

SOCIAL AND RECREATION

We aim to sustain safe, resilient and healthy communities.

SOCIAL AND RECREATION ACTIVITIES

Social well-being includes health, safety, strong communities, and a high quality of life.

Our social and recreation activities include:

- provision of housing for people whose needs are not met by state housing or the private housing market
- provision of libraries, pools, sports fields, recreation centres, and community centres and halls
- funding for community organisations, projects to help homeless people, support community organisations, and provide community centres and halls.
- protection of public health and safety by monitoring the city centre and suburbs, regulating food and liquor outlets and animals, providing toilets, preparing the city to deal with emergencies such as earthquakes, and providing cemeteries.

STRATEGIC APPROACH

Wellingtonians are very positive about life in the city. Many people and organisations contribute to residents' health, safety and quality of life, and to the strength of Wellington's communities. Our approach is to support residents and community organisations, to provide an environment in which residents and communities can flourish, and to provide facilities and services where other agencies don't meet community needs.

IN THIS SECTION

HIGHLIGHTS	61
HOUSING	63
RECREATION FACILITIES AND PROGRAMMES	64
LIBRARIES	68
PUBLIC HEALTH AND SAFETY	69
COMMUNITY SUPPORT	72



HIGHLIGHTS

A major upgrade of community housing has got under way and is set to enhance residents' health and quality of life.

Te Ara Hou flats in Newtown was the first property to start its makeover under the Council-Government partnership to upgrade the city's social housing.

Units in the 33-year-old complex, which houses just over 180 people, are being upgraded with improved insulation and ventilation to improve tenants' health and well-being.

The refurbishment also includes upgraded kitchens and bathrooms, changing the shape and size of some units, and upgrading and landscaping outdoor areas including playgrounds.

Residents had input into decisions about the complex, including design of social and communal areas.

The upgrade is the first step in a partnership involving a \$220m contribution from the Government, along with Council funding from rentals.

A key part of the programme is to improve social inclusion and foster better community relations within housing complexes through various community development initiatives.

Twelve housing sites have been earmarked for upgrade in the first 10 years with the rest (28 complexes and 126 stand-alone houses) to be completed in the second decade.

The Council is the city's largest housing provider with 2,300 housing units and just over 4,000 tenants, including the fit elderly, refugees, people

with a physical or psychiatric disability, migrants, people with multiple disadvantages and those that pay more than half of their income as rent.

By the end of the year, design work was under way for nine of the Council's 12 housing complexes.

We widened eligibility for subsidised access to recreation facilities.

The Leisure Card was used on more than 113,000 occasions by Wellingtonians to access recreation facilities at a discounted rate. Eligibility for the card was expanded during the year to include refugees and migrants, people with disabilities, Council housing tenants, mental health consumers, Green Prescription patients, and all superannuitants.

The Newlands Community Centre was officially opened.

Newlands' community centre has been in use since November 2008 and received its official opening in March 2009.

The multi-purpose centre is used by up to 20 community groups, including 'English for speakers of other languages' classes, sewing and fitness classes, toastmasters and a play group. It has a toy library, drop-in space, meeting rooms, performance space, and an outdoor half-court for recreation.

PROGRESS TOWARDS LONG-TERM GOALS

Over the next 10 years, we aspire to the following outcomes:

6.1 MORE LIVEABLE – Wellington will be a great place to live, work and play, offering a stimulating and high quality range of community amenities and services, including affordable housing.

The vast majority of residents (93%) rate their quality of life as good or very good. In national surveys, Wellingtonians are consistently among the most positive about their quality of life.

Residents are also positive about the range of amenities and services available. The Council is the city's largest provider of housing (see highlights) and community/recreation facilities.

6.2 MORE INCLUSIVE – Wellington's diverse population will be supported and embraced by a tolerant, caring and welcoming community.

Seventy-seven percent of residents think cultural diversity makes the city a better place (up from 73% in 2008). Wellington residents are the most positive of all New Zealand cities with regard to cultural diversity.

The Council is a partner in the Wellington Regional Settlement Strategy, which aims to welcome and support new migrants to the city. We have also expanded our range of initiatives to celebrate the place of Wellington's tangata whenua and diverse communities (see the chapter on Cultural Well-being).

6.3 MORE ACTIVELY ENGAGED – Wellington residents will be actively engaged in their communities, and in recreation and leisure activities.

The proportion of residents using Council recreation and community facilities increased during the year. Seventy-nine percent of residents in our latest survey said they had used a public library in the previous 12 months. More than half had used swimming pools and sports fields, and more than a quarter had used recreation centres and community centres.

And 86% of residents with children aged under 14 had used playgrounds.

The proportion of residents who believe there are barriers restricting their participation in recreation activities has decreased to 29% (from 33% in 2006).

6.4 BETTER CONNECTED – Wellington will offer excellent access to a sound social infrastructure that supports high levels of social cohesion.

Most residents (76%) feel a sense of community with their local neighbourhood. This is a significant increase from 2007's result (65%).

6.5 HEALTHIER – Wellington's population will enjoy a healthy lifestyle and high standards of public health.

Wellingtonians' life expectancy is high by national standards, and has improved significantly in the last decade. Average life expectancy for females over the years 2005-07 was 83.7 years, up from 81.2 a decade earlier. For males, life expectancy improved from 75.4 years to 80.1 years. The proportion of residents who exercise for more than 2.5 hours per week has declined to 73% (from 80% two years ago).

6.6 SAFER – Wellington will offer a safe living environment, where people feel safe.

The number of crimes recorded in the city increased from 15,568 in 2005 to 19,122 in 2008. This included rises in the number of violent crimes and drug-related crimes.

Despite these increases, residents feel safer at night than they did a year ago. Sixty-seven percent of residents feel safe in the central city at night. This is a significant improvement from 54% a year ago, but remains lower than in 2006 or 2007.

Eighty-eight percent of residents (up from 84%) feel safe after dark in their own neighbourhoods. There has been a reduction in the proportion of residents who have an emergency kit where they live (from 56% in 2005 to 48% in 2008).

The new centre is part of the Council's long-term strategy for redeveloping and improving the Newlands town centre to provide services to residents and encourage community development as the area grows.

The Wadestown Community Space opened in March 2009. Part of the Wadestown Library building, the space provides a venue for community meetings, events and information.

New Zealand's first natural burials cemetery was opened.

The Wellington Natural Burial Cemetery, located at Makara Cemetery, is a partnership between the Council and not-for-profit organisation Natural Burials.

While the Council owns and maintains the land, Natural Burials sets protocols for use of the cemetery's operation, publicises it, and liaises with funeral directors.

In the cemetery, people are buried, without embalming, in a 1metre-deep grave in an untreated softwood casket, allowing the body to return to the earth in a natural way. The plots are planted with native trees and shrubs which will eventually regenerate to form native bush.

The cemetery was officially opened in June 2008 and, by June 2009, twelve people were buried there.

It is the first natural burial cemetery in New Zealand and one of the first anywhere outside the United Kingdom. Its first year was commemorated in July 2009 with a planting of native trees around the plots and seating area.

ACHIEVEMENT OF STRATEGIC PRIORITIES

The Council's 2006-09 strategic priorities:

- **We have worked to increase the value of community facilities to their communities.**

An audit of community facilities was carried out in 2007/08, and community facilities were also considered during development of the Council's Suburban Centres Policy. Development of the framework that will guide community facilities development throughout the city remains in progress and its findings will be used to inform a review of service levels and investment decisions in the future.

The opening of the new Newlands and Wadestown community facilities during the year (see 'highlights'), along with new facilities in Karori and other centres in recent years, reflects our ongoing commitment to this priority.

- **We have worked to build capability and capacity within the community to promote social cohesion and sound social infrastructure.**

The Council has started a major programme of housing upgrades (see 'highlights') which includes action such as community gardens, provision of computer access, and other programmes aimed at building stronger communities.

We have supported Project Margin, which is helping homeless people with health and accommodation needs and agreed funding support for the establishment of a 'wet hostel' in the city – subject to a range of conditions.

- **We have increased our efforts to promote participation in sport and recreation, particularly for youth.**

The first of several artificial sports fields was installed at Nairnville Park in Khandallah. A final decision was made during the year on the new indoor community sports centre after Environment Court action was dropped.



IN FOCUS ALL-WEATHER SURFACE SPORTSFIELDS

A new all-weather surface at Khandallah's Nairnville Park has dramatically improved the playing experience for the city's football players, as well as reducing the number of cancellations due to bad weather.

"Teams that are playing on the surface are absolutely rapt with it," says Capital Football spokesman Cliff Bowden. "In terms of being able to play the game and not slog through mud and puddles, they love it."

The three-quarter-size field, opened in April 2009, is mainly used for training and for junior competitions. It has a grass-like appearance but provides a more even and consistent surface, and has proved highly popular with rugby and football; as well as being used for other sports.

Having the ability to schedule games during poorer weather has helped Capital Football to meet player demand – though with 13,000 members already and rapidly growing interest, Cliff says more playing surfaces are needed.

The Council has plans to install six more all-weather pitches throughout the city over the next decade, including a full-sized pitch in Newtown which should be opened in 2010.

"It's made a huge difference in terms of the number of games we've been able to play."

Capital Soccer

ACTIVITY HOUSING

Shelter is a basic human need. We provide housing to people whose needs are not met by other housing providers. We are the city's biggest provider of housing with more than 2,300 housing units providing shelter for more than 4,000 tenants. Our housing units are rented at below market rates (i.e. 70% of market rates capped at 35% of household income).

WHAT WE DID

- A major, \$200m+ upgrade of the city's housing units got under way (see 'highlights' page 61), in partnership with central government. Some of the city's leading architecture practices were involved in design work on nine of the 12 housing complexes, with upgrade work scheduled to begin in 2009/10. A project team has been appointed to coordinate this work, which includes an extensive programme of engagement with tenants. Upgrades of the city's 126 stand-alone housing units got under way, with five units completed and a further three under way.
- A Community Action programme was introduced to engage with the aim of improving social inclusion and developing community spirit around the Council's housing complexes. This was one of several steps to increase engagement with tenants. Council property managers have also developed closer relationships with tenant communities through on-site clinics and property inspections, and through a new one-year contract with the Wellington Housing Association of Tenants (WHAT).

Funding received from rental of social housing is ringfenced for reinvestment in social housing.

Also see the Accessible Wellington Design Competition, on the page 72 of Community Support.

WHAT IT COST

	ACTUAL 2009	BUDGET 2009	VARIANCE 2009	ACTUAL 2008
OPERATING EXPENDITURE (\$000)				
6.1.1 Community Housing¹				
Expenditure	16,140	15,532	(608)	16,726
Revenue	(22,868)	(28,866)	(5,998)	(18,262)
Net revenue	(6,728)	(13,334)	(6,606)	(1,536)
CAPITAL EXPENDITURE (\$000)				
6.1.1 Community Housing²				
Expenditure	6,948	11,661	4,713	2,080
Unspent portion of budget to be carried forward	N/A	2,463	-	N/A

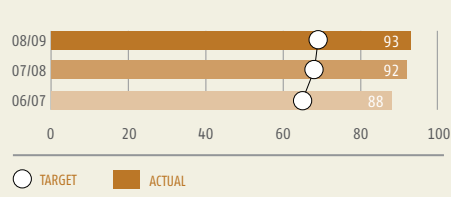
¹ Timing variance relating to the Housing NZ grant for the upgrade programme which was agreed under the deed of grant at \$7.5m in year one (\$4.5m lower than that originally forecasted in the annual plan). There is an offsetting variance in the current year of the capital programme. The unspent portion of the grant which has been carried forward will be recognised when the capital expenditure is incurred.

² Year one of the upgrade programme agreed at \$4.5m lower than originally planned. Carry forward relates to delays to the renewals and upgrades programmes.

HOW WE PERFORMED

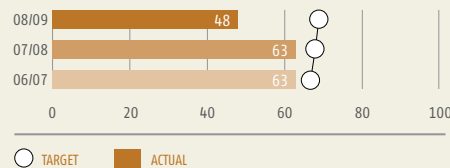
WCC HOUSING TENANTS' (%) SATISFACTION WITH SERVICES AND FACILITIES

Source: WCC City Housing



APPLICANTS HOUSED (%)

Source: WCC City Housing



AVERAGE WAITING TIME - BY GROUP

Source: WCC City Housing

	2006/07	2007/08	2008/09
Elderly	53 days	76 days	52 days
Refugees/migrants	82 days	128 days	63 days
Physical disability	83 days	103 days	116 days
Psychiatric disability	80 days	78 days	86 days
Multiple disadvantage	81 days	80 days	86 days
Rent >50% income	72 days	66 days	135 days
Overall (target less than 80 days)	75 days	87 days	89 days

Over the final quarter of the year the number of new tenancies dropped by 23%. This reflected fewer people moving out, flats being held for the Housing Upgrade and the beginning of construction at Te Ara Hou. At the same time the waiting list for housing grew 66%. This was largely caused by current tenants needing to be relocated for the Housing Upgrade, and fewer properties being available to house new applicants. The total number of households on the waiting list as at 30 June 2009 was 420. Applications for internal relocations account for 55% of those households.

ACTIVITY

RECREATION FACILITIES AND PROGRAMMES

Our activities under this area include:

- **Recreation partnerships** – we support the Basin Reserve to remain the country's premier international test cricket ground, and we support the New Zealand Academy of Sport – North Island's talent identification programme.
- **Access support** – through the Passport to Leisure programme, we provide community services cardholders with discounted access to recreation centres, swimming pools, libraries, and recreation programmes.
- **Recreation programmes** – we provide dozens of sports, fitness and leisure programmes for children and adults, and inform residents about recreation opportunities through our website and guides.
- **Swimming pools** – we provide seven swimming pools – the Wellington Regional Aquatic Centre in Kilbirnie, plus indoor pools at Oriental Bay, Johnsonville, Karori and Tawa, and outdoor pools at Thorndon and Khandallah.
- **Sports fields** – we provide more than 40 sports grounds throughout the city including rugby and soccer fields, netball courts, golf courses, athletics tracks and more; high-use grounds include the National Hockey Stadium, Hataitai Park, and Newtown Park.
- **Recreation centres** – we provide recreation centres at Karori, Kilbirnie, Khandallah and Tawa.
- **Playgrounds** – we provide about 100 playgrounds throughout the city.
- **Marinas** – we provide two marinas, the Evans Bay Marina and the Clyde Quay Boat Harbour.

Access to sports and recreation opportunities – for people of all ages, abilities and circumstances – is important for health and well-being. It also brings people together, strengthening social cohesion.

WHAT WE DID

SPORTS FIELDS

- The city's sports fields received heavy use, with significant increases in demand from minority sports such as Gaelic Football and Lacrosse. Major sports events included the FIFA Under 17 Women's World Cup, New Zealand Athletics Championships, and a series of hockey internationals. Sports fields also provided training venues for professional sports teams such as the Hurricanes.
- Artificial turf was installed at Nairnville Park to provide an all-weather surface, and a decision was made to install all-weather surfaces at other parks. Drainage was upgraded for several sports pitches, along with upgrades to irrigation systems, and training floodlights.
- The redevelopment of Newtown Park was completed.

RECREATION CENTRES AND PROGRAMMES

- The recreation centres held a wide range of events and tournaments over the year, including: the National Tai Kwon Do Competition, Inline Hockey and Roller Hockey National Tournaments. They served a wide range of sports, with new activities during the year including Nordic walking, floorball, korfbal, unihockey and feldenkrais. Attendance at Tiny Town, a preschool play space at the Kilbirnie Recreation Centre, increased by 35%.
- More than 41,000 Wellingtonians participated in community recreation programmes and events, including Beach Ambassadors, Bike the Bays, Cycle into Summer, Green My Ride, Kiwi Tri, Outdoor Festival, Push Play in the Park, Summer Streetball, Stepping Out and the Women's Run Swim series.
- A final decision to proceed with the Indoor Community Sports Centre was made in June 2009. The centre will be constructed on the Cobham Park site in Kilbirnie. The decision follows extensive consultation and independent reviews (see page 174 for more information).

HOW WE PERFORMED

RECREATION PARTNERSHIPS

Source: Wellington City Council

We monitor achievement in this area by reporting on the progress of each of our recreation partnerships under this activity.

The Council provides ongoing support to the Basin Reserve Trust to help the ground remain New Zealand's premiere test cricket venue.

In 2008/09, the Basin hosted one men's test match (between New Zealand and India) and one women's one-day international, as well as domestic fixtures.

In 2007/08 the Council committed \$450,000 for construction of practice wickets at the ground.

Construction of the wickets is due in 2009/10.

The Council continued to fund the NZ Academy of Sport – North Island's Talent Identification Programme (\$285,000 over three years).

The following sports were allocated funding in 2008/09: Netball, yachting, junior Tall Blacks, triathlon, swimming, diving, hockey and golf.

SPORTS DEVELOPMENT FUND

Source: WCC Grants

	2007/08	2008/09
Total number of grant applicants	13	22
Total number of applicants receiving grants	10	15
Total budget available to applicants	\$100,000	\$100,000
Total budget distributed to applicants	\$87,675	\$100,000

POOLS

- The seven swimming pools collectively attracted more than 1.3 million visitors during the year. Attendance at learn to swim and aquatic education classes for schools reached record levels.
- A new Swim Memberships scheme lowered the cost of swimming for people using Council pools more than three times a week, attracting around 370 members.
- We closed the Keith Spry Pool and the 50m pool at the Wellington Regional Aquatic Centre (WRAC) for five-yearly maintenance. As a substitute for lane swimmers used to swimming at WRAC, we temporarily opened Thorndon Pool (a heated outdoor pool) in the middle of the day over the winter months.

PLAYGROUNDS

- We upgraded play areas in Brooklyn, Melrose, Grenada North, Khandallah and Johnsonville.
- A new skateboard mini ramp was built at Ian Galloway Park in Karori, and the surface of the ramp in Island Bay was upgraded.
- We replaced the large slide at Nairnville Park, creating one of the longest tube slides in New Zealand.

MARINAS

- We continued our programme to upgrade the heritage boatsheds at Clyde Quay Boat Harbour.

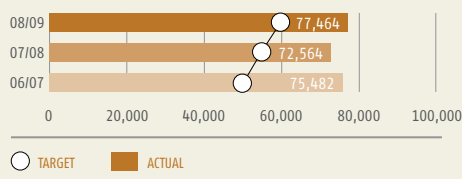
ENGAGEMENT / SUPPORT

- 15 organisations received \$100,000 in sports development grants – these were funded under the Community Support activity.
- Sports and Recreation Forum and three workshops were held for sporting groups to provide input into Council decision-making. About 300 people attended these events.
- Eligibility for the Leisure Card was expanded (see 'highlights' page 61).

HOW WE PERFORMED

LEISURE CARD USERS WHO HAVE ACCESSED WCC RECREATION FACILITIES AND PROGRAMMES

Source: WCC Recreation Wellington



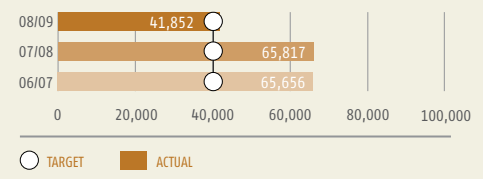
PERCENTAGE OF COMMUNITY SERVICES CARDHOLDERS WHO HAVE PARTICIPATED IN WCC RECREATION FACILITIES AND PROGRAMMES

Source: WCC Recreation Wellington

Our target was for 30% of community services cardholders to have participated in Council's recreation facilities or programmes. We were unable to obtain reliable data for this measure. This indicator will be replaced in future by one that measures use of leisure cards.

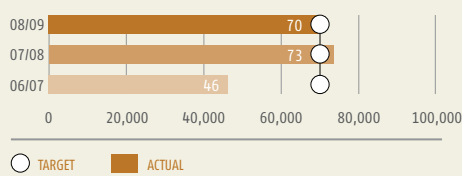
USERS OF WCC RECREATION PROGRAMMES (EXCLUDING PROGRAMMES OFFERED AT RECREATION FACILITIES)

Source: WCC Recreation Wellington



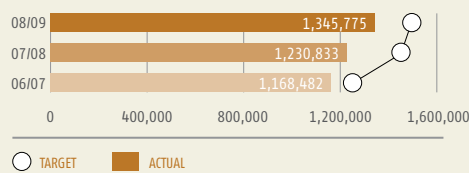
WCC RECREATION PROGRAMMES (EXCLUDING PROGRAMMES OFFERED AT RECREATION FACILITIES)

Source: WCC Recreation Wellington



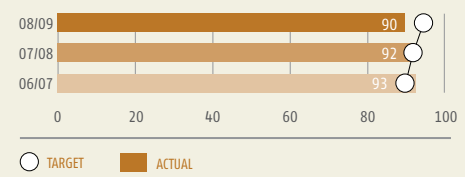
WCC SWIMMING POOL VISITS

Source: WCC Recreation Wellington



USERS (%) WHO RATE THE QUALITY OF WCC POOLS AS GOOD OR VERY GOOD

Source: WCC Residents' Survey 2009



WHAT IT COST

OPERATING EXPENDITURE (\$000)	ACTUAL 2009	BUDGET 2009	VARIANCE 2009	ACTUAL 2008
6.1.2 Recreation Partnerships				
Expenditure	639	624	(15)	609
Revenue	-	-	-	1
Net Expenditure	639	624	(15)	610
6.3.1 Access Support				
Expenditure	71	73	2	72
Revenue	-	-	-	(3)
Net Expenditure	71	73	2	69
6.3.3 Recreation Programmes				
Expenditure	1,097	1,051	(46)	1,200
Revenue	(286)	(230)	56	(324)
Net Expenditure	811	821	10	876
6.4.1 Swimming Pools				
Expenditure	16,435	16,164	(271)	16,287
Revenue	(6,461)	(6,345)	116	(6,008)
Net Expenditure	9,974	9,819	(155)	10,279

OPERATING EXPENDITURE (\$000)	ACTUAL 2009	BUDGET 2009	VARIANCE 2009	ACTUAL 2008
6.4.2 Sports Fields¹				
Expenditure	3,370	3,176	(194)	3,441
Revenue	(351)	(391)	(40)	(473)
Net Expenditure	3,019	2,785	(234)	2,968
6.4.3 Recreation Centres				
Expenditure	3,472	3,778	306	3,083
Revenue	(648)	(664)	(16)	(741)
Net Expenditure	2,824	3,114	290	2,342
6.4.4 Playgrounds				
Expenditure	756	732	(24)	642
Revenue	-	-	-	(22)
Net Expenditure	756	732	(24)	620
6.4.5 Marinas				
Expenditure	509	513	4	489
Revenue	(512)	(516)	(4)	(516)
Net Expenditure	(3)	(3)	-	(27)

¹ The level of inputs into our sports fields has increased with high utilisation and poor weather conditions

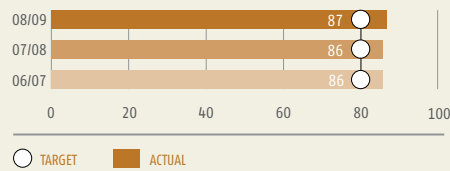
SPORTS FIELDS' UTILISATION – WEEKEND SEASONAL AVAILABILITY

Source: WCC Parks and Gardens

	WINTER	SUMMER
Sportsfields – All open (target)	58% (68%)	72% (78%)
Sportsfields – Partially open	45%	28%
Sportsfields – All closed	0%	0%

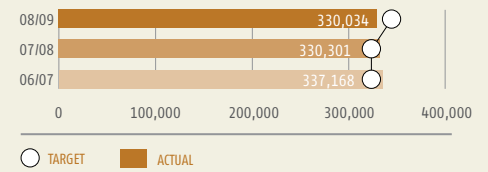
USERS (%) WHO RATE THE QUALITY AND MAINTENANCE OF WCC SPORTS FIELDS AS GOOD OR VERY GOOD

Source: WCC Residents' Survey 2009



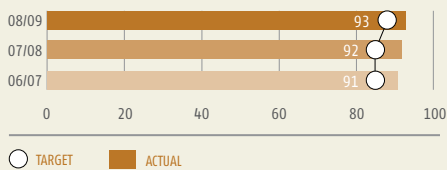
WCC RECREATION CENTRES VISITS

Source: WCC Recreation Wellington



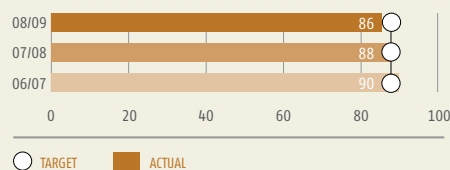
USERS (%) WHO RATE THE QUALITY AND MAINTENANCE OF WCC RECREATION CENTRES AS GOOD OR VERY GOOD

Source: WCC Residents' Survey 2009



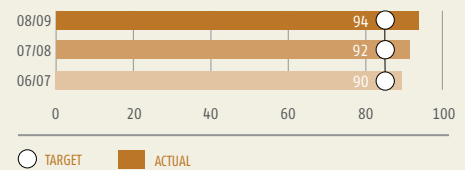
RESIDENTS WITH CHILDREN UNDER 14 (%) WHOSE CHILDREN HAVE USED A WCC PLAYGROUND OR SKATEPARK IN THE LAST 12 MONTHS

Source: WCC Residents' Survey 2009



RESIDENTS WITH CHILDREN (%) WHO RATE THE QUALITY OF PLAYGROUNDS AND SKATEPARKS AS GOOD OR VERY GOOD

Source: WCC Residents' Survey 2009



CAPITAL EXPENDITURE (\$000)	ACTUAL 2009	BUDGET 2009	VARIANCE 2009	ACTUAL 2008
6.1.2 Recreation Partnerships				
Expenditure	-	-	-	370
6.4.1 Swimming Pools²				
Expenditure	543	543	-	3,214
Unspent portion of budget to be carried forward	N/A	1,257	-	N/A
6.4.2 Sports Fields				
Expenditure	1,460	1,459	(1)	1,641
6.4.3 Recreation Centres³				
Expenditure	2,229	2,228	(1)	1,920
Unspent portion of budget to be carried forward	N/A	10,007	-	N/A
6.4.4 Playgrounds				
Expenditure	448	449	1	464
Unspent portion of budget to be carried forward	N/A	70	-	N/A
6.4.5 Marinas				
Expenditure	141	152	11	204

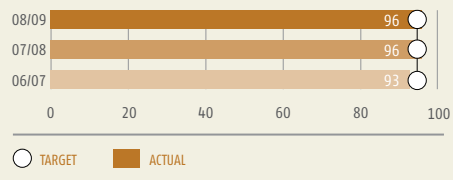
2 The five yearly maintenance closure of the Wellington Regional Aquatic Centre is planned for between June and August 2009. More expenditure than expected will occur during July and August resulting in an underspend in the 2008/09 financial year.

3 The construction of the Indoor Community Sports Centre has been delayed by an appeal to the Environment Court and independent review.

HOW WE PERFORMED

MARINAS BERTHS AND BOATSHEDS (THAT ARE HIRED OUT) - OCCUPANCY (%)

Source: WCC Parks and Gardens



ACTIVITY LIBRARIES

We provide 12 libraries throughout the city, along with the libraries website www.wcl.govt.nz – a virtual branch that allows people to access services remotely. As well as providing books, CDs and other items for loan, the libraries host events, provide meeting spaces, and offer a range of programmes including outreach services for schools and the housebound, and information services for residents and businesses.

WHAT WE DID

- Libraries experienced an increase in attendance at events across the city. A number of new initiatives were implemented to achieve this result including the highly successful new babies programme 'Baby Rock n Rhyme', and a new book club for 9–12 year olds called Bookseekers. Several events were held in partnerships with community groups such as Celebrating Chinese New Year, and the International Year of Astronomy.
- A new community space was opened within Wadestown Library.
- The community history feature on the libraries website was enhanced with residents able to load their own stories and images onto The Cuba Street Memories Project.
- The International Year of Astronomy was celebrated with events extending throughout the year.

WHAT IT COST

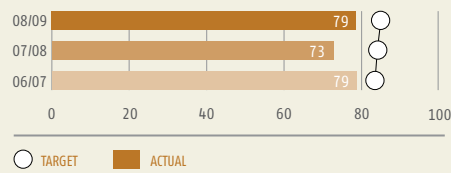
	ACTUAL 2009	BUDGET 2009	VARIANCE 2009	ACTUAL 2008
OPERATING EXPENDITURE (\$000)				
6.4.8 Libraries Network				
Expenditure	21,543	21,943	400	21,366
Revenue	(2,217)	(2,212)	5	(2,814)
Net Expenditure	19,326	19,731	405	18,552
CAPITAL EXPENDITURE (\$000)				
6.4.8 Libraries Network¹				
Expenditure	1,925	1,929	4	2,188
Unspent portion of budget to be carried forward	N/A	322	-	N/A

¹ Upgrade of the library computer system CARLX has been deferred until 2009/10.

HOW WE PERFORMED

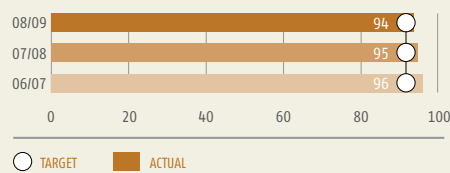
RESIDENTS(%) WHO HAVE USED A WCC LIBRARY

Source: WCC Residents' Survey 2009



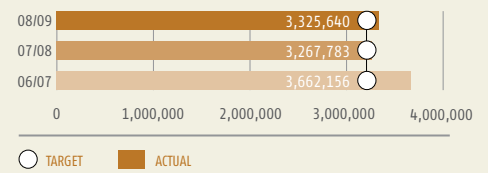
USERS (%) WHO RATE THEIR OVERALL SATISFACTION WITH LIBRARY SERVICES AS GOOD OR VERY GOOD

Source: WCC Residents' Survey 2009



WCC LIBRARY ITEMS ISSUED

Source: Wellington City Libraries



There are changing patterns in library use with people making greater use of online resources through the library's *mygateway* portal. The database portal enables library members to search authoritative databases and thousands of New Zealand and international newspaper and magazine articles on many topics.

ACTIVITY

PUBLIC HEALTH AND SAFETY

Our activities under this area include:

- **Burials and cremations** – we provide cemeteries in Makara and Karori, and a crematorium at Karori.
- **Public toilets** – we provide more than 50 public toilets throughout the city, and more than 50 sports pavilions.
- **Public health** – we regulate food and liquor outlets, animals, trade waste, and other activities affecting public health in line with legislation and local bylaws.
- **City safety** – we work with Police and others to ensure Wellington remains a safe city, through initiatives such as closed circuit TV cameras, banning public liquor consumption, and urban design that promotes visibility and safety.
- **Wellington Emergency Management Office** – we work with other sectors of the community to ensure that Wellington is prepared for earthquakes and other emergencies.

WHAT WE DID

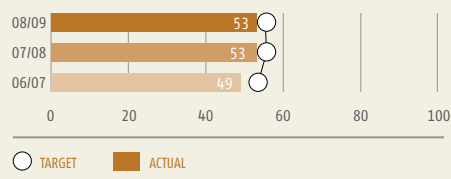
- A 24-hour liquor ban was implemented in public areas in the central city. This was one of many Council initiatives to improve safety. The Council also worked with the Police, student groups and others on campaigns to reduce alcohol-related harm.

- A 'Stay Safe in the City' campaign over the 2008/09 summer raised awareness of safety issues among young women and their friends.
- Safety improvements were made to Courtenay Place as part of a major upgrade project. These included installation of improved streetlighting and CCTV cameras. We also increased the hours Walkwise officers spent patrolling Courtenay Place on 'high risk' nights. Three Walkwise officers received 'Certificates of Appreciation' from the Police after they helped to catch offenders after two serious incidents in the city.
- Wellington Emergency Management Office resources and activities were reviewed with the aim of improving emergency preparedness. The review caused some uncertainty for civil defence volunteers and the Council has worked to address this.
- A review of the city's dog control policy was initiated.
- The Natural Burial section at the Makara Cemetery was officially opened, and a new Greek Orthodox section was established. A new accessway through the Roman Catholic section of the cemetery was established, and new public toilets were installed.
- The Central Park public toilets were upgraded, along with upgrades of the Anderson Park Pavilion and Poneke Rugby Football Clubs.

HOW WE PERFORMED

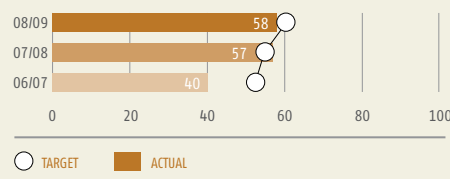
RESIDENT (%) SATISFACTION WITH THE AVAILABILITY OF WCC PUBLIC TOILETS

Source: WCC Residents' Survey 2009



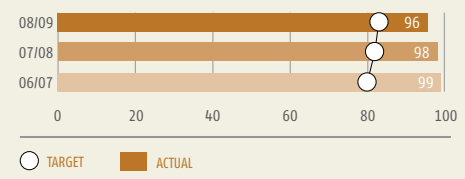
USER (%) SATISFACTION WITH THE CLEANLINESS OF WCC PUBLIC TOILETS

Source: WCC Residents' Survey 2009



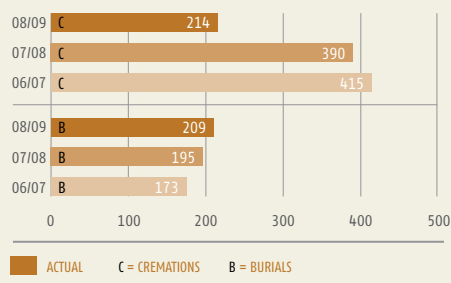
WCC PUBLIC TOILETS (%) THAT MEET THE REQUIRED SERVICE STANDARDS (MONITORED THROUGH REGULAR TOILET AUDITS)

Source: WCC Parks and Gardens



BURIALS AND CREMATIONS

Source: WCC Parks and Gardens



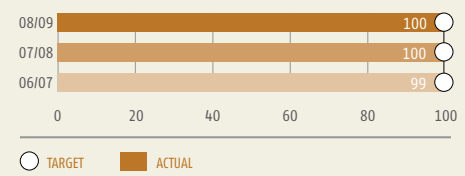
BURIAL AND CREMATION SERVICES – RETENTION OF ISO9001/2000 ACCREDITATION

Source: WCC Parks and Gardens

We continued to maintain our ISO accreditation for burials and cremations. The standard is now known as ISO 9001:2008.

SCHEDULED FOOD PREMISES INSPECTIONS (%)

Source: WCC Building Consents and Licensing Services



WHAT IT COST

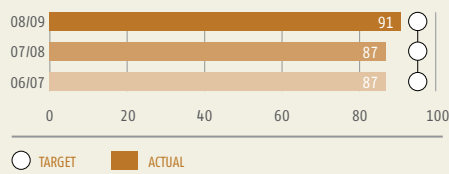
OPERATING EXPENDITURE (\$000)	ACTUAL 2009	BUDGET 2009	VARIANCE 2009	ACTUAL 2008
6.5.1 Burials and Cremations				
Expenditure	1,551	1,602	51	1,725
Revenue	(789)	(791)	(2)	(696)
Net Expenditure	762	811	49	1,029
6.5.2 Public Toilets¹				
Expenditure	1,795	1,543	(252)	1,606
Revenue	-	-	-	(10)
Net Expenditure	1,795	1,543	(252)	1,596
6.5.3 Public Health				
Expenditure	4,295	4,254	(41)	4,170
Revenue	(2,255)	(2,090)	165	(2,319)
Net Expenditure	2,040	2,164	124	1,851

¹ Increases in cleaning contract costs were higher than budgeted.

OPERATING EXPENDITURE (\$000)	ACTUAL 2009	BUDGET 2009	VARIANCE 2009	ACTUAL 2008
6.6.1 City Safety				
Expenditure	1,474	1,589	115	1,261
Revenue	-	-	-	(20)
Net Expenditure	1,474	1,589	115	1,241
6.6.2 Wellington Emergency Management Office				
Expenditure	2,226	2,383	157	2,124
Revenue	(154)	(127)	27	(153)
Net Expenditure	2,072	2,256	184	1,971

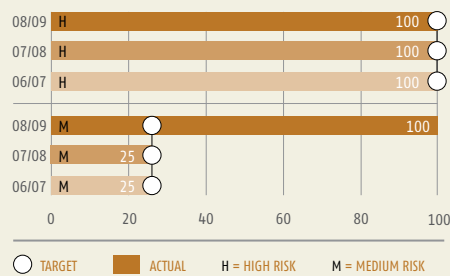
FOOD PREMISES WITH AN INSPECTION RATING OF "EXCELLENT" OR "VERY GOOD" THAT MAINTAIN OR IMPROVE THEIR INSPECTION RATING

Source: WCC Building Consents and Licensing Services



SCHEDULED LICENSED PREMISES INSPECTIONS (%)

Source: WCC Building Consents and Licensing Services

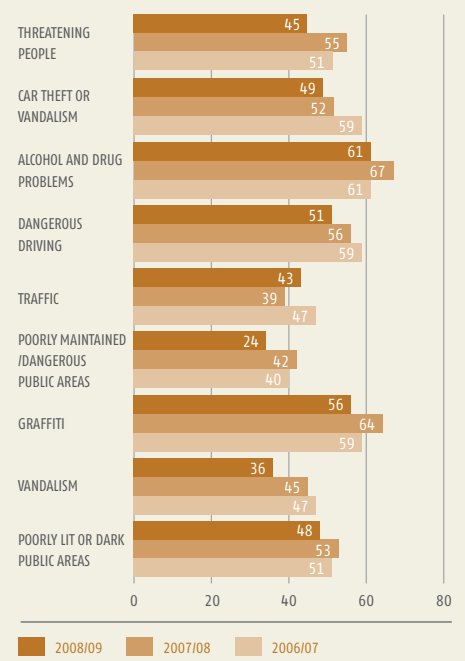


Medium Risk - 91 inspections planned
- 181 inspections undertaken.

High Risk - 230 inspections planned
- 282 inspections undertaken.

SAFETY ISSUES THAT HAVE BEEN RATED AS OF CONCERN BY RESIDENTS (%)

Source: WCC Residents' Survey 2008



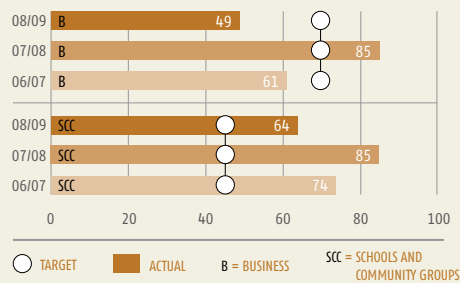
CAPITAL EXPENDITURE (\$000)	ACTUAL 2009	BUDGET 2009	VARIANCE 2009	ACTUAL 2008
6.5.1 Burials and Cremations				
Expenditure	465	423	(42)	16
6.5.2 Public Toilets				
Expenditure	826	879	53	929
Unspent portion of budget to be carried forward	N/A	-	-	N/A
6.6.1 City Safety²				
Expenditure	101	151	50	-
Unspent portion of budget to be carried forward	N/A	69	-	N/A
6.6.2 Wellington Emergency Management Office				
Expenditure	-	-	-	105

² The carry forward relates to the delayed installation of CCTV cameras in Courtney Place.

HOW WE PERFORMED

EMERGENCY PREPAREDNESS PROGRAMMES

Source: Wellington Emergency Management Office



SATISFACTION WITH RELATIONSHIP: EMERGENCY MANAGEMENT PARTNER SURVEY – OVERALL

Source: WCC Planning, Performance & Research

	2006/07	2007/08	2008/09
Satisfied	67%(6 partners)	83% (5 partners)	66.7% (4 partners)
Neutral	33% (3 partners)	17% (1 partner)	33.3% (2 partners)
Dissatisfied	0% (0 partners)	0% (0 partners)	0% (0 partners)

Partners surveyed included Police, Fire Service, Wellington Free Ambulance, Capital and Coast District Health Board, and other Wellington region councils.

WCC CITY SAFETY OFFICERS WILL PATROL WELLINGTON'S INNER CITY, 24 HOURS A DAY, SEVEN DAYS A WEEK, 52 WEEKS A YEAR

Source: WCC City Safety

This target was achieved.

ACTIVITY

COMMUNITY SUPPORT

This activity includes:

- **Implementation of homelessness strategy** – we support Project Margin, a Downtown Community Ministry initiative to help homeless people with health and accommodation needs.
 - **Community advocacy** – we provide information, advice and advocacy services to a wide range of people and community groups, publish a directory of community organisations, and support community forums through which people contribute to civic life.
 - **Social and recreation grants** – we provide grants to support initiatives that support our strategic objectives.
 - **Community centres and halls** – we own a network of community centres and town halls throughout the city, and also support community-owned centres.
 - **Community ICT access** – we support the 2020 Communications Trust which provides free web hosting for community groups and operates an annual electronic recycling day; we also provide internet access at community locations in Newtown.
- The number of venues for mobility scooters around the city was increased to eight. A review of pedestrian kerb ramps was completed, with all ramps along the Golden Mile assessed. We also launched the Accessible Wellington Design Competition. Entrants were required to design an upgrade to a typical Council housing complex, with a focus on making housing units more practical to live in for everyone, regardless of mobility or age. Richard Carver, from Redbox Architects, won both the first and second prize for his imaginative designs.
 - Our Disability Reference Group collaborated with Arts Access Aotearoa to produce a guide to marketing the arts to people with disabilities. The Sensation Walk Braille Trail was established to commemorate the bicentenary of Louis Braille's birth and raise public awareness of Braille. This was a joint initiative with the Royal New Zealand Foundation for the Blind (see page 35).
 - We developed and delivered a guide to using interpreters (Language and New Zealand Sign Language), and ran an in-house interpreting workshop. Sixty people attended New Zealand Sign Language taster classes in libraries and community centres as part of the Council's contribution to New Zealand Sign Language Week.
 - We were the first local authority in New Zealand to participate in the Video Relay Service Trial – a service where deaf people can make a free video interpreted call using a video phone at the central library.
 - We facilitated meetings with existing and emerging ethnic and senior communities to raise awareness of the need to cater for differences in religion, food and language, and we established a free orientation tour programme for new migrants in partnership with Wellington Regional Council and Metlink.
 - We held the Wellington Community Awards, strengthened our relationships with key non-governmental organisations and also contributed to several actions from the Wellington Regional Settlement Strategy – which aims to welcome refugees and migrants and help them settle in the city.

WHAT WE DID

COMMUNITY CENTRES AND HALLS

- The Newlands Community Centre was officially opened (see 'highlights' page 61).
- A new community space was opened in the Wadestown Library.
- A new lift and floor was installed at Thistle Hall.

COMMUNITY ENGAGEMENT AND ADVOCACY

- The Council's youth team supported the Tu Tangata (Polynesian festival for Wellington high schools, with 30,000 attending) and Paint-a-thon, another collaboration with high schools.

HOW WE PERFORMED

IMPLEMENTATION OF THE HOMELESSNESS STRATEGY

Source: WCC City Communities

- Project Margin, which is provided by the Downtown Community Ministry with Council funding, assisted 44 people into housing. This project provides support with housing applications, support visits when housed, and liaison with the Council's City Housing Unit and Housing New Zealand.
- The Council supported the Night Shelter, Catacombs Drop In, Women's Refuge and other service providers to deliver support services for the homeless. Casual occupancy of the Night Shelter has increased from 250 per month to 689 per month over two years. Longer-term hostel accommodation (21 rooms) is always full.
- A couple of options have been identified for the planned Wet Hostel (Te Whare Oki Oki). The project has support from Wellington City Council, Capital and Coast District Health Board and Housing New Zealand. The Council's commitment is subject to a number of conditions being met by other parties.

- We facilitated information sharing for community gardens (including work with Pacific community) and began to develop guidelines for community access to public land. The Council won a Human Rights Commission Award for an internal Council programme to celebrate Race Relations Day.
- With support from the Council, a Menz Shed was opened in the city. Menz Sheds are clubs where older or retired men can socialise and share skills. We also carried out planning for the first Wellington Health Wealth & Wellbeing Expo for Seniors, to take place in October 2009, and supported the development of the Wellington Community Link, a family-focused group representing more than 20 ethnicities.

See 'how we performed' for actions under the community forums, homelessness strategy and community computing initiatives.

WHAT IT COST

OPERATING EXPENDITURE (\$000)	ACTUAL 2009	BUDGET 2009	VARIANCE 2009	ACTUAL 2008
6.2.1 Implementation of the Homelessness Strategy¹				
Expenditure	250	496	246	130
Revenue	-	-	-	-
Net Expenditure	250	496	246	130
6.2.2 Community Advocacy²				
Expenditure	2,121	1,945	(176)	2,212
Revenue	(299)	(152)	147	(142)
Net Expenditure	1,822	1,793	(29)	2,070
6.3.2 Social and Recreational Grants				
Expenditure	2,404	2,378	(26)	2,398
Revenue	(1)	-	1	(26)
Net Expenditure	2,403	2,378	(25)	2,372

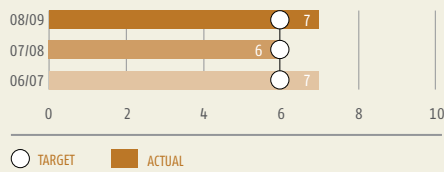
¹ Delay in the grant for the Wet House due to ongoing discussions with the Crown and Capital Coast District Health Board.

² We incurred additional costs to stage a youth conference, these were fully recovered.

HOW WE PERFORMED

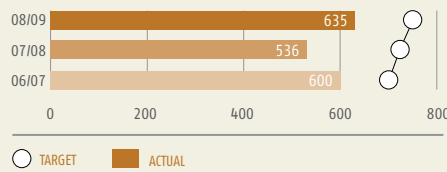
COMMUNITY FORUMS – NUMBER HELD

Source: WCC City Communities



COMMUNITY FORUMS – ATTENDEES

Source: WCC City Communities



The forums held were: youth, ethnic, Pacific, sport and recreation, senior, disability, and Maori. A key focus of these forums was sharing information and receiving feedback about the Council's 2009–19 long-term plan.

SOCIAL AND RECREATION GRANTS

Source: WCC Grants

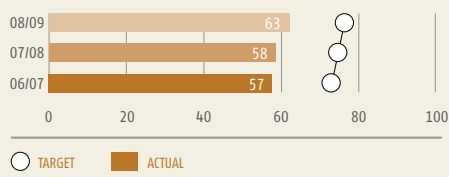
	2006/07	2007/08	2008/09
Total number of grant applicants	106	136	163
Total number of applicants receiving grants	72	45	77
Total budget available to applicants	\$402,000	\$402,000	\$381,533
Total budget distributed to applicants	\$344,352	\$402,000	\$376,621

Social grants supported a wide range of projects. Examples include the Big Buddy Mentoring Trust to match fatherless boys with carefully assessed male mentors, and Street Football Aotearoa to work with the homeless community to provide fitness and football training.

In the last two years, the number of applicants and the total amount sought has increased significantly.

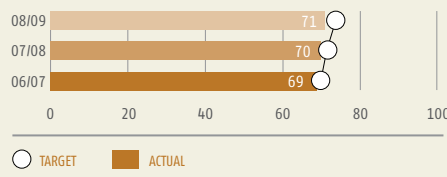
RESIDENTS (%) WHO ARE SATISFIED WITH SERVICES & RESOURCES PROVIDED BY WCC TO ENCOURAGE STRONG AND THRIVING COMMUNITIES

Source: WCC Residents' Survey 2009



COMMUNITY GROUPS' SATISFACTION (%) WITH SERVICES AND RESOURCES PROVIDED BY WCC / CITY COMMUNITIES

Source: WCC City Communities



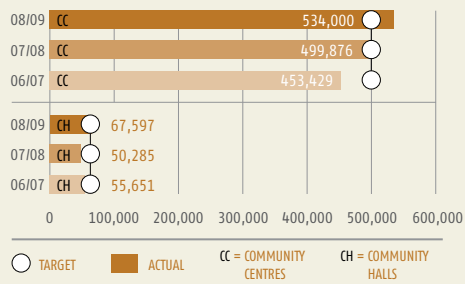
OPERATING EXPENDITURE (\$000)	ACTUAL 2009	BUDGET 2009	VARIANCE 2009	ACTUAL 2008
6.4.6 Community Centres and Halls				
Expenditure	3,193	3,098	(95)	2,881
Revenue	(253)	(95)	158	(365)
Net Expenditure	2,940	3,003	63	2,516
6.4.7 Community ICT Access				
Expenditure	547	621	74	456
Revenue	-	-	-	(24)
Net Expenditure	547	621	74	432

CAPITAL EXPENDITURE (\$000)	ACTUAL 2009	BUDGET 2009	VARIANCE 2009	ACTUAL 2008
6.4.6 Community Centres and Halls³				
Cost	1,407	1,470	63	1,164
Unspent portion of budget to be carried forward	N/A	177	-	N/A
6.4.7 Community ICT Access				
Expenditure	-	-	-	35

³ The carry forward relates to delays in the completion of the planned renewals programme which will be completed in 2009/10.

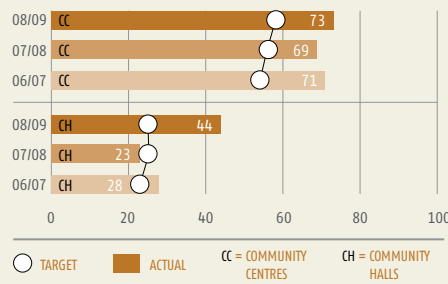
WCC COMMUNITY CENTRES AND HALLS VISITS

Source: WCC City Communities



WCC COMMUNITY CENTRES AND HALLS OCCUPANCY (%)

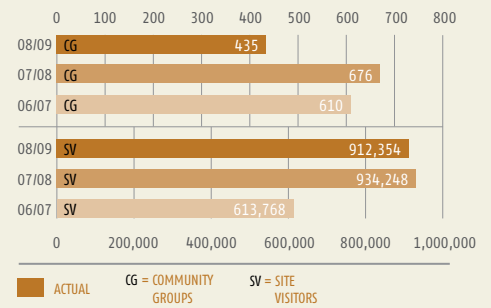
Source: WCC City Communities and Recreation Wellington



The increase in users at halls is as a result of promotion and more efficient user friendly booking practices.

COMMUNITY ICT ACCESS: WELLINGTON COMMUNITY NET - COMMUNITY GROUPS HOSTED AND VISITS

Source: WCC City Communities



As well as offering free web hosting for community groups through Wellington Community Net, the Wellington2020 Communications Trust offered computer sessions at the Newtown Park and Arlington Council housing complexes. Smart Newtown, based at Newtown library, offered computer courses and free internet access. An e-Engage Your Community Conference was held in September 2008, with support from the Council.