

**AGENDA FOR A MEETING OF THE CULTURE AND COMMUNITY COMMITTEE
TO BE HELD IN THE COUNCIL CHAMBER AT WAITAKERE CENTRAL,
6 HENDERSON VALLEY ROAD, HENDERSON, WAITAKERE,
ON WEDNESDAY, 13 MAY 2009, COMMENCING AT 9.30 AM**

TABLE OF CONTENTS

<u>ITEM</u>		<u>PAGE NO.</u>
1	APOLOGIES	1
2	URGENT BUSINESS	1
3	CONFLICTS OF INTEREST	1
4	CONFIRMATION OF MINUTES	1
5	PRESENTATIONS	2
	A CELEBRATION OF THE HEART	2
	B HENDERSON STATION BILLBOARD ARTS PROJECT	2
	C SPORT AND RECREATION NEW ZEALAND (SPARC)	2
6	REVIEW OF THE WAITAKERE PACIFIC BOARD COMMUNITY PARTNERSHIP AGREEMENT	2
7	STARLING PARK SPORTS CLUB FUNDING AND ACCESS AGREEMENT	7
8	ALTERNATIVES TO THE MOBILE LIBRARY SERVICE	10
9	WAITAKERE ARTS AND CULTURAL DEVELOPMENT TRUST - SIX MONTHLY REPORT (JULY TO DECEMBER 2008)	18

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1 APOLOGIES



2 URGENT BUSINESS

Section 46A(7) of the Local Government Official Information and Meetings Act 1987 provides that where an item of business is not on the agenda, it may only be dealt with at the meeting if:

- (i) the Committee by resolution so decides; and
- (ii) the Chairman has explained at the beginning of the meeting (when open to the public) that the item will be raised for discussion and decision, why the item is not on the agenda, and why it cannot be delayed until a subsequent meeting.

The Committee may make a decision on a matter determined to be urgent.

NOTE: Urgent Business need not be dealt with now and may be delayed until later in the meeting.



3 CONFLICTS OF INTEREST

The Council has acknowledged in its Code of Conduct that Elected Members need to be vigilant to stand aside from decision making when a conflict arises between their role as a member of the Council and any private or other external interest they might have. This note is provided as a reminder to members to check that no such conflicts arise in relation to any items on this agenda.



4 CONFIRMATION OF MINUTES

Meeting Minutes - Wednesday, 8 April 2009

RECOMMENDATION

It is recommended that the Culture and Community Committee resolve to:

Receive the minutes of the meeting of the Culture and Community Committee held on Wednesday, 8 April 2009, as circulated, and that they be taken as read and now be confirmed.



5 PRESENTATIONS

A CELEBRATION OF THE HEART

The Chairman of the Henderson Business Association and the Principal Advisor, Town Centre Liaison will make a presentation to the Culture and Community Committee on the street event "Celebration of the Heart" which took place in Henderson on the 14 March 2009. The event was planned and resourced by Council to re-promote the Henderson businesses to the community after the street works which took place on Great North Road during the greater part of 2008. The event was well supported by the Henderson Business Association and member businesses.

B HENDERSON STATION BILLBOARD ARTS PROJECT

The Manager: Arts will make a presentation to the Culture and Community Committee on the Henderson Station Billboard Arts project, this project has been developed as a 'graphic storyboard' arts project telling "Legends of the West". The images will be fixed to the backs of the existing billboards and visible from the station platform. It has been developed to be accessible and with enough content to engage people waiting for trains at the station. All designs have been approved by ARTA and APN, who own the rights to the billboards. The designs will be presented to the Culture and Community Committee for their information and feedback.

C SPORT AND RECREATION NEW ZEALAND (SPARC)

A1 Relationship Manager Sport and Recreation New Zealand (SPARC), Sarah Dunning, will provide the Culture and Community Committee an overview of the investment they put in to the Waitakere region along with outlining their future direction. The results of the recently completed Active NZ survey will be presented by Senior Research Advisor Maea Hohepa, who will highlight the results specific to Waitakere whilst drawing comparisons against national performance. Overall, results from the 2007/2008 Active NZ survey (attached at page A1) have shown an improvement in activity levels for the Waitakere region.

SPARC, as the governing body for sport and recreation in New Zealand, invest in regional sports trusts' (such as Sport Waitakere), national sporting organisations (such as the NZ Rugby Union) and territorial authorities as a means to deliver many of their programmes and services at a local level. One of SPARC's aims at this local level is to get "more people, more active, more often".

One of the major initiatives in Waitakere combating physical inactivity is Neighbourhoods Move it. This initiative is a locality based project which involves implementing the Te Waka Ki Mua Move it Waitakere Action plan. The project has been developed by Active Waitakere, supported by the 13 collaborative partners of Active Waitakere and has significant support from SPARC through their Active Communities Fund.



6 REVIEW OF THE WAITAKERE PACIFIC BOARD COMMUNITY PARTNERSHIP AGREEMENT

GLOSSARY

Waitakere Pacific Board
Community Partnership Agreement

(WPB)
(the Agreement)

EXECUTIVE SUMMARY

The purpose of this report is to present to the Culture and Community Committee the key findings from the review of the Community Partnership Agreement (the Agreement) between the Council and the Waitakere Pacific Board (WPB) and make recommendations regarding the future relationship.

The Agreement is a partnership-based approach to supporting wellbeing outcomes for Waitakere's Pacific population. The partnership is an acknowledgement of the challenges faced by the Pacific communities in being able to contribute economically and socially in Waitakere.

During November and December 2008, a review of the Agreement was facilitated involving both the Council and the WPB. Although no major changes are suggested in terms of the actual wording of the agreement itself, a number of issues were raised with regard to its application and how the Council and the WPB could work more in accordance with the partnering spirit of the Agreement.

The review identified a number of development areas for the WPB to address that would enable it to function more effectively as an organisation. These included: the development of job descriptions for every WPB member clearly outlining their specific roles and responsibilities, the development of a more explicit shared work programme with clearly defined shared projects and outcomes, regularly reporting to the Council on WPB activities, and the development and implementation of a communications strategy to enhance the profile of the WPB with the local Pacific communities as well as the Council.

A review of the associated funding arrangement was also conducted as part of the wider review. It is recommended that a three year funding arrangement be continued with a number of provisos. These include the submission of a monthly report by the WPB to the Social and Cultural Strategy section of the Council, reporting against the actions identified in the shared work programme and detailing progress made in relation to the key findings of the review. A quarterly report to Council will also be required in the form of a short presentation by representatives of the WPB to the Culture and Community Committee.

It is anticipated that with the WPB addressing the issues identified through the review, it will be better equipped to advocate on behalf of the Pacific communities it was set up to serve and to act as the champion and custodian for Waitakere's first ever Pacific Plan.

RECOMMENDATIONS

It is recommended that the Culture and Community Committee resolve to:

1. **Receive** the Review Of The Waitakere Pacific Board Community Partnership Agreement report.
2. **Direct** the Chief Executive Officer to report back to the Culture and Community Committee by July 2009 with a further report presenting a revised Community Partnership Agreement between the Waitakere Pacific Board and the Council, and to include a detailed shared work programme for 2009/2010 and accompanying budget.
3. **Agree** to recommend to the Long Term Council and Community Plan and Annual Plan Special Committee that the Waitakere Pacific Board be approved for a three year funding arrangement with the Council, subject to the negotiation of a service agreement and an agreed shared work programme.

BACKGROUND

1. The WPB (formerly known as the Pacific Island Advisory Board) was established in 1990 by a group of Pacific residents from Waitakere with the support of the Council. The WPB is an Incorporated Society, with executive committee portfolio holders (Chairperson, Deputy Chairperson, Secretary and Treasurer) elected by members of the Waitakere Pacific community every three years.
2. The WPB was established to serve as a communications link between the Council and Pacific communities, and to work in partnership with Council in meeting the needs and aspirations of the Pacific communities in the City. In 1998 a Memorandum of Understanding was signed with the WPB to formally acknowledge the role of the WPB as a voice for Pacific peoples residing in Waitakere.
3. In 2005 an Agreement was signed between the Council and the WPB acknowledging both parties' desire to replace the former Memorandum of Understanding with a new agreement that would encapsulate the renewed relationship.
4. The Agreement is a partnership-based approach to supporting wellbeing outcomes for Waitakere's Pacific people. The partnership is an acknowledgement of the challenges faced by Pacific residents in being able to contribute economically and socially in Waitakere and of the strengths of Pacific people in meeting these challenges.
5. The Agreement captures the shared goals of both partners and an associated shared work programme sets out the actions and related work that will be undertaken together by the partners to assist in realising those shared goals. A three year funding agreement is also negotiated as a schedule to the main Agreement

DECISION MAKING

Process

6. Several meetings were held between members of the WPB Executive, Council officers and Elected Members of the Council. The meetings were facilitated by an independent facilitator. The purpose of the review meetings was to take a step back from the day to day connections between the partners and take a "big picture" perspective on the effectiveness of the relationship between the Council and the WPB in delivering on agreed outcomes for Waitakere's Pacific people.

ISSUES

Key Findings

7. No major changes are suggested in terms of the wording of the actual agreement itself, other than minimal editing to remove inaccuracies and update the term of the agreement. However a number of issues were raised with regard to the application of the Agreement and how each partner could better meet its obligations. For the Council, this meant an acknowledgement of the WPB as the official voice of Waitakere's Pacific communities to Council and working with the WPB in a manner which recognises this position.
8. The implications of the review findings for the WPB are considerably more detailed, requiring significant policy and operational changes to assist them to operate more effectively as an organisation. These include:
 - the development of job descriptions for every WPB member clearly outlining their specific roles and responsibilities;

- governance training for all WPB members that will enable the organisation to be managed more efficiently, and for decision making to be more transparent and effective;
- the development of a more explicit shared work programme with more clearly defined shared projects and outcomes;
- the establishment of a process which enables the WPB to report more regularly to the Council on its activities. This in particular was regarded by the WPB as a key priority; and
- the development and implementation of a communications strategy that would focus on enhancing the profile of the WPB with the local Pacific communities as well as the Council.

The Shared Work Programme

9. A key requirement of the Agreement is the development of a shared work programme each financial year. This allows the Council and the WPB to develop mutually agreed processes and work programmes that can assist both parties to more effectively meet the needs of Waitakere's Pacific residents.
10. An analysis of the 2008/2009 shared work programme was conducted as part of the Community Partnership Review. Key findings from the analysis included:
 - a need to articulate more specifically all work items/deliverables and outcomes identified in the shared work programme; and
 - the development of more conjoint work items between the Council and the WPB.
11. The current shared work programme has a very generic focus. This has resulted in the WPB delivering on some very broad outcomes. Through the inclusion of more specifically detailed work items with clearly defined outcomes and an increased sharing of responsibility with the Council, the WPB will be able to deliver on more specific priorities and outcomes to benefit their communities.
12. There appeared to be a lot of expectation placed on the WPB in terms of delivering on the expected outcomes for certain projects and work items. This seemed to contradict the intent of the Agreement and the shared work programme which clearly defines the role of both parties as "partners". Therefore, a move towards more "conjoint" and Council led projects was seen as a way of addressing this imbalance. These could include:
 - a joint review of the WPB Constitution;
 - organising five to six shared Community Engagement Meetings which would be jointly hosted and focussed on specific issues that are important to our community e.g. education and skills;
 - regular monthly spot on some of the ethnic radio programmes currently available through 531 PI and NIU FM; and
 - the rollout and implementation of the Pacific Plan.

Funding Arrangements

13. The signing of the Agreement in 2005 was followed by the development of a funding agreement which was to be reviewed every three years. The review of the funding agreement was conducted as part of the wider review of the Agreement.
14. The current three year funding agreement for the period 2006-2008 is attached to the Agreement, with a funding allocation of \$40,000 in year one and \$50,000 each in years two and three.

15. According to the Council's Three Year Funding Criteria for community organisations, the Council can withhold any further funding if the organisation is not performing as expected or if both parties agree that longer term funding will no longer assist in meeting the expectations of the organisation and of the Council.
16. As a way of strengthening accountability, it has been agreed that the WPB will develop a budget on an annual basis for the funding received from the Council, with specific amounts allocated to agreed actions and expenditure being tagged to actions in the shared work programme.
17. In light of the findings from the review of the Agreement and the shared work programme, it is recommended that the current three year funding arrangement remain in place but with a number of provisos.

These provisos include:

- the development of a more detailed and focussed shared work programme, including more conjoint and Council led projects;
 - the submission of a monthly report to the Group Manager, Social and Cultural Strategy, against the actions identified in the shared work programme. Included within the same report would be a section detailing "progress to date", in relation to the key findings of the review;
 - quarterly presentations to the Culture and Community Committee supported by six monthly written reports to the Council; and
 - the development of a budget clearly identifying where the funding is to be spent.
18. The release of annual funding would be dependent on the submission and content of these reports by their due dates as well as the WPB continuing to meet the Council's Three Year Funding Criteria.

Implications of the Proposed Changes to Auckland Governance

19. In light of the Government's proposed changes to Auckland's governance arrangements, a meeting was held between the WPB Executive Committee and Council officers in April 2009 to discuss the implications for the partnership and for the WPB. The outcome of the meeting was positive and an understanding was reached that:
 - by October 2010, the partnering relationship will no longer be with the Waitakere City Council;
 - Council officers will work closely with the WPB to address some of the shortcomings of the WPB identified by the review; and
 - the WPB will need to ensure that it is operating to its full potential by October 2010 so that it can continue to advocate effectively on behalf of Waitakere's Pacific population as well as continue to promote and champion the Pacific Plan.
20. It was noted however that decisions made by the proposed Establishment Board could also have implications for the Agreement and associated funding.

STRATEGIC CONTEXT

21. The relationship between the Council and the WPB is grounded in the Long Term Council Community Plan 2006-2016 strategic platforms of Active Democracy and Strong Communities as well as the Agreement.

22. The vision for Active Democracy is: "People feel that they can make a difference. There are high levels of community participation and respect for each others views". This platform supports the involvement of citizens in the Council's decision-making process through education, removing barriers, developing partnerships, improving information flows and supporting communities' own ways of interacting with the Council.
23. The vision for Strong Communities is: "People are active, informed, healthy, and content. They feel safe and there is a strong sense of community. Our city is a great place for children. We enjoy our diversity of lifestyles and people". This platform addresses how the health and wellbeing of the City's residents are supported.
24. The Agreement also enables the Council and the WPB to work collaboratively in meeting the development needs of Waitakere's Pacific peoples.

CONSULTATION

25. The review of the Agreement was carried out by an independent facilitator working in close conjunction with Council officers. Four facilitated meetings with WPB members, Elected Members and Council officers were initiated as part of the review. Those involved included the Chairperson and Deputy Chairperson of the WPB; the WPB Liaison Officer; WPB Representative; the Group Manager: Social and Cultural Strategy; Team Leader: Cultural Wellbeing; Strategic Advisor: Pacific, Councillor Chan, the Council's elected representative on the WPB; the Deputy Mayor; and Councillor Lawley, the Chairman of the Culture and Community Committee.

RESOURCES

26. \$55,000 is allocated for each year in the draft Long Term Council Community Plan 2009-2019 to fund the shared work programme with the WPB. In addition, there is an annual allocation of \$65,000 to the WPB to meet the costs of coordination and project management.

IMPLEMENTATION ISSUES

27. The focus of Council officers and the WPB Executive committee over the next year will be to ensure that the capacity of the WPB to advocate for and represent Waitakere's Pacific community is strengthened significantly ahead of the proposed changes to Auckland's governance. Issues identified through the review will be addressed and worked through as a matter of priority for Council officers and the WPB.

Report prepared by: Tony Rea, Group Manager: Social and Cultural Strategy.



7 STARLING PARK SPORTS CLUB FUNDING AND ACCESS AGREEMENT

GLOSSARY

Funding and Access Agreement	(the Agreement)
Starling Park Sports Club	(SPSC)
ASB Charitable Trust	(ASB Trust)

EXECUTIVE SUMMARY

The purpose of this report is to seek approval from the Culture and Community Committee to allow the Chief Executive Officer to enter into a Funding and Access Agreement (the Agreement) with Starling Park Sports Club (SPSC) for the building of the new clubrooms on Starling Park.

Council officers have met with members of the SPSC along with representatives from both the ASB Charitable Trust (ASB) and the Waitakere Licensing Trust and are confident that the project will go ahead as planned and the required funding will be secured. To enable the project to move forward the Council will need to approve the Agreement which outlines the distribution of Council's funding and the obligations of SPSC.

RECOMMENDATIONS

It is recommended that the Culture and Community Committee resolve to:

1. **Receive** the Starling Park Sports Club Funding And Access Agreement report.
2. **Agree** that delegation be given to the Chief Executive Officer to enter into a funding and access agreement with the Starling Park Sports Club for the \$1 million allocated by Council for the development of new clubrooms on Starling Park.

BACKGROUND

1. In December 2005 the clubrooms of the SPSC, which comprises the Ranui Swanson Association Football Club and the Waitakere Bears Softball Club burnt down as a result of an arson attack. Council officers have been working closely with the SPSC since this time and encouraged them to rebuild their clubrooms into a facility that meets the wider needs of the geographic area both now and into the future.
2. In the Annual Plan 2008/2009 process an amount of \$1 million was granted to SPSC as a contribution to the capital development of their proposed clubrooms on Starling Park.
3. At the Extraordinary Finance and Operational Performance Committee meeting held on the 15 October 2008, it was resolved:

The Finance and Operational Performance Committee resolved to:

“Approve a \$1 million contribution to the capital development of the Starling Park proposed facility as a grant to Starling Park Sports Club with the conditions that would be imposed had the grant application been approved through the Leisure Facility Partnership Fund”.

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DECISION MAKING

Issues

4. The SPSC has been progressing the development of the clubrooms on Starling Park and have appointed N-Compass to project manage the development. Initial quantity surveys have estimated the project is likely to cost approximately \$2.4 million of which the Council has committed \$1 million in the Annual Plan 2008/2009.

5. In April 2009 Council officers and SPSC organised a meeting between representatives from the two major funding agencies, the ASB Trust and the Waitakere Licensing Trust, to discuss the prospects of the SPSC securing the necessary funding to complete this project. This meeting was attended by the Director: Community Wellbeing and the Manager: Leisure Services.
6. SPSC had made an application to the ASB Trust, however due to the economic downturn the ASB Trust were unable to fund any major capital projects in the last round and had deferred all applications until a review has been undertaken on future funding.
7. After the review the ASB Trust reported that they were committed to the SPSC project and that when funding became available this project would be one of the two projects, regionally, to receive capital funding. The ASB Trust will review their financial position in August 2009, and subject to their financial position, will provide funding in September 2009.
8. The Waitakere Licensing Trust representative indicated that the project was one of the two large project planned for this year, however no funding will be committed until resource consent is secured.
9. The meeting was extremely positive in terms of showing the level of support from the key funding partners towards this project. As is always the case with funding agencies, no guarantee of funding can be made but Council officers felt comfortable that the balance of the funding required will be able to be secured by SPSC.

Options Identified

10. To progress the project and to secure the funding from the other funding partners, in particular the Waitakere Licensing Trust, SPSC will need to access the Council's funding.
11. To access this funding the Council and SPSC will need to enter into the Agreement, which amongst other things will outline;
 - the level and term of community access;
 - how funding is to be distributed; and
 - ongoing operating and maintenance costs.
12. Council officers are currently developing a draft Agreement based on the conditions approved by the Finance and Operational Performance Committee in October 2008.
13. Council will align the Agreement with the new Lease which will provide the Council with some leverage to ensure SPSC continue to fulfil their obligations in relation to, amongst other things, the ongoing community access.

STRATEGIC CONTEXT

14. Through the Strong Communities platform, the Council outlines its commitment to undertaking initiatives that will contribute to making Waitakere a safe, informed and healthy place to live and to improving local leisure and recreation opportunities and choices. Through the adoption of First Call for Children, the Council has also stated its commitment to proactively supporting children, young people and their families in Waitakere. Direct financial assistance to organisations providing facilities and activities to get people more active, assists the Council's commitment to these policies.

15. Waitakere is one of the least active cities in New Zealand. New leisure facilities support opportunities for residents to participate in sport and/or physical activity and will complement the initiatives being implemented through the Active Waitakere 'Move it Waitakere' Action Plan.

CONSULTATION

16. There was no Consultation required for this report.

RESOURCES

17. A sum of \$1 million has been allocated through the Annual Plan 2008/2009 as a contribution to the construction of new clubrooms on Starling Park
18. Officers from Leisure Services are involved with working with SPSC to develop the project, develop the Agreement and will be responsible for monitoring the Agreement once the project is completed.

IMPLEMENTATION ISSUES

19. If the Agreement is not signed it will delay the progress of the project which may jeopardise the ability for SPSC to secure the remaining funding.

Report prepared by: Rob McGee, Recreation Planner - Leisure Services.



8 ALTERNATIVES TO THE MOBILE LIBRARY SERVICE

GLOSSARY

Long Term Council Community Plan and Annual Plan Committee	(the Committee)
Long Term Council Community Plan 2009-2019	(LTCCP 2009-2019)
Libraries for a Greater Auckland Region	(eLGAR)
Waitakere Library & Information Services	(WLIS)
'Held Item Delivery'	(HID)
Book Issue Kiosks	(BIK)

EXECUTIVE SUMMARY

The purpose of this report is to outline to the Culture and Community Committee the feasible options that will address the needs of any sectors of the community that may be disadvantaged by the cessation of the mobile library service which may occur in the financial year 2009/2010. The decision to discontinue the mobile library service is subject to a decision by the Long Term Council Community Plan and Annual Plan Committee (the Committee) after the close of community submissions to the Committee.

Those community groups that are more heavily reliant on the mobile library than any other sector for their sole access to library services have been identified as pre-school age children with their caregivers, schools and their pupils, elder adults and residents with limited access to public or private transport particularly in the rural sector.

This report outlines the four options that have been considered as feasible alternative services that could substitute for the mobile library service should the Committee decide it be discontinued. The four options are 'Held Item Delivery' (HID) which will enable customers to select (request or reserve) items from the library catalogue and to have these items despatched to a nominated delivery address, book issue kiosks which are similar to those kiosks that dispense cold drinks or snacks but in the case of the libraries kiosks they contain books for loan, bulk loans to schools and preschools and bulk loans to retirement villages and rest homes.

The resourcing requirements for both the implementation projects and the ongoing operations of each of the options are presented within this report.

RECOMMENDATIONS

It is recommended that the Culture and Community Committee resolve to:

1. **Receive** the Alternatives To The Mobile Library Service report.
2. **Agree** that no further consideration be given to undertaking bulk loans of books to schools.
3. **Agree** that the existing service of bulk loans of books to retirement villages and rest homes continues as a part of the Access Services provision.
4. **Approve** the expenditure of \$20,428 from the library's capital budget 2008/2009, to implement the 'Held Item Delivery' project in collaboration with Auckland City Council, North Shore City Council, Manukau City Council and Rodney District Council.
5. **Approve** the allocation of \$27,000 per annum for staffing and other operational costs for the ongoing operation of 'Held Item Delivery' from the \$149,071 identified as the savings that would be achieved annually from the discontinuation of the mobile library service and that approval for this funding be subject to the decision to discontinue the mobile library service.
6. **Approve** the implementation of bulk loans of books to pre-schools and that this approval to be subject to the decision to discontinue the mobile library service.
7. **Approve** the allocation of \$71,802 per annum for staffing and other operational costs for the ongoing operation of bulk loans of books to pre-schools from the \$149,071 identified as the savings that would be achieved annually from the discontinuation of the mobile library service and that approval for this funding to be subject to the decision to discontinue the mobile library service.

BACKGROUND

1. At the Long Term Council and Community Plan and Annual Plan Committee meeting held on the 24 February 2009, it was resolved:

The Long Term Council Community Plan and Annual Plan Committee resolved to:

“Agree to consider discontinuing the mobile library service in the 2009/2010 financial year and to consider substituting the mobile library service with alternative service mechanisms. To undertake a thorough analysis of this option it is recommended that a detailed report outlining any capital and operational costs and other factors of alternative service options be presented.”

2. If this resolution is ratified by the Committee after the close of community submissions to the Committee, the mobile library service will be discontinued at a time that is yet to be determined in the 2009/2010 year. The Culture and Community Committee is being asked to give consideration to four possible alternative services that could replace the mobile library service.

DECISION MAKING

Issues

3. With the discontinuation of the mobile library service in the financial year 2009/2010, alternative service delivery options are being considered for those that are reliant upon the mobile library as their primary or sole channel for the delivery of library services.
4. Although there is a wide cross-section of the community using the mobile library service, the mobile library client base tends to fall into the categories of (in no particular order):
 - Older adults;
 - Pre-school age children and their caregivers;
 - Primary school age children; and
 - Those with transport issues with a subgroup; which is those living in the rural areas away from public transport routes.
5. Each of the categories of customer listed above will be examined in this report and where there are existing service delivery options they will be stated and where there are no existing services that will meet the needs of this category of customer alternatives will be suggested.

Options Identified

6. The options identified are:
 - HID;
 - Book Issue Kiosks (BIK);
 - Service to schools and pre-schools (bulk loans); and
 - Service to the elderly homebound (bulk loans).

Assessment of Options

7. A description of each option is given below:
 - HID - is a web based service for all library customers. It enables customers to select (request or reserve) items from the library catalogue and to have these despatched to a nominated delivery address (most likely either home or business/work) whilst taking payment for the service directly from the customer's credit card in real time. Customers will be able to pay for the service via the Library's pages which are on the Council website. The process for delivery/return is likely to be courier out/post back;

- BIK - the Culture and Community Committee resolved at the meeting held on the 8 April 2009 to undertake the installation of Radio Frequency Identification enabled solutions within all libraries, and to install BIK at Waitakere Central and New Lynn railway stations. Therefore the outline of this option is given here only for completeness. BIK resembles vending machines similar to those kiosks that dispense cold drinks or snacks but in the case of the libraries kiosks they contain books. The difference with a BIK to vending kiosk is that the items contained within the library's kiosk are loaned not sold; although a small charge may also be made. Future planning for the location of BIK would consider communities that had been disadvantaged by the withdrawal of the mobile library service and this would be a factor in making the decision where to locate any additional BIK that were purchased;
 - Services to schools and pre-schools (bulk loans). Schools that currently receive the mobile library service could be offered the option of receiving a large collection of books, possibly for an extended period. These books could be selected by library officers on behalf of a school and then either delivered to the school by Council courier, or collected by officers from the school; and
 - Services to the elderly homebound (bulk loans). This is a similar service to that of bulk loans to schools. In this instance however, the loans would be placed in any communal facility within the rest home or retirement village.
8. The table below shows a summary of the advantages, disadvantages of the four options.

Options	Disadvantages	Advantages
HID	<p>There are few, if any, libraries in New Zealand operating a similar service at this time and so the possible level of uptake for this service cannot be estimated.</p> <p>If it is determined that this service will be offered on a direct cost recoverable basis (courier and postage costs charged to the customer) as is anticipated, then this service may be inaccessible to those in the lower socio-economic sectors of the community, especially in the current economic climate.</p> <p>A further barrier could arise as a result of the service being web-based, and the payment being online as customers will need access to the internet and will have to be willing to use a credit card online to pay for the service.</p>	<p>Libraries for a Greater Auckland Region (eLGAR) has identified this as part of the work programme which will span the 2008/2009 and 2009/2010 years. It is intended that Auckland City Council, Rodney District Council, North Shore City Council and Manukau City Council will all implement HID in that period. It is through this report that approval is being sought for Waitakere to be included in this implementation.</p> <p>Anecdotally there seems to be an expectation from the community that such a service should be available, this bodes well for the success of HID.</p>
BIK	<p>The Culture and Community Committee resolved at its meeting held on the 8 April 2009 to undertake the installation of Radio Frequency Identification enabled solutions within all libraries, and to install BIK at Waitakere Central and New Lynn railway stations.</p>	
Bulk Loans to Schools	<p>The National Library of New Zealand is funded to undertake bulk loans to primary schools. However there is no agency responsible for a similar service to pre-schools.</p> <p>The risk of loss of books in such communal situations is high and in the past the requirement that restitution for loss of such materials falling on the Director or Head Teacher has been a barrier to their wishing to consider such a service.</p>	<p>In pre-schools there is a strong social advantage to the library's augmentation of educational resources available to teachers and parents.</p> <p>The library is well-resourced in materials for early learning and making such materials more widely available in the community would be effectively utilizing these resources and Council's investment.</p>

	Bulk loans do take the books out of circulation for longer periods than a standard 28 day loan period and therefore reduces the accessibility to the book stock for other library customers.	
(iv) Bulk Loans to the Elderly	<p>Retirement villages and rest home management/ supervisors are unwilling to take responsibility for the materials on loan to the institution, especially for any financial restitution for the lost or damaged items and the rate of loss is quite high in communal situations.</p> <p>An earlier investigation of delivery methods for housebound services shows that the management of the institutions are unwilling to undertake the pick-up and return of the books from the library.</p> <p>Bulk loans are usually for a three month period and so this service option reduces the accessibility of the book stock for other library customers.</p>	<p>This is a service that is already being undertaken as part of the Housebound Service.</p> <p>Bulk loans have the advantage of maximizing the use of the library's collections.</p>

9. The table below shows; the primary client categories of the mobile library service who would most likely be affected should the mobile library service be discontinued and the existing services that are already being supplied to each category.

Client Category	Current Existing Library Services to Each Client Category	Possible gaps from the removal of the Mobile Library Services	Ways of addressing the gaps
Older Adults	Housebound Services are available for the homebound clients of any age group. Housebound Services provide bulk loans to retirement homes/rest homes and other such organisations as well as providing a delivery service of loans to the private homes of homebound individuals. Those not homebound can avail themselves of the full range of services offered at any library building.	The current mobile library delivers a library service to rest homes and retirement villages as does the Housebound Service. With the discontinuation of the mobile library service retirement villages and rest homes will receive a reduced service, receiving solely the services being offered by the Housebound Service.	The option of delivering bulk loans to retirement villages and rest homes will address the effects of the discontinuation of the mobile library service to this category.
Pre-schoolers and Caregivers	In addition to access to library buildings the Children's and Teen's Librarians provide programmes and support to preschool groups and kindergartens. Preschools are funded by a mix of fees from clients and financial support from central government. This funding is to assist with ensuing adequate provision of the necessary facilities, including books and the	The mobile library visits communities in the area and pre-schoolers and their caregivers use the mobile library for their reading needs. Should the mobile library service be discontinued this client category will receive a reduced service.	It is proposed that in addition to the service that pre-schoolers receive from the Children's and Teens Services Librarians which have been outlined that bulk loans to pre-schools in the area be used to address any service shortfalls.

	reading material required for the education and wellbeing of the children.		
Primary School Age	This client group receives a wide range of services. Waitakere Library & Information Services (WLIS) provides access to the library buildings of the City and to programmes, events and services delivered by the team of Children's & Teen's librarians within schools, the community and in the libraries. The National Library of New Zealand is funded by central government to provide books and other services to support teachers and school libraries. Schools are funded by central government and most schools make provision for a school library for the pupils of their school.	The mobile library visits schools in the area should the mobile library service be discontinued this client category will receive a reduced service.	It is proposed that no further provision be made for this client category given that the library service already makes strong provision for schools and school age children and that schools and the support of the National Library is tax payer funded to address their needs.
Rural/transport Issues	Volunteer libraries operate in Piha and Waiatarua. Both of these libraries receive small annual operating grants from the Council which is used to purchase books. No other rural community in Waitakere receives any other form of service or support from the library other than the mobile library service. Currently the mobile library service also targets areas where there is no access to public transport (primarily rural areas).	The mobile library makes visits to semi-rural communities such as Laingholm, Oratia, and Waitakere Township and to the rural coastal areas such as Bethells/Te Henga. Should the mobile library service be discontinued this client category will receive a reduced service.	It is proposed that no further provision be made specifically for this client category as evidence shows that residents in even the semi-rural coastal areas of Waitakere are themselves mobile and regularly access suburban centres for their daily needs.

Consideration of Community Views

10. There is as yet only anecdotal evidence to show that there is support for HID in the community. Spontaneous suggestions have been made to library officers by customers expressing a desire to be able to have 'books I have requested sent to me'. These customers are predominantly those classified as 'time-starved' where their working hours coincide with library opening hours and so the library is inaccessible. Instituting HID as a service is likely to be appreciated by library users; however it is not known if the service will be widely used. The cost of the service is likely to be a strong determining factor.
11. Offering bulk loans to both or either pre-schools/schools, and/or rest homes/retirement villages, is again likely to be well received by the potential recipients. A wider section of the community will be impacted by the provision of bulk loans to schools/pre-schools than to the rest homes/retirement villages as this will have the potential to reach 33,049 school age children and 7,200 pre-school children, where rest homes/retirement villages have 2016 residents.

Preferred Option

12. The preferred option is to substitute the mobile library service with HID and with bulk loans to pre-schools as the implementation and operation of both of these services can be achieved with minimal additional resourcing and in the case of HID with some income to offset costs.
13. It is recommended, except in cases where it can be clearly demonstrated this would cause clear barriers to access, that the bulk loan service to pre-schools is on pick-up and return to the Library rather than as a service that offers delivery of materials to the institution.

STRATEGIC CONTEXT

14. Library Services contribute to the Strong Communities and Active Democracy strategic platforms. The functions of the library contribute to the wellbeing of the City's residents by providing leisure and lifelong learning opportunities which promote a healthy and socially cohesive community. In providing readily accessible information the library encourages an informed and aware community which can be active participants in the life of the community and in the democratic process.
15. The purpose of service which will provide alternatives to that of the mobile library service is to address barriers to access and to allow for those that may be marginalized in the community because of mobility problems, to participate and feel included in the society around them.

CONSULTATION

16. Community views on the discontinuation of the mobile library service will be sought through the process of submissions to the Committee.
17. No community consultation has yet been undertaken on any of the options presented as alternatives to the mobile library service; however a consultation and communication plan will be formulated as an element of any implementation project.
18. Consultation with Information Management has been undertaken to assess the costs and capacity of Council undertaking the courier delivery service as an element of the bulk loans to pre-schools/schools and retirement villages/rest-homes operation. The results of those discussions have been factored into the courier costs for bulk loans of books to pre-schools.

RESOURCES

19. To implement HID the following resources would be required:
 - Funding (for the implementation project) the total cost for the HID project for the whole of eLGAR is \$134,400. The WLIS share of those costs is 15.2% or \$20,428. The cost for this implementation was approved by the Committee for inclusion in the Long Term Council Community Plan 2006-2016 and was approved for expenditure in the Annual Plan 2009/2010. The costs will be met from the Libraries capital budget that has been allocated in the 2008/2009 year to fund the enhancements to the Millennium Library Management System. A total of \$668,474 was budgeted in this financial year and \$654,359 remains unspent to date;

- Staffing (for the implementation project) is identified within the project budget; and
 - Funding (for ongoing operation) \$27,500 including staffing costs but excluding courier or postage and packaging costs which will be funded from revenue.
20. It is recommended that the HID service be provided to the community as a cost-recoverable service. That is, the identifiable direct costs such as the courier, and postage and packaging costs are charged to the customer. Indirect costs such as officer time, occupancy costs, computer and computer software costs, etc, are absorbed by the Council. The absorbed costs are proposed to be met from rates funded additions to the libraries ongoing operational costs and will be identified as increases in the Annual Plan 20010/2011 proposed budget.
21. The initial research that was undertaken for the development of the project plan included an analysis of the uptake for HID based upon a survey conducted with Auckland City library members. That research estimated that the uptake was price sensitive with 54% of those surveyed willing to use HID if the cost was \$2 per item the percentage uptake of the service falls to 2% if the cost is \$5 or more.
22. Given the postage, packaging and courier costs have been calculated to be \$3.30 per item for A4 size, and \$4.90 for A2 size, coupled with the additional costs of protective wrapping, the total cost would be close to \$5.
23. From that survey we can therefore assume that between 1% and 2% would be the maximum usage that can be expected over the short to medium term. This would give a total of between 1,866 and 3,733 customers using HID.
24. If the cost is set at \$5 per item this would equate to income of between \$9,000 per annum and \$19,000 per annum.
25. As undertaking bulk loans are a pre-existing operation, there is no requirement for an implementation project and therefore there are no identifiable project resourcing issues. There is no research to show what the anticipated level of uptake of the service may be so, all figures are based upon 100% of all pre-schools, schools, retirement villages and rest homes, (a total of 251 separate institutions in all) opting to receive bulk loans. To calculate staffing levels and therefore ongoing operational costs, a three month rotation of loans to each recipient has been used:
- Funding (for ongoing operation) \$26,000 per annum, which is mostly for on-road fleet costs and to cover the cost of replacing lost and damaged books;
 - Staffing (for ongoing operation) 1.28 full time equivalent staff being a mix of both courier staffing hours and library staffing hours in total. In budget figures this would equate to approximately \$55,936 per annum; and
 - The funding for the operation of the mobile library service is within the 2009/2010 Annual Plan and the LTCCP 2009-2019. As identified in paragraph 27 below it is proposed that the funding identified for the provision of bulk loans to both retirement villages and rest homes and pre-schools and schools be met from the savings accruing from the discontinuation of the mobile library service.
26. If bulk loans are considered solely for pre-schools then the costs would be as follows:
- Funding (for ongoing operation) \$18,000 per annum, which is mostly for on-road fleet costs and to cover the cost of replacing lost and damaged books;
 - Staffing (for ongoing operation) 0.62 full time equivalent staff being a mix of both courier staffing hours and library staffing hours in total. In budget figures this would equate to approximately \$35,014; and

- The funding for the operation of the mobile library service is within the Annual Plan 2009/2010 and the LTCCP 2009-2019. As identified in paragraph 27 below it is proposed that the funding identified for the provision of bulk loans to pre-schools be met from the savings accruing from the discontinuation of the mobile library service.
27. In eliminating the mobile library service a saving of \$149,071 per annum has been made annually from the Library operating budget and \$400,000 has been saved from the Library capital budget in the financial year 2009/2010. Mobile library service savings would have to be used to offset the operating costs for HID or the provision of bulk loans.

IMPLEMENTATION ISSUES

28. Implementation of HID would be undertaken through the eLGAR Programme Office as part of the eLGAR programme of work. This project is scheduled to commence before the end of the 2008/2009 financial year with North Shore libraries as the pilot site. The balance of eLGAR libraries have already made a commitment to implement HID (Rodney District Council, Manukau City Council and Auckland City Council) (Papakura City Council is not yet ready to implement the core Millennium Library Management System and so is not ready to progress HID) will undertake HID on a planned roll-out throughout 2009/2010, assuming the pilot is successful. Should the Culture and Community Committee give approval for WLIS to implement HID, North Shore libraries have given agreement to WLIS supplanting them as the pilot site and therefore the implementation project can commence before the end of 2008/2009 financial year. The internal staffing resources required are minimal, with a total of 137 days being required by library staff within the eLGAR project team, of which 94.5 days will be from staff from the other partner eLGAR libraries. In addition consultation will need to be held with Information Management and Finance sections which may require the participation of staff from these sections in a pre-project meeting.
29. The implementation of bulk loans to either retirement/rest-homes or pre-schools/schools could be undertaken employing existing library operational infrastructure, although some minimal additional library staffing hours would be required. If the option of the Council undertaking the delivery of the service is chosen, then consideration would need to be given to whether additional Council courier staffing and vehicle access would be needed by the Records section to cover the extra demand. If the decision is made to select this option this could be implemented as soon as additional staff have been employed; possibly before the end of the financial year 2008/2009 or early in the 2009/2010 year.

Report prepared by: Su Scott Group Manager: Library and Information Services.



9 WAITAKERE ARTS AND CULTURAL DEVELOPMENT TRUST - SIX MONTHLY REPORT (JULY TO DECEMBER 2008)

GLOSSARY

Waitakere Arts and Cultural Development Trust
Corban Estate Arts Centre
Learning Experiences Outside the Classroom

(WACDT)
(CEAC)
(LEOTC)

EXECUTIVE SUMMARY

The purpose of this report is to bring a six-monthly update to the Culture and Community Committee on the activities undertaken by the Waitakere Arts and Cultural Development Trust (WACDT), July to December 2008, as required in the Funding and Service Agreement 2008/2009.

RECOMMENDATION

It is recommended that the Culture and Community Committee resolve to:

Receive the Waitakere Arts And Cultural Development Trust Six Monthly Report (July 2008 to December 2008).

BACKGROUND

A2-A18

1. The WACDT manages the Corban Estate Arts Centre (CEAC) and provides arts programmes across a wide range of art forms and cultural activities. The nature and level of the delivery of arts and cultural services to the City is negotiated annually through a Funding and Service Agreement. The six-month report against performance targets is attached at pages A2 to A18.
2. CEAC opened its doors to the community in 2001 and has continued to develop a strong programme covering exhibitions, retail, educational and public programmes, events and festivals, and studio accommodation for working artists.

DECISION MAKING

Issues

3. In responding to the WACDT report against the Funding and Service Agreement the following issues are worthy of comment:
 - CEAC is achieving performance delivery well in excess of the current Performance Targets set in their annual Funding and Service Agreement. This is reflected in their exhibition programme with the wide diversity of artists represented, community engagement programmes and innovative developments around events;
 - The Learning Experiences Outside the Classroom (LEOTC) programme was confirmed in this six-month period and has added significantly to the education programme. A grant from the Ministry of Education of \$70,000 per year for three years has secured this programme and added another staff member to the team. There is an expectation that this programme will bring 5,000 school pupils each year to the arts centre for arts and cultural learning experiences;
 - A grant of \$62,610 from the ASB Charitable Trust is also supporting an expanded event programme and a part-time events coordinator for 2009;
 - Venue usage has increased overall but retail shop activity is challenged by the lack of pedestrian traffic;
 - The WACDT have been engaged during this period in responding to the short to mid-term economic situation with a focus on increasing accessible activity for the community and in longer-term planning for the estate as a community cultural precinct; and
 - There continues to be issues for WACDT around vandalism and the maintenance of buildings. The 'Barrel Store' which is part of the Still Building has been declared unsound and fenced off. This has resulted in the loss of a studio space.

Consideration of Community Views

4. The CEAC is a community-based arts and cultural facility and is engaged in responding appropriately to community interests and needs.

STRATEGIC CONTEXT

5. The development and support of the CEAC is one of two major arts precincts identified in the Arts and Cultural strategy 2002 as a priority for the City.
6. Council's strategic platforms around Strong Communities and Urban and Rural Villages are strengthened by the existence of arts and cultural precincts which offer opportunities for people to gather experience and grow in knowledge of cultures, history and art forms.
7. The cultural tourism activity generated around the CEAC programme contributes to a Strong Innovative Economy Platform.
8. The responsibility for the 'cultural well-being' of the City's residents is identified in the Local Government Act (2002).

CONSULTATION

9. There was no consultation required with this report.

RESOURCES

10. The WACDT currently receives an operating grant through the Annual Plan of \$335,000 per annum. There is no rent component to this grant.

IMPLEMENTATION ISSUES

11. There are no implementation issues to be addressed through this report

Report prepared by: Naomi McCleary: Manager: Arts

