

UPPER HUTT CITY



Community Outcomes Monitoring Report 2010



Upper Hutt City - a great place to live

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Upper Hutt's Community Outcomes

Introduction

This report is prepared in response to Section 92 of the Local Government Act 2002, which requires a local authority to monitor and, not less than once every three years, report on the progress made by the community in achieving the community outcomes for the district.

What are Community Outcomes?

The Local Government Act 2002 requires all Councils throughout New Zealand to identify Community Outcomes as part of their strategic planning work. Community Outcomes describe what residents think is important for their local community, now and in the future. Community Outcomes are about improving the wellbeing of communities over time in a sustainable manner. 'Community Wellbeing' encompasses four inter-related areas – Social, Environmental, Economic and Cultural Wellbeing. The national Community Wellbeing's and Upper Hutt's Community Outcomes inform and guide the Council and other organisations in the setting of priorities in relation to their activities. Council has an important role to play in identifying the Community Outcomes, and in reporting back to the community on progress made towards achieving them.

There are a number of reasons for identifying Community Outcomes:

- they provide the opportunity for communities to talk about and describe a vision for their future
- they encourage organisations to align their planning and services with community aspirations, and to work more closely together to find effective ways of achieving common goals, which leads to better application and coordination of community resources
- they enable a community to check progress made over time towards achieving them
- they inform and guide the City Council and other organisations in the setting of priorities in relation to their activities
- they encourage greater participation of local people in the decisions that affect them to ensure the community's voice is heard when it comes to planning their future direction.

Community Outcomes are not Upper Hutt City Council's Outcomes but belong to the city as a whole, hence achievement of these Community Outcomes are the responsibility of the whole community.

Development and Review of the Community Outcomes

The Community Outcomes were developed following extensive consultation with the community in 2002/03. The Outcomes were used as a basis for determining priorities for each of Council's activities and services for the 2006-2016 Long Term Council Community Plan.

Every six years, Council is required to review its Community Outcomes in consultation with the community, central government agencies and relevant organisations.

In late 2007 Council recommenced consultation on the Outcomes to reconfirm the community's key issues and priorities to ensure that Council was still headed in the right direction. Following the consultation period, the Community Outcomes were amended to reflect community comment and were used to guide the 2009-2019 Long Term Council Community Plan.

Upper Hutt's Community Outcomes

Community Outcomes

1. Upper Hutt is the city of choice for people from all walks of life
2. Upper Hutt has a vibrant city heart
3. The economy is robust, innovative and growing
4. Upper Hutt offers a green and attractive living environment
5. The community is safe, healthy and strong
6. Leisure opportunities are outstanding
7. Upper Hutt is connected with the world

Summary

Council has collected information on a number of the measures relating to service delivery over recent years and clear trends are emerging.

In summary, Upper Hutt is generally in good shape and people rate the city highly as a place to live. There are signs of a diverse and growing population, an environment which locals rate highly and a valued cultural, sports and recreational sector. Although progress is being made towards improving the city centre, this remains an important local issue.

It is important to note the worldwide recession that begun in 2008 has impacted on New Zealand and Upper Hutt's economic climate.

It also should be noted that in some areas there has been no further surveys undertaken since the 2006 Census, as reported in the previous Community Outcomes Monitoring Report 2007. This has been noted where applicable within this report.

General findings are:

- Upper Hutt's population is steadily increasing and overall residents still agree that Upper Hutt is a great place to live.
- House prices within Upper Hutt area have remained competitive in the Wellington region.
- This is an area that is showing increased dissatisfaction with retail shopping options and the appearance of Upper Hutt's Central Business District (CBD).
- The increasingly popular Spring Festival is an event looked forward to each year where the city centre become a buzz of activities, stalls, music, food and entertainment throughout the day. Likewise the very popular Santa Parade once again brings the CBD alive at Christmastime.
- There is a high level of satisfaction with the availability of car parking both within the CBD and for recreational facilities. H²O Xtream draws many people to Upper Hutt along with several popular activities, shows and exhibitions held in and around Upper Hutt.
- A number of initiatives have been introduced to place Upper Hutt in a good position during and following the change in the economic climate. One example being the introduction of a series of meetings being held with His Worship the Mayor and local business people to work together to enhance business opportunities within the CBD. The

Upper Hutt's Community Outcomes

2009 Business Survey showed that local business people believe the Council are working hard to improve economic development of Upper Hutt and the Council are very supportive of the local businesses. Business owners felt the biggest positive factor to doing business in Upper Hutt came from the loyalty and support of the local people and it being a small friendly community.

- The number of businesses in Upper Hutt has increased since 2007 however there has been decline in the total number of people employed in Upper Hutt.
- Possibly as a result of the current world wide recession there has been an increase in the number of people receiving the unemployment benefit.
- A positive increase was seen in the number and value of building consents in 09/10 compared to 08/09, a very pleasing outcome during the difficult economic climate.
- Residents are satisfied with the neighbourhood appearance, choice of housing and the protection of significant features in Upper Hutt.
- Air and river water quality is good and the quality of drinking water has an 'Aa' grading. This is the highest possible standard.
- In general pollution has either reduced or remained the same and the city has seen a 6.3 percent reduction in the tonnage of refuse. A new initiative for rural refuse and recycling collection commenced in 2009.
- It is pleasing to note that Upper Hutt residents feel safe within their own neighbourhood. Crime statistics per 10,000 population are lower than Wellington, Lower Hutt and Wairarapa and a higher percentage of crimes in Upper Hutt were resolved in 2009 compared to previous years.
- Roads in Upper Hutt are becoming safer with serious crashes in the area reduced by 50 percent.
- In general Upper Hutt has become more active and residents are satisfied with the provision of information about sport and recreation and access to a range of sport and recreation opportunities.
- There has been an increase in the number of General Practitioners working within the Upper Hutt area and there are a number of health facilities and services available in the area.
- H2O Xstream, Upper Hutt, Pinehaven and the Mobile Library, Expressions Arts and Entertainment Centre continue to provide a wide range of high quality activities, events, performances and exhibitions to the community. Satisfaction with the service and facilities is good.
- The satisfaction levels with the parks and reserves around Upper Hutt have been increasing over the last four years.
- A more regular bus service between Upper Hutt and Wellington airport became available in 2009.

Upper Hutt's Community Outcomes

- More Upper Hutt residents travel to work by train than the rest of New Zealand and significantly less residents drive private vehicles to work compared to the rest of New Zealand.
- Positive negotiations are taking place to ensure Upper Hutt is well serviced by high speed broadband.

Throughout this report the Upper Hutt City Council Annual Community Survey has been referenced. The margin of error for the Annual Community Survey is 4.9 percent variance.

Upper Hutt's Community Outcomes

Performance measures

The table below highlights overall trends in performance measures since the previous Community Outcomes Monitoring Report in 2007.

Good / positive Greater than 90% satisfaction from respondents to survey	Increasing	Consistent / no change	Decreasing	Negative / dissatisfaction
1. Upper Hutt is the city of choice for people from all walks of life.				
		House prices	Citizenship numbers	Retail shopping centre
2. Upper Hutt has a vibrant city heart.				
		Pedestrian count in CBD		Appearance with CBD
3. The economy is robust, innovative and growing.				
	Rate of unemployment		Opportunities for business and work Participation in labour force Number of building consents	
4. Upper Hutt offers a green and attractive living environment.				
Satisfaction with neighbourhood appearance	Subdivision development	Number of pollution incidents		
Satisfaction with choice of housing	Protected land		Recycling ¹	
Satisfaction with protection of significant features		Air quality Water quality Drinking water (maintained Aa grading)		

Upper Hutt's Community Outcomes

Good / positive Greater than 90% satisfaction from respondents to survey	Increasing	Consistent / no change	Decreasing	Negative / dissatisfaction
5. The community is safe, healthy and strong				
Satisfaction with neighbourhood safety	Crime	Access to health services	Road crashes	
Satisfaction with access to a range of sport and recreation opportunities				
6. Leisure opportunities are outstanding				
Satisfaction with H ² O Xtream facilities and services		Satisfaction with range of arts opportunities Expressions Arts and Entertainment		
Satisfaction with parks and reserves				
Satisfaction with library				
7. Upper Hutt is connected to the world				
Satisfaction with range of transport options available				

¹Change in collection regime – see page 25

Upper Hutt's Community Outcomes

Disclaimer

Please note that this report is a collection of statistics from a range of sources. Its role is to generally inform, and to shed light on some issues. Care should be taken in using this information. Upper Hutt City Council has taken care to ensure the information contained in this report is as accurate as possible, but does not take responsibility for incorrect information or decisions/actions by any persons based on the information contained herein.

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<http://www.upperhuttcity.com/page/448/Community.boo>

Community Outcome 1

Upper Hutt City is the city of choice for people from all walks of life

Why is this important?

- people from all walks of life are welcomed in Upper Hutt.
- Upper Hutt is one community, enriched through the heritage and contribution of many different people.
- residents speak with pride of being from Upper Hutt.
- Orongomai Marae holds a special place in the community.
- civic leaders are passionate in making Upper Hutt 'A Great Place to Live' for everyone.
- affordable housing is available to our wider community.
- there is a wide choice of good quality and attractive urban, semi-rural and rural living options.

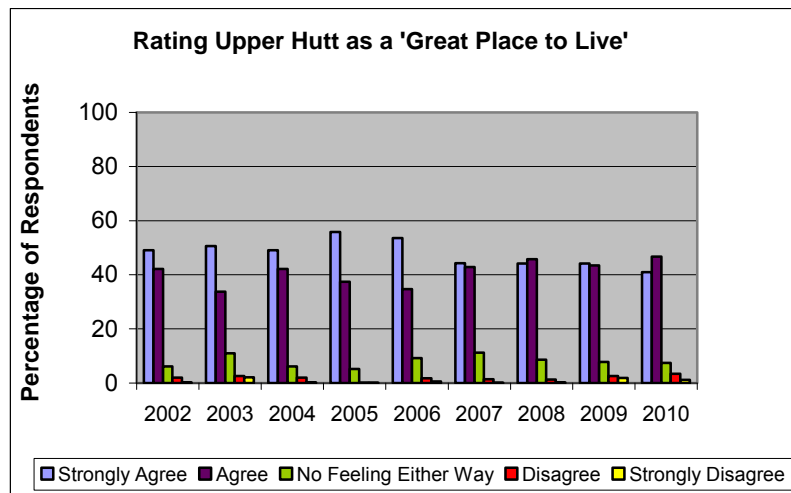
Council's key responses to Outcome 1 are made through the following activities:

Leadership, Economic development, Community Services, Activation, Parks and Reserves, H²O Xstream, Expressions Arts and Entertainment, Akatarawa Cemetery.

Key facts and figures

1a Resident rating of Upper Hutt as 'a great place to live'

Data sources:
Upper Hutt City
Council (UHCC)
Annual
Community
Surveys.
2006 Census
Statistics New
Zealand.



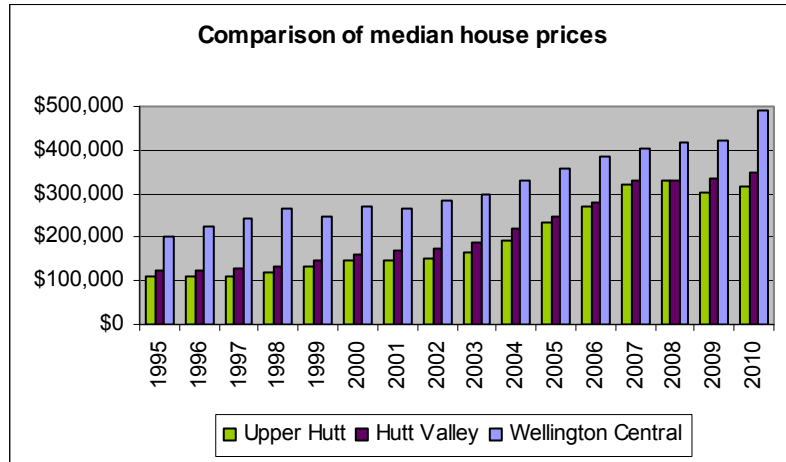
Residents really do think Upper Hutt is a great place to live.

- How residents of Upper Hutt perceive their city is a good indication of how satisfied they are, in general, with what Upper Hutt has to offer in terms of services and facilities, house prices, schools, employment etc.
- In 2010, 88 percent of respondents to the Annual Community Survey agreed that Upper Hutt is a great place to live. This number has been consistent over the last four years.
- Fifteen percent of responders to the survey in 2010 felt Upper Hutt would be a better place to live if the retail shopping area and facilities were made more inviting.

Community Outcome 1

Upper Hutt City is the city of choice for people from all walks of life

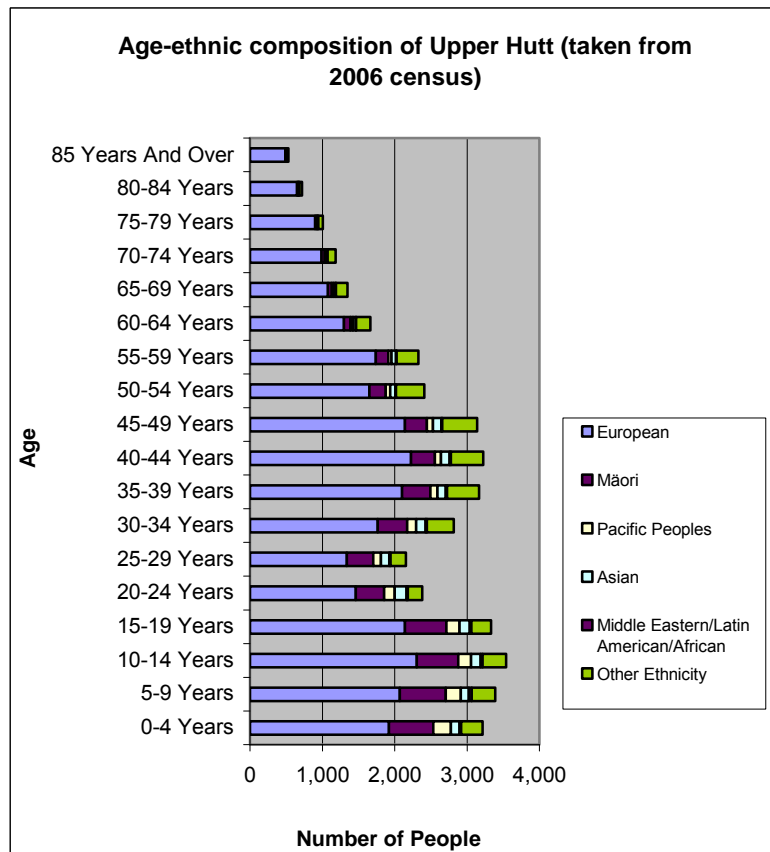
Real Estate Institute New Zealand.



- House prices in Upper Hutt peaked in 2007 and have remained fairly consistent in the following years.
- The cost of housing in Upper Hutt, especially housing suitable for families, is very competitive within the Wellington metropolitan area.

1b Population structure - age-ethnic composition

Data Source:
2006 Census,
Statistics
New Zealand.
The Wellington
Regional
Economy Report
for 2007-2009.
Statistics New Zealand



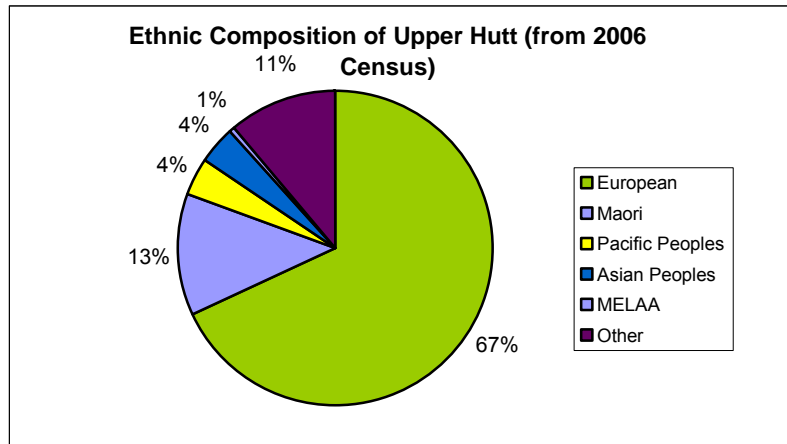
- Upper Hutt comprises of 8.5 percent of the Wellington Region population and 0.9 percent of New Zealand's population.
- The population of Upper Hutt has been steadily

Community Outcome 1

Upper Hutt City is the city of choice for people from all walks of life

increasing from 40,000 in 2007, 40,200 in 2008 to 40,600 in 2009.

- People aged over 65 years make up 12.5 percent of the total population which is comparable to New Zealand as a whole.
- People aged 15 years and under make up 22.1 percent of the total population.

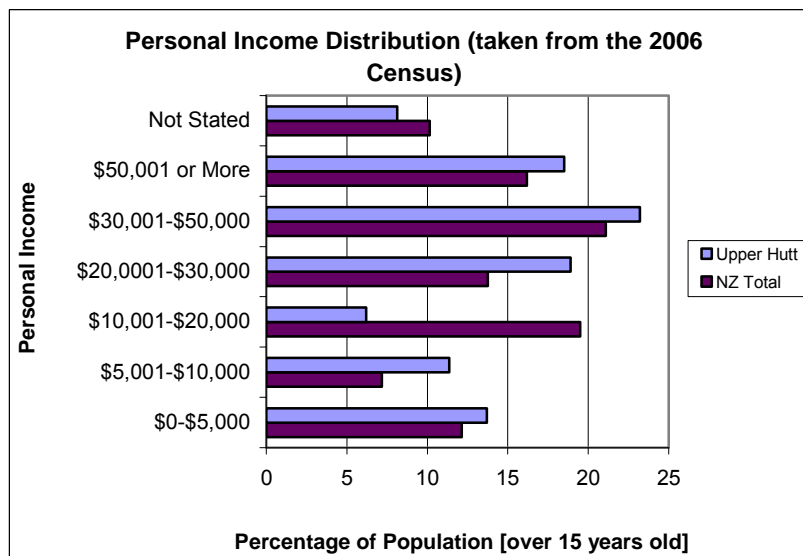


- In Upper Hutt 67 percent of the population is European, 13 percent is Maori, with the remaining 20 percent being a combination of Pacific peoples, Asian peoples, Middle Eastern/Latin American/African.

1c Population structure - personal income

Data Source:
2006 Census,
Statistics
New Zealand

*People from
across all income
bands live in
Upper Hutt*



No further studies have taken place since the 2006 Census. At that time we noted:

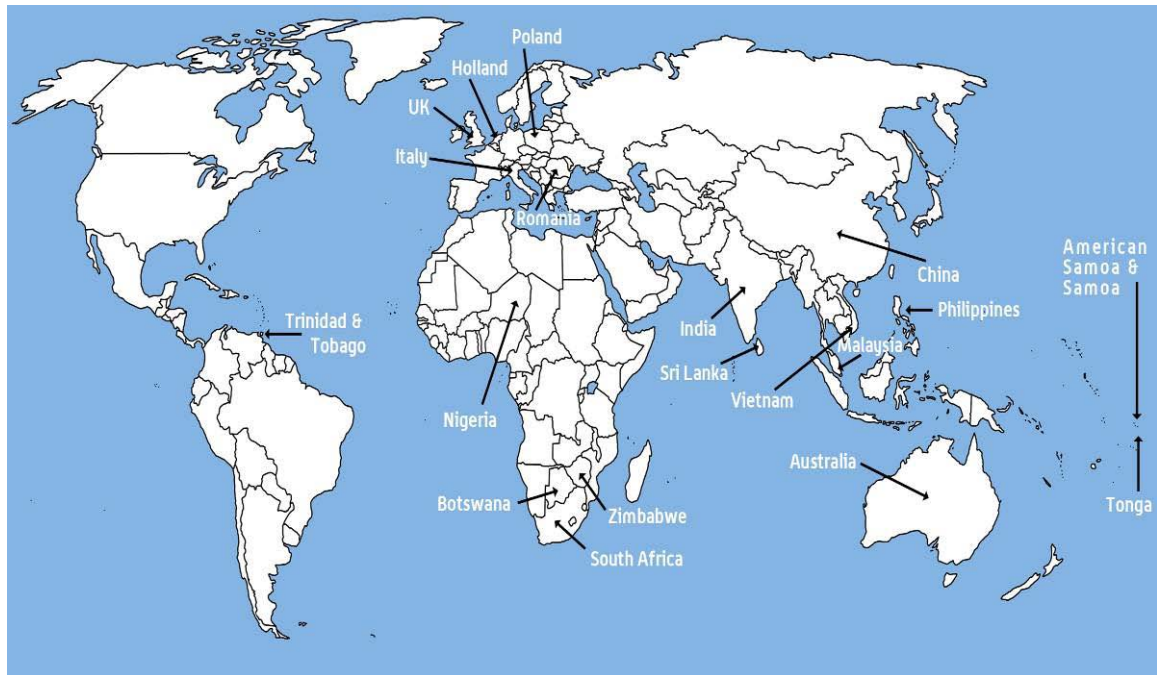
- more people from Upper Hutt were earning \$20,000 to greater than \$50,000 than for New Zealand as a whole
- the median personal income for people in Upper Hutt was \$26,900, compared with \$24,400 for all of New Zealand.

Community Outcome 1

Upper Hutt City is the city of choice for people from all walks of life

1d New citizens

- The Council held four citizenship ceremonies during the 2009/10 year. Upper Hutt received 121 candidates from 19 countries and these are outlined in the map below.
- There appears to be a decreasing trend in the number of new citizens to Upper Hutt with 145 new citizens in 2006/07, 124 in 2007/08 and 121 in 2009/10.



Data source: Upper Hutt City Council records.

Community Outcome 2

Upper Hutt has a vibrant city heart

Why is this important?

- young and old enjoy the city centre.
- the city centre is alive with an exciting range of shops, leisure attractions, activities and events.
- the city centre looks good.
- access and parking around the city centre are easy.

Council's key responses to Outcome 2 are made through the following activities:

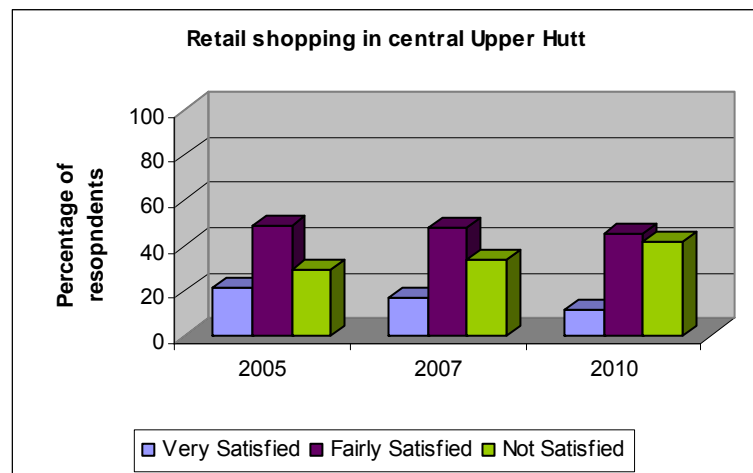
Leadership, Economic development, Activation, Parks and Reserves, H²O Xstream, Expressions Arts and Entertainment Centre, City planning, Compliance services, Land transport, Solid waste.

Key facts and figures

2a Satisfaction with retail shopping in the central city

Data Source:
UHCC Annual
Community
Survey.

There's room to improve the retail shopping experience



- People are tending to be less satisfied with retail shopping in the city centre. In 2010, 57 percent of respondents were not satisfied.
- Common factors leading to this dissatisfaction were:
 - concern about the number of empty shops in the CBD and businesses that were closing down
 - Main Street looking tired and in need of a re-vamp.
- A number of respondents felt that, by lowering the cost of rents, new businesses may be encouraged to set up in Upper Hutt.

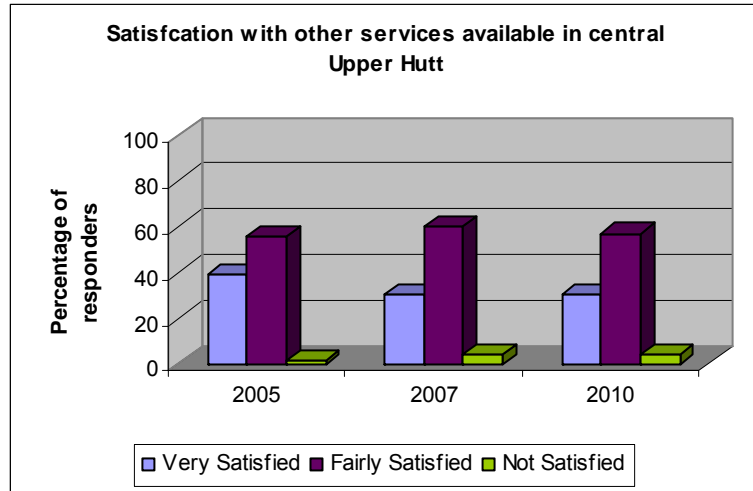
Community Outcome 2

Upper Hutt has a vibrant city heart

2b Satisfaction with other services in the central city

Data Source:
UHCC Annual
Community
Surveys.

People are generally satisfied with the range of businesses and other services

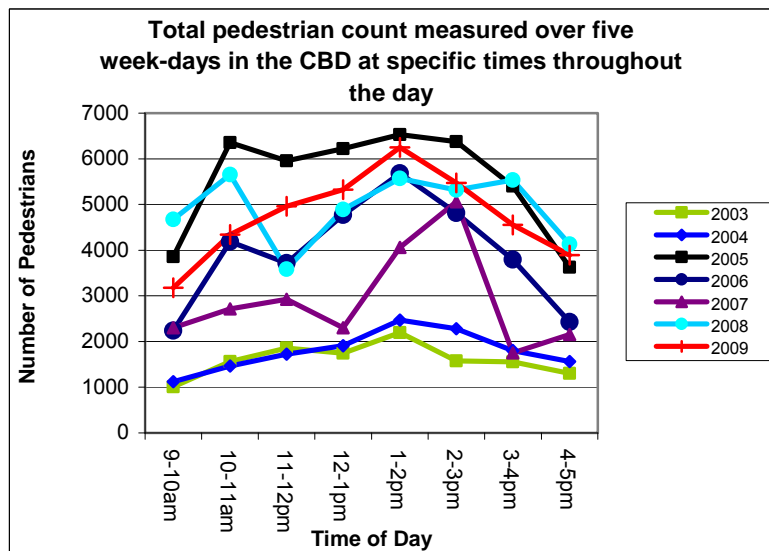


- When questioned, 95.6 percent of respondents were satisfied or very satisfied with other services in central Upper Hutt. These responses were very similar to those recorded in 2005 and 2007.
- The loss of the 24 hour doctor's surgery was cause for concern for some respondents.
- Other concerns covered better policing, more for children and teenagers to do, better signage of public toilets and a more frequent Valley Flyer bus service.

2c Pedestrian counts in the city centre

Data Source:
UHCC Annual
Pedestrian Survey
- Weekdays of
Dec 2003
- 2009.

People will be happy the town is having a face lift

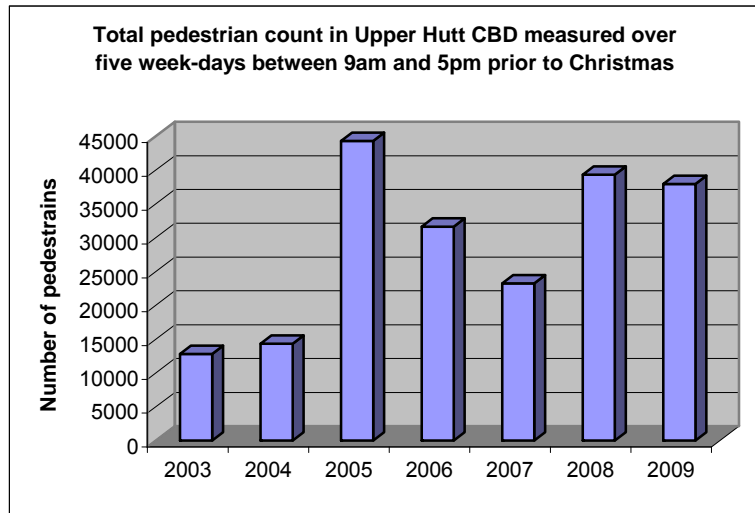


The pedestrian count surveys are generally taken on the four working days leading up to Christmas Day however the 2009 count was a week earlier. This may be the reason the counts were slightly down in 2009 compared to 2008. Observations are recorded at specific times throughout each day, between 9am and 5pm in ten different locations within the Upper Hutt Central Business District.

Community Outcome 2

Upper Hutt has a vibrant city heart

It should be noted that some of the data collection locations changed in 2007 with the opening of The Mall. A different method of collecting data has been adopted in more recent years.

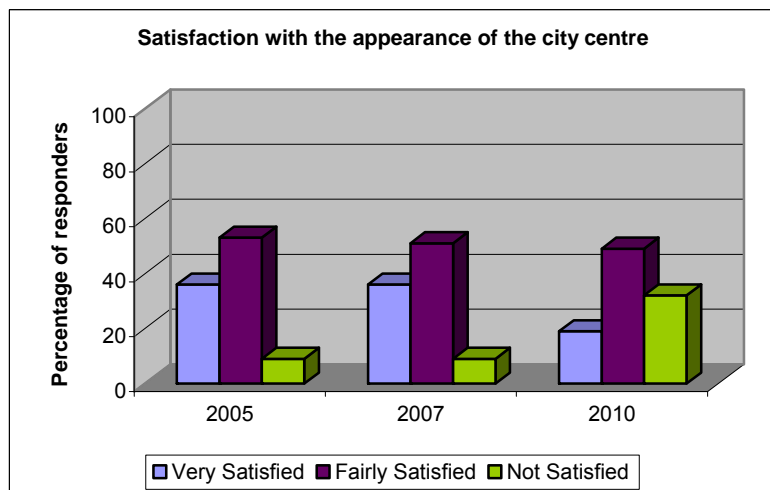


2d Shop vacancies

- Within the Central Business District (CBD) currently there are 33 ground floor vacancies.
- The Mall has seven vacant shops.

2e Satisfaction with city centre appearance

Data Source:
UHCC Annual
Community
Surveys.



- Sixty eight percent of respondents were satisfied with the appearance of the city centre indicating a significant increase in dissatisfaction since 2007.
- The number of empty shops were a common factor in the dissatisfaction with the appearance of the city centre.

Community Outcome 3

The economy is robust, innovative and growing

Why is this important?

- Upper Hutt is the place for 'leading edge' businesses.
- a wide range of businesses work collectively to attract consumers via various initiatives.
- we have a skilled and versatile workforce.
- successful new businesses grow from a supportive environment.
- more people live and work locally.
- Upper Hutt is recognised as a regional recreation and leisure destination.
- the business and community sectors collaborate to generate maximum local benefit.
- the city's infrastructure and access systems support the local and regional economy in a sustainable manner.
- citizens, businesses, Council and supporting stakeholders take positive action to promote Upper Hutt.
-

Council's key responses to Outcome 3 are made through the following activities:

Leadership, Economic development, H²O Xtream, Expressions Arts and Entertainment Centre, Compliance services, City planning, Land transport, Water supply, Wastewater, Stormwater, Solid waste.

Key facts and figures

3a Growth in economic activity

Data Source:
Wellington
Regional
Sector Report
May 2007.
UHCC Business
Survey 2009.
2009/10
Management
report –
Leadership
section.

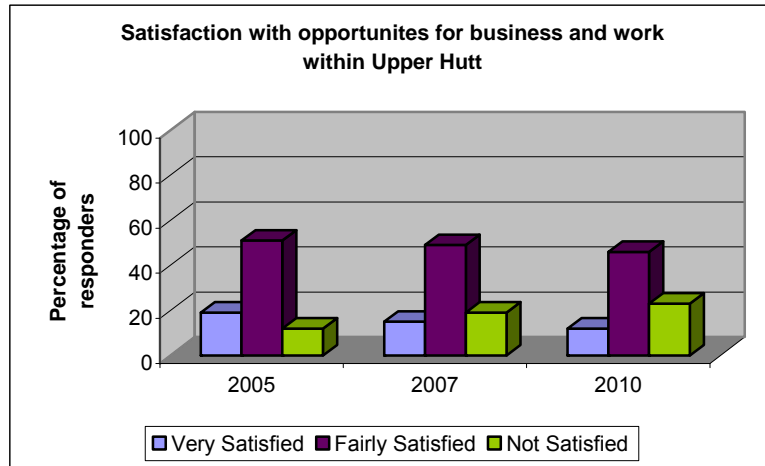
- Economic growth improves the community's standard of living and can potentially reduce unemployment levels, improve skill levels, and raise wages.
- Seventy two percent of respondents were satisfied with the focus of the Council in relation to supporting economic development in Upper Hutt City.
- Council held a workshop to brainstorm ideas on how to better position Upper Hutt for economic recovery.
- Council approved Experience Upper Hutt's Statement of Intent.
- A regular Farmers Market has been established by Experience Upper Hutt with support from Council. The Farmers Market operates every Sunday in Russell Street.
- The Mayor invited all Upper Hutt retailers to attend a series of meetings in 2010 to discuss future opportunities for the retail sector and how it may grow.

Community Outcome 3

The economy is robust, innovative and growing

3b Opportunities for business and work

Data source:
UHCC Annual
Community
Surveys,
UHCC Annual
Report 2009/10.
UHCC Business
Survey.



Need to encourage new businesses to Upper Hutt

- Results from the Upper Hutt City Council Business Survey 2009 proved that people are loyal and supportive to local businesses and enjoy the small friendly community.
- Many respondents to the Annual Community Survey felt that Upper Hutt needs to encourage more businesses to the area which would create more job opportunities.

3c Labour force

Statistics New Zealand. The Wellington Regional Economy Report.

	Total employees			Change
	2007	2008	2009	2007 - 2009 %
Wellington Region	237,410	242,790	237,680	0.1
New Zealand	1,927,300	1,972,310	1,919,290	-0.4
Kapiti Coast	11,890	12,290	11,880	-0.1
Porirua	15,240	15,280	15,410	1.1
Upper Hutt	11,760	12,260	11,410	-3
Lower Hutt	45,100	45,850	44,910	-0.4
Wellington City	137,330	140,780	137,970	0.5
Masterton	10,530	10,580	10,410	-1.1
Carterton	2,540	2,650	2,710	6.7
South Wairarapa	3,020	3,050	2,930	-3

- The number of people employed in Upper Hutt has declined by three percent compared to 0.1 percent in the Wellington region and -0.4 percent in the whole of New Zealand.
- Between 2007 and 2009 the total number of businesses in Upper Hutt grew by 4.3 percent. Food and beverage businesses grew by 6.7 percent during this period; however, during the same period a 9.2 percent loss in manufacturing businesses was experienced.

Community Outcome 3

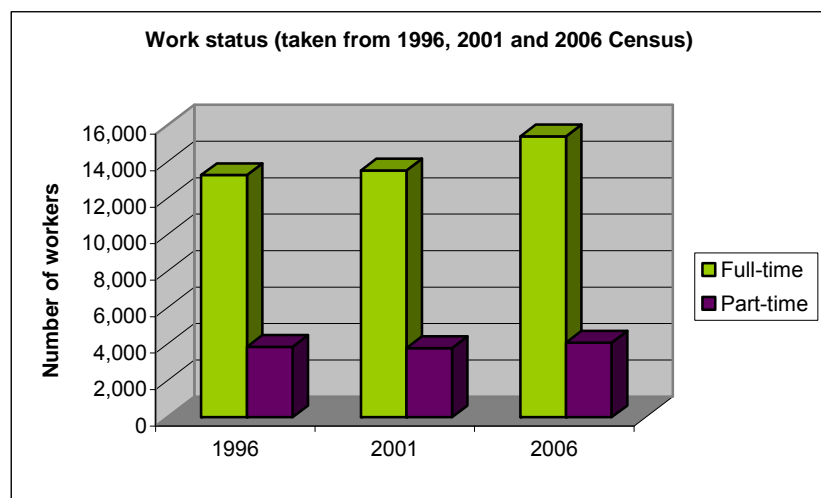
The economy is robust, innovative and growing

	Total employees in Upper Hutt			Change
	2007	2008	2009	2007 - 2009 %
Manufacturing	1,220	1,250	1,170	-4.1
Food and beverage	1,885	1,975	1,855	-1.6
Education	1,360	1,300	1,120	-17.6
Health sector	960	870	880	-8.3

- There has been a significant drop in the number of people employed, particularly in the education sector since 2007.

3d Participation in Labour force

Data Source:
1996,
2001 and
2006 Census,
Statistics New
Zealand



No further surveys have been carried out regarding the work status in Upper Hutt since the 2006 Census. At that time we noted:

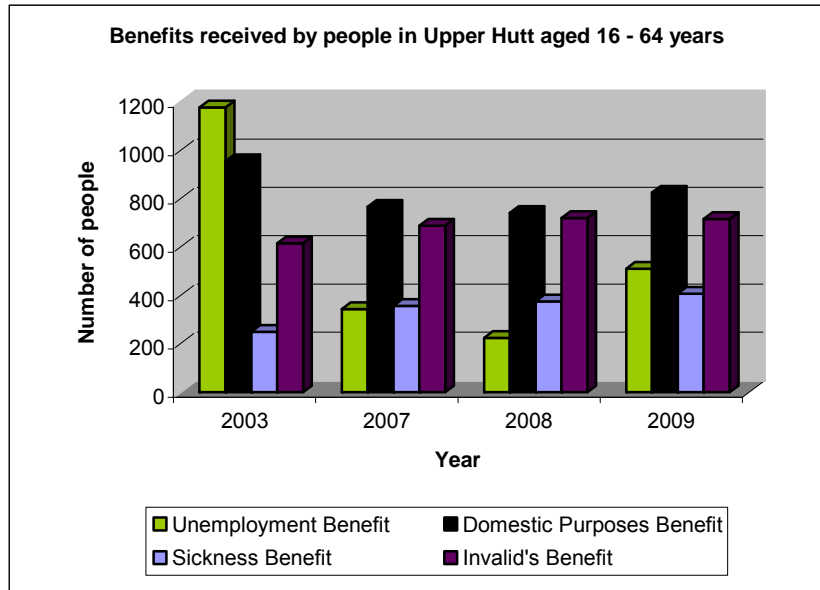
- there was a 13.7 percent increase in the number of Upper Hutt's residents employed in full-time work over the previous 10 years.
- seventy nine percent of the Upper Hutt residents were employed full-time. This was slightly more than for New Zealand as a whole with 77% of workers employed full-time.
- the number of workers in part-time work had remained constant over the last 10 years.

Community Outcome 3

The economy is robust, innovative and growing

3e Rate of unemployment

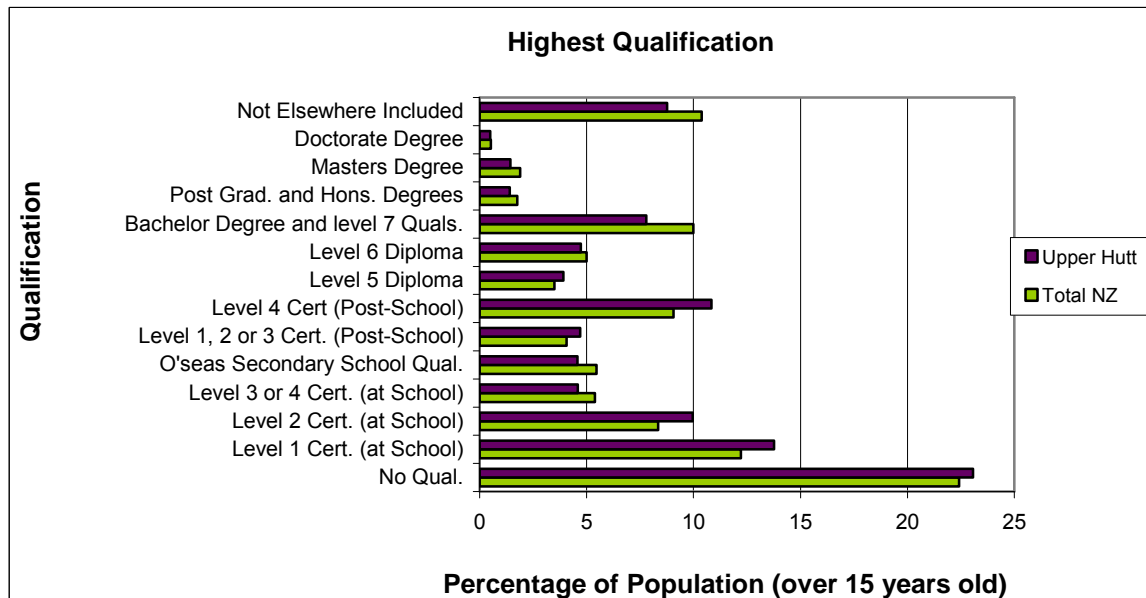
Data Source: Ministry of Social Development records key facts at the end of June 2009.



- Between 2003 and 2008 the number of people receiving the unemployment benefit dropped from 1180 to 225. This number rose to 512 in 2009.
- The number of people receiving the Domestic purposes, Sickness and Invalid's benefits have remained fairly constant.

3f Highest qualification

Data Source: Census 2006, Statistics New Zealand.



No further statistics are available specifically for Upper Hutt since the 2006 Census. At that time we noted:

- twenty percent of Upper Hutt residents aged 15 years and over (5,916) had a diploma level qualification or higher, compared to 19 percent for New Zealand as a whole.

Community Outcome 3

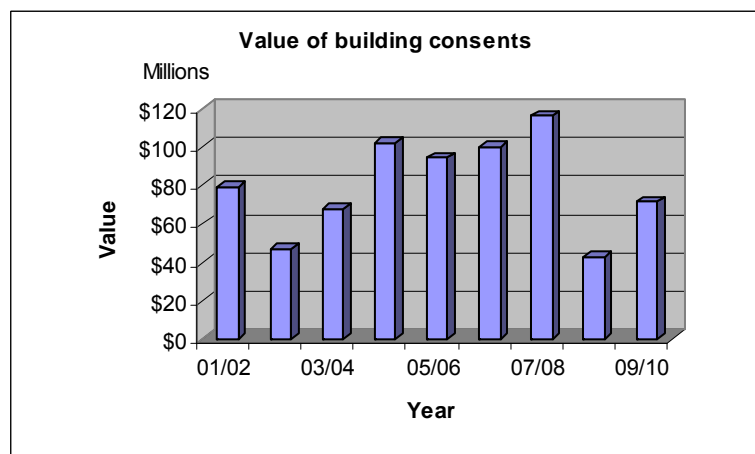
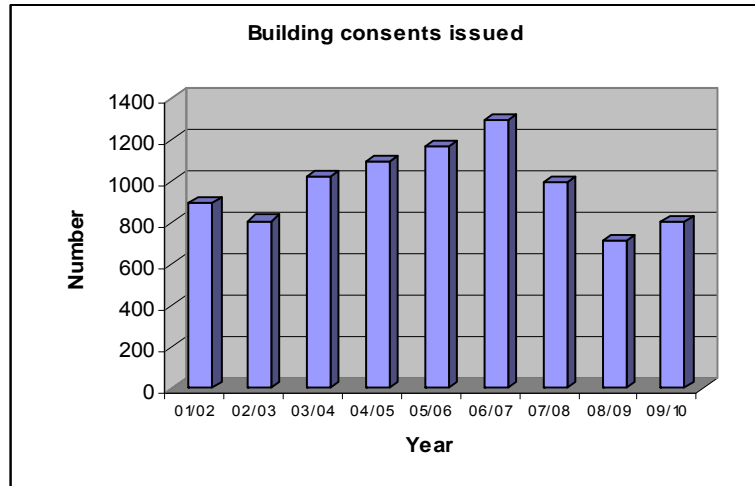
The economy is robust, innovative and growing

- twenty three percent of residents aged 15 years and over (6,900) said they had no formal qualifications, compared to 22.4 percent for New Zealand as a whole.

3g Level of building activity (i) Number of consents

Level of building activity (ii) Value of consents

Data Source:
UHCC Building
records to
30 June 2010.



- Since the last report there has been a decrease in the number of building consents issued however the value of these consents was the highest recorded over the last ten years.
- During the 2008/09 year fewer building consents were issued in Upper Hutt – 715 consents in 2008/09 compared to 999 in 2007/08. This equated to a 28.4 percent drop in numbers. The value of the building consents dropped by 63 percent.
- There was an increase in both the number of building consents issued and the value in 2009/10.

Community Outcome 4

Upper Hutt offers a green and attractive living environment

Why is this important?

- people treasure the environment, including hills, ridgelines, rivers, bush, wildlife, landscape and heritage features.
- our environment stays green, clean, healthy and attractive.
- we manage our resources and waste materials well and we are increasing our level of recycling every year.
- the city's infrastructure and access systems effectively support a good living environment.
- the community is educated and involved in environmental care.
- Upper Hutt supports local measures to adapt to climate change and increase environmental sustainability, including energy conservation practices.
- development of the city will be strategically managed with a focus on sustainable long term urban and rural planning, with a view to maintaining the green rural outlook.

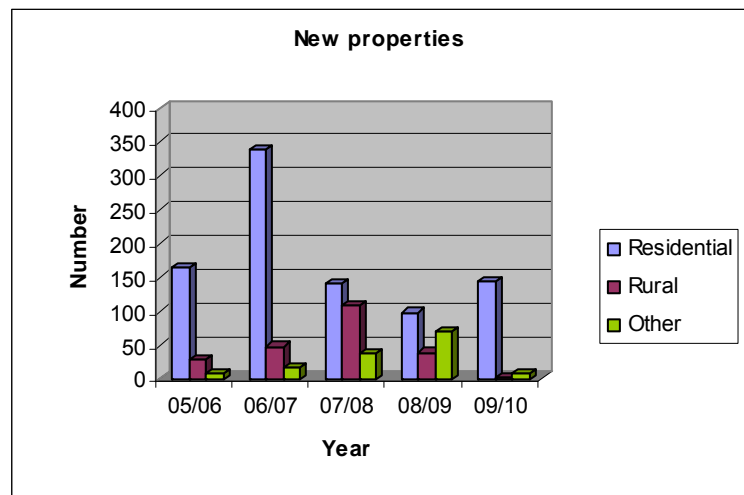
Council's key responses to Outcome 4 are made through the following activities:

Leadership, Parks and Reserves, Akatarawa Cemetery, Compliance services, Emergency management, City planning, Land transport, Water supply, Wastewater, Stormwater, Solid waste.

Key facts and figures

4a Development (i) Subdivision

Data Source:
UHCC Records.



- There has been a slowdown in new parcels created, particularly as a result of economic conditions impacting on development. This has led to a number of consented subdivisions not being completed through to the issue of titles, and thereby a reduction on parcels created.
- Infill subdivision has continued at a steady rate, and a reduction in rural subdivision is evident.

Community Outcome 4

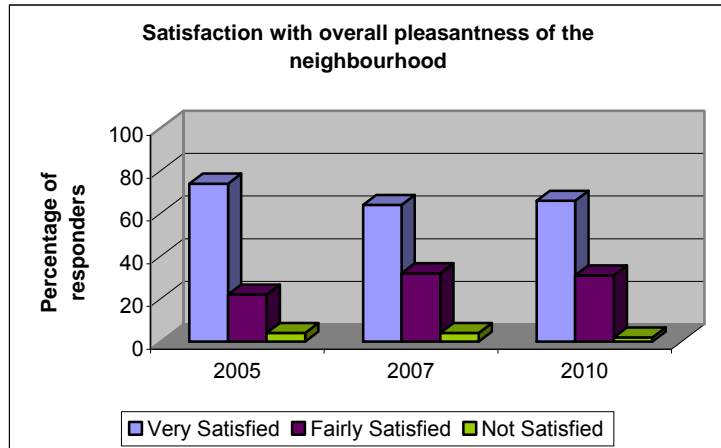
Upper Hutt offers a green and attractive living environment

4b Satisfaction with the city environment

(i) Neighbourhood appearance

Data Source:
UHCC Annual
Community
Surveys.

Our community is
vey happy with
where they live and
how the
environment looks.

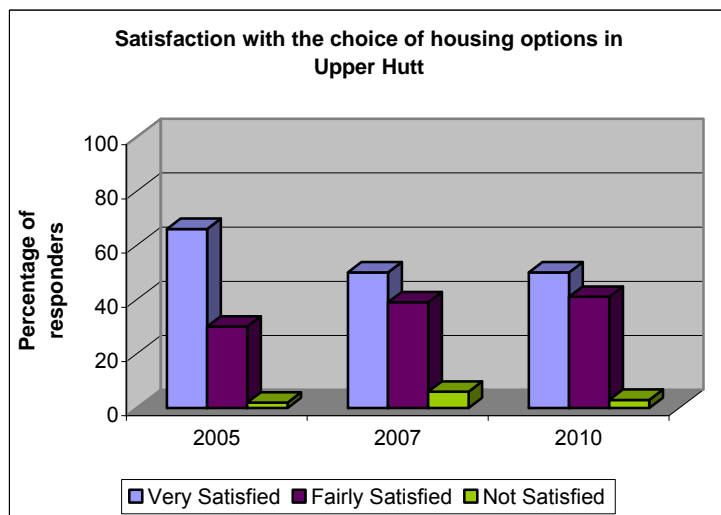


- Upper Hutt residents are very happy with their neighbourhood appearance with 98 percent being satisfied.

(ii) Choice of housing

Data Source:
UHCC Annual
Community
Surveys.

*There's a good
choice of housing
available*



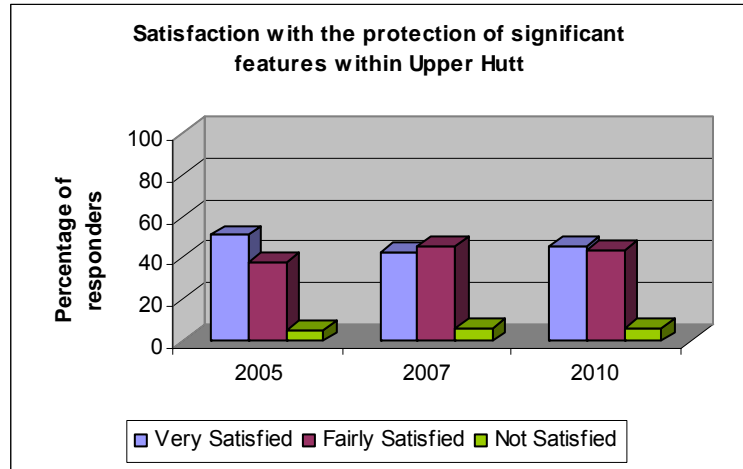
- The 2010 UHCC Annual Community Survey found that 97 percent of respondents are satisfied with the choice of housing options available within Upper Hutt. Only three percent of respondents were not satisfied.
- Only a few suggestions were made by respondents in relation to improving housing options.

Community Outcome 4

Upper Hutt offers a green and attractive living environment

(iii) Protection of significant features

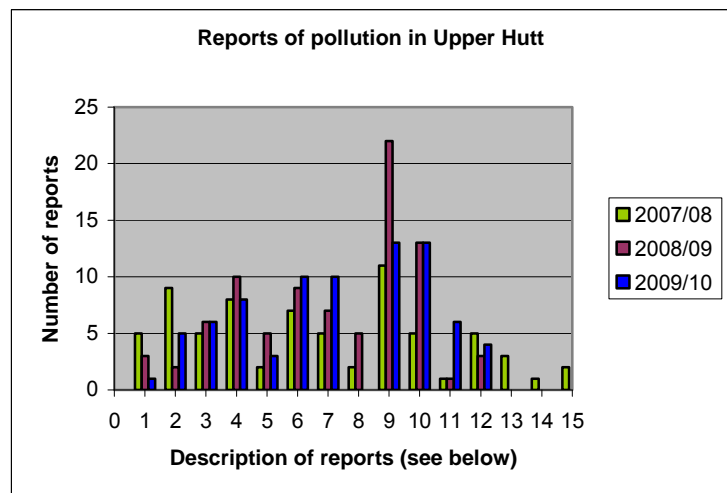
Data Source:
UHCC Annual
Community
Surveys.



- Of the 400 respondents 359 were satisfied with the protection of significant features within Upper Hutt.
- The public's satisfaction has been fairly consistent since 2005.
- Residents are both for and against the protection/preservation of trees.
- Some respondents would like to see more emphasis placed on the protection/preservation of heritage features.

4c Pollution reports

Data Source:
Greater Wellington
Regional Council
records.

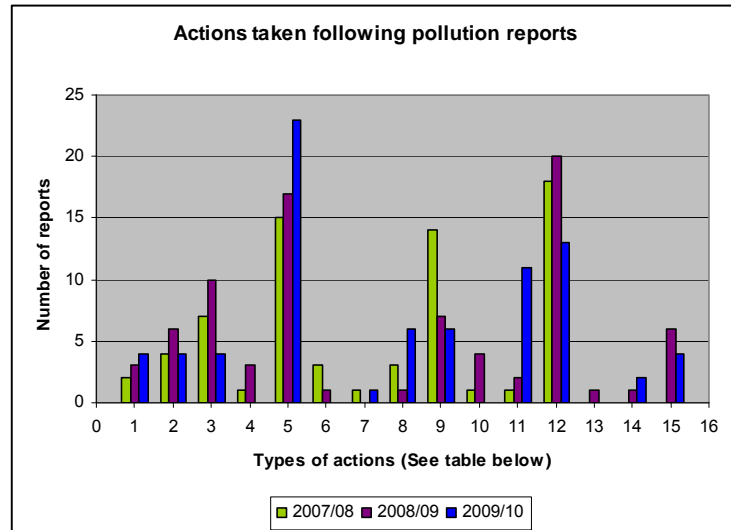


- | | |
|-----------------------|---------------------------|
| 1. Dead animal | 9. Smoke |
| 2. Dust | 10. Solid waste |
| 3. Hydrocarbons | 11. Unauthorised activity |
| 4. Liquid waste | 12. Unconsented works |
| 5. Natural occurrence | 13. Consented works |
| 6. Odour | 14. Vehicle |
| 7. Sediment | 15. Hazardous material |
| 8. Sewage | |

Community Outcome 4

Upper Hutt offers a green and attractive living environment

- Smoke and solid waste were the most commonly reported complaints from Upper Hutt people.



1. Abatement notice issued
2. Advisory notice issued
3. Corrective action taken
4. Educational material sent
5. No action necessary
6. Please explain letter issued
7. Preventive action taken
8. Referred to consents officer
9. Referred to relevant authority
10. Stopped activity
11. Unable to take action
12. Under investigation
13. Emergency action undertaken
14. Infringement notice issued
15. Verbal warning given
16. Warning letter sent.

Following investigation, a large percentage of complaints required no further action.

Community Outcome 4

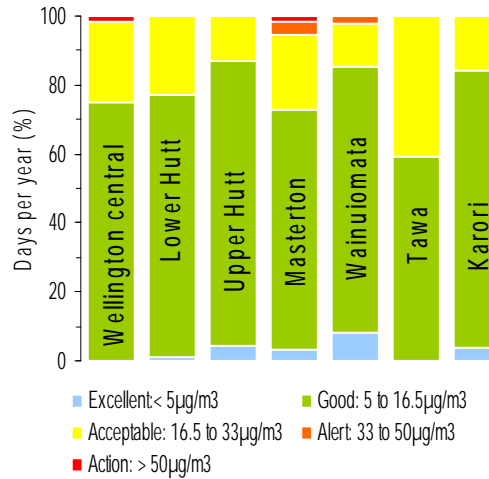
Upper Hutt offers a green and attractive living environment

4d Air quality

Data Source:
Annual air quality
monitoring report
for the Wellington
region, 2008.
Environmental Monitoring
and Investigations – GWRC.

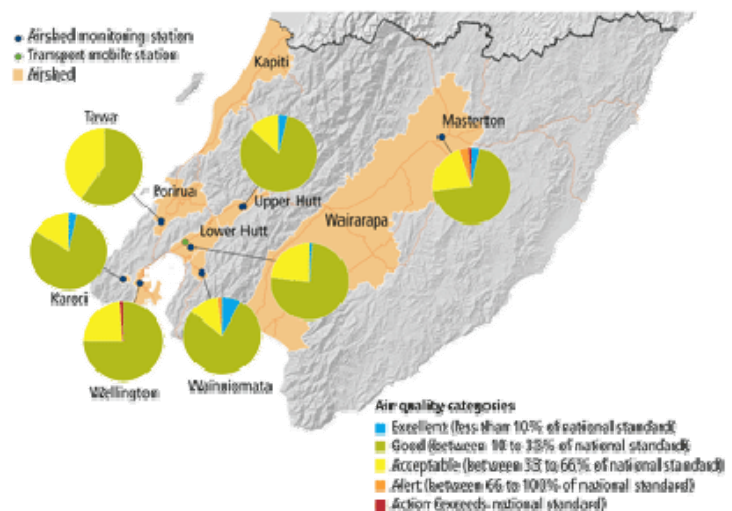
*Fine dust from wood
fires occasionally
causes concern.*

PM₁₀ (24-hour average) by air quality reporting category for the 2008 calendar year.



Air quality categories

- Excellent (less than 10% of national standard)
- Good (between 10 and 33% of national standard)
- Acceptable (between 33 and 66% of national standard)
- Alert (between 66 and 100% of the national standard)
- Action (exceeds national standard)



- The air quality in Upper Hutt remains 'good', sometimes moving into the 'Excellent' level.
- Air quality is monitored on levels of particulate matter (PM₁₀), carbon monoxide and nitrogen oxides. In Upper Hutt all three were found to be below the national guidelines.

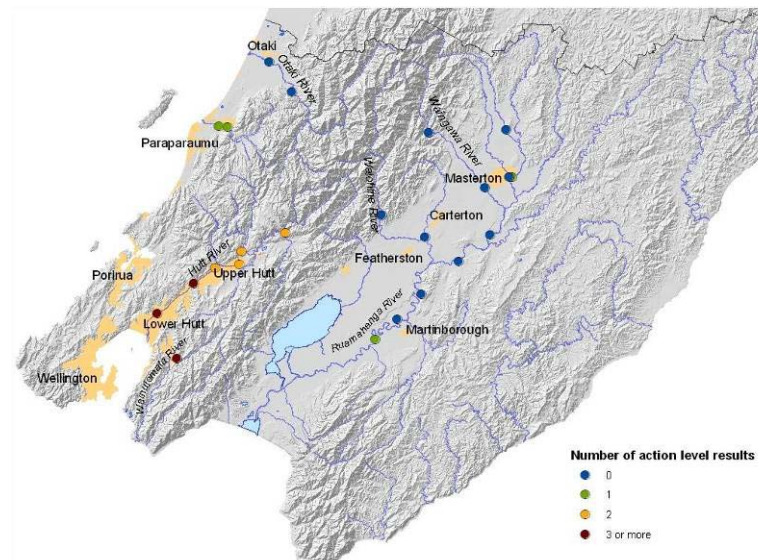
Community Outcome 4

Upper Hutt offers a green and attractive living environment

- The mean level of PM₁₀ for Upper Hutt was the lowest in the Wellington region along with Wainuiomata, and well below the national guideline average.
- Temperature, wind and traffic flow have an effect on the PM₁₀ level.
- It appears that with new vehicles producing lower fuel emissions this is having an effect on lowering the level on carbon monoxide in the atmosphere.
- Similarly the exhaust fumes from vehicles are a significant cause of nitrogen dioxide and nitric oxide. The new technology around car engine design has assisted in helping to lower the emission of these gases into the atmosphere.

4e River water quality

Data Source: Greater Wellington Regional Council Recreational Water Quality report 2008/09.



Note: The 'Action' level is the national microbiological water quality guideline for fresh water recreational areas.

- The Hutt River water quality is considered to be of good quality and suitable for recreational use.
- The Hutt River is regularly monitored for levels of *E. coli* at a number of locations. These levels are measured against national recreational water quality guidelines. *E. coli* is a bacterium that causes stomach upsets.
- During the 2008/09 summer the Hutt River at Silverstream exceeded this guideline on four occasions. It is likely the breaches occurred following rain which causes bacteria to be washed into the rivers.
- During the warmer months parts of the Hutt River was affected by toxic blue-green algal growth. Once detected health warning signs were erected until the danger period was over.

Community Outcome 4

Upper Hutt offers a green and attractive living environment

4f Drinking water quality

Data Source:
UHCC records.

- Upper Hutt's water supply continues to be assessed as 'Aa' grading from the Ministry of Health. This is the highest possible standard, meaning there is the lowest possible risk of contamination to the water supply and distribution systems.

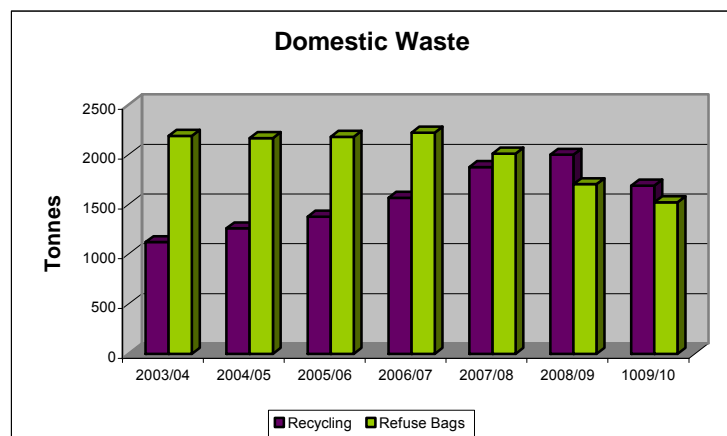
4g 'Protected' land

Data Source: Queen Elizabeth II National Trust records.

- Currently Upper Hutt has a total of 88.57 ha of land protected by ten registered Queen Elizabeth II covenants. A regional representative visits and monitors the covenants on a two-yearly basis. Since 2007 the QEII Board has approved two further covenants for registration.
- As previously mentioned in the 2007 Community Outcomes Monitoring Report, the Royal Forest and Bird Protection Society of New Zealand also own the Ecclesfield Reserve, a 4.7ha area of indigenous bush on Blue Mountains Road.

4h Waste

Data Source:
UHCC records
and Waste
Management
Ltd.
Long Term Council
Community Plan
2009-2019 (LTCCP).



- Year one of the LTCCP (2009/10) saw the extension of the urban recycling collection into the rural area. This means that 100 percent of Upper Hutt households are now covered by the recycling service.
- In 2009/10 the recycling schedule changed to alternate week collections – paper and cardboard one week and plastics, glass and cans the other week. This successfully resulted in less spoilage of the recycling products.
- In the 2009/10 year Upper Hutt residents reduced the annual tonnage of refuse (bags and wheelie bins). This equates to a 6.3 percent reduction in the amount of refuse collected.
- Over the last two years the tonnage of recyclable waste has exceeded the weight collected in rubbish bags.

Community Outcome 4

Upper Hutt offers a green and attractive living environment

	2009/10 year to date	2008/09 year to date
Average over urban households	Kg/hh/year	Kg/hh/year
Refuse bags	111	127
Recycling	120	149
Waste management wheelie bins	215	226
Average over rural households		
Refuse bags	119	
Recycling	55	

- A new initiative around the collection of rural refuse and recycling was introduced in August 2009.

Community Outcome 5

The community is safe, healthy and strong

Why is this important?

- people of all ages, cultures and abilities participate in community affairs.
- clubs, churches and community groups are strong.
- clubs, churches, community groups and service providers take a proactive approach to meet local needs.
- education, social and health services for all ages, cultures and abilities are excellent and easily accessible.
- we use our community resources well.
- people are able to move about freely, without fear for their personal safety.
- people look after each other.
- people are active in local decision making.

Council's key responses to Outcome 5 are made through the following activities:

Leadership, Community Services, Parks and Reserves, H²O Xtream, Library, Expressions Arts and Entertainment Centre, Emergency management, Activation, Akatarawa Cemetery, City planning, Compliance services, Land transport, Water supply, Wastewater, Stormwater, Solid waste.

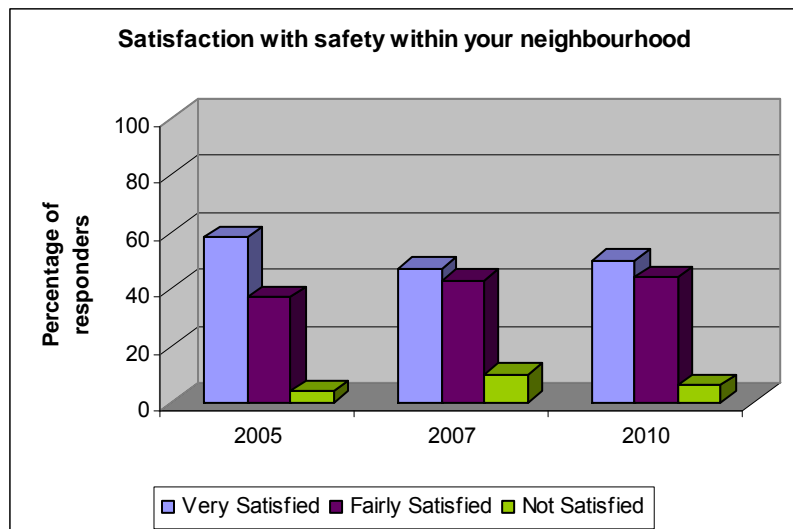
Key facts and figures

5a Safety

(i) Satisfaction with neighbourhood safety

Data Source:
UHCC Annual
Community
Surveys.

Generally most residents felt safe in their neighbourhood with a few minor annoyances



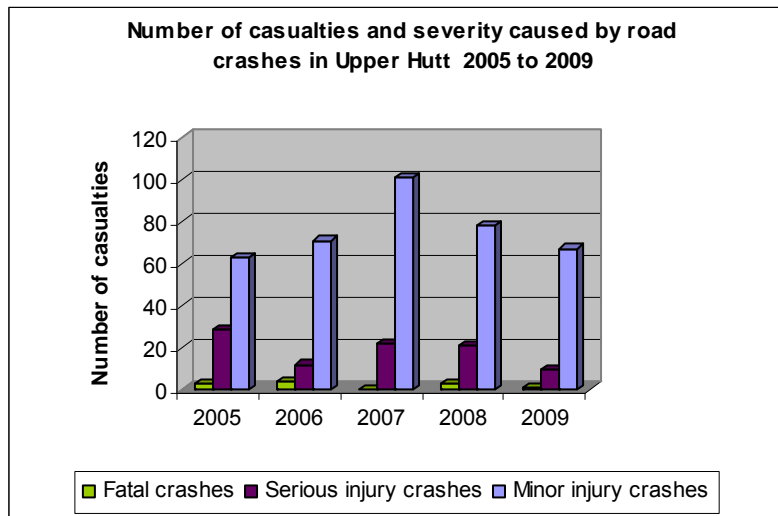
- Ninety four percent of respondents were satisfied or better with the level of safety within their own neighbourhood. This is a four percent increase from three years ago.
- Some survey responders indicated they would like to see additional control over 'boy-racers', more adequate lighting around the city and an increase in police presence.

Community Outcome 5

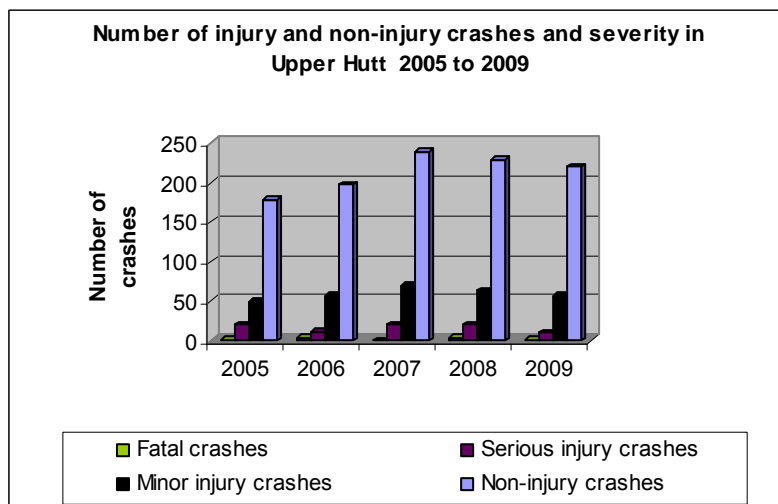
The community is safe, healthy and strong

(ii) Road crashes

Data Source:
 NZ Transport
 Agency –
 Upper Hutt City
 Road Report
 2005-2009.
 NZ Transport
 Agency –
 briefing notes
 road safety
 issues 2010.



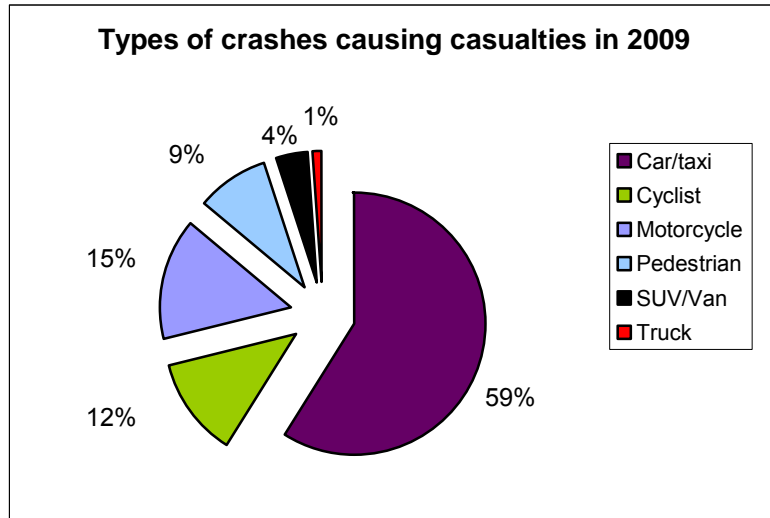
- The roads in Upper Hutt are becoming safer.
- Between 2008 and 2009 the number of serious crashes in the whole of Upper Hutt reduced by 50 percent.



- 2009 recorded the lowest number of injury crashes in the last five years.
- In 2009, 25 percent of injury crashes were caused by young drivers aged 15 to 19 inclusive. Older drivers, 70 years of age and over were at fault drivers in eight percent of injury crashes.
- Factors causing most concern on the roads are alcohol and drugs, young drivers, speed and motor cyclists.

Community Outcome 5

The community is safe, healthy and strong



- Drivers and passengers of cars contributed to more than 50 percent of the casualties in 2009.

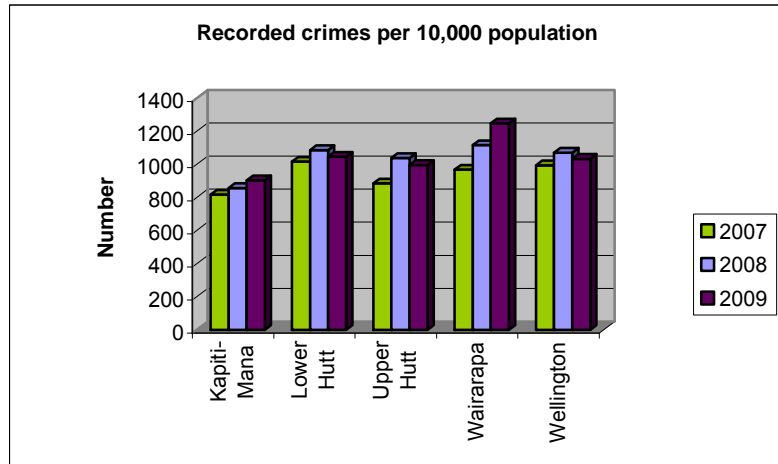
Location of intersections causing high number of crashes			
Location	Number of crashes 2005-2009	2005-2009 Crashes causing injury	2009 Total number of crashes
SH2/Whakatiki Street	19	9	6
SH2/Moonshine Road	20	7	2
SH2/Moonshine Hill Road	11	7	2
SH2/Totara Park Road	24	5	7
Merton St/Fergusson Drive	15	5	5
SH2/Western Hutt Road	17	3	3
SH2/ Akatarawa Road	13	3	4
Fergusson Drive/Moonshine Road	11	3	2
Fergusson Drive/Blenheim St	6	3	3
Totara Park Road /Clouston Park Road	4	3	1

Community Outcome 5

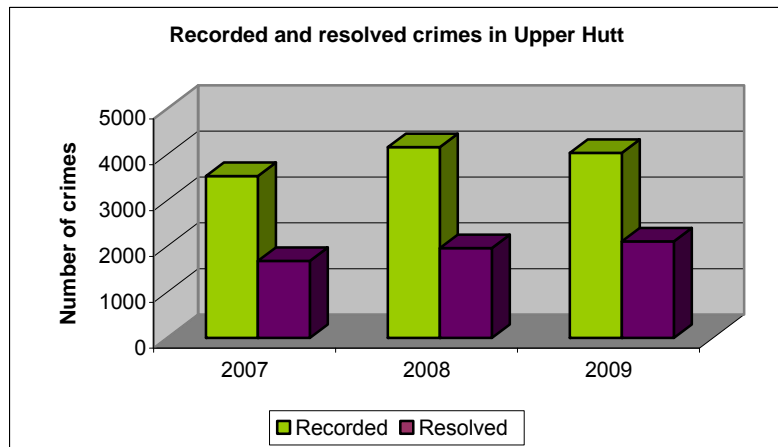
The community is safe, healthy and strong

(ii) Crime

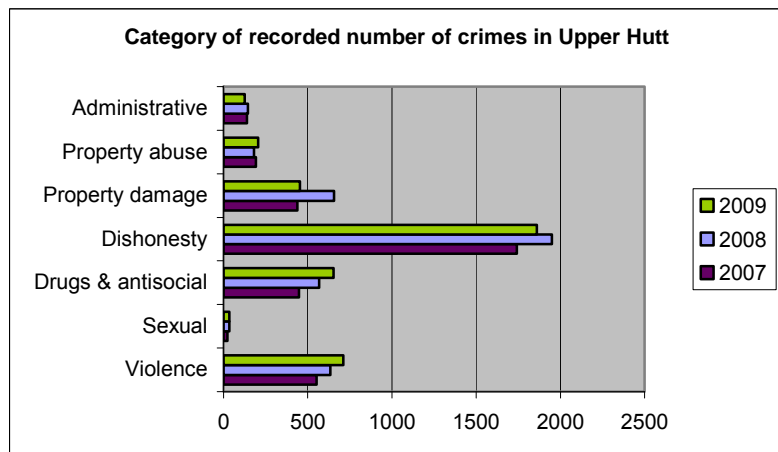
Data Source:
Wellington District
Crime Statistics 2009:
Police National
Headquarters.



- Per 10,000 population the crime figures for Upper Hutt have been slightly lower than Wellington, Lower Hutt and Wairarapa over the last three years.



- A higher percentage of crimes, 52.1 percent, in Upper Hutt were resolved in 2009 compared to 47.4 percent in 2008 and 47.1 percent in 2007.



Community Outcome 5

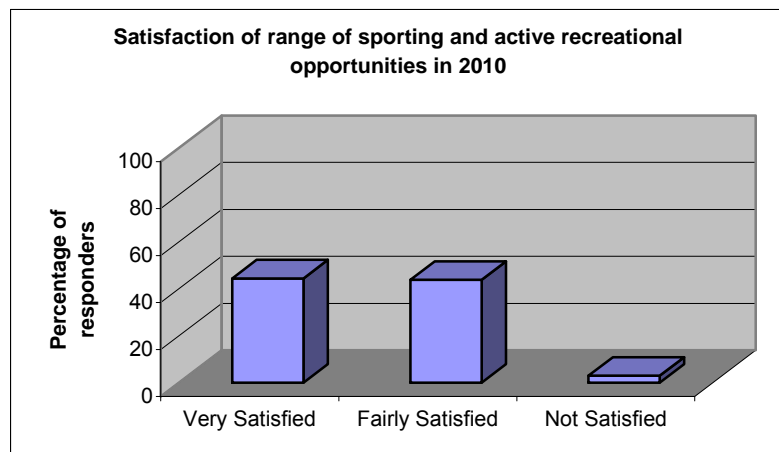
The community is safe, healthy and strong

- Violence related offences have been steadily increasing in Upper Hutt over the last 13 years from 327 recorded offences in 1997 to 710 in 2010, 53.9 percent increase. Drugs and antisocial offences are steadily increasing both in Upper Hutt and nationally.

5b Physical Activity

Data Sources:
Annual
Community
Survey 2010.
UHCC records.
National
Physical Activity
Survey
(undertaken by
SPARC).

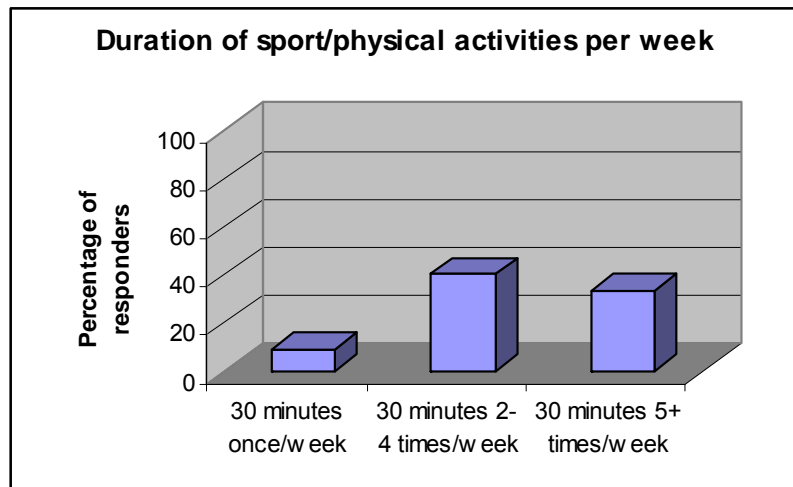
- The Activation project was implemented and adopted by Council in 2006. Currently this project is supported and funded by – Upper Hutt City Council, Youthtown, Sport Wellington Region and The Lion Foundation.
- The role of the Activation team is to:
 - support and connect clubs and groups
 - provide advice,
 - assist with development and delivery of events and programmes
 - support physical activity prospects
 - monitor physical activity in Upper Hutt.
- Ninety five percent of respondents rated the provision of information about sport and recreation as satisfactory or better.



- Ninety seven percent of respondents rated access to a range of sport and recreation opportunities as satisfactory or better.

Community Outcome 5

The community is safe, healthy and strong



5c Access to health services

Data Sources:
Ministry of Health
Council of NZ –
Medical
Council of New
Zealand 2010.
UHCC Records.
Upper Hutt A-Z
Business Directory.
New Zealand
Medical
Association.
Upper Hut Youth
Survey 2008.

- The National Physical Activity Survey (undertaken by SPARC) showed that 71 percent of Upper Hutt residents achieved the National Activity Guideline of participating in moderate to highly active physical activity for more than 2.5 hours per week.
- Notification of all Activation activities is easily accessible on the UHCC Activation website and through the local paper.
- The Primary Health Organisation (PHO) established in Upper Hutt in 2005 coordinates doctors, nurses, Maori health workers, dieticians, physiotherapists, midwives to name a few of the health professionals.
- Currently there are 21 General Practitioners (GPs) working within the Upper Hutt area. This represents an increase of five GPs compared to 2007.
- Upper Hutt has many health service facilities – a few examples below:
 - seven pharmacies
 - two physiotherapy centres
 - six dental surgeries
 - four optometrists
 - one osteopathic clinic
 - one chiropractor centre
 - foot clinic
 - radiology centre
 - acupuncture centre
 - mental health and addiction centre
 - hypnotherapy clinic
 - eight rest homes/retirement villages.
- The New Zealand Medical Association analysis of New Zealand General Practitioner Workforce update 2009 found that Upper Hutt, along with Lower Hutt, Porirua and Waitakere City have the lowest ratio of general practitioners per 100,000 population.

Community Outcome 5

The community is safe, healthy and strong

- The Upper Hutt Youth Survey carried out in 2008 identified:
 - that 25 percent of respondents admitted to drinking at least once a week. However most drink on rare occasions
 - 16 percent participate in taking drugs, mainly cannabis
 - Eight percent experience regular acts of violence, daily weekly or monthly
 - Over half of respondents did not know where to get help for the various issues.
- Vibe, offers a free youth health service to Upper Hutt young people aged between 10 to 24 years.
- UHCC Community Services, Safety, Health and Wellbeing (SHAW) hold regular forums in regards to Youth, Older Adults, Community Safety and Disabilities.

5d Access to education services

Data Source:
Ministry of
Education
Records,
Education
Counts.

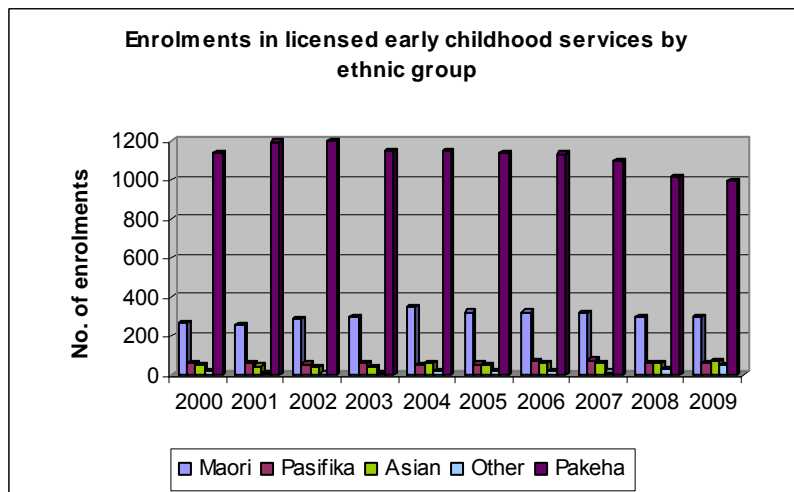
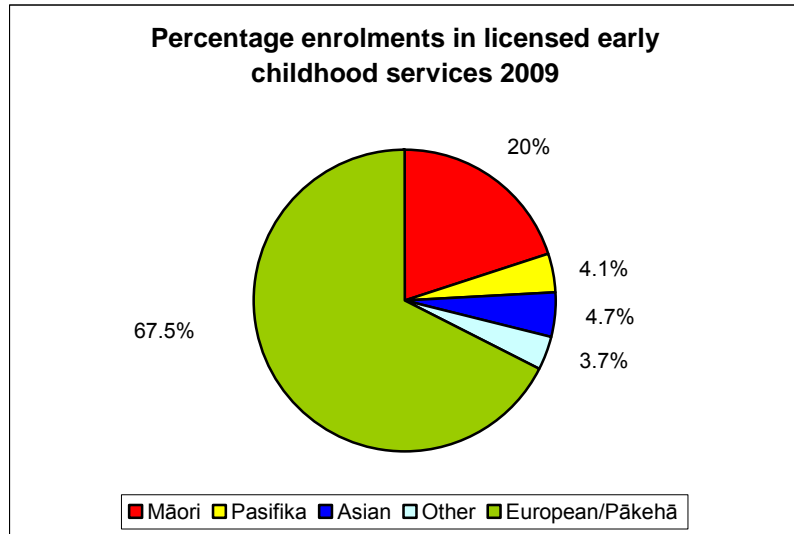
- In Upper Hutt 2009 there were:
 - 1476 enrolments in licensed early childhood services
 - A total of 7766 student enrolments in Primary, Intermediate and Secondary schools

NUMBER OF LICENSED EARLY CHILDHOOD TYPE OF SERVICE AT 1 JULY 2009						
Year	Kindergarten	Playcentre	Education & Care Service	Homebased Service	Te Kohanga Reo	TOTAL
2009	10	5	20	1	3	39
2008	10	5	18		3	36
2007	10	5	19		3	37
2006	10	5	18	1	3	37
2005	10	5	17	1	3	36
2004	10	5	17	1	3	36
2003	10	5	16	1	3	35
2002	10	5	16	1	3	35
2001	10	5	17	1	3	36
2000	10	5	15	2	3	36

- The total number of licensed early childhood services has increased by three since 2000.

Community Outcome 5

The community is safe, healthy and strong



- In 2008 the percentage of Upper Hutt school leavers with NCEA Level 2 was 75.7% compared to 70.9% for the whole of New Zealand. The percentage of school leavers with NCEA Level 1 was 87.3% compared to 84.7% for the whole of New Zealand.
- Within Upper Hutt there are:
 - 38 Early Childhood Services
 - 3 Primary schools (Years 1 – 8)
 - 11 Contributing schools (Years 1 – 6)
 - 2 Intermediate schools
 - 4 Secondary schools
 - 1 Teen parent school

Community Outcome 5

The community is safe, healthy and strong

5e Voter turnout

Data Source:
Upper Hutt City
Council
records.

	2007	2010
Estimated number of eligible voters	28,500	30,500
Number of enrolled voters	27,784 (97.5%)	29,236 (95.9%)
Actual number of voters	11,428 (41%)	

* Local Council and District Health Board elections will take place from 17 September until 9 October 2010.

Community Outcome 6

Leisure opportunities are outstanding

Why is this important?

- people of all ages, cultures and abilities enjoy recreation, culture and leisure activities.
- Upper Hutt offers a range of 'leading edge' regional recreation, cultural and leisure facilities, complimented by good quality local facilities.
- Upper Hutt has a reputation for fun family events.
- access to the natural environment for recreation and leisure is excellent.

Council's key responses to Outcome 6 are made through the following activities:

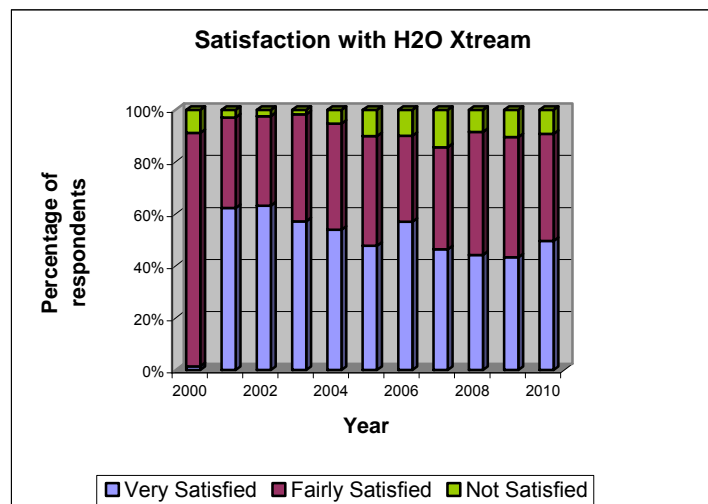
Leadership, Community Services, Economic development, Activation, Property, H²O Xtream, Library, Expressions Arts and Entertainment Centre.

Key facts and figures

6a H²O Xtream

(i) Satisfaction with the facility

Data Source: UHCC
Annual Community
Surveys 2000- 2010.
UHCC Records.



- Ninety one percent of responders were either satisfied or very satisfied with the H²O facilities and services provided at H²O Xtream which was an increase on 2009.
- The number of respondents being less satisfied with the facility has decreased this year.
- When questioned as to what changes needed to be made to increase the satisfaction to H²O Xtream some responders felt costs were too high and they would like to see an improvement to the cleanliness within the whole facility. A few respondents felt that the service provided by staff could be improved especially around supervision and helpfulness.
- In 2009-10, H²O Xtream achieved the highest number of swimmers, 254,887, since the facility opened in 1996 with a 34.2 percent increase on last years's attendees.

Community Outcome 6

Leisure opportunities are outstanding

- The Wavebreakers Swim School has been very well attended. This activity has provided swim instruction for adults, pre-school, school age and special needs children.
- With the help of funding from Youthtown, 1,043 Year 2 children received 10 free lessons of swimming and survival skills.
- Water aerobics has proved to be very popular, especially with the over 60 year olds. Likewise the new initiative of 'Women's only night' has also been enjoyed by many women.

(ii) Regional Use

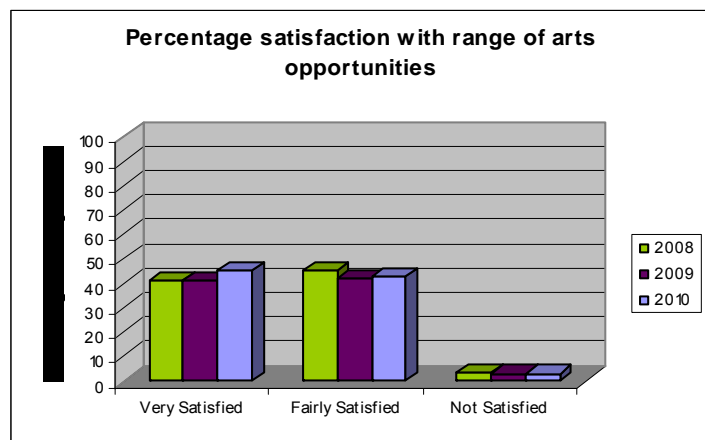
Data Source:
UHCC records.

- During the January 2010 school holidays 62 percent of visitors to H²O Xstream were from out of the Wellington region.
- The regional survey recording the use and awareness of H²O Xstream by the target market (10-14 year olds) is carried out every three years. The next survey is due in 2011/12. The previous survey did not include the 10-14 year target market.

6b Expressions Arts and Entertainment Centre

(i) Satisfaction

Data Source:
UHCC Annual
Community
Surveys.
UHCC records.



- Satisfaction levels for the range of arts opportunities have remained very constant over the last three years.
- Over 19 public performances have been held in the Genesis Energy Theatre 2009/10 covering theatre, comedy, dance and musical performances.
- Expression Arts and Entertainment Centre has again been a popular venue for many public events and conferences.
- A large number of exhibitions and displays have been held in the Vector Gallery, Foyer and Mount

Community Outcome 6

Leisure opportunities are outstanding

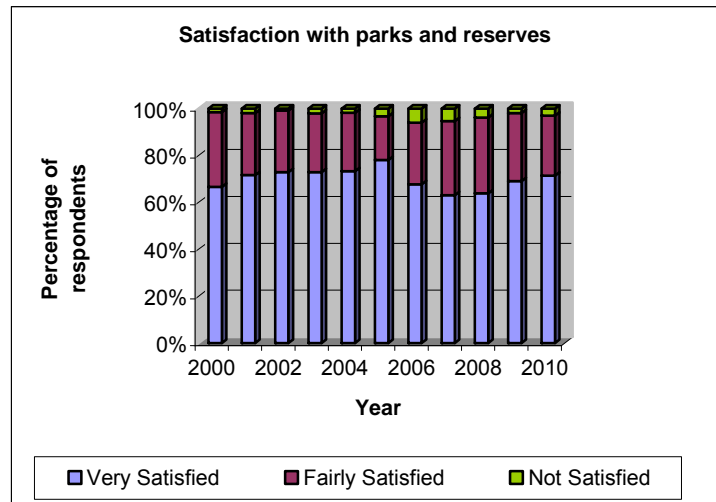
Marua Gallery.

(ii) Regional Use

The 'Regional Use' component of the Annual Community Survey is collected every three years.

6c Satisfaction with parks and reserves

Data Sources: UHCC Annual Community Surveys.



- Seventy percent of responders were very satisfied with the parks and reserves around Upper Hutt. This figure has been increasing over the last four years.
- When questioned 86 percent of responders supported the Council's smoke free policy in parks, playgrounds and open spaces.
- 96 percent were supportive of the liquor ban in the same areas.
- 96 percent of people questioned were satisfied with the standard of presentation of the public garden areas.
- 97 percent of responders were either satisfied or very satisfied with the way the parks and reserves meet their recreational needs.

6d Regional use of parks

The survey carried in January 2008 showed the target of at least 10 percent regional level of usage was not achieved:

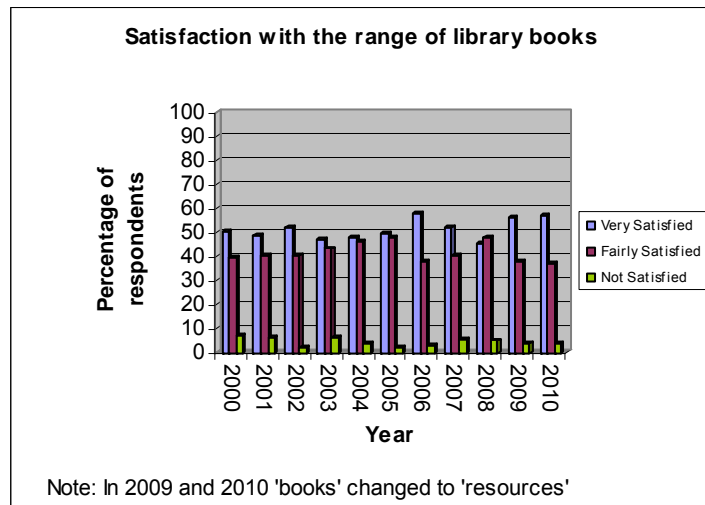
- Harcourt Park eight percent
- Maidstone Park six percent
- Trentham Memorial Park nine percent.

Community Outcome 6

Leisure opportunities are outstanding

6e Satisfaction with the library

Data Source:
UHCC Annual
Community
Surveys 2001-2010.



- The respondents are satisfied, 96 percent, with the range of resources available, and 99.6 percent, with the level of personal service received from the library staff. This has remained very constant showing a high level of satisfaction with the library facilities.
- Ninety seven percent of library users surveyed rated the library website as satisfactory or better.
- The library extension and renovation is well on the way to completion with the new facilities and enhanced services complimenting the vast number of very popular programmes and events held at the library throughout the year.

6f Major events and attractions

***NOTE: For a full list of all events and activities please see the Council's Annual Reports.**

Upper Hutt City Council provided liaison, assistance and support for numerous major and community events and economic activities, including:

- Santa Parade
- Paws in the Park
- Orongomai Marae Open Day
- Youth Week
- Seniors Week
- NZ Jazz Youth Orchestra at Expressions
- Rimutaka Trust Spring Festival
- Silverstream Railway Special Days
- Fireworks Fantastic at Trentham Memorial Park
- Tour de Whitemans Valley - Cycle Race
- Upper Valley Primary School Sports Association Zone Events
- YMCA Body, Mind & Spirit
- Activation Duathlons
- GOLD - Growing Old Living Dangerously
- Pathway to Activity
- Fundamental Movement Skills Workshop
- Multi Ethnic Football Tournament
- H2O Xtream TeenWaves
- Wellington Regional Water Safety Week
- GRX Healthy Lifestyles

Community Outcome 6

Leisure opportunities are outstanding

- Upper Hutt Cup at Trentham Racecourse
- Mansfield Meander
- Southern Hemisphere Scottish Fiddle music camp
- Stone Carving at Harcourt Park
- Hill Climb – Car racing at Wallaceville House
- Elite Road Cycling Champs.
- Pelorus Trust Summer Carnival
- Karapoti Classic Mountain Bike Race
- ‘Sell out’ Concert for Scottish Fiddlers at Expressions at end of week long music school
- Upper Hutt Sports Awards at Upper Hutt Cosmopolitan Club
- National Poetry Day and Upper Hutt Poetry Competition
- Ballinger Belt National Rifle Champ at Trentham
- Wellington Speedway meetings at Te Marua
- Family Day at Trehtham Races
- Clubs NZ Outdoor Bowls in Upper Hutt
- NZ Festival of Arts events in Upper Hutt
- Heritage Month in Upper Hutt
- Rimutaka Trust Queens Birthday Jazz Festival
- Rimutaka Tavern Wildfood Weekend
- Lions Christmas Day -Room at the Inn
- Ricki Herbert Business After 5 at Upper Hutt Cosmopolitan Club
- Working with Grow Wellington on Economic Activities
- Supporting and resourcing Experience Upper Hutt for CBD activities
- Working with Upper Hutt Chamber of Commerce on Business After 5 Functions
- Working with Business Networking International in Upper Hutt
- Commerce Comment Column in
- H2O Xtream Open Day
- Get Set Go Event Management workshops
- Highland Gathering
- Women’s Aquatic Programme
- ZM Run Swim Series
- Sport and Recreation Expo
- Rimutaka Fun Run/Walk
- Carols in the Park
- Kev the Wandering Kiwi
- Ballinger Belt Champs
- Lively Parks
- Upper Hutt Summer Carnival
- Bike the Trail
- Moonshine Marathon and Mini Marathon
- Bike to Work Breakfast
- Children’s Day
- Walk the Trail
- Movies in the Park
- Kiwidex Module; professional development opportunity for teachers
- Pathways; development of talent athletes pathways programmes during primary, intermediate and secondary schools
- Student Sport Transition Project; securing Kiwisport funding
- futureClub; series of opportunities to increase the skill set and capacity of clubs to deliver their sports to the community
- Rimutaka Tavern Wildfood Weekend
- Lions Christmas Day -Room at the Inn
- Ricki Herbert Business After 5 at Upper Hutt Cosmopolitan Club
- Working with Grow Wellington on

Community Outcome 6

Leisure opportunities are outstanding

- Leader each week
- i-SITE coordination of Upper Hutt input to Wellington Meetings Expo
- Upper Valley Primary School Sports Association Zone Events
- YMCA Body, Mind & Spirit
- Activation Duathlons
- Business Gold Awards – Wellington
- National Poetry Day and Upper Hutt Poetry Competition
- Ballinger Belt National Rifle Champ at Trentham
- Wellington Speedway meetings at Te Marua
- Family Day at Trehtham Races
- Economic Activities
- Supporting and resourcing Experience Upper Hutt for CBD activities
- Working with Upper Hutt Chamber of Commerce on Business After 5 Functions
- Working with Business Networking International in Upper Hutt
- Commerce Comment Column in Leader each week
- i-SITE coordination of Upper Hutt input to Wellington Meetings Expo
- NZ Festival of Arts events in Upper Hutt
- Heritage Month in Upper Hutt
- Rimutaka Trust Queens Birthday Jazz Festival
- Clubs NZ Outdoor Bowls in Upper Hutt

Public performances at the Genesis Energy Theatre included:

- Tale of a Dog
- John Chen piano recital
- Nota Bene in Concert
- Last Night of the Proms
- The Searchers Movie
- Amber Rainey in Concert
- The Pioneers
- Whero's New Net
- Jack Liebeck (violin) and Stephen de Pledge (piano)
- Silent Movie Comedy Shorts accompanied by Silent Movie Pianist Gilbert Haisman
- Diedre Irons and the New Zealand String Quartet
- Camp of Rock Concert
- Deep Harmony
- 2009 New Zealand Youth Jazz Orchestra in Concert
- Old Time Music Hall and Melodrama
- The Princess and The Pea
- Zodiac
- Shackleton – The Greatest Survival Story Ever Told
- How to be a Domestic Goddess
- Dancing On Your Grave
- Mark Twain and Me in Maoriland
- Grumpy Old Women
- Queens Birthday Jazz and Blues Festival Launch.
- We'll Meet Again
- Richard Mapp and Emma Sayers (piano).
- The Guru of Chai
- The US/NZ Jazz Connection
- Things are Swingin': Peggy Lee The Woman and Her Music
- The Jazz Gala 'Simply Gershwin'
- Blues Night: Bull Frog Rata and a Swamp Fulla Blues
- Classics Up Close
- Kurt Nikkanen (violin) and Rosemary Barnes (piano)
- Secrets in the Attic
- Around The World and School of Rock

Community Outcome 6

Leisure opportunities are outstanding

Riverstone Recreation hosted a number of large private bookings and regular sporting activities in addition to the following public events:

- Upper Hutt Excellence in Business Awards
- The Wizard of Oz international touring childrens show
- The Tragical Life of Cheeseboy
- The Fourmyla Celebrate 40 years of Nature
- NZ Metropolitan Dance Championships
- Poultry and Pigeon Show
- Upper Hutt Parents Expo
- Quiz Night

Vector Gallery Exhibitions included:

- Studio 21
- Vector Restock
- K(IWI) – *Notion of a Nation*
- HAWHE KAIHE
- Perfect Light
- Xmas Restock
- Trading Gallery
- Reconnected
- From Private Passion to Public Collection: The development of the Pumpkin Cottage Paintings Collection.
- Marvellous Blind Spots
- A Rosy View
- SOLoSYSTEM
- Labours of Love
- Fibre Reactive
- I Do - 100 Years of Wedding Dresses
- The Lie of the Land
- Snapshot
- Bohemians of the Brush: Pumpkin Cottage Impressionists

Library:

- Special holiday programmes
- Book in every pack
- Summer reading programme
- Maori language week
- Tea and tales book group discussion
- Senior's Week
- Children's programmes
- New Zealand Post book awards festival
- Library displays
- Creative crafting
- Free computer workshops for adults
- Poets Corner – bi-monthly programme for adults
- Christmas carols in the library
- Upper Hutt Leader digitisation project
- Adult programmes
- Archive
- Monata Poetry Day
- New Zealand Book Month

Community Outcome 7

Upper Hutt is connected to the world

Why is this important?

- Local and regional transport systems are safe, affordable, accessible and work well.
- Upper Hutt has an excellent communication infrastructure.
- Upper Hutt has the new technologies that assist people to send and receive goods, services and information to and from anywhere in the world.
- The city offers a continually improving roading network.

Council's key responses to Outcome 7 are made through the following activities:

Leadership, Economic development, Activation, Library, Community Services, Akatarawa Cemetery, Land transport.

Key facts and figures

7a Travel time to Wellington

Data source:
Metlink bus and
train timetables.

Upper Hutt to:	Rail		Bus		Car	
		Peak	After	Peak	After	
Wellington Central Rail Station	45 min	1hr 50 min	45 min		30 min	
Wellington Airport		1hr 20 min	1hr 15 min	1hr 15 min	45 min	

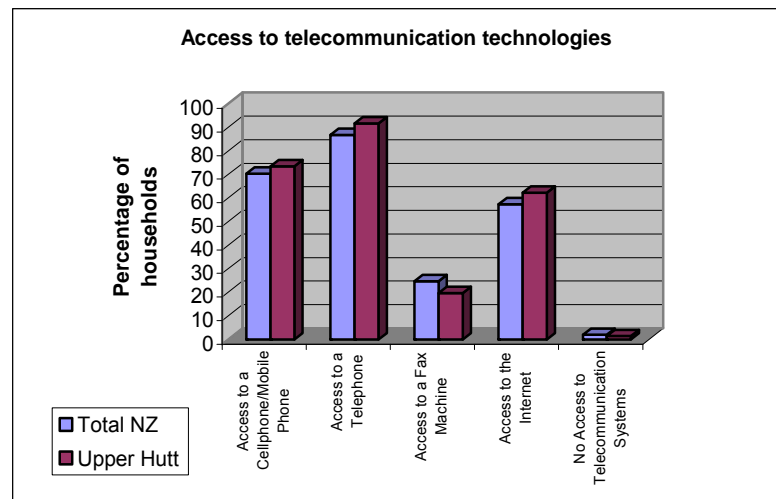
- In June 2009 the Airport *Flyer* bus service from Lower Hutt to Wellington airport increased from every 30 minutes to every 15 minutes every day however the service to and from Upper Hutt has remained hourly.

7b Availability of New Technology

(i) Homes with internet access

(ii) New communication technologies available

Data Source:
Census 2006,
Statistics New
Zealand.



No further surveys have taken place regarding the access to telecommunication technologies in Upper Hutt since the 2006 Census.

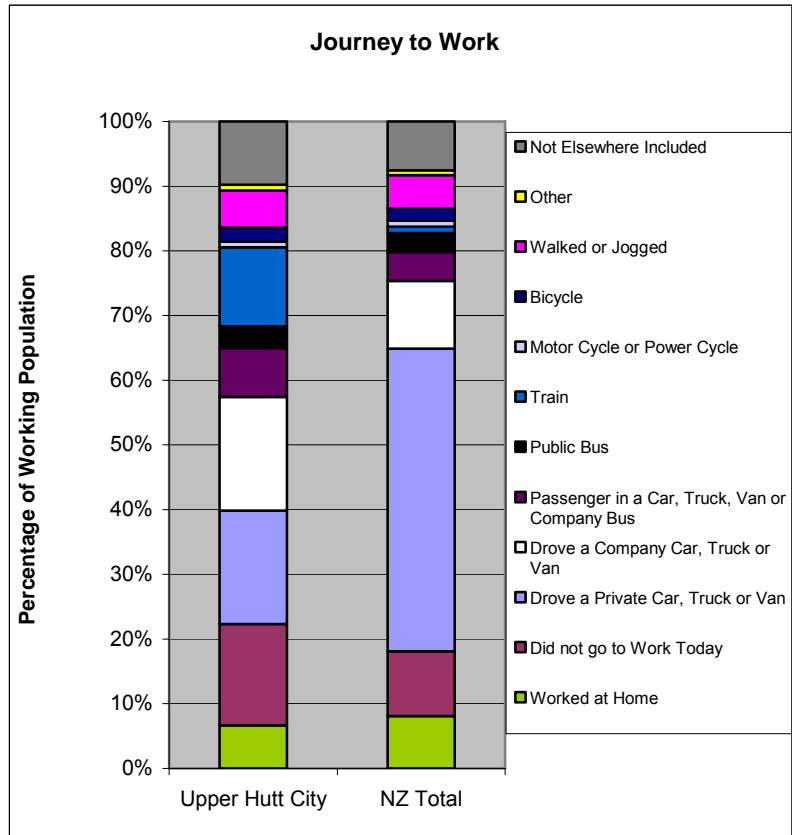
- Central government has made a number of announcements in regards to high speed broadband; Council are working with regional groups and Smartlinx3 to ensure Upper Hutt is well serviced by these initiatives.

Community Outcome 7

Upper Hutt is connected to the world

7c Mode of journey to work

Data Source: 2006 Census, Statistics New Zealand.



No further surveys have been carried out regarding the chosen method of travelling to work in Upper Hutt since the 2006 Census. At that time the following were identified:

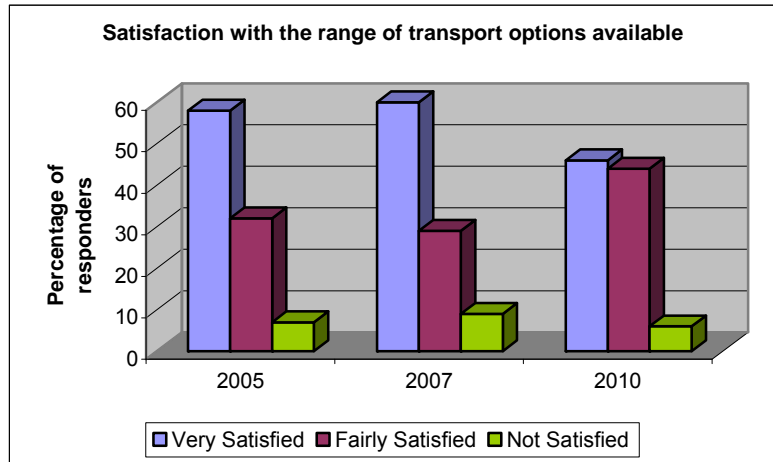
SIGNIFICANT FINDINGS FROM 2006 CENSUS		
	Upper Hutt	Total NZ
Drove private vehicle to work	12 %	48 %
Drove company car to work	12 %	11 %
Travelled to work by train	8 %	1%
Walked/jogged to work	4 %	5 %
Worked at home	4.5 %	8.3 %

Community Outcome 7

Upper Hutt is connected to the world

7d Satisfaction with range of transport options available

Data Source:
UHCC Annual
Community
Surveys.



- Ninety three percent of Upper Hutt respondents to the 2010 survey were satisfied with the range of transport options available to them.
- A small percentage of respondents would like to see buses running more frequently on existing routes and for the routes to be extended.