

# Community Services and Facilities Plan

Palmerston North

SMALL CITY BENEFITS, BIG CITY AMBITION

2018/21

Te Kaunihera o Papaioea  
Palmerston North City Council









To fulfil the vision of small city benefits, big city ambition the Council has adopted five goals. The Connected Community Strategy was developed to achieve **Goal 3: A connected and safe community**, and this plan shows how the Council will contribute to achieving this goal.

Community facilities, including community centres and libraries, help provide people with opportunities to participate in community activities. These facilities can encourage attendance at courses and support groups, give people opportunities to learn new skills, and let them contribute their own resources to the wider community. In the past, Council has promoted a variety of approaches to planning and developing new community facilities.

Council planning and support needs to reflect changing needs so that community services and facilities services remain relevant and are the best use of limited resources. All of Council's community support and service planning needs to reflect digital literacy and inclusion. Council will continue to develop, support, and advocate for community services and facilities where they

are most needed. This means working to identify gaps, as well as new opportunities to promote and develop community connections. Council will work with its partners to ensure it responds to the changing needs of all of the community, to promote inclusion and prosperity. A stand-out example of redeveloping a facility in response to change is the current Library of the Future project. In future, Council will develop a coherent approach to planning all new and continuing community facilities, based on community need rather than equitable geographic distribution.





**The purpose of the Community Services and Facilities Plan is to *develop, provide and advocate for services and facilities that create a connected, welcoming and inclusive community (Priority 1, Connected Community Strategy).***

The Council provides the City Library, four community libraries (Ashhurst, Awapuni, Highbury/Te Pātikitiki, and Roslyn), the mobile library and Youth Space.

The Council also provides eight community centres, cemeteries (at Kelvin Grove, Terrace End, Ashhurst, and Bunnythorpe), a crematorium (at Kelvin Grove), and public toilets throughout the city.





## Where we are now

- Council libraries, including Youth Space, provide a range of collections, services and programmes that:
  - are well used
  - are diverse, and developed in response to community need
  - facilitate access to information
  - are responsive to changing technology
  - provide opportunities to learn skills for personal development or to enable social participation and inclusion
  - provide assistance with job seeking, referral to social services, and individual support
  - facilitate content creation
  - provide opportunities to deliver services in partnership with other providers.
- There is a high level of satisfaction with library services and programmes.
- Some library programmes are provided community-wide, and others are targeted at particular communities.
- Library spaces provide opportunities to deliver a wide range of cultural and community services.
- Community needs are evolving and changing quickly.
- There is a growing need for digital literacy skills, as well as for the access to computer software and hardware.
- There is a lack of knowledge about how well library services are responding to changing technologies.
- Library users are increasingly presenting with complex social issues and needs.
- A Kelvin Grove community hub is being planned, to co-locate library services with other community service providers and/or retailers.
- A Bunnythorpe community facility is being planned.
- The location and design of Te Pātikitiki is not optimal for meeting community needs; an issue and options review is currently underway.
- Library outreach services are provided in the community (for example, in schools and residential facilities).
- Most of the city's eight community centres are well used, and each caters to the needs of its local community.
- Cemeteries (at Kelvin Grove, Terrace End, Ashhurst and Bunnythorpe) and a crematorium (at Kelvin Grove) are meeting community needs.
- Public toilets are provided throughout the city, in parks and reserves, in community centres and libraries, and in civic areas.
- Some public toilets do not meet accessibility standards and are not gender neutral.



## Where we want to be

- Collecting, curating and providing access to knowledge, ideas and works of the imagination that:
  - are focused (but not exclusively so) on meeting the needs of communities with the greatest needs
  - take into account the rate and frequency of technological change
  - take into account changing preferences and the diversity of the PN population
  - facilitate greater access to Māori materials and collections
  - strengthen literacy for everyone
  - use self-service technology for the issue of most library materials.
- Co-creating and providing programmes that:
  - foster the joy of reading and support the development of literacy in all its forms

- enable independent lifelong learning, research and innovation
- integrate digital inclusion initiatives
- promote community connections and respond to social isolation.
- Providing library spaces that are:
  - accessible
  - in places that suit the community
  - are maintained and delivered in response to identified needs
  - welcoming to all people, including those who are socially isolated
  - provide opportunities for partnerships with other providers.
- Any new facilities are developed in partnership to provide integrated services.
- Te Pātikitiki meets community needs.
- The proposal for the new Kelvin Grove community hub is reviewed with regard to Council's strategic direction.
- Bunnythorpe community facility is thriving.
- Library staff are equipped to respond appropriately to the social needs and issues of users.
- Library outreach services are more responsive to community needs.
- Supporting the provision of community centres that:
  - are well run by management committees
  - have agreed user satisfaction measures in place
  - are easy to book and access.
- Providing cemeteries that meet the anticipated needs of the community.
- Extending the current cemetery and cremation services to include a natural burial option.
- Providing sufficient, well-located public toilets that are accessible and gender neutral.



## How we're going to get there

### Day to day / ongoing actions to achieve the purpose

- Provide library collections that:
  - include a range of books, including eBooks and eAudiobooks, print and digital magazines and newspapers, movies, and music for issue to members
  - provide access to some electronic and print collections to the public (including to non-members)
  - include Māori collections and resources
  - can be accessed anywhere and anytime
  - are reflective of the interests and needs of the diverse community
  - inspire creativity and active participation.
- Provide library services and programmes, and community-based initiatives that:
  - include information and research resources, and one-to-one help
  - Include a range of digital reference resources
  - support literacy, in all its forms
  - are opportunities to be creative, learn creative skills, and showcase creative endeavours
  - focus interests and needs of the diverse community
  - enhance lifelong learning (e.g. communication in mother tongue, communication in foreign languages, STEM competencies, digital competence)
  - integrate digital inclusion initiatives.
- Provide library spaces that:
  - are supported by people
  - are available and used for making and creating
  - are available and used for formal and informal community conversations
  - are accessible and welcoming to all
  - support and enable access to online services
  - provide opportunities for public discussion, critical thinking, and debate.
- Provide a planned library outreach programme in response to changing needs and aspirations.
- Support the provision of existing community centres.
- Provide cemeteries (at Kelvin Grove, Terrace End, Ashhurst and Bunnythorpe) and a crematorium (at Kelvin Grove).
- Provide public toilets throughout the city.
- In the refurbishment programme for public toilets, include conversion to gender neutral and accessible configuration.

### New ongoing actions to achieve the purpose

- Develop a community centre policy (in consultation with community centre committees) that includes agreed user satisfaction measures.
- Monitor use of, and satisfaction with community centre, community centres.
- Investigate the benefits, options and potential costs for the provision of hi quality wi-fi in all Council libraries and other community facilities.





## Actions contributing to Council's strategic themes

### Specific programmes to achieve the purpose (with timeframe)

- Develop and implement a digital inclusion framework for library services (by end of 2019/2020).
- Upgrade central library and implement the Library of the Future redevelopment (by end of 2019/2020).
- Develop the Bunnythorpe Community Hall (by end of 2019/2020).
- Review the proposal for the new Kelvin Grove community hub with regard to Council's strategic direction (by 2018).
- Develop a centralized digital booking and information system in conjunction with other Council online services (by end of 2018/2019).
- Identify opportunities for, and develop, a community hub in Highbury (by end of 2018/2019).



### a) Smart city practices

- Incorporate digital inclusion initiatives in all library service development and provision.
- Encourage the uptake of self-service issuing technology.

### b) Sustainable practices

- Incorporate demographic projections and information about community needs into all development and review of community facilities.

### c) Iwi partnerships

- Engage with Rangitāne o Manawatū in regards to future development of facilities and programmes.

### d) Strategic partnerships

- National Library of New Zealand and other public libraries, e.g. Kōtui consortia.
- Programme providers (e.g. Massey University).

## Measures of success



- Increase in digital inclusion among library users
- Library users and programme participants are satisfied with services
- Library programmes, libraries and community centres are demonstrably responsive to diverse community needs
- Cemetery provision meets the legislative requirements
- Public toilets are accessible, appropriately located and gender neutral

## Related policies



- Kaupapa Reo Māori – Māori Language Policy
- Bilingual Guidelines
- Burial and Cremation Act 1964
- Cemeteries and Crematoria Bylaw

**Long-term Plan levels of service**

Council provides library services including physical and digital content and the facilitation of programmes to support digital inclusion, access to information, literacy, lifelong learning, cultural and creative expression and social inclusion.

Council provides public toilets throughout the city, in parks and reserves, community centres and hubs, and libraries, and civic areas to meet people's needs.

Council provides community centres and hubs to cater to the diverse needs of local communities.

Council provides cemeteries and a crematorium to meet community needs.

**Long-term Plan KPIs**

Library visitor numbers

Use of library PCs and WiFi

Use of physical and digital collections

Description of the range of programmes and events

Description of the range of digital connectivity

Public toilets are accessible, appropriately located and gender neutral

A 30 year Asset Management Plan for community centres and hubs is in place and major AMP projects approved in the 10 year plan are achieved

Levels of community centre use

A 30 year Asset Management Plan for cemeteries and crematorium is in place and major AMP projects approved in the 10 year plan are achieved

Cemetery provision meets legislative requirements



**Actions, and contributing programmes, considered but not funded in this plan**

- Purchase suitable land and develop a natural burial cemetery option.
- Improved staff and visitor facilities at Kelvin Grove cemetery.





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