

LOCAL BOARD WORK PLAN FOR GLENFIELD COMMUNITY CENTRE (Schedule 1) 2016-2017					
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.	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.
	Local community involved in the election of candidates for the 2017 Kaipātiki Local Board and Auckland Mayoralty..	Partnerships with Local Residents' Associations (Birkenhead, Beach Haven) to facilitate and advertise forum for candidates to meet with and talk with the local community.	Host a 'Meet the Candidates' meeting at the Mission Hall. Coordinate advertising and support other local groups to host similar local meetings.	Participation by candidates and public.	September 2017.
	Support 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, Kaipātiki Community Facilities Trust, Glenfield Leisure Centre, and Glenfield Library.	Attend regular monthly Community House meetings coordinated by Arts Community and Events (ACE).	Schedule independent meetings with Community House Managers, Glenfield Leisure Centre Manager, Glenfield Librarian, 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	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), Alzheimers NZ, 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.
	Increased level of Health and Wellness awareness of parents and caregivers of 0 - 5 year olds in the Kaipātiki area.	Stage a 'Health & Wellness Expo' at least once a year, partnering with Health and Wellness providers including our Glenfield Early Learning Centre, Local Primary Schools and Parent Education groups	Host six-monthly 'Health and Wellness Expos' in our Mission Hall, encourage participation from groups focussed on delivering health and wellness outcomes.	Participation rates, feedback surveys, event report.	Ongoing. 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.	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.

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A connected Kaipātiki through a range of transport links, both within and beyond our area	Develop a sustainable transport strategy for the Centre and Kaipātiki that encompasses walking paths, cycle and bus routes, and carpooling options for use by the local community.	Liaise with Auckland Transport to understand existing transport strategies for Kaipātiki and develop appropriate options for the Centre. Undertake a transport survey to better understand loading and community needs around the Centre. Partner with Auckland Transport and the KLB Transport representatives.	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.
Vibrant town and village centres and a thriving local economy	A Glenfield Business Information Network 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.	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.
	Community heritage stories and images available to public.	Record and publish user stories and histories (including around Mission Hall) and heritage. Design mural 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.	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's physical infrastructure is returned to full capacity within 5 years.	Work with Council 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.
	Centre reflects and models embedded best management practices.	Develop long-term strategies to benchmark management processes and embed best practice. Update Centre's Strategic Plan.	Continue to review best practice models at other Community Centres. Build joint policy resource. Succession strategy for Governance. Develop a mentor/ cadet programme and supporting induction documentation.	Centre policy and processes updated to reflect best practice. Resources available for other Centre Managers to use and update as required.	Ongoing. Reviewed annually.
	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.