC), providing deep-water for aquatic sport. The impact of the Naenae Pool development in Lower Hutt needs to be assessed to determine whether there is insufficient deep-water provision.
- Catchment analysis indicates current pool facilities are relatively well distributed with few overlaps.
- There are potential geographic gaps for learn to swim in several areas. These need further investigation with learn to swim providers, to understand if distance and travel are a barrier to participation.
- In 2021-22 there was 860,000 visits, down from 1.2 million in 2019, prior to the Covid-19 pandemic. In 2019/2020, there were 6.2 visits per population, 86 visits per square metre of building and 246 visits per square metre of water. These visit ratios indicate high demand pressure on the network.
- Wellington's pools have a very flat pattern of use, without the typical peak in summer that is seen in other cities. A contributing factor is the predominantly structured and relatively low leisure provision.
- Wellington five indoor pools account for approximately 45% of Council's carbon emissions and investment is needed to transfer to more sustainable energy sources to heat the facilities.

Facility challenges:

- Khandallah Pool – the structured design is not fit-for-purpose for predominant leisure use, and visits have declined. The buildings have structural issues and the pool tank leaks. The site also has a number of challenges and limitations.
- Freyberg and Thorndon pools – are over 50 years old and have a range of fit-for-purpose and resilience issues. Both are well-used (and loved) but under demand pressure with strong visits for the size of the pools. The structured pool design of both facilities does not cater for a range of aquatic needs. Addressing this imbalance in the first instance offers the best opportunity to address the under-supply of leisure and hydrotherapy provision.
- WRAC serves a regional/national function and is the primary aquatic sport facility. The main pool is under pressure for the range of sports and activities it accommodates.
- Karori and Tawa pools – both facilities are likely to come under pressure with population growth and will need additional water, particularly for leisure and hydrotherapy. Karori Pool also has poor accessibility into the building and into some pools.

Future direction:

Evolve swimming pools to increase the provision of leisure and hydrotherapy water and provide a balance of provision. At the same time, decarbonise and address fit-for-purpose issues.

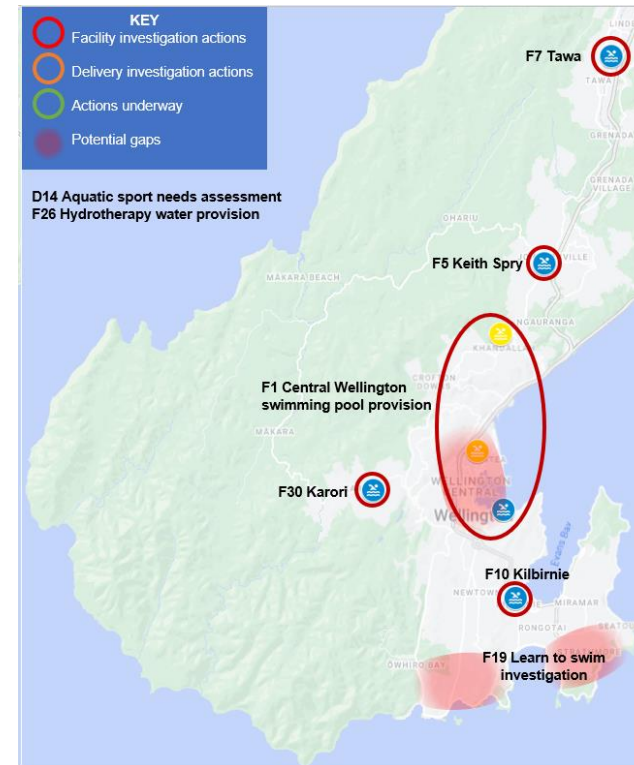
- Investigate increased leisure and hydrotherapy water focused on central area of Wellington in the first instance.
- The amount of water and balance of provision should be guided by a needs assessment, benchmarking and financial viability.
- Key focus is to invest in decarbonisation of swimming pools to reduce carbon emission, improve energy efficiency and provide good experiences for users.
- Specific design aspects of fit-for-purpose swimming pools:

- Visible and accessible location with easy travel including by public transport.
- Safety in and around facilities is important given peak periods are early mornings and evenings.
- Carpark capacity needs to be carefully calculated recognising the difference between peak and off-peak periods.
- There needs to be good transition between wet and dry spaces to minimise cleaning requirements.
- Sufficient space for spectator and large groups.
- Good design of changing spaces to cater for a range of needs including families, all-gender and disabled people.
- Follow Sport New Zealand guidelines for aquatic spaces.
- WRAC – maintain as primary aquatic sport facility, implement decarbonisation plan and develop collaboration across the *co-located precinct*.
- Freyberg and Thorndon pools – investigate options to increase leisure and hydrotherapy, and potentially learning, alongside sufficient structured water-provision. Respond to the fit-for-purpose and resilience issues.
- Khandallah Pool – continue to investigate development options.
- Karori and Tawa – medium to long-term, investigate options to increase leisure and hydrotherapy water and address fit-for-purpose issues.
- Collect data on the impact on the Council's investment in learn to swim at school pools. Investigate with learn to swim providers whether distance is a barrier to participation.
- Maintain a watching brief on aquatic sport provision post the completion of Naenae Pool and Fitness Centre in Lower Hutt.

Key actions:

The map outlines the current network of swimming pools and associated actions (not all actions will result in changes to facilities).

Refer to the action plan in wāhanga 7 for detail on the actions.



5.5 Taupuni rīhi | *Lease facilities*

Role:

- Provision of land and/or buildings that enable leaseholders to deliver sport, recreation, cultural, creative, performance, community, and social activities.
- Enable community-led delivery of community facilities and activities that enable people to connect, access space, learn, participate, or find support.

Current state:

- Facilities are covered by the Council's Early Childhood Centres Policy or Leases Policy for Community and Recreation Groups.
- In scope of this plan are 131 lease facilities across approximately 177,000 sqm of lease space (including land).
- 41 premises leases where Council owns the building and land.
- 90 ground leases where the Council owns the land, and the leaseholder owns the building.
- Land and/or buildings are leased to groups that deliver range of activities including 64 sport, 28 childcare, 14 scout/guide/cadet, 10 recreation, 9 marine based and 6 art/creative/cultural.
- 39 leases are located on Wellington Town Belt, 74 on reserve land and 18 on fee simple land.
- Facilities range from large like the Renouf Tennis Centre to local facilities like a scout hall.

Surveys:

- Wellingtonian's¹⁶ use of types of lease facilities varies:
 - around 22% engage with sport and marine facilities
 - around 7% engage with child-care facilities

¹⁶ Statistics derived from the sample survey of 786 Wellington residents.

- around 5% engage with arts or recreation facilities
- around 3% engage with scout/guide facilities.
- Wellingtonians value lease facilities for bringing people together, enabling participation in a range of activities and supporting community groups.
- Satisfaction varies with highest satisfaction with marae (see wāhanga 5.6) and childcare facilities, and lowest levels with scout/guide facilities.
- Non-users report lack of awareness and understanding as a key reason why they don't engage with lease facilities.
- The top three ideas for the future are:
 - promote lease facilities better
 - share facilities to improve usage
 - improve appearance and quality of facilities.

Needs analysis:

- The needs analysis was largely informed by the lease facility survey of which 52% leaseholders responded. This relatively low return level limits some of the analysis.
- Lease facilities are largely operated by volunteer groups and leaseholders report limited capacity of their people. Some larger facilities have paid staff, but also report limited capacity.
- Most lease facilities are single purpose, serving one activity. Two-thirds of responding lease facilities are available for casual (one-off) hire and 44% of facilities are used for long-term hire by other groups/activities.
- Based on the survey, two-thirds of facilities are used for less than 40 hours per week, with 50% used between 20 to 40 hours and 15% below 20 hours a week.

- Membership numbers of responding lease facilities range from 60 to 10,000, with an average 1.2 members per sqm.
- Larger, *multi-purpose* or shared facilities have higher usage.
- There is significant interest by leaseholders to increase use of lease facilities, but volunteer capacity, promotion and building deficiencies are the main limitations.
- Feedback from groups who would like to use lease facilities indicate lack of awareness, constrained functionality of spaces and length/terms of hire are the key limitations.
- There is an uneven distribution of lease facilities, with the availability of Wellington Town Belt and open-space a key factor in the greater provision in Motukairangi/Eastern and Paekawakawa/Southern wards.
- There is also an uneven allocation of facilities for different activities, with tennis and football having the highest number of sites, followed by scouts, kindergarten and bowling.
- The average age of lease facilities is 58 years and many buildings have accessibility, functionality and condition issues. Leaseholder survey respondents report limited resources to upgrade and maintain facilities.
- Many lease facilities are located close together but leaseholders report limited collaboration between facilities.
- There are multiple policies, plans and legislation governing lease facilities with different frameworks. Some leases have higher maintenance or rental fees and/or report constraints in the lease terms to support higher use of their facilities. There are also historical inequities arising from long-term leases which don't always facilitate new or emerging groups to access leases.
- A key conclusion of the analysis is the limited oversight on the use and impact of lease facilities, but usage appears lower than desired. Volunteer capacity, promotion of facilities, increased

resourcing, and making facilities more fit-for-purpose are the key issues to address to improve use.

Future direction:

Review the lease facility portfolio and policy frameworks to evolve towards increased use, fit-for-purpose facilities and maximising the benefits.

- Review and align the Early Childhood Centres Policy and Leases Policy for Community and Recreation Groups to the strategic direction of this plan. This may include combining the policies.
- A key focus is to identify the policy changes and actions required to increase use and maximise the benefit of lease facilities.
- Consider options to address the maintenance and upgrades required for the ageing portfolio of buildings within the context of limited resources to deliver fit-for-purpose facilities.
- Evolve lease facilities towards more collaborative physical arrangements to enable better sharing of facilities.
- Address financial inequities between different types of lease facilities and other community facilities.
- Consider how the inequities associated with long-term allocation of leases and the ability for new groups and other activities to access lease space can be addressed alongside balancing the need to provide security of tenure to leaseholders.
- Work with organisations/activity types with multiple leases across the city (such as tennis, football, bowls, scouts etc) to assess their network of facilities and the future needs and aspirations for their activity.
- Adhere to the Wellington Town Belt Act 2016 and Reserves Act 1977 ensuring the predominant activity for leases on the Wellington Town Belt or reserve land are recreational.
- Evaluate the human and financial resources required (both internal and external) to achieve the plan outcomes and support the future direction.

5.6 Ngā marae me ngā wāhi kaupapa Māori | *Marae and kaupapa Māori spaces*

Role:

- Hub of Māori community, they provide a place where people can gather and connect with their whanaunga and te ao Māori.
- Contribute to the wellbeing of whānau, hapū and iwi.
- A place hapori Māori can strengthen connectedness, language and cultural practices.
- Revitalise and embrace te reo Māori and te ao Māori.
- Encourage hapori whānui (wider community) to engage with marae through mātauranga and tikanga Māori.
- Support hapori whānui in times of community emergencies and whānau events.

Current state:

- Ngā Hau e Whā o Paparārangi is the only marae in the scope of this plan as a ground lease (where Council owns the land) and allocation of funding to support Māori outcomes. The marae is an urban papakāinga located in Newlands. It promotes, teaches and provides opportunities for the local community about Māori cultural practices (kawa and tikanga).
- Other marae are Pipitea Marae, Rongomaraeroa (at Te Papa), Tapu Te Ranga Marae, Te Rau Karamu Marae (on Pukeahu Campus) and Te Tumu Herenga Waka Marae.
- There is also Te Raukura – Te Wharewaka o Pōneke located by Wahirepo Lagoon, a cultural centre and houses the city's two waka and the Karaka Café.
- The Cook Islands Society Hall is a Council ground lease located on Wellington Town Belt in Newtown. While not a marae, the

hall functions as a cultural and recreation centre for Cook Islanders in Pōneke.

Surveys:

- Marae are visited by approximately 4% of Wellingtonians¹⁷, with higher proportions of Māori and Pasifika peoples visiting.
- There are high levels of satisfaction by survey respondents visiting marae. Although some respondents identified the poor condition of some facilities as an area of concern.
- Feedback from survey respondents indicate desire for greater connections to marae. There were suggestions to develop marae facilities to improve quality and increase provision.
- There is limited insight in the provision of marae and uniquely Māori spaces in Pōneke and further data is needed to support future actions.

Future direction:

Evolve the community facility network to support marae, uniquely Māori spaces, and kaupapa Māori based activities, delivered in collaboration with other community facilities.

- Review the provision of marae and kaupapa Māori spaces in partnership with mana whenua and Māori to identify key facility issues and priorities for the future.
- Support greater visibility of marae and kaupapa Māori facilities and opportunities through promotion and information, working in collaboration with marae owners.
- Explore how te ao Māori, Te Tiriti o Waitangi, and mātauranga Māori are reflected in the decision-making, management, activities and the visual presence of our community facilities.
- Support marae to collaborate with other facilities to provide more Māori-specific and holistic community facility provision.

¹⁷ Statistics derived from the sample survey of 786 Wellington residents.

5.7 Ngā taupuni toi, auaha hoki | Art and creative facilities

Role:

- Access to spaces, resources and opportunities to inspire and develop arts, culture and creativity.
- Arts and creative activity can be undertaken in either dedicated arts and creative facilities or appropriate spaces in other community facilities.

Current state:

- There is a broad spectrum of art and creative activity happening in community facilities ranging from community participation in art and craft classes, to artists' developing and showcasing their work, through to professional groups rehearsing and performing.
- Dedicated art and creative facilities in Pōneke include Toi Pōneke Arts Centre provided by the Council, 6 arts/creative facilities in the lease facilities portfolio, several performing arts and creative venues, and commercial spaces (the later were out of scope for this plan).
- A few community facilities have specific art spaces including:
 - Thistle Hall has a dedicated gallery space which showcases 50 one-week artist's shows every year.
 - Newlands, Vogelhorn and Linden community centres have resident performing arts groups and associated stage, storage and rehearsal spaces.
 - Facilities at Northland, Ngaio and Khandallah are based around large hall space with a stage.
 - Waitohi Community Hub includes a dedicated maker space which provides access for a range of arts activities.

- Recently upgraded Newtown Community Centre and the new Karori Community Hall have stages, changing rooms and rehearsal spaces.

Needs analysis:

- The community surveys indicate arts and creative activity is undertaken in a range of community facilities including:
 - 19% of community centre users visit for arts, craft, music or performing arts activities.
 - 5% of Wellingtonian¹⁸s visit dedicated arts and culture centres like the Karori Arts & Craft Centre.
 - 6% of all lease facilities are hired by other groups to undertake arts and creative activities.
- The Aho Tini 2030: Arts, Culture and Creativity Strategy identified the need for improved access to affordable, accessible and fit-for-purpose venues, places and spaces.
- Recent feedback from the arts community identified some specific needs of creatives, which include (but not limited to):
 - preference for longer term occupancy rather than short-term
 - the ability to store equipment on-site
 - preference for central and inner suburban locations
 - disciplines including theatre, dance, music and visual.
- The functionality of community facilities for art and creative activities is a significant limitation identified by both users and facility providers. This reinforces the need for wide community engagement with the art and creative sector as part of any facility investigation to understand the potential for sharing and collaboration.
- A key advantage for community facilities is the predominant timing of arts and creative activity occurring during the working day which complements the peak period (after 5pm and weekends) for many community facilities.

¹⁸ Statistics derived from the sample survey of 786 Wellington residents.

Future direction:

Improve access for art and creative activity to spaces and facilities in the community facility network and develop collaboration between the creative sector and providers of community facilities.

- Stocktake and promote the availability of spaces across the community facility network suitable for arts and creative activity.
- Facilitate connections between the creative community with community facilities and support partnerships where opportunities arise.
- Complete the reimagining Toi Pōneke work to deliver dedicated creative spaces for the arts community.
- Undertake a needs assessment to determine the facility needs from within creative communities and assess facility options (including existing facilities) to respond to these needs.
- Ensure the centralised booking system meets the needs of arts and creative communities. These include needing to accommodate short term and longer term bookings.



Photo: Panels outside Waitohi, by Matthew McIntyre Wilson

5.8 Ngā wāhi ā-hapori | *Community spaces in Council housing assets*

From August 2023, the majority of the Council's housing assets are managed by Te Toi Mahana, an independent charitable Community Housing Provider (CHP).

Role:

- Common space, resources and opportunities to support tenant wellbeing with a secondary role to enable community access.

Current state:

- Within the portfolio managed by Te Toi Mahana, there are 13 complexes which have common spaces.
- These spaces were primarily developed to support tenant wellbeing, enable tenant-led programmes and events.
- A secondary role was to provide access and build connections across the community.
- Common spaces range from 14 sqm to 235 sqm but most are relatively small with an average size of 60 sqm.

Needs analysis:

- Up to 6% of Wellingtonians¹⁹ visit these spaces, with most users reflecting the profile of tenants.
- The spaces are valued for supporting tenant wellbeing but also as a place to visit and build community connections.
- Some spaces are well suited for community access with a good location and configuration.
- A few successful community partnerships have been established to support programmes for tenants and the community in these spaces.

¹⁹ Statistics derived from the sample survey of 786 Wellington residents.

- There is general support to see increased community use of the spaces to build tenant-community connections and address the barriers in accessing these spaces.
- Increasing awareness, and improving the quality and fit-for-purpose nature of spaces are the key themes for the future. Some spaces have accessibility and appearance issues.

Future direction:

In partnership with Te Toi Mahana, provide common space in housing complexes and proactively collaborate with community centres in the provision of programmes and activities to support tenant wellbeing and to build connections across the wider community.

- The following housing complexes have common spaces that are well-located and situated for collaborative delivery of activities and programmes for residents and the wider community:
 - Rintoul Street Villas
 - Kotuku Apartments
 - Marshall Court Apartments
 - Central Park Apartments
 - Hanson Court Apartments
 - Newtown Park Apartments
 - Te Ara Hou Apartments
- The over-riding principle is all activities provided in these spaces are free for tenants and have some tenant involvement.
- Ensure any new common spaces, which are intended to be used by tenants and the community, are visible and located on the ground floor and at the front of the complex.
- Within asset management programmes address identified fit-for-purpose issues of some community spaces.

5.9 Wharepaku tūmatanui | *Public toilets*

Role:

- Public toilets contribute to health and wellbeing outcomes by providing a sanitation service that supports people’s use of the urban environment, parks, open-spaces, community facilities and high-visitor locations.

Legislation:

The Council is not legislatively required to provide public toilets, but the following legislation and standards guide provision:

- **Public Health Act 1956** – Section 23, it is the duty of local authorities to improve, promote and protect public health within its district. Section 25 provides that the Minister of Health may require any local authority to provide sanitary works which includes “sanitary conveniences” for the public.
- **Local Government Act 2002** – under Part 7, there are obligations to assess sanitary services (as defined in the Public Health Act). This requires assessment, from a public health perspective, of the adequacy of services – in light of health risks to communities from the absence or deficiency in service, quality of services, and the current and estimated future demand for services.
- **New Zealand Standard for Public Toilets (NZS 4241:1999)** provides advice on the design and provision of public toilets.

Current state:

- The provision of public toilets was previously covered by the Council’s 2002 Public Conveniences Policy.
- In Pōneke there are 95 public toilets across the city.

²⁰ Statistics derived from the sample survey of 786 Wellington residents.

- 83 (in scope), are in the City Centre (14), Metropolitan/Local Centres (21), coastal areas (13) and parks (35).
- 25 of these 83 public toilets are open 24 hours, 7 days a week.
- 12 public toilets are located at sportsfields or in pavilions, accessible when the sport park is booked or sports groups are using grounds (these are not in scope of this plan).
- Council-owned public toilets are provided free of charge.

Surveys:

- Around 69% of Wellingtonians²⁰ use public toilets, which is similar to other cities based on available data.
- A cross-section of the population use public toilets, with no demographic group significantly more or less likely to use.
- The toilets in the City Centre are the most visited, but there is a good spread of use across other public toilet locations.
- There are equal levels of satisfaction to dissatisfaction, with females, gender-diverse, younger people and disabled people more likely to be dissatisfied.
- Cleanliness, smell and maintenance of public toilets are the most significant areas of dissatisfaction.
- Some users would like to see increased provision through more locations, longer opening hours, and more toilet pans (capacity).
- Key locations which featured for increased provision include:
 - high traffic areas in the City Centre including Lambton Quay
 - at popular playgrounds, parks, beaches and walkways.
- There is a need to improve signage for public toilets to increase the visibility and wayfinding to locations.
- Some disabled people voiced the need for more Changing Places²¹ facilities. One Changing Places facility is planned as part of the Inglewood Place development.

²¹ Accessible toilet and change space for people with complex disabilities.

Needs analysis:

- The overall level of provision based on the number of facilities per head of population is similar to other cities, based on:
 - Wellington has about 1 toilet facility per 2,500 people.
 - Lower Hutt has 1 per 2,800.
 - Dunedin 1 per 2,000.
 - Christchurch 1 per 2,800.
- The cost of delivery is a key factor for future provision with an indicative capital cost of between \$400,000-\$500,000, and an annual operating cost of over \$40,000 per toilet.
- Spatial analysis based on an indicative 5-minute walking catchment has been used to identify potential areas to investigate for provision.

Future direction:

Facilitate and provide public toilets to support people's use of the urban and natural environment and consider collaboration with a range of potential providers.

- Accessibility – ensure public toilets are accessible for all people by meeting the New Zealand Standard for Public Toilets, or better. Assess the need for increased provision of fully accessible Changing Places in Pōneke.
- Availability – ensure public toilets are well located to avoid duplication and support people's use and movement across the city in response to high pedestrian areas or demand areas.
- Visibility – ensure public toilets are easy to find through visible placement and sufficient signage.
- Safety – ensure public toilets are designed and located to provide maximum safety for users and in accordance with the CPTED principles. Where possible, corridors which are potential entrapment zones should be eliminated.

- Inclusive – ensure public toilets are inclusive to everyone through evolution towards all-gender facilities.
- Durable – ensure public toilets are constructed from durable materials which are vandal resistant and easy to clean and maintain.
- Appearance – ensure public toilets are maintained to be safely and appropriately serviced to provide a high standard of cleanliness and hygiene.
- Signage – ensure public toilets have clear signage including in English, te reo Māori and braille.
- Free – the Council's provision of public toilets will be provided free to access with small charges for additional services like showers and washing machines.
- Value – ensure the Council's provision of public toilets provides good value.
- Partnerships – consider opportunities to partner with or facilitate public toilet provision with other providers in addition to directly providing public toilets. Partnerships could include commercial and retail sectors in shopping areas, with Greater Wellington Regional Council and Metlink in key or remote public transport locations, or other landowners where public provision is not possible.

New provision

In determining whether to provide a new public toilet, the Council will be guided by the following:

Needs assessment:

- Spatial distribution of current provision – the distance to the next available public toilet, including commercial and other types of provision. This should be based on the time associated to walk to current provision and the size of any spatial gap.

- Likely demand – what is the likely demand determined by the level of visitation or foot-traffic. Ideally, new provision should be considered where there will be high pedestrian numbers.
- Peak periods – what times of the day, week, year are likely to generic peak demand. This could influence whether dedicated provision is required or whether a partnership with an existing provider is a potential option.

Te Whai Oranga Pōneke provision targets:

- Accessible public toilets are provided at destination parks and cemeteries/urupā.
- Public toilets should be available within 300 metres of community neighbourhood parks, urban parks and significant beaches.
- Public toilet provision will be considered at signature and regional trail destinations as classified by the Regional Trail Framework.

Feasibility assessment:

While the need for a public toilet may be justified, the following factors need to be considered to determine feasibility:

- Location – whether there is a suitable location for a public toilet. Important considerations need to include the availability of land/space, visibility, connection to services, environmental and community impact, safety, and accessibility.
- Cost to benefit – the cost of development and maintenance related to the likely benefits.
- Risks – whether there any current and potential risks associated with provision and necessary mitigation methods. This could include natural hazards, CPTED and environmental impacts.

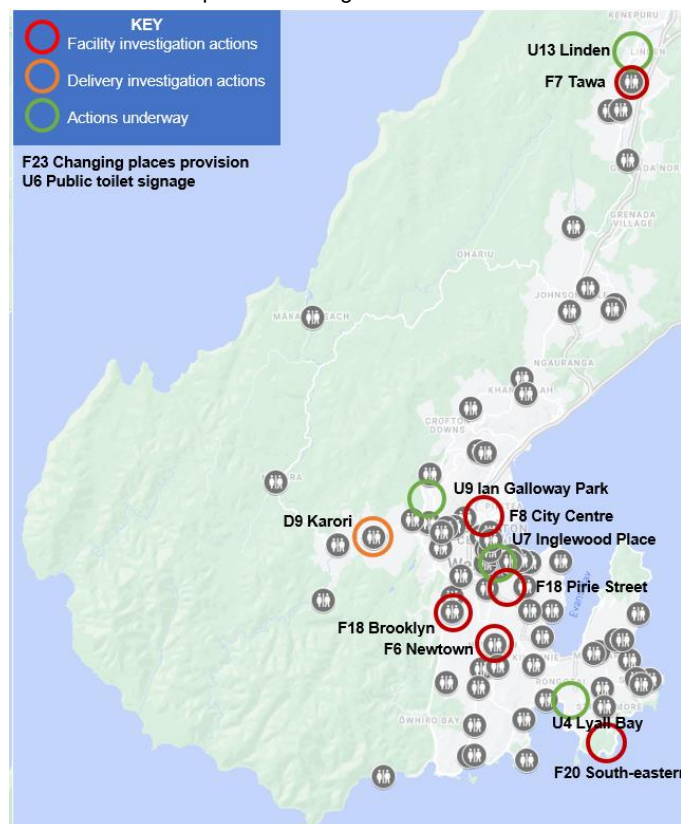
Priority:

- Priority assessment against the *prioritisation criteria* (wāhanga 4.2.2).

Key actions for Wellington’s public toilets

The map outlines the current network of public toilets and associated actions (noting not all actions will result in changes).

Refer to the action plan in wāhanga 7 for detail on the actions.



Wāhanga 6: Ngā mahi e haere ake nei | Next steps

6.1 Te āhua o te whakatinana i te mahere | How the plan is implemented

Informing the Council’s budget setting and work programmes

The purpose of *Te Awe Māpara* is to guide the Council’s provision and decision-making about community facilities for the next 30 years. The plan sets out the direction for community facilities (mission and outcomes), what we will do to get there (future approach), specific direction for facility types and prioritised actions to investigate identified delivery and facility issues. *Te Awe Māpara* will inform the Council’s long-term plan and annual plans around future community facilities funding priorities.

The plan will be incorporated into the Council’s asset and activity management plans, which describe work programmes and priorities. This will include implementation of actions from this plan. The asset and activity management plans feed into the annual plan and long-term plan process for the allocation of funding to implement the work programmes.

Figure 3 summarises the implementation of *Te Awe Māpara*.

Actions

Wāhanga 7 sets out the actions for this plan to undertake a variety of investigations in response to identified delivery or facility issues. Most actions will require funding to undertake the investigation and this will be considered as a consequence of adopting this plan.

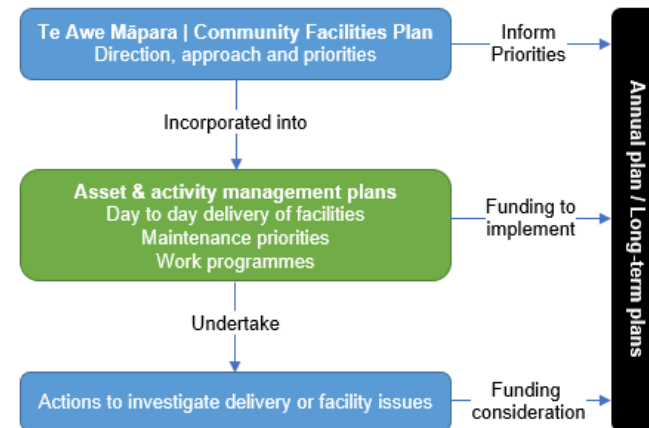
Once resource is allocated, investigations will work through the consistent process (wāhanga 4.2.1) to determine the best response.

On completion, any decisions to fund a significant facility change will be considered as part of the Council’s annual plan or long-term plan. This may involve reporting to the relevant Committee first.

Significant facility changes include:

- redeveloping an existing community facility (not maintenance)
- acquiring an existing building as a new community facility
- constructing a new community facility
- forming a facility partnership with another organisation
- disposing of a community facility which is no longer viable or needed.

Figure 3 How the plan will be implemented



Internal Community Facility Steering Group

Implementation of this plan will be overseen by an internal Community Facility Steering Group (CFSG), including investigations. A key role is to ensure the Council and different facility types are working together as intended by this plan.

Review of the action plan

We know when a significant change is made to a facility it is likely to alter the performance of the overall network. There can be both positive and negative impacts on the network. It is important we understand these impacts. The process in wāhanga 4.2.1 includes a key step to evaluate and learn from all facility projects.

Every three years, we will review the action plan to consider:

- what actions have been completed and the network impact
- whether new actions are needed or any actions removed due to the reassessment of the network
- updating the priorities to provide clear direction for the next period of implementation
- reporting against key performance indicators.

After 10 years, a formal review of the Te Awe Māpara will be undertaken to assess if there needs to be any changes to the mission, outcomes, approach, facility direction and action plan.

6.2 Pānga ā-Ahumoni | *Financial implications*

The Council has a community facility portfolio based on a current value of \$420 million²². The cost of delivery is approximately \$64 million for the primary network of libraries, swimming pools, recreation centres and community centres. Over the last seven years there has been a 45% increase in operating costs, driven by

²² This current value of \$420m is based on the residual value of the Council-owned swimming pools, libraries, community centres, recreation centres and premises

inflation, decreased revenue (over the period of the Covid-19 pandemic), and increasing maintenance and delivery costs.

The Council is under tight financial constraints. With an ageing network of facilities, it will be challenging to retain status quo. We therefore have to be smarter with our facilities and investment.

This plan provides a new approach based on a comprehensive process, working with the community, making informed proactive decisions and delivering our facilities in a holistic and collaborative way.

There are 58 actions in this plan to investigate a number of community facilities. The estimated cost to undertake these actions over the next 30 years is \$2.4 million. The investigations could recommend non-building responses, redevelopment, new facilities, partnerships or divestment. It is not possible to determine the cost of implementation until these investigations are completed. However, to inform the Long-term Plan Infrastructure Strategy, indicative provisions over the next 30 years is up to \$300 million.

Over time, it is envisioned investment will generate positive social and financial returns. This is based on the assumption facilities will be better used and more efficient to operate, and therefore generate more revenue.

Any investment into community facilities and public toilets that responds to population growth will be funded in part by development contributions. Development contributions are intended to contribute to the cost of additional infrastructure resulting from population growth.

leases accounting for depreciation. This does not include current capital expenditure such as on Te Matapihi Central Library rebuild.

6.3 Te aroturuki i te Mahere | *Monitoring the plan*

Key performance indicators are an important tool to assess the progress and impact of Te Awe Māpara. The Council will monitor progress against these indicators to measure how we are tracking against the mission and outcomes.

Table 2: Key performance indicators for Te Awe Māpara

#	Measure	30-year target	Source	Relevant outcomes	
KPI1	Proportion of disabled people who visit Council's libraries, community centres, recreation centres and swimming pools.	Proportion of people with a permanent disability or access need visiting community facilities is equivalent to the proportion of the overall population visiting (in RMS).	Residents Monitoring Survey (RMS)	Manaakitanga Pārekareka	<ul style="list-style-type: none"> • Accessible facilities • Participation
KPI2	Proportion of Māori who visit Council's libraries, community centres, recreation centres and swimming pools.	Proportion of Māori visiting community facilities is equivalent to the proportion of the overall population visiting (in RMS).	RMS and Census data	Manaakitanga Whanaungatanga Pārekareka	<ul style="list-style-type: none"> • Inclusive facilities • Sense of community • Participation
KPI3	Proportion of Pacific peoples and Asian who visit Council's libraries, community centres, recreation centres and swimming pools.	Proportion of Pacific peoples and Asian visiting community facilities is equivalent to the proportion of the overall population visiting (in RMS).	RMS and Census data	Manaakitanga Whanaungatanga Pārekareka	<ul style="list-style-type: none"> • Inclusive facilities • Sense of community • Participation
KPI4	Proportion of rainbow community who visit Council's libraries, community centres, recreation centres and swimming pools.	Proportion of people identifying as part of the rainbow community visiting community facilities is equivalent to the proportion of the overall population visiting (in RMS).	RMS and Census data	Manaakitanga Whanaungatanga Pārekareka	<ul style="list-style-type: none"> • Inclusive facilities • Sense of community • Participation
KPI5	Number of marae or uniquely Māori community spaces.	Well-distributed provision meeting needs across the city.	Facility count	Manaakitanga Whanaungatanga Pāhekohekotanga	<ul style="list-style-type: none"> • Inclusive facilities • Thriving Māori leadership • Fill gaps in network

#	Measure	30-year target	Source	Relevant outcomes	
KPI6	Number of arts/creative groups accessing community facilities.	Well-distributed provision meeting needs across the city.	New Booking System	Pārekareka Pāhekohekotanga	<ul style="list-style-type: none"> • Participation • Fit-for-purpose • Well-used facilities • Fill gaps in network
KPI7	Number of public toilets per head of population.	Well-distributed provision meeting needs across the city, with the current ratio of 1 public toilet per 2,500 residents.	Internal analysis	Pārekareka Pāhekohekotanga	<ul style="list-style-type: none"> • Participation • Fill gaps in network
KPI8	National benchmarks for provision of recreation centres and swimming pools.	Recreation centres and swimming pool provision meet the national benchmarks.	Internal analysis	Pārekareka Pāhekohekotanga	<ul style="list-style-type: none"> • Participation • Fill gaps in network
KPI9	Number of community facilities that are implementing a collaboration model.	Baseline to TBC after the first 3 years of this plan's implementation. Increase annually thereafter.	Internal analysis	Pāhekohekotanga	Collaborative facilities
KPI10	Number of community facilities that provide up-to-date accessibility information on their facility.	All Council-owned and run facilities provide up-to-date accessibility information (within 2 years of plan adoption and ongoing).	Annual reporting	Manaakitanga	Accessible facilities
KPI11	Proportion of Wellingtonians who agree Māori culture and te reo is visible at Council's community facilities.	Stable or increase on the previous year's level of agreement.	New RMS measure	Manaakitanga Whanaungatanga Pārekareka	<ul style="list-style-type: none"> • Inclusive facilities • Thriving Māori leadership • Participation

#	Measure	30-year target	Source	Relevant outcomes	
KPI12	Net satisfaction with Council’s libraries, community centres, recreation centres and swimming pool facilities.	Stable or increase on the previous year satisfaction.	RMS	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga	<ul style="list-style-type: none"> • Accessible • Inclusive • Addressing equity • Connected communities • Participation • Well-used facilities • Fill gaps in network
KPI9	Scale of barriers people face to participating and visiting Community Facilities.	Decreases each year.	New RMS measure	Manaakitanga Pārekareka	<ul style="list-style-type: none"> • Addressing equity • Participation • Well-used facilities
KPI10	Percentage of residents who agree we offer a wide range of recreational activities.	Increase to 90% from current measure of 72%.	RMS	Pārekareka	<ul style="list-style-type: none"> • Participation • Well-used facilities
KPI11	Visits to community facilities.	Stable or increase every year.	New Booking System	Pārekareka Tiakitanga	<ul style="list-style-type: none"> • Well-used facilities • Value for money
KPI12	Number of community centres and leased facilities that are used by for at least 40 hours per week.	TBA once booking system in place.	New Booking System	Pārekareka Tiakitanga	<ul style="list-style-type: none"> • Well-used facilities • Value for money
KPI13	Cost to Council per visit to libraries, community centres, recreation centres and swimming pool facilities.	Remains stable or decreases after allowing for inflation.	Internal analysis	Tiakitanga	Value for money
KPI14	Gross reduction in energy related emissions across WCC’s swimming pools.	Contributing to the Council’s Te Atakura Strategy carbon reduction targets.	Internal analysis	Tiakitanga	Reduce carbon

Wāhanga 7: Mahere mahi | Action plan

The purpose of this plan is to guide the Council's provision and decision-making about community facilities over the next 30 years. It is not intended to provide specific answers on exactly where, when or what should happen to facilities. This is because any change to facility provision must be **thoroughly investigated in partnership with the community to determine the best response**, as outlined in our future approach (wāhanga 4).

The city-wide needs analysis identified a range of issues, challenges, and opportunities facing our community facilities. Key findings are summarised in wāhanga 3 and 5 for specific facility types. Detailed findings are available in the full need analysis reports²³.

The actions are largely investigations that will follow the consistent process (wāhanga 4.2) to work in partnership with the community to gather robust evidence and test all options before determining the best response.

Where possible, actions are structured to investigate multiple facilities (geographically or facility types) to understand the inter-relationship between facilities, to consider collaboration opportunities and work towards a holistic network of facilities. The outcome of each investigation may not necessarily result in changes for all of the facilities included in an action.

The action plan is structured as follows:

- Wāhanga 7.1: **Delivery investigation actions** focus on how we can be smarter in the delivery of community facilities. This includes opportunities for greater collaboration, reviewing existing delivery methods or developing new resources. These actions are more likely to impact the way we deliver, rather than making physical changes to, community facilities.

- Wāhanga 7.2: **Facility investigation actions** focus on how we can evolve to maximise the benefits of our community facilities, including responding to facility issues, overlaps or gaps in provision, and community needs and aspirations. These investigations are more likely to identify physical facility change(s).
- Wāhanga 7.3: are facility projects which are already **underway**.

While the Council does not own all buildings in scope of this plan, we do have an interest through the provision of land and/or funding. The needs analysis identified some opportunities for improvements across these facilities. Therefore, actions for these facilities are included and we have specified the Council's role in accordance with wāhanga 2.5.

All actions have been prioritised through application of the prioritisation criteria (wāhanga 4.2.2).

The action plan informs our asset management planning and the investment decisions of the 2024 Long-term Plan and future funding plans. The timing of actions are aligned to the Council's long-term plan cycles, as follows:

- **Very short:** commence investigation in years 1 to 3.
- **Short:** commence investigation in years 4 to 6.
- **Medium:** commence investigation in years 7 to 10.
- **Long:** signalling the investigation in years 11 to 20.
- **Very Long:** signalling the investigation in years 21 to 30.

If the outcome of the investigation requires funding for implementation, this will be considered in long-term plan (or annual plan) processes. Inclusion in the action plan does not signal the Council has committed funding to implement any outcomes of the investigation.

As outlined in wāhanga 6, the planning, development, and *delivery* of community facilities is an iterative process. Every three years we will review the action plan to understand the impact of completed actions, consider whether new or different actions are required, and update our priorities.

²³ The needs analysis reports are available on Council's website.
Te Awe Māpara | Community Facilities Plan 2023

7.1 Ngā mahi tūhura ā-tukunga | Delivery investigation actions

These actions focus on how we can be smarter in the delivery of community facilities. We don't envision significant physical change to community facilities arising from these actions, although it may be a possibility. These investigations could impact operational budgets.

#	Action	Facilities / Focus	Relevant outcomes	Council's roles	Timing
D1	Collaboration support Investigate ways to support collaboration and connections between community facilities, providers and users, including advice, funding, systems and resources. This can include support in the implementation of collaboration methods in wāhanga 4.2.1 and transitioning to a collaboration model in wāhanga 4.2.2.	All community facilities Linked to Actions D2 and D5	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Provider Funder Facilitator	Very short
D2	Centralised information and booking system Develop Council's centralised information and booking system to track usage and enable users to explore, source information, book and connect with facilities/spaces.	All community facilities plus any non-Council facilities that want to be involved	Manaakitanga Whanaungatanga Pārekareka Tiakitanga	Provider	Very short
D3	Facility partnerships Work with other organisations to understand common outcomes for community facilities and identify opportunities to work together. Organisation could include Ministry of Health (MoH), Ministry of Education (MoE), Victoria University, Whānau Manaaki Kindergartens, Plunket and other potential partners.	All community facilities	Pārekareka Pāhekohekotanga Tiakitanga	Partner	Very short
D4	Review funding to support thriving facilities Review Council's funding for community facilities to support the plan mission and outcomes. Considerations include funding to support collaboration, addressing maintenance and fit-for-purpose issues, facility planning, funding for marae and community centres, and supporting equitable outcomes.	All community facilities	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Funder	Very short

#	Action	Facilities / Focus	Relevant outcomes	Council's roles	Timing
D5	<p>Review leases' policies and portfolio</p> <p>Review the "Early Childhood Centres Policy" and "Leases Policy for Community and Recreation Groups" and the lease facility portfolio to align with the strategic outcomes of the plan and support thriving and accessible facilities. Key considerations are:</p> <ul style="list-style-type: none"> Increasing use of lease facilities and addressing associated constraints including limited capacity of volunteers. Maintenance and fit-for-purpose issues of ageing buildings. Inequities in access to facilities/spaces across activities. Inequities in fees and charges between facility types such as between community centres and premises leases. Council's role in early childcare facilities, given the central government and commercial involvement in these activities. Resources required to manage the portfolio. <p>Work with organisations with multiple leases across one activity type (such as tennis, bowls, Plunket).</p>	All lease facilities	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Provider	Very short
D6	<p>Review the community centre mixed model of delivery</p> <p>Review the mixed model of owning, managing and funding community centres to strengthen the delivery, increase collaboration, maximise use, minimise duplication and build capacity/capability to ensure long-term sustainability.</p>	All community centres	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Provider Funder	Very short
D7	<p>Review library opening hours</p> <p>Investigate the feasibility, cost and benefits of modifying library opening hours in response to significant community feedback for additional and/or different hours. It is recognised a uniform approach may not be appropriate across all libraries.</p>	All libraries	Manaakitanga Whanaungatanga Pārekareka Tiakitanga	Provider	Very short

#	Action	Facilities / Focus	Relevant outcomes	Council's roles	Timing
D8	<p>Improve accessibility of community facilities</p> <p>Work with disabled people to improve the accessibility of community facilities. This requires a proactive approach to maintenance, renewals and delivery of community facilities and in some cases may lead to redevelopment of facilities. Considerations include:</p> <ul style="list-style-type: none"> • Ensure recommendations from accessibility audits have been incorporated into asset management plans to improve buildings, as funding allows. • Complete, and support other building owners to undertake, accessibility audits, as required. • Facility information about accessibility features like ramps, hoists, mobility parking (see Action D2). <p>Staff training on accessibility and enabling participation by disabled people.</p>	All community facilities	Manaakitanga Whanaungatanga Pārekareka	Provider Partner Advocate	Very short
D9	<p>Karori co-location hub</p> <p>Undertake a pilot to develop collaboration between facilities co-located in Karori to support more cohesive provision. This could include physical changes, joint marketing, events, programmes, and sharing resources.</p> <p>Link to Action U14.</p>	Karori Library Karori Recreation Centre Karori Community Centre Karori Community Hall Karori Arts & Craft Club Karori Public Toilet Other facilities, such as Karori Pool	Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Provider Funder Facilitator	Short
D10	<p>Linden community facility provision</p> <p>Explore opportunities to develop collaboration and increase the use of existing facilities in the Linden area to meet community needs. Note funding was allocated for public toilet provision in the Linden area (see Action U13).</p>	Linden Community Centre Kapi Mana Bridge Club North City Cricket Club Tawa Tigers Wrestling Club Tui Park Kindergarten	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga	Facilitator	Short
D11	<p>Aro Valley community facilities</p> <p>Following redevelopment of Aro Valley Community Centre, investigate opportunities to develop collaboration with the community spaces in the nearby Council housing assets.</p>	Aro Valley Community Centre & Hall Aro Valley Preschool Community Spaces in Central Park and Pukehinou Apartments	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga	Partner Funder	Short

#	Action	Facilities / Focus	Relevant outcomes	Council's roles	Timing
D12	<p>Grow mātauranga Māori and Māori staff within community facilities</p> <p>Investigate rolling out of Rangatahi Pathways pilot programme / appointment of vocational Māori Pathways staff member to grow Māori staff and leaders at community facilities.</p> <p>Investigate the appointment of mātauranga Māori advisor(s) for implementation of Māori programmes, games, activities, design and narratives within the Council's community facilities.</p>	All community facilities	Manaakitanga Whanaungatanga Pārekareka	Provider Partner Advocate	Short
D13	<p>Strathmore community facility provision</p> <p>Undertake a needs assessment and review provision of community facilities as Strathmore has been assessed with a low level of provision across all facility types for the population but higher socio-economic deprivation, indicating potential inequitable provision.</p>	Te Tūhanga Rau Raukawa Community Centre Non-Council provision	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga	Provider Funder Facilitator	Short
D14	<p>Aquatic sport needs assessment</p> <p>Following the re-opening of the Naenae Pool and Fitness Centre in 2024, work with aquatic sports to undertake a needs assessment for deep-water aquatic sports across Wellington.</p>	Swimming pools	Pārekareka Pāhekohekotanga	Partner	Medium

7.2 Ngā mahi tūhura ā-whare | Facility investigation actions

These actions focus on how we can evolve and maximise the benefits of community facilities. This includes responding to facility issues, gaps in provision, and community needs and aspirations. These investigations could identify physical facility change(s) as the appropriate response, although not necessarily to every facility listed under the action.

#	Action	Relevant facilities	Relevant outcomes	Council's roles	Timing
F1	<p>Central Wellington swimming pool provision</p> <p>Undertake a detailed needs assessment and feasibility study to increase the provision of all-year water-space in central area, address the under-supply of leisure/hydrotherapy water, and ensure sufficient structured and learning water. Key issues are:</p> <ul style="list-style-type: none"> Freyberg is loved and well-used but too small to cater for current and projected demand. The design is structured and not accessible or inclusive. It is also in a vulnerable location for sea-level rise and liquefaction. Thorndon Pool is loved and well-used but has some seismic resilience and accessibility issues, and the pool design limits the range of activities that can be undertaken. The Council is investigating re-development of Khandallah Pool in consultation with the community. The facility has building seismic issues, pool design not functional for range of activities, does not meet water filtration requirements, flooding/discharge issues with neighbouring stream, presence of asbestos and site limitations. Opportunities for holistic facility provision across pool, recreation and community space. Link to Action F18 for City Centre facility provision. Link to Action F19 on learn to swim provision. 	<p>Freyberg Pool Thorndon Pool Khandallah Pool Non-Council provision in private and school facilities</p>	<p>Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga</p>	<p>Provider</p>	<p>Very short</p>
F2	<p>LGBTQI+ safe space provision</p> <p>Work with rainbow communities to undertake a needs assessment and feasibility study to test options. Options may include dedicated programming, dedicated space in existing facilities, re-purposing or a dedicated facility. If a new or repurposed facility is identified, it is important to maximise collaboration and avoid duplication.</p>	<p>Linked to Action F18</p>	<p>Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga</p>	<p>Facilitator</p>	<p>Very short</p>

#	Action	Relevant facilities	Relevant outcomes	Council's roles	Timing
F3	<p>Hapori Māori facilities and spaces</p> <p>Work with mana whenua and Māori to investigate the provision and funding of marae, uniquely Māori spaces and Kaupapa Māori based activities in Poneke to identify ways to enable equitable access and/or provision. This includes consideration of how we can meet Tākai Here partner aspirations around the provision of marae in our city and how current community facilities could be made more fit-for-purpose for Māori and mana whenua.</p>	<p>Marae and kaupapa Māori spaces</p> <p>All community facilities</p>	<p>Manaakitanga</p> <p>Whanaungatanga</p> <p>Pārekareka</p> <p>Pāhekohekotanga</p>	<p>Partner</p> <p>Provider</p> <p>Facilitator</p>	<p>Very short</p>
F4	<p>Western cluster of community facility provision</p> <p>Undertake a suburb-wide needs assessment and feasibility study across Crofton Downs, Broadmeadows, Kaiwharawhara, Khandallah, Ngaio and Wadestown to consider optimal provision and maximise the benefits of facilities. Key issues include:</p> <ul style="list-style-type: none"> Wadestown Community Centre has poor location on a steep hill, with limited visibility, poor accessibility, no carparking, small size and open layout which limits use and flexibility to provide a range of activities. For these reasons, this building is not viable and the Council has committed to divesting this building. Across three community centres, there is sufficient space but the layout and functionality of spaces potentially constrains the range of activities that can be provided. Khandallah and Ngaio Town Hall have overlapping catchments. This is likely associated with the large halls which attract users from a wide area. There is catchment overlap between Khandallah/Ngaio libraries and Ngaio/Wadestown libraries, indicating inter-relationship between these facilities. Across all three libraries there appears to be insufficient library space to cater for the population demand. Khandallah Library and Ngaio Town Hall are heritage listed. 	<p>Cummings Park (Ngaio) Library</p> <p>Khandallah Library</p> <p>Khandallah Playgroup</p> <p>Khandallah Plunket (vacant)</p> <p>Khandallah Town Hall</p> <p>Ngaio Childcare Centre</p> <p>Ngaio Tennis Club</p> <p>Ngaio Town Hall</p> <p>Wadestown Community Centre</p> <p>Wadestown Plunket</p> <p>Wadestown Library</p> <p>Wadestown Scout Group</p> <p>Public toilets</p> <p>Non-Council facilities</p> <p>Link to Action F5</p>	<p>Manaakitanga</p> <p>Whanaungatanga</p> <p>Pārekareka</p> <p>Pāhekohekotanga</p> <p>Tiakitanga</p>	<p>Provider</p> <p>Funder</p>	<p>Very short</p>

#	Action	Relevant facilities	Relevant outcomes	Council's roles	Timing
F5	<p>Recreation centre gap & Johnsonville facility provision</p> <p>Undertake a suburb-wide needs assessment and feasibility study across Johnsonville to address the indicative gap in recreation centre provision and to maximise the benefits of facilities. Key issues include:</p> <ul style="list-style-type: none"> The indicative gap (geographic and capacity) in the provision of recreation space / indoor courts. Nairnville Recreation Centre does not have the capacity to meet growing demand and has range of fit-for-purpose issues, including layout, accessibility and inclusivity of the building design. There are potential partnership opportunities with schools such as Onslow College. Johnsonville Community Centre is well-located but the building has significant condition, design and layout issues. There are opportunities for greater collaboration across facilities. The new Waitohi Hub has been successful. There are some pedestrian access and traffic issues. Johnsonville is a priority investment area due to population growth and its status as a metropolitan centre. Build on work already started by the Council and community. 	Keith Spry Pool Johnsonville Community Centre Johnsonville Early Impressions Childcare Johnsonville Tennis Club Johnsonville West Kindergarten – Whānau Manaaki Nairnville Recreation Centre Waiora Hub Waitohi Hub Waitohi Kindergarten – Whānau Manaaki Other facilities in Johnsonville Non-Council facilities in Johnsonville, such as Onslow College	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Provider	Very short
F6	<p>Newtown facility provision</p> <p>Undertake a suburb-wide needs assessment and feasibility study across Newtown to consider optimal provision, maximise the benefits and respond to community aspirations. Key issues include:</p> <ul style="list-style-type: none"> Newtown Library is too small for demand and projected growth. Adjacent Network Newtown has building deficiencies. Opportunity for holistic community hub. Need to understand use and impact of recently upgraded Newtown Community Centre. Community petition for public toilet at Carrara Park and Council resolution to investigate options for low-cost provision for toilets at the park. 	Newtown Library Newtown Community Centre Newtown Hall Network Newtown Newtown Tool Library Newtown Early Learning Centre Te Ara Hou Apartments Newtown Park Apartments Hanson Court Apartments Public toilets Owen Street Bowling Club (vacant) Newtown Park Pavilion & Function Room Wellington Tennis Club	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Provider Funder Facilitator	Very short

#	Action	Relevant facilities	Relevant outcomes	Council's roles	Timing
	<ul style="list-style-type: none"> Negative feedback on the quality of public toilet adjacent to Newtown Library. Consultation has been undertaken on ideas for the future of the former Owen Street bowling club site. Lease facilities in Newtown have a range of building issues and leaseholders have expressed an interest to work together on future plans. 	Wellington Canine Obedience Wellington Harriers Wellington Municipal Croquet Wellington Table Tennis Kilbirnie Tennis Club Non-council facilities			
F7	<p>Tawa facility provision</p> <p>Undertake a suburb-wide needs assessment and feasibility study across Tawa to consider optimal provision and maximise the benefits of facilities. Key issues include:</p> <ul style="list-style-type: none"> Tawa is projected to have high population growth. Tawa Community Centre building is not fit-for-purpose. Opportunity for community hub development in the local centre. Tawa Recreation Centre has poor visibility and only week-day access which potentially constrains ability to meet all recreation needs. More recreation space may be needed. Tawa Swimming Pool does not have capacity or the pool design to cater for likely demand arising from growth. The site is constrained for expansion. Across Tawa, some lease facilities are situated close together on multiple parks and present opportunities for collaboration. Build on investigation work already started by the Council and community. 	Tawa Library Tawa Community Centre Tawa Recreation Centre Tawa Swimming Pool Tawa AFC Tawa Bowling Club Tawa Central Kindergarten Tawa Girl Guides Tawa Kindergarten Tawa Rugby Football Club Tawa Rugby Football Junior Club Tawa Softball Tawa Scout Group Tawa Squash Club Tawa Tennis Club Wellington North Badminton Club Wellington Red Hackle Pipe Band Public toilets Non-Council facilities	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Provider Facilitator Partner	Short
F8	<p>City Centre public toilet provision</p> <p>Investigate the demand and feasibility for public toilet provision along key pedestrian routes in the City Centre, with a particular emphasis on Lambton Quay.</p>	Public toilets	Manaakitanga Pārekareka Tiakitanga	Provider Partner	Short

#	Action	Relevant facilities	Relevant outcomes	Council's roles	Timing
F9	<p>Churton Park facility provision</p> <p>Undertake a suburb-wide needs assessment and feasibility study across Churton Park, Upper Stebbings and Glenside West to consider optimal provision and to maximise the benefits of facilities. Considerations include:</p> <ul style="list-style-type: none"> Projected population growth indicates the community centre will come under increasing demand pressure. Churton Park Community Centre has limited space to cater for demand. Take into account the catchment of library, pool and recreation centre facilities in Johnsonville and Tawa. 	<p>Churton Park Community Centre Churton Park Tennis Club Glenside Historic Halfway House Amesbury School Hall (partnership facility) Non-Council facilities</p>	<p>Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga</p>	<p>Provider</p>	<p>Short</p>
F10	<p>Kilbirnie community facility provision</p> <p>Undertake a suburb-wide needs assessment and feasibility study across Kilbirnie to consider optimal provision and to maximise the benefits of facilities. Key issues include:</p> <ul style="list-style-type: none"> Kilbirnie Park presents a good opportunity for a comprehensive co-located precinct with indoor/outdoor connections and holistic provision (eg toilets, café, carparking) to service all facilities. Kilbirnie Recreation Centre has structural issues which must be resolved by 2028. The facility is well used but potentially too small and not fit-for-purpose. Kilbirnie/Lyall Community Centre is well located in the local centre but disconnected from other facilities. The building is small and not fit-for-purpose to cater for a range of needs. The library is appropriately sized but the layout and connections could be improved. Degasification of Wellington Regional Aquatic Centre may require greater footprint for new energy source (see Action U3). Community aspiration for indoor/covered skate provision and facility improvements. Need to retain the open space on Kilbirnie Park. Provision of space for Plunket. Responding to risks associated natural hazards and climate change. 	<p>Kilbirnie Library Kilbirnie Recreation Centre Wellington Regional Aquatic Centre Kilbirnie Plunket Toitu Pōneke – The Hub Wellington Marist AFC and the Eastern Suburbs Cricket Club Kilbirnie/Lyall Bay Community Centre</p> <p>Link to Action U2.</p>	<p>Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga</p>	<p>Provider Funder</p>	<p>Short</p>

#	Action	Relevant facilities	Relevant outcomes	Council's roles	Timing
F11	<p>Brooklyn and Vogelmorn facility provision</p> <p>Undertake a suburb-wide needs assessment and feasibility study across Brooklyn and Vogelmorn to consider optimal provision and to maximise the benefits of facilities. Key issues include:</p> <ul style="list-style-type: none"> Brooklyn Library has accessibility challenges and may be too small for a range of activities. The two community centres have overlapping catchments and there is potentially too much space for the size of the population. The two centres cater for different activities with Vogelmorn having an arts / creative focus and Brooklyn with a children focus. Vogelmorn (ex-bowling club) building has seismic, accessibility and functionality issues. Structural issues need to be addressed by 2032. Community feedback is seeking improved public toilet provision in Brooklyn. 	<p>Brooklyn Library Brooklyn Community Centre Brooklyn Playcentre Brooklyn Scout Group Vogelmorn Community Centre Vogelmorn Hall Vogelmorn Tennis Club Wellington Swords Club (Brooklyn Gekkos, Brooklyn Northern United Junior Football Club, Brooklyn Junior Cricket Club) Renouf Tennis Centre Brooklyn public toilet</p>	<p>Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga</p>	<p>Provider Funder Facilitator</p>	<p>Short</p>
F12	<p>Island Bay facility provision</p> <p>Undertake a suburb-wide needs assessment and feasibility study across Island Bay to consider optimal provision and to maximise the benefits of facilities. Key issues include:</p> <ul style="list-style-type: none"> Opportunity for community hub development. Island Bay Community Centre has poor visibility, small size, accessibility issues, minimal carparks, and layout which limits its use and range of activities. The Library has a good location but is too small to adequately cater for demand arising from growth. Former Plunket building behind the library has been demolished providing opportunities for expansion. The two buildings at Island Bay Beach have accessibility and condition challenges, and are in vulnerable locations. <p>Link to Action F27.</p>	<p>Island Bay Community Centre Island Bay Library Island Bay Plunket Island Bay Marine Education Centre Bait House Aquarium Non-Council facilities</p>	<p>Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga</p>	<p>Provider</p>	<p>Short</p>

#	Action	Relevant facilities	Relevant outcomes	Council's roles	Timing
F13	<p>Rugby League Park precinct – Wellington Town Belt</p> <p>Recommend groups complete a needs assessment and feasibility study across the facilities on and around Rugby League Park. Key issues include:</p> <ul style="list-style-type: none"> All buildings are ground leases and have significant condition, accessibility and functionality issues, and some have visibility issues. Proximity of buildings underpins opportunity to work together as co-located precinct. 	Southern Cross Scout Group City of Wellington Pipe Band Cook Island Society Hall Wellington Rugby Football Union Wellington Scottish Athletic Club	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Facilitator	Short
F14	<p>Hataitai Park and Community Centre</p> <p>Encourage the owners of facilities located on Hataitai Park and at Hataitai Community Centre site to complete a master plan/feasibility study which responds to the needs assessments already completed. This should consider opportunities to develop collaboration, address fit-for-purpose / condition issues, increase the use and maximise the benefits of facilities. Note the Hataitai Centre has identified structural issues.</p>	Hataitai Community House and Centre Hataitai Kindergarten – Whānau Manaaki Marist St Pats Club Wellington Netball Velodrome building Wellington Football Axemen Club Harbour City Gymnastics Club Badminton Wellington	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga	Facilitator	Medium
F15	<p>Creative sector facility needs assessment</p> <p>Following completion of the 'Reimagining Toi Pōneke' project, undertake a needs assessment and feasibility study to understand the creative sector space needs and explore options.</p>	All community facilities plus any non-Council Align to Toi Pōneke Action U5	Manaakitanga Pārekareka Pāhekohekotanga	Provider Facilitator	Medium
F16	<p>Miramar facility provision</p> <p>Undertake a suburb-wide needs assessment and feasibility study across Miramar to consider optimal provision and to maximise the benefits of facilities. Key issues include:</p> <ul style="list-style-type: none"> Three pockets of facilities on Polo Ground Park, Miramar Ave and Chelsea Street. Consider optimal provision across these sites to meet community needs. Miramar/Maupuia Community Centre has a layout which could be improved to cater for a range of activities. There has been some work on potential shared sport hub on Polo Ground Park. Other facilities in Miramar have fit-for-purpose issues. Build on work started by the Council and community. 	Miramar & Maupuia Community Centre Miramar Plunket Oriental Rongotai Football Club Miramar Softball Club Wellington Art Club Te Kohanga Reo Miramar Library Marshall Court Apartments Miramar Tennis Club Miramar Bowling Club Miramar North Kindergarten Miramar Rangers AFC Miramar Public toilet	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Provider Funder	Medium

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#	Action	Relevant facilities	Relevant outcomes	Council's roles	Timing
F17	<p>Grenada North facility provision</p> <p>Following completion of the Grenada North Park sports field upgrades, undertake a needs assessment and feasibility study to consider the scope of community facilities required to serve the park and wider community. Considerations include:</p> <ul style="list-style-type: none"> Grenada North currently has a very small resident population. Potential development of a link road to Grenada Village and urban development in Lincolnshire Farm could increase population. <p>Link to Action F28 at Grenada Village.</p>	<p>Tawa Junior Football Club Wellington British Railway Modellers Pavilion facilities (toilets/changing rooms and storage)</p>	<p>Whanaungatanga Pārekareka Tiakitanga</p>	<p>Provider Facilitator</p>	<p>Medium</p>
F18	<p>City Centre community facility provision</p> <p>Following the completion of Te Matapihi (Central Library), undertake a needs assessment and feasibility study to investigate provision to meet the needs and aspirations of a growing resident population. Key issues include:</p> <ul style="list-style-type: none"> Te Matapihi includes community spaces and need to understand the use and impact of these spaces. The two temporary libraries (Te Awe and Arapaki) are due to close once Te Matapihi opens. Te Pokapū Hapori may also close. Te Tai Ohinga (the Youth Hub) is opening 2024. There are many non-Council facilities in the City Centre. Potential to extend the Mt Vic Hub model to include more facilities in the City Centre area. Thistle Hall is a well used but has accessibility issues. Victoria Bowling Club has building structural issues. Requests for public toilet at Pirie Street play area. 	<p>Te Matapihi (Due 2026) Mt Vic Hub Te Pokapū Hapori Te Tai Ohinga (due 2024) Innermost Gardens Victoria Bowling Club Royal Port Nicholson Yacht Club Thistle Hall Non-Council facilities</p>	<p>Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga</p>	<p>Provider Partner Funder Facilitator</p>	<p>Medium</p>

#	Action	Relevant facilities	Relevant outcomes	Council's roles	Timing
F19	<p>Learn to swim provision and partnerships</p> <p>Review the school pool partnerships to understand the impact of Council's investment and the role these facilities play in meeting learn to swim needs across the city.</p> <p>Linked to Action F1, work with learn to swim providers to assess potential gaps in the provision of learn to swim (either geographic or capacity) and investigate the feasibility of potential options if gaps are confirmed.</p>	<p>Newtown School Berhampore School Kilbirnie School Makara Model School Rewa Rewa School Swimming Trust of Wellington – Wellington East Girls College Khandallah School Tawa School</p>	<p>Manaakitanga Pārekareka Pāhekohekotanga Tiakitanga</p>	<p>Partner</p>	<p>Medium</p>
F20	<p>South-Eastern public toilet provision</p> <p>Aligned to the direction from the Coastal Reserve Management Plan Review, complete a feasibility study for public toilet provision along the South-Eastern coastline in response to the 2020 needs assessment. Important to consider future resilience in light of potential sea-level rise.</p>	<p>Public toilets</p>	<p>Manaakitanga Pārekareka Tiakitanga</p>	<p>Provider</p>	<p>Medium</p>
F21	<p>Seatoun Village Hall and St Christophers</p> <p>Encourage the Miramar Peninsula Community Trust to undertake a needs assessment and feasibility study to determine the future of the facility in light of building seismic and fit-for-purpose issues (also acknowledging the building historic values). Note seismic issues require resolution by 2030.</p>	<p>Seatoun Village Hall and St Christophers Consider other facilities such as: Seatoun AFC Other Eastern community facilities</p>	<p>Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga</p>	<p>Facilitator</p>	<p>Medium</p>
F22	<p>Public showers</p> <p>Investigate the need for public showers across the city. Consider the availability of amenities for unhoused citizens and exploration of potential partnerships.</p>	<p>Public toilets All Council and non-Council community facilities</p>	<p>Manaakitanga</p>	<p>Provider Partner Facilitator</p>	<p>Medium</p>
F23	<p>Changing Places provision</p> <p>Following the completion of the Changing Places facility under construction in the City Centre, investigate the need for Changing Places amenities. Changing Places offer comprehensive toilet and changing spaces suitable for a wide range of disabled people.</p> <p>Link to Action D8 and U7.</p>	<p>All Council and non-Council community facilities</p>	<p>Manaakitanga Pārekareka</p>	<p>Provider Partner Facilitator</p>	<p>Medium</p>

#	Action	Relevant facilities	Relevant outcomes	Council's roles	Timing
F24	<p>Kelburn Park facilities – Wellington Town Belt</p> <p>Undertake a needs assessment and feasibility study across the facilities on Kelburn Park considering:</p> <ul style="list-style-type: none"> • Council-owned croquet club building has exterior deterioration. • Leaseholders have expressed need for building improvements. • Proximity of buildings underpins opportunity for co-located precinct. • Potential to partner with Victoria University, which has facilities and student accommodation in the immediate area. 	<p>Victoria University Tennis Club Club Kelburn Kelburn Municipal Croquet Club Kelburn Park Sports Association Public toilet 63 Salamanca Road University of Victoria facilities</p>	<p>Manaakitanga Pārekareka Pāhekohekotanga</p>	<p>Provider Facilitator</p>	<p>Long</p>
F25	<p>Newlands facility provision</p> <p>Undertake a suburb-wide needs assessment and feasibility study across Newlands to consider optimal provision and maximise the benefits of facilities. Newlands has been assessed with a low level of provision across all facility types for the population but higher socio-economic deprivation, indicating potential inequitable provision.</p> <p>Link to Action F5.</p>	<p>Newlands Community Centre Johnsonville Rugby Football Club Newlands-Paparangi Tennis Newlands Scout Group Ngā Hau e Whā o Paparangi Rewa Rewa School – Learn to swim pool</p>	<p>Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga</p>	<p>Provider</p>	<p>Long</p>
F26	<p>Hydrotherapy water provision</p> <p>Undertake a needs assessment and feasibility study to investigate increased provision of hydrotherapy water to address under-supply in Wellington's aquatic network and likely increased demand from growing older population and disabled people. Consider the potential for partnerships with Ministry of Health and providers such as retirement villages.</p>	<p>Swimming pools Link to Action F1</p>	<p>Manaakitanga Pārekareka Pāhekohekotanga Tiakitanga</p>	<p>Provider Partner Funder</p>	<p>Long</p>
F27	<p>Wakefield Park / Wellington Town Belt / Berhampore</p> <p>Work with lease facilities to undertake a needs assessment, feasibility study and master plan to consider optimal provision and to maximise the benefits of facilities. There is potential for collaboration and sharing, recognising some facilities have condition and functionality issues.</p>	<p>Island Bay United Football Island Bay Softball Olympic AFC Island Bay Tennis & Squash Club Rangimarie Tennis Club & Martin Luckie Pavilion First Island Bay Scout Group Morningson Golf Club Public toilets</p>	<p>Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga</p>	<p>Facilitator Provider</p>	<p>Long</p>

#	Action	Relevant facilities	Relevant outcomes	Council's roles	Timing
F28	<p>Grenada Village Community Centre</p> <p>Grenada Village Community Centre serves a small suburb population but the distance from closest community centres confirms the geographic need. In the short-term address immediate building issues.</p> <p>In the long-term, undertake a suburb-wide needs assessment and feasibility study to determine the appropriate community facilities to serve the growing population associated with projected urban development around Lincolnshire Farms.</p> <p>Link to Action F17 at Grenada North.</p>	<p>Grenada Village Community Centre</p> <p>Paparangi Scout Group</p>	<p>Manaakitanga</p> <p>Whanaungatanga</p> <p>Pārekareka</p>	<p>Provider</p>	<p>Long</p>
F29	<p>Northland Community Centre</p> <p>Undertake a suburb-wide needs assessment and feasibility study across Northland to consider optimal provision and maximise the benefits of facilities. Key issues include:</p> <ul style="list-style-type: none"> Northland Community Centre is large and has multiple spaces. The layout, accessibility and inclusivity of the building could be improved. Opportunities for collaboration with other facilities. 	<p>Northland Community Centre</p> <p>Northland Kindergarten</p> <p>Western Springs RFC</p> <p>Talavera Tennis Club</p>	<p>Manaakitanga</p> <p>Whanaungatanga</p> <p>Pārekareka</p> <p>Pāhekohekotanga</p> <p>Tiakitanga</p>	<p>Provider</p> <p>Funder</p>	<p>Long</p>
F30	<p>Karori Swimming Pool</p> <p>Long-term, investigate if there is a feasible option to locate Karori Swimming Pool on an accessible and visible site that allows for increased provision of structured, learning, play and therapy water. The current site has significant accessibility issues and the site does not allow for expansion to meet demand arising from population growth.</p>	<p>Karori swimming pool</p>	<p>Manaakitanga</p> <p>Whanaungatanga</p> <p>Pārekareka</p> <p>Pāhekohekotanga</p>	<p>Provider</p>	<p>Very long²⁴</p>

²⁴ Note that while this action is **very long**, aligned with the Plan's direction the Council needs to maintain a watching brief over any appropriate potential land opportunities.
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7.3 Ngā mahi tūhura ā-whare | *Projects underway*

New	Action	Facilities / Focus	Relevant Outcomes	Council's roles	Timing
U1	<p>Te Matapihi</p> <p>Redevelopment of the Central Library is due to be completed in 2026 and includes community spaces. Two temporary libraries, Te Pokapū Hapori will be closed once the new library opens.</p>	Te Matapihi	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Provider	Underway
U2	<p>Kilbirnie 5-year Development Plan</p> <p>Complete the Development Plan for Kilbirnie Park in 2023/24 to show how the open spaces will be developed to meet identified needs and support community facilities. Link to Action F10.</p>	Kilbirnie Library Kilbirnie Recreation Centre Wellington Regional Aquatic Centre Kilbirnie Plunket Toitu Pōneke – The Hub Wellington Marist AFC and the Eastern Suburbs Cricket Club	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Provider Funder	Underway
U3	<p>Degasification of swimming pools</p> <p>Consistent with direction for each swimming pool outlined in this plan and the Council's Energy Decarbonisation Plan, implement the energy audits to transition from gas to clean energy sources, reduce carbon emissions, improve efficiency and provide comfortable experiences for users.</p>	Wellington Regional Aquatic Centre Keith Spry Pool Tawa Pool Karori Pool	Tiakitanga Pārekareka	Provider	Underway
U4	<p>Lyll Bay public toilets</p> <p>New public toilets at the surfers end of Lyll Bay are planned as part of the Huetepara development.</p>	Public Toilets	Pārekareka Tiakitanga	Provider	Underway
U5	<p>Toi Pōneke Reimagining project</p> <p>Complete the reimagining Toi Pōneke work to deliver dedicated creative spaces for the art communities. Link to Action F15.</p>	Art and creative facilities	Manaakitanga Whanaungatanga Pārekareka	Provider	Underway
U6	<p>Public toilet signage</p> <p>Complete the comprehensive signage upgrade to improve way-finding and public toilet visibility. Include website information on accessibility and parenting spaces as part of signage review.</p>	All public toilets	Manaakitanga Pārekareka	Provider	Underway

New	Action	Facilities / Focus	Relevant Outcomes	Council's roles	Timing
U7	Inglewood Place public toilet and Changing Places facility Complete development of a new public toilet and Changing Places facility at Inglewood Place in 2024 to replace the public toilets recently demolished at Te Aro Park.	Public toilets	Manaakitanga Pārekareka Tiakitanga	Provider	Underway
U8	National Hockey Stadium & Mt Albert Park The National Hockey Stadium is undertaking a feasibility study for potential improvement to its buildings. At the same time, opportunities to develop collaboration across facilities on the park should be considered.	National Hockey Centre Chinese Sports Centre Wellington Smallbore Rifle Association Wellington Pistol Club	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Funder	Underway
U9	Ian Galloway Park public toilet Develop a public toilet near the BMX Park with the funding allocated in the 2023/24 Annual Plan.	Western Suburbs RFC Check other building on park. Other clubs not in buildings	Manaakitanga Whanaungatanga Pārekareka Tiakitanga	Provider	Underway
U10	Evans Bay collaboration Informed by the master planning work already undertaken for the marine precinct, continue to build collaboration across facilities. Align further work on master planning with Action P5 in <i>Te Whai Oranga Pōneke</i> for ocean recreation.	Evans Bay Yacht Club Wellington Volunteer Coastguard Wellington Cadet Centre Trust	Pārekareka Pāhekohekotanga Tiakitanga	Provider Facilitator	Underway
U11	Leisure Card delivery Expand the Leisure Card partners and groups to ensure the discount opportunities address affordability barriers to participation.	Consider application to all community facilities	Manaakitanga Whanaungatanga Pārekareka	Provider Funder	Underway
U12	Collaboration with creative sector Continue to support collaboration between existing facilities and the creative sector to meet needs (set out in Aho Tini 2030). Work includes promoting suitable facilities, facilitating connections, considering modified access arrangements, and potentially funding.	All community facilities, particularly: Community centres Lease facilities	Manaakitanga Whanaungatanga Pārekareka Pāhekohekotanga Tiakitanga	Facilitator Partner	Underway
U13	Linden public toilet Funding has been allocated for the development of public toilet provision in Linden. Link to Action D10 .	Linden public toilet	Pārekareka Tiakitanga	Provider	Underway
U14	Karori Hall Complete work to determine the future role of Karori Hall.	Karori Hall	Pārekareka Pāhekohekotanga Tiakitanga	Facilitator	Underway

Kuputaka | Glossary

In this plan, unless the context otherwise requires –

Accessibility has the same meaning set out in Article 9 from the United Nations Convention on the Rights of Persons with Disabilities (UN-CRPD): *“To enable persons with disabilities to live independently and participate fully in all aspects of life, State Parties shall take appropriate measures to ensure persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas.”*

Asset management planning / plan is the ongoing process to manage assets from acquisition, operation, maintenance, renewal through out the asset lifecycle. The asset management plans set out the level of service to meet demand in the most cost-effective manner possible.

Bumping space means places in the community where we naturally bump into each other. They are places where people come together to meet, share ideas or local knowledge, relate and connect to one another.

Capacity relates to the size of the facility and the ability to accommodate people either at one time or over a period of time. Capacity is considered constrained when demand to use the facility (either at specific times or over a period of time) is close to or exceeds this level.

Catchment means the geographic area where the majority of users (typically 60% or more) travel from to visit the facility. A range of factors influence peoples’ decisions on the selection of facilities. In most cases people choose the facility closest or most convenient. However, some people may choose a facility further afield for a variety of reasons. Provision of specific amenities or activities, size and capacity, condition, pricing, opening hours and specific providers can all influence the size of the catchment area.

Co-located precinct is based on stand-alone facilities that are located in close proximity and implement some elements of collaboration such as combined marketing or programming.

Diverse groups and communities include (but are not limited to) the following priority groups:

- Children and young people
- Disabled people
- Migrant and refugee groups
- Older adults
- Pasifika peoples
- Rainbow communities.

Delivery means the way a community facility is operated, including the opening hours, prices, programming, cleaning and other management components.

Fit-for-purpose means a facility is situated in the right location with a suitable design for the range of intended activities and is easy for people to use and efficient to operate.

Geographic community refers to the people living in the same geographic area / suburb.

Holistic means facilities work together in an coordinated and seamless way to provide a diverse range of activities and experiences, with minimal duplication. The key benefit is maximising community benefit through the efficient use of resources and minimising duplication.

Intersectionality recognises everyone has their own unique experiences as there are different aspects of a person’s identity (including social characteristics such as gender, ethnicity, sex) that can expose them to overlapping forms of marginalisation. Therefore people who intersect across various social characteristics may have different experiences using and accessing facilities. As an example, Tāngata Whaikaha Māori (disabled Māori) have different lived experiences from able-bodied Māori.

Multi-purpose facilities are buildings that serve multiple activities either as a shared facility or community hub. A multi-purpose space can be used for a range of different activities and is not bespoke to a specific activity.

Network means the collective provision of community facilities across Wellington. We have taken a network approach to community facilities to understand how the community interacts with different facilities and to consider where there may be gaps, overlaps or provision issues.

Optimise or optimisation means considering how to achieve the maximum benefit from a facility or range of facilities. This could include redevelopment, changing the way we deliver, or disposing of some facilities and building new.

Population benchmarking means when the number of facilities or capacity (in terms of size) is calculated as a ratio of the population. Visit benchmarking can also be undertaken as a ratio of visits to the facility size/capacity or visits to the population. Population benchmarking is undertaken as one method to compare cities and level of provision and to consider whether supply and demand is high or low.

Provision means the availability of a community facility for use by the community. Provision is primarily focused on the location and design of the building.

Single purpose facilities are stand-alone facilities that primarily serve one type of activity.

Stand-alone facilities are based in a single building that is not connected to another.

Sustainable / Sustainability refers to practices and decisions that ensure the environmental and economic viability of community facilities are maintained or supported over time.

Universal design as defined by the New Zealand Disability Strategy 2016-2026 is good design that works for everyone. It is about making sure everything is accessible to, understood by, and used to the greatest extent possible by everyone, without or requiring little adaptation. Universal design is more than accessible design which represents the minimum accessibility requirements in built design (required under Building Act 1991).

Viability relates to the financial cost to deliver a facility, based on the anticipated revenue versus expenditure. Many community facilities cannot generate sufficient income to cover all costs of delivery and require grants or subsidies to cover the shortfall. This could from rates or external funding. A facility is more financially viable when the level of grant or subsidy required is low or nil.

Well-distributed network relates to the geographic spread, so facilities are not too close or too far apart. Facilities located too close together may cause catchment overlaps and spread demand. Facilities located too far apart may cause catchment gaps, meaning distance is a barrier to participation.

Whole of life costs means the cost of construction, depreciation, delivery, maintenance and renewals over the expected life of the building.

Terms used in our consistent process (wāhanga 4.2)

As part of the community facility planning process, the following terms are described as follows:

Significant change to community facilities include:

- redeveloping an existing community facility (not maintenance)
- acquiring an existing building as a new community facility
- constructing a new community facility
- forming a facility partnership with another organisation
- disposing a community facility which is no longer viable or needed.

Project brief includes:

- Introduction – what has initiated the investigation.
- Scope – investigation area and facilities to be considered.
- Key questions – to be answered through the investigation.
- Data – existing information to support investigation.
- Mana whenua – initial views, alignment and significance to their priorities, and the engagement method to be used.
- Engagement – who and how the community and stakeholders should be engaged.
- Potential options – to be considered through investigation.
- Method – process, timeframes, resources and outputs.

Needs assessment includes:

- Assess strategic alignment of the potential project.
- Review the population profile and projected growth.
- Stocktake of current provision: use, functionality, capacity and catchments.
- Assess provision levels: geographic, function, capacity and equity.
- Engage mana whenua to explore significance and interest.
- Engage community and stakeholders: understand needs and aspirations.
- Current financial performance and situation.
- Identify key drivers for change (if any).
- Identify potential responses: determine the Council's role, as well as building and non-building options.
- Recommendation(s): any facility change(s) or other responses.

Feasibility study includes:

- Continue the partnership with mana whenua (through existing Council process).
- Continue to engage with stakeholders and community.

- Confirm facility drivers and requirements (from needs assessment).
- Identify options: location, size, collaboration model, design, materials and functionality factors.
- Assess options: pros/cons, costs, whole of life, environmental impact, network impact, community impact, benefits, risks and potential constraints (eg consents).
- Seek community and stakeholder feedback on options.
- For the preferred option: confirm the concept design, capital and *whole of life* costs, governance, benefits, risks, issues, assumptions and dependencies.
- Identify funding sources and implications (eg impact on rates).
- Identify implementation plan, challenges, and timeframes.
- Recommendation(s): preferred option or if no viable option identified.

Business case includes:

- Outline strategic case for change.
- Outline options considered and justification for preferred option.
- Progress concept design to eliminate issues, risks and confirm costs.
- Identify opportunities to deliver on Tūpiki Ora.
- Community and stakeholder input on preferred option.
- Funding sources and implications (eg impact on rates).
- Implications on ongoing operational costs of facility.
- Outline of the project management plan including timeframes.
- Recommendation(s): whether to proceed or not viable.
- Developing the project management plan to guide implementation.

Kupu taka reo Māori | *Te reo Māori glossary*

Hapori whānau means the family, subtribe and tribal groups.

Hapori whānui means wider community.

Hapū means sub-tribe.

Iwi means tribe.

Kaitiaki means guardian.

Mana whenua are Māori who have tribal links to Te Whānganui a Tara, Wellington. Mana whenua interests in Wellington are represented by:

- Te Rūnanga o Toa Rangatira who represent Ngāti Toa Rangatira
- Taranaki Whānui ki te Upoko o te Ika / Port Nicholson Block Settlement Trust
- Te Rūnanganui o Te Āti Awa ki te Upoko o Te Ika a Māui.

Māori ngā mahi a rēhia and taonga tākaro means Māori sports and games.

Mātauranga is traditional knowledge systems and practices.

Mauri ora means the life spark or essence inherent in all living things.

Moko means grandchildren.

Rangatahi are young people.

Reo means language.

Rongoā is traditional healing knowledge, systems, medicines and practices.

Tamariki means children.

Tākaro means sport, game, recreational activity.

Takatāpui refers to a person in the Rainbow or LGBTQI+ community or a close friend of the same gender.

Tikanga means customs, correct procedures, lore and system of values and practices.

Te Awe Māpara means beyond the eye (and is the name of this Plan).

Te taiao is the natural world and environment.

Wāhanga means section/part.

Wānanga means a forum, place of discussion.

Whakapapa means bloodlines, tribal connections.

Whānau means extended family or family group.

Whanaunga means relative, kin or blood relation.

Whenua means land.



Newtown library mural, by artist Liana Leiataua.

Āpitihanga 1: Te rārangi whānui o ngā taupuni ā-hapori | *Full community facility list*

Community centres (partner run)					
Facility name	Facility building type	Address	Suburb	Landowner	Building owner
Aro Valley Community Centre and Hall	Community centre	48 Aro Street	Aro Valley	WCC	WCC
	Community hall	48 Aro Street (Hall)	Aro Valley	WCC	WCC
Brooklyn Community Centre	Community centre	12-18 Harrison Street	Brooklyn	WCC	Brooklyn CC
Grenada Village Community Centre	Community centre	4 Mandeville Crescent	Grenada Village	WCC	WCC
Hataitai Community House & Centre	Community house	112 Waipapa Road	Hataitai	WCC	HCH
	Centre	157 Hataitai Road	Hataitai	WCC	HCH
Johnsonville Community Centre	Community centre	3 Frankmoore Avenue	Johnsonville	WCC	WCC
Karori Community Centre and hall	Community centre	7 Beauchamp Street	Karori	WCC	WCC
	Community hall	England Lane	Karori	WCC	WCC
Khandallah Town Hall & Cornerstone Community Centre	Community centre and hall	11 Ganges Road	Khandallah	WCC	WCC
Kilbirnie/Lyall Bay Community Centre	Community centre	56-58 Bay Road	Kilbirnie	WCC	WCC
Miramar Maupuia Community Centre	Community centre	27 Chelsea Street	Miramar	WCC	WCC
Newtown Community and Cultural Centre	Community centre	Cnr Columbo/Rintoul Sts	Newtown	WCC	WCC
	Network Newtown	9 Constable Street	Newtown	WCC	WCC
	Community hall	71 Daniel Street	Newtown	WCC	WCC
Northland Community Centre	Community centre	5 Woburn Road	Northland	WCC	WCC
Raukawa Community Centre	Community centre	67 Raukawa Street	Strathmore Park	WCC	WCC lease
Te Tūhanga Rau	Community centre	108 Strathmore Avenue	Strathmore	WCC	WCC
Seatoun Village Hall and St Christophers	Seatoun Village Hall	22 Forres Street	Seatoun	Trust	Trust
	St Christopher's	27 Ventnor Street	Seatoun	Trust	Trust
Thistle Hall Community Centre	Community centre	Cnr Cuba & Arthur Sts	Wellington	WCC	WCC
Vogelmorn Precinct	Community centre	93 Mornington Road	Brooklyn	Trust	Trust
	Community hall	13 Vennell Street	Brooklyn	WCC	WCC
Te Pokapū Hapori	Community centre	107 Manners Street	Wellington	Lease	WCC lease
Mt Vic Hub	WCC lease	24E Elizabeth St	Mount Victoria	Lease	WCC lease

Community centres (Council run)					
Facility name	Facility building type	Address	Suburb	Landowner	Building owner
Churton Park Community Centre	Community centre	75 Lakewood Ave	Churton Park	Lease	WCC lease
Island Bay Community Centre	Community centre	137 The Parade	Island Bay	WCC	WCC
Linden Community Centre	Community centre	10 Linden Avenue	Linden, Tawa	WCC	WCC
Newlands Community Centre	Community centre	9 Batchelor Street	Newlands	WCC	WCC
Ngaio Town Hall	Community hall	1 Ottawa Road	Ngaio	WCC	WCC
Tawa Community Centre	Community centre	5 Cambridge Street	Tawa	WCC	WCC
Wadestown Community Centre	Community centre	46 Pitt Street	Wadestown	WCC	WCC
Libraries					
Facility name	Address	Suburb	Landowner	Building owner	
Te Whare Pukapuka o Moe-rā – Brooklyn Library	Corner of Harrison Street and Cleveland Street	Brooklyn	WCC	WCC	
Te Whare Pukapuka o Te Matapihi Central Library (Te Matapihi)	65 Victoria Street	City Centre	WCC	WCC	
Te Whare Pukapuka o Korimako – Cummings Park Library - Ngaio	1A Ottawa Road	Ngaio	WCC	WCC	
Te Whare Pukapuka o Tapu Te Ranga – Island Bay Library	167 The Parade	Island Bay	WCC	WCC	
Te Whare Pukapuka o Te Māhanga – Karori Library	247 Karori Road	Karori	WCC	WCC	
Te Whare Pukapuka o Tari-Kākā – Khandallah Library	8 Ganges Road	Khandallah	WCC	WCC	
Te Whare Pukapuka o Te Takapū o Patukawenga – Mervyn Kemp Library, Tawa	158 Main Road	Tawa	WCC	WCC	
Te Whare Pukapuka o Motu-Kairangi – Miramar Library	68 Miramar Avenue	Miramar	WCC	WCC	
Te Whare Pukapuka o Ngā Puna Waiora – Newtown Library	13 Constable Street	Newtown	WCC	WCC	
Te Whare Pukapuka o Te Awa-a-Taia – Ruth Gotlieb Library, Kilbirnie	101 Kilbirnie Crescent	Kilbirnie	WCC	WCC	
Te Whare Pukapuka o Ōtari – Wadestown Library	1 Moorhouse Street	Wadestown	WCC	WCC	
Te Whare Pukapuka o Waitohi – Waitohi Community Hub	34 Moorefield Road	Johnsonville	WCC	WCC	

Recreation centres				
Facility name	Address	Suburb	Landowner	Building owner
Ākau Tangi (ASB Sport Centre)	72 Kemp Street	Kilbirnie	WCC	WCC
Karori Recreation Centre	251 Karori Road	Karori	WCC	WCC
Kilbirnie Recreation Centre	101 Kilbirnie Crescent	Kilbirnie	WCC	WCC
Nairnville Recreation Centre	Corner of Cockayne Road and Lucknow Terrace	Khandallah	WCC	WCC
Tawa Recreation Centre	38A Duncan Street (Tawa College)	Tawa	Tawa College / MoE	Tawa College / MoE
Swimming pools				
Facility name	Address	Suburb	Landowner	Building owner
Freyberg Pool	139 Oriental Parade	Oriental Bay	WCC	WCC
Karori Pool	22 Donald Street	Karori	WCC	WCC
Keith Spry Pool	6 Wanaka St	Johnsonville	WCC	WCC
Khandallah Summer Pool	45 Woodmancote Road	Khandallah	WCC	WCC
Tawa Pool	23 Davies Street	Tawa	WCC	WCC
Thorndon Summer Pool	26 Murphy Street	Thorndon	WCC	WCC
Wellington Regional Aquatic Centre	63 Kilbirnie Crescent	Kilbirnie	WCC	WCC
Marae				
Facility name	Address	Suburb	Landowner	Building owner
Ngā Hau e Whā o Paparāangi	30 Ladbrooke Drive	Newlands	WCC	Marae
Community spaces in Council housing assets				
Facility name	Address	Suburb	Landowner	Building owner
Berkeley Dallard Apartments	Nairn St	Mt Cook	WCC	WCC
Central Park Apartments	21 Brooklyn Rd	Mt Cook	WCC	WCC
Granville Flats	493 Adelaide Rd	Berhampore	WCC	WCC
Hanson Court Apartments	3 Hutchison Road	Newtown	WCC	WCC
Heath Flats	6 Heath St	Johnsonville	WCC	WCC
Hobart Park Flats	30A Hobart Street	Miramar	WCC	WCC

Kotuku Apartments	5 Kemp Street	Kilbirnie	WCC	WCC
Marshall Court Apartments	Tahi Street	Miramar	WCC	WCC
Newtown Park Apartments	Mansfield St	Newtown	WCC	WCC
Pukehinau Flats	Brooklyn Rd	Aro Valley	WCC	WCC
Rintoul Street Villas	271 Rintoul Street	Berhampore	WCC	WCC
Te Ara Hou Apartments	Constable St	Newtown	WCC	WCC
Whare Ahuru Apartments	16 Glenmore St	Thorndon	WCC	WCC

Public toilets

Facility name	Address	Suburb	Land and building owner
Public Toilets - Responsible Camping Area	501 Evans Bay Parade	Hataitai	WCC
Public Toilets - Hataitai Beach	Evans Bay Parade	Hataitai	WCC
Island Bay Surf Club	250 The Esplanade	Island Bay	WCC
Lyllall Bay Surf Club Exeloo	5 Lyall Parade	Lyllall Bay	WCC
Public Toilets - Oriental Parade Wishing Well	Oriental Parade & Terrace	Oriental Bay	WCC
Owhiro Bay Toilets & Shelter (Te Kopahou Reserve)	Owhiro Bay Road	Owhiro Bay	WCC
Public Toilets - Balaena Bay	Evans Bay Parade	Roseneath	WCC
Freyberg Public Amenity Block	153 Oriental Parade	Oriental Bay	WCC
Public Toilets - Makara Beach	Makara Beach	Makara Beach	WCC
Public Toilets - Princess Bay	501 Queens Drive	Lyllall Bay	WCC
Public Toilets - Queens Drive	Queens Drive	Lyllall Bay	WCC
Public Toilets - Worsler Bay	Awa Road	Seatoun	WCC
Boat Sheds Blk B - public toilets for the marina	Evans Bay Parade	Evans Bay	WCC
Clyde Quay Wharf Apartments (northern end)	Clyde Quay Wharf, Herd Street	Clyde Quay	WCC
TSB Arena	4 Queens Wharf	Te Aro	WCC
Frank Kitts Park Lagoon	Whairepo Lagoon, Jervois Quay	Te Aro	WCC
Kumutoto Public Toilets (Lobster Loos)	By 56 Customhouse Quay	Te Aro	WCC
Linkspan Building	Waterfront Opposite Odilins Plaza	Te Aro	WCC
Shed 6 (Men's, Shed 6 beside Fergs Kayaks)	Queens Wharf by Fergs Kayaks	Te Aro	WCC
Waitangi Park Public Toilets	Waitangi Park, Herd Street	Te Aro	WCC

Facility name	Address	Suburb	Land and building owner
Chaffers Dock Apartments - Herd Street Building	Herd Street	Te Aro	Other
Public Toilets - Civic Centre	Harris Street	City Centre	WCC
Public Toilets - Top of Cable Car	Upland Road	Kelburn	WCC
Arapaki Service Centre and Library	Manners Street	City Centre	Other
Wellington Station Bus interchange	Lambton Quay	City Centre	WCC
Public Toilets - Courtenay Place	Courtenay Place	Te Aro	WCC
Public Toilets - Grey Street	15-29 Grey Street	City Centre	Other
Berhampore Golf Links (attached to Olympic FC)	572 Adelaide Road	Berhampore	WCC
Public Toilets - Central Park	65 Ohiro Road	Brooklyn	WCC
Public Toilets - Churchill Park	2 Marine Parade	Seatoun	WCC
Public Toilets - Grasslees Reserve	16 Davies Street	Tawa	WCC
Karori Cemetery Public Toilets	76 Old Karori Road/15 Rosehaugh Ave	Karori	WCC
Karori Park Public Toilets	400 Karori Road	Karori	WCC
Anderson Park Pavilion Public Toilets	Anderson Park	Kelburn	WCC
Play Area Public Toilets	102 Glenmore Street	Kelburn	WCC
Begonia House	101 Glenmore Street	Kelburn	WCC
Main Garden Public Toilets	103 Glenmore Street	Kelburn	WCC
Rose Garden Public Toilets	104 Glenmore Street	Kelburn	WCC
Public Toilets - Lyndhurst Park (Club Pavilion)	Lyndhurst Road	Tawa	WCC
Makara Cemetery Public Toilets	237 Makara Road	Makara	WCC
Public Toilets - Makara Peak Mountain Bike Park	190 South Karori Road	Makara	WCC
Public Toilets - Memorial Park (Pukeahu)	15 Buckle Street	Te Aro	WCC
Parks Toilets - Miramar Park	17 Darlington Road	Miramar	WCC
Public Toilets - Monorgan Road Play Area	2A Walden Street	Strathmore Park	WCC
Public Toilets - Mt Victoria	100 Alexandra Road	Mt Victoria	WCC
Newtown Park Grandstand	Mansfield Street/Roy Street	Newtown	WCC
Parks Toilets - Polo Ground	20A Park Road	Miramar	WCC
Public Toilets - Pukehuia Park (Newlands Park)	208 Newlands Road	Newlands	WCC
Scorching Bay Changing Rooms & Public Toilets	Karaka Bay Road	Karaka Bays	WCC
Seatoun Park Pavilion	Ludlam Street	Seatoun	WCC

Facility name	Address	Suburb	Land and building owner
Public Toilets - Te Aro Park	Dixon/Manners Streets	Te Aro	WCC
Public Toilets - Willowbank Reserve Play Area	3 Boscobel Lane	Tawa	WCC
Ōtari-Wilton Bush Information Centre	156 Wilton Road	Wilton	WCC
Ōtari-Wilton Bush Picnic Area Public Toilets	156 Wilton Road	Wilton	WCC
Worser Bay Changing Rooms & Public Toilets	Marine Parade	Seatoun	WCC
Ben Burn Park pavilion	Campbell St	Karori	WCC
Wakefield Park pavilion	Adelaide Rd	Island Bay	WCC
Toilets below Toitū Pōneke,	Kilbirnie Crescent	Kilbirnie	WCC
Bottom of KPSA VUW cricket and football	Salamanca Road	Kelburn	WCC
Botanic Gardens Treehouse Visitor Centre	Glenmore St	Kelburn	WCC
Public Toilets - Aro Street Park	60 Aro Street	Aro Valley	WCC
Public Toilets - Shorland Park	Reef Street	Island Bay	WCC
Public Toilets - 33 Luxford St	33 Luxford Street	Berhampore	WCC
Public Toilets - 44 Jefferson Street	44 Jefferson Street	Brooklyn	WCC
Public Toilets - 9 Constable Street	9 Constable Street	Newtown	WCC
Public Toilets - Bay Road	56 Bay Road	Kilbirnie	WCC
Public Toilets - Broadway Street	Broadway Street	Strathmore Park	WCC
Public Toilets - Collingwood Street	Collingwood Street	Ngaio	WCC
Public Toilets - Dundas Street	23 Dundas Street	Seatoun	WCC
Public Toilets - Ganges Road	11 Ganges Road	Khandallah	WCC
Public Toilets - Medway Street/ The Parade	Medway Street/The Parade	Island Bay	WCC
Public Toilets - Miramar Ave/ Park Rd	Miramar Avenue/Park Road	Miramar	WCC
Public Toilets - Quebec Street	42 Quebec Street	Kingston	WCC
Public Toilets - Randwick Rd	Randwick Rd	Northland	WCC
Public Toilets - Taurima Street	Taurima Street	Hataitai	WCC
Public Toilets - Wadestown/ Cecil Roads	Wadestown & Cecil Roads	Wadestown	WCC
Public Toilets - Woodmancote Road	Woodmancote Street	Khandallah	WCC
Public Toilets - Churton Park Community Centre	75 Lakewood Ave	Churton Park	WCC
Public Toilets - Johnsonville Library	3-5 Broderick Road	Johnsonville	WCC
Public Toilets - Karori Library	247 Karori Road	Karori	WCC

Facility name	Address	Suburb	Land and building owner
Public Toilets - Next to Mervyn Kemp Library	160 Main Road	Tawa	WCC
Public Toilets - Newlands Mall	McMillian Court/ Bracken Road	Newlands	WCC
Public Toilets - Wadestown Library	Corner Moorhouse Street/Lennel Road	Wadestown	WCC

Lease Facilities

Lease type	Facility name	Address	Suburb	Landowner	Building owner
Childcare - premises lease	Aro Valley Pre-School	47 Palmer Street	Aro Valley	WCC	WCC
Childcare - premises lease	Brooklyn Playcentre	22 Harrison Street	Brooklyn	WCC	WCC
Childcare - premises lease	Capital Kids Co-Operative	Hugh Street, towards hospital	Mt Cook	WCC	WCC
Childcare - ground lease	Hataitai Kindergarten – Whānau Manaaki	Taurima Street	Hataitai	WCC	Lessee
Childcare - ground lease	Houghton Valley Playcentre	84 Houghton Bay Road	Houghton Bay	WCC	Lessee
Childcare - ground lease	Island Bay Plunket	167 The Parade	Island Bay	WCC	Lessee
Childcare - premises lease	Johnsonville Early impressions Childcare	3 Frankmoore Avenue	Johnsonville	WCC	WCC
Childcare - ground lease	Johnsonville West Kindergarten – Whānau Manaaki	34A Kipling Street	Johnsonville	WCC	Lessee
Childcare - premises lease	Karori Childcare Centre	47 Beauchamp Street	Karori	WCC	WCC
Childcare - ground lease	Karori Playcentre	64 Campbell Street -	Karori	WCC	Lessee
Childcare - premises lease	Khandallah Playgroup	11 Ganges Road	Khandallah	WCC	WCC
Childcare - premises lease	Khandallah Plunket	Ganges Road	Khandallah	WCC	WCC
Childcare - premises lease	Kilbirnie Early Learners Creche	58 Bay Road	Kilbirnie	WCC	WCC
Childcare - ground lease	Kilbirnie Plunket	620 Evans Bay Parade	Kilbirnie	WCC	Lessee
Childcare - ground lease	Matairangi Kindergarten – Whānau Manaaki	112 Waipapa Road	Hataitai	WCC	Lessee
Childcare - ground lease	Miramar North Kindergarten – Whānau Manaaki	9A Whanganui Street	Miramar	WCC	Lessee
Childcare - ground lease	Miramar Plunket	20A Park Road	Miramar	WCC	Lessee
Childcare - premises lease	Miramar Playcentre	23 Crawford Green	Miramar	WCC	WCC
Childcare - premises lease	Newtown Early Learning Centre	73 Daniel Street	Newtown	WCC	WCC
Childcare - premises lease	Ngaio Childcare Centre	Ottawa Rd	Ngaio	WCC	WCC

Lease type	Facility name	Address	Suburb	Landowner	Building owner
Childcare - ground lease	Sunshine Kindergarten, Karori - Whānau Manaaki	21A Sunshine Avenue	Karori	WCC	Lessee
Childcare - ground lease	Tawa Central Kindergarten - Whānau Manaaki	21 Oxford Street	Tawa	WCC	Lessee
Childcare - premises lease	Te Kainganui Early Education Centre	64 Tasman Street	Mt Cook	WCC	WCC
Childcare - ground lease	Te Kohanga Reo	Chelsea Street	Miramar	WCC	Lessee
Childcare - premises lease	Te WhareMarie Tamariki Inc. trading as A CBD childcare Centre	15 Harris Street	City Centre	WCC	WCC
Childcare - ground lease	Tui Park Kindergarten - Whānau Manaaki	12 B Mexted Terrace	Linden	WCC	Lessee
Childcare - ground lease	Wadestown Plunket Clinic	117 Wadestown Rd	Wadestown	WCC	Lessee
Childcare - premises lease	Waitohi Kindergarten – Whānau Manaaki	34 Moorefield Road	Johnsonville	WCC	WCC
Lease type	Facility name	Address	Suburb	Landowner	Building owner
Arts - Ground Lease	Karori Arts & Craft Centre	7 Beauchamp Street	Karori	WCC	Lessee
Arts - Ground Lease	Wellington Art Club Incorporated	Chelsea Street	Miramar	WCC	Lessee
Arts - Ground Lease	City of Wellington Pipe Band	Cnr Hall & Hanson St	Newtown	WCC	Lessee
Arts - Ground Lease	Wellington Red Hackle Pipe Band	20 Tawa Street	Tawa	WCC	Lessee
Arts - Ground Lease	Wellington Potters Association	130 Grant Road	Thorndon	WCC	Lessee
Arts - Premises lease	NZ Art show	105 Lyall Parade	Lyall Bay	WCC	WCC
Lease type	Facility name	Address	Suburb	Landowner	Building owner
Marine - Ground Lease	Evans Bay Yacht & Motorboat Club	447 Evans Bay Parade	Hataitai	WCC	Lessee
Marine - Premises lease	Island Bay Bait House Aquarium	250 The Esplanade	Island Bay	WCC	WCC
Marine - Premises lease	Island Bay Marine Education Centre	250 The Esplanade	Island Bay	WCC	WCC
Marine - Ground Lease	Lyall Bay Surf and Life Saving Club	101 Lyall Parade	Lyall Bay	WCC	Lessee
Marine - Ground Lease	Maranui Surf and Life Saving Club	107 Lyall Parade	Lyall Bay	WCC	Lessee
Marine - Ground Lease	Royal Port Nicholson Yacht Club	103 Oriental Parade	Oriental Bay	WCC	Lessee
Marine - Ground Lease	Wellington Volunteer Coastguard	461 Evans Bay Parade	Hataitai	WCC	Lessee
Marine - Ground Lease	Worser Bay Boating Club	253-269 Karaka Bay Rd	Seatoun	WCC	Lessee
Marine - Ground Lease	Worser Bay Life Saving Club Incorporated	253-269 Karaka Bay Rd	Seatoun	WCC	Lessee
Lease type	Facility name	Address	Suburb	Landowner	Building owner
Recreation Ground lease	Wellington Canine Obedience Club Incorporated	Alexandra Road	Newtown	WCC	Lessee

Lease type	Facility name	Address	Suburb	Landowner	Building owner
Recreation Ground lease	The Long Hall Trust (Point Jerningham)	4 Evans Bay Parade	Roseneath	WCC	Lessee
Recreation Ground lease	Cook Island Society	220 Hanson Street	Newtown	WCC	Lessee
Recreation Ground lease	Kae Miller Trust (View Road Park)	112 View Road	Houghton Bay	WCC	Lessee
Recreation Premises lease	Innermost gardens	31 Lawson Place	Mt Victoria	WCC	WCC
Recreation Premises lease	Kapi Mana Bridge Club	8 Linden Avenue	Tawa	WCC	WCC
Recreation Premises lease	Glenside Historic Halfway House	246 Middleton Rd	Glenside	WCC	WCC
Recreation Premises lease	Victoria University, Salamanca Road House	63 Salamanca Rd	Kelburn	WCC	WCC
Recreation Venue	Leonard Cockayne Centre, Ōtari Wilton's Bush	160 Wilton Road	Wilton	WCC	WCC
Recreation Venue	Treehouse meeting room - venue for hire	101 Glenmore St	Kelburn	WCC	WCC
Lease type	Facility name	Address	Suburb	Landowner	Building owner
Scout/Guide – Ground	Tawa Girl Guides	21 Oxford Street	Tawa	WCC	Lessee
Scout/Guide – Ground	Brooklyn Scout Group	24 Harrison Street	Brooklyn	WCC	Lessee
Scout/Guide – Ground	First Karori Scout Group	158 Campbell Street	Karori	WCC	Lessee
Scout/Guide – Ground	Wellington Cadet Centre	393 Evans Bay Parade	Hataitai	WCC	Lessee
Scout/Guide – Ground	Karori West Scout Group	23 Sunshine Avenue	Karori	WCC	Lessee
Scout/Guide – Ground	Johnsonville Girl Guides	87 Broderick Road	Johnsonville	WCC	Lessee
Scout/Guide – Ground	1st Island Bay Scout Group	Dover Street	Berhampore	WCC	Lessee
Scout/Guide – Ground	Johnsonville Scout Group	30 Ironside Road	Johnsonville	WCC	Lessee
Scout/Guide – Ground	Southern Cross Scout Group	55 Stoke Street	Newtown	WCC	Lessee
Scout/Guide – Ground	Paparangi Scout Group	100 Mark Avenue	Grenada Village	WCC	Lessee
Scout/Guide – Ground	Newlands Scout Group	24-30 Spenmoor Street	Newlands	WCC	Lessee
Scout/Guide – Ground	Wadestown Scout Group	1A Hanover Street	Wadestown	WCC	Lessee
Scout/Guide – Ground	Eastern Bays Scout Group	253-269 Karaka Bay Road	Seatoun	WCC	Lessee
Scout/Guide – Ground	Tawa Scout Group	21 Oxford Street	Tawa	WCC	Lessee
Lease type	Facility name	Address	Suburb	Landowner	Building owner
Sport – Ground lease	Mornington Golf Club	80 Stanley Street	Berhampore	WCC	Lessee
Sport – Ground lease	Salamanca Tennis Club	21 Wesley Road	Kelburn	WCC	Lessee

Lease type	Facility name	Address	Suburb	Landowner	Building owner
Sport – Ground lease	Wellington Tennis Incorporated / Renouf Tennis Centre	60 Brooklyn Road	Brooklyn	WCC	Lessee
Sport – Ground lease	Miramar Rangers AFC	145 Miramar North Road	Miramar	WCC	Lessee
Sport – Ground lease	Tawa Bowling Club	13 Davies Street	Tawa	WCC	Lessee
Sport – Ground lease	Harbour City Gymnastics	Ruahine Street	Hataitai	WCC	Lessee
Sport – Ground lease	Wellington Football Club	37 Ruahine Street	Hataitai	WCC	Lessee
Sport – Ground lease	Marist St Pats Rugby Football Club	Ruahine Street	Hataitai	WCC	Lessee
Sport – Ground lease	Netball Wellington Centre	Ruahine Street	Hataitai	WCC	Lessee
Sport – Ground lease	Badminton Wellington	1 Ruahine Street	Hataitai	WCC	Lessee
Sport – Ground lease	Johnsonville Rugby Football Club	80 Helston Road	Paparangi	WCC	Lessee
Sport – Ground lease	Western Suburbs RFC	149 Curtis St	Wilton	WCC	Lessee
Sport – Ground lease	Island Bay Tennis & Squash Club	2 the Parade	Island Bay	WCC	Lessee
Sport – Ground lease	Johnsonville Tennis Club	9 Doctor Taylor Terrace	Johnsonville	WCC	Lessee
Sport – Ground lease	Waterside Karori Football Club	400 Karori Road	Karori	WCC	Lessee
Sport – Ground lease	Club Kelburn	Salamanca Road	Kelburn	WCC	Lessee
Sport – Ground lease	Victoria University Tennis Club	Salamanca Road	Kelburn	WCC	Lessee
Sport – Ground lease	Wellington Marist AFC and Eastern Suburbs Cricket Club	Kilbirnie Crescent	Kilbirnie	WCC	Lessee
Sport – Ground lease	Toitu Pōneke Hub	49 Kilbirnie Crescent	Kilbirnie	WCC	Lessee
Sport – Ground lease	Kilbirnie Tennis Club	14 Crawford Road	Kilbirnie	WCC	Lessee
Sport – Ground lease	Churton Park Tennis Club	Lakewood Avenue	Churton Park	WCC	Lessee
Sport – Ground lease	Tawa Tigers Wrestling Club	1 Gee Street	Tawa	WCC	Lessee
Sport – Ground lease	North City Cricket Club	3 Gee Street	Tawa	WCC	Lessee
Sport – Ground lease	Newlands - Paparangi Tennis Club	26 Black Rock Road	Newlands	WCC	Lessee
Sport – Ground lease	Tawa Rugby Football Junior Club	23C Lyndhurst Road	Tawa	WCC	Lessee
Sport – Ground lease	Tawa Rugby Football Club	23A Lyndhurst Road	Tawa	WCC	Lessee
Sport – Ground lease	Miramar Tennis Club	Darlington Road	Miramar	WCC	Lessee
Sport – Ground lease	Miramar Bowling Club	Darlington Road	Miramar	WCC	Lessee
Sport – Ground lease	Wellington Chinese Sports & Cultural Centre	Mount Albert Road	Berhampore	WCC	Lessee
Sport – Ground lease	Wellington Pistol Club	Russell Terrace	Berhampore	WCC	Lessee

Lease type	Facility name	Address	Suburb	Landowner	Building owner
Sport – Ground lease	Wellington Smallbore Rifle Association	Russell Terrace	Berhampore	WCC	Lessee
Sport – Ground lease	Table Tennis Wellington	Alexandra Road	Newtown	WCC	Lessee
Sport – Ground lease	Wellington Tennis Club	182 Alexandra Road	Newtown	WCC	Lessee
Sport – Ground lease	Ngaio Tennis Club	3 Waikowhai Street	Ngaio	WCC	Lessee
Sport – Ground lease	Oriental Rongotai Football Club	22 Park Road	Miramar	WCC	Lessee
Sport – Ground lease	Wellington Scottish Athletics Club	Salisbury Terrace	Mount Cook	WCC	Lessee
Sport – Ground lease	Tawa Softball & Tawa AFC (Redwood Park)	69A Redwood Avenue	Tawa	WCC	Lessee
Sport – Ground lease	Tawa Squash Club	67 Main Road	Tawa	WCC	Lessee
Sport – Ground lease	Talavera Tennis Club	148 Glenmore Street	Northland	WCC	Lessee
Sport – Ground lease	Tawa Tennis Club	24 Tawa Street	Tawa	WCC	Lessee
Sport – Ground lease	Wellington North Badminton Association	24 Tawa Street	Tawa	WCC	Lessee
Sport – Ground lease	Victoria Bowling Club	125 Pirie Street	Mount Victoria	WCC	Lessee
Sport – Ground lease	Vogelmorn Tennis Club	8 Vennell Street	Brooklyn	WCC	Lessee
Sport – Ground lease	Island Bay Softball Club	592 Adelaide Road	Berhampore	WCC	Lessee
Sport – Ground lease	Island Bay United Football Club	592 Adelaide Road	Berhampore	WCC	Lessee
Sport – Ground lease	Wilton Bowling Club	122 Wilton Road	Wilton	WCC	Lessee
Sport – Premises lease	Waiora Hub at Alex Moore Park	15 Bannister Ave	Johnsonville	WCC	WCC
Sport – Premises lease	Wellington Collegians Cricket Club	Glenmore & Kinross Streets	Kelburn	WCC	WCC
Sport – Premises lease	Olympic AFC	572 Adelaide Road	Berhampore	WCC	WCC
Sport – Premises lease	Wellington Swords Club	8 Tanera Crescent	Brooklyn	WCC	WCC
Sport – Premises lease	Tawa Junior Football Club Wellington British Railway Modellers	Caribbean Drive, Grenada North Park	Grenada North	WCC	WCC
Sport – Premises lease	Kelburn Municipal Croquet Club	65 Salamanca Road	Kelburn	WCC	WCC
Sport – Premises lease	Victoria University of Wellington Cricket Club & Victoria University of Wellington Football Club	Salamanca Road	Kelburn	WCC	WCC
Sport – Premises lease	Rangimarie Tennis Club	Lavaud Street	Berhampore	WCC	WCC
Sport – Premises lease	Wellington Region Hockey Stadium	9 Mount Albert Road	Berhampore	WCC	WCC
Sport – venue/premises	Newtown Park Pavilion and Function Room	Manchester Street	Newtown	WCC	WCC

Lease type	Facility name	Address	Suburb	Landowner	Building owner
Sport – Premises lease	Wellington Harrier Athletic Club	Alexandra Road	Newtown	WCC	WCC
Sport – Premises lease	Wellington Municipal Croquet Club	Alexandra Road	Newtown	WCC	WCC
Sport – Premises lease	Miramar Softball Club	22 Park Road	Miramar	WCC	WCC
Sport – Premises lease	Wellington Rugby Football Union	Hall Street	Newtown	WCC	WCC
Sport – Premises lease	Seatoun AFC	Great Harbour Way / Te Aranui o Pōneke	Seatoun	WCC	WCC
Sport – Premises lease	Hataitai Park - Velodrome Clubrooms (no current tenant)	Ruahine Street	Hataitai	WCC	WCC
Sport – Premises lease	Scorching Bay Building (vacant)	Massey Road	Scorching Bay	WCC	WCC
Sport – Premises lease	Owen Street Bowling Club (vacant)	177 Owen St	Newtown	WCC	WCC

Attachment two

Summary of submissions on the draft Te Awe Māpara – Community Facilities Plan

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Executive summary

Te Awe Māpara (Community Facilities Plan) has been developed to guide the Council's provision and decision-making regarding community facilities over the next 30 years. Our aim is to make sure community facilities are fit for the future and continue to meet communities' needs and aspirations.

On 28 June 2023, the Social, Cultural and Economic Committee provided approval for public consultation on the draft plan between 30 June and 7 August.

We heard from a total of 236 submitters. The feedback has been gratefully received and we thank the submitters for their considered and valued input into the development of the plan.

While there were a wide range of views, the feedback was largely supportive of the direction of the plan, approach and the need for Council to be proactively planning.

The consultation received a higher proportional representation of responses from Khandallah residents (32% compared to 4% of the population)¹. This high response could be due to the Independent Herald article in the middle of the consultation period (20 July). The front-page article (with the headline – "Closure threatened") likely influenced both who we heard from and the nature of the submissions.

The submissions were themed as follows:

- Importance of **partnering with our communities**, making sure we work with community in meaningful ways so their views are heard and part of the solution.
- **Accessibility** of facilities came through as an important theme and we received good feedback on how to improve the accessibility aspects to the plan.
- Some submitters found the wording, length and detail of the plan did not provide the clarity some people desired – they wanted to see **what the Council is actually going to do**. Some people asked for more evidence/rationale to be provided to back up the recommendations and direction of the plan.
- A large theme was how important community facilities are to the **sense of community** and for people's wellbeing.
- There were **different views on what is important** about facilities.
- There was acknowledgement of the **tension between local provision of facilities, transport goals** and maximising facility use.
- There were lots of calls for **more public toilets**, as well as asking for specific improvements to facilities and services/programmes within facilities. There were not many calls for any new facilities.
- Some submitters noted the **limited capacity for volunteers and staff** to make changes, and how support and resourcing was required.
- The **feedback from Khandallah residents** was largely centred around the fear of the local Khandallah facilities closing. These have been themed as "do not close", "approach in the plan is an excuse to close", and "support for facilities".

¹ By comparison in the last Long-term Plan consultation, 1.5% of responses were from Khandallah residents.

Although most of the content is similar to the draft plan, the following summarises the changes made to the plan as a result of consultation feedback:

- More detail of the needs analysis and evidence has been incorporated throughout, carefully balanced with ensuring the plan remains easy to read and not too long.
- Terminology and concepts used through the plan have been clarified and tightened to avoid any misinterpretation and confusion.
- The format of the future approach section (wāhanga 4) has been simplified from the four statements to a core statement to *“carefully evolve, be smarter and maximise the benefits of community facilities to reach our mission statement and outcomes.”* This is supported by five inter-connected components, which outline in more detail how the Council will implement this approach:
 - community partnerships
 - consistent process
 - collaboration methods
 - fit-for-purpose principles
 - delivery improvements.
- The strategic alignment table in the draft plan has been replaced with table 2.4 – *‘how Te Awe Māpara contributes to the Council’s outcomes’*. This table articulates how each plan outcome aligns with the city-wide outcomes and Tūpiki Ora, as well as what we will see at facilities as a result of focusing on each outcome.
- A reo Māori glossary has been added to help with understanding.
- We have added two new criterion to the prioritisation criteria (section 4.2.2 of the plan) in *“People are connected”* and *“Sense of community”*.
- We have clearly shown the links between the plan outcomes to the future approach, prioritisation criteria and the key performance criteria (KPI).
- The accessibility component of the fit-for-purpose principles has been aligned to the *“universal design principles”* to work towards facilities being accessible for all.
- We have added some specific detail to the plan sought by public submissions, such as provisions for soundproofing, ventilation, embedded carbon and intersectionality.
- Some actions in the plan have changed to incorporate what we heard, including combining some actions (for example the Newtown actions), splitting some actions (for example splitting Grenada North and Grenada Village) and adding some new actions (for example changing places and hydrotherapy). Editorial changes have been made to the actions to incorporate the evidence and rationale, but these have been carefully balanced with making the plan easy to read.
- The priority of actions has re-prioritised against the updated prioritisation criteria. An achievability lens has also been applied to balance the timing of actions.
- The implementation of the plan and alignment to asset management plan and activity management plans has been added.

This summary of submissions has been set out into three parts. Part three includes the analysis of submissions and is provided under each of the questions asked.

Part one – Consultation methodology

We carried out consultation on the draft plan between Friday 30 June and Monday 7 August 2023 – a period of just over five weeks.

The methods we used to raise awareness of the consultation were:

- [Kōrero Mai | Let's Talk](#) page, which included the online submission survey.
- Posters (with a QR code) and hard copies of the plan and submission survey form were sent to all recreation centres, community centres, swimming pools and libraries. We also delivered this collateral to the Waiora and Toitū Pōneke hubs.
- A direct email to our mana whenua partners with a summary of what we'd heard during the engagement and the plan's relevance to Māori.
- An email sent through to all advisory groups with a summary of what we're heard from them.
- A newsletter notice, direct emails, as well as regular reminder emails, were sent to all Residents' Associations and Business Improvement Districts.
- Direct emails, as well as regular reminder emails, were sent to all leaseholders, Regional Sports Organisations (RSO) and Nuku Ora.
- An email was sent to all Wellington City Council library card holders, Swimwell, recreation centre course enrolments, and ClubActive/pool members.
- Meetings, as requested, with Whānau Manaaki (umbrella kindergarten organisation), Plunket and Newtown Residents' Association.
- We did a post on Facebook and Instagram, that was also shared through some of the community Facebook pages, at the beginning of consultation and midway through. There was also a Facebook post on the Community Pools and Recreation Centre pages.
- With one week to go we also ran a boosted Facebook ad that was also shared on the local community groups.
- We included details of the consultation in two editions of the weekly 'This Week in Our Wellington' newsletter.

We asked people to respond to the following 16 questions asking about seven aspects to the plan:

1. Do you support or oppose the Plan's mission?
2. Do you support or oppose the following draft Plan's outcomes?
3. Please provide any comments you have on the overall mission or outcomes.
4. Do you support this future approach?
5. Please let us know a bit more about why you support/oppose this future approach.
6. Do you support the identified factors that make a facility functional?
7. In your opinion, have we captured all aspects that make a facility functional for your needs?
8. Do you support that factors included in the prioritisation criteria?
9. Please let us know a bit more about why you support/oppose the prioritisation criteria.
10. Do you support the overall provision principles?
11. Please let us know a bit more about why you support/oppose the overall provision principles.

Attachment two: Summary of submissions for Te Awe Māpara

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12. Do you have any feedback regarding any proposed actions or ideas of actions we should include/prioritise?
13. Please provide any further comments you have on the draft Plan, including aspects we haven't specifically asked about. Is anything missing? Any other ideas?

Independent Herald coverage

There have been two front page articles in the Independent Herald concerning Te Awe Māpara on 20 July and 17 August. The article on 20 July, "[Closure threatened](#)" likely affected the nature of submissions and who we hear from. The other front page Independent Herald article was published 17 August – "[Rec centre needed](#)". The article covers the submission to the draft Plan from the Johnsonville Business Group (JBG) on Te Awe Māpara recommending a new recreation centre at Raroa Park.

Part two – Who were the submitters?

Consultation on the draft plan was carried out between Friday 30 June and Monday 7 August 2023, just over 5 weeks. There were a total of 236 responses received, some of which were sent after the consultation period closed. Most people completed the online survey (182), 43 sent an email to policy.submission@wcc.govt.nz and 11 posted in the paper form.

We received 49 submissions from organisations and 187 were from individuals. 28 submitters made an oral submission on 31 August – 13 of these were made by organisations.

The full redacted submission report has been made available to councillors separately.

The online survey required people to register on Kōrero Mai/Let's Talk and we therefore have the following demographic information on these 182 people.

Connection to Wellington City

In the Kōrero Mai/Let's Talk registration form submitters are asked their connection to Wellington City. This question was a 'select all that apply' so submitters had the option to select more than one response. Most submitters lived in Wellington City. Of the 168 submitters who answered this question:

- 165 live in Wellington City (98%)
- 100 work in Wellington City (60%)
- 108 are Wellington City ratepayers (64%)
- 18 own a business in Wellington (11%), and
- 4 study in Wellington (2%).

Suburb

In the submission form we asked submitters for their suburb of residence, we therefore have this data for all 236 submitters. The following table shows the number of submitters per suburb:

Suburb	Number	Percentage
Berhampore	1	0%
Breaker Bay	1	0%
Broadmeadows	2	1%
Brooklyn	12	5%
Churton Park	7	3%
Crofton Downs	2	1%
Glenside	1	0%
Grenada	2	1%
Hataitai	5	2%
Island Bay	12	5%
Johnsonville	10	4%
Karori	7	3%
Kelburn	3	1%

Khandallah	75	32%*
Kilbirnie	3	1%
Lower Hutt	2	1%
Lyll Bay	1	0%
Makara Beach	1	0%
Melrose	1	0%
Miramar	5	2%
Mornington	1	0%
Mount Cook	3	1%
Mount Victoria	4	2%
Newlands	4	2%
Newtown	6	3%
Ngaio	13	6%
Northland	1	0%
Northwood, Christchurch	1	0%
Paparangi	2	1%
Paraparaumu	1	0%
Pipitea	1	0%
Porirua	1	0%
Rongotai	1	0%
Roseneath	1	0%
Seatoun	2	1%
Southgate	2	1%
Strathmore Park	4	2%
Tawa	14	6%
Te Aro	10	4%
Thorndon	5	2%
Upper Hutt	2	1%
Wadestown	2	1%
Wilton	1	0%
Woodridge	1	0%
TOTALS	236	

** Note: the consultation received a much higher than normal proportion of responses from Khandallah residents, likely due to the Independent Herald article – for comparison in the last Long-term Plan consultation, only 1.5% of responses were from Khandallah residents.*

Gender, Age range, Ethnicity

Of the 179 submitters who identified their gender, 100 identified as female (56%), 75 as male (42%), and 4 preferred not to say (2%).

The following table shows the **gender** range of submitters (who identified their gender) compared to the 2018 census data²:

	Census 2018	Submitters
Female	51%	56%
Male	48%	42%

The **ethnicity and age range** of submitters (who answered this question) is not representative for the Wellington area (based on 2018 census data). Of the 167 submitters (70%) who identified their ethnicity:

- 131 identified as NZ European/Pākehā (78%)
- 2 Chinese (1%)
- 3 Māori (2%)
- 1 Samoan, Tongan (1%)
- 2 Chinese, NZ European/Pākehā (1%)
- 1 Chinese, Samoan, NZ European/Pākehā (1%)
- 8 Māori, NZ European/Pākehā (5%)
- 1 Māori, Samoan, NZ European/Pākehā (1%)
- 1 NZ European/Pākehā, Australian Indigenous (1%)
- 2 Samoan, NZ European/Pākehā (1%)
- 15 who identified as 'other' ethnicities (9%)

The following table shows the age range of the 119 submitters who answered this question:

Age range	Number of submitters	Percentage
Under 20	1	1%
20-34	9	8%
35-49	39	33%
50-64	35	29%
over 65	35	29%
Total	119	

² <https://www.stats.govt.nz/tools/2018-census-place-summaries/wellington-region#population-and-dwellings>

Part three – Analysis of the submissions

Question 1: Overall mission and outcomes

We asked submitters how much they supported or opposed the draft mission and outcomes. They were also asked an open-ended question asking whether they had anything to add about them.

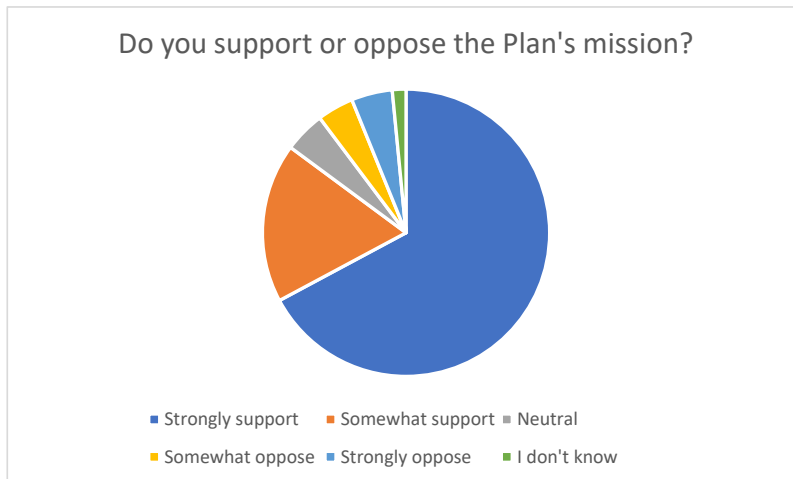
Short-answer questions

Do you support or oppose the plan’s mission?

We asked submitters how much they supported or opposed the plan’s mission of: *Thriving and accessible community facilities – where people connect, have fun and belong.*

	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	Don't know
Do you support or oppose the plan’s mission?	131	35	9	8	9	3

Of the 195 submitters who answered this pātai, 166 (85%) either strongly supported or somewhat supported the mission. There were 17 submitters (9%) who either strongly opposed or somewhat opposed the mission.



Do you support or oppose the plan’s outcomes?

We asked submitters how much they supported or opposed the plan’s five objectives of:

Manaakitanga: *We are good hosts, and our facilities are accessible and equitable for all. We are respectful, generous and care for others and our community.*

Whanaungatanga: *Our facilities provide places for people to share, develop relationships and build connections, strengthening our sense of belonging and community.*

Pārekareka: *Our facilities enable people to thrive by providing places to have fun, participate, create, perform, learn and play.*

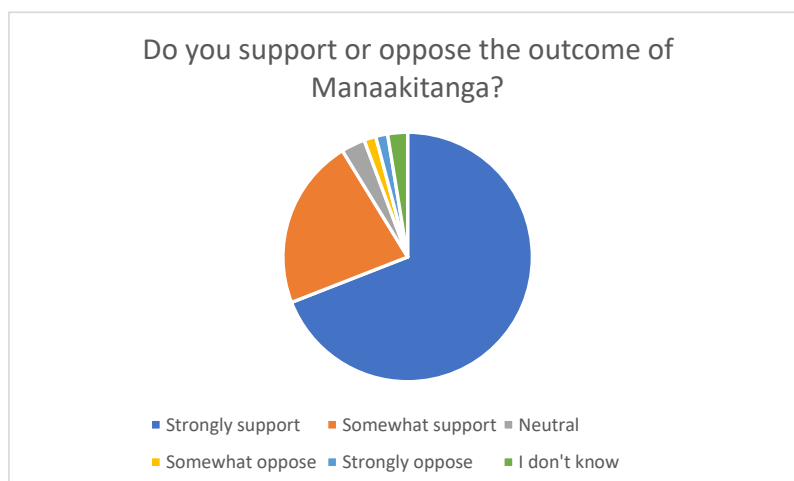
Pāhekohekotanga: *Our facilities work together cohesively to be efficient and deliver a diverse range of activities and opportunities.*

Tiakitanga: *We are committed to our guardian and stewardship role. We nurture and manage our facilities to be environmentally and economically sustainable now and into the future.*

Manaakitanga

	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	Don't know
Do you support or oppose <i>Manaakitanga</i> as an outcome of the plan?	134	43	6	3	3	5

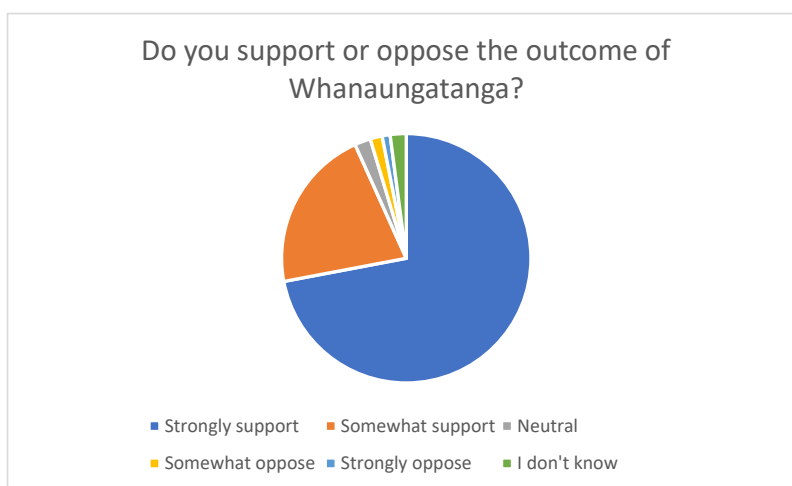
Of the 194 submitters who answered this pātai, 177 (91%) either strongly supported or somewhat supported the outcome of manaakitanga. There were 6 submitters (3%) who either strongly opposed or somewhat opposed the outcome of manaakitanga.



Whanaungatanga

	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	Don't know
Do you support or oppose <i>Whanaungatanga</i> as an outcome of the plan?	134	43	6	3	3	5

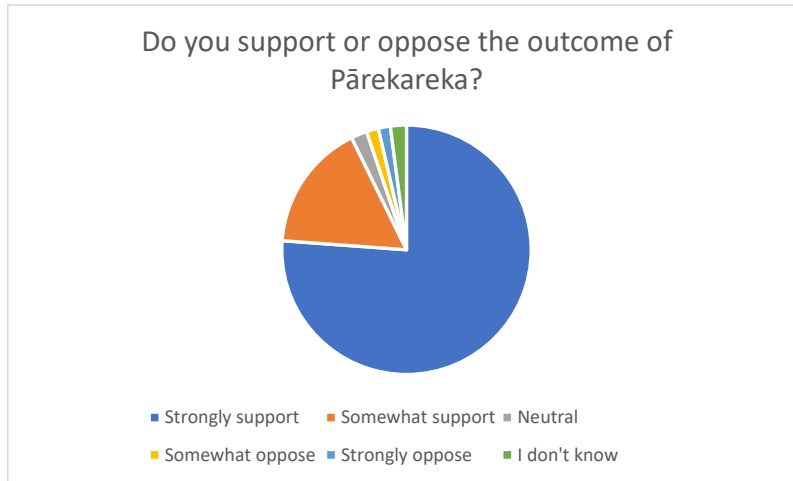
Of the 193 submitters who answered this pātai, 180 (93%) either strongly supported or somewhat supported the outcome of whanaungatanga. There were 5 submitters (3%) who either strongly opposed or somewhat opposed the outcome of whanaungatanga.



Pārekareka

	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	Don't know
Do you support or oppose <i>Pārekareka</i> as an outcome of the plan?	134	43	6	3	3	5

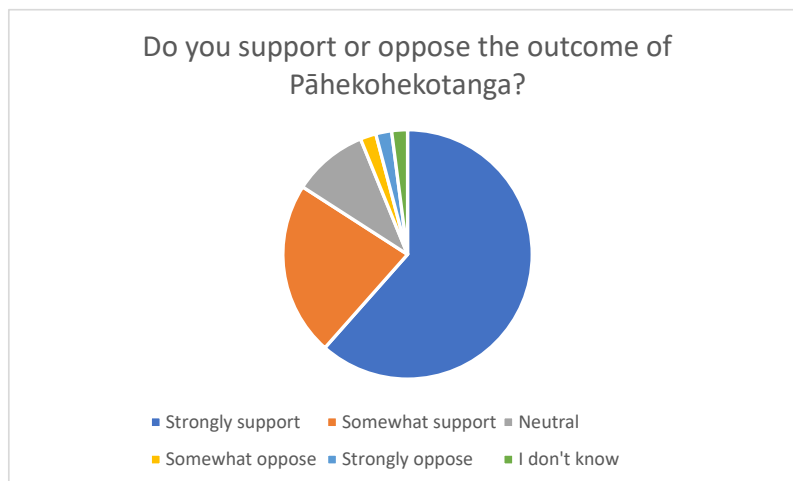
Of the 193 submitters who answered this pātai, 179 (93%) either strongly supported or somewhat supported the outcome of pārekareka. There were 6 submitters (3%) who either strongly opposed or somewhat opposed the outcome of pārekareka.



Pāhekohekotanga

	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	Don't know
Do you support or oppose Pāhekohekotanga as an outcome of the plan?	120	44	19	4	4	4

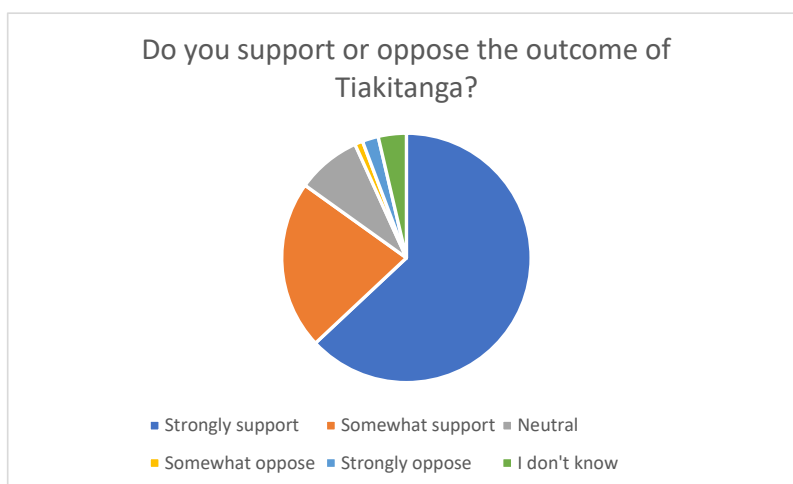
Of the 195 submitters who answered this pātai, 164 (84%) either strongly supported or somewhat supported the outcome of pāhekohekotanga. There were 8 submitters (4%) who either strongly opposed or somewhat opposed the outcome of pāhekohekotanga.



Tiakitanga

	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	Don't know
Do you support or oppose <i>Tiakitanga</i> as an outcome of the plan?	121	42	16	2	4	7

Of the 192 submitters who answered this pātai, 163 (85%) either strongly supported or somewhat supported the outcome of tiakitanga. There were 6 submitters (3%) who either strongly opposed or somewhat opposed the outcome of tiakitanga.



Open answer question: Please provide any comments you have on the overall mission or outcomes:

There were 95 responses to the open answer question on overall mission and outcomes. Most of them related to the whole plan more generally. Below includes the summary of submissions specifically related to the plan’s mission and outcomes. Comments related to different sections of the plan have been summarised in those corresponding sections.

Theme and submission # egs	Summary	Change to plan
General supportive comments Examples: 144, 37, 193, 162	There were many comments in general support of the mission and outcomes. <i>"DPA supports the general direction of the proposed mission and outcomes."</i> <i>"As users of community facilities, our family actively supports this policy."</i> <i>"Karori Community Centre (KCC) supports the identified Guiding Principles as identified in the Draft Community Facilities Plan."</i> <i>"Te Awe Māpara is an excellent plan and we are very supportive of the overall mission and outcomes." TCB</i>	Given the large amount of support for the mission and outcomes, we have not changed the mission statement. We have kept the 5 outcomes, but slightly tightened the wording of each to respond to feedback below.
Accessibility Examples: 144, 71, 77, 236	Comments ranged from being supportive of the mission’s focus on accessibility, to not going far enough, through to having too much of a focus on accessibility: <i>"DPA is specifically supportive of the key mission to make all facilities accessible through having, as the draft plan states, a 'well-distributed network of facilities which everyone can access with ease and dignity.' The need to have facilities which everyone can access with ease and dignity is important for disabled people who want the ability to use facilities on an equitable basis alongside non-disabled people."</i>	Making our city accessible and inclusive for all is one of the Council’s new five strategic approaches. As above, the mission statement – <i>"Thriving and accessible community facilities – where people connect, have fun and belong"</i> remains unchanged. The outcome – Manaakitanga includes <i>"We are good hosts and strive for our</i>

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Attachment two: Summary of submissions for Te Awe Māpara

	<p><i>"Accessibility is referenced in the Mission but is not referenced in the 5 outcomes, I would like to see Accessibility as a specific deliverable outcome that WCC is measured against, especially the Accessibility of WCC facilities".</i></p> <p><i>"Generally agree with the Mission, have selected 'somewhat oppose' because of the term 'accessible'. Agree with the use of the term 'accessible' in the general sense, facilities should absolutely be accessible to those that have accessibility issues (ramps etc). However, throughout the document there is too much of a focus on accessibility."</i></p> <p><i>"It is suggested that accessibility is integrated into Manaakitanga and not listed as an afterthought or 'tag-on' in Pāhekohekotanga."</i></p>	<p><i>facilities to be accessible, equitable and inclusive for all."</i></p> <p>The plan now includes table 2.4 (How Te Awe Māpara contributes to the Council's outcomes) to articulate how the plan contributes to the Council's outcomes. It also shows what we will see at facilities as a result of focusing on each outcome. This table provides more clarity on how a focus on the Manaakitanga outcome will help achieve accessible facilities.</p> <p>The future approach, prioritisation criteria, Key Performance Indicators (KPIs), and the actions show clear alignment to the outcomes. We have measures and actions related specifically to accessibility.</p> <p>We have removed accessibility from pāhekohekotanga in the prioritisation criteria and ensured alignment with the outcome of manaakitanga only.</p>
<p>Manaakitanga</p> <p>Examples: 214, 162, 179, 114, 17</p>	<p>There were a variety of comments supporting the outcome of manaakitanga, and concepts of equitable and affordability:</p> <p><i>"To be accessible to all, facilities also need to be affordable."</i></p> <p><i>"It is vital they are affordable for all and accessible for all, not just those with money and education."</i></p>	<p>In response to the comments supporting equity and affordability, in Table 2.4 (How Te Awe Māpara contributes to the Council's outcomes) of the plan, we have set out what we will see at community facilities by focusing on each outcome.</p>

Attachment two: Summary of submissions for Te Awe Māpara

	<p><i>"When thinking about equitable outcomes under Manaakitanga, it is important to be aware of the barriers to participation. Making a venue into a bookable space (like is proposed for Tawa Recreation centre, page 63) can reduce the access for many in the community."</i></p> <p><i>"It's really important to me that we look across the city as a whole and aim for equity in access to facilities. We need more fairness in citywide distribution and have to be careful about patch protection and nostalgia if that comes at the cost of equitable access."</i></p> <p><i>"Partnership with equity populations is vital for success of the facilities plan - to cater to the needs of our various communities within Aotearoa."</i></p>	<p>For the outcome of manaakitanga, we have included three aspects: accessible facilities, inclusive facilities, and addressing equity in provision.</p> <p>These three aspects (as well as all outcomes of the plan) are accordingly pulled through the prioritisation criteria, KPIs, and the actions in the plan.</p>
<p>Pāhekohekotanga</p> <p>Examples: 59, 77, 64</p>	<p>The comments related to the pāhekohekotanga objective demonstrated a mixed understanding of the concept:</p> <p><i>"Pāhekohekotanga sounds like an excuse to find a way to cut facilities by enabling others to "work together".</i></p> <p><i>"In relation to Pāhekohekotanga... absolutely support cost effectiveness and efficiencies but raise again that some of the community facilities have a specific value to those in the community for a specific sport or use."</i></p> <p><i>"I think the factors of Pārekareka, Pāhekohekotanga are most important- and the other realising the benefits of the other criteria would evolve naturally if the facilities are sited correctly."</i></p>	<p>We have tightened the definition of Pāhekohekotanga and removed the word "efficient" to ensure better clarity and understanding of the concept.</p> <p>The description has been changed from: <i>"Our facilities work together cohesively to be efficient and deliver a diverse range of activities and opportunities"</i> to: <i>"Our facilities are connected and form a holistic and well-distributed network. They work together collaboratively to deliver a diverse range of activities."</i></p> <p>Definitions have been added to the glossary for "holistic" and "well-distributed".</p>

<p>Tiakitanga</p> <p>Examples: 64, 99, 209, 107, 37, 156</p>	<p>There were a number of comments supporting the Council's approach to environmental and financial sustainability.</p> <p><i>"I support the Plan's mission - provision of community facilities is a primary role of a local government authority. But - only when affordable - we don't need shiny flash new buildings if it's unaffordable and we have other more urgent priorities where things are broken, like our water, wastewater and stormwater network."</i></p> <p><i>"I think the council needs to consolidate it's resources and find alternate uses for current buildings, converting some to alternate uses - social housing, mixed use commercial/residential while retaining the title, rather than selling property."</i></p> <p><i>"It is also accepted that rationalisation of facilities needs to be considered and implemented where existing facilities are in over supply and the costs to maintain all facilities cannot be justified."</i></p> <p><i>"I think these are all good outcome statements. I think that the point about efficiency should be marked being in service of the other strategic goals of equity, access, inclusion. Therefore efficiency and management/stewardship (the Pāhekohekotanga and Tiakitanga strands) should be to facilitate the other goals, not goals in themselves."</i></p> <p><i>"Sustainability is critical, community faculties should enhance modern greener technology, ensuring that going forward these facilities are eco-friendly and sustainable."</i></p>	<p>Noted – in response, the outcome has largely stayed the same. The last few words have been changed to link more closely with the meaning of sustainable (as there was a comment requesting clarity about this term).</p> <p>The description of tiakitanga has changed from:</p> <p><i>"We are committed to our guardian and stewardship role. We nurture and manage our facilities to be environmentally and economically sustainable now and into the future."</i> to:</p> <p><i>"We are committed to our guardian and stewardship role. We nurture and manage our facilities to be environmentally and economically sustainable for all generations to come."</i></p>
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	<i>"My only suggestion/plea is that not only sustainable but also ecologically "green" principals should be the guiding principal at every stage of planning, action and collaboration."</i>	
Pārekareka Examples: 112, 171	<p>There were a couple of comments related to public toilets and the fun aspect of pārekareka.</p> <p><i>"Fun": Not all facilities need to provide opportunities for fun. The obvious example is public toilets."</i></p> <p><i>"A simple example, how will you measure the value of public toilets to "enable people to thrive by providing places to have fun, participate, create, perform, learn and play"?"</i></p>	Public toilets are included as they are an important amenity required to enable people to have fun at our facilities.
Too broad, provide clarity Examples: 63, 171, 76, 24, 6, 55	<p>There were a number of comments seeking more clarity on deliverable outcomes.</p> <p><i>"They're all just platitudes that don't mean anything, but nobody could disagree with."</i></p> <p><i>"These "outcomes" are nothing more than feel-good platitudes, and totally miss the key requirements. They also ignore costs, which should be a fundamental goal... They should be something like "Maintain and develop the listed core community services in a way which maximizes community benefits, as cost-effectively as possible and within the budget available."</i></p> <p><i>"mission statements are all well and good, but process and outcomes are so much more important than pretty front end words."</i></p> <p><i>"The descriptions lack focus on clear and achievable outcomes. Rather than say "people belong" I would like to see a focus on "all ages and abilities have access and use these facilities ". This is clear, meaningful and deliverable. None</i></p>	<p>To ensure people understand the link between the outcomes, what we will do and what we will see at facilities as a result of focusing on the outcome, we have:</p> <ol style="list-style-type: none"> 1. Tightened each outcome description so it is really clear what each focus is. 2. Clarified in table 2.4 what we will see at our facilities by focusing on each outcome. 3. Shown how our future approach will achieve each outcome in wāhanga 4 (section 4). 4. Clearly shown the links between outcomes and what we will see in the prioritisation criteria and the KPIs. 5. Clarified which outcomes each action relates to.

	<p><i>of the 5 outcomes convey meaning to me. I would like to see outcomes such as facilities are within 10min walk of the main bus route."</i></p> <p><i>"Vision statements are ok but need to be understood in the local context. This document is far too wordy for the average person to grab a hold of."</i></p> <p><i>"This is all motherhood and apple pie statements wrapped up with a Te Reo Maori which seems to ignore the rest of the community".</i></p>	
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Question 2: What we are going to do

We asked submitters how much they supported or opposed the draft approach. They were also asked an open-ended question asking why they supported or opposed the following approach:

To achieve our mission of ‘thriving and accessible community facilities – where people connect, have fun and belong’ our future approach is based on the following inter-related statements of equal importance:

- Evolve towards a sustainable, collaborative and cohesive network.
- Prioritise functional, well-maintained and well-used facilities.
- Innovate our delivery of facilities.
- Invest strategically, informed by community engagement and robust evidence.



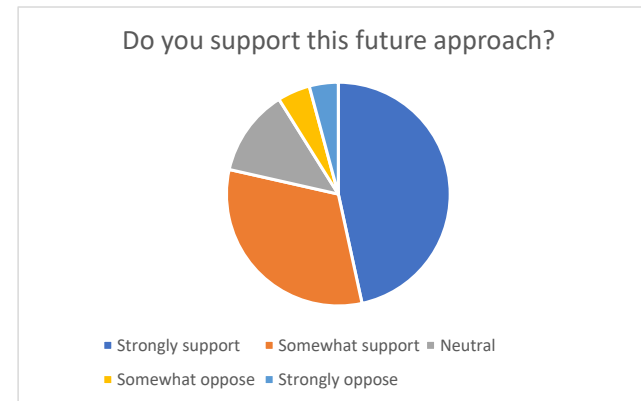
Short answer question

Do you support this future approach?

We asked submitters how much they supported or opposed the plan’s approach.

Question 3	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	Don't know
Do you support or oppose the plan’s approach?	89	61	24	9	8	3

Of the 191 submitters who answered this pātai, 150 (79%) either strongly supported or somewhat supported the approach. There were 17 submitters (9%) who either strongly opposed or somewhat opposed the approach.



Open answer question: There were 118 responses to the open question asking submitters to tell us why they supported or opposed the future approach. Where these comments related to the specific questions on “functional facilities” and “prioritisation criteria”, they have been summarised in those sections. The comments related to the plan more generally, have been summarised in the general feedback section.

Overall the feedback confirmed the intent of the approach was supported but there was some concern about specific wording. Consequently this section has been reworked in response to the feedback received to provide greater clarity on what the Council will do in the future. Although the content is similar to the draft plan, this section looks substantially different.

The format of the future approach section (wāhanga 4) has been simplified from the four statements to a core statement to “*carefully evolve, be smarter and maximise the benefits of community facilities to reach our mission statement and outcomes.*” This is supported by five inter-connected components, which outline in more detail how the Council will implement this approach:

- community partnerships
- consistent process
- collaboration methods
- fit-for-purpose principles
- delivery improvements.

Theme and submission # examples	Summary	Change to plan
General support for approach Examples: 121, 46, 67, 211	There were many comments providing general support for the approach taken in the plan. <i>“Evolve towards is a positive message.”</i> <i>“I’m supportive of the approach overall but am concerned that existing facilities that are important to the community will be lost as a result.”</i>	Noted.

	<p><i>"These statements support the kind of city I want to live in and raise my kids in."</i></p> <p><i>"At a high level, these intentions are appropriate for Council to be prioritising, we would hope that further planning and development is explicit in also how the Council intends to radically address existing barriers to engagement, innovation and evaluation of services."</i></p>	
<p>Approach:</p> <ul style="list-style-type: none"> • Evolve towards sustainable, collaborative and cohesive network. <p>Collaboration examples: 96, 58, 39, 202, 124, 214</p> <p>Cohesive / local examples: 130, 36, 173, 114, 77</p>	<p>There were many supportive comments recognising the importance of collaboration and working cohesively.</p> <p>There were also comments questioning whether facilities would be supported if they weren't collaborative or cohesive (this is related to the Khandallah facilities feedback outlined in section 6.3 below).</p> <p><i>"Also, we do need to work more collaboratively with our resources and please can we consider more hub style models like Waitohi. What an amazing space this is."</i></p> <p><i>"I'm worried about the idea that the network has to be collaborative – on the face of it, a nice idea but does it mean if there are special character facilities that they won't be supported as don't contribute to a "network"?"</i></p> <p><i>"collaboration builds a better result."</i></p> <p><i>"I think collaborative community services is a great approach but if this were to mean a reduction funding for smaller community centres this wouldn't really be feasible. I would hope that you'd retain the current centres and support centres to work together."</i></p> <p><i>"DPA supports the concept of facilitating greater collaboration between facilities, especially if they offer complementary or similar services and activities."</i></p>	<p>To simplify the "Evolve towards sustainable, collaborative and cohesive network" section – we have removed reference to "sustainable and cohesive network" and instead created a "collaboration methods" component to the future approach. This section has largely the same content as the draft plan – it is just set out in a clearer and more simplified manner.</p> <p>While there were many positive comments about facilities working together as a network, we have removed the word "cohesive" because of the misinterpretation. We have instead used (and provided definitions of) the following terms: "holistic" and "well-distributed".</p> <p>To respond to the misinterpretation about whether collaboration models might mean combining facilities into one complex – the plan makes it clear that there is not a one</p>

	<p><i>DPA supports actions which will enable this to happen including developing resources to support collaboration between facilities and evolving facilities use so that it creates more opportunities for a stable and cohesive network to develop. The various collaborative models including community hubs, co-located precincts, shared facilities, partnership facilities, hub and spoke and managed collaborations (amongst others) are all great ideas. However, DPA believes that all decisions around facility configuration need to be made in partnership with affected communities."</i></p> <p><i>"It is great to have a focus on collaboration as this is key to a well functioning neighborhood." [sic.]</i></p> <p><i>"While implementation of a collaboration model is a commendable target I don't see that this should be at the exclusion of stand-alone facilities where justified.. It is difficult to imagine how these diverse facilities could be combined into one complex."</i></p> <p>The following comments were received in relation to the focus on a cohesive network. As above there were also some concerns related to whether a focus on cohesive network would mean closure of some facilities (see section 6.3). There was one submitter expressing frustration at the use of the network term:</p> <p><i>"Overall I like the idea of thinking of community facilities as a whole, not as individual pieces that are built to suit an individual purpose."</i></p> <p><i>"If a cohesive network means closing local facilities/condensing local facilities and making people travel further to them, then no I don't."</i></p>	<p>size fits all model for all communities, additionally, collaboration models include coordinated programming and activities, ie not only physical changes to buildings.</p> <p>To respond to the comment re network, the following has been added to the definition of "network" – "means the collective provision of community facilities across Wellington. We have taken a network approach to community facilities to understand how the community interacts with different facilities and to consider where there may be gaps, overlaps or provision issues."</p>
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	<p><i>"how Council and community interpret these concepts eg "cohesive" may mean in one new expensive building or in ensuring efficient and safe transport links, including walking."</i></p> <p><i>"So often the debates are about one particular facility, e.g. a pool. But this can lead to pouring money into facilities that aren't fit for purpose because it's hard to let go. I'm heartened to see WCC trying to look at this as a network to ensure a fair and efficient spread."</i></p> <p><i>"The word 'network' is extremely frustrating. A bunch of buildings and facilities is not a 'network'."</i></p>	
<p>Approach:</p> <ul style="list-style-type: none"> Invest strategically informed by community engagement and robust evidence <p>Examples: 17, 61, 173, 211, 52, 86, 76, 77, 172</p>	<p>There were a significant number of responses highlighting the importance of working with communities to make decisions about facilities. There were also comments related to the importance of ensuring decisions are made using robust evidence.</p> <p><i>"Collaboration with equity groups throughout all phases from design through to implementation needs to be highlighted in this diagram. There is no success without direct partnership with the communities directly impacted by these facilities - again this diagram fails to highlight this. 4 is the closest to achieving this but I think it could be reworded for accountability purposes that it is more than 'engagement' because this could be one-off. Partnership implies that it is ongoing."</i></p> <p><i>"These goals will seek to provide community-led outcomes which will be well-used and environmentally and financially sustainable."</i></p> <p><i>"Community engagement is key and must be well publicised and designed so that Council's intentions are clear, to increase community cohesion(including cohesiveness between geographical, ethnic and other diversities within</i></p>	<p>To simplify this approach section and respond to the feedback, we have separated out the community engagement and the consistent process (to ensure evidence-based decisions) components of the future approach.</p> <p>We have changed the title of the community engagement section to "community partnerships" to demonstrate how critical it is to work meaningfully with communities to understand their needs and aspirations when considering any significant change to community facilities.</p> <p>We have simplified the consistent process section which sets out the process we will follow to ensure robust and evidence-</p>

	<p><i>community) and the community's wishes can really be heard and taken into account."</i></p> <p><i>"The current tone of the provision approach is one of Council acting as a broker, facilitator, and regulator - not one of a council actively engaged in the reciprocity of relationship or partnership."</i></p> <p><i>"I support the first three statements. The fourth one should be "Invest strategically, informed by robust evidence and community engagement". I obviously value being engaged but these decisions are complex and should rely mainly on researched evidence rather than opinions."</i></p> <p><i>"I think the analysis of existing facilities is great and I support evidence based investment (while recognising communities are the users)."</i></p> <p><i>"I particularly like the strategic, evidence based point."</i></p> <p><i>"Informed by 'robust evidence' looks to be an add-on. There should be more focus on this as a start point and there should be more focus on this throughout the Plan."</i></p> <p><i>"Embedded carbon needs to be considered when comparing the cost of retaining versus demolition of a building. Embedded carbon was the reason several Wellington Councillors voted to retain the central library."</i></p>	<p>based decisions are made. We have better integrated the prioritisation criteria and divestment considerations into the investigation and implementation planning process.</p> <p>The following provisions regarding "embedded carbon" have been added as a key consideration in the divestment section.</p> <p><i>"The embedded carbon cost of retaining (and upgrading) an existing building versus demolition and/or development of alternative options."</i></p> <p>Comments related to the prioritisation criteria (which is part of this approach) have been summarised under the question 4 section below.</p>
<p>Approach:</p> <ul style="list-style-type: none"> • Prioritise functional, well-maintained 	<p>While many agreed with the proposed approach to <i>prioritise functional, well-maintained and well-used facilities</i>, this was misinterpreted by some to mean that only facilities that were well-maintained and well-used would receive investment.</p> <p>There were also a number of comments highlighting the importance of well-maintained facilities</p>	<p>In response to the feedback received on this approach, we have removed it. Instead we have summarised our future approach in section 4 to: <i>Carefully evolving, being smarter and maximising the benefits of our</i></p>

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<p>and well-used facilities</p> <p>Examples: 161, 62, 96, 44, 170, 205, 102</p>	<p><i>"We need functional and well maintained facilities in order to provide accessible and welcoming places for people to enjoy recreation."</i></p> <p><i>"Statement 2 - suggests only the well-used facilities will have priority funding. Need to take account of other factors, such as local availability for those who are unable to travel etc."</i></p> <p><i>"Our buildings are old and often are not fit for purpose. these buildings are getting so much money spent on them from a reactive perspective and still they are not keeping up with general maintenance. Mould, damp and peeling paint. We try our best to make the spaces work for our communities and make them a comfortable and inviting place to come too. The more used the facility (which is what we want) the more we need to clean and maintain."</i></p> <p><i>"If facilities are not well maintained, this is WCC's responsibility to maintain them. Many facilities would be BETTER used if WCC would spend some time and money maintaining them better."</i></p> <p><i>"I do support the priority of well maintained and well used facilities. Though would like to see the councils list of which centres are in that group."</i></p> <p><i>"Prioritise functional, well-maintained and well-used facilities - does that mean facilities that are not all three will have less investment or development? Their neglect may be the result of not realising the facilities' full potential for the community and not prioritising them could be a lost opportunity for the area."</i></p> <p><i>"There are some facilities that are not well-maintained, which is likely to be a reason they are less well-used. If the facilities were well-maintained, they might</i></p>	<p><i>community facilities to deliver thriving and accessible places, where people connect, have fun and belong.</i></p> <p>Additionally one of the five integrated tools in the approach section is "fit-for-purpose" principles to replace the previous section – "functional facilities". Any comments related to the factors that make a facility function/fit-for-purpose are summarised in the following section 3.</p> <p>A facility being well-maintained is one of a several factors that contribute to a facility being well-used. Other factors include the location and design of the facility, whether the space(s) are fit-for-purpose in terms of accessibility, inclusivity, functionality, capacity, and the level of demand and surrounding supply. A facility in poor condition can still have high use and similarly a facility in good condition can have low use.</p> <p>In response to the feedback regarding well-maintained facilities, the plan articulates that an important aspect of our future approach is:</p> <p><i>"Maintaining and improving existing facilities but recognising in some situations a new</i></p>
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	<p><i>be better-used. I do not agree that these two characteristics are reason to condemn the facilities."</i></p>	<p><i>facility may be a smarter option to maximise the benefits of our investment."</i></p> <p><i>"Always considering the factors that make facilities fit-for-purpose to ensure buildings are maintained and developed to be functional and easy to operate."</i></p> <p>Additionally the "Next Steps" section explains how the plan will be incorporated into the Council's asset and activity management plans, which describe work programmes and priorities.</p>
<p>Approach:</p> <ul style="list-style-type: none"> Innovate our delivery of facilities <p>Examples: 144, 180, 97</p>	<p>While in general submitters supported the proposed delivery improvements outlined in this section, there was a bit of confusion around the term, 'innovate':</p> <p><i>"DPA supports many of the proposed delivery improvements outlined on page 45 ...DPA particularly notes the proposal to investigate the provision of staff and volunteer training to improve the inclusiveness ... but we believe that each of these proposals (including around disability responsiveness) should not just be investigated but implemented as policy under the final plan."</i></p> <p><i>"Innovate our delivery of facilities" these are catch phrase words put together that don't actually mean anything to me. how can you innovate delivery? the whole document is rife with policy speak. it should be plainly written in a non policy sales/marketing way. get ride of shiny glossy phrases that mean very little."</i></p>	<p>We have removed the word "innovate" and changed the title of this approach section to "delivery improvements" (which also incorporates the overall provision principles, covered in question 5 below). This section sets out how we will improve delivery in response to communities needs and aspirations.</p>

	<i>"What does innovate our delivery mean? Is it code for devolvement onto others?"</i>	
<p>More clarity required</p> <p>Examples: 97, 229, 77, 117, 21</p>	<p>There were a number of comments requesting more clarity and simplification:</p> <p><i>"Laudable but very broad and not very clear."</i></p> <p><i>"The approach outlined above makes sense, and seems well intentioned, but hard to comment on whether I support these intentions without clear examples."</i></p> <p><i>"An overly wordy and ambiguous model/approach as provided above is not appropriate for a 'plan'."</i></p> <p><i>"These are words and NOT actions."</i></p> <p><i>"Explain in layman's terms of what that means".</i></p>	<p>As above, this section has had significant revisions to simplify and provide clarity.</p> <p>We have articulated what is involved in the future approach and set out our actions as five interconnected components. Each subsection outlines the component, why it is important, and how it will be used/applied.</p>

Question 3: Functional facilities

As part of the future approach above, we will ‘prioritise functional, well-maintained and well-used facilities’. In section 4.2.1 of the draft plan, we set out various components that make a facility functional (situated in the right location with a suitable design for the range of intended activities and for all people who use it). These include aspects such as location, enhancing te ao Māori, accessibility and flexibility.

We asked submitters whether they supported the identified factors that make a facility functional. They were also asked an open-ended question asking whether we captured all aspects that make a facility functional.

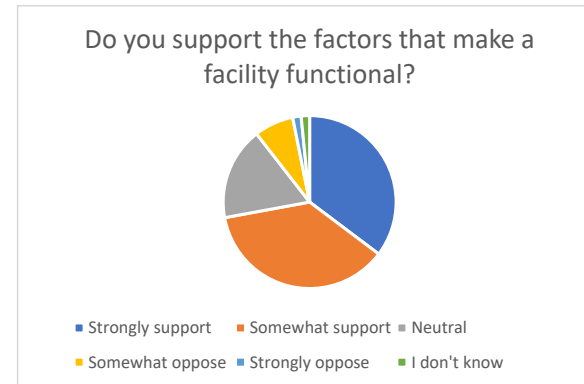
Short answer question

Have we captured all aspects that make a facility fully functional for your needs?

We asked submitters how much they supported the identified factors that make a facility functional.

	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	Don't know
Do you support or oppose the identified factors that make a facility functional?	67	70	33	14	3	3

Of the 190 submitters who answered this pātai, 137 (72%) either strongly supported or somewhat supported the various components that make a facility functional. There were 17 submitters (9%) who either strongly opposed or somewhat opposed the identified factors.



[Open question](#)

There were 114 responses to the open question asking whether we had captured all aspects that make a facility functional for needs.

As outlined above, as a result of the feedback, the functionality section has been separated out as one of the five inter-connected tools we will use as part of our future approach. We have changed the term, 'functional facilities' to '*fit-for-purpose principles*' as it appeared from the feedback more people understood this term. The impression from the submissions is the term "functional" was being misinterpreted to mean just the functionality of the space for the activity rather than the wider context such as being situated in the right location, easy for people to use, and efficient to operate.

The feedback highlighted how people have different thoughts about what makes a facility fit-for-purpose for them. The plan sets out a range of fit-for-purpose principles that will be considered to ensure our facilities are located and designed to be easy operate and to use for everyone. Additionally we have grouped the fit-for-purpose components into four areas: location, design, usability and operational. In practical terms, it is a combination of the four factors that help make facilities fit-for-purpose.

Theme and submission # examples	Summary	Change to plan
<p>General support</p> <p>148, 63, 161, 193, 166, 76, 229, 116, 167</p>	<p>A range of supportive comments for the approach to ensure facilities are functional for their intended purpose:</p> <p><i>"Functional is good BUT the location and numbers are vital."</i></p> <p><i>"Absolutely support facilities being functional for intended purposes."</i></p> <p><i>"KCC considers that the proposals cover the requirements well."</i></p> <p><i>"That a facility should be designed for the activities that take place there is barely a footnote. Don't you think that should be the number one concern?? I don't care how well-located or pretty a swimming pool is if I can't use it for the intended purpose."</i></p>	<p>Noted.</p>

	<p><i>"Support the sentiment and it is why the Khandallah hall should stay. Especially that it is situated in the right location."</i></p> <p><i>"Broadly yes, particularly liked the emphasis on having facilities appear welcoming from the street."</i></p> <p><i>"Yes, as far as I can see – retrofitting more fully functioning accessible parking and reviewing wheelchair accessibility would be excellent."</i></p> <p><i>"We as an organisation support the opportunity for communities to have functional, well-maintained, and well-used facilities."</i></p> <p><i>"Functionality is essential."</i></p> <p><i>"I agree with, especially, location, visibility, safety, accessibility and transport connections."</i></p>	
<p>Accessibility</p> <p>Examples: 144, 71, 150, 229, 96</p>	<p>There were some comments related to the importance of including accessibility factors:</p> <p><i>"DPA welcomes and supports the Council's plan to adhere to Universal Design (UD) principles in the building and re-development of community facilities."</i></p> <p><i>"Functional must include Accessible to all users, this is not explicit and should be made more so."</i></p> <p><i>"These need to be fully accessible for disabled people. Not token ish"</i></p> <p><i>"The accessible parking in front of WRAC is often full – there is an urgent need to increase the number of parks. The accessible park in</i></p>	<p>In response to these comments, the accessibility component of the fit-for-purpose principles has changed to "universal design" to make it clear that it is the process of applying the universal design principles that make facilities accessible for all.</p> <p>We have also included a definition of universal design in the glossary based on the New Zealand Disability Strategy. This definition highlights how universal design is good design that works for everyone and is more than accessible design.</p>

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	<p><i>front of Newtown Library is not usable for someone who uses and abiloader and Newtown in general is significantly undersupplied with accessible parking. Kelburn and Hataitai Village has no accessible parks etc."</i></p> <p><i>"You cannot make a space functional, especially from an accessibility point of view with space that has not been built for purpose."</i></p>	
<p>Inclusivity</p> <p>Examples: 17, 173, 62, 46, 96</p>	<p>Inclusivity was also important. Generally the comments related to aspects already included in the plan:</p> <p><i>"In my opinion, there could be more highlighting on intersectionality. For example, the need to collaborate with Tāngata Whaikaha Māori as able-bodied Māori cannot represent the views of disabled Māori - they have different lived experiences."</i></p> <p><i>"I support particularly support "Inclusivity" addressing facilities being able to provide for cultural/ sensory (etc) needs."</i></p> <p><i>"The accesibility definition only includes physical accessibiity. consideration should be given to making facilities inclusive for those with neurodisabilities e.g. quiet spaces and sessions" [sic.]</i></p> <p><i>"What about rainbow & gender diverse people & appropriate bathroom/toilet/changing facilities?"</i></p> <p><i>"I think lots need to be done to make our spaces gender neutral and allow for customers to feel comfortable using facilities like bathrooms without shame and being uncomfortable. All our spaces need to be looking at that."</i></p>	<p>Noted – the importance of engaging and partnering with all communities has been highlighted in the new community partnerships component of the future approach section.</p> <p>To capture the feedback on intersectionality, the following point has been added to the new community partnerships component of the future approach section: <i>"Every person has their own unique lived experience. People who intersect across different social characteristics (such as gender, age, ethnicity, disability status) will have different experiences using and accessing community facilities (intersectionality). As an example Tāngata Whaikaha Māori (Māori disabled) may have different experiences from able-bodied Māori. It is vital we use a broad range of engagement methods to understand these lived experiences to ensure community facilities are beneficial to all in the community."</i></p> <p>A definition of intersectionality has also been added.</p>

		<p>The inclusivity component of the fit-for-purpose principles section has been changed to “inclusive design”, and does include aspects such as all-gender amenities, cultural and sensory needs.</p>
<p>Location and visibility</p> <p>Examples: 214, 77, 194, 162, 24, 62</p>	<p>The range of comments related to the location and visibility factors illustrate how people have different thoughts about what makes a facility fit-for-purpose:</p> <p><i>“While location is a strongly desirable requirement, often the availability of affordable land will govern the location. The location aspects of 4.2.1 seem to apply more specifically targeted to Community Centres and there are a range of other facilities; e.g. sports centres and club rooms where a high street location is not the most desirable location (e.g. for parking accessibility).”</i></p> <p><i>“Visibility does not make a facility ‘functional’. A functional facility is one that meets the needs and user requirements of USERS.”</i></p> <p><i>“Location is certainly a factor ie. Kilbirnie Main Street, Miramar lost in back street and common branding may also assist.”</i></p> <p><i>“...we do not agree with prioritising location in the same way. Location will sometimes be determined by factors that we can't change (i.e. there are no other options available, the facility is large and an alternative site of the same size realistically may not be possible). We consider that people will travel if the facilities are good and well advertised.”</i></p>	<p>While there are range of factors that make a facility fit-for-purpose, in practice, we need to focus on all factors to deliver <i>thriving and accessible community facilities, where people connect, have fun and belong.</i></p> <p>The location sub-section of the fit-for-purpose principles component has been edited for clarity and amended to include the following aspects – visible, connected, transport and urban form. In practical terms, it is a combination of these four aspects that help make facilities fit-for-purpose.</p> <p>It is acknowledged in the plan that the aim is to evolve, towards more fit-for-purpose facilities, and that this will take time.</p> <p>The plan also sets out there are times when there is better value for money to build a new fit-for-purpose facility rather than investing to address the location and design issues of an existing building.</p>

	<p><i>"Some facilities simply cannot function due to poor location in my experience driven by a failure of council planning. In areas where facilities may be badly needed but are ill used due to being badly located this plan implies they will be closed and so the area is even worse off."</i></p> <p><i>"Choosing the right location will be difficult in areas which are already built up e.g. Island Bay - where a central location for future facilities may over-ride considerations about combining spaces etc."</i></p>	
<p>Size</p> <p>Examples: 170, 124, 25</p>	<p>As above, there were also a range of views on the size component to fit-for-purpose facilities:</p> <p><i>"I think the rebuilding of perfectly functional libraires to be a certain size is a misguided use of money."</i></p> <p><i>"not all spaces need to be large if we are to improve our collaboration experiance (in particular with schools. [sic.]"</i></p> <p><i>"Facilities should have larger floor areas."</i></p>	<p>Aspects related to size have been included in the "design" sub-section of the fit-for-purpose principles component. We have clarified the importance of understanding the range of activities and level of demand to ascertain the right size and configuration of spaces.</p> <p>We have also highlighted how <i>"it is important not to under-size or over-size facilities relative to current demand but consider potential demand that may arise from population growth by providing allowance for future expansion."</i></p>
<p>Transport connections</p> <p>Examples: 27, 114, 216</p>	<p>Connection to public transport was also highlighted as an important consideration:</p> <p><i>"Public transport needs to consider routes. No point saying it's on a public transport route if that doesn't feed from the area it's supposed to serve."</i></p> <p><i>"Also the people who can drive there are also the ones who have more choice about which facilities they go to. For those who can't drive, location and proximity to public transport will be key."</i></p>	<p>The transport connections section has been moved into the relevant considerations of 'location' and 'universal design'.</p> <p>To respond to the feedback about making sure facilities are linked into public transport routes, the reference to public transport has been changed from <i>"Public transport timetables / routes need to support using facilities"</i> to <i>"Public transport routes and timetables need to be connected to community facilities."</i></p>

	<p><i>"A network approach to facility provision also implies connectivity via walkways and cycleways, or proximity to public transport that allow people to move from one place to another without requiring a car. Increasing active transport opportunities is a desirable way of creating opportunities to be physically active that integrate activity into daily lives while reducing carbon emissions."</i></p>	
<p>Te ao Māori</p> <p>Examples: 112, 64, 37, 162, 171, 167</p>	<p>There were a number of both negative and supportive comments regarding the inclusion of enhancing and promoting te ao Māori:</p> <p><i>"Enhancing te ao Māori": the Council's remit is to provide facilities that serve the community as a whole."</i></p> <p><i>"I disagree with the facilities needing to 'enhance and promote te ao maori'. What about every other culture in NZ?" [sic.]</i></p> <p><i>"Also promotion of te ao Māori should not be in the criteria. Facilities should not be dedicated to one specific group where there is such a shortage of space and cost."</i></p> <p><i>"However I fail to comprehend how "enhancing and promoting te ao Māori" has to do with making a facility 'functional'. This is a political aspiration whose responsibility lies with central government."</i></p> <p>Examples of supportive comments:</p> <p><i>"Anything that can enhance the local history, and mana of mana whenua of an area is also an excellent idea."</i></p> <p><i>"We strongly support the aspects of enhancing Te Ao Māori, accessibility and flexibility."</i></p>	<p>Ensuring our facilities enhance and promote te ao Māori will help to deliver on the Council's Tūpiki Ora Māori strategy. This strategy gives the Council direction on ways to support whānau and hāpori Māori to thrive in Pōneke. One of the outcomes of the strategy is that te reo Māori and te ao Māori are normalised through our city.</p> <p>As Te Tiriti o Waitangi partners, the Council is committed to our mana whenua partnership (Tākai Here agreement) and supporting them and hāpori Māori to meet their needs and aspirations.</p> <p>As a result of feedback we have tightened up this section and added "Te whakatairanga i te ao Māori" to the title to more clearly show the link to one of the Tūpiki Ora waypoints.</p>

<p>Sustainable</p> <p>177, 61, 134, 156</p>	<p>Some submitters highlighted the importance of ensuring that future approaches and investment should be environmental and economically sound:</p> <p><i>"It is important that Council invests in new projects in ways that optimize their use. Similarly existing assets should be depreciated, maintained and ultimately replaced according to the principles of sound investment. Recognising what might be a future approach to investment in functional facilities does not provide licence to make expensive and untimely decisions on today's hard earned asset base."</i></p> <p><i>"These goals will seek to provide community-led outcomes which will be well-used and environmentally and financially sustainable."</i></p> <p><i>"I think affordability should be included as well".</i></p> <p><i>"The factors identified are paramount but, in terms of both location and design it is imperative that ecologically "green" should be the guiding principal at every stage of planning and action."</i></p>	<p>The fit-for-purpose section in the draft plan included a 'environment benefit and sustainability' section. This has been re-named to "Environmentally beneficial design" to provide clarity.</p> <p>The section remains largely unchanged, but just edited for clarity.</p> <p>The introduction to this section has been amended to highlight the importance of ensuring any decision to address fit-for-purpose issues needs to be well considered and assessed, and provide value for money.</p> <p>A definition of sustainability has also been added to the plan:</p> <p>"Sustainable / Sustainability refers to practices and decisions that ensure the environmental and economic viability of community facilities are maintained or supported over time."</p>
<p>Not one sized-fits all</p> <p>Examples: 194, 107, 147, 45</p>	<p>Some submitters emphasised how fit-for-purpose is contextual and different for everyone:</p> <p><i>"It is however important if truly want to involve 'community partners' that local needs are met & to not take a 'one size fits all' approach. Again the focus is on " the facility" rather than on "how it is run"."</i></p> <p><i>"The functionality description is okay. But it doesn't exist in isolation from context. What's functional for Kilbirnie, won't be the same for Karori or Khandallah."</i></p>	<p>The plan makes it clear that there is not a one-sized all approach to facility provision, and that is why the approach is to work with communities and collect evidence to make informed and robust decisions about the network.</p> <p>As a result of this feedback, the following paragraph has been added to the final plan:</p> <p><i>"We know from community feedback, people have different thoughts about what makes a facility fit-for-</i></p>

	<p><i>"It's not a one size fits all model. Various localities should play to their strengths, with a sprinkling of equity and history."</i></p> <p><i>"Community life is nuanced and varies and a one size does not fit all just like our personal health. Facilities do not need to be road facing? They need to be well used and maintained and contribute to the health and welfare of a community and improve the lives of the community it serves. They need to be able to be the heart and soul of a community, a meeting place where connections are forged - regardless of artwork or road visibility."</i></p>	<p><i>purpose for them. For some, where the facility is located is most important, for others it is the accessibility of the facility, whereas some people consider the design of the facility for the intended activity the most relevant, and while for operators, the efficiency to operate is most important. In practice, we need to focus on all factors to deliver thriving and accessible community facilities, where people connect, have fun and belong."</i></p>
<p>Focus on needs</p> <p>Examples: 77, 93, 31</p>	<p>Similar to above, some submitters highlighted the importance of ensuring that fit-for-purpose factors responded to community need at the first step:</p> <p><i>"The 'factors' all read like design standards which are weirdly specific on what facilities should look like, but don't seem to be based on what is needed/required."</i></p> <p><i>"Function should follow need not vice versa."</i></p> <p><i>"You'd be better establishing need, and then ensuring there are appropriate facilities. Your approach is self-serving."</i></p>	<p>To respond to this feedback about responding to need, the definition of fit-for-purpose has been edited to provide more clarification: <i>"a fit-for-purpose facility is situated in the right location with a design suitable for the range of intended activities and is easy for people to use and efficient to operate."</i></p> <p>The approach section (wāhanga 4) sets out the future approach we will take to ensuring we are: <i>"Responding to evidence of community needs, first and foremost."</i></p> <p>Under the design factor sub-section, we have changed the point about catering for demand to provide more clarity: <i>"Buildings and spaces need to cater for the range of intended activities (determined through needs assessment, explained in wāhanga 4.2.1). Understanding the range of</i></p>






		<i>activities and the level of demand informs the size, configuration and specification of spaces."</i>
<p>Additions</p> <p>Examples: 52, 165, 155, 145, 90, 219, 130</p>	<p>The following were the requests for specific additions to the fit-for-purpose section:</p> <ol style="list-style-type: none"> 1. <i>"Yes. I would add in the 'Appearance' section something about soundproofing and lighting. Too many public places are incredibly loud (because made out of exclusively hard surfaces), or have horrible lighting".</i> 2. <i>"I would like to be reassured there is good ventilation."</i> 3. <i>"A facility should support a range of cultural events as we are a multicultural community as well."</i> 4. <i>"The vibe/atmosphere/environment has to be good, engaging, incorporating colour and light."</i> 5. <i>"Please seek to provide quality staff rooms for our volunteers and paid staff."</i> 6. <i>"Yes but, would add regarding accessibility/safety: safe entrance and exit points from parks/hubs where multiple facilities are located for bikes, pedestrians and vehicles."</i> 7. <i>"It sounds like you are thinking only about what to consider when building new facilities, whereas it would also be worth reviewing existing ones and making sure that there aren't better ways to make them functional, for instance, improving public transport services to the facility, or reviewing its opening times".</i> 	<p>In response to each request/suggestion:</p> <ol style="list-style-type: none"> 1. Lighting and low noise considerations were already provided for in the fit-for-purpose principles component. However 'sound-proofing' has been added to the design factor sub-section. 2. 'Ventilation' has been added to the design sub-section. 3. Cultural events was already provided for under inclusive design. 4. We have added "a community facility needs to have an engaging feel or vibe" to the design sub-section. 5. The following has been added to the design sub-section: "Staffroom facilities (where appropriate) should provide a haven for staff to retreat and restore when on breaks, but retain connection to the facility". 6. The 'safety' sub-section has been replaced with "safe design". That section already included "pathways and carpark areas need to safe to use and visible." 7. While the draft plan did state that the functionality factors should be applied to all renewals, redevelopments and new facilities, the revised final plan has clarified that the "aim is to evolve, over time, towards more fit-for-purpose facilities as part of maintenance, renewals, redevelopment and new developments."

Question 4: Prioritisation criteria

The prioritisation criteria was part of the approach (*Invest strategically informed by community engagement and robust evidence*) set out in the draft plan, as outlined above. The prioritisation criteria is used to determine the relative priorities between projects or facilities.

We asked submitters how much they supported or opposed the factors included in the prioritisation criteria. They were also asked an open-ended question asking why they supported or opposed the prioritisation criteria set out in table 4.4.2.

4.4.2 Paearu Aronga Tōmua Prioritisation criteria

Outcomes	Criteria	Description
 Manaakitanga	Embeds te ao Māori	Extent the opportunity or facility proposal could support the goals and actions of the Tūpiki Ora Māori Strategy and embeds te ao Māori.
	Delivering equity	Extent the opportunity or facility proposal could address access barriers for communities or groups with relatively higher needs, including emerging and diverse organisations/groups.
	Accessibility	Extent the opportunity or facility proposal could address accessibility barriers and provide universal accessibility for all people.
 Whanaungatanga	Inclusivity	Extent the opportunity or facility proposal could support participation by a wide range of the community and bring people together to connect and strengthen their sense of belonging.
 Pārekareka	Increases participation	Extent the opportunity or facility proposal could increase the number of people participating ie increases the percentage of Wellingtonians engaged.
	Well-used facility	Extent the opportunity or facility proposal could deliver or sustain a well-used facility now and into the future (recognising potential growth). This is focused on increasing the use and visits to the facility.
 Pāhekohekotanga	Network importance	Extent the opportunity or facility proposal is critical to the network by: <ul style="list-style-type: none"> • addressing a geographic gap where distance is a barrier to participation • addressing a functional gap where the type of provision is a barrier to participation • addressing a shortfall in capacity where the amount of provision is a barrier to participation • addressing equity where a community has relatively higher needs for provision.
	Holistic network	Extent the opportunity or facility proposal could contribute to a sustainable and holistic network.
	Functional	Extent the opportunity or facility proposal could deliver a functional facility for now and the future.
 Tiakitanga	Climate smart	Extent the opportunity or facility proposal could deliver a facility which is efficient, climate smart and supports the objectives of Te Atakura Strategy.
	Environment impact	Extent the opportunity or facility proposal could provide positive impact to the environment and minimise negative impacts.
	Sustainable	Extent the opportunity or facility proposal could deliver of an efficient facility which minimises funding for maintenance and operating costs, including the potential impact on other community facilities.

Attachment two: Summary of submissions for Te Awe Māpara

Short answer question: Do you support the factors included in the prioritisation criteria?

We asked submitters how much they supported or opposed the factors included in the prioritisation criteria.

	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	Don't know
Do you support or oppose the factors included in the prioritisation criteria?	54	71	35	11	9	11





Of the 191 responses to this pātai, 125 (65%) either strongly supported or somewhat supported the approach. There were 20 submitters (10%) who either strongly opposed or somewhat opposed the approach.

Open question

There were 100 responses to the open question asking submitters why they support/oppose the prioritisation criteria. Feedback was mixed and ranged from supportive through to specific recommendations for changes, this feedback has been summarised below. Where feedback relates to the plan more generally or to other sections of the plan – this has been summarised in those specific question summaries.

As a result of public feedback and the subsequent changes made to Table 2.4 (strategic alignment section, as outlined in question 1 above), the prioritisation criteria table has been amended (see below). The changes provide more clarity for how each criteria will align with the outcomes of the plan and respond to the consultation feedback. To remove the repetition in the draft criteria, we have added the lead in sentence to the column header "*the extent investigating the action could/investing in the project will...*"

The final plan/s – Prioritisation criteria:

OUTCOMES		CRITERIA “The extent investigating the action could / investing in the project will...”
 Manaakitanga	Accessible facilities	Address building access barriers and enable all people to access and use community facilities with ease and dignity.
	Inclusive facilities	Be inclusive of all community needs, particularly those of hāpori Māori and <i>diverse communities</i> .
	Addressing equity	Address specific barriers for communities with higher needs and/or lower levels of facility provision.
 Whanaungatanga	People are connected	Provide opportunities for people to connect and come together, building a sense of belonging.
	Thriving Māori leadership	Support our Tākai Here partnership and contribute to the outcomes of the Tūpiki Ora Māori Strategy.
	Sense of community	Contribute to a sense of community, enable communities to prepare and respond to major events, and support community organisations to thrive.
 Pārekareka	Participation	Grow or sustain the number of people participating by expanding the range of activities (breadth) or increasing the number of participants (quantity).
	Fit-for-purpose	Deliver a fit-for-purpose facility that is functional for the intended activities and flexible to adapt for future needs and growth.
	Well-used facility	Deliver or sustain a well-used facility now and into the future, evidence by the number of visits (number of people and frequency of visiting) and the hours the facility is used (utilisation).
 Pāhekohekotanga	Network need – fill gaps, avoid duplication	Fill an identified need, avoid duplication and is critical to the network: <ul style="list-style-type: none"> • address a geographic gap where distance to facilities is a barrier to participation • address a functional gap where the type of spaces does not cater for participation • address a shortfall in capacity where there is insufficient space to meet participation demand.
	Collaboration	Support a collaborative response (and implement a collaboration method).
	Strategic alignment	Align with other strategic plans or projects (which are time-specific) and support a holistic outcome with open-space, housing, local centre, transport planning/projects etc.
	Reduce carbon emissions	Deliver a facility which is climate smart, more energy efficient and supports the outcomes of Te Atakura – First to Zero Blueprint.
	Environmental impact	Provide a positive impact for the environment, including reduced travel by car.

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Attachment two: Summary of submissions for Te Awe Māpara

Open question feedback on the prioritisation criteria:

Theme and submission # examples	Summary	Change to plan
<p>General support</p> <p>Examples: 114, 99, 229, 162, 17, 199</p>	<p>There were many supportive comments of the criteria:</p> <p><i>"Great balance of equity, accessibility and efficiency. Really good to see equity of access prioritised - taking into count areas with higher social deprivation (higher needs, fewer opportunities and choices). And accessibility is good for everyone - people with disabilities (permanent or temporary), children, elderly and people with prams etc."</i></p> <p><i>"Just don't want to be embroiled in a sort of PPI model, but definitely clear that the 275 council properties may be a bit of a white elephant and think it is important to have some strategic vision for future developments and what to do with the mess of conflicting sites and interests that oversee these places."</i></p> <p><i>"From my understanding of the table 4.4.2, the prioritization criteria clearly identifies key areas that make sense to me and I hope will inform decision making."</i></p> <p><i>"These criteria are very good and we are particularly pleased to see inclusion of criteria around access for all and considering groups that may experience barriers to participation and access."</i></p> <p><i>"I agree with the prioritisation criteria. It is wishful thinking that everything can be done at the same time. I am happy with the consultation that has been done to ensure the prioritisation criteria is implemented equitably."</i></p>	<p>Noted.</p>

	<p><i>"Appreciation of prioritising to ensure equity and accessibility think it's important we are prioritising as we can't do everything with what we have so we have to do our best for the communities we have. I would like to be assured that there is an equity lens run over our community feedback. I am sometimes concerned that the loudest voices are listened to which can be those who are more educated or privileged when the communities who have more need (and not necessarily due to quantity) are not well represented"</i></p>	
<p>Accessibility Examples: 71, 144, 77</p>	<p>The feedback regarding accessibility ranged from supportive to suggesting specific changes. There were also some comments about there being too much focus on accessibility.</p> <p><i>"The following criteria "Accessibility Extent the opportunity or facility proposal could address accessibility barriers and provide universal accessibility for all people" This must be more explicit, It should read: "Accessibility Extent the opportunity or facility proposal should address accessibility barriers through universal design principle's providing accessibility for all people"</i></p> <p><i>"Under Section 4.4.2 of the plan – Paearu Aronga Tōmua - DPA welcomes the very high priorities accorded to the concepts of accessibility, inclusivity and increasing participation as being important criterion when considering the development and/or re-development of community facilities. Each of these interlinked components – accessibility, inclusivity and increasing participation - are important to disabled people and other marginalised groups in our community who desire the ability to more greatly involve themselves in the life of the wider community."</i></p> <p><i>"There is so much focus on accessibility and inclusivity that I am concerned able bodied adults and kids aren't going to be included and that regular sports such as miniball, basketball won't make the cut."</i></p>	<p>As a result of the feedback, to be more explicit we have edited the accessibility criterion from "Extent the opportunity or facility proposal could address accessibility barriers and provide universal accessibility for all people." To: " the extent investigating the action could/investing in the project will ... Address building access barriers and enable all people to access and use community facilities with ease and dignity."</p>

<p>Value for money</p> <p>Examples: 77, 112, 214</p>	<p>There were some comments asking to add value for money to the criteria: <i>"Where is the value for money?"</i></p> <p><i>"Cost is not considered in the prioritisation criteria."</i></p> <p><i>"Accessibility should also include affordability."</i></p>	<p>In the draft plan under Tiakitanga, the sustainable criterion stated: "Extent the opportunity or facility proposal could deliver of an efficient facility which minimises funding for maintenance and operating costs, including the potential impact on other community facilities."</p> <p>To provide clarity, "sustainable" has been changed to "value for money – and the description is now: <i>"...Demonstrate value for money through the whole of life cost compared with the anticipated benefits over the life of facility."</i></p>
<p>Environment</p> <p>Examples: 214</p>	<p>We received the following comment re environmental considerations:</p> <p><i>"Sustainable should also include energy efficiency and ability of the building or site to be able to be used for renewable energy generation. Sustainable should also include a measure of the future forecasted usage by the target market for the facility."</i></p>	<p><i>"More energy efficient"</i> has been added to the "reduce carbon emissions" criteria.</p>
<p>Sense of community / community wellbeing / history</p> <p>Examples: 76, 131, 190, 151, 42, 108</p>	<p>There was some feedback highlighting the importance of considering how significant facilities are to people's wellbeing and fostering communities to help determine the priority of investment/facility decisions. This theme was also apparent in the following question on provision principles.</p> <p><i>"Doesn't really appear to balance number of people use with the quality of that use."</i></p> <p><i>"I would add a criteria about depth of use (ie. If it is extensively used by a limited number of people, that also has value)."</i></p>	<p>As a result of this feedback and other feedback on the plan, the importance of facilities to providing opportunities for connection and contributing to</p>

	<p><i>"It is important that the number of people participating with a facility is not the only or even gauge for success; some spaces can be extremely significant for a few people and this should be taken into account as well as the number of people using a space. Take, for example, a community centre drop-in lounge that is frequented by the same people every day."</i></p> <p><i>"Some of the facilities have been in the community for 100 years and are well used and much loved by the community. Take into account history and the importance to a community's identity - just as you would do for a Wharenui/marae for iwi."</i></p> <p><i>"I would like historical use and importance taken into account. Eg Khandallah Hall and pools have been present in this community for a long time and deserve to be treated as a treasure."</i></p> <p><i>"Fostering a sense of community is becoming increasingly important given how more and more people seem to be moving towards operating in "silos". Anything the council can do to support such a sense of community is to be greatly welcomed!"</i></p>	<p>sense of community have been added as criteria: "people are connected - Provide opportunities for people to connect and come together, building a sense of belonging"</p> <p>"Sense of community - Contribute to a sense of community, enable communities to prepare and respond to major events, and support community organisations to thrive."</p>
<p>Additions</p> <p>Examples: 211, 148, 52, 87</p>	<p>The following suggestions were received for additions to the criteria:</p> <ol style="list-style-type: none"> 1. <i>"In addition to the features identified in Section 4.4.2, the prioritisation criteria should also include high quality service provision and long term relationships, specifically in the case of co-located services:</i> <ol style="list-style-type: none"> a. <i>Demonstrable record of high quality service provision</i> b. <i>Priority given to community based, not-for-profit services that can clearly demonstrate a strong values alignment.</i> c. <i>Ability to satisfy the conditions of a long term lease agreement."</i> 	<p>In response to the suggestions:</p> <ol style="list-style-type: none"> 1. "Sense of community" has been added to the criteria. "...Contribute to a sense of community, enable communities to prepare and respond to major events, and support community organisations to thrive." Additionally the specific feedback regarding leases has been filed to be considered as part of 'Action D4 - Review leases' policies and portfolio' when the action is undertaken.

	<p>2. <i>"A key prioritisation criteria is Existing facilities - much better to support these than build new ones."</i></p> <p>3. <i>"I think there is one criteria missing around ensuring the facility is easily connected for people: ensuring there is a bus stop nearby or/and that there are available carparks".</i></p>	<p>2. The prioritisation criteria introduction has been edited to clarify that it is applied to all proposed projects/investments of existing facilities and any new development. The prioritisation criteria has been applied to all actions in this plan to determine their relative priority. The criteria is also to be applied to any unanticipated facility change/opportunity that arises as part of the "initiation phase" of the "investigation and implementation process" set out in the consistent process section (wāhanga 4.2).</p> <p>3. Transport connections is one of the criteria in the fit-for-purpose criteria (outlined above). Sustainable transport is also addressed in the "environmental impact" and "strategic alignment" components of the prioritisation criteria.</p>
<p>Hierarchy</p> <p>Examples: 173, 107, 174, 72, 55, 188</p>	<p>There were a number of submitters recommending a ranking or hierarchy to the criteria:</p> <p><i>"While each statement is important, it's unclear how they can be ranked to make them of equal importance."</i></p> <p><i>"The criteria look comprehensive- it would be good to see any weightings associated with each criteria."</i></p>	<p>Through our public feedback it is very clear that the range of views on preferences and what makes community facilities fit-for-purpose is diverse and varied.</p> <p>The prioritisation criteria aligns directly to the plan's outcomes (noting the outcomes have a high amount of submitter support). Each criterion has equal weighting to account for the wide range of views on what is most important.</p>

<p><i>"It's not clear from the document whether there is any hierarchy between the proposed outcomes. Are they all of equal priority? If not, then anything that addresses climate change mitigation or adaptation should be prioritised."</i></p> <p><i>"Not everyone wants to do what the Maori do and not all Maori want to do what others do. The facilities need to be tailored for a variety of people. The criteria either need to be weighted or based on a selection of criteria rather than needing to meet all."</i></p> <p><i>"There are too many generalised criteria, and they cannot all be priorities. Many are "soft and not measurable, and there is no statement of what functions and services a facility should provide. Requirements for a swimming pool recreational complex differ vastly from a library for example."</i></p> <p><i>"We oppose the prioritisation criteria in section 4.4.2 as there are too many, they omit the community services we require, many are simply unquantified standards that can be achieved in all buildings, and there is too much emphasis on the 'soft' aspects of a facility not the functions it provides."</i></p>	<p>To respond to this feedback suggesting a hierarchy, the following clarifications have been added to the introduction in wāhanga 4.2:</p> <p><i>"Our prioritisation criteria aligns directly back to our outcomes. Each criteria have equal weighting because we know there are a range of views on what is most important. By weighting all criteria equally, we want to focus our investment on those investment opportunities which provide the greatest benefits across all community interests."</i></p>
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Question 5: Overall provision principles

We asked submitters how much they supported or opposed the overall provision principles. The principles are around “ensuring facilities are well-used and maximise community benefit, and that our network of facilities are cohesive, sustainable and well-maintained.”

Short answer question: Do you support the overall provision principles?

We asked submitters how much they supported or opposed the overall provision principles.

	Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose	Don't know
Do you support or oppose the overall provision principles?	68	63	37	9	10	5

Of the 192 submitters who answered this pātai, 131 (68%) either strongly supported or somewhat supported the provision principles. There were 19 submitters (10%) who either strongly opposed or somewhat opposed the principles.

Open question

There were 105 responses to the follow up open question asking why submitters supported or opposed the overall provision principles.

Theme and submission # examples	Summary	Change to plan
General support Examples: 154, 86, 161, 196, 208, 61, 96	There were a range of comments supporting the principles to ensure facilities are well-used, well-maintained and work together cohesively: <i>“Provide the right facilities and they will be well used. Use in itself may not represent community needs if the facility does not provide what is needed. Some overlap eg with libraries may be helpful in creating vibrant communities - by providing more options and flexibility (eg some Ngaio</i>	Noted. As outlined above, the format of the future approach section (wāhanga 4) has been simplified from the four statements to a core statement to “carefully evolve, be smarter and maximise the benefits of community facilities to reach our mission statement

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	<p><i>residents may prefer Khandallah library, tied in with the Khandallah shops)</i>".</p> <p><i>"I think is great - they need to maximize community benefit and be well maintained".</i></p> <p><i>"We would like our own facilities to be used well, both by our members, and other recreation groups, and we are activity exploring this option."</i></p> <p><i>"Obviously we all would like facilities that are well-used and well maintained." [sic.]</i></p> <p><i>"Its important to maximise the use of council provided facilities - this includes council support in removing barriers to access (which may mean maintenance support, or marketing support)".</i></p> <p><i>"In principle, this should identify facilities that are no longer fit for purpose and which are no longer needed, but focus on fostering those which are suitable and developing new facilities where necessary."</i></p> <p><i>"Needing more cohesivness btwn facilities and business units and dont double up on activities but make what we have stronger," [sic.]</i></p>	<p><i>and outcomes."</i> This is supported by five inter-connected components, which outline in more detail how the Council will implement this approach:</p> <ul style="list-style-type: none"> • community partnerships • consistent process • collaboration methods • fit-for-purpose principles • delivery improvements. <p>One of these five components is "delivery improvements" – focused on ways we will improve the delivery of community facilities. This section replaces and combines the previous "overall provision principles" and "innovate our delivery" sections to streamline all measures related to how we deliver facilities in one section of the plan.</p>
<p>Well-used includes quality and depth of use</p>	<p>Similar to the feedback outlined above on the prioritisation criteria, there were a range of comments recognising that well-used facilities includes the quality and depth of use:</p> <p><i>"How does WCC decide whether a facility is well used? ... People use these facilities as a warm place to be, a place for company and support, somewhere they can meet others and do things like read the paper, use a</i></p>	<p>Noted. Wāhanga 4.5 (Delivery improvements) of the plan articulates: <i>"We want well-used facilities that maximise community benefit across Wellington's communities. This is evidenced by the number of people using a facility (quantity), the number of hours it is used (utilisation), the range of activities / groups who use it (breadth) or satisfaction of users (quality)."</i></p>

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<p>Examples: 179, 158, 162, 44, 77, 188, 166</p>	<p><i>computer or have a cup of tea for no cost. These facilities provide a really important social service that is often unseen and is not "measured".</i></p> <p><i>"By definition some community facilities in some smaller suburbs are less well utilised for many valid reasons. These facilities are still of value to each community as the definition of well-used is subjective. A community facility that is used a few times each week or during weekends/ week days still serves a purpose to build and grow our community connections."</i></p> <p><i>"There is a lot of focus on the number of people using a facility, but also want to make sure that we are including quality of engagement and use".</i></p> <p><i>"Measuring the number of people through the door or any other quantitative measure only captures part of the provision and value to a community. Is community connection valued?"</i></p> <p><i>"Community benefit - I don't think there is a clear articulation of what this is. This is very light. Health and wellbeing benefits? There needs to be much more focus on capturing benefits."</i></p> <p><i>"We oppose the overall provision principles in section 5.1 as they set unrealistic goals, are not focussed on the prime need to deliver community amenities, and have focused on buildings divorced from the services they offer. These principles will perpetuate the decay of our current amenities, while very expensive vanity projects in the wrong place are prioritised above the community's needs."</i></p> <p><i>"There is nothing in the plan about maintaining and fostering communities which is crucial for vibrant city."</i></p>	<p>Two measures have been clarified in the prioritisation criteria:</p> <p>"Participation: <i>Grow or sustain the number of people participating by expanding the range of activities (breadth) or increasing the number of participants (quantity).</i></p> <p>Well-used facility: <i>Deliver or sustain a well-used facility now and into the future, evidence by the number of visits (number of people and frequency of visiting) and the hours the facility is used (utilisation)."</i></p> <p>In wāhanga 1.5 of the plan, it is recognised that <i>"community facilities are important places for people to connect, celebrate, revitalise their culture, access resources, learn, develop skills, care for te taiao, and to find advice and support in times of emergencies. We value the role community facilities play in improving the health and wellbeing of people, and providing places to enjoy and have fun."</i></p>
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<p>Used for 40 hours per week</p> <p>Examples: 179, 165, 42, 194, 229, 163, 162, 55, 10</p>	<p>While there was general support for having facilities used for at least 40 hours per week, there were comments related to the barriers that may impact on achieving this aim:</p> <p><i>"Having facilities used to maximum capacity is a great aim, but the reality is that some time slots will be difficult to fill, and cost of using a facility may prevent groups that would otherwise like to use it from doing so."</i></p> <p><i>"More than 40 hours per week - yes!"</i></p> <p><i>"For places to be precious in our communities it doesn't mean they need to be used constantly for 40 hours a week. Quiet, tranquil places such as a less used library bring great relief and importance to places in our busy world."</i></p> <p><i>"the under utilization of many sports/scout halls etc under 'recreation lease' is problematic. Many are used in a very limited way with the lease not encouraging collaboration (this is our space !) Again both the lease agreements & officer support could be enhanced."</i></p> <p><i>"In principle, this makes sense to me. Referring to point 2 Ideally, we would like to see facilities used for more than 40 hours a week – by how many people – does this need to be made more specific? What if the facility is only open to the public fractionally above 40 hours p/w?"</i></p> <p><i>"Where facilities are run by volunteers, it can limit how much it is promoted and utilised. Some help/resourcing from Council would ensure that use is maximised for community benefit, and that the venues are maintained to a good standard."</i></p>	<p>The plan states the 40 hours is a target, and in wāhanga 4.5 states:</p> <p><i>"We recognise these targets will be challenging for some facilities and will take time and resources to support implementation.</i></p> <p><i>Information, promotion and booking systems will be needed to support reaching the target of more than 40 hours per week use."</i></p> <p>The plan also articulates that information, promotion and booking systems will be needed to support implementation. Additionally the actions in wāhanga 7.1 (delivery investigations) will help to achieve this goal, such as:</p> <ul style="list-style-type: none"> • Action D1: Collaboration support • Action D5: Review leases' policies and portfolio • Action D2: Centralised information and booking system
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	<p><i>"Communities would potentially need support from Council to achieve maximum usage of a facility (depending on if the facility is community run or Council run). It would be good to state that Council has a role to play in supporting communities/organisations to maximise the community benefit from our facilities. Many of these groups and organisations are run by volunteers, so they don't necessarily have the capacity or skill sets to know how to achieve this."</i></p> <p><i>"Development of integrated booking functionality so that potential users are aware of all facility options available should be a priority, including links with or incorporation of facilities run by other groups if appropriate."</i></p> <p><i>"My concern is that if we were using our clubrooms for other activities, who will manage this? At the moment the maintenance of our clubrooms is run by volunteers. Whilst hiring out the club may bring monetary gain we as a committee are all in full time employment and would need to hire someone to manage the facility."</i></p>	
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Question 6: Other feedback

Question 6 asked submitters two final questions about the action plan and whether there were any further comments:

- Thinking now specifically about the actions proposed in section 7 of the plan – do you have any feedback regarding any proposed actions or any ideas of actions that we should include/prioritise?
- Please provide any further comments you have on the draft plan, including aspects we haven't specifically asked about. Is anything missing? Any other ideas? If required, please use additional paper for your feedback.

6.1 Feedback on the action plan

There were 118 comments received on the action plan. Many of these were focused on providing the “solution” of the investigation or specific feedback regarding facilities. These have been collated and attributed to each action / facility, and will be considered again when each investigation is undertaken. There were also a number of comments related to areas that are out of scope of this plan, such as cycle ways, open space and play areas – where appropriate, these have been passed on to the relevant teams.

In response to the feedback on the plan and the subsequent changes to the approach section, the action plan has been reworked into the following three sections:

- **Delivery investigation actions** – smarter in our delivery to maximise the benefits
- **Facility investigation actions** – evolve facilities and maximise the benefits
- **Projects underway** – projects that are already underway.

Some actions in the plan have changed to incorporate what we heard, including combining some actions (for example the Newtown actions), splitting some actions (for example splitting Grenada North and Grenada Village), and adding some new actions (for example changing places and hydrotherapy).

Editorial changes have been made to the actions to incorporate the evidence and rationale, but these have been carefully balanced with making the plan easy to read. The timing of actions has been re-prioritised against the updated prioritisation criteria. An achievability lens has also been applied to balance the timing of actions.

Action or theme	Summary of feedback	Officer response
General support Examples: 86, 161, 193, 194, 133, 17, 62	There were a number of supportive comments re the actions: <i>"No. I think the priorities are good and again this has been well thought out. There is a lot of scope around me (Hataitai/Kilbirnie) for consolidation and multi use buildings."</i> <i>"The Plan is well laid out and explained. We support the actions outlined. KCC considers that the actions are helpful – but note they very wide ranging"</i> <i>"Agree with Action Items especially C1 - C5 as critical basis to proceed."</i> <i>"I like the holistic overview and the commonsense approach to spending and maintaining facilities along with access for all and local community strengthening, and catering to specific emerging communities. On the other hand I do think there is a perception that things are taken away from us when we maybe don't want them to be".</i> <i>"I think section 7 is extremely comprehensive and well-thought out. FERNZ won't take a position on what should be prioritised"</i> <i>"It is good to see a comprehensive plan, with time priorities clearly developed"</i>	Noted.
F1 – Central Wellington Swimming pool provision Examples: 55, 173	There were a couple of comments received questioning why Khandallah Pool has been included in Action F1: <i>"why is Khandallah swimming pool considered to be a central Wellington pool? The council has agreed on measures and funding to redevelop this pool anyway in the Annual Plan, so its future has been debated and resolved."</i>	To make it clear why Khandallah Pool is included in the action, the following two considerations have been added to Action F1: <ul style="list-style-type: none"> • The Council is investigating re-development of Khandallah Pool in consultation with the community. The facility has building seismic

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	<p><i>"my understanding is that re- developing Kh pool has already been agreed"</i></p>	<p><i>issues, pool design not functional for range of activities, does not meet water filtration requirements, flooding/discharge issues with neighbouring stream, presence of asbestos and site limitations.</i></p> <ul style="list-style-type: none"> <i>Opportunities for holistic facility provision across pool, recreation and community space.</i>
<p>F6 – Tawa Community facility provision Examples: 162</p>	<p>There were a couple of comments regarding the Tawa community facility action. Most were focused on potential solutions:</p> <p><i>"We can see a very real opportunity to co-locate the library and Community centre onto one site. As stated in the report, currently both buildings are very tired and are not fit for purpose. This would open up the opportunity to potentially look at building housing on the site where the Community centre is currently located. We are supportive of what is included in the plan in F6 on page 93. However, the timeframe is concerning given the work that has already happened to date. It feels like we could end up replicating what has already been done, with not progressing this now. We know how long it can take to plan and build new facilities. For this reason we request that the Council changes the timeframe from "short" to "very short".</i></p>	<p>While the work that has been done to date by the Tawa Residents Association, the Business Group and the Community Board is acknowledged, the action will remain as a short-term time frame (4-6 years), and it has changed to action F7.</p> <p>This is because of the Inter-relationship between Western Cluster to what happens in Johnsonville and between Johnsonville to Tawa. We want to make sure we consider these inter-relationships as part of the investigations.</p> <p>This plan requires us to do things differently, be smarter, and maximise the benefits of our facilities. This means that we take a holistic lens across the city and the facilities (including non-Council ones) to really understand how people use and access them, and what is needed for the future. This is important to avoid duplication, coordinate provision and support collaboration.</p> <p>Additionally, while it is difficult as sometimes we think we know what the answer might be, we need</p>

		to follow due process to ensure we get the right solution for each action, for communities and for the future. The plan provides a robust process to follow so we can understand community needs and aspirations, and make evidence-based decisions based on an understanding of needs, testing of all options, and robust justification for any facility change or investment.
<p>F7 - Grenada Village and Grenada North facility provision</p> <p>Examples: 214, 227</p>	<p>There were two comments regarding this action, one submission was from the Grenada Village Community Assn Chair:</p> <p><i>"This is another facility development that has been talked about for a number of years and now included in 10-year plan, but I submit that there is a need for a higher priority to be given to commence this project."</i></p> <p><i>"The assumption that a road connection will be constructed between Grenada Village and Grenada North is actually a little presumptuous. In the past, the landowner/developer has clearly stated that they would not be supporting or contributing to such a road linkage, and the residents of Grenada Village have indicated their strong opposition against it... provide the social infrastructure to accompany the development for the welfare and well-being of its residents. It is imperative therefore, that at least a children's play area is provided..."</i></p> <p><i>Grenada Village has been put 'on hold' by the Wellington City Council pending the findings and release of the Draft Community Facilities Plan 2023 document. Now that this study has been completed to the point that it has been publicly promulgated, it still does not provide us with any satisfaction that the necessary redevelopment of the hall will take place in an acceptable timeframe."</i></p>	<p>To respond to the comments re the road connection, and the need to provide direction for Grenada Village Hall this action has been separated into two, but linked.</p> <p>F17 Grenada North facility provision (medium) Following completion of the Grenada North Park sports field upgrades, undertake a needs assessment and feasibility study to consider the scope of community facilities required to serve the park and wider community. Considerations include:</p> <ul style="list-style-type: none"> • Grenada North currently has a very small resident population. • Potential development of a link road to Grenada Village and urban development in Lincolnshire Farm could increase population. <p>Link to Action F28 at Grenada Village.</p> <p>F28 Grenada Village Community Centre (long) Grenada Village Community Centre serves a small suburb population but distance from closest</p>

		community centres confirms the geographic need. In the short-term address immediate building issues. In the long-term, undertake a suburb-wide needs assessment and feasibility study to determine the appropriate community facilities to serve the growing population associated with planned urban development around Lincolnshire Farms. Link to Action F17 at Grenada North.
<p>F8 – Johnsonville facility provision and recreation centre gap</p> <p>Examples: 61, 195</p>	<p>There was some feedback regarding the Johnsonville community facility action. Most were focused on potential solutions:</p> <p>While WCC may have concerns about building deficiencies and also has raised issues about the lack of a recreation facility in the Northern Suburbs, I would not like to see the community centre relocated in conjunction with a new recreation facility as this would probably take the community centre away from its current location” [sic.]</p> <p>“The current provisioning of public toilets in central Johnsonville does not meet the needs of the residents and business communities. It is important to our visitors that there are a fair number of and a sufficient quality of public toilets available for use ...</p> <p>Feedback from the Johnsonville Business Group, our customers, and our members, provides firm support for an indoor recreation centre... Johnsonville Business Group are concerned that our community centre is in poor shape, is not providing the type of facility that we require as a major Metropolitan Centre and would benefit from a re-think and a re-build...”</p>	<p>The action has been moved to very short-term timeframe (and changed to F5) because there is a potential partnership with Onslow School for indoor recreation space which is significantly time dependent.</p> <p>The location of the community centre is now noted as a consideration: <i>“Johnsonville Community Centre is well-located”</i></p> <p>Re the public toilet provisioning, there is a toilet opening soon by the community centre to replace the toilet in Broderick Road.</p> <p>The suggestions and support for this action have been noted, but as above it is not appropriate to explore options until after a robust needs analysis has been undertaken.</p>
<p>F9 - Western/Onslow cluster of</p>	<p>There were a small number of submitters questioning the inclusion of Wadestown in the Western/Onslow cluster:</p>	<p>The reason that Wadestown was included in this cluster is because catchment analysis shows there is</p>

<p>community facility provision</p> <p>Examples: 151, 188, 102, 154</p>	<p><i>"F9- why do you have a cluster called Western/Onslow cluster when you have seperate sections for suburbs such as Tawa, Grenada , Newlands , Johnsonville etc. Khandallah should not be included in a cluster with Wadestown, Wilton, Northland. These suburbs are connected by different transport routes and are not easily accessible unless you drive a vehicle. Applying this cluster approach would disadvantage communities if there is a view that there is an overlap of facilities in the cluster." [sic.]</i></p> <p><i>"The plan has incorrectly included Wadestown in the Onslow catchment, when there are no direct transport links between Wadestown and Onslow, nor any natural relationship between the suburbs. Wadestown is integrated with Thorndon, Wilton and Northland. The Plan incorrectly determines that the Onslow cluster is over provided for when it is not."</i></p> <p><i>"You incorrectly state that Wadestown, Ngaio and Khandallah communities interchangeably use each other's facilities. I've lived in this area 30 years. They don't, this is completely incorrect. Please present your data confirming this."</i></p> <p><i>"Ngaio and Crofton Downs (and surrounds - Wilton, Wadestown, Kaiwharawhara) are not well served with community or rec centers. We believe a survey of residents needs and wants is warranted."</i></p>	<p>a geographic relationship between Wadestown to Ngaio and Ngaio to Khandallah (please refer to catchment maps in appendix one).</p> <p>This action has been brought forward to very-short time frame and re-numbered as F4 as the Council needs consider the response to closing the Wadestown Community Centre (following the Council's 2021 Long-term Plan decision to divest). it is important to consider to consider optimal provision and maximise the benefits of facilities in the area as a result.</p> <p>Northland has been removed from the Western/Onslow action and is now a standalone long-term action: F29 Northland Community Centre Undertake a suburb-wide needs assessment and feasibility study across Northland to consider optimal provision and maximise the benefits of facilities. Key issues include:</p> <ul style="list-style-type: none"> • Northland Community Centre is large and has multiple spaces. The layout, accessibility and inclusivity of the building could be improved. • Opportunities for collaboration with other facilities.
<p>F17 – Newtown facility provision</p>	<p>As well as the petition for public toilets at Carrara Park in Newtown presented to the SCE Committee on 12 October instigated by the Newtown</p>	<p>This action has been re-numbered to F6 and brought forward from medium-term to very short-term.</p>

Examples: 181	Residents' Association, there were submitters calling for a public toilet at the Park: <i>"I strongly support the provision of a public toilet in Carrara Park. I believe this is an example of a need led by tamariki or whānau with younger pepe."</i>	It has been combined with the Owen Street Bowling Club action (previously underway) and the Carrara Park public toilet petition has been added as a consideration.
F14 – Victoria Bowling Club Examples: 174, 230	There were a small number of submitters calling for a public toilet at Pirie Street playground, one of which was the Mt Victoria Residents Association: <i>"Pirie St play area requires a public toilet, street lighting, water fountain"</i> <i>"Mt Victoria Residents Association would like to see a public toilet reinstated at the Pirie Street playground. Toilets are essential facilities for small children and their caregivers to be able to enjoy parks... We support the Victoria Bowling Club plan and this should include the community and innermost gardens right next door."</i>	This action has been combined with the previous C7 (city centre community facility collaboration) to make a new action looking at the whole city centre following completion of Te Matapihi. The new action F18: City Centre community facility provision (medium) includes the consideration of: <i>"Victoria Bowling Club has building structural issues."</i> and the <i>"requests for public toilet provision at Pirie Street play area."</i>
F21 - Kelburn Park facilities Examples: 221	The Victoria University submission was largely based on ensuring the Council considers their facilities and students when undertaking any investigations: <i>"There are multiple spaces in the University Recreation portfolio that should be considered as part of the plan thinking. They either offer extensive existing community services and/or access, or they have the ability to contribute in the future"</i> <ul style="list-style-type: none"> · Kelburn Recreation Centre · Boyd-Wilson Clubrooms and Arena · Salamanca courts/Kelburn park precinct <i>Does this require a new action that could pull VUW into the strategy and future discussions, or is F21 enough?"</i>	In response, <i>"Potential to partner with Victoria University, which has facilities and student accommodation in the immediate area"</i> has been added to the Kelburn Park action (now F24). Additionally, "Victoria University" has been added to the D3 "Facility partnerships" action Note that all non-Council facilities located in the area are considered when we carry out each investigation action.
F25 Karori Swimming Pool	One comment re the Karori Swimming Pool action:	The very long-term action reads: "investigate if there are feasible and viable options to relocate

<p>Examples: 170</p>	<p><i>"It is laughable that the council is considering spending money on buying land to relocate the Karori swimming pool so it is more 'visible'."</i></p>	<p>Karori Pool to a more visible and accessible site in Karori."</p> <p>To add more context about the evidence and accessibility issues that support this action (now F30), it has been changed to:</p> <p><i>"Long-term, investigate if there is a feasible option to locate Karori Swimming Pool on an accessible and visible site that allows for increased provision of structured, learning, play and therapy water. The current site has significant accessibility issues and the site does not allow for expansion to meet demand arising from population growth."</i></p>
<p>C3 – Review leases’ policies and portfolio</p> <p>Examples: 211, 183, 147, 221, 104, 126</p>	<p>There were a number of responses from leaseholders supporting the review of the policies and providing additional considerations for this action:</p> <p><i>"It will be necessary to undertake reviews of the Town Belt, Leases, and ECE policies. This should include:</i></p> <ol style="list-style-type: none"> <i>1. Provision, management and/or security for longterm occupancies that become 'orphaned' or excluded as the result of council planning or policy revisions. (e.g., Hataitai Kindergarten on Town Belt)</i> <i>2. Clearly articulating the nature of the relationship and role of council where ECE is a consideration. This may include the need to more detailed MoU in addition to the lease agreement regarding facilities maintenance, access and renovation/building and environment planning and any associated cost or resource requirement.</i> <i>3. Prioritisation criteria and intent is uniform in policy and planning, aligned to the council wāhanga and also includes community-based, not-forprofit and quality provision service(s) as additional priorities for consideration.</i> <i>4. Operational Autonomy" [sic.]</i> 	<p>These submissions have been noted and will help to inform the review. The action remains very short-term and is now D5. The wording has been amended slightly to ensure clarity and that these points are considered:</p> <p>Review leases’ policies and portfolio</p> <p>Review the “Early Childhood Centres Policy” and “Leases Policy for Community and Recreation Groups” and the lease facility portfolio to align with the strategic outcomes of this plan and support thriving and accessible facilities. Key considerations are:</p> <ul style="list-style-type: none"> • Increasing use of lease facilities and addressing associated constraints including limited capacity of volunteers.

<p><i>"we support the review of leases' policies and portfolio. Our reasoning:</i></p> <ul style="list-style-type: none"> • <i>This action supports the City Council findings that there are issues that need resolving such as inequities in lease fees and charges.</i> • <i>Some leases are very low (e.g. lease of four bedroom historic Halfway House and grazing lease of Glenside Reserve) and others are very high (lease for Churton Park Community Centre).</i> • <i>We support any enhanced WCC governance role of leases as in our experience there appears to be a lack monitoring and compliance of lease conditions."</i> <p><i>"C3 Well a review certainly wouldn't go amiss. I've thought for a long time that the lease periods are too short. Community groups who want it need security of tenure and 5-10 year increments doesn't cut it"</i></p> <p><i>"We agree with the summary and recommendations around lease facilities. Further review and discussion is required to maximise the development and use of assets, collaboration certainly required here"</i></p> <p><i>"the review of the lease policy and agreement will be crucial and needs to be focussed more on the building owner and less on the ground owner. It is very one-sided currently. This issue affects many clubs/organisations as we have huge investments in our buildings and WCC should/could consider the asset owner."</i></p> <p><i>"If WCC wants to back up its intention of clubs sharing resources, we submit that the leasing team must change its policy by giving sporting clubs longer lease tenure options (at a minimum a 10yr term with at least one right of renewal of a similar term). We understand this has risks to WCC but realistically if this does not occur, the cost of running single use clubrooms</i></p>	<ul style="list-style-type: none"> • Maintenance and fit-for-purpose issues of ageing buildings. • Inequities in access to facilities/spaces across activities. • Inequities in fees and charges between facility types such as between community centres and premises leases. • Council's role in early childcare facilities, given the central government and commercial involvement in these activities. • Resources required to manage the portfolio. • Work with organisations with multiple leases across one activity type (such as tennis, bowls, Plunket).
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	<i>will become prohibitive and clubs will simply close down and WCC will be left in a much worse position"</i>	
C5 – Centralised information and booking system Examples: 147, 213	<p>There were a number of submitters expressing support for this action as well as a recommendation to ensure in-person was still possible.</p> <p><i>"C5 A city wide booking system is long overdue."</i></p> <p><i>"I have reservations about how a centralised booking system would work if it was an 'online only' booking system. To ensure inclusivity here would need to be an 'in-person' option for people with disabilities who cannot use the internet (e.g. poor eyesight), disadvantaged residents or senior citizens that may not have access to internet, or those who are culturally more happy to make a booking face-to-face."</i></p>	<p>Noted. The action remains very short-term and is re-numbered as D2.</p> <p>The investigation into the booking system will follow the process set out in the plan and involve consultation with facilities and users to ensure the system works for wide range of facilities and users.</p>
C6 – Learn to swim pool partnerships Example: 214	<p>A submitter requested that private learn to swim operators were included in this action:</p> <p><i>"Elsewhere this Action is referred to "Non-Council provision in private and school facilities" so perhaps this should be incorporated in the title or description. Where is support included for partnerships with private learn to swim groups that use WCC facilities; e.g. the Tawa Swim Club, which does a superb job in developing swimming skills and attracting people to use the Tawa Swimming Pool."</i></p>	<p>To respond to this feedback and include other private learn to swim operators, we have changed this action to:</p> <p>F19 Learn to swim provision and partnerships</p> <p>Review the school pool partnerships to understand the impact of Council's investment and the role these facilities play in meeting learn to swim needs across the city.</p> <p>Linked to Action F1, work with learn to swim providers to assess potential gaps in the provision of learn to swim (either geographic or capacity) and investigate the feasibility of potential options if gaps are confirmed.</p>
C11 – Linden community	<p>We received one submission from the Tawa Community Board asking for clarification of the Linden public toilet:</p>	<p>In response the following has been added to the action (now D10), and a new separate action has been developed.</p>

<p>facility collaboration Example: 162</p>	<p>"Linden Community facility collaboration (page 89, C11) - we are supportive of this approach, with one concern about the wording for the Linden public toilet provision. Currently the document states that funding has been allocated for public toilet provision as part of the exploration. We ask that the document reflects the fact that the planning for these public toilets is due to be underway soon, as it is included in the LTP for delivery in 2024. The wording in the document makes it seem like there is no set time frame for these toilets and that they are part of a wider exploration. We request that the document reflects what has been previously agreed by resolution in the Long Term Plan."</p>	<p>"Note funding was allocated for public toilet provision in the Linden area (see Action U13)."</p> <p>"Action U13: Linden public toilet Funding has been allocated and work is underway on the development of public toilet provision in Linden. Link to Action D10."</p>
<p>U8 - Ian Galloway Park Example: 208</p>	<p>The following feedback was received about this action: "U8 Ian Galloway Park is missing the regional destination scale pump track next to the BMX track which is a key element as park of the 'wheels hub' concept.... the timing has gone back another year from previous discussions, please prioritise and accelerate this action."</p>	<p>This action was in underway, so no timing was attached to it. However, the planning work underway is focused on open space and the play area and, therefore, these are outside the scope of the plan. Accordingly, this action has changed to focus on the public toilet – which is in scope of the plan: "Action U9: Ian Galloway Park public toilet Develop a public toilet near the BMX Park with the funding allocated in the 2023/24 Annual Plan."</p>
<p>Accessibility Example: 144</p>	<p>There was a comment from DPA suggesting more actions re accessibility are added to the plan: "While we have emphasised how pleased we are with the general direction and tenor of the draft plan, there are several areas which need to be significantly addressed to make the plan an even better one not only for disabled people but for all Wellingtonians...The first centres on the lack of accessibility actions ... We would also recommend the addition of more accessibility actions after dialogue with disabled people and disability organisations ... a key area which needs to be addressed is the number of</p>	<p>Accessibility is part of the mission statement of the plan: "Thriving and accessible community facilities – where people connect, have fun and belong."</p> <p>Accessibility is also part of Manaakitanga (one of the plan outcomes) that facilities are "accessible, equitable and inclusive for all". Accordingly the future approach outlines the ways we will work to ensure we reach these outcomes.</p>

	<p><i>Changing Places facilities in the Wellington City area... DPA also recommends that an action be added for the WCC to consider selling buildings ... which are inaccessible to disabled people or are unable to modified to make them compliant."</i></p>	<p>One of these is applying the fit-for-purpose principles to evolve, over time, the suitability of facilities for the intended activities. One of the factors of the fit-for-purpose principles is "universal design".</p> <p>These fit-for-purpose principles will guide our decisions about the location, design, usability and operational efficiency of community facilities and applies to:</p> <ul style="list-style-type: none"> • significant renewal of existing facilities • redeveloping an existing facility • constructing a new community facility • forming a facility partnership with another organisation. <p>Additionally, as accessibility is part of the Manaakitanga outcome, it will also guide our prioritisation of facility developments (through the prioritisation criteria) and accessibility is included in the KPIs of the plan.</p> <p>As a result of the feedback to the plan we have moved the timing of the improve accessibility action to very short-term timeframe:</p> <p><i>D8 Improve accessibility of community facilities</i> <i>Work with disabled people to improve the accessibility of community facilities. This requires a proactive approach to maintenance, renewals and delivery of community facilities and in some cases may lead to redevelopment of facilities.</i></p>
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<p>Hydrotherapy requests</p> <p>Examples: 94, 87, 229</p>	<p>There were calls for more therapy water:</p> <p><i>"Tawa Swimming Pool - WE DESPRITLY need Hydrotherapy's pool. Kilbirnie, is the only pool for the CCDHB. it makes sense that the tawa pool have one as it would be the perfect middle ground for Johnsonville northen suburbs and Poriura and kapiti . with easy access for Physio's and medical staff from Kenepuru hospital." [sic.]</i></p> <p><i>"The access to pools for therapy often means extensive and expensive public transport that is often inaccessible for those with mobility problems, the key people who want to use them"</i></p> <p><i>"I try to go to the WRAC hydrotherapy pool as often as I can, however access is heavily curtailed by significantly reduced access hours (exclusive booking by specific user groups such as the CCDHB, Swimwell, Kimi Ora etc) – these bookings are often during the most user-friendly peak times when it would be most likely to be used by the general public. When the pool is available, it is often very busy with 20+ users – this overcrowding impacts the therapeutic</i></p>	<p>As noted in the plan, there is an under supply of hydrotherapy water and this was noted in the F1 Action Central Wellington swimming pool provision.</p> <p>In response to this feedback a new separate long-term action has been added:</p> <p>F26 Hydrotherapy water provision Undertake a needs assessment and feasibility study to investigate increased provision of hydrotherapy water to address under-supply in Wellington's aquatic network and likely increased demand from growing older population and disabled people. Consider the potential for partnerships with Ministry of Health and other providers such as retirement villages.</p>

	<i>value and limits free movement in/around the pool, as well as creating a cue for accessible bathrooms."</i>	
<p>Just needs assessments – no action</p> <p>Examples: 140, 63</p>	<p>There were a couple of submitters who questioned the approach to conducting needs assessments:</p> <p><i>"I oppose the plan actions to merely review our facilities because I would like to see them enhanced for future use."</i></p> <p><i>"You don't have any actions, just undertakings to perform needs assessments. What feedback do you possibly think anyone could give? This is a plan to plan a review to decide a plan to undertake an assessment. The only concrete actions listed are the ones already underway. I had hoped to be commenting on a plan of action, not a to-do list that starts with "write a to-do list"."</i></p>	<p>The purpose of the plan is not to provide all the answers, but rather but identify where we need to focus our energies to achieve our goals. The city-wide and facility-wide needs analysis helped inform the actions and what the evidence/considerations for them were.</p> <p>Each of the actions is investigative and will follow the process set out in the plan. The most important part of this will involve working with our communities – because we cannot make any changes to our network without taking the community with us.</p>

6.2 General feedback

There were 130 comments to this question asking for additional feedback and comments on the plan generally. For 33 submitters, this questions formed their entire submission.

Theme	Summary of feedback	Officer response
<p>General support</p> <p>Examples: 156, 221, 217, 123, 216, 183</p>	<p>There were a number of comments supporting the direction of the plan:</p> <p><i>"looking ahead 30 years is challenging and it is a relief to find this aspect valued throughout Te Awe Māpara"</i></p> <p><i>"The process to date, needs analysis and draft plan look comprehensive and generally reflect what we think around how the city is currently placed, and what is needed moving forward."</i></p> <p><i>"The Vogelmorn Community Group Charitable Trust acknowledges the effort that has gone into engaging with the community and developing this plan"</i></p> <p><i>"Amazing document, and great to see the work the Council is doing"</i></p> <p><i>"Overall, Nuku Ora Is supportive of the plan and the framework that has been developed. There is strong alignment to the Regional Spaces and Places Plan intent and subsequent reports specific to sports fields and indoor court venues."</i></p> <p><i>"The Community Facilities Plan 2023 is well researched and considerable effort has been made to set priorities for direction and we thank Council for their detailed reports and consultation."</i></p>	<p>Noted.</p>

<p>Community engagement</p> <p>Examples: 132, 158, 115, 6</p>	<p>There were a number of comments highlighting the importance of ensuring there is good community engagement when making any facility changes:</p> <p><i>"Great as long as you actually do what you say you will do. Community feedback essential each step of the way." [sic.]</i></p> <p><i>"WCC needs to listen and act on Community input. We want WCC to work with us rather than doing things to us."</i></p> <p><i>"I don't trust your community engagement process."</i></p> <p><i>"Talk to us about our needs rather than your ambitions."</i></p>	<p>As noted above in the summary of responses under question 2, to demonstrate how critical it is to work meaningfully with communities to understand their needs and aspirations when considering any significant change to community facilities, we have changed the title of the "community engagement" component of our future approach to "community partnerships".</p>
<p>Accessibility</p> <p>Examples: 1, 236, 144, 216, 192, 190</p>	<p>There were a number of comments related to the accessibility of the plan and the consultation process:</p> <p><i>"This is a very ableist looking plan. Where are the photos of disabled people actively using WCC facilities?"</i></p> <p><i>"There is next to no visibility of people with disabilities in the draft plan. There are no pictures of people with mobility aides, prams, walkers (eg: wheelchairs, facilities with ramps, hoists, low vision aids, sensory needs etc)."</i></p> <p><i>"Recommendation 1: that DPA supports the WCC's plan to make all community facilities fully accessible using Universal Design (UD) principles... We are also pleased to see that disabled people will be involved in all decisions pertaining to the accessibility of community facilities. This accords with the UNCRPD's general principles around the need to involve disabled people and our organisations in all decisions relating to us."</i></p>	<p>With regards to the images used, it is important people see themselves in the document. Disabilities can present in many forms and we would not want to presume we can derive a person's disability status from a photo. However, when the final version is being designed this feedback will be passed on.</p> <p>To respond to the feedback regarding the online surveys, there were:</p> <ul style="list-style-type: none"> • paper copies available at community centres and libraries • ability to email in their thoughts • drop off their completed forms to Arapaki Service Centre.

	<p><i>"We would advocate for consideration of active design and universal design principles when developing facilities."</i></p> <p><i>"Community needs and views need to be taken into account not just through online surveys. Feet on the ground enquiring after the needs and wants of the public will get a wider swathe of public opinion and need."</i></p> <p><i>"The consultation process is not accessible - it's a long and wordy document that takes time and effort to read and the reality is that most of our customers wouldn't engage with it. Needing to create an account to submit a response is also a barrier for people."</i></p>	<p>These methods are articulated on the form and the Let's Talk page.</p> <p>Given the importance of community facilities to communities, the needs and aspirations of communities will be at the heart of our decisions. Wāhanga 4.1 sets out the future approach to partner with the community. Point F states: <i>"We will work with disabled people to help improve the accessibility of community facilities."</i></p> <p>Additionally the introduction to this section notes: <i>"We know from past experience it can be difficult to reach some groups in our community, which means their needs can be overlooked. Using a range of techniques to reach and hear all needs and aspirations will help maximise the benefit of facilities across the whole community."</i></p>
<p>Capacity and resourcing for communities</p> <p>Examples: 194, 211</p>	<p>As seen in the feedback on the overall provision principles (outlined in the used for 40 hours per week section) there was some concern about the capacity of community and volunteer-based organisations:</p> <p><i>"the 'missing piece' is building community capability & capacity to truly partner with WCC where appropriate. In my experience especially in area of Community Centres whilst keen community people are often overwhelmed by the requirements to partner & receive little or no help to achieve this."</i></p> <p><i>"While all are necessary to some degree, council should consider the disproportionate impact this has on volunteer-based organisations, stand</i></p>	<p>As noted throughout the plan, the capacity of volunteers and staff is a key constraint and that support and resources are required to help build capability and capacity of community groups.</p> <p>Many of the actions in the "delivery investigation actions" section are focused on supporting community organisations with resourcing and advice, such as:</p> <ul style="list-style-type: none"> • Action D1: Collaboration support

	<i>alone not-for-profits and other small providers. Specifically, exploring more culturally responsive or diverse ways to collect information, broader range of mechanisms for engagement, and establishing clear and consistent assurance thresholds that are shared across Council work groups."</i>	<ul style="list-style-type: none"> Action D2: Centralised information and booking system
Local provision, transport goals and maximising facility use Examples: 157, 108, 100, 119	<p>Some submitters acknowledged the tension between local provision of facilities, transport goals and maximising facility use:</p> <p><i>"At a time when we see population growth and a greater emphasis on walking, cycling and reducing carbon emission, I would expect more investment in local amenities rather than less."</i></p> <p><i>"it needs to be borne in mind that not everyone can travel around easily, so each community at least needs to have the basics - and in that, I would include somewhere to meet, somewhere to exercise, and a library (even if small)."</i></p> <p><i>"The infrastructure needs to be included in how people access the facilities. If people can't get there or it's too difficult to get there in a sustainable, eco-friendly way, there's no point in putting so much effort into the facilities."</i></p> <p><i>"The key is that facilities meet local community needs and are easily accessible for all and require a minimum of travel to get to them".</i></p> <p><i>"I regularly walk past the Newtown and Ruth Gottlieb libraries and am confused that I can walk between both in fifteen minutes and how this works practically for the council. I am torn between wanting the service and convenience and the idea of a better model."</i></p>	<p>To address this feedback the plan makes it clear that there is not one single or ideal approach as communities and needs vary. The key for the future is robust investigation exploring different approaches to determine the best solution.</p> <p>The plan also acknowledges the tension that while having facilities close is convenient and can mean fewer people travel by car, small facilities can lack the space to provide a range of activities. Leading to more people travelling further or to multiple facilities to access what they desire. Conversely, a large facility can attract people from a wide area due to the greater range of activities on offer. This can result in more car travel, but higher facility use.</p>
Provide more evidence	There were some comments asking for more evidence in the plan:	

<p>Examples: 172, 177, 188</p>	<p><i>"please don't make sweeping unsubstantiated statements eg The community is calling for better quality facilities with a greater range of offerings. Only some of the community want this."</i></p> <p><i>"I am extremely concerned to observe in the plan itself that Council is woefully off track with its proposed prioritisation criteria. I would like to make an oral submission on this point. The plan is said to be informed by a Survey of Use, but this was very poorly notified. A response by 3000 people from a population of 422,000 (0.71%) cannot be considered a mandate for anything other than a review of consultation procedures used to date which clearly have been an abject failure."</i></p> <p><i>"The plan contains inaccurate generalisations about existing facilities, and provides no information on the utilisation of the buildings, so it contains little indication of the function and use of current facilities, and its gap analysis is flawed... The population and growth data used in the plan is out of date. In June 2023, Statistics New Zealand revised its 30-year growth projection for Wellington City to 26,100 - well below the 50-80,000 used in this report."</i></p>	<p>The plan is based on a significant amount of analysis. However for readability we did not include all the details of the analysis. Noting the full needs analysis reports will be made available on the Council website when the plan is adopted.</p> <p>There is a balance to providing a document that is readable, not too long and providing all the evidence behind the recommendations. Due to this feedback however we have added more detail of the analysis into sections 3 and 5 of the plan.</p> <p>With regards to the population growth projection data, since 2020 the Council uses Sense Partners data over Stats NZ data for several reasons. There were consistently large differences between actuals and Stats NZ's 2017 and 2019 population projections (which were significantly low) and this undue conservatism in projections has contributed to infrastructure deficits in NZ.</p>
<p>Te reo and te ao Māori</p> <p>Examples: 183, 17, 210, 222, 147, 88, 172</p>	<p>There was a mixed response to how responsive the plan was to Māori and the use of te reo:</p> <p><i>"We acknowledge Ngāti Toa as mana whenua and would like WCC to enable opportunities to have shared and collaborative learning and understanding about our histories and cultural narratives between Māori and non-Māori."</i></p>	<p>The Council is committed to upholding the principles of Te Tiriti o Waitangi and our partnership agreement with mana whenua: Tākaī Here.</p> <p>The use of reo Māori is supported by the Council's Te Tauihu o Te Reo Māori (the Māori</p>

	<p><i>"We like the embeddedness of Te Ao Māori within the overall mission and outcomes."</i></p> <p><i>"We generally support the approach taken in the draft. However, we are unclear about how inclusive or responsive to Māori the draft plan is. There is a lot of kupu Māori, but there is little evidence of it being a true partnership document. We submit that there should be reference to it being a Māori-Crown partnership, with this setting a path for consultation".</i></p> <p><i>"If we are to fully subscribe to manaakitanga then we have to take account that most kiwis and probably all visitors to NZ understand English not Te Reo. So example, a sign at the hospital "mapu" is not helpful (even when google translated - "spray"). Our signage needs to be of best sensible practice."</i></p> <p><i>"A blithe agreement to enhance te ao Māori has become a weaponised shackle. My gender has taken 200 years to unbind from Church and patriarchy and now we seem hellbent on aligning to Māori spiritualism and hierarchy where bloodlines take precedence! It seems to me that enshrining these things in policy will invoke the law of unintended consequences eg the idea that only Māori art can enhance public buildings is at best benevolent and at worst more of the patronising colonialism that we are trying to escape."</i></p> <p><i>"They're all fine in principle but please stop using Maori words as headings. Only 4% of NZers speak te reo and that is a second language. It adds nothing."</i></p> <p><i>"Please always put in the English version of any names. Māori names are not always easy to translate"</i></p>	<p>language policy), which has a vision of a te reo Māori City by 2040. The policy states we will role model te reo use in our publications and resources.</p> <p>One of the four outcomes of the Council's Tūpiki Ora Māori Strategy also supports use of te reo: <i>"Te reo Māori and te ao Māori are normalised in our city through greater access, increased resources and more opportunities to celebrate our language and culture."</i></p> <p>The focus on ensuring te ao Māori cultural narratives, design, identities, histories and landmarks are elevated and increasingly visible at our facilities and having more te reo facility names and signage, and more staff speaking te reo is about recognising that there is a historical lack of balance that should be addressed. The intention is not about removing English signage or making it difficult for non-Māori speakers to get around, but about ensuring te reo Māori and indigenous histories will also be present.</p> <p>The plan now includes a te reo Māori glossary to support understanding.</p>
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		<p>The plan also more clearly shows the alignment of the outcomes to Tūpiki Ora ngā pae hekenga (priority waypoints). In the introduction section the plan sets out how it aligns to the Council’s five strategic approaches:</p> <p>“Integrating te ao Māori – We honour Te Tiriti through strong relationships with mana whenua and Māori. We weave Māori perspectives and thinking in the decision-making, management, activities, and the visual presence of our community facilities to maximise positive impact for Māori.”</p>
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<p>Direction for facility types section</p> <p>Examples: 172, 24, 162</p>	<p>There were a couple of specific comments about some of the statements in the sections setting out the future direction for libraries and recreation centres:</p> <p><i>“Page 57 I disagree with “Based on a hierarchy of one central library which serves a city-wide catchment (and beyond) and no more than 10 community libraries for local catchments.” I could see no justification for this in any of the provided documents....Page 57, I strongly disagree with; Size of libraries should be determined by facility investigation but need a minimum size of 700sqm” and see no evidence to support this statement. Not all library’s need to provide the same services and services such as events can be provided in other physically close buildings.”</i></p> <p><i>“If this is the section with one main library and only 10 sub libraries then I disagree with that and consider all existing libraries should be kept.”</i></p>	<p>In response, the needs analysis found that Pōneke has a lot of library sites but insufficient capacity. In response to this feedback the plan has removed the reference to ten libraries and provided more detail regarding the future direction:</p> <p><i>“There is no need for any additional library sites, unless through the optimisation of existing sites.”</i></p> <p><i>“There is a need for more space in community libraries to support provision of a wider range of activities. Library sizes should be determined in relation to the size of the population being served and the role of the library, but ideal size ranges from 600sqm to 900sqm.”</i></p>
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	<p><i>"We are concerned with the approach to Tawa Recreation Centre (on page 63) in the plan and feel that this is a reduction in service, which is not justified given the projected population growth. We do not see that reducing the provision of this indoor sports space to a bookable space meets the outcomes of having an active community across generations as there is no other provision locally or within surrounding suburbs."</i></p>	<p>Tawa Recreation Centre – the reference to a "bookable sport centre" has been removed, as it is acknowledged the needs assessment and feasibility study might present other options. The new bullet point under the future approach for recreation centres is:</p> <p><i>"Tawa – investigate options to provide fit-for-purpose recreation space in collaboration with other facility types, alongside maximising the use of current indoor courts."</i></p>
<p>Requests for new public toilets</p> <p>Examples: 20, 203, 235, 37, 229</p>	<p>As well as the calls for new toilets at the Pirie Street playground, Johnsonville town centre and Carrara Park outlined above, the following calls were made re public toilets:</p> <p><i>"I would encourage the council to prioritise the provision of public toilets and baby change facilities in the southern part of the CBD (bordered by Manners St/Courtney Place, Karo Drive/SH1, Mt Vic, and Kelburn/Te Aro), the northern end of Lambton Quay and Thorndon, along the northern end of Adelaide Rd, and in Shelly Bay... Along with providing additional public toilets and baby change facilities as per the above, expanding the opening hours to have more 24 hour facilities would also be good."</i></p> <p><i>"Greypower is the representative body for senior citizens and as the local branch for the CBD we are keen to encourage a focus on ensuring there is access to quality public toilets in the city. Noting the recent closure of the Courtney place - Pigeon Park facilities was undertaken before the replacement facilities were opened we would have expected the new facilities to have been built and opened first. At the same time we encourage more signage so that locals and the public can find toilets."</i></p>	<p>In response, the plan includes the following actions specifically related to public toilet and amenity provision:</p> <p>F8 City Centre public toilet provision (short) Investigate the demand and feasibility for public toilet provision along key pedestrian routes in the City Centre, with a particular emphasis on Lambton Quay.</p> <p>F20 South-Eastern public toilet provision Aligned to the direction from the Coastal Reserve Management Plan Review, complete a feasibility study for public toilet provision along the South-Eastern coastline in response to the 2020 needs assessment. Important to consider future resilience in light of potential sea-level rise.</p>

	<p><i>"I have been taking my three boys, who are now 8, 10 & 12 to the Miramar Library all their lives...I have found the lack of public toilet facilities in the library itself a real safety concern. The only accessible public toilet is by the Pet shop. When my children "needed to go" – as you can imagine, it was always pretty urgent. So I would have gather up three kids, and cross two busy roads, in order to get there. Sometimes, we wouldn't make it, and we'd go home with a child who is wet."</i></p> <p><i>"I would like to see an increase in not only the number of changing tables for children in public toilets, but also mapping of these facilities. the Council's website provides excellent information about the location of public toilets. I would like to see this extended to identify public toilets that are parent friendly with changing facilities for babies and toddlers."</i></p> <p><i>"Accessible toilets – the suggestion in the community facilities plan to collaborate with local businesses to offer access to toilets for those with mobility challenges is an excellent immediate/short term solution. Implementing accessible bathroom 'invitations' similar to Nelson's "Use our loos" scheme https://www.nelson.govt.nz/services/community/use-our-loos/ would have a significant positive impact on Wellington's wheelchair using community."</i></p>	<p>F22 Public showers Investigate the need for public showers across the city. Consider the availability of amenities for unhoused citizens and exploration of potential partnerships.</p> <p>F23 Changing Places provision Following the completion of the Changing Places facility under construction in the City Centre, investigate the need for more Changing Places amenities. Changing Places offer comprehensive toilet and changing spaces suitable for a wide range of disabled people.</p> <p>The following actions are in the underway section:</p> <p>U4 Lyall Bay public toilets New public toilets at the surfers end of Lyall Bay are planned as part of the Huetepara development.</p> <p>U6 Public toilet signage Complete the comprehensive signage upgrade to improve way-finding and public toilet visibility. Include website information on accessibility and parenting spaces as part of signage review.</p> <p>U7 Inglewood Place public toilet and changing place</p>
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Attachment two: Summary of submissions for Te Awe Māpara

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		<p>Complete development of a new public toilet and official Changing Place at Inglewood Place in 2024 to replace the public toilets recently demolished at Te Aro Park.</p> <p>U9 Ian Galloway Park public toilet Develop a public toilet near the BMX Park with the funding allocated in the 2023/24 Annual Plan.</p> <p>U13 Linden public toilet Funding has been allocated and work is underway on the development of public toilet provision in Linden.</p>
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6.3 Khandallah submissions

As outlined in part two, there was a large number of submissions received from Khandallah (32%). Many of these submitters were heard at the oral hearings on 31 August and they expressed concern that the plan will mean closure of Khandallah facilities. As well as being included in the substantive summary above, these submissions have been summarised under three main themes: "do not close", "approach/terminology excuse to close facilities" and "support for Khandallah facilities".

Theme	Summary of feedback	Response
<p>Do not close</p> <p>Examples: 138, 60, 51, 118, 46</p>	<p>There were a large number of submissions asking not to close Khandallah facilities:</p> <p><i>"The above statements about being good hosts with accessible and equitable facilities are not backed up by the shutting down of some suburbs facilities that are loved, well maintained and well used by those communities." [sic.]</i></p>	

	<p><i>"How does closing the Khandallah Town Hall, Library, Nairnville Rec and Pool show Whanaungatanga, Pārekareka or Pārekareka. You are actively going against this Kawa by closing down these amazing, integral parts of our community."</i></p> <p><i>"Do not remove community facilities from 78handallah. Increase aged facilities that we can use." [sic.]</i></p> <p><i>"What does this MEAN? As stated before if existing well used facilities in supposedly more "affluent" suburbs are going to be closed then it is TOTALLY NOT ACCEPTABLE."</i></p> <p><i>"Please don't remove/close down any of the facilities in Khandallah (town hall, library, Narnville Centre or pool). They are well-used & loved by the community & help to grow/provide a sense of community belonging & identity." [sic.]</i></p>	<p>The plan does not propose closing or building any new community facilities in Wellington. This is because any potential change to a community facility needs to be thoroughly investigated and the community engaged before making a final decision.</p> <p>The plan highlights areas for the Council to carry out further analysis and investigations to understand the needs and aspirations of the community more fully. The plan sets out the process for carrying out these needs and feasibility studies. The most important part of this process is to work closely with the community – every step of the way.</p>
<p>Approach/terminology excuse to close facilities</p> <p>Examples: 59, 42, 31, 148, 157, 173</p>	<p>Some submitters expressed concern that some of the approaches or outcomes of the plan would be used to close facilities:</p> <p><i>"Pāhekohekotanga sounds like an excuse to find a way to cut facilities by enabling others to "work together"."</i></p> <p><i>"It is the councils role to maintaintain and upkeep these areas for communities to take into the future. Not maintaining them and letting them decline in upkeep is not a reason to remove them from our communities." [sic.]"</i></p> <p><i>"Appears to be short hand for reducing the number of facilities".</i></p>	<p>The action related to the Western/Onslow cluster of community facilities (Action F4) recommends that the Council Undertake a suburb-wide needs assessment and feasibility study across Crofton Downs, Broadmeadows, Kaiwharawhara, Khandallah, Ngaio and Wadestown to consider optimal provision and maximise the benefits of facilities. This is a very short-</p>

Attachment two: Summary of submissions for Te Awe Māpara

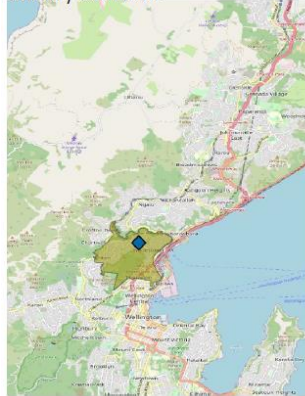
	<p><i>"Concerned that the economic statement might be an excuse to slash community facilities"</i></p> <p><i>If "Cohesive" means creating "Hubs" while reducing facilities in some suburbs, then that will have negative impact by taking away the sense of community while at the same time creating access and transport problems...As for "Economically Sustainable" - that would mean the closure of all libraries, which do not generate income but are of enormous educational benefit...If "Evolve" means reduce at all costs, even if it that involves greater inconvenience and transport issues, then No.."</i></p> <p><i>"As always, the devil is in the detail - ie how Council and community interpret these concepts ... "equity" (cf Manaakitanga) should not mean closing facilities that may presently not be super well used"</i></p>	<p>term (1-3 year) action and the analysis will be undertaken with the community involved throughout the process.</p>
<p>Support for Khandallah facilities</p> <p>Example: 166, 196, 160, 191</p>	<p>There were many statements of support for Khandallah facilities, which formed the majority of some submissions:</p> <p><i>"The Khandallah Hall is accessible and it engenders a feeling of belonging which will not be the case if the facilities are centralised in Johnsonville. Khandallah is a village within a city and that is its charm."</i></p> <p><i>I'm supporting keeping the Khandallah Library as an important place in the Khandallah village. It is used by all ages from toddlers with their parents/guardians to older, mature folk like me, and for a variety of reasons, mainly choosing books in pursuit of learning or pleasure. It plays an important part in the village hub where many people meet."</i></p> <p><i>"Support it so long as you recognise the Khandallah Town Hall for the functional, well maintained and well used facility it is."</i></p>	

	<i>"We are registering our concern at the view in the consultation document that community facilities (the recreation centre, the town hall, the library and the pool) in Khandallah are underutilised, and therefore should potentially be discontinued, with facilities instead focused more in Johnsonville".</i>	
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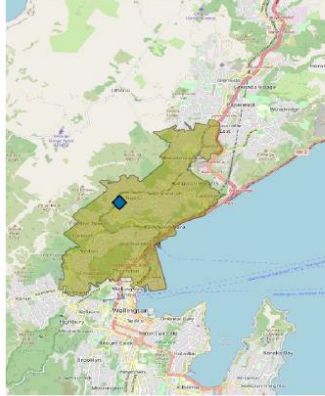
Appendix one: Catchment maps of Western/Onslow cluster

Below are a series of the catchment maps of the three community centres – Ngaio Town Hall, Khandallah Town Hall Cornerstone Community Centre and the Wadestown Community centre. Below these are the catchment maps for the three libraries in the cluster: Cummings Park, Khandallah and Wadestown. The catchment map for Waitohi is also shown.

Wadestown Community Centre
Primary Catchment



Ngaio Town Hall Primary Catchment



Khandallah Town Hall Primary Catchment



What these maps show:

- Overlap in the primary catchments of Wadestown CC with both Ngaio Town Hall and Khandallah Town Hall.
- Overlap between Wadestown library to Cummings Park library.
- Overlap between Cummings Park to Khandallah Libraries and also with Waitohi Library.
- The catchments indicate there is an inter-relationship between the facilities (what happens in one facility will impact others) and indicates demand is being spread between facilities or users choose/have to travel to access spaces / activities at different facilities.

Wadestown Library Primary Catchment



Cummings Park Library Primary Catchment



Khandallah Library Primary Catchment



Waitohi Library Primary Catchment



ACTIONS TRACKING AND FORWARD PROGRAMME

Kōrero taunaki | Summary of considerations

Purpose

1. This report provides an update on past actions agreed by the Kōrau Mātinitini | Social, Cultural, and Economic Committee (the Committee), or its equivalent, at its previous meetings (hui).
2. Additionally, this report provides a list of items that are scheduled to be considered at the next two hui of the Committee.

Strategic alignment with community wellbeing outcomes and priority areas

Aligns with the following strategies and priority areas:

- Sustainable, natural eco city
- People friendly, compact, safe and accessible capital city
- Innovative, inclusive and creative city
- Dynamic and sustainable economy
- Functioning, resilient and reliable three waters infrastructure
- Affordable, resilient and safe place to live
- Safe, resilient and reliable core transport infrastructure network
- Fit-for-purpose community, creative and cultural spaces
- Accelerating zero-carbon and waste-free transition
- Strong partnerships with mana whenua

Strategic alignment with priority objective areas from Long-term Plan 2021–2031

Relevant Previous decisions

Not applicable.

Financial considerations

- Nil Budgetary provision in Annual Plan / Long-term Plan Unbudgeted \$X

Risk

- Low Medium High Extreme

Author	Steph James, Democracy Advisor
Authoriser	James Roberts, Chief Operating Officer

Taunakitanga | Officers' Recommendations

Officers recommend the following motion:

That the Kōrau Mātinitini | Social, Cultural, and Economic Committee:

1. Receive the information.

Whakarāpopoto | Executive Summary

Actions Tracking

3. The Committee passed 18 resolutions on 12 Whiringa-ā-nuku October 2023:
 - 2 are complete, and 16 are still in progress.
4. The Committee had 24 in progress actions carried forward from previous action tracking reports:
 - 4 are now complete and 20 are still in progress.

Forward Programme

5. The following items are scheduled to go to the Committee's next two hui:

Rāpare Thursday, 29 Hui-tanguru February 2024:

- Commemorative Policy Review 2023 (Chief Strategy and Governance Officer)
- Final Adoption: Dog Policy 2023 and Animal Bylaw (Chief Strategy and Governance Officer)
- Te Toi Mahana | Quarterly Report Chief Infrastructure Officer

Rāpare Thursday, 11 Pāenga-whāwhā April 2024:

- No reports currently scheduled.

Takenga mai | Background

Actions Tracking

6. Attachment 1 lists clauses agreed by the Committee that are still in progress or have been completed since actions were last reported on.
7. For public excluded resolutions, individual clauses will not be reported on in a public hui. An overall status for the item will be given and it will remain in progress until all clauses are complete.
8. Actions will be removed from the list once they have been reported as complete.
9. Where applicable, this report contains actions carried over from the equivalent committee(s) of previous trienniums.
10. The purpose of the actions tracking report is to ensure that all resolutions are being actioned over time. It does not take the place of performance monitoring or full updates. The Committee could resolve to receive a full update report on an item, if it wishes.

Forward Programme

11. The forward programme sets out the reports planned for to go to the Committee for consideration in the next two hui.
12. It is a working document and is subject to change on a regular basis.

Attachments

Attachment 1. Actions Tracking - 23 November SCEC [↓](#) 

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Date	Committee	Title	Clause number	Clause	Status	Comment
22/06/2021	Social, Cultural, and Economic Committee	2.2 Cemeteries Management Plan	6	Note that options for non-perpetual plots will be reported back to Council for approval within the next three years.	In progress	The management plan was approved in 2020. The question about non-perpetual rights is still pending investigation but need to
7/10/2021	Social, Cultural, and Economic Committee	2.1 Reserves Act 1977: Stormwater Attenuation Easement - 33 Ladbrooke Drive, Newlands (Waihinahina park - In Memory of Dennis Duggan)	2	Agree to grant an easement in perpetuity over land at Waihinahina Park - in Memory of Dennis Duggan, being part of Lot 2 DP 303502 (ROT 14039), pursuant to s48 of the Reserves Act 1977.	In progress	14/11/23 - Currently stalled - future uncertain.
4/02/2022	Social, Cultural, and Economic Committee	2.3 Future of the former Workingmen's Bowling Club Site, Wellington Town Belt	4	Agree that officers report to the Pūrora Maherehere Annual Plan / Long-term Plan Committee about the outcome of this process.	In progress	consultation and engagement with ward councillors. Expected designs to be consulted on in February 2024
7/04/2022	Social, Cultural, and Economic Committee	2.2 Trading and event sites on Wellington Town Belt and reserves	7	Agree to review the approval framework in three years.	In progress	
5/05/2022	Social, Cultural, and Economic Committee	2.1 Tūpiki Ora Māori Strategy	3	Agree that Council support Māori Wardens in their important work around the city including finding them a base to operate from and supporting with equipment and support to operate.	In progress	Officers continue to work constructively and collaboratively with the Māori Wardens - including providing radio equipment and support during recent protests. Engagement is ongoing and productive. Officers are working to provide support with a base to operate from in the City and to meet operational needs.
5/05/2022	Social, Cultural, and Economic Committee	2.3 Trails Wellington Matairangi Track Proposal	2	Agree that a one new mountain bike trail in Matairangi will be built as per Attachment 1 and that the short section of track already used for walking near Hataitai saddle is retained as shared track and designed accordingly.	In progress	
5/05/2022	Social, Cultural, and Economic Committee	2.3 Trails Wellington Matairangi Track Proposal	4	Agree that officers will report back to Council through the Open Space and Recreation Strategy and the Open Space Access Plan to investigate and then develop in partnership with disabled people	In progress	Recommendation will be included in 23/24 Annual Plan discussions.
5/05/2022	Social, Cultural, and Economic Committee	2.3 Trails Wellington Matairangi Track Proposal	5	Agree that an existing section of the City to Sea walkway is sealed and realigned to meet the accessibility needs for a broader audience on Matairangi.	In progress	
5/05/2022	Social, Cultural, and Economic Committee	2.3 Trails Wellington Matairangi Track Proposal	6	Agree that officers will reassess walking and biking trails on Matairangi within the next 6 months, giving effect to existing plans and policies (such as Open Space Access Plan 2016) that prioritise walkers and investigate changing some existing trails to walking only.	In progress	
2/06/2022	Social, Cultural, and Economic Committee	2.4 Access Licence over Wellington Town Belt to Ministry of Education (Ellice Street, Mount Victoria)	2	Agree to grant a new licence to the Ministry of Education (subject to the usual terms and conditions noted below), over part of Wellington Town Belt at Mount Victoria 100 Alexandra Road being part of Section 1 SO 476360 (ROT 742966) pursuant to s17 of the Wellington Town Belt Act 2016	In progress	
2/06/2022	Social, Cultural, and Economic Committee	2.4 Access Licence over Wellington Town Belt to Ministry of Education (Ellice Street, Mount Victoria)	3	Delegate to the Chief Executive Officer the power to carry out all steps to effect the licence	Completed	
1/09/2022	Social, Cultural, and Economic Committee	3.1 Tūpiki Ora Action Plan	2	Agree to include the members of the Council, Council committees, Community Boards and Advisory groups in the action point for Goal 3.4.	In progress	Noting that in year one of Tūpiki Ora implementation (23/24) the focus in this area is to build capacity through stronger induction and enabling groups to access things like Ūpane, and support from Mataaoha Aronui in their induction. The next phase of this mahi will
1/09/2022	Social, Cultural, and Economic Committee	3.2 Reserves Act 1977: Stormwater and Water supply easements and associated works - Grenada North Reserve and Caribbean Drive Reserve	2	Agree to grant a mains stormwater easement in perpetuity over land at Grenada North Reserve, being part of Lot 5 DP 54434 and held on ROT WN23C/210, pursuant to Section 48 of the Reserves Act 1977.	In progress	
1/09/2022	Social, Cultural, and Economic Committee	3.2 Reserves Act 1977: Stormwater and Water supply easements and associated works - Grenada North Reserve and Caribbean Drive Reserve	3	Agree to grant a mains water supply easement in perpetuity over land at Caribbean Drive Reserve, being part of Part Section 41 Horokiwi Road District and held on WN34C/629, pursuant to Section 48 of the Reserves Act 1977.	In progress	
1/09/2022	Social, Cultural, and Economic Committee	3.2 Reserves Act 1977: Stormwater and Water supply easements and associated works - Grenada North Reserve and Caribbean Drive Reserve	4	Delegate to the Chief Executive Officer all necessary powers to negotiate and finalise the terms of the easements, including any compensation and any works in relation to the easements.	Completed	
1/09/2022	Social, Cultural, and Economic Committee	3.2 Reserves Act 1977: Stormwater and Water supply easements and associated works - Grenada North Reserve and Caribbean Drive Reserve	5	Note that the works will proceed in accordance with final Parks, Sport and Recreation agreement to all reserve management, work access and reinstatement plans.	Completed	

1/09/2022	Social, Cultural, and Economic Committee	3.3 Karori Event Centre	3	Agree to repurpose the KEC \$1.9 million capital and \$95,000 annual operational budget to complete the build and fit-out and deliver a community hall for Karori.	In progress	LTP LoS discussions have provided guidance. Officers will continue with assessments and stakeholder discussions.
2/03/2023	Social, Cultural, and Economic Committee	3.1 CHP transition: remaining decisions on governing documents	13	Note officers are discussing with the CHP Board a set of properties for "gifting" and will report back to the Committee with recommendations on specific sites later in 2023	In progress	
2/03/2023	Social, Cultural, and Economic Committee	3.1 CHP transition: remaining decisions on governing documents	28	Agree the CEO will report back to Council on the exercising of her delegated powers on a regular basis to the appropriate committee.	In progress	
28/06/2023	Social, Cultural, and Economic Committee	2.2 Social and Recreation Fund- Sportsville Funding June 2023	4	4. Request officers to report back by the end of 2023 on options to support the construction and improvements to social purpose buildings such as Te Pā Maru to meet Council's equity and homelessness goals.	In progress	This is in progress, Officers from Connected Communities working with Policy and Climate Change Response
28/06/2023	Social, Cultural, and Economic Committee	2.4 Adoption of Te Whai Oranga Pōneke - Open Space and Recreation Strategy	6	Agree to archive Our Capital Spaces 2013.	Completed	
28/06/2023	Social, Cultural, and Economic Committee	2.4 Adoption of Te Whai Oranga Pōneke - Open Space and Recreation Strategy	7	Note that Council officers will report back to Councillors in September about an Open Space Investment Plan which will identify investment options and priorities for consideration through the Long-term Plan process.	In progress	
31/08/2023	Social, Cultural, and Economic Committee	2.2 Dog Policy, Animal Bylaw and Domestic Animal Policy Review - Approval to Consult	2	Agree to initiate a one-month formal consultation process on the proposed changes outlined in the Statement of Proposal (Attachment 1)	In progress	
31/08/2023	Social, Cultural, and Economic Committee	2.3 Commemorative Policy Review 2023	2c	c. Amend 17. The Panel contains members of internal and external heritage experts, iwi representatives from our Tākai Here partners, and [...]	In progress	Nov '23. report delayed until early 2024
12/10/2023	Social, Cultural, and Economic Committee	2.1 Petition: Call for public toilets at Carrara Park, Newtown 1	1	Receive the information and thank the petitioners, noting that the investigation of this need is recommended to be added as a new action in Te Awe Māpara.	Completed	
12/10/2023	Social, Cultural, and Economic Committee	2.1 Petition: Call for public toilets at Carrara Park, Newtown 2	2	Note the strong public support for public toilets at Carrara Park.	In progress	To be investigated as part of the 24-34 Long Term Plan
12/10/2023	Social, Cultural, and Economic Committee	2.1 Petition: Call for public toilets at Carrara Park, Newtown 3	3	Direct officers to investigate options for the low-cost provision options of toilets at Carrara Park in the 2024-34 Long-Term Plan.	In progress	To be investigated as Part of the 24-34 Long Term plan
12/10/2023	Social, Cultural, and Economic Committee	3.1 Advisory Group Annual Reports and Work Plans	1	Receive the information.	In progress	
12/10/2023	Social, Cultural, and Economic Committee	3.1 Advisory Group Annual Reports and Work Plans	2	Thank the advisory groups for their contributions	Completed	
12/10/2023	Social, Cultural, and Economic Committee	3.1 Advisory Group Annual Reports and Work Plans	3	Agree to explore options for advisory groups, including establishing an Ethnic Advisory Group in 2024, and direct officers to report back.	In progress	
12/10/2023	Social, Cultural, and Economic Committee	3.1 Advisory Group Annual Reports and Work Plans	4	Direct officers to provide advice on the funding implications and options for establishing an Ethnic Advisory Group as part of the LTP process.	In progress	
12/10/2023	Social, Cultural, and Economic Committee	3.2 2022/23 Capital Carry-Forward and Capital Programme Review	1	Receive the information.	In progress	
12/10/2023	Social, Cultural, and Economic Committee	3.2 2022/23 Capital Carry-Forward and Capital Programme Review	2	Note the capital spend for 2022/23 was \$369 million, which was \$80 million below revised budget of \$450 million (82% of our capital plan was spent),	In progress	
12/10/2023	Social, Cultural, and Economic Committee	3.2 2022/23 Capital Carry-Forward and Capital Programme Review	3	Note that the net total of the requested carry-forward (reflecting the underspend from the 2022/23 financial year) and the rephasing of future capital spend is \$83 million. This is slightly more than the net underspend of \$80 million due to some projects being ahead of planned delivery but not expected to be over-budget and some unbudgeted spend,	In progress	
12/10/2023	Social, Cultural, and Economic Committee	3.2 2022/23 Capital Carry-Forward and Capital Programme Review	4a	Note that there was additional unapproved spend to budget in the following areas. a. Wellington Water Limited - \$5.4 million	In progress	
12/10/2023	Social, Cultural, and Economic Committee	3.2 2022/23 Capital Carry-Forward and Capital Programme Review	4b	Note that there was additional unapproved spend to budget in the following areas. b. St James Theatre - \$1.1 million	In progress	

Social, Cultural, and Economic 12/10/2023 Committee	3.2 2022/23 Capital Carry-Forward and Capital Programme Review	4c	Note that there was additional unapproved spend to budget in the following areas. c. Wellington Zoo - \$2.3 million (offset with external revenue through zoo's fundraising)	In progress
Social, Cultural, and Economic 12/10/2023 Committee	3.2 2022/23 Capital Carry-Forward and Capital Programme Review	5	Agree to carry-forward prior year underspends as detailed in the "Carry-forward" ledger of appendix 1 – "Recommended Capital Plan"	In progress
Social, Cultural, and Economic 12/10/2023 Committee	3.2 2022/23 Capital Carry-Forward and Capital Programme Review	6	Agree to reprogramme the 2023/24 Annual Plan and future years' budgets as detailed in the "Plan Change" ledger of appendix 1 – "Recommended Capital Plan",	In progress
Social, Cultural, and Economic 12/10/2023 Committee	3.2 2022/23 Capital Carry-Forward and Capital Programme Review	7	Note that budgets in all future years will be intensively reviewed as part of the 2024-34 Long-term Plan process,	In progress
Social, Cultural, and Economic 12/10/2023 Committee	3.2 2022/23 Capital Carry-Forward and Capital Programme Review	8	Recommend to Council – Te Kaunihera o Pōneke to agree budget changes as detailed in the "Budget Changes" ledger of appendix 1 – "Recommended Capital Plan, namely the previously agreed Sub-surface Data project spend which is funded via Better Off Funding,	In progress
Social, Cultural, and Economic 12/10/2023 Committee	3.2 2022/23 Capital Carry-Forward and Capital Programme Review	9) Recommend to Council – Te Kaunihera o Pōneke to agree an increase to operational budget for 2023/24 of \$6.7m for Let's Get Wellington Moving, which is a carry-forward of prior year underspend.	In progress

3. Public Excluded

Recommendation

That the Kōrau Mātinitini | Social, Cultural, and Economic Committee:

1. Pursuant to the provisions of the Local Government Official Information and Meetings Act 1987, exclude the public from the following part of the proceedings of this meeting namely:

General subject of the matter to be considered	Reasons for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
3.1 Waterfront Precinct	<p>7(2)(g) The withholding of the information is necessary to maintain legal professional privilege.</p> <p>7(2)(i) The withholding of the information is necessary to enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).</p>	<p>s48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7.</p>

2. Direct officers to consider the release of the publicly excluded information in this report by 30 November 2024.