

LOCAL BOARD WORK PLAN FOR GLENFIELD COMMUNITY CENTRE (Schedule 1) July 2018 - June 2019

Local Board (LB) Priorities	Long-Term Outcomes	Short-Term Outcomes	Activities within this programme	Key Indicators	Timeframe
	End state of the community as a direct result of a programme, activity or service	Annual outcomes	How we achieve? What we do?	Measure of success, how will we know?	
Outcome 1) Our people identify Kaipātiki as their kāinga (home).	People feel a sense of belonging and are connected to their community.	Improved communication linkages and feedback processes with local media, Business Groups, Community Houses, Centre users and stakeholder groups.	Maintain a User/stakeholder database. Continue to update existing GCC website and resources. Provide links to feedback surveys. Deliver monthly electronic newsletters. Increase Social Media presence.	Increased use of Centre facilities (rooms booked, hours utilised). Monitor website use through Google Analytics. Direct user feedback - email, face-to-face contact, Facebook.	Ongoing. Review/update annually.
	Our heritage is protected and celebrated.	Encourage and support a range of events that celebrate aspects of our diverse community and promote our identity.	Installation of Community Mural depicting historical Glenfield. Completion and distribution of updated Glenfield Heritage pamphlet to schools and Libraries. Record and publish on our website the history of the Centre and its community.	Community Feedback around mural, uptake of pamphlets. Monitor website use through Google Analytics.	6 months - 1 year.
Outcome 2) Our natural environment is protected for future generations to enjoy	Our communities are environmentally aware and work together to live sustainably.	Reduce environmental footprint using sustainable practices.	Use of energy efficient lighting, heating and appliances, use of reusable and green products, education of user groups around sustainability strategies.	Comparison of utility consumption: kWh, water litres, hand towel consumption, physical waste and recycling	Ongoing. Review/update annually.
Outcome 3) Our people are healthy and active	More people are more active, more often.	Support area-wide multi-cultural events, activities and initiatives.	Provide spaces (in some cases free of charge), for groups to utilise. Assist by publicising information through GCC website, monthly electronic newsletters and social media to Centre users and stakeholder groups. Produce a coordinated marketing strategy.	Participation in community events (e.g. ANZAC Day commemoration, Glenfield Lions' Santa Parade, Health and Learning Expo, Repair Cafe). Increased use of Centre facilities (rooms booked, hours utilised). Activities planned by other groups take place at the Centre. Feedback surveys. Track engagement by group, type and activity.	Ongoing. Review/update annually.
	A Demonstration Community Garden with associated resources is established for use by the local community.	Three-stage project involving initial planning and development, establishing partnership programmes with Glenfield College, Bunnings Warehouse, Gardens 4 Health (Diabetes NZ), Dementia Auckland, and the Kaipātiki Project.	Build and resource garden facility, develop processes and community resources, advertise and document progress. Encourage local community to support the initiative.	Participation rates, direct feedback from user groups, return completed planters to local community.	1 - 3 years. Review annually.
	Mentally-well, active, and aware Community with strong interconnectedness and understanding of the Five Ways of Wellbeing.	Incorporate the evidence-based Five Ways of Wellbeing, Nga Ara Rima, into our best practice: Connect (Whakawhanaungatanga); Give (Koha me te Aroha); Take Notice (Kia Mataara Mohiotanga); Keep Learning (Whakatewhatewha), and Be Active (Mahi kakamā). This is particularly important to the enhancement of flourishing, particularly within a Māori world view (He Puawaitanga).	Partner with the Mental Health Foundation and other local related organisations (e.g. Raeburn House) to promote mental health awareness throughout our Community via User programmes, information sharing, links through the GCC Website and integration of the Ways of Wellbeing principles into Centre management best practice: Build emotional connections with stakeholder groups. Be positive, upbeat and aspirational. Utilise the Open Minds project to equip managers with the confidence and skills to talk about mental health in the workplace including at least one workplace seminar annually and integration into strategic plans and performance reviews.	Increased emotional connections with stakeholders. Positive feedback from users and community. Increased awareness of where we stand in relation to our community and their needs and wants. Healthier workplace conversations, support networks, policy and practice.	Ongoing. Review/update annually.

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	Increased level of Health and Wellness awareness of parents and caregivers of 0 - 5 year olds in the Kaipātiki area.	Stage a 'Health & Learning Expo' each year, partnering with Plunket Glenfield, Glenfield Early Learning Centre, Local Primary Schools, other Parent Education and Support groups	Encourage participation from parents/ caregivers, and Community groups focussed on delivering health, learning and wellness outcomes.	Participation rates, feedback surveys, event report.	Ongoing. Review annually.
Outcome 4) Getting to and around Kaipātiki is easy	Develop a sustainable transport strategy for the Centre that encompasses walking, cycle and bus routes, and carpooling options for use by persons hiring the Centre.	Provide a "How best to get to our Centre" guide to incorporate alternative transport strategies to be distributed to hire groups. Work alongside Bike Kaipatiki to promote cycling around the Ward.	Utilise point of sale (pamphlet information, maps) and signage to provide information on links to buses, walking and cycle routes and carpooling to Users (especially high density groups). Place transport related information on GCC website. Monitor Centre carparking especially during peak periods. Update User Groups via monthly bulk electronic newsletters.	User feedback survey report (quantitative and qualitative data). Google analytics reports on website activity. Improved Community pathfinder signage. Reduction in use of single person vehicles to and from the Centre.	Ongoing. Review annually.
	More people choose to take public transport, walk or cycle to get to work, school or to go about their daily lives.	Increase the number of persons using bicycles to come to the Centre.	Install cycle racks and publicise information around use and availability of bicycles. Partner with Bike Kaipatiki and hire cycle providers.	Monitor and record usage. Feedback surveys.	Ongoing. Review annually.
Outcome 5) Our urban centres are vibrant	Investigate the viability of developing a "Glenfield Business Information Network" involving local businesses with the aim of a vibrant, safe and supportive business and community environment.	Distribute survey, publicise forum, encourage participation and buy-in, develop tangible commonly-agreed outcomes. Liaise with KLB and other stakeholder groups.	Initial survey of business and social services within a 1 km radius of Centre. Electronic information newsletter distributed to those interested. Survey results drive focussed common goals. Bi-monthly meetings of groups to discuss ways to achieve common goals.	Participation rates in survey, sign-up for e-newsletter, and at bi-monthly meetings. Development and advertising of shared goals and objectives.	Ongoing. Reviewed annually.
Outcome 6) Our community facilities and infrastructure are high quality and well managed	Glenfield town centre is strengthened as a hub with an increased sense of place.	Community Centre's physical infrastructure is returned to full capacity within 5 years. Investigate funding for repairs and renewals.	Work with KLB, ACE and Council to fully scope and develop a project plan to manage re-cladding and water-proofing of Centre. Source funding to support plan. Pursue legal redress through Parker and Associates Class Action versus James Hardies.	Weather tightness issue resolved after restorative work is completed.	3 - 5 years. Review/update annually.
	Centre reflects and models embedded best management practices.	Develop long-term strategies to benchmark management processes and embed best practice.	Continue to review best practice models at other Community Centres. Build joint policy resource. Succession strategy for Governance. Continue to improve Relationships, Internal Capacity and Capability, and Financial Viability.	Centre policy and processes updated to reflect best practice. Resources available for other Centre Managers to use and update as required.	Ongoing. Reviewed annually.
	Booking system and Accounting Systems are integrated to allow better streamlined work practice and customer service.	Investigate available room booking software and evaluate it alongside Xero.	Survey other houses, contact Xero for information, undertake trials.	Reduction in time for processes monthly account statements, feedback from customers.	6 months - 1 year.
Outcome 7) Services are well managed and meet community needs	Strong partnerships with other Kaipātiki Community Centres/Houses, Community Groups and Social Services.	Attend regular monthly Community House (North) meetings coordinated by Arts Community and Events (ACE). Participate in Professional Development programme coordinated alongside KLB, KCFT, and Hearts and Minds	Regular meetings with Kaipātiki Community House/Hub/Centre/Place Managers, Service providers Centre Glenfield Leisure Centre Manager, Glenfield Librarian, and Kaipātiki Community Facilities Trust staff.	Shared best practice initiatives and programmes. Linked institutional knowledge. Common Resources.	Ongoing. Review/update annually.

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	Continue to provide long-term space to appropriate Community service groups (e.g. Plunket, Beneficiaries Advisory Information Service, Dementia Auckland, Literacy Auckland North, Sweet Charity Home Store).	Continue to target relevant community services that could be integrated into the Kaipātiki community.	Provide space to groups (on occasion free depending on need assessed on a case-by-case basis). Benchmark against other Auckland-wide services.	Increased use of Centre facilities (rooms booked, hours utilised). Direct user feedback - email, face-to-face contact, Facebook.	Ongoing. Reviewed annually.