Te Awe Māpara
Community Facilities Plan

Needs Analysis Summary Report

March 2023




Contents

Section 1: Project background

Purpose of the Plan

The Plan will guide the Council's efforts to ensure the city has resilient, fit-for-purpose and efficient community facilities in the right place at the right time.

The Plan will help the Council to ensure the community facilities network meet community needs and aspirations over the next 30 years and makes Wellington a place where people are happy, healthy and connected.

We have commissioned Visitor Solutions (VSL) and other specialist advice to help us develop the Plan. VSL have a strong history in developing strategic community facility plans for other Councils and are specialists in this area.

Why is the Plan being developed?

Community facilities are really important to our communities – they provide places where people can recreate and play, learn, perform, create, be inspired, connect with others, develop a sense of belonging and build wellbeing. This work has shown us just how much our communities value our facilities and how widely they are used.

There were three fundamental drivers that initiated the development of the Plan:

1. **The city is growing and changing** and we need to make sure our facilities will continue to meet community needs and aspirations over the next 30 years.

2. There is **no overarching strategy** to guide the Council's planning, provision, and investment in community facilities.

3. We need to understand how fit-for-purpose, efficient and resilient our community facility network is, and what steps we need to take to ensure our facilities are fit for the future.

Scope of the Plan

The scope of the 275 community facilities within the Plan includes:

- **Community centres** (including halls) (25) – approx 11,600m^2 of space
- **Libraries** (12 including Te Matapihi, but not 3 temporary libraries) – approx 21,666m^2 of space
- **Swimming pools** (7) – 14,731m^2 building area (6%), approximately 5,135m^2 water area
- **Recreation centres** (5) – approximately 20,074m^2 of space
- **City housing community spaces** (13) – approximately 762m^2 of space.
- **Marae** (1)
- **Lease facilities** through ground and premise leases to sport clubs, art and creative groups, early childhood education, and community organisations (129) approximately 176,902m^2 (~71% of total community facility area).

The total area of the 192 facilities listed above is approximately 245,500m^2. There is a total of 199 buildings (some facilities include multiple buildings, eg Newtown Community Centre).

The Plan also includes Wellington's **83 public toilets.** We have treated these slightly differently because, while they are an important public amenity (that often support people to use facilities), they are not used in the same way as other community facilities.

The total scope of the Plan is 275 facilities in 282 buildings.

The scope includes community facilities that are freely available for the community to access for social, cultural and recreation objectives. A few explanatory notes about some facilities:

- The Council's **community centres** are either:
    a. Council-operated centres (7)
    b. Council-funded centres run by partner organisations (18)
- The **leases** that are within scope fall under either the:
    - Leases Policy for Community and Recreation Groups (providing guidance for managing leases of land and/or buildings to community and recreation groups)
    - Early Childhood Centres Policy (providing guidance on how and when the Council offers support for Early Childhood Centres).
- **City housing community spaces** – these are spaces within city housing complexes primarily available for tenant use but can also support community use.
- **Marae** – there is one marae on Council-owned land that receives multi-year funding. The marae has different funding outcomes to community centres, some of which align with the Council's Tūpiki Ora Strategy.
- **Public toilets** – currently managed under the Public Conveniences Policy 2002 (providing a framework for decision making on the location and service standard of Wellington's public toilets).

While the Plan is focused on facilities the Council owns, leases, funds or manages, the Plan considers a broader scope to understand the whole community facility ecosystem, which includes facilities such as marae, scout halls, school facilities and churches.

What's not in scope?

A range of other facilities are also part of the Council's community infrastructure, but their primary purpose relates to the Council's cultural, economic or open space objectives. While their importance is acknowledged, these facilities are not in the scope of this Plan as they are being considered through other pieces of related work. These facilities include:

- Playgrounds – **Play Spaces Policy 2017.**
- Sportsfields and sports pavilions – **Wellington Region Sportsfield Strategy** (under development by Nuku Ora).
- CCO venues such as the Michael Fowler Centre, TSB Bank Arena, galleries, and museums – three projects in this area:
    - **Civic venues strategic investment plan** – Right venue at the right place and right time.
    - **Venues accessibility review** – Greater access to Council venues for local arts and creative sector.
    - **Access to leased facilities** – Greater community and arts access to leased facilities.
- Toi Pōneke – 'Reimagining Toi Pōneke' project.
- Open space network – **Te Whai Oranga Pōneke** / Open Space and Recreation Strategy (draft in development).

Project plan stages

The diagram below shows the three phases of the Community Facilities Plan and associated timeline.

Phase one -
Needs analysis
Understanding

- Strategic assessment
- Current state assessment of network
- Technical network analysis
- Public and stakeholder engagement

Needs analysis validation and guiding next steps

- Validating needs analysis findings with stakeholders and Advisory Groups
- Advisory Group input into Plan priorities
- Councillor input and guidance for Phase Two - Plan

Phase two -
Community Facilities Plan
Setting direction

- Provides the objectives and principles of why Council provides facilities
- Sets framework for how Council makes decisions
- Setting broad direction for what is needed, when and where

Implementing the Plan
Decision-making

- Detailed investigations to determine specific scope, location, timing and funding for community facility investment using the Plan's framework.

Key strategic context

The provision and use of community facilities contribute to Wellington's strategic goals, outcomes and actions. The diagram below summarises the Council's current strategic context for the Community Facilities Plan.

Diagram 1: Council's current strategic context

As shown in the diagram above, the Community Facilities Plan involves the review and/or consideration of four current policies:

- The Community Facilities Policy (see Table one below)
- Public Conveniences Policy
- The Leases Policy for Community and Recreation Groups
- Early Childhood Centres Policy

The recommendations in the Community Facilities Plan will be implemented through Asset Management Plans, Activity Management Plans and the Development Contributions Policy. Financial and investment decisions will be determined through the 2024 Long-term Plan (and subsequent Annual Plans), Financial Strategy and the Infrastructure Strategy.

Table one: Regional and internal strategic context

The following table summarises the national and regional context as well as the Council's strategies pertinent to community facilities. There is some strategic context (internal and external) which is specific to particular facility types and these are summarised in the full needs analysis report (under development).

National planning direction	
National policy statement urban development: NPS-UD	The significant components in the context of this Plan relates to shifts in the typology of residential developments, and where medium and high-density dwelling developments are enabled. This influences where population and household growth are expected in future. The key parts are: • Enable greater height and density particularly across the city, including around centres and key transport nodes. • Enable building heights of at least 6 storeys within a walkable catchment of city centre, metropolitan centres and current/planned rapid transit stops.
Medium density residential standards: MDRS	The standards enable development of up to three dwellings on each site with each being up to three storeys without needing to apply for resource consent, provided the development adheres to all other rules and standards in the District Plan.
Regional context	
Wellington Regional Growth Framework	The Framework identifies how the Wellington-Horowhenua Region could accommodate a future population of 780,000 and an additional 100,000 jobs in the next 30 years. This represents an additional 200,000 people living in the Region. For Wellington City, the Framework identifies the Let's Get Wellington Moving (LGWM) corridor as a general location for development. The LGWM corridor is assumed to accommodate a quarter of regional residential growth. Other potential growth areas are associated with Upper Stebbings, Lincolnshire Farm and across Tawa.
Let's Get Wellington Moving	A joint initiative between Wellington City Council, Greater Wellington Regional Council, Waka Kotahi NZ Transport Agency and mana whenua. The aim is to "move more people with fewer vehicles" by providing more attractive travel choices and reshaping how people move around and through the city. LGWM's longer-term programme includes four projects which are undergoing extensive investigation: • New Mass Rapid Transit (MRT) connecting communities from the railway station through the central city to the southern and eastern suburbs. • Basin Reserve improvements to support the MRT by improving walking and cycling connections and enhancing the use of the Basin Reserve. • An extra Mt Victoria Tunnel to improve public transport and walking and cycling connections between the central city and eastern suburbs. • Transport network improvements to encourage people to make better use of the transport system.

Council context	
Tākai Here	Our Tākai Here brings to life the strategic partnership between Taranaki Whānui ki te Upoko o te Ika, Te Rūnanganui o Te Ātiawa, Te Rūnanga o Toa Rangatira and the Council underpinned by shared values and tikanga. The core values outlined in the agreement have guided our ways of being and doing – and helped us conduct ourselves appropriately within the processes and protocols.
Tūpiki Ora	**Vision:** *Kia mauri ora te taiao, kia mauri ora te whānau, kia mauri ora te ao Māori.* The vitality of our environment is nourished, the wellbeing of our whānau is fostered, te ao Māori is embraced and celebrated. The strategy utilises a waka hourua to depict the vision, principles and outcomes that guide short-term and long-term actions to fulfil mana whenua and Māori aspirations in enabling whānau to thrive in Wellington. We have used the Tūpiki Ora Action Plan as a guide to embed the strategy. We will contribute to the Strategy's Vision by ensuring our community facilities are welcoming and help foster the wellbeing of our whānau. We will also ensure te ao Māori and Te Reo Māori is embraced and celebrated at our facilities. This mahi seeks to understand how the community facility network meets Māori needs and aspirations. To understand this we must first understand what the Māori community facility ecosystem includes and how it is currently delivering on Māori outcomes.
Spatial Plan 2021	The Plan identifies investment will be required in social and community facilities to support growth, and to ensure they are fit for purpose and adaptable. The implementation plan provides for future investment and development in our community facilities so future communities will be well supported by a wide range of facilities that promote connection and inclusivity.
Wellington City proposed district plan	The proposed District Plan was notified in July 2022 and gives effect to the NPS-UD and MDRS, and the direction from Wellington's Spatial Plan. Parts of the Plan are subject to intensification-provisions, and it is understood these will become operational in mid to late 2023. The entire plan is expected to be operable in 2025. The relevant sections will influence where growth can occur and community facilities planning have been considered in the Needs Analysis Report (draft in development).
Long-Term Plan 2021-31	Sets the Council's direction and investment for 10 years. It links the Council's vision to four community outcomes that reflect each of the four dimensions of wellbeing. One of the Plan's six priority objectives is: ***The city has resilient and ft-for-purpose community, creative and cultural spaces*** – *including libraries, marae, museums and community halls, where people connect, develop and express their arts, culture and heritage.*
Economic Development Strategy 2022	**Vision:** *Wellington is a dynamic city with a resilient and innovative and low waste, low carbon circular economy that provides opportunities for all and protects and regenerates our environment.* **Outcome six** most relevant to Community Facilities: *We aim to be a compact* inclusive and vibrant city where people can access quality jobs, housing, education, social care and recreation. It also ensures we have infrastructure to support our population from roading and water, to cultural and recreation venues.

Social Wellbeing Framework 2021	A tool to understand Council's role in supporting the social wellbeing of its communities. **Social Wellbeing:** An inclusive, liveable, and resilient city where people and communities can learn, are connected, well housed, safe and healthy. • Children and young people are thriving in diverse and inclusive neighbourhoods. • Communities and cultures are connected, thriving, have a sense of identity and enjoy access to open public spaces. • Our older, disabled or most vulnerable communities are supported, financially secure and connected. • Residents can develop healthy and active lifestyles with access to quality community, sport and recreation facilities. • Wellington is an affordable and resilient place to live with an accessible, compact and connected city. Includes a process for Council to consider its role in social wellbeing.
Aho Tini 2030 Arts, culture and creativity strategy	**Vision:** *The rich cultural traditions and identity of our capital city inspire our exciting and innovative arts, culture and creativity. Wellingtonians can access and participate in arts and culture, and explore their creativity. Together, in partnership with the arts, culture and creative sectors and with mana whenua and Māori, creativity, collaboration and innovation are woven through everything we do.* **Outcomes relevant to provision of community facilities:** • More spaces for people to create. • Council venues are suitable for current and future needs. • Venues, facilities and spaces are more accessible. • Artists and creatives are involved in infrastructure projects.
Te Whai Oranga Pōneke | Open Space and Recreation Strategy (in development)	**Mission:** *A flourishing network of parks, and recreation opportunities, interwoven into everyday life, that supports Wellingtonians to live well, connect to nature and each other.* The Strategy will provide direction for the Community Facilities Plan. The Plan will align to the Strategy benchmarks, principles and outcomes (currently being consulted on).
Children and young people strategy 2021	**Vision:** *We support the wellbeing of children and young people in Wellington through the unique features of our place and qualities of our people. We want our children and young people to feel connected to Pōneke with a strong sense of belonging – helped by visible stories of mana whenua and Māori and celebrating the diverse Pacific and other cultures and communities living here.* There are six relevant Actions to the Community Facilities Plan: 1.2 Deliver more safe and inclusive spaces for young people. 1.3 Reflect the needs of children, young people and their families in city placemaking, development and investments. 2.2 Support new, existing, emerging or growing recreational activities that children and young people enjoy. 2.4 Partner with relevant agencies to improve access to parks, recreation spaces, performance and programmes to support mental health and wellbeing. 2.5 Deliver more safe and inclusive spaces for young people. 5.1 Extend reach of libraries through Youth Engagement Plan.

Te Atakura – first to zero 2019	A blueprint to make Wellington City a zero carbon capital (net zero emissions) by 2050. Key actions relevant for community facilities: • Commitment to the transport hierarchy • Solar on community facilities • Refit Council buildings for greatest possible green star rating • Transition buildings to flexible carbon neutral energy supply • Invest in energy savings • Encourage more sustainable building, engineering and construction practices.
Accessibility Action Plan 2019	This plan sets out specific actions to help make Wellington more accessible and inclusive for everyone. The overall Goal is: *All people, residents and visitors, are confident accessing the information they need to participate in Wellington city life, they are able to get to and from all venues and use the service at a destination with ease.* A goal specific to community facilities is: '*Access to venues: facilities are accessible and fit for purpose, staff are helpful and knowledgeable about accessibility, compliant with NZS4121:2001 (and subsequent amendments).'* Note: Council is reviewing the Action Plan and carried out early engagement in May, the results from this survey have informed the Community Facilities Needs Analysis.
Positive Ageing Policy 2012	Provides direction for the Council to consider and plan for the impacts of an aging population. **Outcomes**: • City embraces changing notions of 'retirement' • Wellington is a city of choice for older people who want to contribute to our social and economic vitality • City is appealing to older people because they are stimulated by a variety of social interaction as their needs change.
Community Facilities Policy 2010	The Policy guides the Council's decision-making about future investment in or disposal of community facilities. This policy is under review through the development of the Community Facilities Plan.

Section 2: Summary of results

Overall findings for the network

Strategically, Wellington needs **resilient, fit-for-purpose** and **efficient** community facilities – in the **right place** at the **right time**.

Wellingtonians highly value, and there is strong engagement in, our community facilities.

However, there are calls to improve the quality and appearance of facilities. Our communities are also asking for greater diversity and improved accessibility for a wider range of needs to ensure there is a place for everyone.

In Wellington we have substantial provision of community facilities – about 1 facility for every 1000 people. However, our facilities are generally small, single-purpose, stand-alone and ageing with an average age of about 58 years. Given the age, many facilities are not accessible, inclusive or efficient to operate. A key conclusion is facilities that were ideal 40 to 50 years ago, are no longer fit-for-purpose for current and future needs.

Wellington’s typography creates a challenge as it has resulted in smaller suburbs, which in turn has led to provision of smaller facilities in concentrated and limited locations.

We also have some facilities that are vulnerable from a climate change, seismic and efficiency perspective. Many of our facilities are not accessible and very few reflect te ao Māori. Investment is needed to meet the Council’s strategic goals and to make sure we can continue to deliver high quality facilities in the future.

While most other metros in New Zealand have carried out similar strategic planning of community facilities, very few cities have assessed this range of community facilities. This means it is harder to provide comparison across the entire network. The number and range of facilities makes this Plan more complex but worthy of assessment to provide a comprehensive and cohesive plan for community facility provision.

In Wellington, there is limited cross-facility collaboration, which means the opportunities offered are not cohesive across facilities. It also means the benefits of co-location are not always realised, such as cross-leverage of resources, programming and communications.

To ensure our facilities are fit-for-purpose, resilient and efficient for current and future generations is not only about developing new or redeveloping existing facilities, but about doing things better. There are opportunities to better integrate how we plan, deliver and fund community facilities. We need to take a city-wide view and optimise what we have in order to provide a more diverse, inclusive, cohesive and comprehensive range of experiences for our communities.

Summary of utilisation and users of community facilities

Set out below is a high-level overview of the engagement by Wellington's population in the various types of community facilities (based on the Wellington sample survey). Across most facility types, Wellingtonians have strong engagement with community facilities compared to other areas in New Zealand. For example, around 42% of Wellingtons population engage with swimming pools, whereas in other cities this percentage is lower around 33%.

The most significant demographic factor on whether people use community facilities is **having children in the household.**

However – this doesn't mean children are the primary driver for use of community facilities. We asked whether respondents were visiting for themselves, their children, other people or a combination.

The results show the majority of adult users visit community facilities for themselves, ranging from 87% for library users to 51% for recreation centre users. This potentially indicates households with children have higher awareness and higher motivation to use community facilities compared with households without children.

Below are the significant findings regarding the demographic profiles of users of the various community facility types.

COMMUNITY CENTRES
Around 26% of population
Mix of ages, but tending older
Mix of cultures

LIBRARIES
Around 73% of population
Mix of cultures
More likely to be used by households with children <15

SWIMMING POOLS
Around 42% of population
More likely to be used by:

- Adults 40-49Y
- Households with children
- Pacific Peoples

RECREATION CENTRES
Around 27% of population
More likely to be used by:

- Adults and households with children
- Pacific Peoples

CITY HOUSING SPACES
Around 6% of population
More likely to be used by people who:

- Are younger
- Work part-time
- Have a temporary disability

MARAE
Around 4% of population
More likely to be used by Pacific Peoples and Māori

LEASED FACILITIES
Up to 40% of population – across all types
More likely to be used by households with children

PUBLIC TOILETS
Around 69% of population
Mix of demographic groups

Strategic	• Valued for learning and a place to visit, connect and participate • Libraries are evolving into interactive places of learning, engagement and community connections
Facilities	• 12 sites = 21,666m^2 (includes Te Matapihi, but not temporary libraries) • There are a high number of sites, but most have a small footprint (m^2) • Limited capacity and flexibility for libraries' evolving role • Four sites are constrained by size – Brooklyn, Island Bay, Khandallah and Wadestown • Three sites are constrained by design – Kilbirnie, Tawa and Newtown
Users	• Around 73% of the population visit libraries • Cross-section of population use libraries • Households with children under 15 are more likely to use libraries • Libraries are more often selected for where they are and what's on offer • There is a lower proportion of people travelling to libraries by car (compared to other community facilities)
Utilisation	• 1.1 million visits on average per year, declined from 2 million pre-2020 • Central Library closing and Covid has impacted visitation • 5.5 visits per head of population(good in comparison to other cities) • 51 visits per square metre of library space, which is high for the space • Across all libraries, Wellington has 103m^2 of space per 1,000 people. Higher than the national benchmark of 41m^2 per 1,000 people[1]. • However, when benchmarks are assessed at suburban or regional level, library space is low • There has been increased issuing of books in the last three years • Some libraries are used predominantly for their spaces, books and opportunities, while others are used primarily to pick-up books • Waitohi Hub is successful and has seen increased use and popularity
Community survey themes	• Generally there is high satisfaction and libraries are highly valued • Desire for opening hours to be extended • Desire for range of offerings to be extended • Appearance of some libraries should be improved
Modelling	• Library catchment populations average 22,000 people • There are no geographic gaps in Wellington's library network • There are some overlapping catchments (see map below) • Tawa and Newtown libraries have limited capacity to cater for projected growth

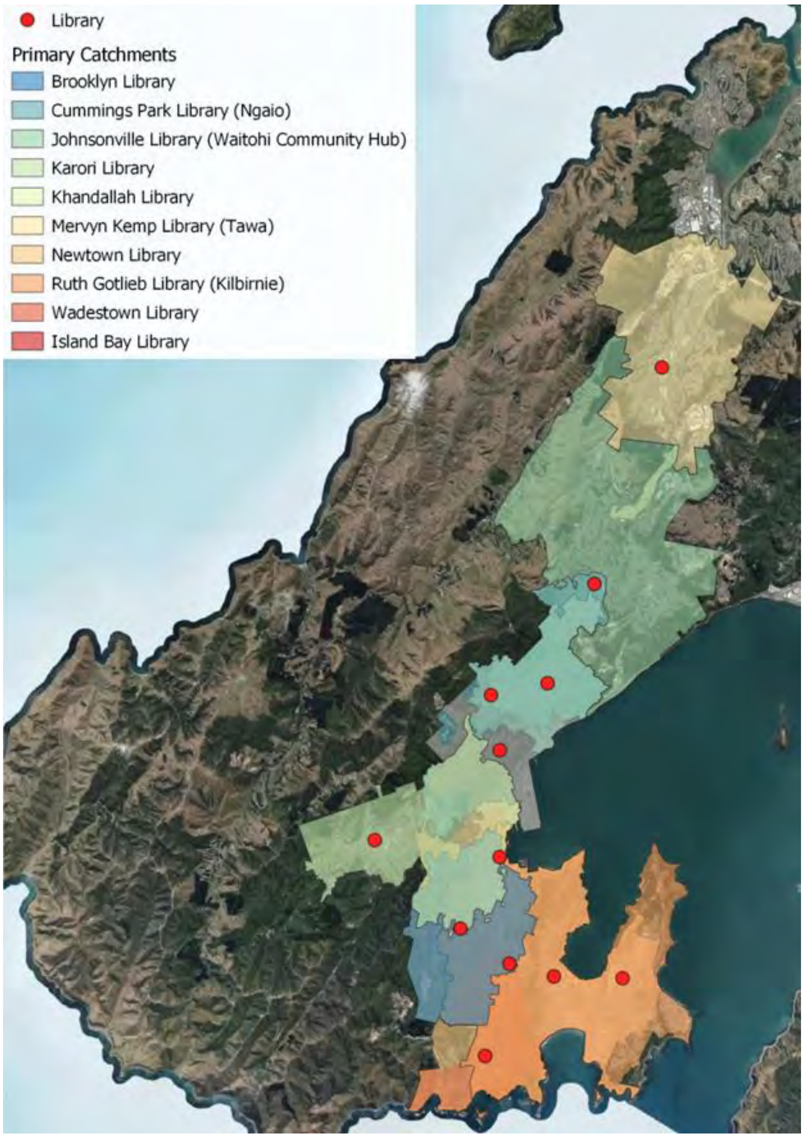
KEY FINDINGS

- **Have a lot of sites but insufficient space across network**
- **Community desire for wider range: opening hours, offerings and quality**
- **Size of some libraries limited for evolving role**
- **Limited collaboration across facilities (including other facility types)**

[1] Noting this national benchmark from early 2000s does not account for the evolving community role that libraries play.

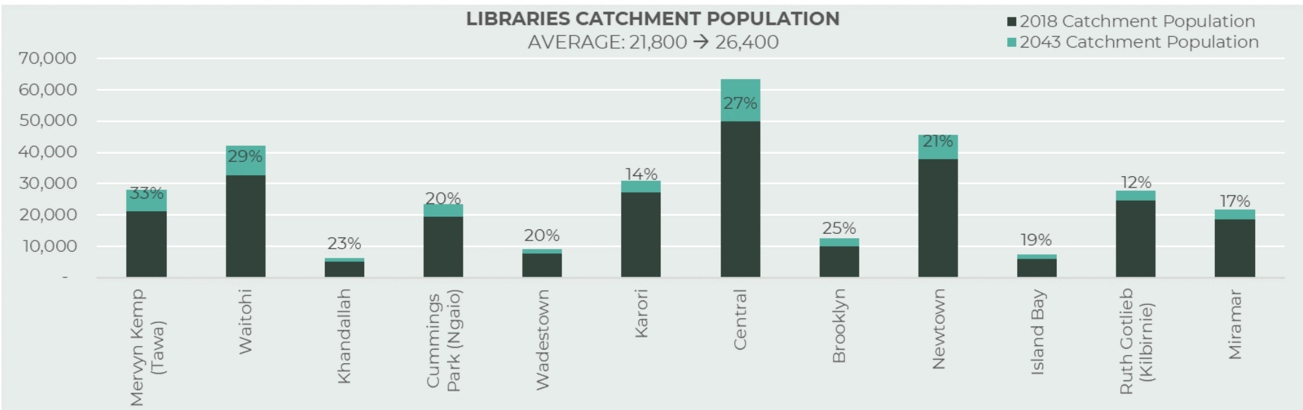
Catchment modelling for libraries

Map one: Indicative catchments for Wellington libraries[2]



- NORTHERN: the two libraries in the Northern ward will experience the most proportional growth in their catchments. Waitohi is well placed to accommodate this growth, but Tawa Library is not.
- WESTERN: all libraries projected with small growth. Khandallah and Wadestown currently serve small catchment populations as three libraries are located close to each other.
- CENTRAL: the central library will experience the most numeric growth (for the local area) but the redeveloped Te Matapihi should be able to accommodate this projected growth.
- SOUTHERN: Newtown catchment population is projected to grow by 21% and the library will be under-sized to cater for increased demand. Island Bay Library will have potential longer-term impact from Let's Get Wellington Moving.
- EASTERN: both libraries will experience growth but not large. Potential for longer term impact from Let's Get Wellington Moving.

Graph one: Libraries indicative catchment model populations for 2018 and 2043



[2] Note catchment map does not include Te Matapihi because the catchment is too large and obscures other library catchments.

Summary of findings for community centres

Strategic	Valued for a place to visit, connect, participate, get advice, book space and support other organisations
Facilities	• There are 25 community centre sites = approximately 11,600m^2 • There is a mixed model of delivery, building ownership and outcomes • There are a few large centres (such as Newlands and Johnsonville) but most are small which means less flexibility for a range of activities • Half are in bespoke buildings and half in re-purposed buildings • Two thirds of the buildings require improvements if the facilities are to be fit for purpose, such as Island Bay andTawa • There are a number of non-council facilities providing similar functions
Users	• Around 26% of the population visit community centres • Cross-section of population visit, but tending more older people • Community centres are selected for where they are, type of spaces available and what is on offer • There is a lower proportion of people travelling to centres by car, compared to other community facilities in Wellington
Utilisation	• There is no consistent data collection across all community centres, so it is difficult to assess and compare utilisation • From the data available, occupancy and visits range from very low to high • The larger and more flexible facilities appear to have better utilisation • There is limited collaboration across community centres and other facilities
Community survey themes	• Generally there is high satisfaction and they are highly valued by users • However, across the population, there is limited awareness and understanding of what community centres offer and where they are • Users would like to see a greater range of offerings at community centres, along with improving the quality and appearance of facilities
Modelling	• Community centre catchment populations average around 10,000 people[3] • There are some small catchments, like Wadestown at just under 2,000 and a few larger like Tawa at 20,000 • There are significant overlapping catchments, which means facilities are competing with each other within catchment areas • Tawa Community Centre has limited capacity and functionality to meet projected population growth

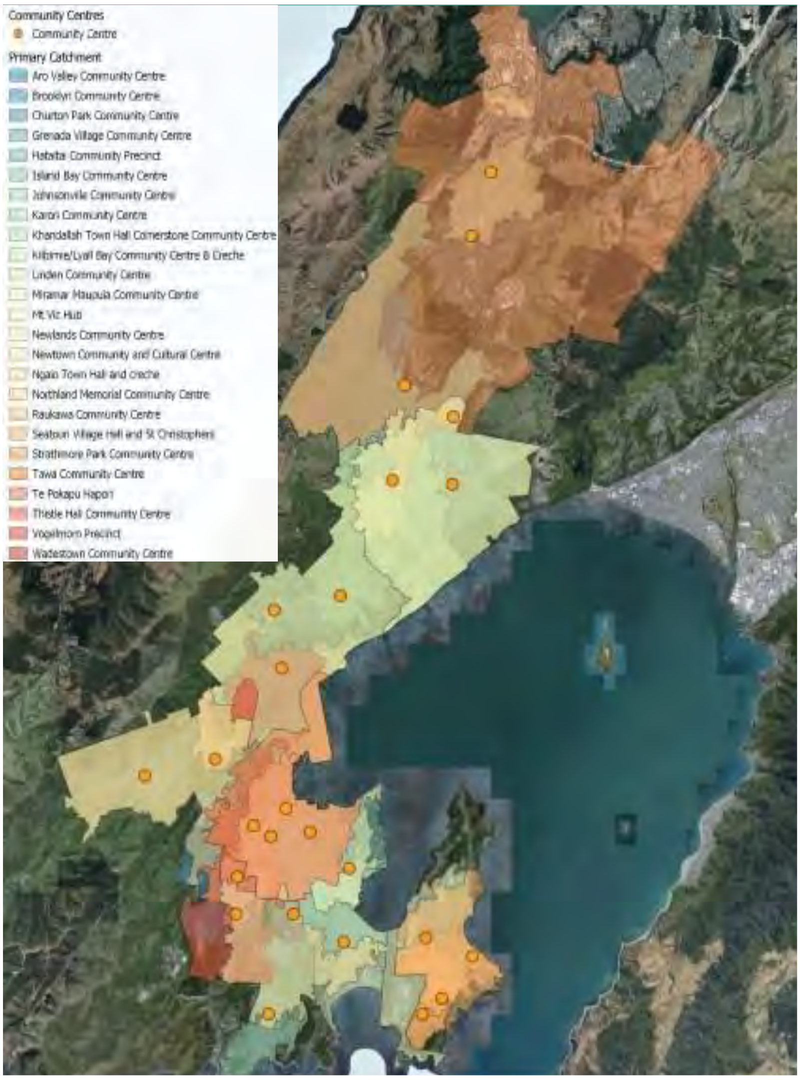
KEY FINDINGS

- **Inconsistent data collection → difficult to assess outcomes**
- **Have a lot of sites and some facilities are not fit-for-purpose**
- **Limited awareness and understanding of community centres**
- **Limited collaboration across facilities (including other facility types)**

[3] These catchments sizes appear low compared with other cities, for example Tauranga average is 15,000

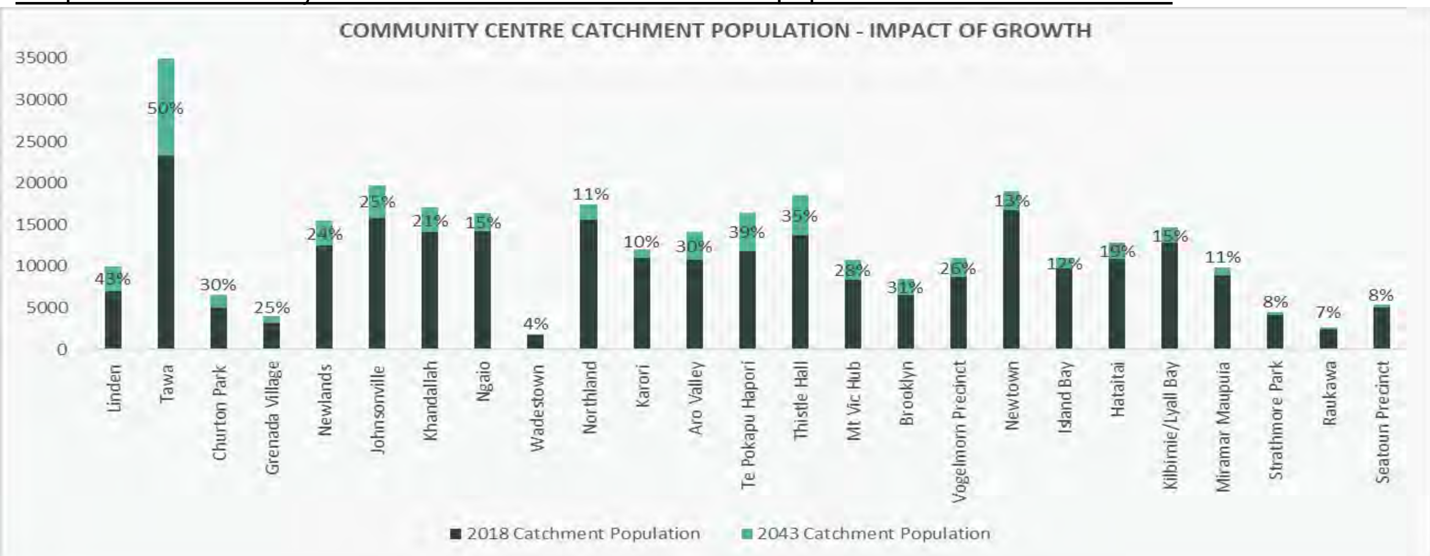
Catchment modelling for community centres

Map two: Indicative catchments for community centres



- NORTHERN: all six centres are projected with large growth. Tawa's catchment is the largest and will experience the most growth, but the facility is not well placed to cater for this growth. Churton Park and Grenada Village are smaller facilities with currently small catchments, but both may need investigation to cater for projected growth.
- WESTERN: the western cluster of Khandallah, Ngaio and Wadestown needs review (alongside libraries). Wadestown is a very small centre with small catchment population.
- CENTRAL: while there is overlapping catchments, the key issue is sufficient capacity for population growth, noting spaces in libraries and non-council facilities.
- SOUTHERN: there is overlapping catchments due to proximity of facilities. This may need delivery review for efficiency. Island Bay is not well placed for projected growth.
- EASTERN: all facilities have small levels of growth but this may be impacted by LGWM.

Graph two: Community centre indicative catchment model populations for 2018 and 2043



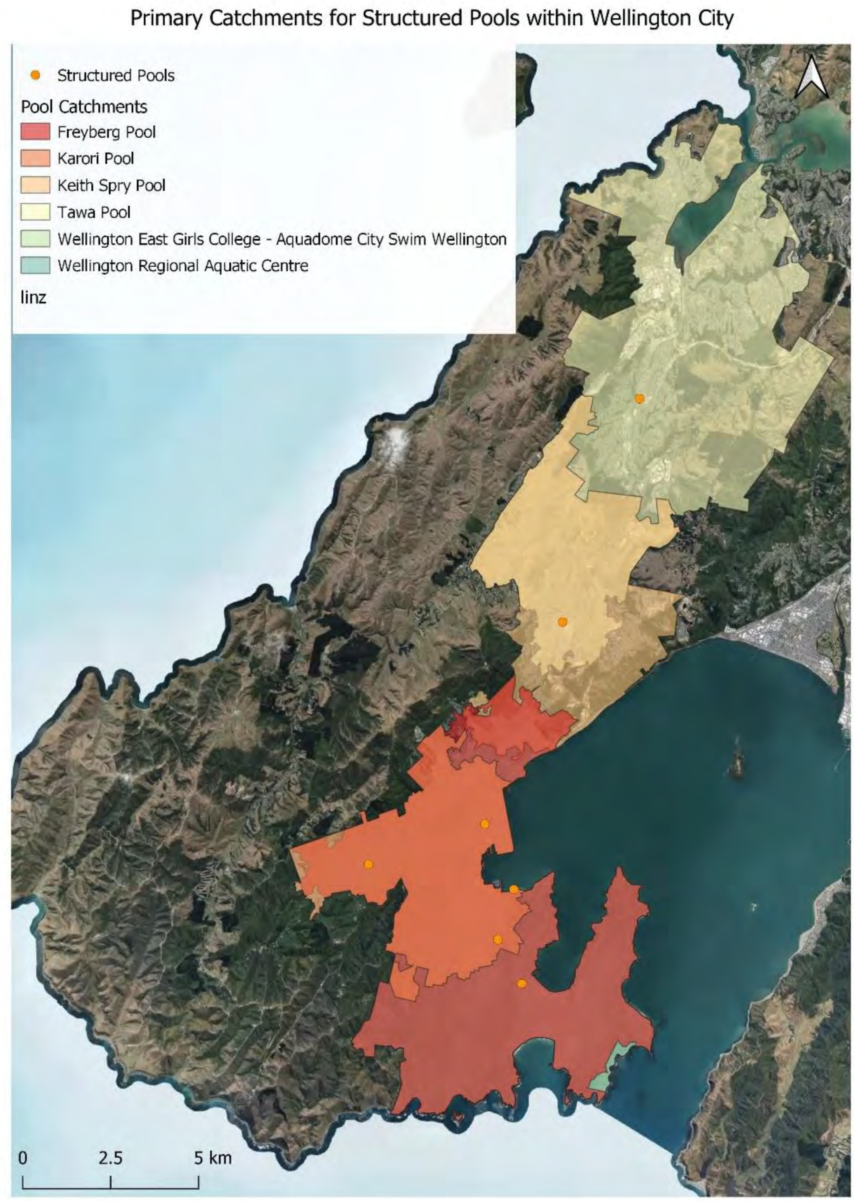
Summary of findings for swimming pools

Strategic	• Valued for learning to swim, fitness, water-therapy, relaxation and play • Important role for aquatic sports (national strategy under review)
Facilities	• There are 7 council pools = 5,135m^2 of water-space • There are 16 non-council pools = 1,874m^2 of water-space • There is sufficient water now, but in the future there will be under-supply • Wellington pools are mostly structured, with limited play and therapy • The three central pools have significant building issues – Freyberg, Thorndon and Khandallah • Two pools have less urgent building issues – Tawa and Karori • Indoor pools account for ~45% of WCC's building CO_2 emissions • Pool energy audits highlight strategies to reduce emissions by 75% with potential expenditure ~$16 million
Users	• Around 42% of population visit pools, high compared to other cities • Adults 40-49Y and households with children are more likely to visit pools • A high proportion of Pacific Peoples visit pools • Users mostly select pools based on the location • High frequency of visiting compared to other facilities, 39% weekly+ • Across all pools, higher proportion of users travel by car, compared to other community facilities
Utilisation	• In the last year there were 860,000 visits to Council's pools, which has declined from 1.2 million pre-2020 • There is an unusual flat pattern of annual use, which is likely due to the predominant structured style of provision • 4.2 visits per head of population, average in comparison to other cities (even though the proportion of swimmers is high for the population) • 58 visits per square metre of water, which is average for space • Potential pressure on deep-water pools, impacts some aquatic sports • Limited collaboration between pools and other community facilities
Community survey themes	• Generally, there is high satisfaction and pools are highly valued • Users and non-users report pools being too busy is a challenge / barrier • Respondents prioritise improving the appearance and condition of pools • Respondents also want greater accessibility for wider range of needs including more play/leisure and therapy experiences
Modelling	• Indoor pool catchment populations are around 41,000 people, on par with national benchmarks • There is an undersupply of play and therapy provision across the network • There is a spatial gap in the North for therapy provision • Potential gaps for learning to swim in central city and South-East

KEY FINDINGS

- **Insufficient play, therapy and learning water → contributes to pools being too busy**
- **3 central city pools have significant resilience, fit-for-purpose and capacity issues**
- **2 facilities with less urgent fit-for-purpose and capacity issues**

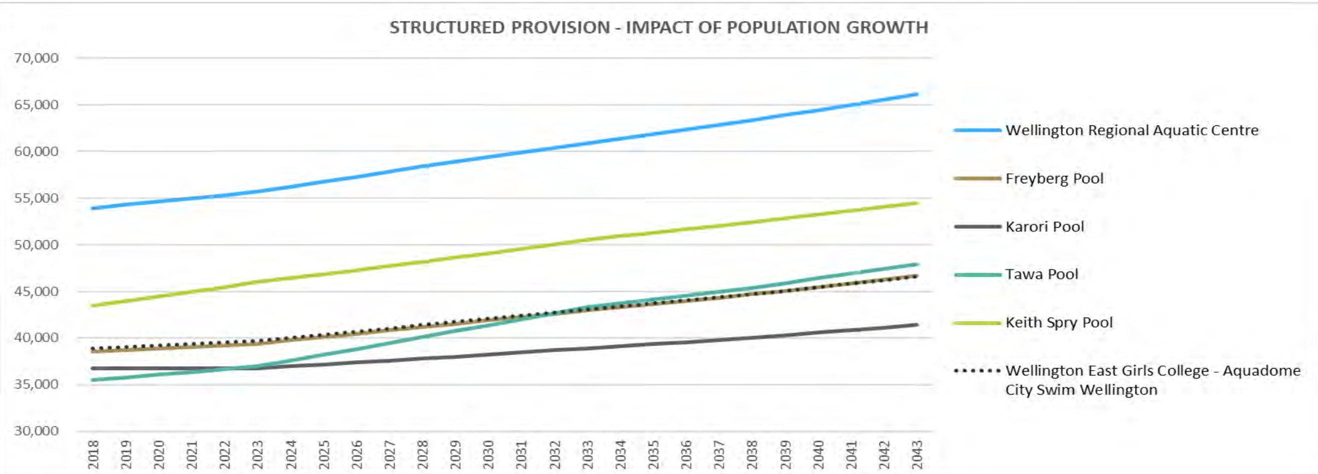
Catchment modelling for swimming pools – Structured provision



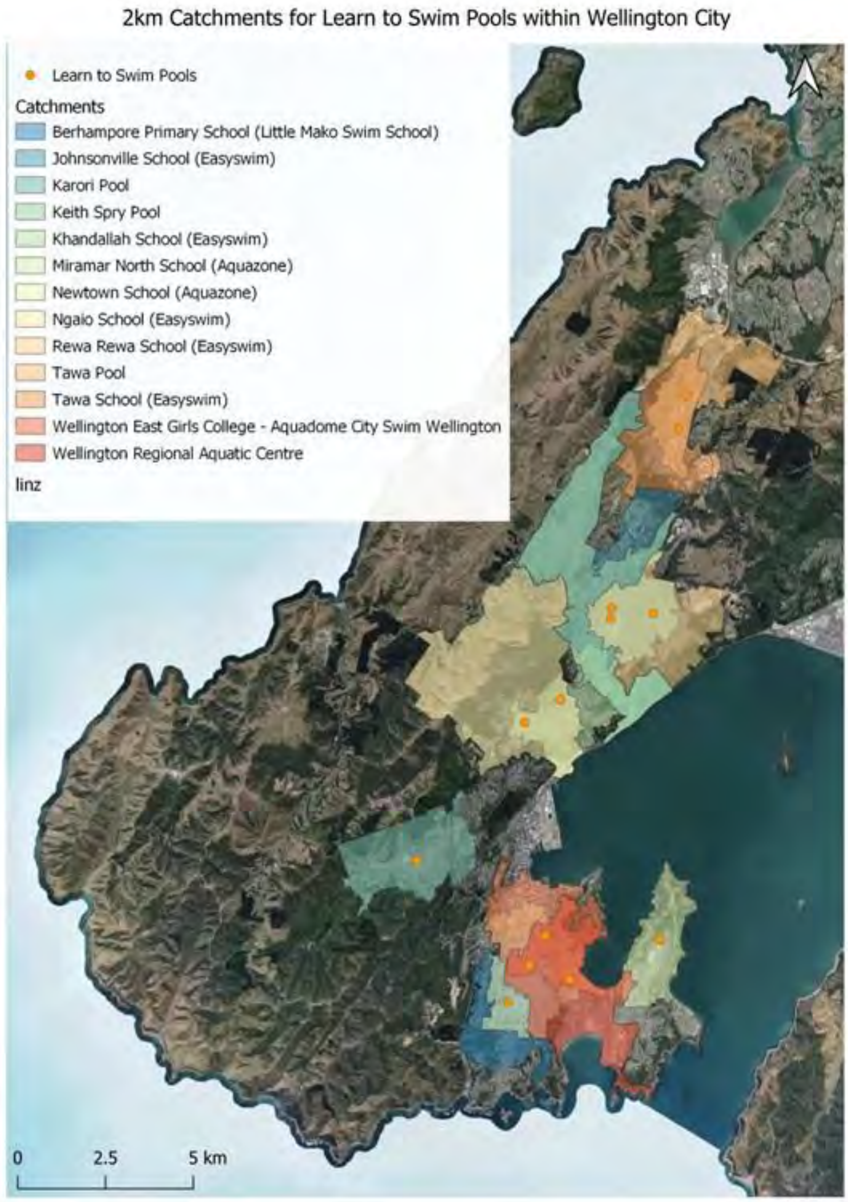
Structured provision relates to pools for lap swimming, aquatic fitness and aquatic sport.

- Spatially, current facilities are well distributed to serve the city and there are no gaps for structured provision. However, there are potential constraints around future capacity.
- Tawa's structured catchment population is projected to grow by 35%. Tawa's structured pool is unlikely to have the capacity to cater for increased demand.
- Keith Spry (Johnsonville) structured catchment population is projected to grow to over 55,000. The existing structured pool is unlikely to have capacity for this increased demand.
- The 50m pool at Wellington Regional Aquatic Centre is the primary pool for aquatic sport and appears under pressure, particularly the deep-water.
- There is no identified need for additional 50m pool provision.

Graph three: Swimming pool indicative structured provision catchment populations for 2018 and 2043



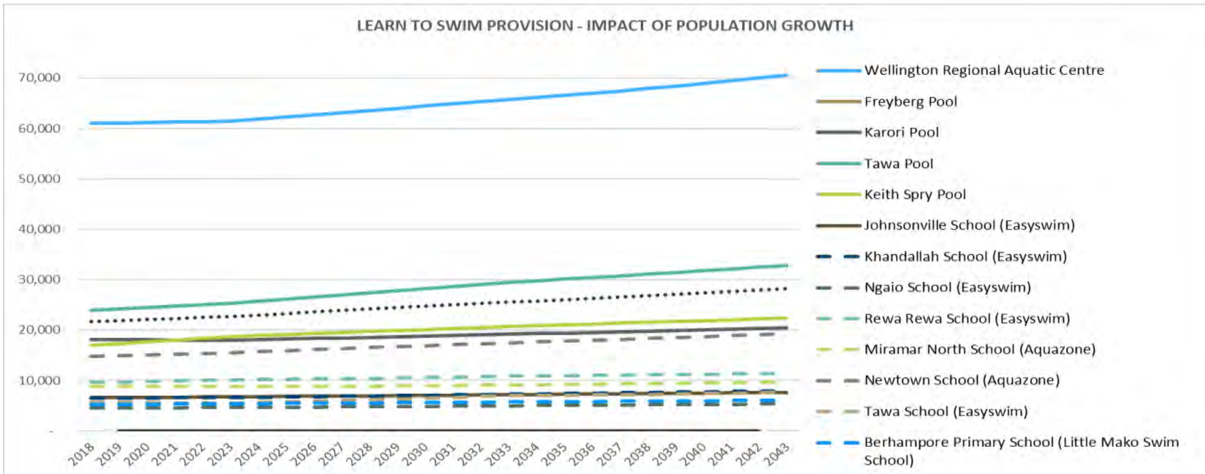
Catchment modelling for swimming pools – Learning provision



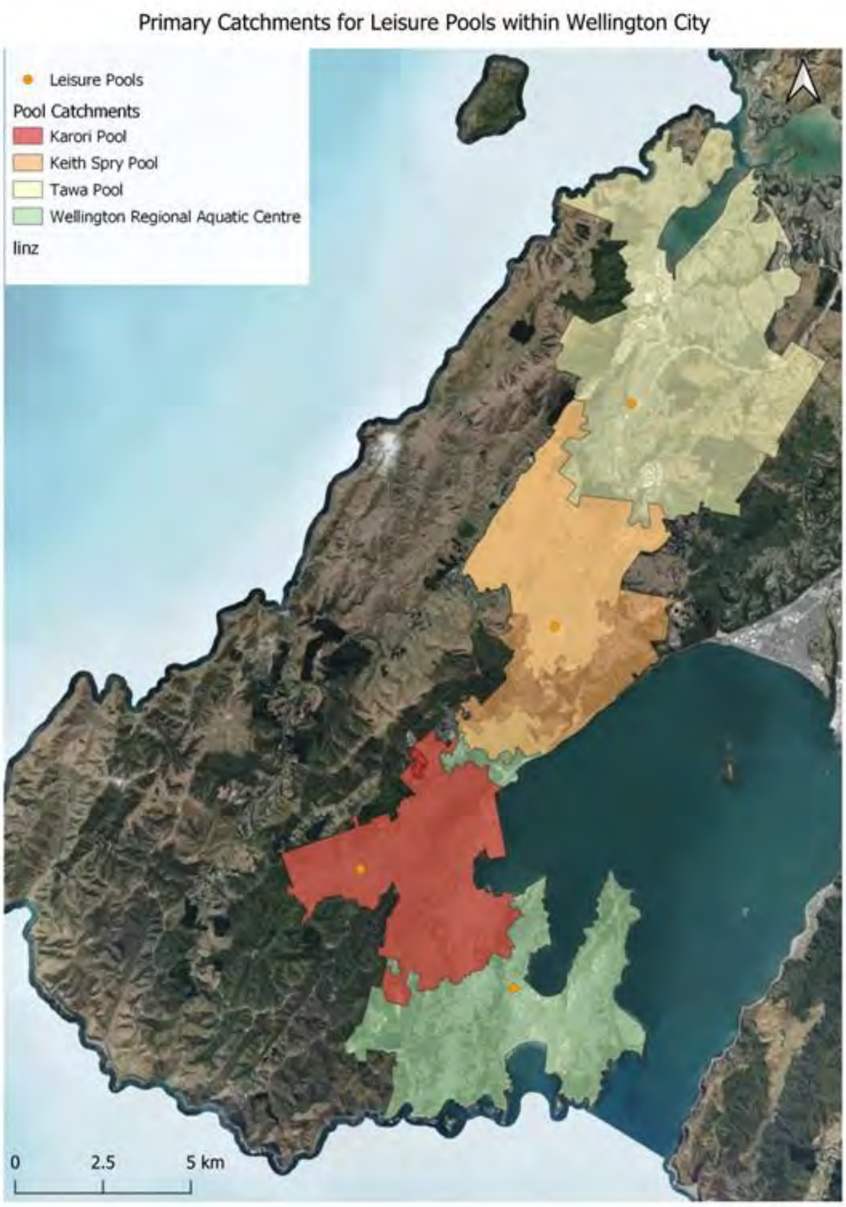
Learning provision relates to pools designed for learning to swim, being shallow and warm. The analysis includes learn to swim pools at schools. As there is less insight into these pools, a standardised catchment has been applied.

- Based on the standardised catchments, there is potentially spatial gaps in learning provision in central city, Strathmore, Island Bay.
- Potential spatial gaps need further investigation to determine whether distance to facilities is a barrier to accessing learn to swim.
- Karori and Tawa learn to swim pools are too small for the catchment populations these facilities are serving. These facilities will most likely struggle to accommodate increased demand arising from population growth.

Graph four: Swimming pool indicative learning provision catchment populations for 2018 and 2043



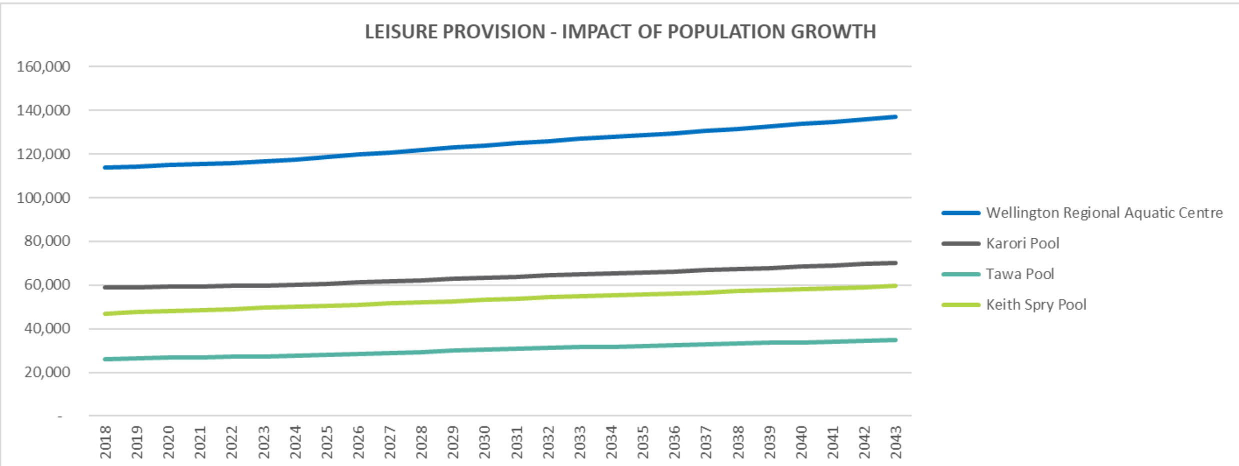
Catchment modelling for swimming pools – Leisure provision



Leisure provision relates to unstructured pools which are designed for aquatic play. These pools have varying depths, play features and are warmer.

- Spatially, current facilities are well distributed to serve the city and there are no spatial gaps.
- The most significant issue is the quantity of leisure water (indoor 775m^2) for 36% of users who visit for play. On this basis, there is an under-supply of leisure provision across the swimming pool network.
- All leisure pools will experience growth and will come under pressure.
- Tawa leisure provision will experience the most pressure due to limited provision (20m^2) followed by Karori Pool.
- The two outdoor pools play a role in meeting leisure demand, but neither pool is fit-for-purpose for leisure.

Graph five: Swimming pool indicative leisure provision catchment populations for 2018 and 2043

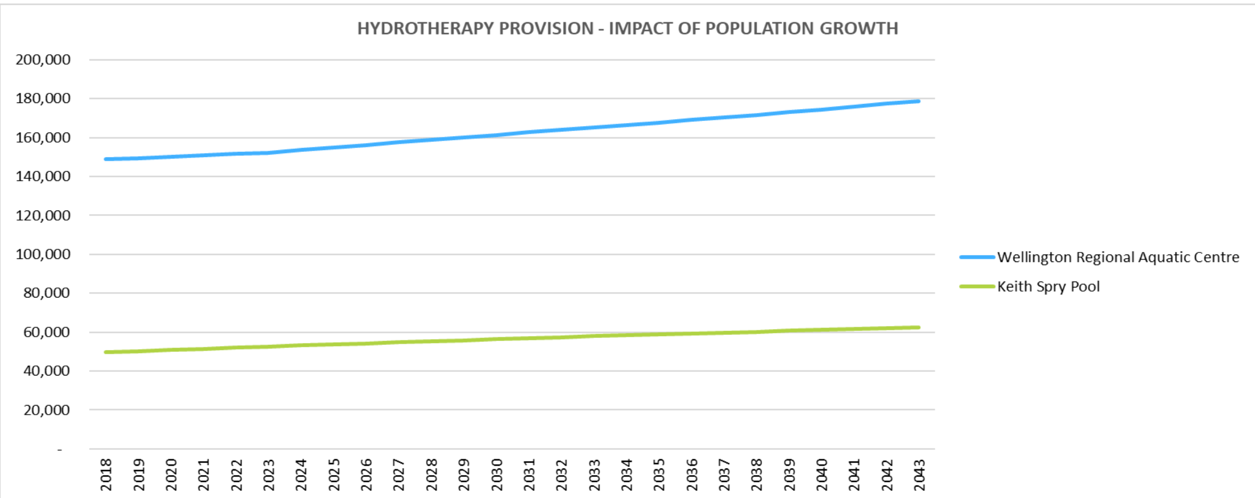


Catchment modelling for swimming pools – Hydrotherapy provision

Hydrotherapy provision relates to pools designed for hydrotherapy, being around 1.4m deep, warm and supported by accessibility facilities. There are only 2 dedicated pools in the network classified as hydrotherapy.

- Despite both pools having large catchment areas, there is a spatial gap in the Northern area, which should be investigated.
- There is also insufficient quantity of hydrotherapy water (indoor 276m^2) for the 10% of users who visit for hydrotherapy.
- With growing older population, there is an projected under-supply of hydrotherapy provision.
- Important to consider other hydrotherapy provision in other facilities eg retirement villages.

<u>Graph six: Hydrotherapy pool provision indicative catchment populations for 2018 and 2043</u>



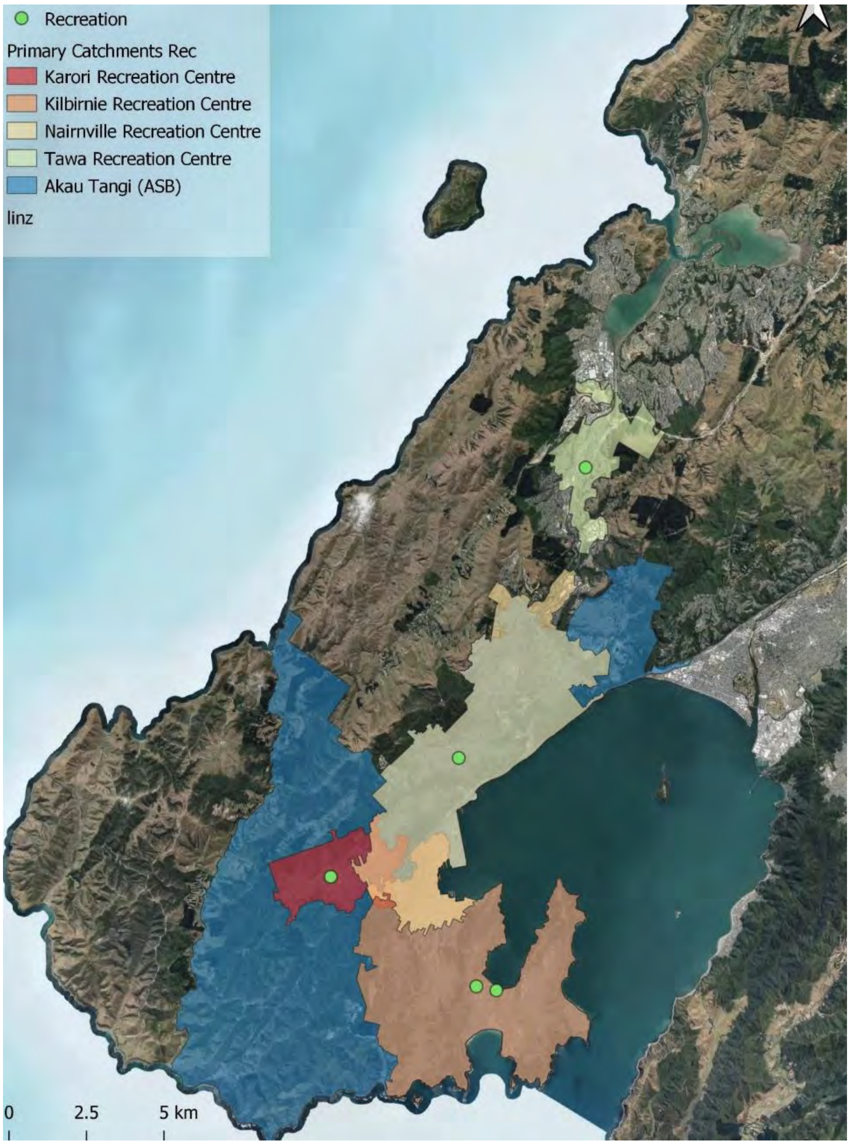
Summary of findings for recreation centres

Strategic	• Valued for sport, fitness and play • Important role for indoor court sports (national strategy under review)
Facilities	• There are 5 facilities (with a total of 17 courts) = 20,074m^2 • There are 21 non-Council facilities in Wellington (23 courts) • Court provision is on par now, but there is a growing under-supply • There are two sites with significant facility issues – Nairnville and Kilbirnie
Users	• Around 25% of population visit recreation centres • Adults 40-49Y and households with children are more likely to visit • A high proportion of Pacific Peoples visit • Location is not the predominant reason for selecting centres • Ākau Tangi is the key facility within the network • Across all centres, a higher proportion of people travel to recreation centres by car compared with other community facilities
Utilisation	• 800,000 visits on average per year, declined from 1.2M pre-2020 • 4.0 visits per head of population, average in comparison to other cities • 40 visits per square metre of indoor space, average for space • Kilbirnie Rec is important for youth participation, especially skateboarding • Nairnville experienced most decline in visits in the last few years • Tawa has the lowest visitor numbers of all centres • Nuku Ora Indoor Sport Analysis found there is pressure across courts at peak times • School courts are providing around 40% of capacity
Community survey themes	• Generally there is high satisfaction and recreation centres are highly valued • However, across the population, there is limited awareness and understanding of what recreation centres offer and where they are • Respondents identified need for more capacity and better quality facilities that can provide a wider range of offerings • There is a voice for a bigger / dedicated indoor skate facility
Modelling	• Overall, there is insufficient facility capacity in the network for growth • Facility catchment populations average around 54,000, high compared to other cities[4] • There is a spatial gap in provision around the West-North area
KEY FINDINGS	• **Insufficient capacity, with a growing gap in West-North area** • **Limited understanding and awareness of recreation centres offerings** • **Some facilities have limited range of offerings and are poor quality**

[4] For example Tauranga average indoor court catchment population of 30,000.

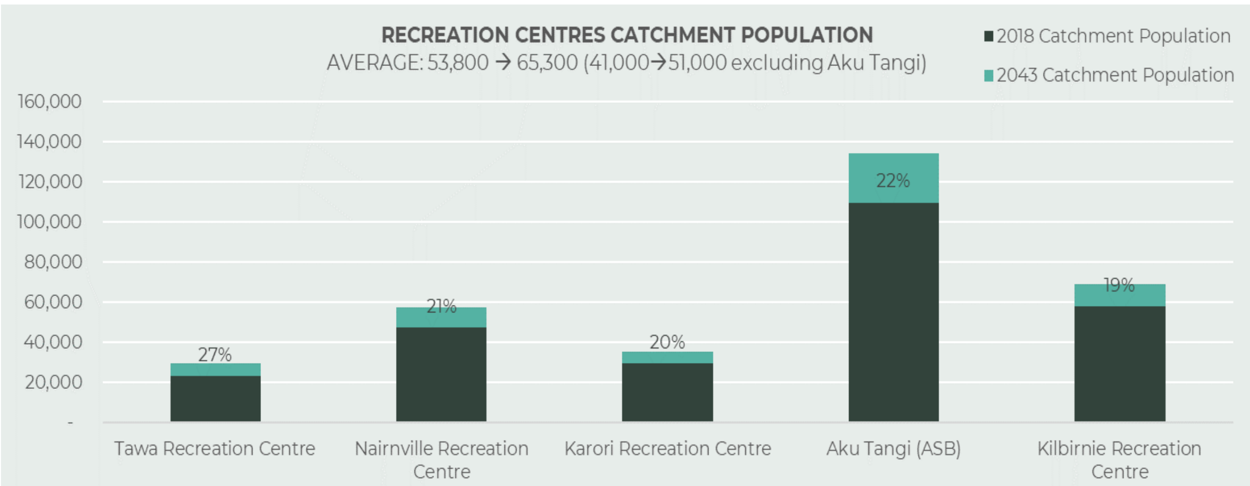
Catchment modelling for recreation centres

Map three: Indicative catchments for recreation centres



- Current court provision is on par with current national benchmarks but this benchmark is currently under review.
- As the city grows, the indoor court capacity is projected to come under significant pressure.
- NORTH / WEST: Developing spatial gap north of Johnsonville. Nairnville does not have capacity or quality to cater for projected growth. Tawa's catchment is limited due to partnership arrangement.
- CENTRAL / SOUTHERN / EASTERN: are all served by Ākau Tangi, which has a very large catchment. This means transport options are important. In the future, this capacity may come under pressure due to population growth.
- Kilbirnie Recreation Centre plays an important role in supporting youth / children activities, which are not served by other facilities. There is call for increased provision similar to this facility.

Graph seven: Recreation centre indicative catchment populations for 2018 and 2043



Summary of findings for leased facilities

Strategic	Valued to bring the community together, participate in range of activities and support organisations
Facilities	• There are 129 leased facilities = approximately 176,902m^2 total area • 39 premise leases (Council-owned building and land) • 90 ground leases (Organisation-owned building, Council land) • Two facilities are successful sport hubs – Toitu Pōneke and Waiora • The activities can be broadly grouped into: community arts, childcare, marine, recreation, scouting and sports • Mostly single-purpose facilities (ie predominately serving one organisation / activity) • Overall, an ageing network with inherent liabilities for future maintenance • Some facilities described or assessed in poor condition • Respondents rated accessibility and flexibility limitations in facilities
Users	• Up to 40% of population visit leased facilities (across the range) • People from all demographic groups visit leased facilities, with demographic variations expected for particular types of facilities (ie more households with children visit childcare facilities) • Across all types, households with children are more likely to visit • There is limited awareness of all lease facilities across the population
Utilisation	• 52% of lessees responded to survey, provides limited visibility on use • Facilities are largely run by volunteers, and often there is limited resource and capacity • Survey respondents reported 60,000 total members across the 68 facilities[5] • Respondents report facilities: 44% regularly hired and 62% casual use • Majority of facilities are used less than 40 hours per week • Larger/multi-purpose facilities are used by more people and for more hours • Lessees identified more promotion and better quality facilities are required to increase use
Community survey themes	• Mixed satisfaction levels: people are least satisfied with scouting facilities • There are varying levels of awareness of facilities and opportunities • Respondents advocate for more promotion of facilities, address quality of facilities and increase sharing of spaces in facilities • There was low support for consolidation of facilities

KEY FINDINGS

- **Insufficient data collection → low visibility into outcomes being delivered**
- **Delivered by volunteers → can be constrained volunteer capacity**
- **Limited community awareness and understanding of facilities and offerings**
- **Risk around future liability for maintenance and renewals**

[5] This number likely includes potential members, not all active members of the facilities.

Summary of findings for city housing community spaces

Strategic	Valued for a placed to visit, build community connections and to support residents in housing complexes.
Facilities	• There are 13 Council community spaces in City Housing portfolio • The spaces have a total combined footprint of about 762m^2 • Average size of 51m^2 per facility, range from 14m^2 to 235m^2 • Some spaces are well located within the complex and have good design for wider community use • Some spaces are better suited for tenant use only

Users	• Up to 6% of population visit city housing community spaces
	• User profile reflects tenant population, which includes:
	  o younger people
	  o people who work part-time
	  o people with a temporary disability

Utilisation	• There is limited data on utilisation of spaces as most are booked through the complex • Anecdotally, most utilisation is associated with tenant’s use and needs • Some community groups book spaces for programmes for both tenants and wider community • Some partnerships between the community and City Housing have been established which are positive, such as ‘BenchSpace’ at Central Park • A significant portion of respondents are not aware of the spaces or aware the spaces could be available for community use (91% public survey)
Community survey themes	• Lack of awareness of community spaces in housing complexes • Quality, safety (of complexes) and accessibility are key issues for users • For the future: more promotion, programming and addressing the quality and accessibility of spaces are important.

KEY FINDINGS

- **Limited community awareness and understanding of spaces and availability for use**
- **Some facilities have functionality and quality issues → not suited for community use**
- **Limited collaboration across facilities (including other community centres)**

Strategic	• Valued for public convenience and contributing to public health and wellbeing. • Requirements under Local Government Act 1974 and Heath Act 1956.
Facilities	• 83 public toilets in scope of Plan, 14 in central city, 21 in town centres, 35 in parks, 13 coastal locations • As well as this 83, there are 12 are located at sportsfields or in pavilions, accessible when the sport park is booked or sports groups are using grounds, making a total of 95 • Average level of provision for population compared with other TAs[6] • 11 facilities assessed in poor condition • Insufficient signage is the most significant factor across the network
Users	• Around 69% of population visit public toilets, which is similar to other TAs (range from 61% to 82% of data available) • Cross-section of population using public toilets • Central city toilets most visited, but a good spread across location types • About a quarter of users visit more than once a week
Satisfaction	• Equal levels of satisfaction to dissatisfaction • Females, gender diverse, younger people and people with disabilities are more likely to be dissatisfied • Appearance is the most significant area of dissatisfaction due to being unclean, smelly and poor maintenance • Users in public survey also more dissatisfied with availability (locations, hours, number) and would like to see more provision across city
Community survey themes	• Priorities for the future are increase provision, and improve cleanliness and safety • Increase provision: more locations, open longer and more capacity • Requests for provision in the CBD, Lambton Quay area, in parks, at playgrounds, at beaches and coastal walkways • More signage and information to direct to facilities
Modelling	• Spatial analysis based on 5 min walking catchments • Some gaps in central city area, coastal walkways and identified parks

KEY FINDINGS

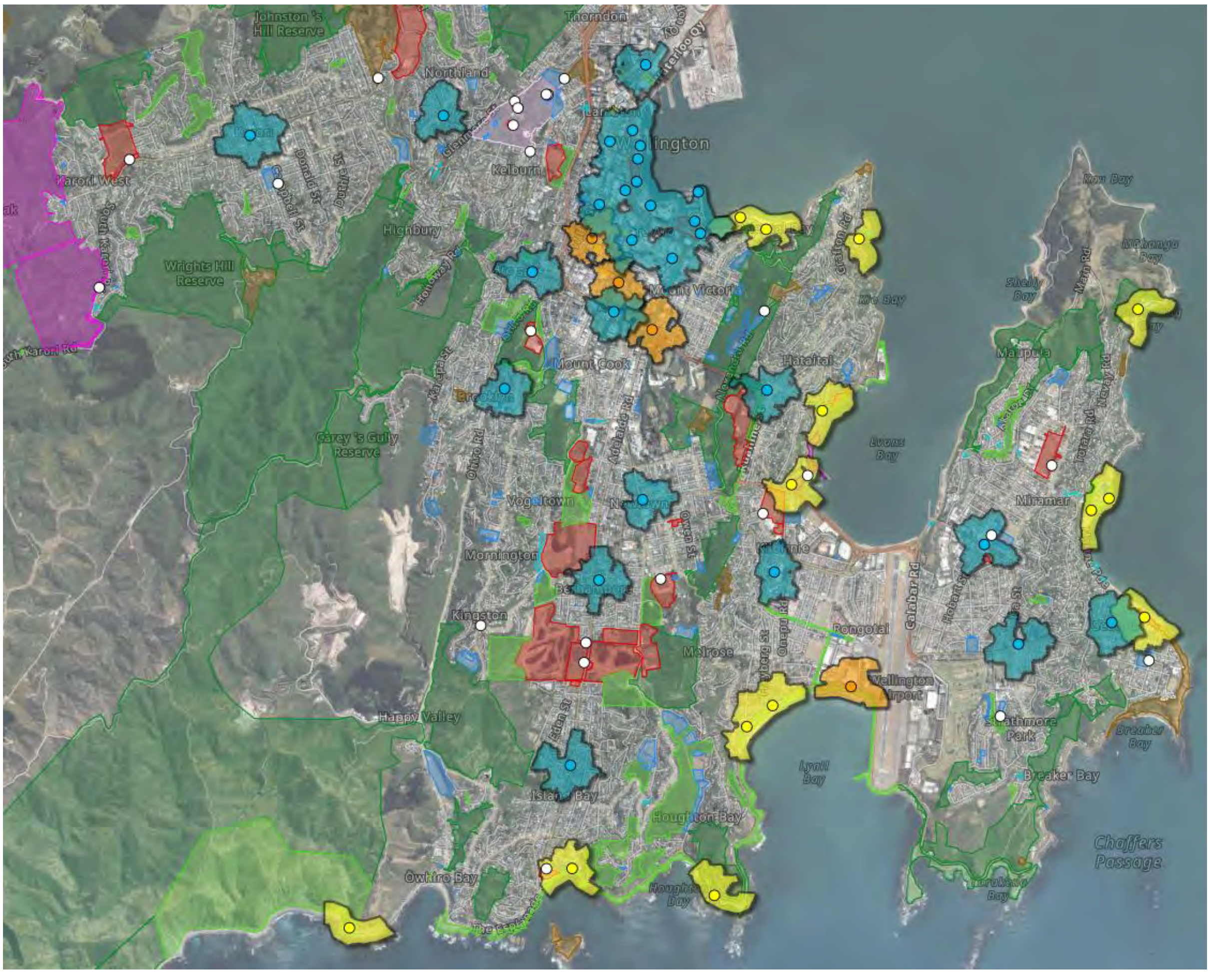
- **Provision focused on central and town centres, high-use parks and coastal areas**
- **Equal levels of satisfaction to dissatisfaction**
- **Greatest area of dissatisfaction is cleanliness, smell and maintenance**
- **Top priorities for future: increase provision across city, improve cleanliness and improve safety**

[6] For Example, Wellington has 2,503 toilets per head of population, Lower Hutt has 2,825 per population, Porirua has 1,950 per population, Christchurch has 2,883 per population.

Spatial analysis for public toilets

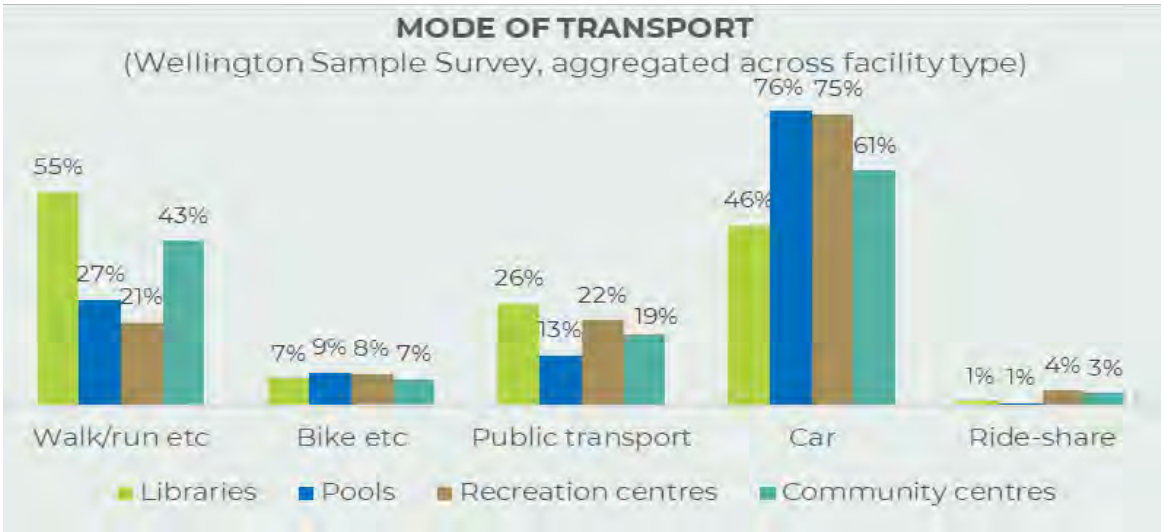
The map below shows the current provision of public toilets in Central, Southern and Eastern wards with a 5-minute walking catchment for central/town centre and coastal locations.

<u>Map four: Central, Southern, Eastern ward public toilet spatial analysis based 5-minute walking catchments</u>



Travel behaviours

Graph eight: Preferred mode of transport to community facilities

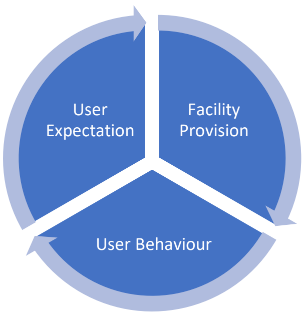


The graph above shows the modes of transport reported by the Wellington sample[7] users to travel to libraries, swimming pools, recreation centres and community centres (multiple options could be selected). As shown, users are more likely to travel by their "own steam" to libraries and community centres compared to swimming pools and recreation centres.

How far is acceptable to travel?

We asked respondents in both the sample survey and public questionnaire how far is acceptable to travel to community facilities, with the results in the table below. The majority of respondents think it is acceptable to travel under 10 minutes to libraries and community centres, while most think it is acceptable to travel further, up to 20 minutes, to swimming pools and recreation centres. This trend was also evident in the distance decay analysis in the catchment modelling.

	Wellington Sample Survey	Wellington Public Questionnaire
Libraries	71% within 10 minutes	57% within 10 minutes
Community Centres	67% within 10 minutes	56% within 10 minutes
Swimming Pools	62% within 20 minutes	78% within 20 minutes
Recreation Centres	61% within 20 minutes	74% within 20 minutes



Travel-Provision Relationship

There appears to be a relationship between the level of community facility provision and people's travel behaviours, which may impact on people's expectation of how far they are willing to travel.

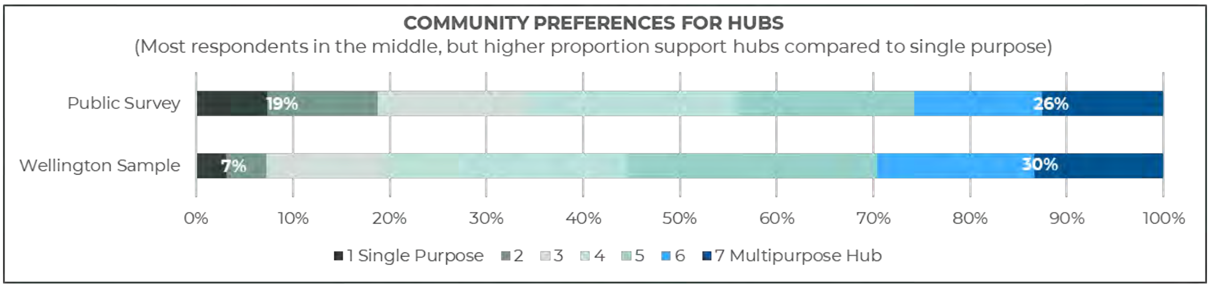
For example, where there is high provision, such as community centres and libraries, more people travel by their own steam and they also expect to travel less distance.

7 See Section 3 for information about the Wellington sample survey and public questionnaire.

Findings about hubs

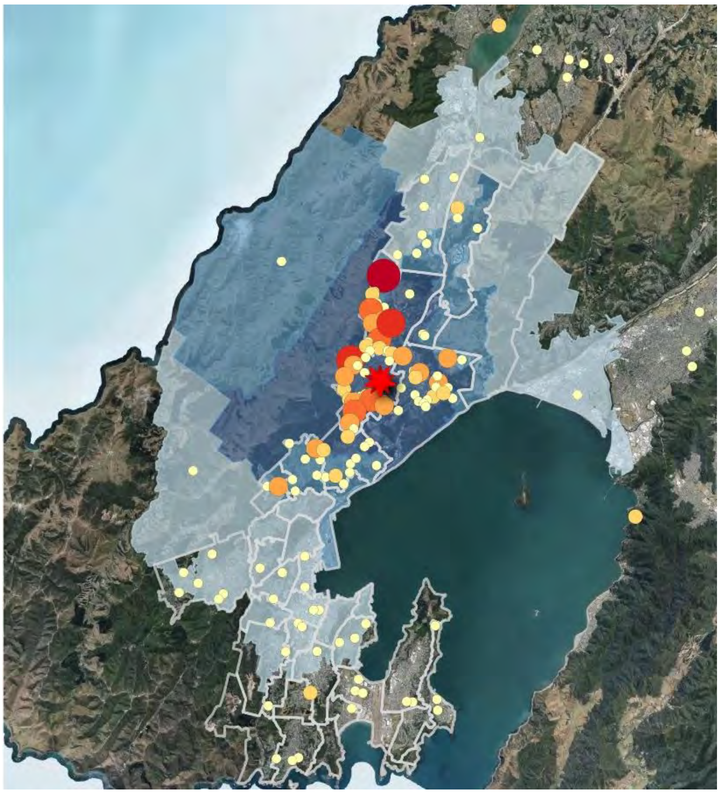
We asked respondents to rate on a scale from one to seven where Wellington's approach for community hubs should be. The graph below shows the preferences for hubs of respondents from both the Wellington sample survey and public questionnaire/survey. While most respondents sat in the middle of the scale, there were a higher proportion of respondents who support community hubs over single-purpose facilities.

Graph nine: Preferences for hub facilities



Success of Waitohi Hub

Map four: Indicative primary and secondary catchment for Waitohi Hub



- As can be seen on the map to the left Waitohi has a large catchment and reach across Wellington.
- There are high levels of user satisfaction with Waitohi Hub as seen by Open Survey responses, rated above 4.5/5 for all library aspects (except opening hours). Survey comments reinforce appeal of hub.
- Waitohi is very popular – it is the second most popular library and third most popular pool.
- Waitohi has seen an increased visits to both the library and pool since developments completed with corresponding decreased visits to Karori, Ngaio and Khandallah facilities.

Section 3: Methodology and who we heard from

Methodology for needs analysis (phase one – July 22-Mar 23)

The following table provides more detail on the work undertaken in phase one of the project.

Table two: Needs analysis methodology

<table>
<tr><td colspan="2">Strategic assessment</td><td>• Assessment of the internal and external strategic context pertinent to the Plan
• Spatial Plan settings
• Let’s Get Wellington Moving / transport impacts</td></tr>
<tr><td colspan="2">Current state assessment</td><td>• Stocktake and mapping of all facilities
• Condition review of various facilities – carried out by consultants, staff and facility maintenance providers
• Fit-for-Purpose assessment of all facilities against specific criteria
• Analysis of capacity and use data collected from databases and facility management
• Financial picture of Council’s current and future investment in community facilities</td></tr>
<tr><td colspan="2">Technical analysis</td><td>• Demand/supply analysis
  o Indicative catchment modelling
  o Gap analysis
  o Function analysis
• Impact of population change
• Energy audits of 7 swimming pools</td></tr>
<tr><td rowspan="2">Engagement</td><td>Regional and city-wide engagement</td><td>• Mana Whenua – a wānanga was held with Taranaki Whānui in March. Both Ngāti Toa and Taranaki Whānui representatives have been kept informed of project progress.
• Advisory groups – we have presented to all Council’s advisory groups twice.
• Sampled survey – 786 Wellington residents (weighted) and 575 Lower Hutt/Porirua residents
• Public engagement:
  o 2,258 – general questionnaire
  o 1,040 – individual facility questionnaire
  o 992 – public toilet questionnaire</td></tr>
<tr><td>Stakeholder engagement</td><td>• Lease questionnaire with lease organisations – 68 organisations (out of 131).
• One-on-one meetings with staff and partner managers for community facilities.
• Meetings with Rotorua, Lower Hutt, Upper Hutt and Porirua City Councils.
• Meetings with Te Whatu Ora (previous DHB) and MoE Property Managers.</td></tr>
</table>

Short summary of the surveys and questionnaires

We carried out a sampled survey and four different questionnaires between October and November 2022. These are summarised in the tables below:

Sampled survey

When	Conducted by Dynata between 31 October and 21 November 2022.
Who	The survey collected a sample of 786 Wellington residents and 575 residents from Lower Hutt and Porirua. The Wellington sample closely matches the profile of Wellington residents and has only been weighted where necessary. The Lower Hutt and Porirua sample was open and is not weighted.
What we asked	The sample survey asked questions about community use (to provide facility user-profiles) and attitudes towards community facility provision across the population. This data was compared with other city-wide surveys conducted by Wellington City Council to provide comparative analysis.

For the Wellington City sample of n=786 the maximum margin of error at the 95% confidence level is plus/minus 3.5%.

Given the Lower Hutt/Porirua sample is not a representative sample, calculating a margin of error is not feasible. But as a guide, the margin of error for a representative sample of n=575 at the 95% confidence level would be plus/minus 4.1%.

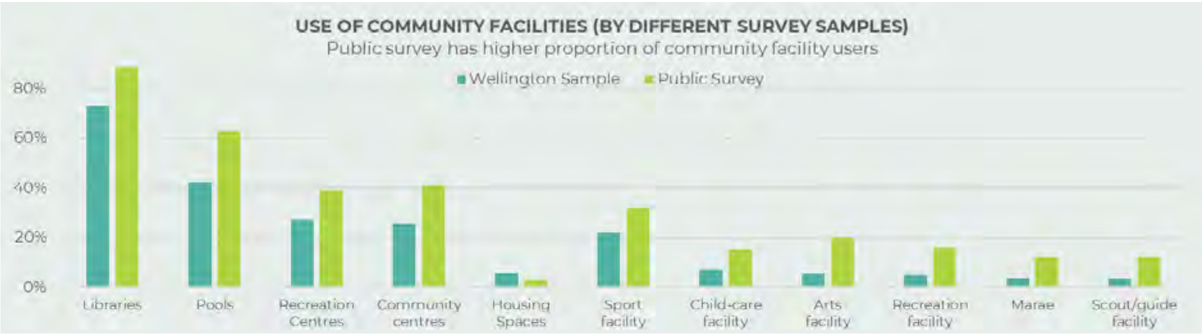
Lease questionnaire

When	The survey was conducted between 14 October and 7 November 2022.
Who	It was sent to all 131 organisations that hold either a premise or ground lease (under the scope of this mahi). We received a total of 78 responses but 10 were partials, so 68 fully completed the survey.
What we asked	The survey collected data from organisations in leased facilities about the use, condition, fit-for-purpose assessment of their buildings and their future aspirations.

Public engagement – three separate questionnaires

When	Three open questionnaires were hosted on Council's Kōrero Mai / Let's Talk page between 1st to 29th November:
Who	**General community facility questionnaire:** 2,258 respondents **Specific community facility questionnaire:** 1,040 respondents (feedback on a specific facility they have used or are interested in. **Public Toilet questionnaire:** 992 respondents
What we asked	We asked for feedback on their use of community facilities including their views on the benefits and suggestions for the future.

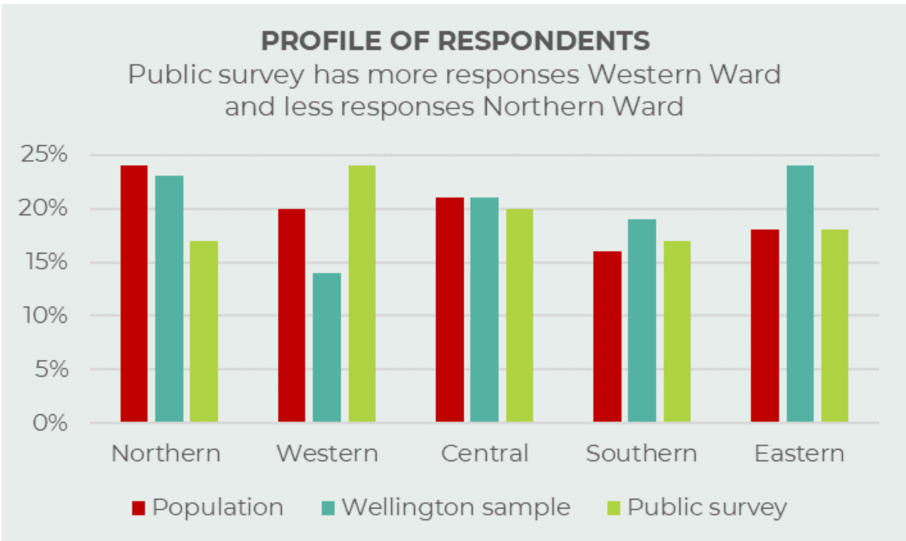
Graph ten: Use of community facilities by different samples



The graph above summarises the reported use of community facilities as identified in the Wellington sample survey and the general public questionnaire/survey. The public questionnaire was self-selecting, and consequently there is a higher proportion of users in comparison to the Wellington sample survey.

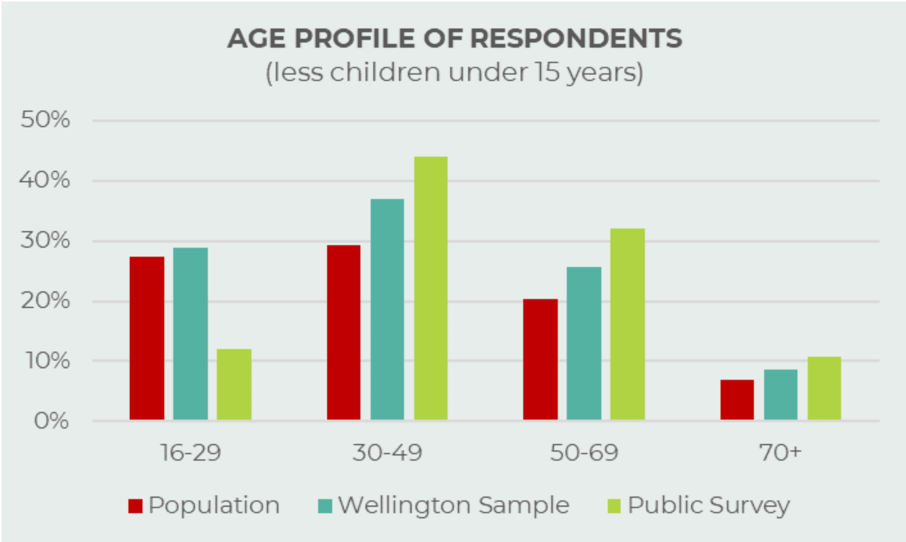
As the Wellington survey is a weighted sample to reflect the overall Wellington population, we use these survey results to infer how the underlying population behaves in relation to community facilities. We also compared the Wellington sample survey against previous Wellington Residents Monitoring Survey, which shows strong consistency in the reported use of Wellington's community facilities.

Graph eleven: respondents by ward



The graph above shows the ward of the respondents from both the Wellington sample survey and the public questionnaire/survey. As can be seen, there were slightly more responses from Wellington sample in the East ward and less in the West (this has been weighted to provide a balance result). Whereas the public questionnaire received more responses from the West ward and less in the North.

Graph twelve: respondents by age



The graph above shows the age profile of respondents from both the Wellington sample survey and public questionnaire/survey. In the public questionnaire, we received less responses from people 16-29 years.