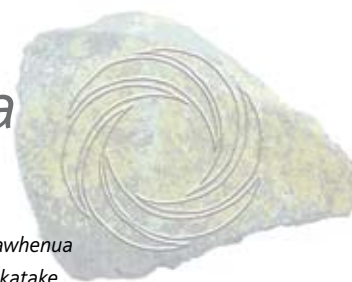


Community Outcome - Strong Communities: *He iwi kaha*



Waitakere has a strong sense of connection and networks of community and people feel safe and have a sense of belonging. We are civil and respectful to each other and have a good work life balance and contribute to our city, community, friends and family.

Related outcome areas

- Urban and Rural Villages - *Nga kainga taone, tuawhenua*
- Vibrant Arts and Culture - *Toi me nga Tikanga Takatake*
- Whaiaora - *Participation in society*

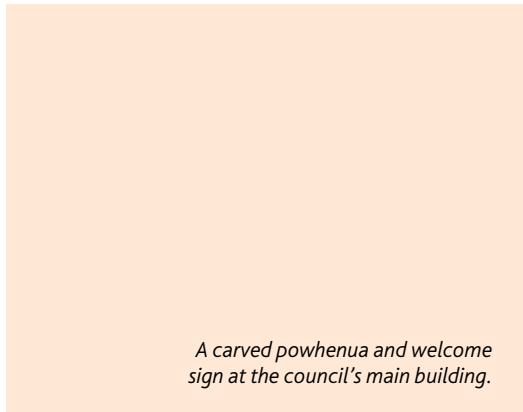
Who are some of the key contributors to making this outcome happen?

Who	How
Numerous community information, support and faith organisations	<ul style="list-style-type: none"> • Information and advice centres • Support and advocacy services • Community house and facility management
Early childhood centres, schools, Unitec and private training organisations	<ul style="list-style-type: none"> • Individual learning and development support
Numerous private support services	<ul style="list-style-type: none"> • Support, advice and care services
Ministry of Social Development: Work and Income	<ul style="list-style-type: none"> • Support for finding work. Income support
Ministry of Social Development: Child, Youth and Family	<ul style="list-style-type: none"> • Helping abused and neglected children and young people, help make families safer, adoption services
Ministry of Social Development: Family and Community services	<ul style="list-style-type: none"> • Leadership, information and funding of service providers to build strong connected communities and support families
Ministry of Social Development: Youth development	<ul style="list-style-type: none"> • Promoting the interests of young people
Local Marae	<ul style="list-style-type: none"> • Community meeting, learning and celebration spaces and services
NZ Police	<ul style="list-style-type: none"> • Maintaining order and keeping the peace, crime solving and reduction • Empowering communities and creating more effective community partnerships to deal with issues of community safety • Helping support and rehabilitate victims.
Community group support bodies (eg Sport Waitakere, Community Waitakere)	<ul style="list-style-type: none"> • Office space, advocacy and training for groups and activities for the public
Community recreation organisations	<ul style="list-style-type: none"> • Community activities
Waitemata District Health Board	<ul style="list-style-type: none"> • Providing and funding health and disability services including medical, surgical, obstetric, assessment, treatment and rehabilitation (for older people), mental health, community and disability services. It also provides a range of Auckland regional services including child disability, forensic psychiatric services, school dental services and alcohol and drug services
Health West and Waiora Healthcare primary health organisations	<ul style="list-style-type: none"> • Provide primary doctors services health care
Te Whanau O Waipareira	<ul style="list-style-type: none"> • Range of community, education and social services
Community resident bodies	<ul style="list-style-type: none"> • Community celebrations • Halls management
Department of Internal Affairs	<ul style="list-style-type: none"> • Grants funding schemes • Community development advisors
The Trusts	<ul style="list-style-type: none"> • Significant funding for local facilities and activities
Community safety agencies <ul style="list-style-type: none"> • Surf Lifesaving • Fire brigades • Wardens • Ambulance services • Coast Guard 	<ul style="list-style-type: none"> • Surf rescue • Firefighting, firstaid • Community security • Medical emergency • Marine rescue

What is being done to make this outcome happen?

While there are many agencies involved in working to achieve this community outcome, there are some specific planned and completed initiatives that directly respond.

Community Outcome	Intent	Initiative	Details	Who
Strong Communities - <i>He iwi kaha</i>	Waitakere has a strong sense of connection and networks of community and people feel safe and have a sense of belonging. We are civil and respectful to each other and have a good work life balance and contribute to our city, community, friends and family	Strengthening local communities	Community building projects in Ranui, McLaren Park Henderson South, Massey, West Harbour, Kelston / Glendene	Local community agencies, Council
		Project Twin Streams	Supporting community working and celebrating together through projects to plant and improve local waterways	Local community agencies, Council, ARC
		Mayoral Task Force on Family Violence Reduction	Leadership group to advocate and support family violence reduction in Waitakere	Council, community leaders, WAVES, Te Korowai Manaaki, WDHB, MSD
		Waitakere Social Wellbeing Partnering project	Partnering initiative to enable and support , Calls to Action and multi agency projects to bring about change to social issues and wellbeing	Over 70 groups and agencies
		Culture of inclusion Call to Action	Advocating for a city that is inclusive enabling all to participate primarily through advocating for the adoption of a Charter of Inclusion by key agencies in the city.	DWIN, Council, and other community agencies
		WDHB Hub project	Child health and housing project	WDHB with partners and allies
		Arts and events projects	Provision of and support for civic and community arts projects, events and services	Council, WCAC, TCAC, CEAC
		Safe Waitakere	Injury Prevention, Drug and alcohol harm reduction, crime prevention	Council, NZ Police, ACC
		ICT Audit	A collaborative initiative to provide data on small business, community and education organisations ICT capacity and capability	DIA, Waitakere Enterprise, Council, WEST, Community Waitakere, Unitec
		Te Aho Tumanako	Maori community collaboration and investment plan	Te Taumata Runanga



A carved powhenua and welcome sign at the council's main building.



Council contribution

The council's primary strategic link to the Strong Community outcome is through its Strong Community strategic platform. The platform's vision is that 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.

Some examples of activities and contributions by the council to this are:

Platform	Intent	Initiative	Details	Who
Strong Communities - He iwi kaha	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	Funding assistance	Grant funding programmes	Leisure Services
		Information	6 libraries, two community libraries, a mobile library service and online/computer learning centres	Library Services
		Facilities and activities	Network of 6 community centres , 19 halls and 7 houses	Leisure Services
			Activity programmes at community centres and recreation centres	Leisure Services
			Community events and celebration production and support	Public Affairs
			2 leisure centres, West Wave Aquatic Centre, 102 sports fields, 151 playgrounds 116km of walk ways and neighbourhood parks	Leisure Services Parks
		Trusts Stadium operational and development support	Leisure Services	
		Community development	Local Community development projects	Strategy, Leisure Services
Planning	Social, Leisure, and Disability Services planning and advocacy	Strategy, Leisure Services		
Emergency support	Civil Defence and 3 rural fire services Grants and resources support to emergency agencies	Emergency Management		



"I like the little gardens in the traffic islands, most of the time it is quite peaceful."

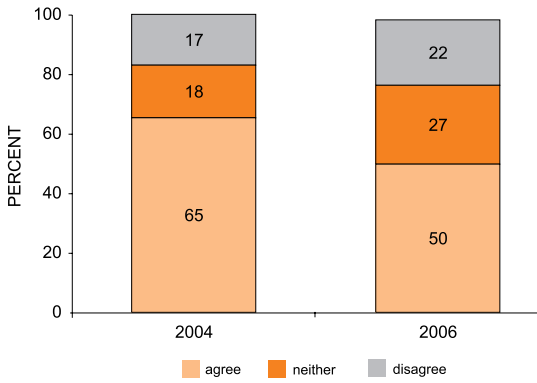
Angela, Te Atatu South

Sense of community⁸

- 50% of residents felt a sense of community with others in their local neighbourhood in 2006

Strong and resilient communities are often those where people work together, and where individuals support one another. This indicator measures the sense of community people felt in their local neighbourhood. The 2006 Quality of Life survey found that while 70% of people thought it was important to feel a sense of community in the local neighbourhood, only 50% reported feeling that there was a sense of community⁹.

Figure 7: Waitakere residents level of agreement that they have felt a sense of community in their neighbourhood



Source: Quality of Life¹⁰ 2004, 2006

Those aged over 65 years were significantly more likely to have reported feeling a sense of community in their local neighbourhood compared to other age groups, as were Asian (68%) and Pacific (66%) residents in 2006.

Those who did not feel a sense of community in their local neighbourhood stated a lack of communication/events within neighbourhood (32%), people have busy lives/work too hard (28%), neighbours not welcoming/don't see the neighbours (23%) as major reasons why.

Respondents were also asked about their main social networks and the extent to which they are place-based or affection-based. The survey found that:

- 27% of respondents stated their main social network was in their local area
- 17% were based on shared interests or beliefs
- 49% were based on a mixture of both of the above
- Only 1% stated they had no main social network at all

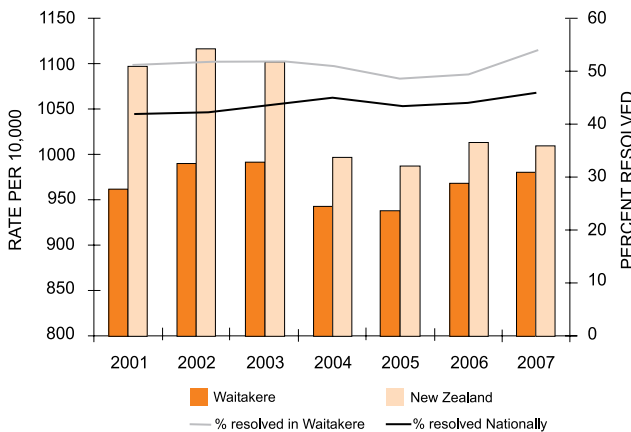
It has been highlighted in Wellbeing Summits that there is a need to advocate for opportunities for participation by all members of our community in all aspects of community life. A key identified group has been the community with disability. The Culture of Inclusion Call to Action group has developed and advocated for a Charter of Inclusion in response to this.

Crime and safety in Waitakere

- Total recorded crime in Waitakere is lower than the national rate
- Total resolution rates in Waitakere average around 50%
- Over 80% of residents think Waitakere is a safe place to live

The prevalence and experience of crime in Waitakere can have significant effects on residents of the city. The indicator measures whether the prevalence of crime in Waitakere is increasing (through reported rates) and how successfully it is being resolved. Overall crime rates¹¹ (per 10,000 people) in Waitakere are lower compared to the national rate and resolution rates for recorded offences are higher compared to the national rate.

Figure 9: Total recorded offence rates per 10,000 people and resolution rate in Waitakere and New Zealand (2001- 2007)



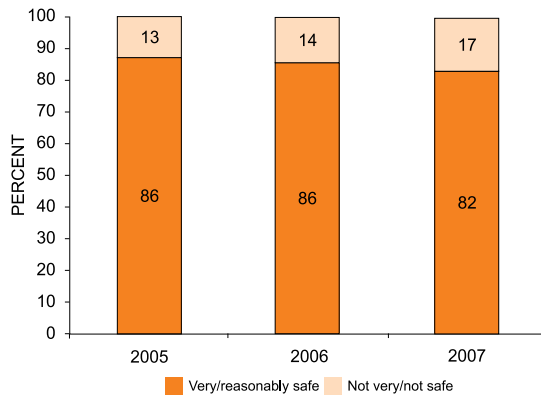
Source: New Zealand Police, Statistics New Zealand

Breaking down Waitakere's total recorded and resolution rates into the different crime categories¹² shows that:

- Rates of drugs and anti social offences declined in Waitakere from 136 per 10,000 people (2001) to 130 per 10,000 people (2007)
- Rates of administrative offences in Waitakere have increased significantly over the five year period, 9 per 10,000 people (2001) to 53 per 10,000 people (2007)
- Resolution rate for sexual offences increased from 61% (2001) to 73% (2007)

Crime and safety go hand-in-hand. These indicators measure people's perceptions of Waitakere as a safe place to live as well as their perceptions of safety in key locations. It is an important measure given residents stated during the community outcomes consultation that they wanted to live in a city they feel safe in. The figure below shows that over 80% of people think the city is a very or reasonably safe place to live¹³.

Figure 10: Percentage of residents who think Waitakere City is a safe place to live (2005-2007)



Source: Waitakere City Council, KPI survey

Perceptions of safety vary significantly between different locations and times. The indicator below measures perceptions of safety in key locations night and day. Most Waitakere residents feel safe in their homes during the day and at night. Perceptions of safety in the city centre declines significantly between day and night. Only 40% of respondents in the 2006 survey said they felt safe in the city centre compared with 90% during the day.

Table 14: Percentage of residents who feel safe and very safe by location in Waitakere (2003 -2006)

	2003(%)		2004(%)		2006(%)	
	Day	Night	Day	Night	Day	Night
Home	96	92	N/A	87	95	89
Neighbourhood	97	80	N/A	67	N/A	69
City centre	96	64	N/A	42	90	40

Source: Quality of Life 2003, 2004, 2006

When comparing ethnic groups, Pacific residents were significantly more likely to feel safe in the city centre after dark. European residents were significantly less likely to feel safe. Females were also significantly more likely to feel unsafe compared with males. No significant differences between age groups in relation to perceptions of safety.

The council has surveyed users of key town centres to understand how they feel about these places. The indicator below measures perceptions of safety in five of the city's town centres and provides some more detail compared to the previous indicator. Of those surveyed in 2007, Westgate was perceived as the safest town centre and Henderson the least.

Table 15: Percentage of residents who thought the following town centres were safe and unsafe (2007)

	Safe (%)	Unsafe (%)
Te Atatu Peninsula	76	10
Glen Eden	77	15
New Lynn	79	14
Henderson	64	31
Westgate	88	5

Source: Waitakere City Council



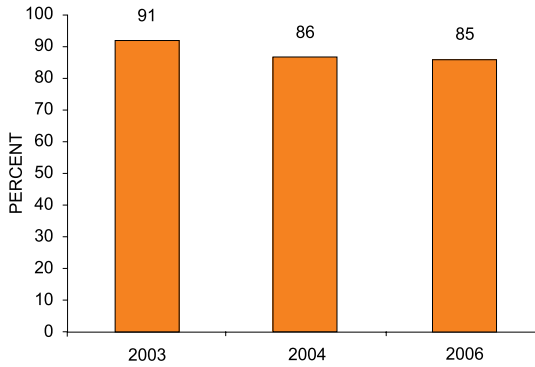
"Living in my community I feel special."
Ane, Glen Eden

Quality of Life and work-life balance

- **Most Waitakere residents report their quality of life and work-life balance positively**

The Strong Communities outcome has an explicit focus on ensuring people have a good work-life balance. This indicator measures how people report their own quality of life and work-life balance. These indicators are also applicable to the Strong Economy outcome which also has a focus on a good work-life balance. The 2006 Quality of Life survey found that 85% of Waitakere residents rated their quality of life as with good or extremely good¹⁴. Those aged 15-24 years were significantly less likely to rate their quality of life positively compared to other age groups, as were those with a household income over \$100,000.

Figure 11: Percentage of Waitakere residents who rate their Quality of Life as extremely good and good (2003, 2004 and 2006)



Source: *Quality of Life, 2003, 2004, 2006*

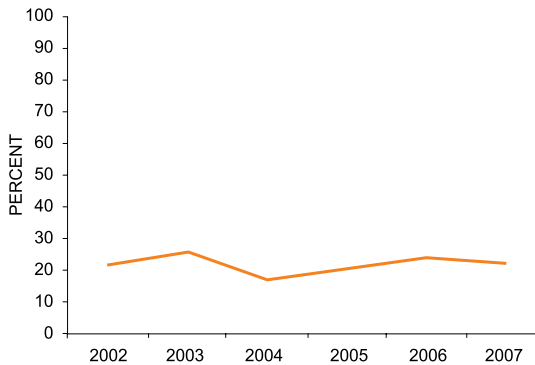
An important aspect in a person's quality of life is the balance between time spent in paid work compared with other important aspects of one's life. The survey found that 71% of Waitakere residents were either very satisfied or satisfied with their work-life balance in 2006. Those aged 15-24 years or 65 years and over were significantly more likely to have rated their work-life balance positively, as were Pacific and Maori residents.

Volunteering

- **One in five residents reported having undertaken volunteer work in the last six months in 2007**

There are many services and organisations in Waitakere that are run by volunteers. This indicator measures self-reported volunteering in Waitakere and the level of unpaid work. The 2007 survey results show that the number of residents undertaking volunteer work has remained relatively constant over the five year period.

Figure 12: Percent of residents who have undertaken volunteer work in the last 6 months (2002- 2007)¹⁵



Source: *Waitakere City Council, KPI survey*

The 2006 Census questions people about undertaking unpaid work. The results found that in Waitakere:

- 11.4% of residents undertook no unpaid activities
- Over 85% of residents undertook some form of work for the household, such as cooking and cleaning
- 12.6% of residents were involved in helping or voluntary work for or through an organisation, group or marae



"Waitakere has good community facilities and programmes."

Derek, Glen Eden

Access to medical services

- The number of GPs per 100,000 residents in Waitakere is declining
- One in five residents reported experiencing barriers to using a GP

GPs are a core aspect of primary health in New Zealand. This indicator measures how many GPs there are in Waitakere. The rate of GPs per 100,000 people in Waitakere is considerably lower compared to the national rate. While the rate fluctuates in any given year, the overall trend, both in Waitakere and nationally, is one of decline.

Table 16: Rate of GPs per 100,000 people in Waitakere and nationally (2001 to 2005)

	2001	2002	2003	2004	2005
Waitakere	57.3	54.8	59.3	56.0	51.6
New Zealand	78.3	74.1	75.0	74.2	71.3

Source: Medical Council of New Zealand; New Zealand Health Information Service

The Quality of life survey asks people if in the past 12 months they have been unable to meet with a GP and why. The survey results show that 19% (2003) and 22% (2006) experienced a barrier to using a GP. Cost was the most frequently mentioned barrier in both surveys.

Primary Healthcare Organisations (PHOs) are the local structures for delivering and coordinating primary healthcare services. These organisations help improve health and reduce health inequalities by moving to a system where services are coordinated around the needs of a defined group of people. They are another way of exploring healthcare access in Waitakere. There are six PHOs in Waitakere. HealthWest is the largest. Approximately 129,000 people who are resident in Waitakere are enrolled in a PHO.

Table 17: Total number of PHO enrolments in Waitakere to June (2007)

PHO	Number of users with a Waitakere domicile*
Coast to Coast PHO	14
Harbour PHO Ltd	1425
Procare Network North Limited	2090
Te Puna PHO Limited	91
HealthWest	110816
Waiora Healthcare Trust	15287

Source: New Zealand Health Information Service

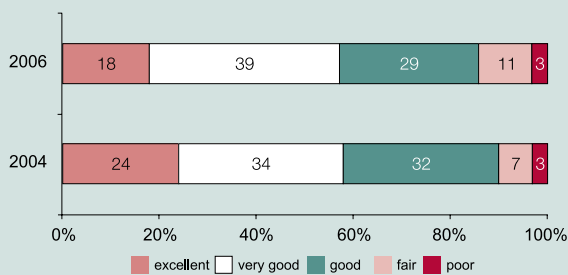
* Live in Waitakere

Self reported health status

- 85% of residents report their health status positively

Self reports of health can reveal dimensions of health that may be inaccessible to more traditional measures of health. This indicator measures self-reported health status and its changes over time. Overall, most respondents to the Quality of Life survey rated their health positively in both 2004 and 2006. There was no significant difference between ethnic and age groups, or by different sexes.

Figure 13: Self reported health status of Waitakere residents (2004 and 2006)



Source: Quality of Life, 2004, 2006



"Living out my old age in peaceable surrounds is what my community means to me."

John, Glen Eden

Health and behaviour

- Almost 19% of Waitakere residents are smokers
- Around 50% of residents report exercising 5 or more days a week
- The majority of residents feel their leisure needs and activities are met in Waitakere

In New Zealand some 5,000 people die as a result of smoking per annum. Smoking is a key determinant of health. This indicator measures the number of smokers in Waitakere. The number of people who identify themselves as regular smokers declined from 24% in 1996 to under 19% in 2006. The percentage of smokers in Waitakere is comparable with national figures.

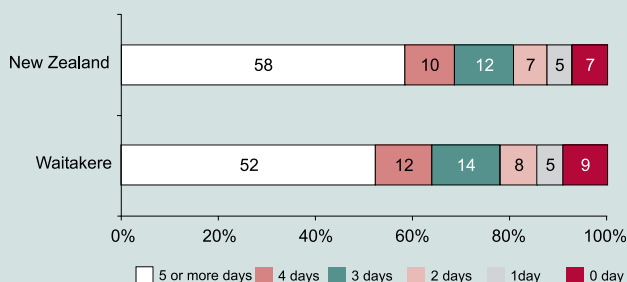
▲ **Table 18: Number and percentage of population who smoke cigarettes in Waitakere and New Zealand for those aged over 15 years (2006)**

	Number of smokers	Smokers %	Number of ex-smokers	Ex-smokers %	Total population over 15 years ²²
Waitakere	26,886	18.9	25,437	17.9	142,281
Total NZ	597,792	18.9	637,293	20.2	3,160,371

Source: Statistics New Zealand

Frequent physical activity has proven health benefits. The Ministry of Health recommends aiming for at least 30 minutes of moderate intensity activity on most days of the week. This indicator measures physical activity of Waitakere residents. The 2006 Quality of Life survey found that over 50% of residents exercise 5 days a week or more. Those aged 15-24 years of age were significantly less likely to exercise 5 days a week or more. No significant differences were found between ethnic groups and sexes.

▲ **Figure 14: Frequency of physical activity in Waitakere and New Zealand (2006)**



Source: Quality of Life 2006

SPARC's Sport and Physical Activity Survey also measures physical activity¹⁶. The 2006 Continuous Monitor Survey¹⁷ found that Waitakere residents were among the least active in the country. Specifically the results showed:

- 36% of respondents were either insufficiently active or sedentary. This means they were doing no physical activity or less than 2.5 hours or fewer than 5 sessions per week
- Only 50% of residents had been physically active in the last 6 months compared with 61% of the total

In order to encourage physical activity, people need to have the right infrastructure that suits their needs. As the physical activity requirements of people varies, then it follows a range of facilities is required. This indicator measures the extent to which people feel that leisure facilities in Waitakere meet their needs. The results below show that since 2004 the percentage of people who agree that their needs are met has increased significantly from 68% to 83%.

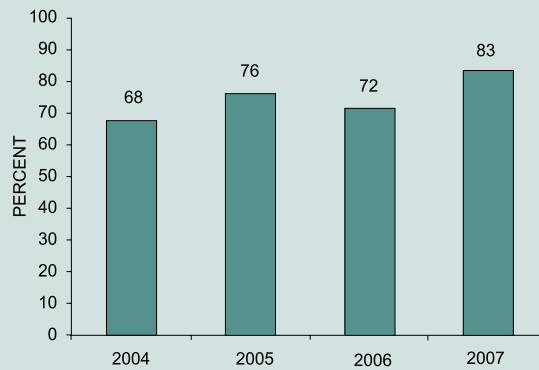


"Living in our community means its peaceful and nice."

Aman & Habib, New Lynn

Health and behaviour continued

▲ **Figure 15: Percentage of residents who feel that the leisure facilities and activities in Waitakere meet their needs (2004- 2007)**



Source: Waitakere City Council, KPI survey

Perceptions of Waitakere for children

- Over 60% of residents reported their neighbourhoods as safe places for children

The intent of the Strong Communities platform is to ensure that the city is a great place for children. These indicators measure how safe people feel their neighbourhood is for children and the extent to which people perceive there are sufficient things for young people to do in Waitakere. The 2006 Quality of Life survey asked respondents if they believed their neighbourhood was a safe place for children. The results show that over 60% of respondents thought their neighbourhood was very or fairly safe for children.

▲ **Table 19: Perceived safety of unsupervised children in neighbourhood (2006)**

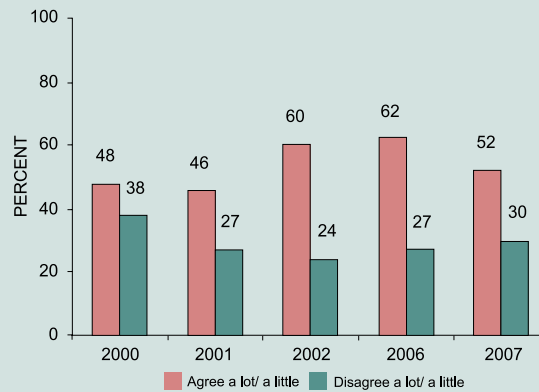
Very safe	Fairly safe	A bit unsafe	Very unsafe
14%	49%	23%	10%

Source: *Quality of Life, 2006*

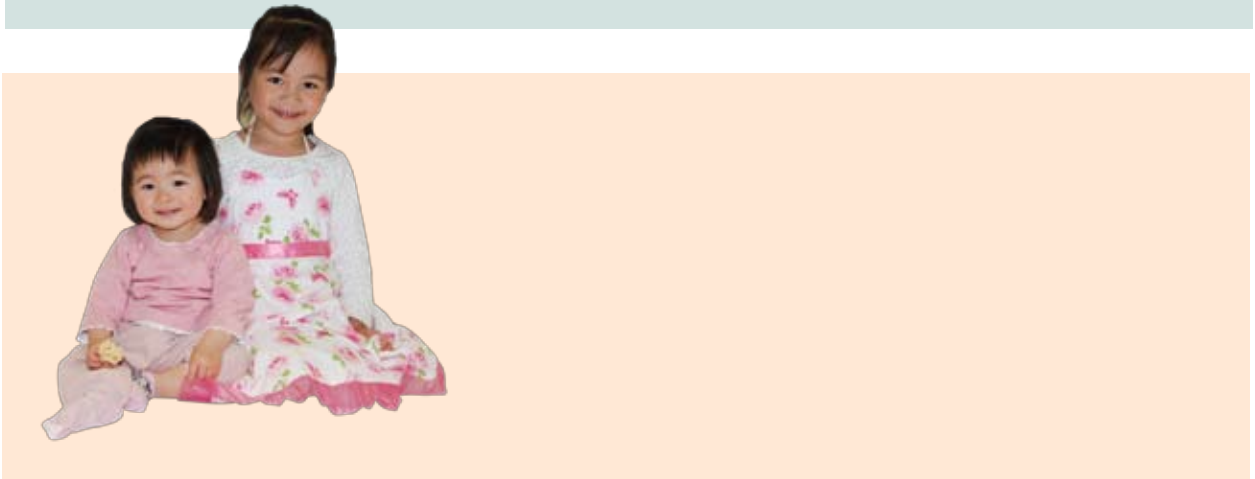
Of those who thought their neighbourhood was unsafe, 49% stated dangerous people as the main issue. 29% of respondents thought children should always be supervised and 24% stated dangers from traffic.

Like all people, children have diverse interests and needs. This indicator measures the extent to which Waitakere provides sufficient things for young people to do. The 2007 survey results found that approximately 50% of respondents thought that there are sufficient things for children to do in the city.

▲ **Figure 16: Percent of residents who agree and disagree that there are sufficient things for young people to do in the city (2000-2002 and 2006-2007)**



Source: Waitakere City Council, KPI survey



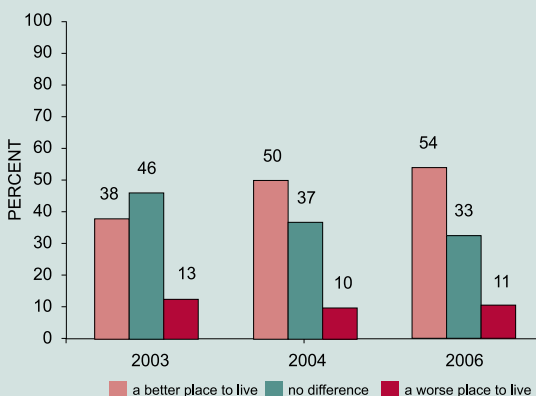
Cultural diversity

- The proportion of residents who think cultural diversity makes Waitakere a better place appears to be increasing

The intent of the Strong Communities platform is to ensure the diversity of lifestyles and cultures in Waitakere are enjoyed. This is important given the increased diversity that is projected to occur in Waitakere in the future. This indicator measures the extent to which people think cultural diversity makes the city a better or worse place to live. Over 50 percent of residents thought that increased cultural diversity made the city a better place to live. This proportion has increased over the three surveys but the change between 2004 and 2006 is not statistically significant¹⁸.

Of those who thought increased cultural diversity made the city a better place to live in the 2006 survey, 63% of residents stated they thought diversity would bring new perspectives and ideas to the city, and 66% said it provided an opportunity to learn about other cultures.

Figure 17: Percentage of residents who feel that diversity makes city better/worse place to live (2003, 2004 and 2006)



Source: *Quality of Life 2003, 2004, 2006*

People of Asian and Pacific ethnicities were significantly more likely to think increased cultural diversity made the city a better place to live. There were no significant differences between age, gender or household income.

