

Activity 2.0: Community Facilities

Accountable Manager: Carolyn Gallagher

What services are provided?

- Provision of community facilities (centres, halls and cottages), which are owned and managed in partnership by Council and the community
- Provision of leased facilities for operating early learning centres

Why do we provide these services?

The Council ensures that communities have access to a range of facilities that enable participation in social, educational, cultural and recreational activities. This helps build community capacity, connectedness and well being through a more liveable city.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<ul style="list-style-type: none"> • Services are available locally within the urban areas 	<p><i>Providing a network of community halls, centres and cottages enables a range of social, educational, cultural and recreational activities and services to happen and encourages local involvement. Leasing facilities for childcare and early learning programmes enable parents and caregivers to have access to such services.</i></p>
<p>People are actively involved in their communities and local issues</p>	<p><i>Making available community centres, halls and cottages that are managed locally encourages community involvement in organising and participating in events and activities that meet local needs and interests.</i></p>
<p>There is increasing participation in recreation and sporting activities</p>	<p><i>Making affordable and accessible spaces available in community facilities for a range of activities encouraging greater participation and well being through stronger communities.</i></p>
<ul style="list-style-type: none"> • People have strong social networks 	<p><i>Providing a range of local community facilities gives people local meeting places where they can gather and participate in events or activities. This can enrich their neighbourhood connectedness, which can help them remain strong under pressure or crisis.</i></p>

Which group or section of the community will benefit from this activity?:

Casual or regular user groups; community groups, recreation, art and culture, childcare, social, education, local residents, individuals and local businesses.

Partnerships with external organisations (such as Lions), community management committees (managing community centres, halls and cottages), tenants and lessees.

Key legislation:

Local Government Act 2002, Building Act 2004, Health and Safety in Employment Act 1992.

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provision of community facilities (centres, halls and cottages), which are owned and managed in partnership by Council and the community					
2.0.1 Maintain portfolio of community facilities (centres/halls/cottages)	33 community facilities (centres/hall/cottages) Current performance: 71% of facilities managed through partnership	Auckland (ACC) Dunedin (DCC), Wellington (WCC) WCC have a total of 19 community facilities. 14 are community managed. WCC have 1 community centre per 9,916 of population ACC have 22 halls and 21 community centres. ACC have 1 centre per 9,410 of population DCC have a total of 7 community facilities, all community managed. DCC have 1 centre per 17,140 of population Pre EQ Chch had a total of 55 centres and a population of 348,400 this is equal to 1 centre per 6,330 of population. If 25 remain that equals 1 centre per 9,936 head of population.	2.0.1.1 Maintain at least a minimum of 25 community facilities. 2.0.1.2 (new) At least 50% of the community facilities that are open are managed through a partnership	Pre earthquake Christchurch had 55 community facilities. Council managed 16 community facilities and 39 facilities were managed in partnership with the community Note, at present there are only 33 community facilities remaining from the 55. This number will continue to decrease as DEE assessments are completed. Suburban Network Plan may have some influence on the total number of facilities. Other community facilities may be repaired/replaced using both insurance and Council funding. Community facilities include all Council owned centres, halls and cottages	<i>Maintain a minimum of 25...wording to indicate that council has an aim to return to X number of facilities by Y timeline, to be advised, after they have a workshop.</i>

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provision of community facilities (centres, halls and cottages), which are owned and managed in partnership by Council and the community (cont'd)					
2.0.2 Maintain level of customer satisfaction with Council community facilities	Customers are satisfied with the use and ease of booking a council managed facility Actuals 2011/12 93% 2010/11 97% 2009/10 95%	Auckland City Council target is 91% Wellington and Dunedin do not have a suitable measure	90% of customers are satisfied with the use and ease of booking a Council managed community facility	Levels of satisfaction reflect quality, maintenance and equipment provided. Also includes accessibility. Actual survey will confirm what becomes part of the satisfaction survey.	Target amended to 90% from 85%
2.0.3 Increase occupancy and hours of use for Council community facilities	Council community facilities are used for at least 22% of total hours available Actuals 2011/12 39% 2010/11 14.4% due to unavailability of some facilities 2009/10 27%	Wellington City Council Calculate usage by number of users not hours. Auckland City Council target is 50% of available time community centres and halls are used (actual hours used compared to hours available)	2.0.3.1 Increase use of Council community facilities to at least 40% of total hours available. 2.0.3.2 (new) Increase peak hour usage of Council community facilities to at least 60% of available hours <i>(applies for 2013/14 and 2014/15 – to be reviewed in time for the next LTP)</i>	Opening hours for the Community facilities are typically between 7am and 10pm. Some community facilities, subject to Resource Consents, have the ability to remain open until midnight. New measure is based on the minimum of 25 community facilities and 17,540 bookable hours $36,483/52 * 25 = 17,540$ Peak hours of use are: •between 3pm and 9pm •Monday to Friday only •Excludes school holidays A measure could be developed for the peak use periods. Peak hours are determined on a per hall basis and subject to total available hours of each hall.	

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provision of community facilities (centres, halls and cottages), which are owned and managed in partnership by Council and the community (cont'd)					
2.0.4 (New) Achieve a cost efficient level of service for Council community facilities	Current fees and charges at Council community facilities are \$7.59 - \$9.68 per hour for not for profit Community Groups.	Fees compared with Auckland Average \$16.10 per hour Wellington \$16 per hour	Fees and charges for Council community facilities are reviewed annually and any increase shall not be less than CPI.	All partnerships are required to provide an annual report to Council on operations. Benchmarking indicates the Christchurch City Council provides a cost efficient level of service compared with similar operations within New Zealand. Current fees and charges are \$7.59 - \$9.68 per hour for not for profit Community Groups. Prior to August 2013 a review of benchmarking and the cost of providing the service will be undertaken. Community Facilities Fees and Charges are set under Section 12 Local Government Act 2002.	

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provision of Leased Facilities for operating early learning centres					
2.0.5 Provide Early Learning Centre leased facilities	9 Facilities leased exclusively to Early Learning Centres. Prior to the earthquake 12 Facilities were leased exclusively to Early Learning Centres.	WCC provides 8 Early Learning Centres Auckland provide 1 Learning centre	2.0.5.1 9 Facilities leased exclusively to Early Learning Centres. 2.0.5.2 Facilities housing Early Learning centres are maintained in accordance with the leases.	Market rents are paid by the Early Learning Centres Facilities exclusively leased as Early Learning Centres are: Aranui, Hoon Hay, Linwood, New Brighton, North Beach, Sockburn, Sumner/Redcliffs, Woolston, Redwood (co-location on Library site) Bishopdale, Sydenham, St Albans (closed – strengthening & earthquake repairs to be considered as part of Facilities Rebuild Project)	<i>Rationale amended.</i>