



Waitakere City Council
Te Taiao o Waitakere

Community Centre Survey

June 2008

Provided for

Waitakere City Council

Conducted by



Survey Title	Community Centres Survey 2008
Sponsor(s)	<ul style="list-style-type: none"> • This comprehensive survey looks at the facilities/services provided through four council-owned community centres and was commissioned by Leisure Services, Waitakere City Council • Three survey methods were used: <ul style="list-style-type: none"> – Completing a paper-based survey located in the community centre activity/meeting rooms – Completing an online survey at the council's "Have your say" web page – Taking part in a touch screen digital survey held at the community centres on various days during the survey period
Main objective(s)	<ul style="list-style-type: none"> • To determine levels of customer satisfaction from regular and casual hirers and attendees at the following community centres: <ul style="list-style-type: none"> – Kelston – New Lynn – Te Atatu South – Titirangi War Memorial Hall • To find out if there were any specific issues regarding access, general maintenance, physical attractiveness, cleanliness of facility, security, car parking etc. • To find out the main reason(s) for residents visiting each centre, including participation in a group/activity/event
Key findings/ results	<ul style="list-style-type: none"> • The main purpose for respondents attending or using the Community Centre's are; Dance group (28%), followed by Martial arts (14%) then Play group" (13%), Arts & crafts (11%), Special Interest/hobby (11%) and Senior Citizens group (9%) • 49% of respondents rated the Community Centre's 'General Maintenance' overall 'Good', with 22% rating them 'Acceptable' and a further 20% rating 'Excellent' • 67% of respondents rated Physical access to facility as 'Good', followed by 'Excellent' (19%) then 'Acceptable' (12%) • The largest age group were those aged between "60 years or over" (32%), followed by "30–39 years" (21%) then "40–49 years" (19%)
Other outcomes	<ul style="list-style-type: none"> • Property maintenance issues identified through the survey were immediately followed up



Project Summary

Community Centre Survey

Project Date

Interviews completed June 2008

Questionnaire

As per questionnaire authorised by Waitakere City Council

Sample

Total of 256 Valid Responses

Methodology

Face-to-face interviews carried out via a touch screen tablet system utilising TouchPoll™ software. Surveys were conducted at four Community Centres – Kelston, New Lynn, Te Atatu South Community Centres and Titirangi War Memorial Hall. Respondents were handed the tablet and completed the interview at their own pace or were assisted with completion by Waitakere City Council interviewing staff.

Results & Analysis

This report contains key findings along with gross results. Raw data provided separately via excel spreadsheet.

Miscellaneous

All information is said to be “from those surveyed”, and represents only the above-described sample. TouchPoll, Inc. or its subsidiaries is not responsible for damages or liability as a direct or indirect result of misinterpretation of data by the client.

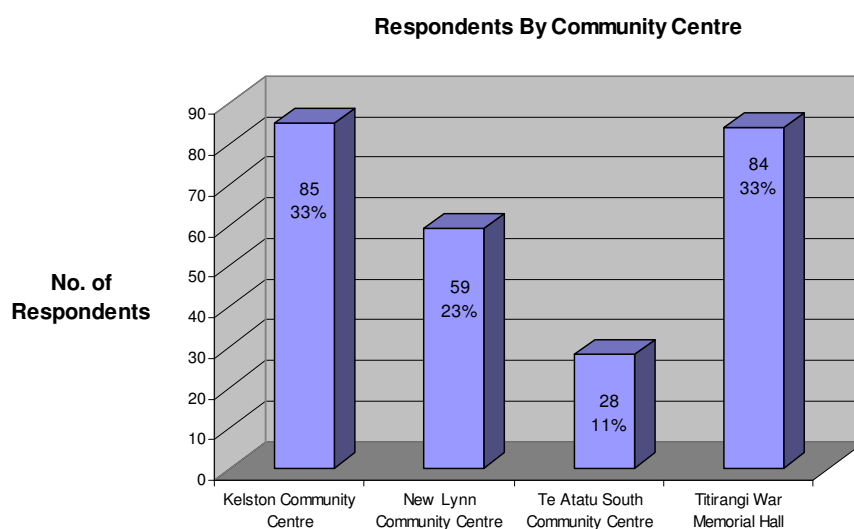
Contact TouchPoll Auckland with questions regarding the survey project and/or results.

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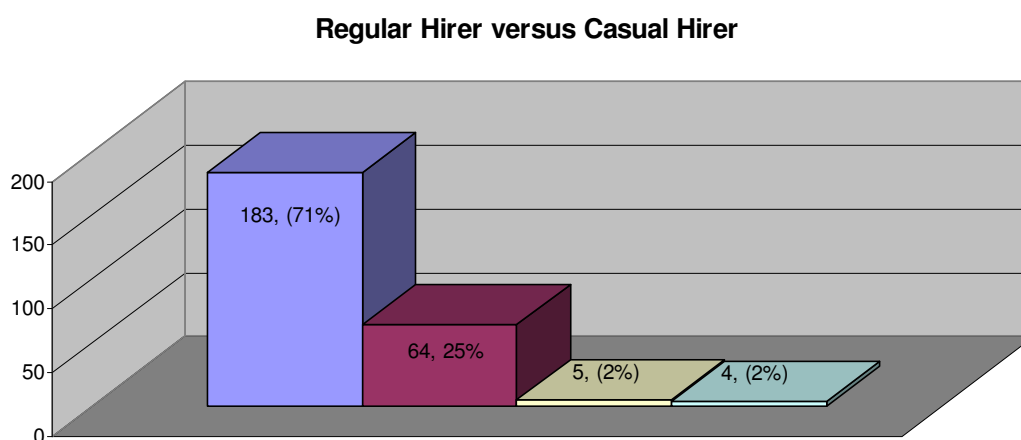


Key Findings

A total of 256 valid responses were obtained. Surveys were conducted at four Community Centres with Kelston Community Center and Titirangi War Memorial Hall having the majority of responses (33%, n=85 & n=84 respectively) followed by New Lynn (23%, n=59) and Te Atatu South Community Centre (11%, n=28).



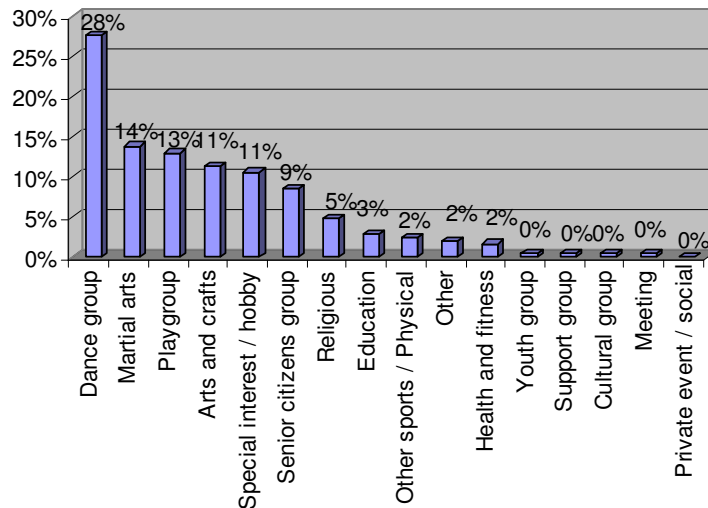
The majority of respondents were “Participants in regular events/meetings (not involved in hiring)” (71%, n=183), followed by “Regular Hirer: Hiring on 10 or more occasions in the year” (25%, n=64). There were very few respondents that were either “Casual / one-off hirer” (2%, n=5) or “Participants in one off events / meetings” (2%, n=4).



■ Participant in regular events/meetings (not involved in hiring)	■ Regular Hirer: Hiring on 10 or more occasions in the year
■ Casual / one-off Hirer: Hiring for one to nine occasions in the year	■ Participant in one-off event/meeting (not involved in hiring)

The main purpose for respondents attending or using the Community Centre's are; "Dance Group" (28%), followed by "Martial arts" (14%) then "Play group" (13%), "Arts & crafts" (11%), "Special Interest / hobby" (11%) and "Senior Citizens group (9%).

Main purpose for attending / using the Centre



However, for Regular Hirers & Participants at regular events, usage by individual community centre varies by centre. The top three reasons per centre are listed below:

- Kelston (n=82):
 - "Special Interest / hobby group" (29%)
 - "Dance Group" (24%)
 - "Senior citizens group (15%)

- New Lynn (n=59):
 - "Dance Group" (53%)
 - "Play Group" (31%)
 - "Arts & crafts" (1%)

- Te Atatu South (n=28):
 - "Dance group (29%)
 - "Martial Arts" (29%)
 - "Arts & crafts" & Senior citizens group (14% each)

- Titirangi (n=78)
 - "Martial Arts" (29%)
 - "Arts & Crafts" (23%)
 - "Playgroup (18%)

Main Purpose for attending / using the centre by Community Centre (regular users/hirers only)

	Kelston Community Centre		New Lynn Community Centre		Te Atatu South Community Centre		Titirangi War Memorial Hall	
Religious	11	91.7%,	0	0.0%,	1	8.3%,	0	0.0%,
Youth group	0	0.0%,	0	0.0%,	0	0.0%,	1	100.0%,
Senior citizens group	12	57.1%,	0	0.0%,	4	19.0%,	5	23.8%,
Support group	1	100.0%,	0	0.0%,	0	0.0%,	0	0.0%,
Education	4	57.1%,	2	28.6%,	0	0.0%,	1	14.3%,
Playgroup	0	0.0%,	18	56.2%,	0	0.0%,	14	43.8%,
Arts and crafts	1	3.6%,	5	17.9%,	4	14.3%,	18	64.3%,
Cultural group	1	100.0%,	0	0.0%,	0	0.0%,	0	0.0%,
Dance group	20	29.4%,	31	45.6%,	8	11.8%,	9	13.2%,
Health and fitness	1	25.0%,	0	0.0%,	3	75.0%,	0	0.0%,
Martial arts	2	5.9%,	1	2.9%,	8	23.5%,	23	67.6%,
Other sports / Physical activity	3	50.0%,	1	16.7%,	0	0.0%,	2	33.3%,
Private event / social function	0	0.0%,	0	0.0%,	0	0.0%,	0	0.0%,
Special interest / hobby group	24	92.3%,	1	3.8%,	0	0.0%,	1	3.8%,
Meeting	1	100.0%,	0	0.0%,	0	0.0%,	0	0.0%,
Other	1	20.0%,	0	0.0%,	0	0.0%,	4	80.0%,
TOTAL	82		59		28		78	

1) FACILITIES:

a) General Maintenance:

With regard to 'General Maintenance' overall 49% of respondents rated the Community Centre's 'Good', with 22% rating them 'Acceptable' and a further 20% rating 'Excellent'. By Community Centre, Titirangi had the highest 'Poor' & 'Very Poor' ratings (14%).

General Maintenance by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=82)	18	22.0%,	45	54.9%,	15	18.3%,	4	4.9%,	0	0.0%,	0	0.0%,
New Lynn Community Centre (n=59)	16	27.1%,	34	57.6%,	6	10.2%,	3	5.1%,	0	0.0%,	0	0.0%,
Te Atatu South Community Centre (n=28)	1	3.6%,	12	42.9%,	12	42.9%,	2	7.1%,	0	0.0%,	1	3.6%,
Titirangi War Memorial Hall (n=78)	15	19.2%,	29	37.2%,	22	28.2%,	6	7.7%,	5	6.4%,	1	1.3%,

b) Physical Attractiveness:

Overall 50% of respondents rated 'Physical Attractiveness' as 'Good', followed by 'Acceptable' (32%) then 'Excellent' (13%).

Physical Attractiveness by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't Know	
Kelston Community Centre (n=82)	13	15.9%,	42	51.2%,	25	30.5%,	2	2.4%,	0	0.0%,	0	0.0%,
New Lynn Community Centre (n=59)	10	16.9%,	34	57.6%,	11	18.6%,	3	5.1%,	0	0.0%,	1	1.7%,
Te Atatu South Community Centre (n=28)	0	0.0%,	7	25.0%,	20	71.4%,	1	3.6%,	0	0.0%,	0	0.0%,
Titirangi War Memorial Hall (n=78)	9	11.5%,	41	52.6%,	24	30.8%,	3	3.8%,	0	0.0%,	1	1.3%,

c) Cleanliness of this facility:

Overall 51% of respondents rated 'Cleanliness of this facility' as 'Good', followed by 'Acceptable' (19%) then 'Excellent' (19%). However by Community Centre Titirangi had the highest 'Poor' & 'Very Poor' ratings (23%).

Cleanliness of this facility by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't Know	
Kelston Community Centre (n=82)	16	19.5%	48	58.5%	12	14.6%	6	7.3%	0	0.0%	0	0.0%
New Lynn Community Centre (n=59)	13	22.0%	29	49.2%	11	18.6%	5	8.5%	1	1.7%	0	0.0%
Te Atatu South Community Centre (n=28)	2	7.1%	11	39.3%	10	35.7%	4	14.3%	1	3.6%	0	0.0%
Titirangi War Memorial Hall (n=78)	7	9.0%	38	48.7%	15	19.2%	13	16.7%	5	6.4%	0	0.0%

d) Condition of toilet area:

Overall 53% of respondents rated 'Condition of the toilet area' as 'Good', followed by 'Acceptable' (19%) then 'Excellent' (12%). However by Community Centre Titirangi & Te Atatu South had the highest 'Poor' & 'Very Poor' ratings (15% and 25% respectively).

Condition of toilet area by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't Know	
Kelston Community Centre (n=82)	6	7.3%	54	65.9%	11	13.4%	1	1.2%	0	0.0%	10	12.2%
New Lynn Community Centre (n=59)	16	27.1%	30	50.8%	8	13.6%	2	3.4%	1	1.7%	2	3.4%
Te Atatu South Community Centre (n=28)	1	3.6%	14	50.0%	5	17.9%	6	21.4%	1	3.6%	1	3.6%
Titirangi War Memorial Hall (n=78)	6	7.7%	32	41.0%	24	30.8%	8	10.3%	4	5.1%	4	5.1%

e) Amount of space (lack of crowding):

Overall 55% of respondents rated 'amount of space' as 'Good', followed by 'Excellent' (26%) then 'Acceptable' (13%). However by Community Centre, Titirangi had the highest 'Poor' ratings (8%).

Amount of space by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't Know	
Kelston Community Centre (n=82)	22	26.8%	50	61.0%	9	11.0%	0	0.0%	0	0.0%	1	1.2%
New Lynn Community Centre (n=59)	23	39.0%	32	54.2%	4	6.8%	0	0.0%	0	0.0%	0	0.0%
Te Atatu South Community Centre (n=28)	2	7.1%	16	57.1%	7	25.0%	1	3.6%	1	3.6%	1	3.6%
Titirangi War Memorial Hall (n=78)	18	23.1%	39	50.0%	13	16.7%	6	7.7%	0	0.0%	2	2.6%

f) Internal Security:

Overall 47% of respondents rated 'Internal Security' as 'Good', followed by 'Acceptable' (22%) then 'Excellent' (13%). However by Community Centre, Titirangi & Kelston had the highest 'Poor' & 'Very Poor' ratings (12% and 9% respectively).

Internal Security by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't Know	
Kelston Community Centre (n=82)	13	15.9%	38	46.3%	16	19.5%	4	4.9%	3	3.7%	8	9.8%
New Lynn Community Centre (n=59)	9	15.3%	37	62.7%	8	13.6%	2	3.4%	0	0.0%	3	5.1%
Te Atatu South Community Centre (n=28)	0	0.0%	13	46.4%	11	39.3%	3	10.7%	0	0.0%	1	3.6%
Titirangi War Memorial Hall (n=78)	10	12.8%	29	37.2%	19	24.4%	8	10.3%	1	1.3%	11	14.1%

g) Signage/Information about where the Centre is located:

Overall 40% of respondents rated 'Signage/Information about where the Centre is located' as 'Good', followed by 'Acceptable' (29%) then 'Excellent' (13%). However by Community Centre, New Lynn had the highest 'Poor' & 'Very Poor' ratings (25%).

Signage/Information about where the Centre is located by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't Know	
Kelston Community Centre (n=82)	15	18.3%	45	54.9%	15	18.3%	3	3.7%	0	0.0%	4	4.9%
New Lynn Community Centre (n=59)	8	13.6%	19	32.2%	12	20.3%	14	23.7%	1	1.7%	5	8.5%
Te Atatu South Community Centre (n=28)	2	7.1%	8	28.6%	14	50.0%	4	14.3%	0	0.0%	0	0.0%
Titirangi War Memorial Hall (n=78)	8	10.3%	26	33.3%	30	38.5%	7	9.0%	2	2.6%	5	6.4%

h) Availability of parking:

Overall 40% of respondents rated 'Availability of parking' as 'Good', followed by 'Excellent' (23%) then 'Acceptable' (16%). However by Community Centre, there appears to be a significant issue regarding availability of parking at Titirangi, scoring by far the highest 'Poor' & 'Very Poor' ratings (44%).

Availability of parking by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't Know	
Kelston Community Centre (n=82)	27	32.9%	42	51.2%	7	8.5%	4	4.9%	1	1.2%	1	1.2%
New Lynn Community Centre (n=59)	25	42.4%	28	47.5%	3	5.1%	1	1.7%	0	0.0%	2	3.4%
Te Atatu South Community Centre (n=28)	3	10.7%	9	32.1%	10	35.7%	5	17.9%	1	3.6%	0	0.0%
Titirangi War Memorial Hall (n=78)	3	3.8%	21	26.9%	20	25.6%	25	32.1%	9	11.5%	0	0.0%

i) External Security e.g. cars:

Overall 38% of respondents rated 'External Security' as 'Good', followed by 'Acceptable' (30%) then 'Excellent' (8%). However, by Community Centre Kelston & Titirangi had the highest 'Poor' & 'Very Poor' ratings (21% and 14% respectively).

External Security by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't Know	
Kelston Community Centre (n=82)	11	13.4%	28	34.1%	20	24.4%	11	13.4%	6	7.3%	6	7.3%
New Lynn Community Centre (n=59)	7	11.9%	35	59.3%	11	18.6%	1	1.7%	0	0.0%	5	8.5%
Te Atatu South Community Centre (n=28)	0	0.0%	11	39.3%	11	39.3%	2	7.1%	3	10.7%	1	3.6%
Titirangi War Memorial Hall (n=78)	2	2.6%	19	24.4%	33	42.3%	6	7.7%	5	6.4%	13	16.7%

j) Physical access to facility:

Overall 67% of respondents rated 'Physical access to facility' as 'Good', followed by 'Excellent' (19%) then 'Acceptable' (12%).

Physical access to facility by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't Know	
Kelston Community Centre (n=82)	18	22.0%	57	69.5%	7	8.5%	0	0.0%	0	0.0%	0	0.0%
New Lynn Community Centre (n=59)	17	28.8%	37	62.7%	5	8.5%	0	0.0%	0	0.0%	0	0.0%
Te Atatu South Community Centre (n=28)	3	10.7%	23	82.1%	1	3.6%	1	3.6%	0	0.0%	0	0.0%
Titirangi War Memorial Hall (n=78)	10	12.8%	48	61.5%	17	21.8%	0	0.0%	3	3.8%	0	0.0%

2) EQUIPMENT:

a) Condition of equipment:

Overall 45% of respondents rated 'Condition of equipment' as 'Good', followed by 'Acceptable' (22%) then 'Poor' (10%). However, by Community Centre, New Lynn had the highest 'Poor' & 'Very Poor' ratings (17%).

Condition of equipment by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=82)	9	11.0%,	43	52.4%,	17	20.7%,	7	8.5%,	0	0.0%,	6	7.3%,
New Lynn Community Centre (n=59)	8	13.6%,	28	47.5%,	11	18.6%,	9	15.3%,	1	1.7%,	2	3.4%,
Te Atatu South Community Centre (n=28)	0	0.0%,	12	42.9%,	9	32.1%,	3	10.7%,	0	0.0%,	4	14.3%,
Titirangi War Memorial Hall (n=78)	6	7.7%,	28	35.9%,	18	23.1%,	5	6.4%,	1	1.3%,	20	25.6%,

b) Availability of equipment:

Overall 53% of respondents rated 'Availability of equipment' as 'Good', followed by 'Acceptable' (22%) then 'Poor' (10%).

Availability of equipment by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre	12	14.6%,	46	56.1%,	13	15.9%,	0	0.0%,	0	0.0%,	11	13.4%,
New Lynn Community Centre	6	10.2%,	39	66.1%,	6	10.2%,	4	6.8%,	0	0.0%,	4	6.8%,
Te Atatu South Community Centre	1	3.6%,	16	57.1%,	6	21.4%,	0	0.0%,	0	0.0%,	5	17.9%,
Titirangi War Memorial Hall	5	6.4%,	29	37.2%,	15	19.2%,	1	1.3%,	0	0.0%,	28	35.9%,

3) DIRECTLY INVOLVED IN HIRING CENTRE:

A total of 43 respondents completing the survey were directly involved in hiring the centre.

a) Overall Service by Waitakere City which you have received whilst hiring this Centre:

With regard to 'Overall Service by Waitakere City which you have received whilst hiring this Centre', 44% (n=19) selected 'Good', 28% (n=12) selected 'Excellent' and 14% (n=6) selected 'Acceptable'.

Overall Service received by Waitakere City when hiring by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=15)	7	46.7%,	6	40.0%,	2	13.3%,	0	0.0%,	0	0.0%,	0	0.0%,
New Lynn Community Centre (n=12)	4	33.3%,	4	33.3%,	2	16.7%,	1	8.3%,	0	0.0%,	1	8.3%,
Te Atatu South Community Centre (n=6)	0	0.0%,	3	50.0%,	1	16.7%,	0	0.0%,	2	33.3%,	0	0.0%,
Titirangi War Memorial Hall (n=10)	1	10.0%,	6	60.0%,	1	10.0%,	1	10.0%,	0	0.0%,	1	10.0%,

b) Ease of making payment:

With regard to 'Ease of making a payment', 51% (n=22) selected 'Good', 23% (n=10) selected 'Excellent' and 9% (n=4) selected 'Don't know'.

Ease of making a payment when hiring by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=15)	5	33.3%	9	60.0%	0	0.0%	0	0.0%	0	0.0%	1	6.7%
New Lynn Community Centre (n=12)	4	33.3%	6	50.0%	0	0.0%	0	0.0%	1	8.3%	1	8.3%
Te Atatu South Community Centre (n=6)	0	0.0%	3	50.0%	1	16.7%	1	16.7%	1	16.7%	0	0.0%
Titirangi War Memorial Hall (n=10)	1	10.0%	4	40.0%	2	20.0%	0	0.0%	1	10.0%	2	20.0%

c) Value for money:

With regard to 'Value for money', 51% (n=22) selected 'Good', 23% (n=10) selected 'Acceptable' and 14% (n=6) selected 'Excellent'.

Value for money when hiring by Community Centre

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=15)	2	13.3%	10	66.7%	3	20.0%	0	0.0%	0	0.0%	0	0.0%
New Lynn Community Centre (n=12)	3	25.0%	5	41.7%	2	16.7%	1	8.3%	0	0.0%	1	8.3%
Te Atatu South Community Centre (n=6)	0	0.0%	4	66.7%	1	16.7%	1	16.7%	0	0.0%	0	0.0%
Titirangi War Memorial Hall (n=10)	1	10.0%	3	30.0%	4	40.0%	0	0.0%	1	10.0%	1	10.0%

4) DIRECT CONTACT WITH COMMUNITY CENTRE STAFF:

A further 69 respondents completing the survey selected they had direct contact with Community Centre Staff.

- Kelston (n=27)
- New Lynn (n=15)
- Te Atatu South (n=8)
- Titirangi (n=19)

CUSTOMER SERVICE RATINGS BY COMMUNITY CENTRE

How easy we are to get hold of:

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=27)	6	22.2%	12	44.4%	5	18.5%	4	14.8%	0	0.0%	0	0.0%
New Lynn Community Centre (n=15)	5	33.3%	6	40.0%	4	26.7%	0	0.0%	0	0.0%	0	0.0%
Te Atatu South Community Centre (n=8)	1	12.5%	1	12.5%	4	50.0%	1	12.5%	1	12.5%	0	0.0%
Titirangi War Memorial Hall (n=10)	4	21.1%	8	42.1%	5	26.3%	1	5.3%	0	0.0%	1	5.3%

Ease of booking this facility:

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=27)	4	14.8%	15	55.6%	3	11.1%	0	0.0%	0	0.0%	5	18.5%
New Lynn Community Centre (n=15)	3	20.0%	8	53.3%	3	20.0%	0	0.0%	0	0.0%	1	6.7%
Te Atatu South Community Centre (n=8)	0	0.0%	4	50.0%	2	25.0%	1	12.5%	1	12.5%	0	0.0%
Titirangi War Memorial Hall (n=10)	2	10.5%	8	42.1%	5	26.3%	0	0.0%	0	0.0%	4	21.1%

Helpfulness of staff:

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=27)	8	29.6%	9	33.3%	5	18.5%	3	11.1%	1	3.7%	1	3.7%
New Lynn Community Centre (n=15)	5	33.3%	7	46.7%	3	20.0%	0	0.0%	0	0.0%	0	0.0%
Te Atatu South Community Centre (n=8)	1	12.5%	3	37.5%	2	25.0%	1	12.5%	1	12.5%	0	0.0%
Titirangi War Memorial Hall (n=10)	3	15.8%	10	52.6%	3	15.8%	1	5.3%	0	0.0%	2	10.5%

Their manner, appearance and courtesy:

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=27)	8	29.6%	9	33.3%	5	18.5%	3	11.1%	1	3.7%	1	3.7%
New Lynn Community Centre (n=15)	5	33.3%	7	46.7%	3	20.0%	0	0.0%	0	0.0%	0	0.0%
Te Atatu South Community Centre (n=8)	1	12.5%	3	37.5%	2	25.0%	1	12.5%	1	12.5%	0	0.0%
Titirangi War Memorial Hall (n=10)	3	15.8%	10	52.6%	3	15.8%	1	5.3%	0	0.0%	2	10.5%

Knowledgeable / Understanding what you needed:

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=27)	8	29.6%	14	51.9%	2	7.4%	3	11.1%	0	0.0%	0	0.0%
New Lynn Community Centre (n=15)	6	40.0%	6	40.0%	3	20.0%	0	0.0%	0	0.0%	0	0.0%
Te Atatu South Community Centre (n=8)	1	12.5%	4	50.0%	1	12.5%	1	12.5%	1	12.5%	0	0.0%
Titirangi War Memorial Hall (n=10)	3	15.8%	8	42.1%	5	26.3%	0	0.0%	0	0.0%	3	15.8%

Responsiveness:

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=27)	6	22.2%	15	55.6%	3	11.1%	3	11.1%	0	0.0%	0	0.0%
New Lynn Community Centre (n=15)	6	40.0%	4	26.7%	5	33.3%	0	0.0%	0	0.0%	0	0.0%
Te Atatu South Community Centre (n=8)	1	12.5%	4	50.0%	1	12.5%	1	12.5%	1	12.5%	0	0.0%
Titirangi War Memorial Hall (n=10)	1	5.3%	11	57.9%	3	15.8%	2	10.5%	0	0.0%	2	10.5%

Ease of getting information about facility:

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=27)	5	18.5%	16	59.3%	6	22.2%	0	0.0%	0	0.0%	0	0.0%
New Lynn Community Centre (n=15)	6	40.0%	5	33.3%	2	13.3%	0	0.0%	0	0.0%	2	13.3%
Te Atatu South Community Centre (n=8)	2	25.0%	3	37.5%	1	12.5%	0	0.0%	1	12.5%	1	12.5%
Titirangi War Memorial Hall (n=10)	3	15.8%	9	47.4%	3	15.8%	1	5.3%	0	0.0%	3	15.8%

Ease of getting access to facility, e.g. obtaining keys, instructions etc..

	Excellent		Good		Acceptable		Poor		Very Poor		Don't know	
Kelston Community Centre (n=27)	4	14.8%	16	59.3%	4	14.8%	0	0.0%	0	0.0%	3	11.1%
New Lynn Community Centre (n=15)	5	33.3%	7	46.7%	2	13.3%	0	0.0%	0	0.0%	1	6.7%
Te Atatu South Community Centre (n=8)	1	12.5%	5	62.5%	1	12.5%	0	0.0%	1	12.5%	0	0.0%
Titirangi War Memorial Hall (n=10)	2	10.5%	11	57.9%	3	15.8%	0	0.0%	0	0.0%	3	15.8%

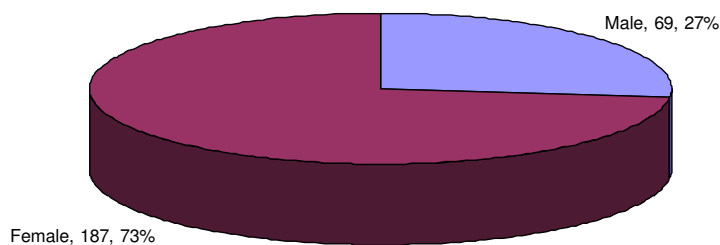
If there was some issue or difficulty that needed to be resolved, how effectively was this done?

	No issue or difficulty		Very effective		Reasonably effective		Only marginally effective		Not effective at all	
Kelston Community Centre (n=27)	14	51.9%	4	14.8%	4	14.8%	5	18.5%	0	0.0%
New Lynn Community Centre (n=15)	6	40.0%	4	26.7%	2	13.3%	2	13.3%	1	6.7%
Te Atatu South Community Centre (n=8)	1	12.5%	2	25.0%	3	37.5%	1	12.5%	1	12.5%
Titirangi War Memorial Hall (n=10)	10	52.6%	1	5.3%	6	31.6%	0	0.0%	2	10.5%

5) DEMOGRAPHICS:

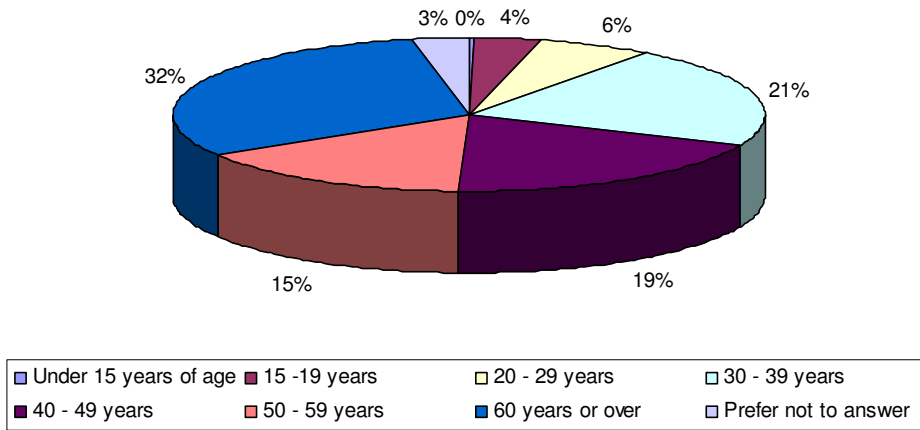
- The majority of respondents completing the survey were “females” (73% n=187) versus “males” (27%, n=69).

Gender



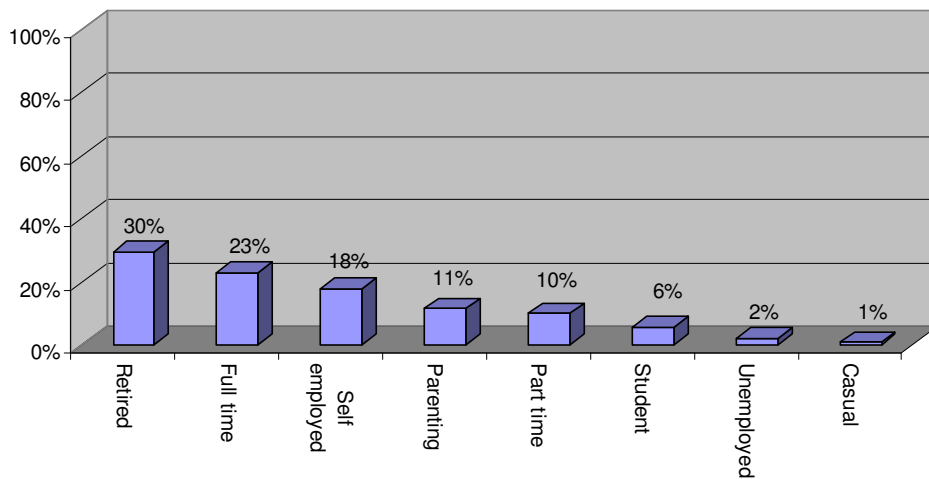
- The largest age group were those aged between “60 years or over” (32%), followed by “30 – 39 years” (21%) then “40 – 49 years” (19%).

Age Group:

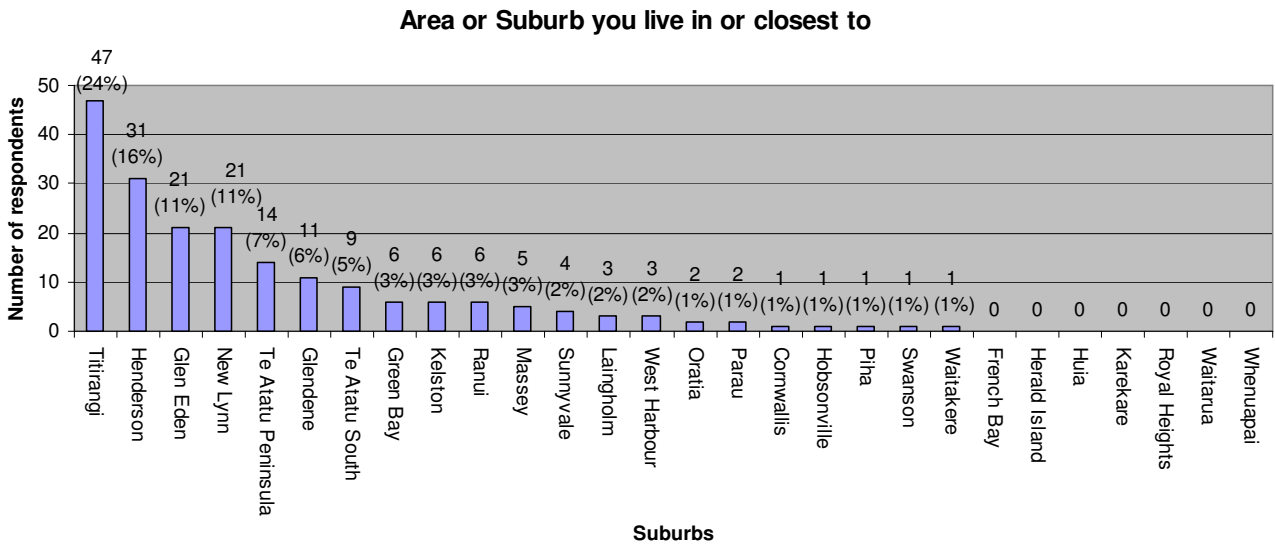


- A large proportion of respondents completing the survey (multi-select) were “Retired” (30%) followed by “Full time” (23%) & “Self employed” (18%) then “Parenting” (11%).

Primary Employment Status



- The main suburbs represented from the survey were “Titirangi” (24% of respondents), followed by “Henderson” (16%) then “Glen Eden” (11%) and New Lynn (11%).



COMMUNITY CENTRE SURVEY 2008

Key:

- All respondents
- Regular Hirer
- Regular Hirer – involved with hiring
- Regular Hirer – contact with Community Centre Staff
- Casual Hirer
- Casual Hirer made booking
- Casual Hirer – contact with Community Centre Staff

START SCREEN:

We value your feedback on our Community Centres.
Please take few minutes to complete our anonymous survey.

ALL RESPONDENTS

1. Please select the Community Centre you are completing this survey about:

- Kelston Community Centre..... ₁ New Lynn Community Centre ₂
 Te Atatu South Community Centre ₃ Titirangi War Memorial Hall..... ₄

2. Are You..

- Regular Hirer: Hiring on 10 or more occasions in the year..... ₁
 Casual/ one-off Hirer: Hiring for one to nine occasions in the year ₂ (Go to Casual Hirer survey Q45)
 Participant in one-off event / meeting (not involved in hiring) ₃ (Go to Casual Hirer survey Q45)
 Participant in regular events / meetings (not involved in hiring)..... ₄

REGULAR HIRER

3. What is your main purpose for attending / using the Centre? (Select one)

<input type="checkbox"/> ₀₁ Religious <input type="checkbox"/> ₀₂ Youth group <input type="checkbox"/> ₀₃ Senior citizens group <input type="checkbox"/> ₀₄ Support group	<input type="checkbox"/> ₀₅ Education <input type="checkbox"/> ₀₆ Playgroup <input type="checkbox"/> ₀₇ Arts and crafts <input type="checkbox"/> ₀₈ Cultural group	<input type="checkbox"/> ₀₉ Dance group <input type="checkbox"/> ₁₀ Health and fitness <input type="checkbox"/> ₁₁ Martial arts <input type="checkbox"/> ₁₂ Other Sports/ Physical activity	<input type="checkbox"/> ₁₃ Private event/ social/ function <input type="checkbox"/> ₁₄ Special interest/ hobby group <input type="checkbox"/> ₁₅ Meeting <input type="checkbox"/> ₁₆ Other (Go to Q4)
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4. Please enter your main purpose for attending / using the Centre – then press ‘Continue’

5. Please rate our facilities. Select one option only. (Select ‘Don’t know’ if not relevant to you)

	<u>Excellent</u>	<u>Good</u>	<u>Accept- table</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don’t Know</u>
FACILITIES						
5. General Maintenance	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

6. Please enter why you selected ‘Poor’ or ‘Very Poor’ regarding General Maintenance – then press continue.

7. Physical attractiveness	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
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8. Please enter why you selected ‘Poor’ or ‘Very Poor’ regarding Physical Attractiveness – then press continue.

9. Cleanliness of this facility.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
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10. Please enter why you selected 'Poor' or 'Very Poor' regarding cleanliness of this facility – then press continue.

11. Condition of toilet area..... ₁ ₂ ₃ ₄ ₅ ₆

12. Please enter why you selected 'Poor' or 'Very Poor' regarding condition of toilet area – then press continue.

13. Amount of space (lack of crowding)..... ₁ ₂ ₃ ₄ ₅ ₆

14. Please enter why you selected 'Poor' or 'Very Poor' regarding amount of space (lack of crowding) – then press continue.

15. Internal security, e.g. handbags ₁ ₂ ₃ ₄ ₅ ₆

16. Please enter why you selected 'Poor' or 'Very Poor' regarding Internal security, e.g. handbags – then press continue.

17. Signage/Information about where the Centre is located ₁ ₂ ₃ ₄ ₅ ₆

18. Please enter why you selected 'Poor' or 'Very Poor' regarding Signage/Information regarding the Centre is located – then press continue.

19. Availability of parking ₁ ₂ ₃ ₄ ₅ ₆

20. Please enter why you selected 'Poor' or 'Very Poor' regarding availability of parking – then press continue.

21. External security, eg; cars..... ₁ ₂ ₃ ₄ ₅ ₆

22. Please enter why you selected 'Poor' or 'Very Poor' regarding external security – then press continue.

23. Physical access to facility ₁ ₂ ₃ ₄ ₅ ₆

24. Please enter why you selected 'Poor' or 'Very Poor' regarding external security – then press continue.

<u>Excellent</u>	<u>Good</u>	<u>Acceptable</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don't Know</u>
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EQUIPMENT

25. Condition of equipment: eg Sound System, Whiteboard, Chairs, Tables, Kitchen equipment etc. ₁ ₂ ₃ ₄ ₅ ₆

26. Please state the type of equipment referred to if rated poor or very poor. – then press 'Continue'

27. Availability of equipment ₁ ₂ ₃ ₄ ₅ ₆

28. Please list equipment you would like to see provided – then press ‘Continue’ – press ‘Continue if you have no comment.

29. Were you directly involved in hiring this Centre?

- YES (Go to Q30)
- NO (Go to Q33)

30. We would like to get an idea of how well we provide service. (If not relevant please select ‘don’t know)

OVERALL	<u>Excellent</u>	<u>Good</u>	<u>Accept- table</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don’t Know</u>
30. The overall service by Waitakere City which you have received whilst hiring this Centre	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
31. Ease of making payment	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
32. Value for money (then go to Q33)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

33. Have you had some direct contact with any of the Community Centre staff (either via phone or in person)?

- YES (Go to Q34)
- NO (Go to Q85)

CUSTOMER SERVICE	<u>Excellent</u>	<u>Good</u>	<u>Accept- table</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don’t Know</u>
34. Being easy to get hold of	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
35. Ease of booking this facility	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
36. Helpfulness of staff	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
37. Their manner, appearance and courtesy	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
38. Knowledgeable/ Understanding what you needed	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
39. Responsiveness	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
40. Ease of getting information about facility	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
41. Ease of getting access to facility, eg getting keys, instructions etc.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

42. Please enter any comments about staff in general – then press ‘Continue’ (or press ‘Continue’ if you don’t have any comment)

43. If there was some issue or difficulty that needed to be resolved, how effectively was this done? (Select ONE option)

No issue or difficulty ₁ (Go to Q85)

Very effective ₂ (go to Q44) Only marginally effective..... ₄ (go to Q44)

Reasonably effective..... ₃ (go to Q44) Not effective at all..... ₅ (go to Q44)

44. To guide us in making improvements, please comment about this – then press ‘Continue’ (or press ‘Continue’ if you don’t have any comment) (Go to Q85)

CASUAL HIRER

45. What is your *main* purpose for attending / using the Centre? (Select one)

<input type="checkbox"/> ₀₁ Religious	<input type="checkbox"/> ₀₅ Education	<input type="checkbox"/> ₀₉ Dance group	<input type="checkbox"/> ₁₃ Private event/ social/ function
<input type="checkbox"/> ₀₂ Youth group	<input type="checkbox"/> ₀₆ Playgroup	<input type="checkbox"/> ₁₀ Health and fitness	<input type="checkbox"/> ₁₄ Special interest/ hobby group
<input type="checkbox"/> ₀₃ Senior citizens group	<input type="checkbox"/> ₀₇ Arts and crafts	<input type="checkbox"/> ₁₁ Martial arts	<input type="checkbox"/> ₁₅ Meeting
<input type="checkbox"/> ₀₄ Support group	<input type="checkbox"/> ₀₈ Cultural group	<input type="checkbox"/> ₁₂ Other Sports/ Physical activity	<input type="checkbox"/> ₁₆ Other (Go to Q46)

46. Please enter your main purpose for attending / using the Centre – then press ‘Continue’

47. Please rate our facilities. Select *one option only*. (Select ‘Don’t know’ if not relevant to you)

FACILITIES	<u>Excellent</u>	<u>Good</u>	<u>Acceptable</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don’t Know</u>
47. General Maintenance	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
48. Please enter why you selected ‘Poor’ or ‘Very Poor’ regarding General Maintenance – then press continue.						
49. Physical attractiveness	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
50. Please enter why you selected ‘Poor’ or ‘Very Poor’ regarding Physical Attractiveness – then press continue.						
51. Cleanliness of this facility.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
52. Please enter why you selected ‘Poor’ or ‘Very Poor’ regarding cleanliness of this facility – then press continue.						
53. Condition of toilet area.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
54. Please enter why you selected ‘Poor’ or ‘Very Poor’ regarding condition of toilet area – then press continue.						
55. Amount of space (lack of crowding).....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
56. Please enter why you selected ‘Poor’ or ‘Very Poor’ regarding amount of space (lack of crowding) – then press continue.						
57. Internal security, e.g. handbags	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
58. Please enter why you selected ‘Poor’ or						

‘Very Poor’ regarding Internal security, e.g. handbags – then press continue.

59. Signage/Information about where the Centre is located

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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60. Please enter why you selected ‘Poor’ or ‘Very Poor’ regarding where the Centre is located – then press continue.

61. Availability of parking

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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62. Please enter why you selected ‘Poor’ or ‘Very Poor’ regarding availability of parking – then press continue.

63. External security, eg; cars.....

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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64. Please enter why you selected ‘Poor’ or ‘Very Poor’ regarding external security – then press continue.

65. Physical access to facility

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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66. Please enter why you selected ‘Poor’ or ‘Very Poor’ regarding physical access to facility – then press continue.

<u>Excellent</u>	<u>Good</u>	<u>Accept- table</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don’t Know</u>
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EQUIPMENT

67. Condition of equipment: eg Sound System, Whiteboard, Chairs, Tables, Kitchen equipment etc.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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68. Please state the type of equipment referred to if rated poor or very poor. – then press ‘Continue’

69. Were you directly involved in hiring this Centre?

1. YES (Go to Q70)
2. NO (Go to Q85)

70. We would like to get an idea of how well we provide service. (If not relevant please select ‘don’t know’)

OVERALL

<u>Excellent</u>	<u>Good</u>	<u>Accept- table</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don’t Know</u>
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70. The overall service by Waitakere City which you have received whilst hiring this Centre

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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71. Ease of making payment

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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72. Value for money.....

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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73: Please enter WHY you chose this particular Community Centre, then press ‘Continue’

74. Have you had some direct contact with any of the Community Centre staff (either via phone or in person)?

1. YES (Go to Q75)
2. NO (Go to Q85)

75. We would like to get an idea of how you found our service in various areas. (If not relevant, please select 'Don't know'). Please rate:

CUSTOMER SERVICE	Excellent	Good	Accept- table	Poor	Very Poor	Don't Know
	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
75. Facility Bookings Service (Call-Centre)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
76. Counter Services (Front Reception at Waitakere City Council)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
77. Community Centre Assistant	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
78. Site Visit with Community Centre Assistant.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
79. Security Guards.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
80. Ease of getting information about facility	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
81. Ease of getting access to facility, eg getting keys, instructions etc.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

82. Please enter any comments about staff in general – then press 'Continue' (or press 'Continue' if you don't have any comment)

83: If there was some issue or difficulty that needed to be resolved, how effectively was this done?

1. No issue or difficulty ₁ (Go to Q85)
2. Very effective ₂ (Go to Q84)
3. Reasonably effective ₃ (Go to Q84)
4. Only marginally effective ₄ (Go to Q84)
5. Not effective at all ₅ (Go to Q84)

84: To guide us in making improvements, please enter comments about this, then press 'Continue' (Go to Q85)

ALL RESPONDENTS

85. Do you have any suggestions for improving the Centre? (Help us by being specific in your answer. The more specific your answer is, the more management will understand what needs to be done) – then press 'Continue' (or press 'Continue' if you don't have any comment)

86. And finally just a few questions about you. Please select your GENDER:

1. Female
2. Male

87. Which ethnicity do you belong to? (Select all that apply, then press 'Continue')

1. NZ European
2. Other European
3. Maori
4. Polynesian
5. Indian
6. Asian
7. Other

88. Do you live in Waitakere City area?

1. Yes (Go to Q89)
2. No

**89. Please select the letter for the area within Waitakere that you live in or closest to?
(e.g. H for Henderson)**

1. A – N (Go to Q90)
2. O – Z (Go to Q91)
3. Don't know

90. Which area or SUBURB of Waitakere do you live in or closest to?

1. Cornwallis
2. French Bay
3. Glen Eden
4. Glendene
5. Green Bay
6. Henderson
7. Herald Island
8. Hobsonville
9. Huia
10. Karekare
11. Kelston
12. Laingholm
13. Massey
14. New Lynn

91. Which area or SUBURB of Waitakere do you live in or closest to?

1. Oratia
2. Parau
3. Piha
4. Ranui
5. Royal Heights
6. Sunnyvale
7. Swanson
8. Te Atatu Peninsula
9. Te Atatu South
10. Titirangi
11. Waiatarua
12. Waitakere
13. West Harbour
14. Whenuapai

92. Please select your AGE GROUP:

1. Under 15 years of age
2. 15 – 19 years
3. 20 – 29 years
4. 30 – 39 years
5. 40 – 49 years
6. 50 – 59 years
7. 60 years or over
8. Prefer not to answer

93. What is your primary employment status? Select all that apply, then press 'Continue'

1. Full time
2. Self employed
3. Part time
4. Student
5. Retired
6. Unemployed
7. Parenting
8. Casual

THANK YOU FOR COMPLETING THIS SURVEY