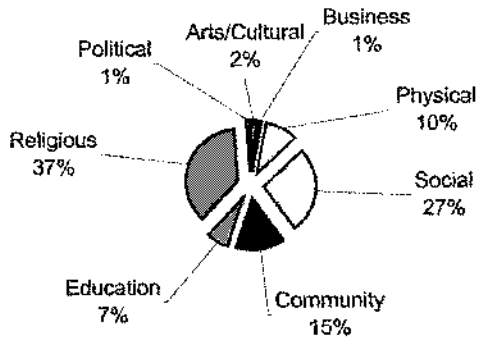
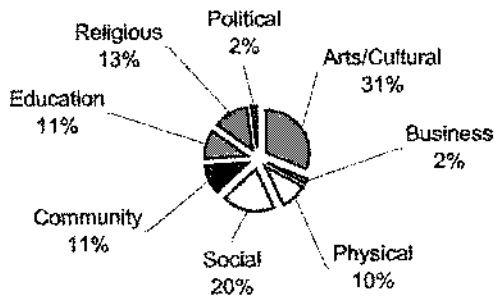


Attachment A

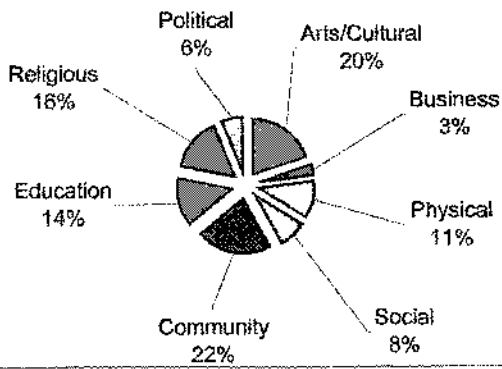
**Ceramco Park Category Usage
July 01 - June 02**



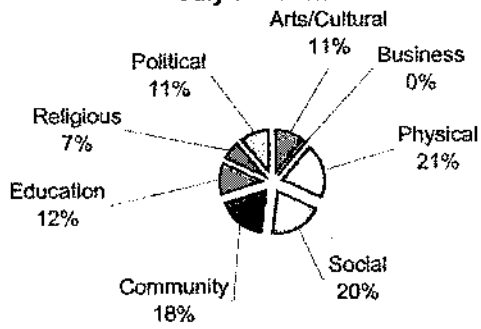
**Kelston Category Usage
July 01 - June 02**



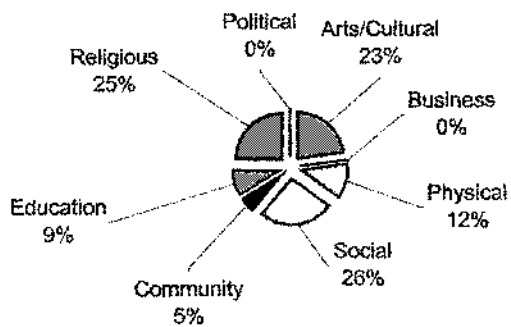
**New Lynn Category Usage
July 01 - June 02**



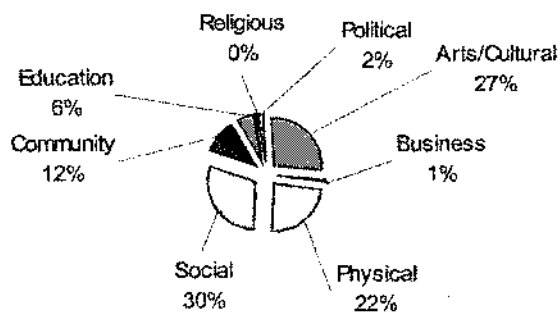
**Te Atatu Peninsula Category Usage
July 01 - June 02**



**Te Atatu South Category Usage
July 01 - June 02**



**Titirangi Category Usage
July 01 - June 02**



ATTACHMENT B

NEW LYNN COMMUNITY CENTRE – MANAGEMENT, DESIGN AND SECURITY ISSUES *New Lynn Community Board, 30 September 2002*

PURPOSE OF THE REPORT

The purpose of the report is to update the Community Board and address several issues that have been raised from time to time with respect to the design and operation of the New Lynn Community Centre, and in particular the security issues.

BACKGROUND

New Lynn Community Centre is a high profile, flagship Council facility with a high level of investment. The goal of the centre is to utilise the facility to its maximum capacity to provide the community benefits it has been designed to deliver.

Since its opening in June 2001, the New Lynn Community Centre has been the recipient of two NZIA Architecture awards and has been the subject of several complimentary high profile newspaper and magazine articles. As well as attracting design recognition, the centre has also attracted major civic functions such as the 'Government Ministry of Social Development Conference', Auckland Secondary Schools Careers Expo and numerous cultural festivals.

At the same time, it has come under criticism from several user groups and hirers with respect to its suitability for their requirements, several design issues and the limited level of onsite service provided by Council. A number of the groups, especially some of the older adult groups such as the Retired persons Association have moved to other venues in the City.

Until recent times, the centre had also been an ongoing target of theft, vandalism and both internal and external graffiti. Incidents occurred during both daylight and evening hours and when the centre had been in use and vacated/unattended. Areas targeted for theft have predominantly been the locker and kitchen storage areas, with vandalism also extending to the service corridor, foyer and exterior walls.

STRATEGIC CONTEXT

Leisure facilities and activities contribute to the well being of the City's residents, by providing recreation opportunities that promote health and social cohesion. The Council's Leisure Strategy, Community Facility Plan, Parks Strategy and Funding Policy guide the provision of these facilities and activities to ensure that they are available to all residents, responsive to changing demands and are provided efficiently.

The purpose of the provision of Community Centres is identified in the Local Government Act, which defines one of Council's responsibilities as delivering facilities and services to communities that meet their needs, choices and preferences.

Community Centres also contribute to the following key Council objectives of:

- Providing community activities and community education
- Providing focal points for community
- Providing places for people to meet and interact

ISSUES

User Group Satisfaction

Since the opening of the New Lynn Community Centre, seven groups have left the centre for other venues in the City. Some of the reasons given for their leaving the centre are:

- Inadequate level of on site personnel by Council.
- The building's impersonal nature (high ceiling and large empty spaces) and perceived complicated systems such as the door locks and light and heating switches.

- Comfort issues such as perceived lack of heating of some of the spaces.
- Design issues such as building acoustics, heavy doors, lift, upstairs kitchen design, etc.
- Security and theft issues.

User Group Numbers

As stated previously in this report a small number of annual hirers have moved to other venues.

Of recent times, a partnership with the YMCA has been undertaken which has seen programmes such as pre-school dance and gym and youth nights attracting large number of participants. The newly implemented on-site staff liaison with potential hirers has also led to additional annual hirers of the centre.

Future planning to further increase usage of the centre has led to a business and marketing plan being prepared at present. A report detailing the outcomes of this plan will be reported to the New Lynn Community Board at the December 2002 meeting.

On site Staff

A major issue stated from most of the annual user groups was that they require the centre to be staffed full time in order to provide an increased level of interaction and operational support.

The previous management of the centre involved:

- Booking of the centre through the Council's centralised booking system via the call centre.
- 2 Community Activity Facilitator (CAF) managing three of the six community centres from the Council offices.
- User groups using a key system to enter the centre.

Review of the management of the Centre

The level of staffing along with the other issues identified below led to the review of management of the New Lynn Community Centre: The issues were:

- Centre not operating to maximum capacity, hence not maximising Council's capital investment in the centre.
- The extensive size, profile and Council investment in the centre make the facility a flagship for Council.
- High degree of vandalism.

The end result of the management review, and the timing of the resignation of one the CAF's, resulted in a new structure being implemented for the management of the New Lynn Community Centre. This allowed a part time member of staff to be located on site for 20 hours a week at a regular time slot for the day-to-day management of the centre.

To date this has proven to be a success with very few issues being raised by the users and hirers and a significant reduction in security, vandalism and operational issues.

Design and Security Issues

A number of design issues have been raised since the opening of the centre. Many of these have been of an operational nature, which have now become non-issues as the users have become more familiar with the centre, assisted by the onsite staff.

However there were still some major operational design issues and a number of security, vandalism and graffiti issues, which have since been addressed.

Security issues included the failure of some users to lock and fully secure the centre at the conclusion of their hire, inadequate level of Armourguard security arrangements for the centre and as detailed above a lack of staff supervision at the Centre.

As a result of the actions taken below, operational issues have been reduced and no further vandalism or thefts have been reported.

Issue	Concern	Action
Lift	Disability lift. Some users were finding the swing doors difficult to use, especially upstairs.	Upstairs door is to be converted into sliding doors.
Upstairs Kitchen	Currently cramped for room and no dishwasher	Part of the wall to the adjacent storage area is to be removed to open the space up. A Dishwasher has been installed.
Heavy doors	The doors are heavy and stiff to open due to the fire regulations.	Magnetic holdbacks will be installed to keep the doors open, which will shut automatically when fire alarm is activated.
Main hall acoustics	Reports of poor acoustics for speech making and events with small groups.	The design has been reviewed and the space has been identified as "live" acoustically. This is good for music, however is poor for speech making. The hall is in need of some soft material on the hard concrete walls, which could take the form of artwork or curtaining. Staff are currently investigating a design, which may be able perform well acoustically for both music and speech making by either gathering or pulling out the curtains.
Electronic Taps (installed for hygiene and water saving reasons.)	Users find it confusing to operate the taps. Users shaking them are constantly damaging the taps.	Signs have been installed above the traps to assist; however this appears to be ineffective. Electronic taps will be phased out by replacing damaged taps with push down automatic taps.
Heating & ventilation	The heating system in the main hall and upstairs large meeting room has performed poorly.	This has been worked through with the Contractor and parts of the system have been replaced. At present, the system is performing adequately and no recent complaints have been received, however this will be monitored closely.
Roof leaks and timber floor lifting	These issues result from construction defects.	The contractor has been proactive in attending to all leaks. The flooring sub contractor has also attended to all problems as they have arisen. Again, this will be monitored closely and is covered by the contractor's guarantees.

Security	High level of theft, vandalism and internal graffiti.	Office is now staffed Monday to Friday 10am till 2pm. Casual hirer pre-event site visits stress the importance of securing the centre at the conclusion of their hire. The Alarm system was reconfigured to activate/deactivate by main door key and alarm system and monitoring is now fully operational. Security cameras have been installed, with three cameras operating 24 hours per day, 7 days a week. All footage is kept on videotape for up to 14 days. A user education programme has been instigated and locker storage area doors have been reinforced with existing mesh grills removed.
Graffiti	The back wall of the centre has been tagged with graffiti several times.	Staff are currently discussing options for treating the back wall with graffiti guard.

CONCLUSION

Since its opening in June 2001, a number of management, design and security issues have been raised at the New Lynn Community Centre. These resulted in a number of groups leaving the centre for other venues in the City.

However, in recent times, a part time staff member has been located at the centre and a number of the design and security issues have been addressed by either implementing physical and/or educational solutions. These have resulted in a reduction in user group complaints, security and vandalism issues. Initiatives such the partnership with the YMCA for delivery of youth based programmes and on-site staff liaison with potential hirers has led to a marked increase in the usage of the centre.

Other initiatives, such as the Business and Marketing Plan currently underway will also assist the Centre in fully achieving its goals.

RECOMMENDATIONS

1. That the information be received.

Report prepared by, Suresh Nagaiya, Acting Manager Leisure Services, and Jo-Anne Inansci, Community Activity Facilitator.