Kaipātiki Local Board Community Forum

OPEN MINUTE ITEM ATTACHMENTS

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Note: The attachments contained within this document are for consideration and should not be construed as Council policy unless and until adopted. Should Councillors require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.
2017/2018 Highlights

- Weather-tightening Presentation to KLB (August 2017)
- Memorial Stone Re-Dedication (September 2017)
- Joined Class Action vs. James Hardies (November 2017)
- Santa Parade (December 2017)
- Installation of Canopy at carpark entrance (January 2018)
- Repair of retaining wall on Library boundary (February 2018)
- Health and Learning Expo (March 2018)
Attachment A

2017/2018 Highlights

- Sound Insulation of Early Learning Centre (April 2018)
- Repair Cafe (April 2018)
- Glenfield Heritage Pamphlet (May 2018)
- Invasive Plant Audit (June 2018)
- Historic Mural (June 2018)
- Jan Tasker received NZ Order of Merit in Queen's B'Day Honours
Key Revenue Streams

- 66% ELC Families/MoE
- 22% Kaipatiki Local Board Operating Grant
- 9% Room Hirers
- 3% Tenants
Total Visits – Increased from 30,524 in 2016/17 to 34,086 in 2017/18

Total Visits

Note: this figure does not include visits to our Tenant Groups: Plunket, BAIS, Literacy Auckland North, Dementia Auckland or Sweet Charity

Presentation to Kaipatiki Local Board - June 2018
Total Hours Booked – Increased from 7,265 in 2016/17 to 7,409 in 2017/18

Total Hours Booked

FY15/16  FY16/17  FY17/18

Presentation to Kaipatiki Local Board - June 2018
60 – 70 Individuals/User Groups Hire on average of 205 times/month
Engagement July 2017 - May 2018 (3,245)

Enquiries Received, Advice Given, People Referred, General Assistance Provided

- Room Hire: 368 (11%)
- General/ User Group: 741 (23%)
- Tenant-related: 1067 (33%)
- ELC: 457 (14%)
- Other Agencies: 287 (9%)
- Referral/ Other Agencies: 325 (10%)
- Other:
Customer Satisfaction Survey:
(Survey size 300, Response Rate 18%, Margin of Error +/-10%)

- 57% of persons found information via our website, 14% through a verbal recommendation, and 14% were a repeat client.
- 75% were either very satisfied or satisfied with our Room Booking and Hire system
- 43% utilised space for between 20 and 40 persons
- 43% were attracted to use the Centre because of its price, location, facilities, and availability.
Customer Satisfaction Survey:
(Survey size 300, Response Rate 18%, Margin of Error +/-10%)

- 100% found the Staff friendly and helpful
- 83% our booking process easy, we met their needs, and found the overall level of service high
- 83% found our fees reasonable
- 90% would recommend our service to other clients
- 90% were very likely or likely to use our service again.
**STRATEGIC PLAN: 2018 - 2020**

**OUR VISION**

“We are focused on recognising and responding to the social, cultural, recreational and educational needs of the Glenfield/Kaipātiki Community, and finding ways to meet these needs with special recognition for those who have the least opportunity to participate in decision-making in the community.”

**OUR CORE PURPOSE**

To identify and respond to the social, cultural, recreational and educational needs of the Community and find ways to meet these needs, with specific recognition for those who have the least opportunity to participate in decision-making in the Community.

**OUR VALUES**

To provide services to families in Glenfield and its wider community with particular attention being paid to those who are disadvantaged.

To be a source of information and referral for Glenfield people.

Respond where appropriate to expressed community needs.

Liaise with other organisations, institutes and individuals to raise community awareness of issues that affect the community.

Administer and maintain buildings, facilities and equipment for community needs.

Be a Centre for community activity.

For the Centre to be accountable to the Local Community.

**STRAATEGIC OUTCOMES**

**Relationships**

- Partner with Local Businesses and other Social Profit that share the Centre’s Values to deliver services that benefit the Local Community.
- Deliver Community Events focused on need.
- Strengthen relationship with Kaipātiki Local Board and Auckland Council.
- Create Community Spaces and Connections.

**Internal Capacity & Capability**

- Develop Risk Management Plan for Centre.
- Resolve Weather-tightening problem alongside principal stakeholders (Methodist Church, Council).
- Complete Policy review and develop SOP for key areas.
- Align Constitution with new Inc. Societies Act.
- Develop Succession Plan for Governance and Mgt.

**Financial Viability**

- Increase Room hire and utilisation.
- Integrate online Booking system with Xero.
- Develop sponsorship of spaces by Local Business.
- Review Early Learning Centre Business Model and identify opportunities for growth.
- Develop Donations and Requests programme.

**MEASURES**

- Risk Management Plan completed and reviewed.
- Formation of Weather-tightening Action Group comprised of lease partners, agreed plan of action.
- Complete key policy schedule and review, policy ratified by Governance.
- Completed Constitution and remits accepted by Governance and Membership.
- Clear Succession Plan communicated to all key stakeholders.

Presentation to Kaipātiki Local Board - June 2018
Strategic Relationships

Outcomes

• Partner with Local Businesses and other Social Profits that share the Centre’s Values to deliver services that benefit Local Community.
• Deliver Community Events focussed on need.
• Strengthen relationship with Kaipatiki Local Board and Auckland Council.
• Create Community Spaces and Connections.

Measures

• Increased number of Business and Social Profit contacts and networks.
• Increased range of services provided or accessible.
• Increased number and scale of community events.
• More services align with KLB and Council priorities and planning.
• Increased Community awareness of Centre and services provided.
**Strategic Capacity and Capability**

### Outcomes

- Develop Risk Management Plan for Centre.
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### Measures

- Risk Management Plan completed and reviewed.
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Attachment A

Item 8.1

Strategic Financial Viability

Outcomes
- Increase Room hire and utilisation.
- Integrate online Booking system with Xero.
- Develop sponsorship of spaces by Local Business.
- Review Early Learning Centre Business Model and identify opportunities for growth.
- Develop Donations and Bequests programme.

Measures
- Monthly Room Hire and Utilisation statistics reports.
- Internal Staff Surveys.
- Customer Satisfaction Surveys.
- Community Engagement review.
- Redeveloped ELC Business Plan.
- Increase in donations and bequests.
KLB Plan Outcome 1: Our people identify Kaipātiki as their kainga (home)

New:
- Install Community Mural depicting historical Glenfield
- Update and distribute pamphlets on Heritage Glenfield
- Participate in the Fairy Door programme alongside the other Kaipātiki Houses/ Hubs and Centres
KLB Plan Outcome 2: Our natural environment is protected for future generations to enjoy

Ongoing:
- **Sustainability Initiatives**—continue to reduce environmental footprint using sustainable practices: energy efficient lighting, heating and appliances, use of reusable and green products, education of user groups around sustainability strategies.
- **Pest-free Initiatives**—continue with pest eradication and management strategies, removal of invasive plants, support in education around invasive plants and animals.

New:
- **Zero Waste Initiatives**—potential introduction of a recycle station.
**KLB Plan Outcome 3: Our people are healthy and active**

**Ongoing:**
- **Five Ways to Wellbeing**—continue to support ways to integrate the five ways into the Centre’s work practice and support community initiatives around mental health and wellbeing.
- **Health & Learning Expo**—continue to run this as an annual event providing information and support for families with children between the ages of 0-5 years.
- **Demonstration Community Garden**—continue work to fund, support and develop a community garden in the Centre’s courtyard to provide the Community with information around sustainable practices and give local school groups and volunteers an opportunity to be involved.
KLB Plan Outcome 4: Getting to and around Kaipatiki is easy

Ongoing:

- Encourage user groups to use Alternative Transport Options when visiting the Centre.

New:

- Install Bicycle Racks and Information Boards about bike tracks and walking tracks around Kaipatiki.
KLB Plan Outcome 5: Our urban centres are vibrant

Ongoing:
- Undertake a survey of Glenfield township businesses to determine whether there is interest in establishing a Business Information Network.

New:
- Work alongside the Local Board’s plan for the Revitalisation of the Glenfield Town Centre through Community Placemaking initiatives.
KLB Plan Outcome 6: Our community facilities and infrastructure are high-quality and well-managed

Ongoing:

- Work with Council to Resolve Weather-tightening issues with the building through formation of an Action Group, plan and timeline.

New:

- Resolve remaining Legacy Capex Repairs, maintenance and renewal issues.
**KLB Plan Outcome 7: Services are well-managed and meet community needs**

**Ongoing:**
- Continue annual Customer Satisfaction Survey
- Continue to Upgrade Facilities and Services.

**New:**
- Integrate online Booking System with Xero Accounting package.
Attachment A

Item 8.1
27 June 2018

Update to Kaipatiki Local Board

Management team

Campbell Hegan – founding trustee
Gillian Taylor – new trustee
Helen Schamroth – founding trustee and chair
Ann McGlashan – member of the management team
Jane Legget – new member of the management team

Current programme

Our goal is to present high quality public art to the community of Kaipatiki. Seeding funds from KLB has made it possible for KPAT develop our own initiatives and assist with projects in the community. We look forward to working with KLB and Auckland Council on future projects.

Short Shorts 2018

- Administrator: Karen Armstrong – funded by grant from KLB
- Judge: Miriam Harris PhD
- Entries due: 28 June
- Screening of finalists and prizegiving: 19 August
- New sponsor: Barfoot & Thompson

Northcote development

- Engagement with Panuku and HLC
- Participation in reference group for Northcote Greenway project

Speaker and engagement with community

- As in previous years, a notable speaker in the field of public art will be invited to speak at an open event where a report of KPAT status and programme will be presented
Item 8.5
OUR VISION & MISSION
For North Shore Events Centre

VISION
To be recognized as a preferential multipurpose campus for both community & commercial sport & recreation across the region.

MISSION
To support our community with high quality memorable experiences that enrich lives and foster social capital.
STRATEGIC OUTCOMES
The priorities we will pursue to achieve the changes desired

1. **Deliver Memorable Experiences**
   1. Having a staff structure and team that are equipped to deliver a highly customer curated experience
   2. Having a highly customer centric team of staff who are outcome focused
   3. Ensuring our team are highly adaptive and flexible to our customers needs
   4. Making sure our clients want to come back to us out of choice

2. **Maximise Use Of Our Facilities**
   1. Ensuring our facilities are welcoming, inclusive and well presented
   2. Minimising downtime in the facilities
   3. Working to increase the diversity of use and by growing visitation to our facilities
   4. Maintaining and consistently upgrading our facilities to improve the experience
   5. Working with RFA to ensure NSEC is considered in future council facility developments on the North Shore

3. **Become Sustainable**
   1. Maximise income and visitation at our facilities
   2. Operate according to “best practice” governance principals
   3. Work to reduce reliance on grants and grow sponsorship
   4. Reduce our environmental footprint

4. **Cultivate Our Relationships**
   1. Continue to maintain and build on our relationships with our Principle User Groups
   2. Build new relationships with key sporting and event stakeholders in North Shore & wider Auckland
   3. Treat our clients, guests and Principle Users as friends and build our growth on that foundation
   4. We will regularly communicate with our stakeholders to promote our Facilities
   5. Leveraging our partnership with Regional Facilities Auckland to benefit the North Shore Events Centre
OUR UPGRADE TIMELINE
Our venue will be upgraded over the next 3-4 years

- **2018**
  - Building Repaint / Replant
- **2019**
  - Roof Renovation
- **2018**
  - Sports Floor Replacement
- **2019**
  - Score / LED / Cube Install
- **2021**
  - Replace Sound System
- **2021**
  - Replace Bleacher Seating
- **2021**
  - Replace West Seating
BY THE NUMBERS
Some statistics about North Shore Events Centre

Why Choose To Us?
- Main Stadium is 2412m² (71m x 34m)
- Full Size international Netball Court + Warm up Court
- Or, Four Community Basketball or Netball Courts
- Venue Capacity of 4,780
- One of the most experienced venue teams in Auckland
- Generous Courtside and elevated Disabled seating capacity
- Onsite Catering available or Client can provide
- Over 800 onsite carparks and easy access to Public Transport
CURRENT CONTENT

Community Use
By court hours used over 75% is dedicated to our community

Event Days
2017 saw NSEC host over 80 event days across various event types

Visitors
Each year NSEC will host over 450,000 visitors. This does not include other on site tenants

Years
The amount of time NSEC has been home to Auckland Sports & Entertainment
THE PAST

North Shore Events Centre has been home to World Class events for over 20 years!

Who?

✓ The New Zealand Breakers 2007 – 2019 (including three NBL Championship Wins)
✓ Multiple Tall Blacks Games
✓ The New Zealand Badminton Open
✓ Automania Car Festival

Multiple Concerts including;

✓ Sting
✓ Fight For Life
✓ Greenday
✓ Bob Dylan
✓ Macy Gray
✓ Tom Jones
✓ Incubus and a host of others
**FUTURE CONTENT**

- **75%**
  - **Community Use**
  - By court hours used over 75% is dedicated to our community

- **100**
  - **Event Days**
  - 2017 saw NSEC host over 80 event days across various event types

- **600,000**
  - **Visitors**
  - Each year NSEC will host over 450,000 visitors. This does not include other on site tenants

- **.48**
  - **Cost Per Visitor**
  - The targeted Council contribution to visitation per visit at NSEC
THE FUTURE

North Shore Events Centre will continue to host International Events & National Content!

Who can we expect to see here......

- Silver Ferns Taini Jameson Trophy Series
- Northern Mystics Events
- Multiple Fight nights every year
- NZ Badminton Open
- Target 2 in 2018/19 but building to 6 Concerts pa as a minimum inside 3 years
- NZ Tartan Day Festival
- Community Festivals
- Speed QB Festival

From 2018 we will be expanding our events programme to bring more Aucklanders through North Shore Events Centre
This Plan

This plan places a premium on seated capacity around a single court configuration. This is the full house Netball configuration.

This does not provide for Courtside Hospitality as is commonly hosted
NORTH SHORE EVENTS CENTRE