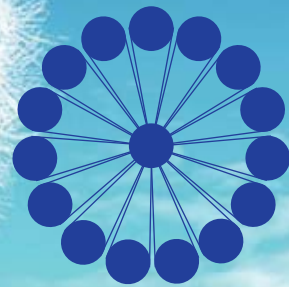


Presentation to Kaipātiki Local Board
June 2018



GLENFIELD
Community Centre

Ko te Hapori tō mātou Pokapū
Community is at our Centre

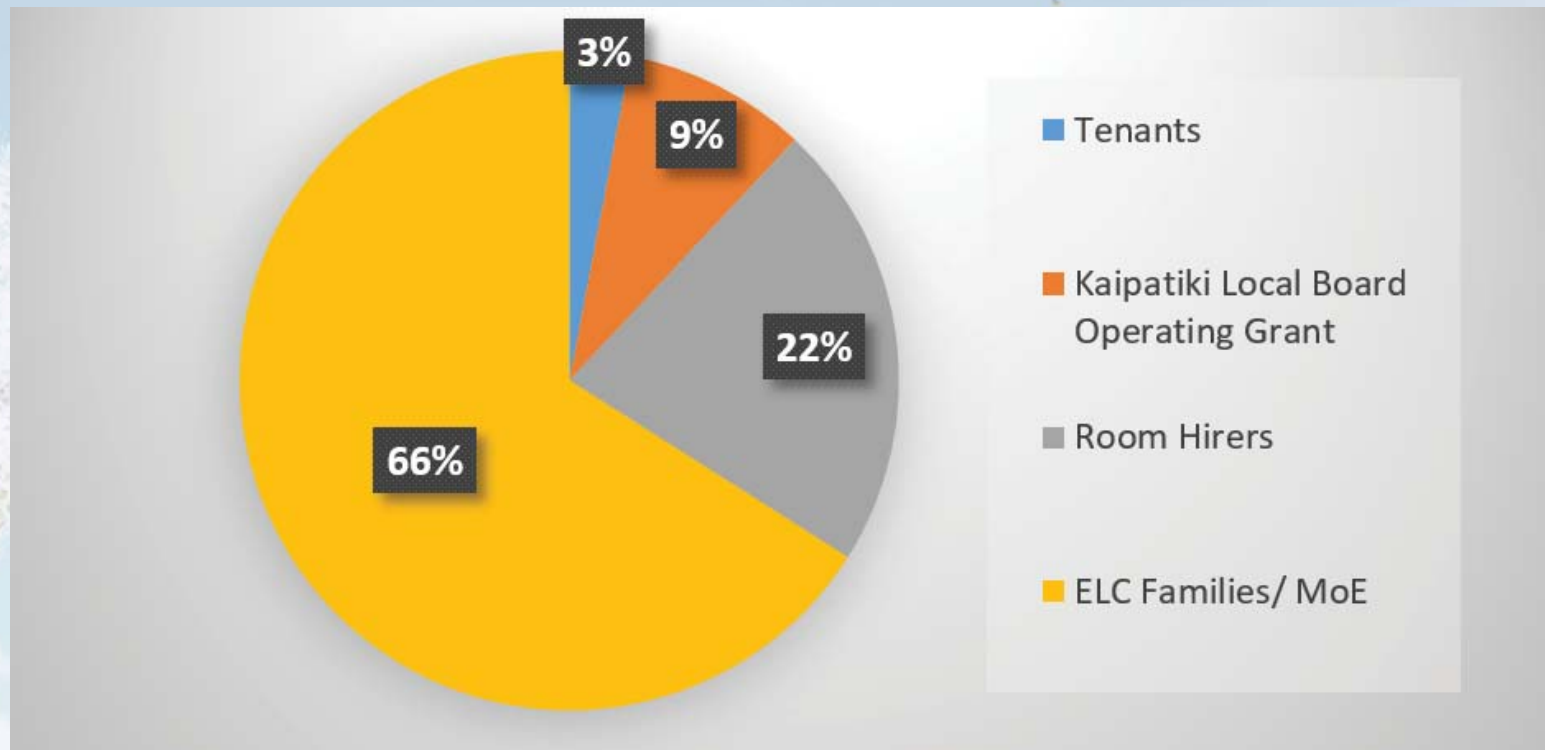
2017/2018 Highlights

- Weather-tightening Presentation to KLB (August 2017)
- Memorial Stone Re-Dedication (September 2017)
- Joined Class Action vs. James Hardies (November 2017)
- Santa Parade (December 2017)
- Installation of Canopy at carpark entrance (January 2018)
- Repair of retaining wall on Library boundary (February 2018)
- Health and Learning Expo (March 2018)

2017/2018 Highlights

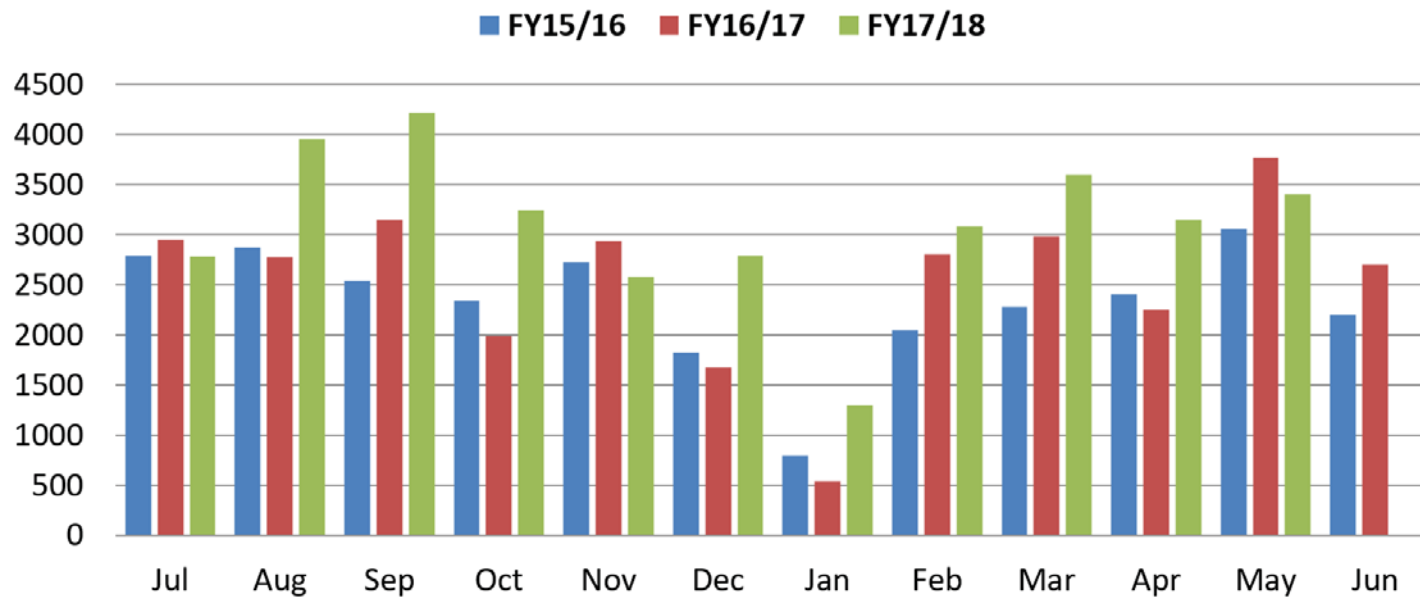
- Sound Insulation of Early Learning Centre (April 2018)
- Repair Cafe (April 2018)
- Glenfield Heritage Pamphlet (May 2018)
- Invasive Plant Audit (June 2018)
- Historic Mural (June 2018)
- Jan Tasker received NZ Order of Merit in Queen's B'Day Honours

Key Revenue Streams



Total Visits – Increased from 30,524 in 2016/17 to 34,086 in 2017/18

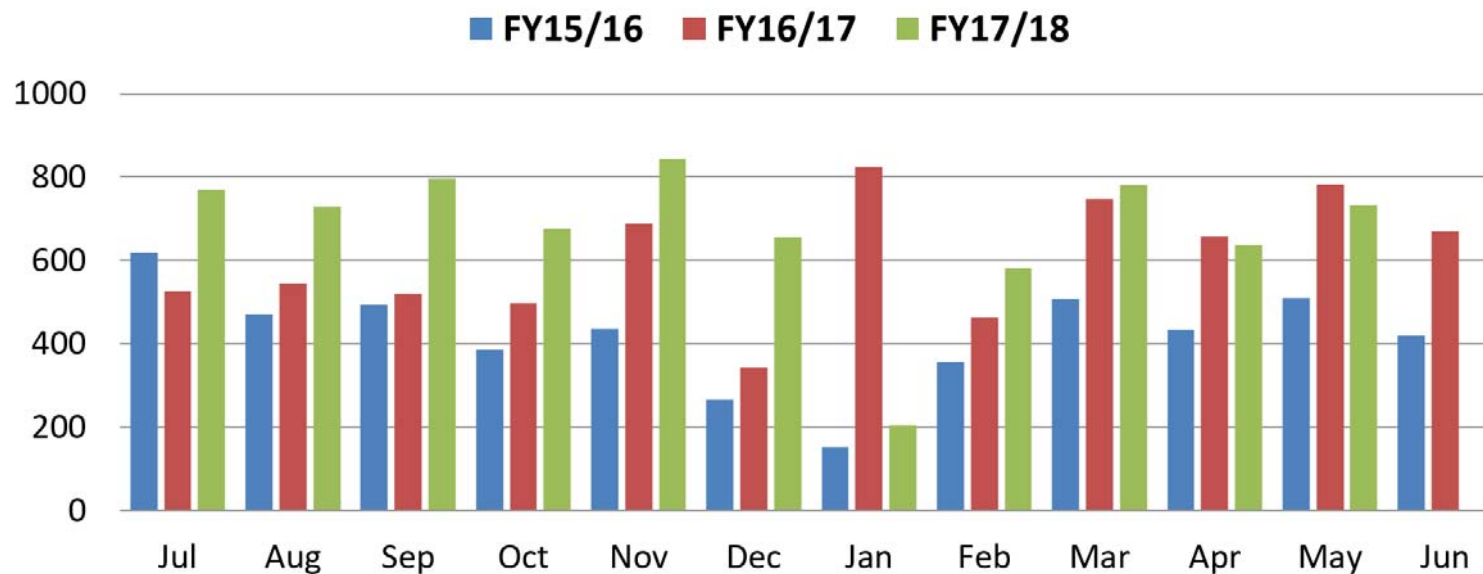
Total Visits



Note: this figure does not include visits to our Tenant Groups: Plunket, BAIS, Literacy Auckland North, Dementia Auckland or Sweet Charity

Total Hours Booked – Increased from 7,265 in 2016/17 to 7,409 in 2017/18

Total Hours Booked

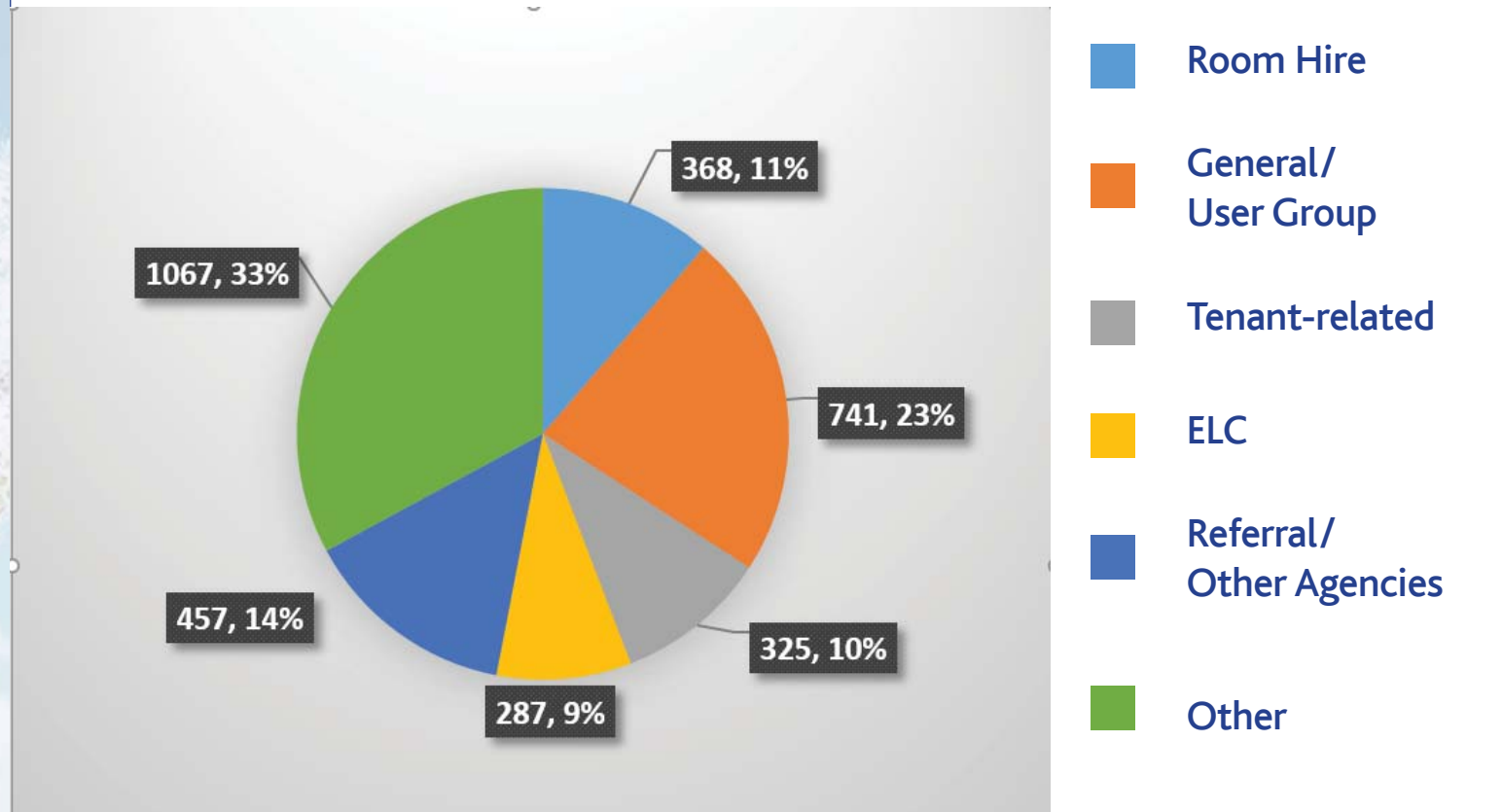


60 – 70 Individuals/User Groups Hire on average of 205 times/month



Engagement July 2017 - May 2018 (3,245)

Enquiries Received, Advice Given, People Referred, General Assistance Provided



Customer Satisfaction Survey:

(Survey size 300, Response Rate 18%, Margin of Error +/- 10%)

- 57% of persons found information via our website, 14% through a verbal recommendation, and 14% were a repeat client.
- 75% were either very satisfied or satisfied with our Room Booking and Hire system
- 43% utilised space for between 20 and 40 persons
- 43% were attracted to use the Centre because of its price, location, facilities, and availability.

Customer Satisfaction Survey:

(Survey size 300, Response Rate 18%, Margin of Error +/-10%)

- 100% found the Staff friendly and helpful
- 83% our booking process easy, we met their needs, and found the overall level of service high
- 83% found our fees reasonable
- 90% would recommend our service to other clients
- 90% were very likely or likely to use our service again.





OUR VISION

"We are focussed on recognising and responding to the social, cultural, recreational and educational needs of the Glenfield/ Kaipātiki Community, and finding ways to meet these needs with special recognition for those who have the least opportunity to participate in decision-making in the community."

OUR CORE PURPOSE

To recognise and respond to the social, cultural, recreational and educational needs of the Community and find ways to meet these needs, with specific recognition for those who have the least opportunity to participate in decision-making in the Community.

OUR VALUES

To provide services to families in Glenfield and its wider community with particular attention being paid to those who are disadvantaged;
To be a source of information and referral for Glenfield people; Respond where appropriate to expressed community needs;
Liaise with other organisations, institutes and individuals to raise community awareness of issues that affect the community;
Administer and maintain buildings, facilities and equipment for community needs; Be a Centre for community activity;
For the Centre to be accountable to the Local Community.

STRATEGIC OUTCOMES

Relationships

- Partner with Local Businesses and other Social Profits that share the Centre's Values to deliver services that benefit Local Community.
- Deliver Community Events focussed on need.
- Strengthen relationship with Kaipātiki Local Board and Auckland Council.
- Create Community Spaces and Connections.

Internal Capacity & Capability

- Develop Risk Management Plan for Centre.
- Resolve Weather-tightening problem alongside principal stakeholders (Methodist Church, Council).
- Complete Policy review and develop SOP for key areas.
- Align Constitution with new Inc. Societies Act.
- Develop Succession Plan for Governance and Mgt.

Financial Viability

- Increase Room hire and utilisation.
- Integrate online Booking system with Xero.
- Develop sponsorship of spaces by Local Business.
- Review Early Learning Centre Business Model and identify opportunities for growth.
- Develop Donations and Bequests programme.

MEASURES

- Increased number of Business and Social Profit contacts and networks.
- Increased range of services provided or accessible.
- Increased number and scale of community events.
- More services align with KLB and Council priorities and planning.
- Increased Community awareness of Centre and services provided.

- Risk Management Plan completed and reviewed.
- Formation of Weather-tightening Action Group comprised of lease partners, agreed plan of action.
- Complete key policy schedule and review, policy ratified by Governance.
- Completed Constitution and remits accepted by Governance and Membership.
- Clear Succession Plan communicated to all key stakeholders.

- Monthly Room Hire and Utilisation statistics reports.
- Internal Staff Surveys.
- Customer Satisfaction Surveys.
- Community Engagement review.
- Redeveloped ELC Business Plan.
- Increase in donations and bequests.



Strategic Relationships

Outcomes

- Partner with Local Businesses and other Social Profits that share the Centre's Values to deliver services that benefit Local Community.
- Deliver Community Events focussed on need.
- Strengthen relationship with Kaipātiki Local Board and Auckland Council.
- Create Community Spaces and Connections.

Measures

- Increased number of Business and Social Profit contacts and networks.
- Increased range of services provided or accessible.
- Increased number and scale of community events.
- More services align with KLB and Council priorities and planning.
- Increased Community awareness of Centre and services provided.

Strategic Capacity and Capability

Outcomes

- Develop Risk Management Plan for Centre.
- Resolve Weather-tightening problem alongside principal stakeholders (Methodist Church, Council).
- Complete Policy review and develop SOP for key areas.
- Align Constitution with new Inc. Societies Act.
- Develop Succession Plan for Governance and Mgt.

Measures

- Risk Management Plan completed and reviewed.
- Formation of Weather-tightening Action Group comprised of lease partners, agreed plan of action.
- Complete key policy schedule and review, policy ratified by Governance.
- Completed Constitution and remits accepted by Governance and Membership.
- Clear Succession Plan communicated to all key stakeholders.

Strategic Financial Viability

Outcomes

- Increase Room hire and utilisation.
- Integrate online Booking system with Xero.
- Develop sponsorship of spaces by Local Business.
- Review Early Learning Centre Business Model and identify opportunities for growth.
- Develop Donations and Bequests programme.

Measures

- Monthly Room Hire and Utilisation statistics reports.
- Internal Staff Surveys.
- Customer Satisfaction Surveys.
- Community Engagement review.
- Redeveloped ELC Business Plan.
- Increase in donations and bequests.

KLB Plan Outcome 1: Our people identify Kaipātiki as their kainga (home)

New:

- Install **Community Mural** depicting historical Glenfield
- Update and distribute pamphlets on **Heritage Glenfield**
- Participate in the **Fairy Door** programme alongside the other Kaipātiki Houses/ Hubs and Centres



**KLB Plan Outcome 2: Our natural environment is protected
for future generations to enjoy**

Ongoing:

- **Sustainability Initiatives**—continue to reduce environmental footprint using sustainable practices: energy efficient lighting, heating and appliances, use of reusable and green products, education of user groups around sustainability strategies.
- **Pest-free Initiatives**—continue with pest eradication and management strategies, removal of invasive plants, support in education around invasive plants and animals.

New:

- **Zero Waste Initiatives**—potential introduction of a recycle station.



KLB Plan Outcome 3: Our people are healthy and active

Ongoing:

- **Five Ways to Wellbeing**—continue to support ways to integrate the five ways into the Centre's work practice and support community initiatives around mental health and wellbeing.
- **Health & Learning Expo**—continue to run this as an annual event providing information and support for families with children between the ages of 0-5 years.
- **Demonstration Community Garden**—continue work to fund, support and develop a community garden in the Centre's courtyard to provide the Community with information around sustainable practices and give local school groups and volunteers an opportunity to be involved.



KLB Plan Outcome 4: Getting to and around Kaipatiki is easy

Ongoing:

- Encourage user groups to use **Alternative Transport Options** when visiting the Centre.

New:

- **Install Bicycle Racks and Information Boards** about bike tracks and walking tracks around Kaipatiki.



**BIKE FRIENDLY
KAIPĀTIKI**

KLB Plan Outcome 5: Our urban centres are vibrant

Ongoing:

- Undertake a survey of Glenfield township businesses to determine whether there is interest in establishing a **Business Information Network**.



New:

- Work alongside the Local Board's plan for the **Revitalisation of the Glenfield Town Centre** through **Community Placemaking** initiatives.

KLB Plan Outcome 6: Our community facilities and infrastructure are high-quality and well-managed

Ongoing:

- Work with Council to **Resolve Weather-tightening issues** with the building through formation of an Action Group, plan and timeline.



New:

- Resolve remaining **Legacy Capex Repairs**, maintenance and renewal issues.

KLB Plan Outcome 7: Services are well-managed and meet community needs

Ongoing:

- Continue annual Customer Satisfaction Survey
- Continue to Upgrade Facilities and Services.

New:

- Integrate online Booking System with Xero Accounting package.





North Shore
Auckland
Community
House
Directory



Repair Café
Repair . Recycle . Renew
Saturday 21 April 2018



Glenfield Mission Hall
Memorial Tablet Dedication



BIKE FRIENDLY
KAIPĀTIKI



COMMUNITY GARDEN PLAN

