

PUKETĀPAPA COMMUNITY SPACE STOCKTAKE AND NEEDS ANALYSIS

PREPARED FOR

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Introduction

Purpose

The Puketāpapa Local Board has commissioned Point Research to undertake a community facilities stocktake and needs assessment throughout the Puketāpapa area. The facilities in-scope are those owned by Auckland Council and other organisations, such as schools, churches and sports clubs within the local board area.

The purpose of the project is to help the Local Board understand the number and range of facilities available for community use, their utilisation rates and if there are unmet community facility needs. The Board feels there is a lack of understanding about:

- what provision there already is for community use within the area
- how and to what extent those facilities/spaces are utilised
- if there are any other spaces or facilities available in the community such as churches, schools that might be made available for community use.

This stocktake and needs assessment is being done now because the Puketāpapa Local Board is about to vacate the Fickling Centre to move back into the former Roskill Borough Building, also known locally as the 'Watercare Building', corner of Mt Albert and Mt Eden Roads¹. It is proposed that the Local Board will occupy the ground floor of the Watercare Building. The decision as to how the remainder of the Watercare Building will be used, as well as the vacated space at the Fickling Centre, will be guided by the Corporate Property Building Strategy and the outcome of this research.

Profile of Puketāpapa

About 60,000 people live in the Puketāpapa Local Board area. It is one of the most ethnically diverse in Auckland, with half the area's residents born overseas. The population is expected to reach 74,000 by 2033 and the area is marked for major housing development.

Puketāpapa includes the suburbs of Hillsborough, Lynfield, Mt Roskill, Roskill South, Three Kings, Waikōwhai and Wesley. The southern border follows the Waikōwhai coast.

¹ The Watercare building was closed in 2011 following the discovery of toxic mould spores. The occupants at that time – including the Puketāpapa Local Board, Metrowater and Auckland Council staff – were relocated to other facilities. The Local Board moved into the Fickling Centre as a stop-gap measure only, given the Fickling Centre is intended for short-term community hire.



Strategic Context

The Community Facilities Network Plan states that community facilities provide spaces where people can connect, socialise, learn and participate in a wide range of social, cultural, art and recreational activities. These activities foster improved lifestyles and a sense of belonging and pride among residents.

Puketāpapa Local Board’s decisions about community facilities are guided by Auckland Council’s Community Facilities Network Plan which provides direction over the next 20 years for the development of new facilities, major upgrades of existing facilities, optimisation and potential divestment of facilities no longer meeting community needs.

The Plan includes facilities owned by Auckland Council and facilities owned or operated by third-parties who have an on-going funding relationship with council to provide public access to a facility and contribute to meeting council defined outcomes. It excludes leases of land and/or buildings to community organisations where they deliver the same primary outcomes as venues for hire, community centres, arts and culture, pools, leisure and library facilities. The Plan states these facilities often have a strong presence in local communities and fulfil similar roles to council’s network of community facilities and, therefore, we are including them in our stock-take.

Understanding these facilities is essential to making informed decisions about investment in council's network.

Local Boards' role and intentions regarding community facilities

While Auckland Council is one collective entity, it has a shared governance structure comprising of the governing body and 21 local boards. The two governance arms each have distinct decision-making responsibilities for community facilities.

The governing body (the mayor and 20 ward councillors) is responsible for regional network planning, the number and location of community facilities in the network and investment in new or major upgrades of community facilities. Local boards are responsible for delivering specific local facilities within the (regional) parameters set by the governing body. Local Boards also advocate to the governing body regarding investment and provision of community facilities.

Local Boards hold funds to discharge its responsibilities for community facilities. The local boards funding policy sets out how local boards are funded. The governing body makes the initial investment decisions and then local boards oversee the budgets and operations. The actual budget for each year is agreed with the governing body as part of discussions on annual local board agreements.

The Long-term Plan 2015-2025 outlines a tight fiscal environment for the immediate future. The Council cannot afford to sustain its current community facility network and also meet the needs of a growing community. Given those constraints, the Council's LTP signals the following approach to community facility provision:

- Making better use of existing community facilities may mean disposing of poorly utilised or non-performing facilities in order to fund new assets and reduce on-going costs
- Implementing an Empowered Communities approach to delivering activities, including funding community groups to deliver more with local boards playing an active role in this
- Focusing new capital expenditure into locations guided by our spatial priorities and also where growth is occurring (e.g.: Three Kings)
- New Local Board discretionary capex fund which local boards may use to build council owned assets, add to an existing council project, work in partnership with an external provider or seed fund a community project. The acquisition or major upgrade of any community facility still requires governing body approval.

Puketāpapa Local Board Plan 2017

Auckland Council provides community facilities to enable a wide range of outcomes. These outcomes are determined locally, through local board plans, and regionally, through the Auckland Plan and supporting strategies, policies and plans.

The 2017 Puketāpapa Local Board Plan focuses on the following outcomes:

- Improved health and wellbeing
- Connected communities with a sense of belonging
- Thriving local economy and good job opportunities
- Urban development meets community needs
- Transport choices meet our varied travel needs
- Vibrant and popular parks and facilities
- Treasured and enhanced natural environment.

Three Kings redevelopment

A major development in the Local Board area with significant implications for community facilities supply and demand is the redevelopment of the Three Kings quarry. The development plan identifies five 'key moves' that describe how the area should respond to local issues and constraints over the next 30 years. We suggest these key moves should be taken into account when planning for the development and provision of the Local Board's community facilities network.

The key moves are:

1. Recognise and restore the mana of Te Tātua o Riu-ki-uta/Big King and enhance the public open space network
2. Revitalise the Three Kings town centre
3. Encourage high quality residential development
4. Improve connections between people and places
5. Develop a sense of local character and identity around the presence of Te Tātua o Riu-ki-uta/Big King

Moves 1 and 2 are particularly relevant.

Key move 1:

For the Three Kings redevelopment plan, "public space" relates to all parts of the built and natural environment where the public have free access. Public space is about physical location and the activity that occurs in it. Different kinds of spaces provide opportunities for both formal and informal use and should provide opportunities for as many users as possible. Public open space includes, but is not limited to, publicly accessible buildings and community facilities that collectively define local patterns of movement and social interaction.

Key move 2:

The Three Kings redevelopment intends to deliver a people-oriented town centre with a vibrant main-street, quality public spaces and civic and open space quarters that are easy to use and navigate. The town centre masterplan (to be confirmed) is expected to enable easy use of the town centre, including pedestrian-oriented connections between the town centre and community facilities.

The actions to deliver this include:

- Develop a community/civic quarter around existing Council facilities, including refurbishing the Roskill Borough Building for civic and community use
- Investigate the need for appropriate services and community facilities that could be accommodated in the civic quarter

Previous needs assessment research

Three Kings community needs assessment

A needs assessment focusing on Three Kings community facilities was undertaken in 2015². Based on the results of that research the Puketāpapa Local Board were advised that there was a clear gap in the provision of affordable community space in the Three Kings area and there was a strong interest from community organisations in the future redevelopment of the Roskill Borough Building for community use³.

The needs assessment identified a range of types of community facility needs, specifically:

- general office space
- medium and large spaces to run classes or meetings
- space for a range of ethnic groups to access and feel comfortable in
- 'hot desk' facilities (eg. for social entrepreneurs)
- spaces with kitchen facilities.

Service needs identified were:

- employment
- housing
- health and wellbeing
- services for youth, older people and migrant/refugee populations.

The Board were advised that these facility and service types could be used as criteria to help decide which community groups and activities are allocated use of community facilities.

The 2015 needs assessment delivered some useful information but, inevitably for all research, some questions remain. The project did not look in any detail at other community facilities within the Puketāpapa area, how they were utilised, if space is utilised as much as it could be, and barriers to use.

² Three Kings Community Needs Assessment, Prepared for Auckland Council by Rachael Butler, March, 2015. This impression is also based on approaches to the Local Board and Mt Roskill Library.

³ Three Kinds Community Needs Assessment report to the Puketāpapa Local Board, 26 March 2015

Growing usage of our Community Places venues in Auckland

Earlier this year a large study⁴ for Council's Community Places Unit explored issues relating to usage of Community Places venues and to provide clear guidance on future strategy planning to ensure the unit's business targets are met. The study collected feedback from users and non-users of council and privately owned facilities, including community houses, club-rooms, rooms, halls, libraries, gyms, dance studios and indoor playgrounds across the Auckland region. The researchers held series of focus groups and ran and surveyed over 1,300 people online.

Key findings for the purposes of our needs assessment are that:

- People are looking for: Value for money, child-friendly facilities, convenient location, appropriate size, parking, quality of equipment/facilities, vibe/ambience.
- Most find out about the facility they book through word-of-mouth. They trust the opinion/endorsement of people they know.
- There is a high awareness of council facilities amongst the general public (75%).

Regarding council owned facilities

- The most common reasons for booking a facility are private social functions, meetings and events.
- Barriers to securing a council owned facility are that there are numerous hoops to jump through: finding the right kind of space, booking it, gaining access, preparing it and cleaning up. All those things equal time and money. Services like catering and cleaning are not offered as part of the package.
- Compared to facilities in other parts of Auckland, facilities in central Auckland rated poorly for child friendliness and access to the outdoors.

Regarding non-council facilities

- By far the most common reason for booking a non-Council facility is to host a birthday party
- Finding a 'better' venue is the most common reason for not booking a Council facility: The attributes most commonly mentioned that make a venue 'better' than a council venue are:
 - more welcoming
 - open late
 - more modern and better equipment.
- Local cafe/bar/restaurants are most commonly used, followed by church halls then sports clubs.

Methods

⁴ Growing usage of our Community Places venues in Auckland. Quantitative Insights prepared for Auckland Council, June 2017. Big Picture

Literature review

We searched for information from various parts in council, starting with Puketāpapa Local Board, facilities and property departments staff. We reviewed the information they had and asked who else in council might have information relevant to this project. This search turned up plans, research, utilisation rate data and lists of community groups waiting for the right kind of space that meets their needs (eg: a hall with a stage, or an office and meeting rooms).

Site visits

We visited all the council facilities in the Puketāpapa area and many non-council owned facilities to familiarise ourselves with the facility and location.

Discussions and interviews

We spoke with and interviewed many people (see appendix), including residents and community leaders. More specifically:

- Community group leaders on the facility waiting list about their experience of looking for facilities and what kind of facility they're looking for
- Community groups using council facilities about their experience of booking and using the facilities
- The Roskill Community Network coordinator about the availability of both council and community-owned facilities in Puketāpapa, barriers to using those facilities and their suitability for community use
- Secondary, intermediate and primary schools in Puketāpapa about groups that use their facilities
- Council staff responsible for managing community facilities about the provision of and members of the public booking and using facilities in Puketāpapa
- Community groups and organisations (eg: sports clubs, churches, schools, Scouts) who own facilities that might be made (more) available for public use.

Analysis

To analyse the data we considered:

- Patterns in and reasons for council-owned facility utilisation rates
- Supply and demand, including quantity and type
- If and how those gaps might be filled by both council-owned and community-owned facilities and if there is duplication
- The area's projected population growth
- The Three Kings town centre development, and
- The outcomes stated in the Puketāpapa Local Board Plan 2017 which are:

- Connected communities
- Improved wellbeing and safety
- Thriving local economy and good jobs
- Transport choices
- Urban development
- Vibrant and popular parks and facilities
- Natural environment

Stock-take of Community Facilities in Puketāpapa

Council-owned facilities for short-term hire

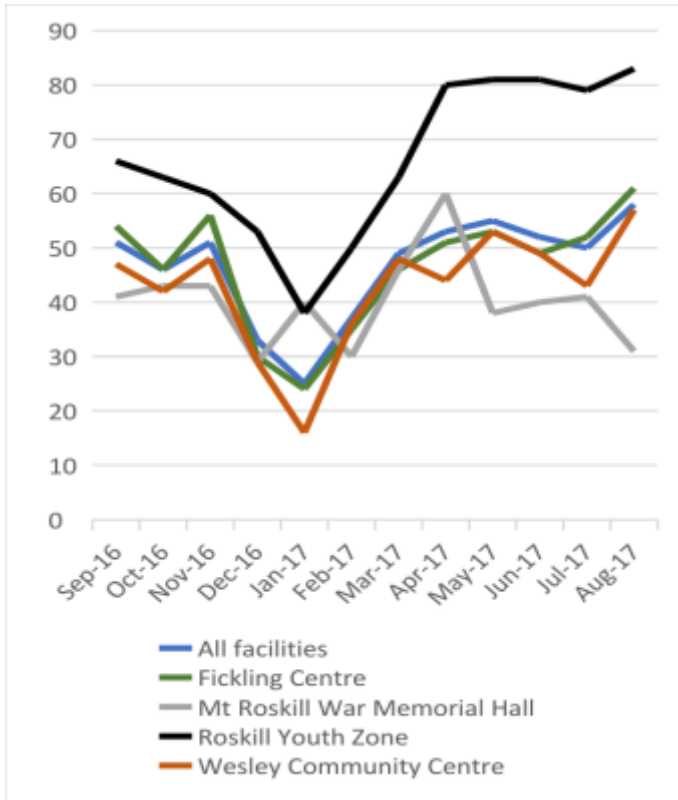
The following table shows the address, type and utilisation rates of Council-owned and managed facilities that are available for short-term hire.

The 'Notes' column provides information about council's plans to investigate, change or upgrade the facilities⁵ and feedback from residents about factors that have a bearing on users, and potential-users, use of the facility.

Not included in the table is Cameron Pool and Leisure, which has a function room currently unavailable for hire and awaiting an upgrade.

All facilities

⁵ Council activity, as described in Auckland Council's Community Facilities Network Action Plan

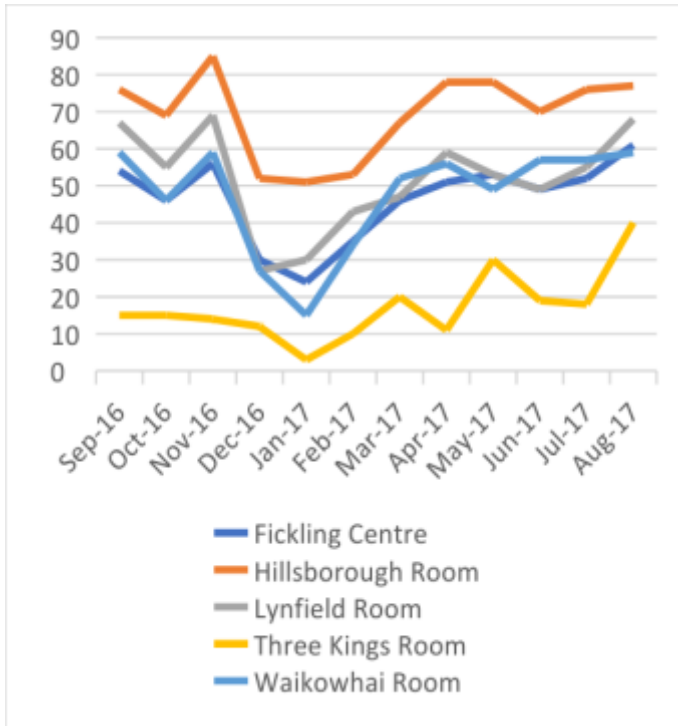


The average occupancy rate across these facilities is 48%. In August 2017 these facilities were between 7% and 17% more fully booked than they were in Sept 2016.

Overall, the facilities are least busy between December and February. But as the charts below show, there is marked variation both between different facilities and at different times of the year.

Fickling Centre

546-548 Mount Albert Road, Three Kings



The centre does not have a reception. Local Board staff (who are about to relocate) and Library staff field a lot of questions.

Overall: 46%

Council staff are heavy users of the rooms for short-term hire in Fickling Centre. Returning the Roskill Borough Building to council staff may free-up rooms for public use. Like the other facilities in Puketāpapa (except Mt Roskill War Memorial Hall), the Centre is least busy December and January. There is a marked difference in the room utilisation rates, with the larger Hillsborough Room most heavily used and the smallest, the Three Kings Room, the least used. That pattern is evident in the other Puketāpapa facilities.

Security issues have been reported to the Board: homeless sleep in cars in car park, want to use the Centre’s facilities and can become aggressive.

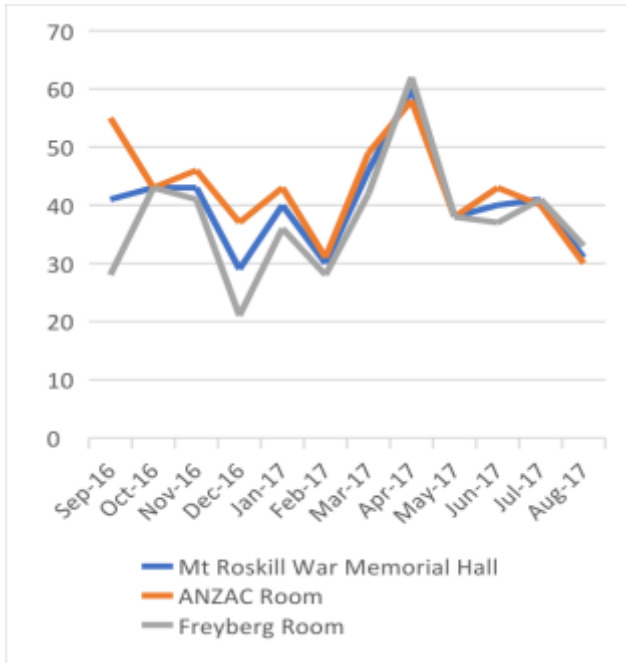
Mt Roskill Library

546-548 Mount Albert Road, Three Kings

The library does not have rooms for hire but small groups have casual meetings, like book club, in a section of the library. No booking required but most usually ask permission.

Mt. Roskill War Memorial Hall

13 May Road, Mt Roskill

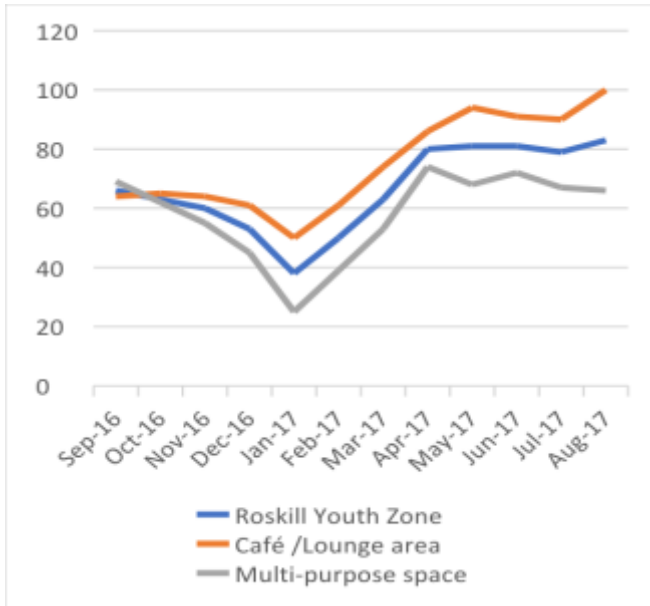


Overall: 40%

There is no marked difference in the utilisation rates of all the rooms in the facility, except for during December, when the ANZAC Room is more heavily booked than the other rooms. The ANZAC room is the largest room, accommodating up to 210 people to dine, sit or stand.

Roskill Youth Zone

740 Sandringham Road Extn, Mount Roskill

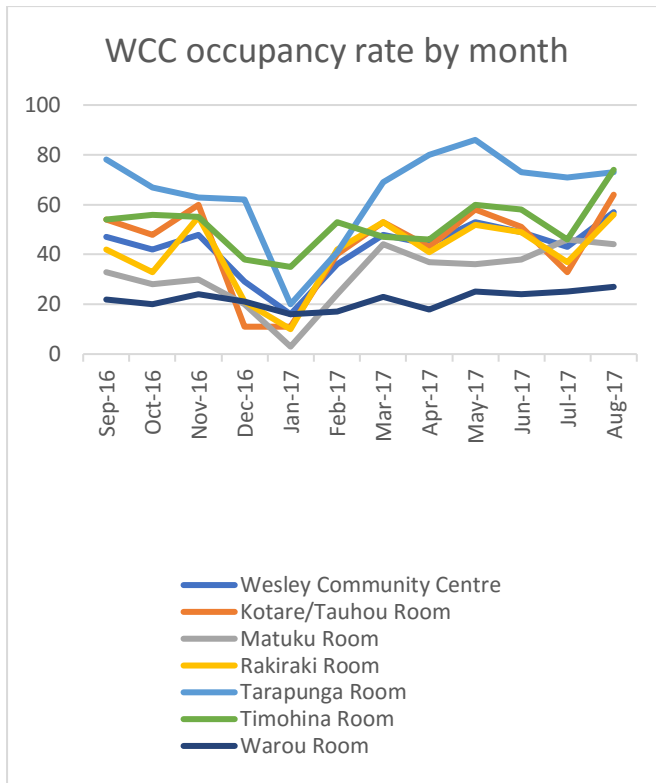


Overall: 66%

The overall trend shows the facility is less busy over the summer months and the Café/ Lounge area becoming more heavily booked through 2017. The Café/ Lounge area and the Multi-purpose space are suitable for different uses. The Café/ Lounge area has a capacity of 40 people and the Multi-purpose space can accommodate up to 250 people sitting or standing and is suitable for indoor leisure/ recreation purposes.

There is a regular programme of activities in the evening and a cafe during the day. A new manager has recently been appointed to manage this facility.

Wesley Community Centre
740 Sandringham Road Extn, Mount Roskill



Overall: 43%

The Wesley Community Centre is – generally speaking – least busy over the summer months. The least busy room is Wairou Room which the smallest room, accommodating up to 8 people in a boardroom table layout. The next least booked room is the Matuku Room and is the same size. The busiest room is the Tarapunga Room which is the largest, accommodating up to 100 in a dining layout or up to 150 sitting or standing.

There is a new centre manager bringing new actions and ideas to the centre. The bigger rooms are the most popular especially as one is attached to a secure play space which makes it more practical and attractive for people to use. The small rooms are used for 1 on 1 meetings so are less in demand.

Wesley Markets are popular and bring vibrancy to Wesley Community Centre on a weekly basis. Te Whangai Nursery is located beside Wesley Community Centre. It grows plants for local parks and streams and works with some groups and programmes at the Centre.

Long-term council leases

Child and youth

What	Type	Availability	Term of lease	Indicative cost	Notes
Kindergartens Mt Roskill Hillsborough Lynfield Roskill South	Early childhood centres with playgrounds	None	Various	n/a	Kindergarten Association HQ has ruled that due to health and safety requirements none of their buildings should be hired to outside groups.
Playcentre Hillsborough West Reserve 09 6241021	Hall with children's play equipment set up	Some. Contact the Playcentre committee by phoning and leaving a message	Until 2013?? Possibly 2018 (waiting for Council lease advisor to explain)	Prices vary but usually low cost	Active playcentre that has various groups using the facility during the day. Hired out some evenings and also on weekends for kids' parties.
Playcentre Lynfield Margaret Griffin Park 09 6279999	Building with outdoor play space	None.	Until 2027	n/a	Currently under Playcentre Association management as very low numbers so an uncertain future. Possible availability for another community purpose.
Royal NZ Plunket Society Buckley Rd Reserve	House	Only booked by children and parent groups	Until 2018 then 2023	n/a	No extra details provided by Plunket HQ yet
Scouts - Royal Oak Mt Albert Reserve	Old hall	Some. Mostly booked by other Scouts	Until 2018	Rates vary but low cost	Have recently upgraded their kitchen so keen to talk to any groups interested in hiring short or long term.

What	Type	Availability	Term of lease	Indicative cost	Notes
		and similar groups			
Scouts - Waikowhai Bob Bodt Reserve	Old hall	Good. Contact Kathy for availability	Until 2018	Prices vary but low cost	Scout group with low numbers and little activity so very keen to hire out their facility to any interested groups.
Sea Scouts - Western Bays Margaret Griffen Park	Old hall		Until 2021		No contact as yet. Near to Waikowhai Scouts

Cultural groups

What	Type	Availability	Term of lease	Indicative cost	Notes
Bhartiya Samaj Trust 13 May Rd 021 2221020	Hall	Some. Book through Jeet	Recently renewed until 2022	n/a	A variety of groups use this facility at different times of the week. There is some availability but ultimately the BS Trust would like to build a new modern facility here.
Kannada Koota Inc Fickling Centre 021669935	Small room in the Fickling Centre.	Open every weekend for members and some weekdays for cultural lessons	Until 2020	Don't hire out	Original lease application states they are a group with 650 members and want to use this facility 7 days a week. Any discussion on shared usage would need to be discussed with their committee.

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Music and arts

What	Type	Availability	Term of lease	Indicative cost	Notes
Auckland City Brass Band 3 Kings Reserve 021 884 622	Hall	None. Only made available to other music groups	Until 2021	n/a	Not able to be shared with any community as expensive equipment like drums can't be stored away.
James Wallace Art Trust, Pah Homestead Monte Cecilia Park 09 6392010 Ext 5	Boardroom and several other rooms plus whole venue hire are options	Good. Book through Anne, Events and Marketing	25 year lease	Prices vary from \$80 per hour to \$1750 for an evening	There are a range of different size venues that can be booked at Pah Homestead. They are waiting to hear about funding and action on upgrading the Whare. Visitor and group booking numbers are far above the annual targets: For the year 2015-16 there were 107,038 visitors and 177 group bookings

Special interest

What	Type	Availability	Term of lease	Indicative cost	Notes
Auckland VHF Group	Hall	None. Other	Until		This group has a lot of

What	Type	Availability	Term of lease	Indicative cost	Notes
Arthur Faulkner Res		radio and electrical interest groups hire sometimes	2016, but to be confirmed		specialised radio gear set up in their hall so can only share with other appropriate groups

Sports, recreation and leisure

Most of these clubs already make their facilities available for public hire and there is interest in talking with the Local board about how Council and the clubs can work together to increase utilisation rates.

Both local golf clubs are included later in this document as they are community sports facilities that own their land.

What	Type	Availability	Term of lease	Indicative cost	Notes
Eden Roskill Cricket Club Keith Hay Park 027 6259932	Lounge with a bar	Good. Book through Kelvin, Club Manager	Until 2019 then 2024	\$25-\$35 per hour \$300 for a night function	Keen to discuss with potential daytime users but is wary of hiring out to people not connected to the club for parties.
Eden Roskill Softball Club Mt Roskill War Memorial Park	Small Clubrooms				Currently in discussions with Council about potentially building a new shared sports facility at MRWM Park.
Fairholme Tennis Club 6 Fairholme Ave, Epsom 09 5750909	Small facility with change rooms and toilets.	Only for tennis related activities	Until 2020 then 2025	By arrangement	2 tennis courts with a small changing facility Struggling for membership but sound financials from the past help to pay the bills.

What	Type	Availability	Term of lease	Indicative cost	Notes
Lynfield Leisure YMCA 16-18 Griffen Park Rd, Margaret Griffin Park	3 modern rooms of different sizes and an Indoor Sports Stadium	Good. Book through reception		\$35 per hour - \$150 per hour. Community group fee assistance available	High usage but there is still good availability in a range of modern, well-equipped rooms and indoor sports facilities. Community room hire: 9,249 users, plus 12,367 group exercise participants Stadium hire and casual use: 25,856 users (July 1st 2016 - June 30th 2017)
Lynfield Tennis Club Oriana Reserve 021 024 20912	Single story clubhouse lounge and courts	Good. Booking details are on their website	Until 2018 then 2023	\$55 per hour for public \$35ph for members	Excellent hall hire agreement clearly sets out the conditions for hiring. Committee then approves or not and gets a \$500 bond.
Mt Roskill Tennis Club Arthur Faulkner Res. roskilltennis@gmail.com	Hall	Bookings can be made by e-mail.	Lease has been under discussion recently	Rates vary for parties and regular users	Very low membership so the main courts have been taken back by Council to turn them to other recreational purposes. 2 hard courts will remain. Community groups like yoga and dance plus birthday parties still hire the hall
Owairaka Amateur Athletics Club War Memorial Park 0274535385	Athletics clubrooms & changing rooms	Used on some evenings but available for community use in the daytime.	Lease details differ to what's on file. Club has lease for 10	n/a	The track is a public park. The club raised most of the funds to upgrade it. They sold their old clubhouse to Council to make way for Roskill Youth Zone building and they now share their facilities with

What	Type	Availability	Term of lease	Indicative cost	Notes
			years then the right to renew for 10 more		people who use RYZ during the day. This is arranged through the WCC manager.
Three Kings FC Keith Hay Park	Clubhouse	Used only by football club	No lease details	n/a	Planning to build a new clubroom in the next 2 years which will be available to other community groups. Continuing to fundraise.
Tri Star Gym Keith Hay Park jenny.jujnovich@tristar.org.nz	Conference room and a multipurpose room	Good. Available for hire through email	Until 2021 then 2054	\$28 -\$37 per hour	2 rooms available during the day but availability is limited after 3.30 and on Saturdays
Waiata Epsom Tennis Club 20-24 Fernleigh Ave 09 6258878	Clubrooms and tennis courts	Booking requests can be made through the secretary and need approval from the committee	Until 2020 then 2025	Rates are varied depending on facilities required	Mostly used for tennis club activities but hired out to hockey clubs in winter for practices. Some parties for members too but not usually hired to the public
Winstone Park Tennis Club Harold Long Reserve 09 620 6889	Clubrooms and tennis courts	Booking requests can be made through the secretary and need approval from the committee		Rates are varied depending on purpose	Don't have a lot of bookings but are happy for community to apply. There is a lot of development in the park around them at the moment which will improve their surroundings

Community-owned facilities for hire

All these facilities have toilets, kitchens and DO NOT allow smoking or alcohol. Groups that book school or church facilities usually have a connection with that place already and like having a personal booking engagement.

Schools or churches that are not listed here either do not usually hire to the community or were not able to be contacted to discuss.

Schools

What	Type	Availability	Cost indication	Notes
Christ the King School 288 Richardson Road 09 6267123	Modern hall	Book through the parish office		Book through the parish office but only some availability as used a lot by the church community and some regular bookings
Dominion Road Primary 14 Quest Tce 09 6210155	Modern medium sized hall for hire	Some - book through the school website	\$50 per hour	Popular facility that has an easy to follow booking process.
Hay Park School Richardson Road 09 6259531	Hall	Not currently booking as it is used to store resources		New resource room has arrived so availability expected early next year. Booking interest has already been noted.
Lynfield College 191 White Swan Rd 09 6270600 Ext 525	2 Gyms and Astroturf	Some but heavily booked	\$55-\$65 per hour	Usually only make their sports facilities available to groups with connections to the school community (former students). They have a booking co-ordinator who manages their busy schedule.

What	Type	Availability	Cost indication	Notes
Marshall Laing 39 Marshall Laing Ave 09 6255103	Modern School Hall	Some but heavily booked	\$30-\$40 per hour	They have regular church group users and some other groups but are not actively looking for extra users. Can be rented for birthday parties.
May Road 504 Richardson Road 09 6268021	Modern School Hall	Some but heavily booked	\$30-\$40 per hour	They have regular church group users and some other groups but are not actively looking for extra users. Can be rented for birthday parties.
Monte Cecilia Primary Whitmore Road 09 624 3440	Parish Hall	Book through the church office		Booking are done through the Parish office.
Mt Roskill Grammar Frost Rd 09 6210050	Large School Hall with Stage	Some, but heavily booked	Prices vary	A wide range of activities happen including community education and counselling support services as well as sports
Mt Roskill Intermediate Denbigh Ave 09 6208508	Large School Hall with Stage	Medium. Book through the school office	\$30-\$40 per hour	Have regular bookings for their large hall with church groups and craft groups and are busy during Diwali festival. No after school programmes so availability is pretty good.
Mt Roskill Primary Frost Rd 09 6205050	School Hall	Some, but heavily booked	\$30 per hour	They have regular church group users and some other groups but are not actively looking for extra users. They refer after hours users to Mt Roskill Intermediate (MRI) as the MRI hall is more easily

What	Type	Availability	Cost indication	Notes
				accessible.
Three Kings Primary 944 Mt Eden Rd 09 6257208	Modern School Hall and Pool	Some, but heavily booked	Rates vary	Pool and hall are almost fully booked but some availability. School Office has excellent systems in place to manage their users.
Waikowhai Intermediate 666 Richardson Rd 09 6210460	Modern School Hall	Some	\$30-\$50 per hour	Hall is regularly used by church groups, dancing, exercise and youth groups. Hall for Hire sign advertises their intent to rent to appropriate groups.
Wesley Intermediate 766 Sandringham Rd 09 6209367	School Hall	Some, but heavily booked	\$25 per hour	Lots of different groups use a range of buildings in the school. Busy with church groups on the weekends.
Wesley Primary 24 Potter Ave 09 620 9261	School Hall	Some	\$50 per hour	Some regular users but mostly free. Higher rate than other facilities in the area. They have had some problems with groups that have hired in the past.

Churches

What	Type	Availability	Indicative cost	Notes
Christ the King Richardson Rd	Modern Hall	Some. Discuss availability	By arrangement	Have some regular outside bookings like AA but usually only hire to people connected

What	Type	Availability	Indicative cost	Notes
09 6267123		with the church office		with their church
Hills Church 179 Hillsborough Rd 09 6255050	Church Hall	Some. Discuss availability with the Church Office	Prices vary	Have a range of regular bookings already but are happy to discuss possible hireage with appropriate groups. Don't do parties.
Lynfield Community Church The Avenue 027 6265021	Hall, 2 meeting rooms, office	Medium. Book through the Church Manager	\$35-\$45 per hour	They have a range of rooms and a hall that can be rented. They have some regular users but availability can be discussed with Tony the Church Manager
Mt Roskill Baptist Church 465 Richardson Road 09 6279286	Several types of rooms	Some but heavily booked with local Christian groups	Rates vary	They have a range of rooms and an auditorium that can be hired. Lots of regular users but availability can be discussed with Julie in the Church office.
Roskill South Oasis 56 Glass Rd 09 6208079	Hall, Meeting Rooms, Office	Some during school hours, but heavily booked after hours	\$50-\$60 per day	This is a community organisation similar to those at community centres but is run from a church owned hall with funding principally from a trust. Availability is limited due to regular booked activities and the owners are not prepared to rent it out unsupervised after hours.
St John's Presbyterian 422 Mt Albert Rd	A modern lounge and an old	Some availability in the old	\$23 per hour and \$90 for a half day	The modern lounge is regularly booked but the old hall had plenty of availability mostly

What	Type	Availability	Indicative cost	Notes
09 6206609	church hall	hall		during the week. Would prefer regular users so they are known and trusted.
St John Vianney Hillsborough Rd 09 6243440	Modern Hall	Good availability. Book through Rita in the church office		Keen to take enquiries about bookings. They have a range of groups using their hall during different times of the week, most are connected with the parish in some way
St Therese Church Mt Albert Rd 09 6209689	Hall	Only made available to church members		Only made available to church members.

Other community-owned facilities

We became aware of the groups listed here when talking with community leaders and council staff about who needs space or makes space available for community use.

What	Type	Availability	Indicative cost	Notes
Akarana Golf Club Dominion Road Extension 027 476 9629	Small meeting rooms to large function room.	Good. Book through Travis the Golf Club Manager	Varied depending on purpose and numbers	Travis Gawler, GM Akarana is very keen to discuss any options with potential users. Would also like to open up their cafe to passing cyclists and walkers.
Auckland Refugee and Migrant Services	Offices, meeting and	Only for groups	n/a	Large office space with various rooms. Subsidised lease is

What	Type	Availability	Indicative cost	Notes
3 Kings Plaza, 3 Kings	training rooms	connected with ARMS		expiring soon so a new venue is being sought to keep costs down. Funding comes from a variety of sources. Some funding has been cut. Ongoing discussions with Council and other people about their wide range of needs (including cooking facilities for a catering business staffed by migrants).
Hillsborough Heights Dominion Rd Ext 09 6268060	Hall	Some. Book through the village office.	Rates by negotiation	Keen to have outside groups come and use their hall that has a stage. They would love the group activities to involve their residents.
Maungakiekie Golf Club 5 Anita Ave	Meeting room and function lounge	Good. Bookings are made through the club office	Varied rates	Keen to discuss hiring out their meeting room which already has a lot of regular bookings. The main club lounge can also be hired for bigger celebrations
Migrant Action Trust and Earth Action Trust Wesley Intermediate Sandringham Rd Ext 09 6293500	2 Meeting rooms	Good. Book through Amie in the MAT office	\$100 per day but rates vary depending on the group	Some regular bookings with local ethnic groups and language classes. Keen to discuss hiring out with other groups.
Mt Roskill Village Hall Denny Ave 021 1599669	Community Hall	Good. Contact Daryl, Roskill Village Hall Committee	\$15 per hour	Good value old style hall that can be hired by community groups. Some Regular hirers already.

Feedback from community facility users

This section presents facility users' feedback about facilities in general. We use the Local Board's outcomes as a framework to provide an indication as to whether council's facilities are positively or negatively impacting on what the Board wants to achieve for Puketāpapa. Feedback about a particular facility is reported alongside the utilisation rate data above.

Improved health and wellbeing

Council facilities are regularly used by dance, exercise and sports groups and for health promoting and protection programmes, such as health checks. Council facilities are less expensive than some secondary school facilities.

Connected communities with a sense of belonging

Many cultural groups use council facilities to bring people together. Several community groups, ethnic/cultural community groups in particular, are interested in co-locating to share costs, support each other and make it easier for people to access a wider range of community services. Little awareness amongst community groups of the process for securing a long-term lease.

Some community groups, schools and churches and clubs want to see more of the wider public make use of their facility. Wesley Intermediate share their facilities and grounds with at least 10 community groups and clubs.

Most people we spoke to find it easy to use Council's short-term/ one-off online booking system. However, there is some frustration from the public about who and how to communicate facility needs and issues to, and we also heard that people sometimes phone and book through a school or church they have connections with, or just meet in a café, as that can be more appealing, easier and flexible than council facilities.

There is no one-size-fits-all facility: we heard from community group leaders that groups' needs vary depending on the activity or event. For instance, a group may sometimes need a facility that will house 200+ people but on other occasions they require a much smaller facility suitable for 20 people.

Thriving local economy and good job opportunities

Many community groups are providing employment support, e.g.: volunteers helping people with overseas professional qualifications and driving licences gain local credentials.

We spoke with community groups and NGOs who looked for affordable, suitable space for months and in some cases years. These delays have dampened the growth of thriving monetary and social exchange. Some examples: a community theatre group needs facility that has a stage and office. Another group that provides counselling and support requires a facility with a number of private rooms. A group that is based in central Auckland with members who travel a long way to attend the group's meetings is looking for a suitable space.

Urban development meets community needs

The development of shared pathways and parks running across Owairaka, Wesley and Mt Roskill make it easy to move to and between some neighbourhoods and centres, especially the Wesley Community Centre, Roskill Youth Zone and Mt Roskill War Memorial Hall.

There are no significant Maori facilities, like a marae, yet 9 iwi have an interest in Puketāpapa.

Transport choices meet our varied travel needs

Most facilities are on public transport routes and/or cycle trails. SH20 provides excellent access to many parts of Puketāpapa. Still difficult to travel across Puketāpapa on public transport.

Vibrant and popular parks and facilities

We heard that council staff are heavy users of the Fickling Centre's meeting rooms and that facilities are most heavily booked after school and in the evening.

Some "loyal", regular users of facilities that bring vibrancy on occasion

There are several significant facility developments are being progressed: a brand new, modern shared sports facilities at Keith Hay Park and plans for development at Mt Roskill War Memorial Park. Some facilities are in need of an upgrade, some of which has been approved, such as the Cameron Pool function room.

Some people feel unsafe in/around facilities due to outstanding maintenance issues and people using drugs or loitering. Most council facilities feel unwelcoming and unloved, even during the day-time, especially when groups are not using them and no staff are present.

Events community groups hold sometimes require significant planning and investment from the organisation itself and their group members. Given that, they need to be sure that the facility will be right on the night but we heard of experiences where that was not the case. People have turned up to a facility they booked only to find it locked and no one on-site to open the door. The improved electronic card entry system should help with this issue.

Treasured and enhanced natural environment

Te Whangai Nursery have set up next to Wesley Community Centre to grow plants that are used locally for enhancing the environment around Te Auaunga – Oakley Creek and other places.

Production of a Mt Roskill War Memorial Park development plan is to tie together a range of projects for the reserve, including a healthy waters stream naturalisation.

Summary and Recommendations

Our approach

Point Research gathered information from council records, the Strategic Broker and other council staff, Local Board members, community leaders (of community groups, schools and sports clubs, for example) and people who use and want to use a community facility. Although we initially proposed to run an online survey of community groups, we recommended that the survey was no longer needed because we found a large survey on the topic had recently been done Auckland-wide⁶ (back in 2015, the Three Kings Community Needs Assessment surveyed over 200 people). We found we were gathering valuable, rich information speaking with people face-to-face so we dedicated the time and resource we had for this project to visiting facilities and speaking with as many people as possible, identifying who to speak to on recommendation from others and from the Puketāpapa Community Services Directory.

Key findings

Our facilities needs assessment and stock-take shows that there is:

- both positive and negative perceptions of the council-owned facilities available for short-term use and how they are managed
- some unmet need for long-term space and a lack of community understanding as to how the leasing arrangements work and if any space, and if so what space, is available
- considerable interest among organisations and clubs in Puketāpapa to work with the Local Board to increase short-term/one-off use of their facilities by the general public.
- Considering both council and non-council facilities available for short-term hire, there is plenty available

We make a number of recommendations below as to how council might:

- extend the range of facilities available for short-term use by working with schools, churches and clubs to release their facilities for short-term/ one-off use
- make council-owned and operated facilities more welcoming, accessible and appealing to community users
- consider releasing all or part of the Fickling Centre to an anchor tenant to share with a number of other community groups with shared interests that align with the Local Board's outcomes (given that market-rate rental is beyond many community groups' means, and that affordable office space is in short supply).

⁶ Growing usage of our Community Places venues in Auckland. Quantitative Insights prepared for Auckland Council, June 2017. Big Picture. We provide summary of the findings relevant to our stock-take and needs assessment in the literature review.

Types of need

The kinds of spaces people need are varied, in particular office spaces suitable for on-going administration and meetings, general meeting spaces, there is need for spaces for 'messy activities' that can be easily cleaned, robust spaces suitable for physical activity and even specialised places for performance. Some of these spaces are needed on a day-to-day basis into perpetuity, whereas the majority of others needed for the long-term are only required intermittently (but preferably on a regular basis). Some of these users also require a certain kind of space, such as a large hall, once or twice a year for festivals or larger community group gatherings.

Short-term/ one-off utilisation rates and capacity

The average utilisation rates of the council-owned community facilities are variable between facilities, within facilities and at different times of the year. We could not find data that shows how rates vary by day of the week or time of day and who the users are, but anecdotal evidence suggests that Council staff are heavy users of the Fickling Centre during the day and most community usage seems to be after hours.

The data shows a few patterns:

- smallest rooms are not used as much as the larger rooms
- rooms of all sizes have spare capacity
- anecdotally, use is heaviest after hours.

The community-owned facilities available for short term hire are varied in size, type and cost and are suitable for a range of uses. There are many facilities' available for community use across Puketāpapa and the owners/managers of many of those facilities are interested in working with council to release those facilities for general use by the public. Helping schools, clubs and churches release their facilities for use by the wider public will help take the pressure of peak-use times experienced within the council-owned facilities.

Long-term utilisation and capacity

We found very little data that shows how much capacity there is in council-owned facilities leased to community groups. Most lease-holders could only offer their perception. Most are able to accommodate use by other groups but due to a number of reasons, such as sensitive or expensive specialised equipment in the building, are willing to only accommodate groups that have similar use needs and on a short-term/ one-off basis.

Some Council land and buildings are currently under review.

Perceptions of community facilities

Perceptions of the council-owned facilities are important to consider because, to an extent, they drive utilisation rates and need. Some of the facilities in Puketāpapa are seen to be unwelcoming, not fit-for-purpose and/or unkempt. Some community group organisers are turned-off from using facilities that do not have staff on-site who can answer questions, provide a helping hand and address issues there and then.

The positives to celebrate about the Council facilities in Puketāpapa are that the utilisation rates of the Wesley Community Centre are climbing and there are a variety of regular events bringing a greater sense of vibrancy and community connectedness to the facility. The Fickling Centre is well-located for a range of transport options and to serve a growing local population and has potential to benefit from (and contribute to) redevelopment of the Three Kings town centre. Pah Homestead and the Lynfield Leisure Centre report they are exceeding expected visitor numbers.

Desire for long-term space

There are numerous barriers or hoops to jump through to book a facility, including gaining access at a time that suits, preparing the space, catering for guests and members, cleaning-up, locking-up and leaving a facility. Doing this on a regular basis takes time and costs, which stretches some groups' budget and capacity. Therefore, some groups would rather take a long-term share in a space and share it with other like-minded groups with a similar purpose to share the costs of rental and up-keep. However, market rental is beyond many groups and some community group leaders are unsure about how Council allocates facilities for long-term occupancy and what the criteria are that they need to meet to get a lease.

Developments

Facilities at Mt Roskill War Memorial Park and Keith Hay Park (3 Kings United) are ear-marked for development in the future. As shown earlier in our report, the many and varied groups using these facilities contribute strongly to the Local Board's outcomes by connecting communities and providing a sense of belonging, giving the facilities a sense of vibrancy, improving health and wellbeing and helping the local economy thrive.

Population projections, especially in the Three Kings area, can be expected to increase demand for community facilities, which makes, we suggest, changing Council's approach to provision of community facilities in Puketāpapa necessary.

Recommendations

1. Work with the many organisations in the community (eg: schools, churches and clubs) in Puketāpapa to identify what Council can do to help them increase public use of their facilities.
2. Make council facilities more welcoming, accessible and personable. This might include employing front-of-house staff who are connected to the local community to welcome and support facility users.
3. Investigate the feasibility of appointing an anchor tenant to manage or operate all or part of a sizable facility, such as the Fickling Centre, as a community hub delivering services that align to Local board outcomes.

4. Better Inform community groups about the long-term facility lease allocation process and if any spaces are available what they are and on what terms
5. Explore how better data could be captured as part of business as usual to improve knowledge about when facilities are used and for what purpose
6. Ensure the developments in Three Kings town centre and Mt Roskill War Memorial Park include suitable ways of engaging stakeholders with an interest in the development of the vicinities' facilities.
7. Look at ways to increase the use of facilities during off-peak/quieter periods of use.
8. Work with Community Leasing and long-term lease holders to explore if and how facilities could be shared with other users