

LOCAL BOARD WORK PLAN FOR GLENFIELD COMMUNITY CENTRE (Schedule 1) 2015-2016					
Local Board (LB) Priorities	Long-Term Outcomes End state of the community as a direct result of a programme, activity or service	Short-Term Outcomes Annual outcomes	Activities within this programme How we achieve? What we do?	Key Indicators Measure of success, how will we know?	Timeframe
Proud, positive communities that embrace the diversity of Kaipātiki.	Local community fully-understand the range of activities and services available and provided through the Centre.	Improved communication linkages and feedback processes with local Business Groups, Community Houses, Centre users and stakeholder groups.	Develop a User/stakeholder database. 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.	6 months - 1 year. Review/ update annually.
	Supported area-wide multi-cultural events, activities and initiatives.	Establish and strengthen links to Māori, Pasifika, Asian and other cultural groups within and external to the Centre and its stakeholders.	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.	Increased use of Centre facilities (rooms booked, hours utilised) by local Māori, Pasifika, Asian, groups etc. Activities planned by other groups take place at the Centre. Feedback surveys.	Ongoing. Review/ update annually.
	Strong partnerships with other Community Houses and Kaipātiki Community Facilities Trust.	Attend regular monthly Community House meetings coordinated by Community Development Arts and Culture (CDAC).	Schedule independent meetings with Community House Managers and Kaipātiki Community Facilities Trust staff.	Shared best practice initiatives and programmes. Linked institutional knowledge.	Ongoing. Review/ update annually.
Green open spaces and environments that enable active and healthy lifestyles and protect our natural heritage	Promote Healthy eating practices through partnering with 'Kai Auckland'.	Promote Kai Auckland's simple integrated approach to food.	Initiate waste reduction guidelines for groups using the Centre's commercial kitchen. Encourage healthy eating practices through our Early Learning Centre. Partner with our local groups to support community garden projects.	Reduced organic/ inorganic waste at the Community Centre. Some uptake, dissemination of Kai Auckland projects/programmes. Community feedback.	Review/ update annually.
	Assist our Community to stay mentally well.	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.	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.	Ongoing. Review/ update annually.
A connected Kaipātiki through a range of transport links, both within and beyond our area	Develop a sustainable transport strategy for the Centre that encompasses walking paths, cycle and bus routes, and carpooling options for use by User Groups, Staff and Community.	Liaise with Auckland Transport to understand existing transport strategies for Glenfield and develop appropriate options for the Centre. Undertake a transport survey to better understand loading and community needs around the Centre.	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.	6 months - 1 year. Review/ update annually.

LOCAL BOARD WORK PLAN FOR GLENFIELD COMMUNITY CENTRE (Schedule 1) 2015-2016					
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?	
Vibrant town and village centres and a thriving local economy	Restored Mission Hall becomes a destination and focal point celebrating local history, community and shared Community vision.	Centennial celebration for 'Returning the Mission Hall to the Community'.	Formal evening function involving key stakeholder groups and dignitaries. Daytime gala/ festival partnering with Centre User groups and local Community.	Community participation. Collection and sharing of community history and stories.	3 months.
	Support local business group initiatives.	Promote information to User groups. Create links between both groups.	Provide space and coordinate and promote regular meetings with key local businesses.	Opportunities are given to groups and individuals to run small interest groups. Some spaces may be provided for this free of charge on a case-by-case basis.	Ongoing. Review/ update annually.
	Strengthened employment opportunities and local economy	Market Stall Holders make greater use of commercial kitchen.	Centre's commercial kitchen is well-utilised by small business with linkages to the Glenfield Night Market and local community groups	The kitchen is used by small business holders to help grow the local economy.	Ongoing. Reviewed annually.
	Community stories and images displayed prominently.	Record and publish user stories and histories (including around Mission Hall) and heritage. Design external display for Glenfield Road cinder block wall.	Place historical information and stories onto GCC website, into monthly electronic newsletter and on social media. Engage local artists to produce mural celebrating Glenfield stories through Kaipātiki Community Trust. Fund project through Local Board and Business Group.	Direct feedback. Completed mural.	Ongoing. Review/ update annually.
Community facilities, assets and services that are high quality, well-managed and meet our communities' needs	Community Centre is returned to full capacity within 5 years.	Work to upgrade physical infrastructure.	Fully scope and develop a project plan to manage recladding and water-proofing of Centre. Source funding to support plan.	Water tightness issue resolved after restorative work is completed.	3 - 5 years. Review/ update annually.
	Restoration of the Mission Hall	Use the funding received for restoration to complete the upgrade	Complete fire sprinkler compliance in cupboards for Building Warrant of Fitness. Fit disabled access plate. Complete carpet matching.	Restoration fully-funded. Hall returned to use by community.	3 months.
	Centre remains actively involved in the business of community development with embedded best management practices.	Develop long-term strategies to benchmark management processes and embed best practice. Update Centre's Strategic Plan (2015 - 2018). Produce scoping study around targeted Community Development initiatives for Centre.	Undertake Management Audit of processes. Review best practice models at other Community Centres. Seek support through Local Board and Council. Engage Volunteers to conduct scoping study and report.	Centre policy and processes updated to reflect best practice. Report completed. Community development planning scope undertaken in conjunction with Council's advisor	6 months - 2 years. Review/ update annually. Start before end Quarter 1
	Continue to provide long-term space to appropriate Community service groups (e.g. Plunket, Beneficiaries Advisory Information Service, Alzheimers NZ (Auckland), Literacy North Shore).	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.