

**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, 8 JULY 2009, COMMENCING AT 9.30 AM**

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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, 10 June 2009 and Wednesday, 17 June 2009

RECOMMENDATION

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

Receive the minutes of the meetings of the Culture and Community Committee held on Wednesday, 10 June 2009 and Wednesday, 17 June 2009 as circulated, and that they be taken as read and now be confirmed.



5 **WAITAKERE CITY COUNCIL-WAITAKERE PACIFIC BOARD COMMUNITY PARTNERING AGREEMENT AND 2009/2010 SHARED WORK PROGRAMME**

GLOSSARY

Waitakere Pacific Board	(WPB)
2009/2010 Shared Work Programme	(the Shared Work Programme)
Ministry of Pacific Island Affairs	(MPIA)
Long Term Council Community Plan	(LTCCP)
Waitakere City Council	(the Council)

EXECUTIVE SUMMARY

The purpose of this report is to seek the approval of the Culture and Community Committee for an updated Community Partnering Agreement and the associated 2009/2010 Shared Work Programme (the Shared Work Programme) between Waitakere City Council (the Council) and the Waitakere Pacific Board (WPB).

A1-A9 The 2008/2009 Shared Work Programme was reviewed by officials from the Council and the WPB, and is attached at pages A1 to A4. A copy of the updated Community Partnering Agreement and associated Shared Work Programme is attached at page A5 for the Culture and Community Committee's consideration.

The Community Partnering Agreement and associated Shared Work Programme have been developed with the WPB representatives and have subsequently been endorsed by the WPB at their most recent Board meeting on 18 June 2009.

The Community Partnering Agreement and associated Shared Work Programme set out the shared goals, objectives and actions that the Council and the WPB have agreed to work on together in the 2009/2010 financial year.

A6-A9 In light of the Government's proposed new regional governance structure for the Auckland region, the 2009/2010 Shared Work Programme attached at pages A6 to A9, has been developed with a focus on delivering specific short term outcomes for Waitakere's Pacific communities.

RECOMMENDATIONS

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

1. **Receive** the Waitakere City Council-Waitakere Pacific Board Community Partnering Agreement And 2009/2010 Shared Work Programme report.
2. **Approve** the Waitakere City Council-Waitakere Pacific Board Community Partnering Agreement.
3. **Approve** the Waitakere City Council-Waitakere Pacific Board 2009/2010 Shared Work Programme.
4. **Recommend** that the Waitakere City Council-Waitakere Pacific Board Community Partnering Agreement be signed at the next available Council meeting.

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. A Memorandum of Understanding was signed with the Pacific Island Advisory Board in 1998 to acknowledge the role of the Board as a voice for Pacific people in Waitakere.

2. Two Council officer positions were created and a budget was allocated and managed within the Council to support the WPB to represent the needs of Waitakere's Pacific communities. These positions included the Strategic Advisor: Pacific (formerly a Policy Analyst position) in 2002 and the WPB Liaison Officer position (formerly the WPB Coordinator position) in 2003.
3. Key functions of both positions included the establishment and maintenance of a good working relationship between the WPB and the Council and to ensure the successful implementation of the Shared Work Programme.
4. In 2005 a Community Partnership Agreement was signed between the Council and the WPB. This Community Partnership Agreement acknowledged both parties' desire to replace the former Memorandum of Understanding with a new agreement which would encapsulate the "renewed" relationship.
5. A three year funding agreement for the period 2006-2008 was associated with the Community Partnership Agreement, with a funding allocation of \$40,000 in year one and \$50,000 each in years two and three.
6. A key requirement of the Community Partnership Agreement was the development of a shared work programme each financial year. The shared work programme enables the Council and the WPB to develop mutually agreed processes and work programmes to assist both parties to more effectively serve the needs of Waitakere's Pacific residents.
7. The release of funds for each financial period is dependent on the submission of an annual report against the actions identified in the shared work programme. This report is generated via a joint review of the shared work programme by both the WPB and the Council.
8. A review of the 2008/2009 Shared Work Programme was conducted as part of a wider review of the Community Partnership Review between the Council and the WPB. A report outlining the findings of the Community Partnership Review was presented to the Culture and Community Committee in May 2009.

DECISION MAKING

Issues

Review of 2008/2009 Shared Work Programme

9. Some key achievements from the 2008/2009 Shared Work Programme included:
 - The successful tripartite relationship between the WPB, the Ministry of Pacific Island Affairs (MPIA) and the Council in the development of the Pacific Plan which is now at the Key Stakeholder Engagement phase;
 - The development of a close working relationship with the three other Pacific Boards from within the Auckland region representing the Manukau, Auckland, and North Shore City Councils;
 - Input from the WPB into the Council's policy development process e.g. feedback provided on the Social Strategy and Economic Wellbeing Strategy; and
 - Submission by the WPB to the Royal Commission on Auckland Governance.
10. The updating of the Community Partnership Agreement to a Community Partnering Agreement and development of the Shared Work Programme has been influenced by the key findings from the Community Partnership Review, the anticipated completion of the Pacific Plan, as well as the proposed regional governance arrangements.

11. This has resulted in the inclusion of more detailed work items including more conjoint projects which will assist the WPB and the Council to deliver on the Shared Work Programme, specific short term priorities and outcomes to benefit local Pacific communities. Specifically these projects include:
 - a joint review of the WPB Constitution;
 - organising 5-6 shared community engagement meetings which would be jointly hosted and focussed on specific issues that are important to our community e.g. regional governance, 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.
12. A critical focus in updating the Community Partnering Agreement and developing a new Shared Work Programme has been the importance of strengthening the capacity within the local Pacific communities to be effective participants in the future local government environment.

Outcomes

13. The Community Partnering Agreement will enable the Council and the WPB to work collaboratively in meeting the development needs of Waitakere's Pacific peoples. An example of this is the development of the Pacific Plan. The Pacific Plan is a major piece of work between the Council, WPB, and the MPIA that will outline how the Council and other key stakeholders will work together to address issues relating to Pacific peoples residing in Waitakere. Currently officials from the Council and the MPIA are initiating discussions with a number of central government agencies seeking their support for the Pacific Plan.
14. A Pacific community that is well informed on the activities of the WPB and the services and facilities available through the Council will be able to contribute more effectively to Waitakere, both socially and economically. Examples of this sharing of information include the Council presentations to the WPB in relation to the Council's proposed Parking Plan, the Gambling Venue Policy Review, and Eco Design advice. These presentations have given the WPB the opportunity to filter this important information back to their respective communities for their consideration and appropriate action.
15. Strengthening the WPB so that it is operating to its full potential by October 2010 will ensure that it will continue to advocate effectively on behalf of the Pacific communities it was set up to serve. The WPB Liaison Officer has recently attended a governance training course at UNITEC and is now in the process of considering alternative governance options for the WPB that will help to enhance decision making. It is envisaged that the WPB will have strengthened its governance structure in time for the upcoming Annual General Meeting which is expected to take place in November of this year.
16. As part of the WPB reporting schedule to the Council outlined in the Shared Work Programme, the WPB has undertaken to report back on a quarterly basis to the Culture and Community Committee on progress against actions identified in the Shared Work Programme. The first of these reports will be presented at the Culture and Community Committee meeting scheduled for Wednesday, 14 October 2009.

STRATEGIC CONTEXT

17. The relationship between the Council and the WPB is grounded in the Long Term Council Community Plan (LTCCP) 2009-2019 strategic platforms of Active Democracy and Strong Communities as well as the Community Partnership Agreement.
18. 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.
19. 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.

CONSULTATION

20. The Community Partnering Agreement and associated Shared Work Programme was developed jointly by officials from the Council and the WPB.

RESOURCES

21. \$55,000 is allocated in each year of the LTCCP 2009-2019 to resource the annual Shared Work Programme. A further \$65,000 per year is allocated to WPB coordination and project management which primarily covers the salary of the WPB Liaison Officer and associated overhead costs.
22. At the Long Term Community Council Community Plan and Annual Plan Committee meeting on Thursday, 11 June 2009, the WPB was included in the list of organisations approved for two year funding from 1 July 2009 to 30 June 2011, subject to negotiation of appropriate service agreements, and any requirements of Quality Assurance at the level of funding approved in the LTCCP 2009-2019.
23. In addition, the WPB will also be referred to the Auckland Council for consideration of a further period of three year funding from 1 July 2011 to 30 June 2014.

IMPLEMENTATION ISSUES

24. It is envisaged that there will be no major implementation issues as Council officers, and in particular the Strategic Advisor: Pacific, will be expected to work closely with the WPB on the implementation of the Shared Work Programme and achievement of the shared goals and objectives as articulated in the updated Community Partnering Agreement.

AUCKLAND COUNCIL TRANSITION ISSUES

25. The decision making proposed in this report is not constrained by section 31 of the Local Government (Tamaki Makaurau Reorganisation) Act 2009, as it does not directly or because of its consequences: significantly prejudice the reorganisation, significantly constrain the powers or capacity of the Auckland Council or any subsidiary of the Auckland Council following the reorganisation, or have a significant negative impact on the assets or liabilities that are transferred to the Auckland Council as a result of the reorganisation.

Report prepared by: Pat Masina, Strategic Advisor: Pacific, Social and Cultural Strategy.



6 COMMUNITY HOUSES GRANT AND SUPPORT FUND

GLOSSARY

Waitakere City Council Social Strategy	(Social Strategy)
Long Term Council Community Plan	(LTCCP)
Community House Grant and Support Fund	(the Fund)
Long Term Council Community Plan and Annual Plan Committee	(LTCCP/AP Committee)

EXECUTIVE SUMMARY

The purpose of this report is to seek agreement on a process for community houses to access the Community Houses Grant and Support Fund (the Fund). The Long Term Council Community Plan and Annual Plan Committee (LTCCP/AP Committee) resolved to combine the funding for community houses into a single budget line with community houses required to apply for funding.

It is proposed that the fund will open in July each year with individual community houses submitting an application to be assessed against a set of criteria. The criteria include providing evidence of current funding and how the community houses are addressing the outcomes of the Waitakere City Council Social Strategy (Social Strategy).

The rationale is to encourage community houses to deliver meaningful services and programmes to their communities that have the promise of making a difference.

RECOMMENDATIONS

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

1. **Receive** the Community Houses Grant And Support Fund report.
2. **Agree** to delegate to the Director: Community Wellbeing the authority to assess grant applications to the Community Houses Grant and Support Fund and to approve or decline applications from community houses based on the criteria agreed at the Long Term Council Community Plan and Annual Plan Committee on 12 June 2009 as below:
 - The community house should show it has less than six months running costs in untagged funds.

- The community house should show that it is engaging with the Council on the Social Strategy, and delivering outcomes in line with the Social Strategy.
3. **Note** that the fund can be accessed by community houses (\$35,000 per year each, on average) and by the group or subgroups of houses for shared needs such as financial assistance and marketing assistance.
 4. **Note** that a Community Houses Grant and Support Fund Application Template is being developed and currently under consultation with community houses.

BACKGROUND

1. A report titled "Community Houses Future Funding" by the Director: Community Wellbeing was considered and agreed to at the LTCCP/AP Committee on 12 June 2009. The LTCCP/AP Committee resolved to create a single Community Houses Grant and Support Fund:

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

1. **Receive** the Community Houses Future Funding report.
2. **Agree** that the existing budget lines for Community House grants contained in the Draft Long Term Council Community Plan should be amalgamated into a single "Community House Grant and Support" budget line;
3. **Agree** that the following eligibility criteria should be applied in a simple process for accessing the annual grant:
 - *The community house should show it has less than six months running costs in untagged funds.*
 - *The community house should show that it is engaging with the Council on the Social Strategy, and delivering outcomes in line with the Social Strategy.*
4. **Note** that if the Council decides to create the single Community Houses Grant and Support fund, a report will come back to the Culture and Community Committee as quickly as possible indicating how applications and decisions on grants from the fund could be made."

1045/2009

DECISION MAKING

Issues

2. Some community houses have significant financial reserves. There is some concern that this money is not being used to provide services to communities and is simply a stored reserve. The intention of a 'pool' of money accessible through an application process is to encourage community houses to better address the outcomes of the Social Strategy and for Council to assess funding on a needs basis or to support community initiatives through the houses.
3. Current international thinking reflects locality based initiatives as levers for social development. The Social Strategy provides pathways for locality based organisations to make a real difference to people in their communities. Council needs to support organisations to respond to local issues at a local level.

Funding Criteria

4. In the report titled "Community Houses Future Funding" that was considered by the LTCCP/AP Committee on 12 June 2009, the following criteria were agreed:
 - The community houses to show they have less than six months running costs in the bank, as untagged money. (Tagged money, money given for a specific purpose, should be exempt from inclusion in this condition); and
 - The community houses to show they are engaging around, and delivering on some of the actions and deliverables of the Social Strategy.
5. The above conditions will ensure that the Fund delivers on the strategic intent of the Council, while also ensuring the community houses have a need for the funding.
6. The process needs to take into account: bank balance less tagged funding, communities of interest to which funds are targeted, strategic purpose, operational budgets/need and projects of interest. In addition it is important to assure that the process is completed quickly to enable the community houses to access their allocated funding.

Allocation of funding

7. It is suggested that the Fund opens in July each year with allocations being made by 1 August; the first round would open in July 2009. Allowing a week for Council officers to assess applications against the criteria and another week to process the grants. Community houses would be able to draw down on their allocation from the first week of August.
8. In the event of a community house not receiving the full amount of \$35,000, there should be an option of re opening the Fund in December. Any unspent funds at the end of the financial year will be put up as savings.

Application form

9. A template is being developed to address all the information needed to make an informed decision. The completed template will be assessed by Council staff, before being signed off by the Director: Community Wellbeing. Community houses will then invoice Council for the agreed amount.

STRATEGIC CONTEXT

10. The Fund will contribute to community outcomes identified in the LTCCP. Particularly relevant are the Strong Communities and Active Democracy Platforms as well as the First Call for Children and Lifelong Learning Priorities. In the Strong Communities Platform, the Council has already committed to a number of actions that will serve to ensure local services meet changing needs and respond to social wellbeing issues over time.

RESOURCES

11. Staff time is already committed to community house relationships and support. There will be no additional resources needed. The total amount committed to support community houses in the draft LTCCP 2009-2019 for the year 2009/2010 is \$282,000.

12. Discussions were held with staff and chairpersons of community house management committees. Discussions covered the need to constrain budgets and the need to engage around the Social Strategy.

IMPLEMENTATION ISSUES

13. For the first round of funding, a staff member will meet with the staff and management committee of each community house. Community profiles, the Social Strategy and other relevant information will be used to inform these discussions.

AUCKLAND COUNCIL TRANSITION ISSUES

14. The decision making proposed in this report is not constrained by section 31 of the Local Government (Tamaki Makaurau Reorganisation) Act 2009, as it does not directly or because of its consequences: significantly prejudice the reorganisation, significantly constrain the powers or capacity of the Auckland Council or any subsidiary of the Auckland Council following the reorganisation, or have a significant negative impact on the assets or liabilities that are transferred to the Auckland Council as a result of the reorganisation.

Report prepared by: Cissy Rock, Community Development Broker, Leisure Services.



7 HERITAGE FUND POLICY AND GUIDELINES

GLOSSARY

Heritage Fund	(HF)
Heritage Fund Subcommittee	(the Subcommittee)
Culture and Community Committee	(Committee)
Heritage Fund Policy and Guidelines	(Policy and Guidelines)

EXECUTIVE SUMMARY

The purpose of this report is to amend the Heritage Fund Policy and Guidelines (Policy and Guidelines) and remove the \$4,000 funding cap with immediate effect. All applications received to date for the Heritage Fund (HF) 2008/2009 will be assessed under the amended Policy and Guidelines.

There have been a low number of applications made to the HF 2008/2009, due to lowering the maximum grant from \$10,000 last year to \$4,000. The amount was lowered to make it clear that the HF was not intended to fully fund works, but to provide assistance with the landowner contributing towards the cost of the physical works.

The report recommends that the \$4,000 funding cap be removed to enable worthy projects to receive an appropriate level of contribution by Council.

RECOMMENDATIONS

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

1. **Receive** the Heritage Fund Policy And Guidelines report.
2. **Agree** to amend the Heritage Fund Policy and Guidelines by removing the \$4,000 funding cap on applications made to the Heritage Fund 2008/2009 and all future Heritage Fund applications.

BACKGROUND

1. The Council has funding set aside in the Long Term Council Community Plan for heritage projects. An essential part of Council fulfilling its heritage strategy and action plan is to preserve historic heritage and encourage the community to value historic heritage. This outcome is possible through Council providing private landowners, local museums and marae with the assistance that they require restoring and appropriately managing their heritage resources.
2. The HF was established in 2007 and the first round of applications were approved in February 2008. The HF aims to provide assistance to owners of heritage buildings or local museums with an annual turnover of less than \$50,000, local marae, owners of heritage trees and archaeological sites. The HF can also be used to refund building consent fees for physical works once these have been completed.
3. The HF opened for applications on 30 October 2008 and closed on 28 November 2008. All owners of heritage features, local museums and marae received a letter from Council advising the availability of the fund and inviting applications. The HF was advertised on Council's website and appeared in the Western Leader's public notices section.

DECISION MAKING

Issues

4. Applicants are eligible for funding provided that they supply competitive quotes for the work, the application form is completed and received within the specified timeframe and the application meets the scope of works criteria for funding.
5. The HF can be used for:
 - a. Education programmes, operational costs and expenses;
 - b. Physical works;
 - c. Refund of building consent fees; and
 - d. Specialist care related to care of artefacts.
6. Although significant advertising of the HF was undertaken, it is of concern that there were a low number of applications submitted in 2008/2009. In addition, some submitters to the Long Term Council Community Plan sought a higher level of heritage funding from Council towards worthwhile projects protecting historic heritage on private land. Therefore, it is proposed that the HF of \$4,000 funding cap be removed with immediate effect to all HF 2008/2009 applications. This will enable all the applications for HF grants to be assessed entirely on their own merits. This change to the Policy and Guidelines is likely to result in greater uptake of the HF grants and an appropriate level of contribution from Council.

Consideration of Community Views

7. The community at large are supportive of the HF and its aspirations for the long term preservation of the City's heritage. The fund supports a wide cross-section of the community and provides some tangible support for many groups that would otherwise struggle to find funding for their worthwhile activities.

Preferred Option

8. The preferred option is to remove the HF \$4,000 funding cap from the Policy and Guidelines.

STRATEGIC CONTEXT

9. Historic heritage is a matter of national importance under section 6(f) of the Resource Management Act 1991 and Council has a wide range of duties and responsibilities to protect built natural and cultural heritage resources. The Long Term Council Community Plan has nine strategic platforms including "Urban and Rural Villages". The Urban and Rural Villages platform aims to protect and celebrate the City's cultural diversity and heritage work in partnership with the many cultures of the City. It identifies that planning will need to take place for the protection and celebration of all kinds of heritage in the City, for example Maori, industrial and environmental.

CONSULTATION

10. Consultation has occurred with the Community Grants team on refining the Policy and Guidelines.

RESOURCES

11. There will be no impact on resources to achieve the proposed changes to the Policy and Guidelines.

IMPLEMENTATION ISSUES

12. There are no implementation issues associated with this report.

AUCKLAND COUNCIL – TRANSITION ISSUES

13. The decision making proposed in this report is not constrained by section 31 of the Local Government (Tamaki Makaurau Reorganisation) Act 2009, as it does not directly or because of its consequences: significantly prejudice the reorganisation, significantly constrain the powers or capacity of the Auckland Council or any subsidiary of the Auckland Council following the reorganisation, or have a significant negative impact on the assets or liabilities that are transferred to the Auckland Council as a result of the reorganisation.

Report prepared by: Alina Wimmer, Principal Advisor: Heritage.



8 WAITAKERE LIBRARY AND INFORMATION SERVICES LEARNING CENTRES UPDATE

GLOSSARY

Information Technology	(IT)
Waitakere Adult Community Education	(WACE)
Curriculum Vitae	(CV)

EXECUTIVE SUMMARY

The purpose of this report is to update the Culture and Community Committee on the activities and performance of the Library's Learning Centres.

RECOMMENDATION

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

Receive the Waitakere Library And Information Services Learning Centres Update report.

BACKGROUND

1. The first Learning Centres opened in Ranui and Te Atatu Peninsula in 2005. Since that time Learning Centres have been established in most library branches with the final Learning Centre due to be opened in the Titirangi Library once the small extension to the library is completed in 2009/2010.
2. In addition to the Learning Centres located with, or in, each library branch, there is a Learning Centre co-located with the Sturges West Community House.
3. In consultation with key community stakeholders the purpose of Learning Centres was established as 'the provision of access to Information Technology (IT) resources and computer based lessons and to provide valuable support for lifelong learning opportunities for all Waitakere citizens.'

DECISION MAKING

Issues

Current situation

4. There are seven Learning Centres throughout Waitakere with an eighth centre planned for opening early in the 2009/2010 financial year in Titirangi Library. Five of the centres are located within a library branch, these are in: New Lynn, Glen Eden, Waitakere Central, Ranui and Massey. The other two centres are stand-alone sites in: Te Atatu Peninsula and Sturges West.
5. Each Learning Centre has a Learning Centre Coordinator present during all of the hours of opening which includes weekends and late nights. The role of the Learning Centre Coordinators is to manage the daily operation of the centres, coordinate and tutor classes and develop new programmes. The Learning Centre team consists of seven full-time Learning Centre Coordinators and three part-time Learning Centre Coordinators.
6. The programmes offered through the Learning Centres are free to all members of the library and are designed with the IT learning needs of library patrons in mind. The Learning Centres also provide the community with free internet access.
7. Programmes currently available are:

Classes & Assistance:	Over view:
Beginner's Computer Classes <ul style="list-style-type: none">• Translated Chinese• Translated Te Reo	For absolute beginners. Beginner Classes are offered in Chinese as well as in English. The library is investigating the development of classes in other languages.
Coffee & Computers	Aimed at senior patrons who have basic computer skills but would like to learn how to do such tasks as: send an email, create greeting cards and format basic word documents.
Job Hunters Assistance	One to one assistance given to job seekers: <ul style="list-style-type: none">• Curriculum Vitae (CV) assistance• Online job search• Filling in online job applications

Classes & Assistance:	Over view:
	<ul style="list-style-type: none"> Opening an email account.
Homework Help	One to one assistance given to children completing homework assignments and researching information.
School Holiday activities	Aimed at providing computer based learning activities for children during school holidays.
One to one lessons	<p>To assist patrons who have specific learning needs and abilities. Patrons are able to book one hour sessions with a coordinator and learn a specific computer application that suits their requirements:</p> <ul style="list-style-type: none"> Create a CV Formatting Word documents Creating an Excel spreadsheet Email - Open an email account and learn how to email. <p>Whatever computer assistance a patron requires, a coordinator is there to assist them.</p>
Inland Revenue Department Filing Tax Returns Online	Aimed at providing business owners with skills and knowledge of how to file their tax returns online. This class is tutored by an authorized Inland Revenue Department Tax Consultant.
Community Group module	A course aimed to provide volunteers with necessary skills that are specific to their role e.g. completing online grant applications, using specific group related databases etc.

Table 1: Programmes offered in Learning Centres.

Waitakere City Council Department Joint Initiatives

- The Learning Centres collaborate with Waitakere Online in the programme to assist interested community groups and businesses to create their own websites. The Learning Centres provide two hour long workshops for members of community groups and businesses to learn how to create and manage their own website. The website is then hosted free of charge by Waitakere Online.

Collaboration of Services with Waitakere Community Groups

- In order to avoid unnecessary duplication of services, Waitakere Libraries and Information Services reached a mutual agreement with Waitakere Adult Community Education (WACE) not to offer free services that will compete with, or undermine any fee based learning opportunities provided by WACE. As a result Learning Centres do not offer programmes that are already being undertaken by other education providers.
- Working in conjunction with other community groups has provided opportunities for new programmes that the Learning Centres can offer. Groups can now book the computers for their own learning needs. These not-for-profit organisations would not be able to access digital services if it wasn't for the free use of the Learning Centres, due to their lack of funding and resources. Each group facilitator is interviewed in order to determine their group's IT needs and to establish if their objective fits in with the Learning Centre Strategy. Some of the groups using the service are:
 - Senior Net West Auckland Inc: Genealogy Computing Group for community members 55+ years;
 - Home school groups: Giving home schooled children the opportunity to learn computer skills;
 - Auckland Chinese Association: The members of this group attend beginner computer classes that have been translated into Chinese. This group provides their own tutors in order to facilitate and teach this class in Chinese;

- Inland Revenue Department: Filing tax returns online. Waitakere Central Learning Centre will be the venue for a new class offered to self employed patrons. This class will be facilitated by an authorised tax consultant; and
- Plus4: Work & Income New Zealand has approached the Council to provide Learning Centre facilities to assist unemployed patrons to update their CV and search for online employment opportunities.

Performance measures

11. Table 2 below shows the percentage of usage for all of the computers in each of the seven Learning Centres. The table is broken down by days of the week and months of the year and covers nine months from 1 July 2008 to 31 March 2009. It is unrealistic to have 100% usage of all Learning Centre computers as this would not allow time for Learning Centre Coordinators to develop programmes or assist patrons with enquiries. The software that is used to capture the statistics does not record the number of users only the percentage of active usage of the computers within each Learning Centre.

Month	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Weekday
July	66.35%	63.65%	65.71%	64.34%	65.90%	78.56%	76.41%	65.09%
August	66.80%	75.14%	67.53%	64.79%	63.83%	81.02%	71.67%	67.54%
September	66.11%	66.23%	65.05%	64.11%	66.42%	82.86%	72.86%	65.62%
October	64.46%	64.60%	64.31%	63.87%	61.35%	74.06%	68.81%	63.67%
November	65.48%	63.98%	64.90%	64.44%	61.91%	75.44%	70.52%	64.19%
December	52.36%	54.06%	50.66%	57.28%	56.99%	61.22%	60.79%	53.67%
January	59.56%	58.52%	58.93%	59.28%	63.85%	70.09%	66.75%	59.96%
February	62.01%	61.23%	63.36%	61.42%	59.09%	77.21%	63.63%	61.59%
March	59.31%	59.50%	58.37%	60.67%	53.31%	80.76%	77.74%	58.44%

Table 2: Percentage of active usage for all Learning Centres broken down by day and by month for the nine month period, 1 July 2008 to 31 March 2009.

12. Table 3 below shows the total number of patrons that have registered in a Learning Centre course or programme.

Months	Beginners Class	Out of School	One on Ones	Coffee Club	Pre-School Groups	Homework Zone	Job Hunters	ICDL	Specialist Courses	School Holiday Workshops	Home School Groups	Total patrons attending classes or programmes
Jul	53	633	86	23	0	41	26	55	5	10	9	941
Aug	78	556	92	30	0	136	41	58	12	0	16	1019
Sep	57	303	90	35	0	126	39	57	22	13	0	742
Oct	61	404	105	18	0	96	57	61	14	0	0	816
Nov	121	303	92	29	0	62	10	36	17	0	0	670
Dec	27	295	58	5	0	16	21	18	5	33	0	478
Jan	19	259	85	0	0	4	30	5	4	13	0	419
Feb	58	293	63	20	0	37	16	22	14	0	0	523
Mar	54	234	105	18	0	26	39	25	8	7	0	516
Total	528	3280	776	178	0	544	279	337	101	76	25	6124

Table 3: The total number of library patrons who have registered into a class or programme during the nine month period, 1 July 2008 to 31 March 2009.

- 13 Table 4 below shows the number of Learning Centre users who have been coached or assisted by a Learning Centre Coordinator on a casual basis. These patron enquiries are separate to the registered patrons attending classes or programmes.

Months	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Assistance Enquiries less than 10 minutes	2058	2041	1905	2077	1642	1498	2034	1573	1572	16400

Table 4: Total number of requests for coaching or assistance during the nine month period, 1 July 2008 to 31 March 2009.

Consideration of Community Views

14. During the establishment phase of the Learning Centres in 2004/2005, consultation was held with the Ranui and Te Atatu Peninsula Communities as part of the implementation project to establish Learning Centres in those Communities. At that time the Communities of Ranui and Te Atatu Peninsula indicated that there was 90% support for Learning Centres to be instituted as there was a clear and demonstrable need for access to IT technologies and for the up-skilling in the use of such technology.
15. Since the formal consultation process the library has also amassed anecdotal feedback which has been received via a number of channels including course evaluation feed-back forms, comments to staff and the Council's compliments, suggestions and complaints process. This feedback indicates that there is strong continuing community support for the provision of Learning Centre services. This feedback, coupled with the steady increase in usage since the removal of charges at the direction of the Council during the Annual Plan deliberations for the 2003/2004 financial year, indicates that there is both need and support for the provision of Learning Centres.
16. The following are a verbatim record of comments from patrons of all ages and ethnicities who have attended one or more of the Learning Centre courses:
- "As English is my second language, sometimes it's been hard for me to understand all the words they say but with this computer class teacher it was very good and easy to understand. Thanks to the teacher and Waitakere City Council."
 - "Very good. Went to night school, it was hopeless. Never went back."
 - "I really appreciate having a centre nearby to learn a new skill. It is a valuable asset in our community."
 - "The tutor explained things in an everyday manner and did not confuse us with big technical explanations, giving us enough to cope with at each session."
 - "Lessons were very helpful with an extremely patient teacher. I feel any ongoing questions from this course that I have will be welcomed."
 - "I really enjoyed this four week course. I would have liked more. Rob was an excellent teacher. I'm grateful for this free course."
 - "I don't own a computer yet but I hope to spend time on the library ones to become more familiar with them and possibly get my own one soon. Melanie and Linda at Te Atatu were most helpful and patient with their instruction."
 - "The course provided the confidence to use our computer at home a lot more. I am more confident than previously and will need more practice to become literate."

- “I found Mavi to be helpful, considerate and very patient. He never at any time made me feel “dumb”. I have gained more confidence.”
- “I would love to learn more - very exciting.”

STRATEGIC CONTEXT

17. Council has developed a strategic framework for ensuring the provision of infrastructure, access and skills necessary to support the Council’s goals and priorities for developing Waitakere as an eco city. Access to information and opportunities to learn and be connected in the digital age are important parts of this framework. A necessary part of this framework was to ensure that delivery of this mechanism was provided to those who would not typically have access to internet resources or the ability to pay for training opportunities. The implementation of Learning Centres in every library throughout the city provide each suburb of Waitakere with an IT-focused service, that ensures lifelong learning opportunities, internet access and resources.
18. The sectors of the community that benefit most from the provision of Learning Centres are:
 - Low socio-economic - Affordable, accessible in most suburbs;
 - Unemployed - online job search, CV assistance, learn digital skills for future employment opportunities;
 - School children - Homework assistance, computer based learning, school holiday work-shops;
 - Senior patrons - Learn digital skills, communication via the internet; and
 - Multicultural - Access information in their language, learn digital skills, and seek employment.

CONSULTATION

19. There has been no consultation undertaken in the preparation of this report.

RESOURCES

20. There are currently seven Learning Centres throughout Waitakere. There is a total of 77 computers available for the public to use and a further eight computers that maintain and manage the Pharos booking system which is used to schedule and book patrons’ use of the computers and allows them to print their documents.
21. Every Learning Centre has a printer, scanner or photo copier facility for the public to use. Printing and consumable items are charged to the patron.
22. There are seven full-time Learning Centre Coordinators and three part-time Learning Centre Coordinators.
23. The operating costs are shown in table 5 below:

Description	Annual	Monthly
Salaries	411,960.64	34,330.05
Personal Computer Lease	54,000.00	4,500.00
Software Lease	45,000.00	3,750.00
Data line costs	40,332.00	3,361.00
Microsoft Licensing	10,000.00	833.00
Total Learning Centre Expenditure	561,292.64	46,774.05

Table 5: Learning Centre operational costs, per annum and per month.

24. Using the figures from Table 3 (total number of patrons attending programmes and classes) and the figures from Table 4 (total number of requests for coaching and assistance) gives an overall total of 22,524 active usages of the Learning Centres that have been able to be identified. It is important to note that patrons of the Learning Centres who do not require the assistance of a Learning Centre Coordinator are unable to be measured. This gives an overall cost per enquiry/programme attendee of \$18.69.

IMPLEMENTATION ISSUES

25. There are no implementation issues associated with this report.

AUCKLAND COUNCIL TRANSITION ISSUES

26. The decision making proposed in this report is not constrained by section 31 of the Local Government (Tamaki Makaurau Reorganisation) Act 2009, as it does not directly or because of its consequences: significantly prejudice the reorganisation, significantly constrain the powers or capacity of the Auckland Council or any subsidiary of the Auckland Council following the reorganisation, or have a significant negative impact on the assets or liabilities that are transferred to the Auckland Council as a result of the reorganisation.

Report prepared by: Daena Walker, Programmes Team Leader: Libraries.



9 NEW LYNN TRANSIT ORIENTED DEVELOPMENT - ARTS INTEGRATION

GLOSSARY

New Lynn Transit Oriented Development (TOD)

EXECUTIVE SUMMARY

The purpose of this report is to update the Culture and Community Committee on the current progress relating to the integration of arts into the New Lynn Transit Oriented Development (TOD) project.

The design process for the integration of specific arts design features within the New Lynn Transport Interchange consisted of an ongoing series of concepts that have been produced by a range of artists for this project. As the design process has advanced, Council officers have been assessing budgets and refocusing efforts on arts integrations that fit in with the overall project budget.

RECOMMENDATION

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

Receive the New Lynn Transit Oriented Development - Arts Integration report.

BACKGROUND

1. The first concept design for the transport infrastructure was presented to Council at a workshop held on 10 July 2007. Feedback from Council was then incorporated into the final concept design and submitted to Council for approval at its meeting on 10 October 2007.
2. Areas of focus for Louise Purvis and her collaboration with Architectus and artists include the following items or sites:
 - The trench walls within the New Lynn Rail Station have been a focus for artist Louise Purvis. Currently the final construction details are being confirmed and sculpting of the master moulds for the production of the glass reinforced concrete panels is underway.
 - Sculptural Markers positioned at the Hetana Street entry to the New Lynn Rail Station platform. (Markers reference similar works positioned on the rear wall of the community centre).
 - Pattern design for glass screens and tile application onto the selected faces of the concrete road bridges that will cross the New Lynn Rail Trench.
 - Custom designed tiles that are to be positioned on the rail platform level of the development and reference the Crown Lynn whiteware vases. The architects have specified a standard ceramic tile for application onto the walls directly under the concourse. The selected artist (John Parker) will develop this concept over the coming weeks.
 - A significant vertical marker located in the landscape on the main concourse at the corner of Clark Street and the Memorial Drive road bridge. This sculptural marker will relate to a similar work to be located at the Hetana Street secondary entry to the rail platform. This pair of markers are intended to mark the two entries to the bus / rail interchange.
3. In addition to the work directly around the New Lynn TOD Interchange, the purchase and sighting of the following sculptures is progressing: brick sculptures, a series of brick sculptures produced by ceramic artist Peter Lange. These works are from Lange's "Tokens of the Game" series and are to be positioned in Todd Triangle and other yet to be confirmed park and landscape areas that are contained within the TOD project.

DECISION MAKING

4. This report is for information only on the current work programme being undertaken by Council's Officers and contracted artists.

STRATEGIC CONTEXT

5. The Arts Integration project is aligned with a number of strategies, as follows:
 - The Regional Growth Strategy, whereby New Lynn has been identified as a regional growth centre;
 - The Regional Land Transport Strategy;
 - The Council's Transport Strategy;
 - Council's plans for urban intensification and economic developments;
 - Council's Heritage Strategy; and
 - Council's Arts and Culture Strategy.

6. The integration of the objectives of these strategies will lead to a sense of place and identity and an arts rich urban, public space.

CONSULTATION

7. The following consultation has taken place with regard to this project:
 - Ongoing participation with the Design Integration Group which comprises representatives from many units across Council including Special Projects (John Shermbrucker, Joe Shady), Transport Assets, Strategy and Development, Finance (Anna Ho), the architects, engineering consultants, contractors and other key stakeholders is continuing as the project advances;
 - A series of community meetings have taken place to offer members of the local community an opportunity to contribute source material for use by the artists, to the project; and
 - Consultation with iwi is an ongoing process, with new developments being presented to iwi through the fortnightly consultation process.

RESOURCES

8. Funding for the projects contained within this report is identified as follows:
 - The Arts components of the TOD project are costed within the overall project budget; and
 - Funding for the Todd Triangle artworks produced by Peter Lange are funded from a \$10,000 contribution from Creative New Zealand. In addition to the Creative New Zealand funding, \$16,000 from the Functional Arts Budget 2009/2010 with the balance of \$14,000 from the TOD Arts Budget. The total cost for the purchase and installation of the proposed artworks is \$40,000.

IMPLEMENTATION

9. There are a number of technical and regulatory (e.g. fire regulation) issues which need to be addressed for the projects to progress. Work is continuing with Architectus and the design team to work through technical issues as they arise.

AUCKLAND COUNCIL TRANSITION ISSUES

10. The decision making proposed in this report is not constrained by section 31 of the Local Government (Tamaki Makaurau Reorganisation) Act 2009, as it does not directly or because of its consequences: significantly prejudice the reorganisation, significantly constrain the powers or capacity of the Auckland Council or any subsidiary of the Auckland Council following the reorganisation, or have a significant negative impact on the assets or liabilities that are transferred to the Auckland Council as a result of the reorganisation.

Report prepared by: Mark Osborne, Senior Arts Project Coordinator.

