



*turning lives around*

# The Glen Eden Project

Phase 1 Report

Compiled by:

Sue Berman on behalf of LIFEWISE Family Services.

September 2010

*Nau mai haere mai*

Warm Pacific greetings

To all people with a heart, hands and mind for  
what's happening in Glen Eden.

Thank you to all who have contributed to what we have learnt  
about Glen Eden.

There is still much to add and we welcome the dialogue.

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## Summary Overview

- ❖ Te Kawarau a Maki, tangata whenua, refer to the area as Waikomiti or Waikumete. Today this area is most commonly called Glen Eden.
- ❖ Glen Eden covers a large geographical area. Its population of over 23,000 is diverse in ethnicity, has disparate incomes levels, and is made up of new and longer term residents. The social deprivation index map shows pockets of high deprivation amongst a mix of medium to low deprivation areas.
- ❖ Glen Eden Township is built on critical transport routes including the railway and West Coast Road. Essential services in the township centre include Work and Income NZ, the Post Office, Citizen's Advice Bureau and the Library, amongst varied small retail outlets. A current Urban Renewal Plan includes LIFEWISE Family Services premises at 298 West Coast Rd. There is significant population growth projected for this area.
- ❖ The general population is younger than average with a large number of young families. This has created a demand for Early Childhood Education and youth facilities. There are six primary schools in the area, including a Kura Kaupapa Maori, and Hoani Waititi Marae.
- ❖ Maori ethnic identity is higher in the Parris Park and Tangutu areas than the average for Waitakere. Pacific peoples are the second largest ethnic group after European (except for Kaurilands) with a third of the population in the Parris Park area identifying as being from a Pacific people. There are several Pacific Churches in the area and a preschool Samoan language nest.
- ❖ Demographics indicate a growing number of new migrants into the area, especially from south Asia/India, particularly in the Glen Eden East and Tangutu areas.
- ❖ The number of rental houses compared to resident home ownership increased between 2001 -2006. An investment in social housing by community and Housing NZ has seen a critical increase in affordable housing particularly in the Parris Park area, but more is needed.
- ❖ Single Parent families make up a third to a quarter of family types in Glen Eden.
- ❖ Issues related to financial stress, unemployment, child poverty, alcohol abuse, and domestic violence are present within the Glen Eden community. There are a number of social services who provide advocacy, legal, budgeting, housing, food, and counselling support in Glen Eden.
- ❖ Stakeholder feedback indicates a number of positive interventions and possible opportunities for neighbourhood connections. Stakeholders identified that Glen Eden is in need of a linker or community advisor to strengthen cross service and community networking, and neighbourhood identity.
- ❖ Stakeholders currently look to LIFEWISE Family Service to provide a networking role in the Glen Eden area and for ongoing dialogue on the use of 298 West Coast Rd.

## The Project Brief

This project is a result of LIFEWISE asking key questions to enable informed decision making for future planning. The essence of these questions is -

*Who is doing what and where in Glen Eden?*

*What can we learn from knowing our community?*

*What is the best community use of the premises at 298 West Coast?*

As a starting point LIFEWISE has sought to understand the resident demographic of the community and engage with the community sector through service provider stakeholder conversations in the physical locality that LIFEWISE currently works (Glen Eden).

Once LIFEWISE is confident of its place in the community and has strengthened its relationships within Glen Eden, a resident level engagement may be pursued as a next phase.

The key tasks and reporting for this phase of the project is to:

- Map and present the social and geographical demographic of Glen Eden.
- Describe and create a data base of “who is doing what and where” in Glen Eden.
- Explore through stakeholder conversations, what’s working, issues, gaps and visions.
- Identify other stakeholders who may be interested in collaborative locality based work.
- Describe the potential role/s for LIFEWISE services within this community that will also help to determine the best use of the premises (298 West Coast Rd).



*Welcome to Glen Eden on View Rd Boundary & LIFEWISE premises on West Coast Rd (2010).*

## Methodology

**The development of a project brief** was enabled by dedicating time to gain a shared understanding of the project questions and desired outcomes. Core to this development was a framework for research with integrity, a fit with community development/research protocols as well as a check on the constraints of allocated time and resources for the project.

The project journey utilised a variety of research methodologies.

**A review of literature** included previous reports and research conducted in the Glen Eden community. The Waitakere City Council's recent Glen Eden Urban Renewal Project during March/May 2010 is also part of the review and resulted in LIFEWISE making a submission and meet face to face with the planning team. An understanding of best practice was helped by the active collection and distribution of literature and resources related to community led development - particularly neighbourhood or locality based literature, partnerships and collaboration and organisational capacity building.

This report is further informed by a **community profile based on demographic quantitative analysis** of National Census data selected from 5 local Census Area Units (CAUs). The area of study was determined by a commonly defined sense of 'Glen Eden' to include the CAU's Glen Eden East, Kaurilands, Woodglen, Tangutu and Parris Park.

An informal process of **participatory observation** through participation in community based events over the months March –June offers additional insight and information. The taking of photographs of the environmental and social surroundings in Glen Eden provides a useful visual resource.

In order to gain insight into the question of *Who is doing what, where (and how) in Glen Eden?*, **interviews and conversations** were held with stakeholders. The project focused on **relationship building with stakeholders** already engaged with residents in Glen Eden. A **data base** of contacts, brochures, flyers, pamphlets and illustrative material has been collected. It was concluded that a comprehensive or statistically significant resident focused survey was impossible within the time frame and budget. Slow, purposeful steps of engagement in the community would create better longer term outcomes if LIFEWISE were to commit to ongoing resourcing for work in the area.<sup>1</sup>

Notes made during stakeholder conversations were written and returned for checking, including permission to quote from the conversation both publically and within the report. **A stakeholder feedback meeting** invited further input and acted as a gift to the community for sharing what we have learnt along the journey.

An executive **summary feedback** report has been written and distributed to stakeholders. This document gives a brief overview of some of the stakeholder activity within Glen Eden.<sup>2</sup>

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<sup>1</sup> See notes from conversations and discussions with John Raeburn & Project Meeting Notes.

<sup>2</sup> See Appendix 6 'What's up in Glen Eden?'

## Glen Eden Community Profile



Pou at Glen Eden Library (2010)



Illustrated power box, Glenview Rd (2010)

### A brief history

The area is described by tangata whenua Te Kawarau a Maki through whakapapa and stories of tipuna, and through the streams, waterways and landscape. Te Kawarau a Maki describe landscapes of meaning that stretch out from the West Coast and into the heart of what is now called Henderson. This area was originally known as Waikomiti or Waikumete.

In the late 19th century with the steady growth of European immigration into the Tamaki Makaurau/ Auckland area, a new cemetery was required. In 1886 West of Auckland was chosen and the cemetery was named Waikomiti. The early township essentially grew as a service town for mourners and visitors coming by train to the “city of the dead”. Because the township name (Waikumete) was similar to that of Waikomiti Cemetery, residents opted for a name change. Glen Eden was chosen to reflect its valley like landscape and Eden like orchards and gardens. Subsequently the cemetery took on the name Waikumete. Today the original township bakery still stands on West Coast Rd as a Jewelers Store.

Glen Eden did not grow significantly until after World War I with further development of the rail line, and an expansion of orchard and viticulture. Land use was mainly rural until the mid 1950’s when increased residential development began to occur creating lots of a quarter acre or more. Since that time Glen Eden’s location between Henderson and New Lynn meant that the Borough continued to grow and by the 1980’s the present pattern of residential development was established. The town centre focussed around West Coast Road and Glen Mall continued to expand.

The building that is now the Playhouse Theatre once served as the Borough Council Chambers, the City Library, and was the original town hall.<sup>3</sup>

<sup>3</sup> References: Waitakere Library and Information Services Local History and Kaiwhakahaere/ Māori Services; The Glen Eden Protection Society – Heritage Trail; In those Days by Pauline Vela -drawn from Oral History interviews conducted in the 1980s; Waitakere City Council (2010); Wikipedia.

## Glen Eden today

This brief overview is drawn from a social planning infrastructure report prepared for Waitakere City Council as part of the Urban Renewal Plan. It describes Glen Eden today in its broadest terms.

“The Glen Eden area has a wide range of housing including a few original farm houses, some art deco homes, post war bungalows and the more recent weatherboard styles. It also has new terraced housing, smaller town houses and older group housing. Levels of Housing New Zealand properties in the area are lower than the Waitakere City average. A number of the larger sections in the area have been subdivided in recent times.

Today Glen Eden plays an important role in providing services to residents living in the area between Henderson and New Lynn. The town centre provides access to a range of retail outlets and food retailers, a modern library and Citizens Advice Bureau, community centre, health centre and a range of other social infrastructure.

The area contains Waikumete Cemetery, which is Auckland’s largest cemetery and of significant heritage value, both as a “social document” and for its significant areas of natural vegetation. It is also one of the largest single areas of public open space within the urban limits of the City.

Accessibility by public transport in the area is comparatively good, particularly in the central areas of Glen Eden East and Woodglen. There is expected to be some future improvements to bus frequencies within the area particularly to and from Henderson and New Lynn. The area is also served by two train stations on the Western line at Sunnyvale and Glen Eden.

Glen Eden town centre is expected to see significant population increases and there is considered to be sufficient capacity to provide a higher level of local employment. In order to accommodate the potential growth, any future redevelopment of the existing Glen Mall and West Coast Road main street areas, is likely to produce higher density developments which, for example, allow for offices and/or residential uses on upper floors. Retention of the existing industrial “strip” along the West Coast Road is expected to provide increased employment opportunities. Areas within walking distance of the town centre/railway line will become medium density housing or apartments”.<sup>4</sup>



Glen Eden Rail Station, Glen Mall and new housing development in Woodglen (2010)

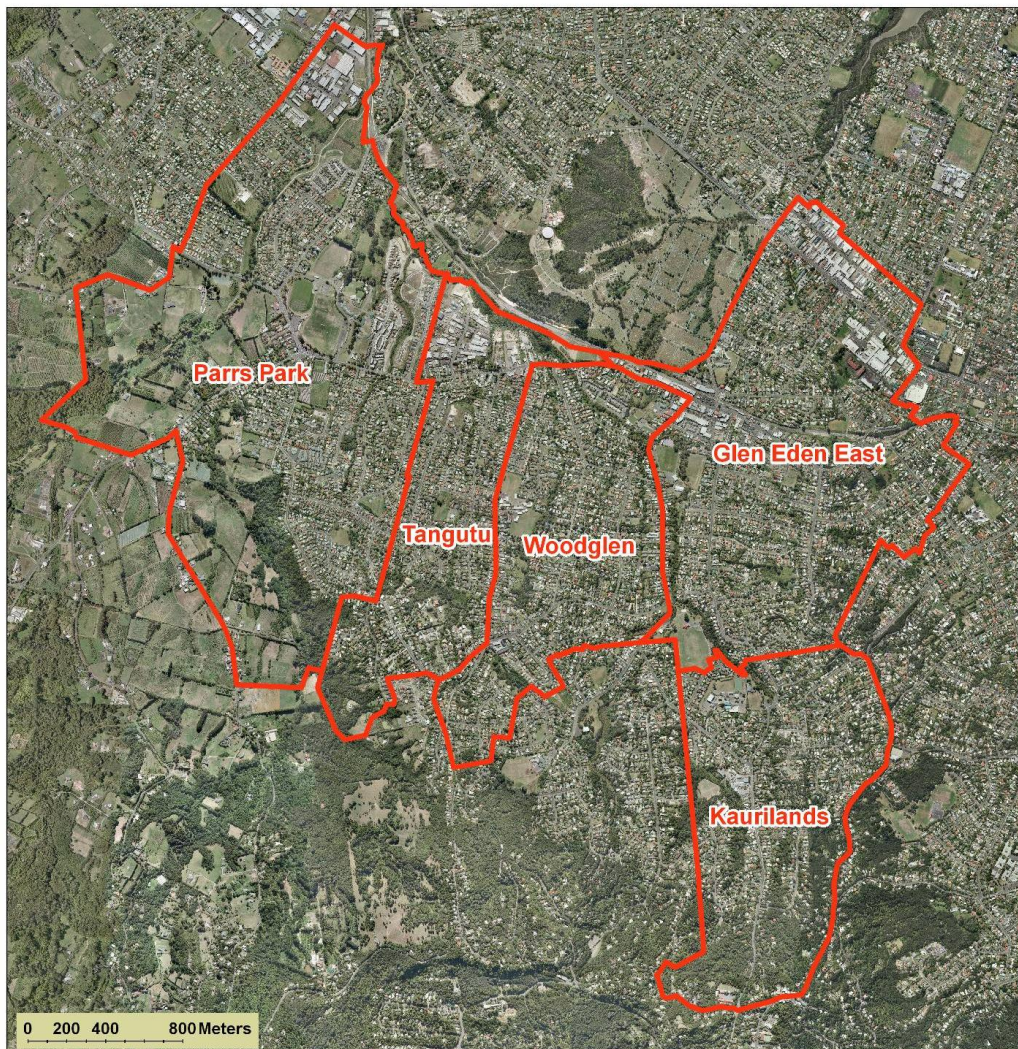
<sup>4</sup> Quoted from a report by Andrew Wood (2010) *A Demographic Analysis of the Glen Eden Area, Implication for social infrastructure provision*. Waitakere City Council.

## Demographics

The project team envisioned that LIFEWISE will be better informed for future decision making by gaining a comprehensive understanding of the Glen Eden community through studying the social demographics of the area. This section is the result of an analysis, description and mapping of geographical and demographic material relevant to the defined area of study.

The physical mapping of the infrastructural data and the supply of raw demographic data was generously enabled through the support of Andrew Wood (Planner) at Waitakere City Council.

There are five different Census area units between Pleasant Rd in the East and Glengarry Rd in the West, Titirangi foothill to the South and Great North Rd – Glen Eden East, Kaurilands, Woodglen, Tangutu and Parrs Park. When asked, people generally saw these areas as defining Glen Eden today. These five areas are the basis for the demographic analysis.



Glen Eden's 5 CAU areas. Map supplied by Waitakere City Council (2010).

## Population figures

The **total population** as reported at 2006 census for the whole Glen Eden area is **23,031**.

The total population breaks down as:

Census Area Unit	Usual Resident Population
Glen Eden East	<b>6609</b>
Parrs Park	<b>6198</b>
Woodglen	<b>4206</b>
Kaurilands	<b>3063</b>
Tangutu	<b>2955</b>

Resident Population by CAU (2006)

Glen Eden is projected to be a high growth area. In all areas except Kaurilands significant population growth has occurred between 2001 and 2006.

*“This trend is likely to continue as the Growth Management Strategy for Waitakere City identifies Glen Eden as a growth node and anticipates that the population for Glen Eden (700m radius from Glen Eden station) will see increases of up to 75% around 2200 people when compared with the population at 2006” (Waitakere City Council, 2009).*

This projected population growth has significant implications for service demands and delivery in the area.

## Social Deprivation Index

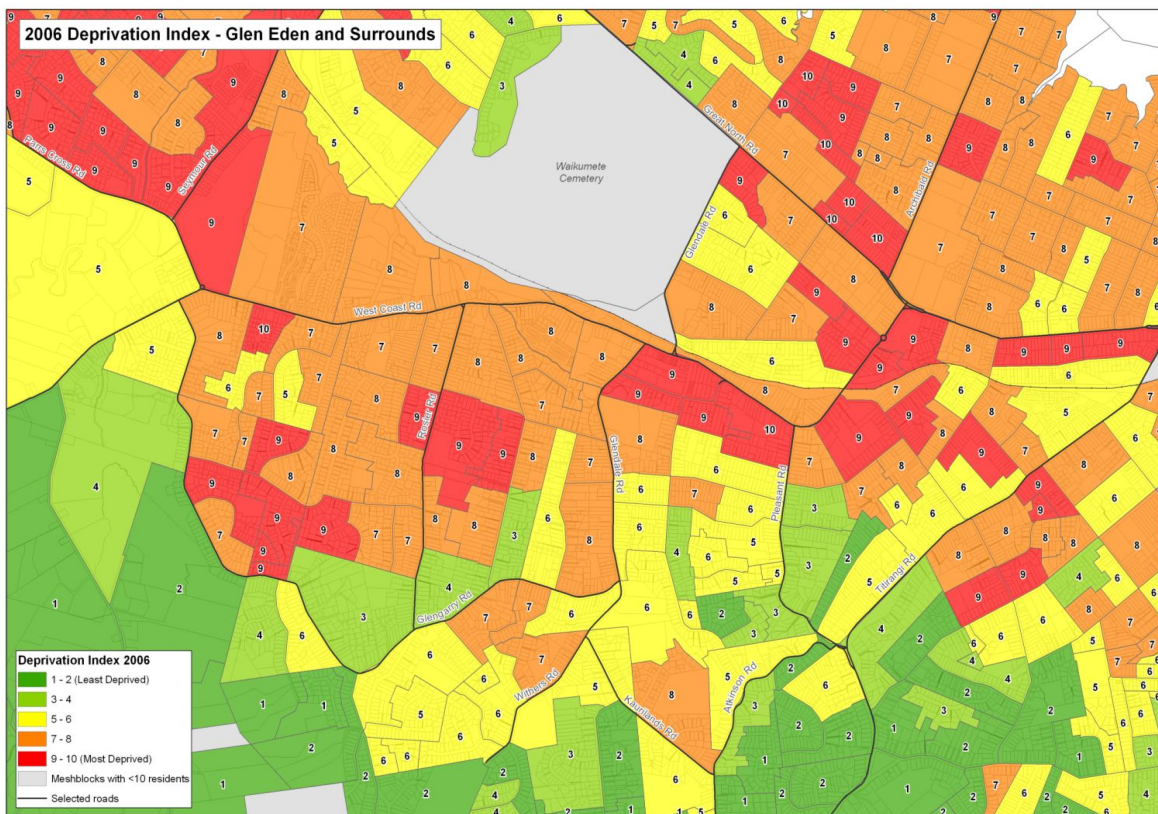
A Social Deprivation index measures the social deciles rating for an area. It is a useful tool for viewing the broader dynamic of locality based need as colour coded mesh blocks indicate areas of high or low social deprivation.

“Social Deprivation Index is a measure of socio-economic status calculated for small geographic areas rather than individuals. The calculation uses a range of variables from the 2006 Census of Population and Dwellings which represent nine dimensions of social deprivation. The variables include **Income, Employment, Support, Living Space and Home ownership**”.

Waitakere City Council 2010

Taking a view of the social wellbeing indicators as they relate to structural issues such as housing, employment and income levels is a critical additional aspect to understanding the community beyond the individual demographics or the single narrative of needs in households. For those working at a street based engagement this kind of mapping can help to set priority areas.

The map below reflects an amalgamation of factors drawn from statistics and applied to view in small mesh blocks as deciles ratings. See full size map Appendix 1.



Supplied by Waitakere City Council, 2010

## Housing

As at the 2006 Census, there were 23,031 residents living within the five CAUs and a total of 7785 occupied dwellings, giving an average household size of three people which is equivalent to the average household occupancy for Waitakere City as a whole.

Home ownership numbers vary across the CAUs. Kaurilands has the highest level of home ownership (65.5%), with Woodglen (58.1%) and Tangutu (61.9%) areas above the Waitakere City average (58%). Glen Eden East (53%) and Parris Park (53.9%) are comparatively below average number of home ownership. See Appendix 2 Figure 10.

Glen Eden East has seen an increase in non-residentially owned properties between the 2001 and 2006 census years. Property prices have been driven up by a sharp increase in investment property purchasing and a growing level of mobility into the area. Available rental housing has also increased through the investment of new social housing built, particularly in the Parris Park area.

The increase in residential based private rental property has the parallel social consequence of increased mobility of residents, and a reported rise in issues between tenants and landlords (breaches to the Tenancy Act), including an increase in substandard housing conditions.

The shortage of affordable housing for families is widely recognised and Housing New Zealand plays an important part in providing affordable rental homes to families. Four of the five CAUs have lower

levels of Housing New Zealand properties as a % of rental properties than the Waitakere City average (14.6%). In Glen Eden East, Woodglen and Tangutu just over 10% of the rental housing is owned by the Housing New Zealand. The remaining CAU, Parris Park is well above the average with 26.7% of rental housing owned by Housing New Zealand.

Smaller family sizes are most common (1-3 children) however Parris Park (15.6%) and Tangutu (14%) have above average numbers for females (15+) with more than four children compared to Waitakere City (12.8%) See Appendix 2 Figure 11.

An overall feature of the area is the comparatively high number of dwellings with three bedrooms or less and the lower number of larger sized homes that have 4+ bedrooms. Kaurilands is the exception with more 4+bedroomed homes than average. There is every chance that housing with adequate facilities for larger families are unavailable in the areas of need.

In 2006 Glen Eden East had the lowest mean weekly rental at \$237. This was \$17 a week lower than Waitakere City. Parris Park, Woodglen and Tangutu were also below the City average, but Kaurilands area averaged \$21 a week more. These figures have changed considerably in terms of dollar value over the last 4 years as housing demands have shifted. Current data from Crocker Property Group drawn from the Real Estate Institute of New Zealand<sup>5</sup> show West Auckland (Glen Eden, Glendene & Massey) as experiencing (on average across house types i.e. no of bedrooms) a 5% variance in rental between 2009 and May 2010. The average three bedroom rental has increased from \$237 in 2006 to the current rate of \$350 a week.

The majority of households heat their accommodation with electricity. To a less extent heating is also acquired through the use of wood/coal fires and gas bottle heaters. There are more residents in the Parris Park (5.8%), Glen Eden East (5.1%) and Tangutu (4%) that use no fuels to heat their accommodation compared to Waitakere City as a whole (3.9%). This has implications for residents' health – cold damp homes due to poor maintenance and cheap building materials, coupled with no method of heating in winter because of low family income, results in poor health outcomes for families.

New neighbourhood housing developments in the area of Woodglen, Tangutu and Parris Park are intensive upstairs downstairs housing. Some social infrastructures such as small park areas have been built at street ends.



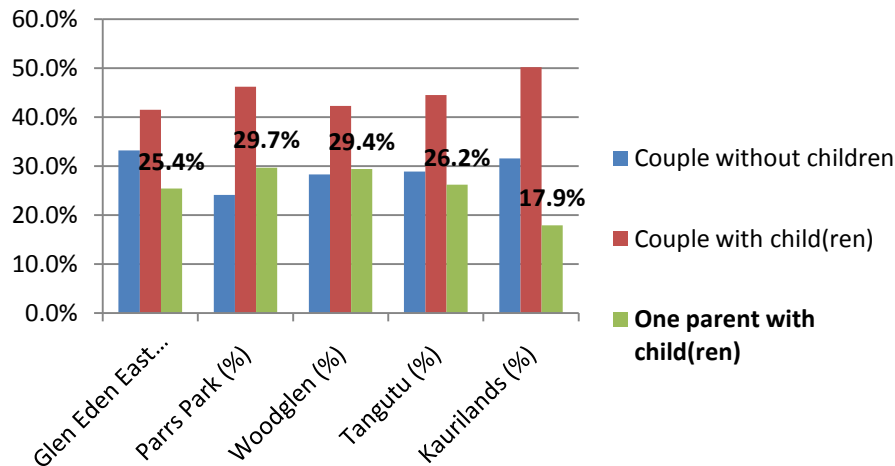
New intensive housing built in Woodglen area (2010). This development is in eye view of 298 West Coast Rd.

<sup>5</sup> <http://www.crocker.co.nz/services/research/prices.html>

## Households and families

Compared to Waitakere City (32.3%), the Woodglen area (33.2%) has a higher proportion of couples *without* children whilst Kaurilands (50.2%) has a comparatively higher percentage of couples *with* children.

Figure 1: Family type by CAU



There are significantly more single parent households in the Parrs Park (29.7%), Woodglen (29.4%), Tangutu (26.2%) and Glen Eden East (25.4%) areas than on average across Waitakere City (21.2%). Between a quarter and close to a third of families in the Parrs Park and Woodglen areas identify as single parent families.

The median household income for residents aged 15+ years across the CAUs, is lowest in Glen Eden East. This may be due to the area housing a higher than average senior citizen population. All areas (bar Kaurilands) have a median household income that is less than the average in Waitakere City (\$58,500) (See Appendix 2 Figure 12). Glen Eden East has the highest number of residents earning less than \$20,000 (20%) while in Parrs Park and Woodglen over 10% of households earn less than \$20,000.<sup>6</sup> See Appendix 2 Figure 13.

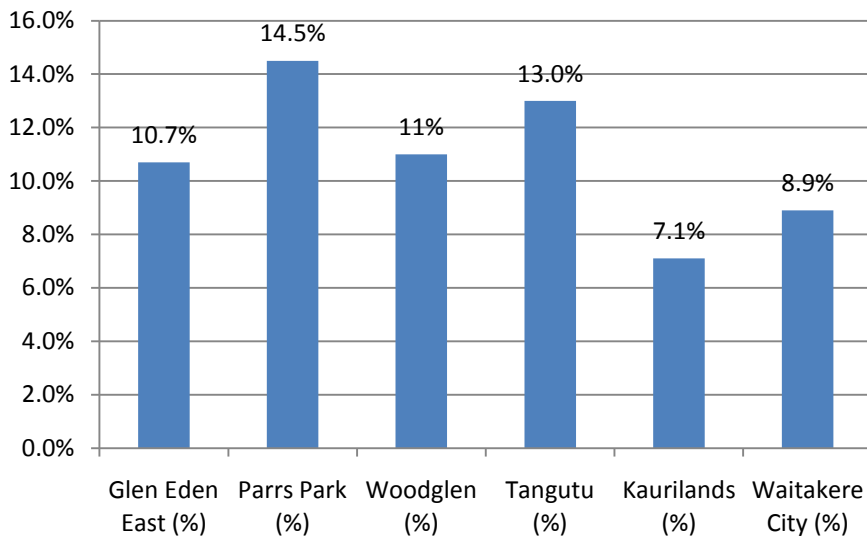
The economic downturn with consequential rising unemployment experienced since the 2006 census is likely to be reflected as a growing disparity in household income in the upcoming 2011 census.

The majority of household income in all CAUs is earned through wages, salaries, self employment, bonuses and investments. On average about 2% of workers are receiving payments from a Work Accident Insurer (i.e. ACC).

Parrs Park and Tangutu CAUs have significantly higher percentages of households whose source of family income is the Domestic Purposes Benefit compared to Waitakere City. Glen Eden East and Woodglen also have above average numbers. Unemployment, invalid and sickness benefits are also higher than average in all CAUs except Kaurilands.

<sup>6</sup> Total household income is the money that a parent(s) and child(ren) bring into the occupied dwelling.

Figure 2: Source of family income - Domestic Purposes Benefit



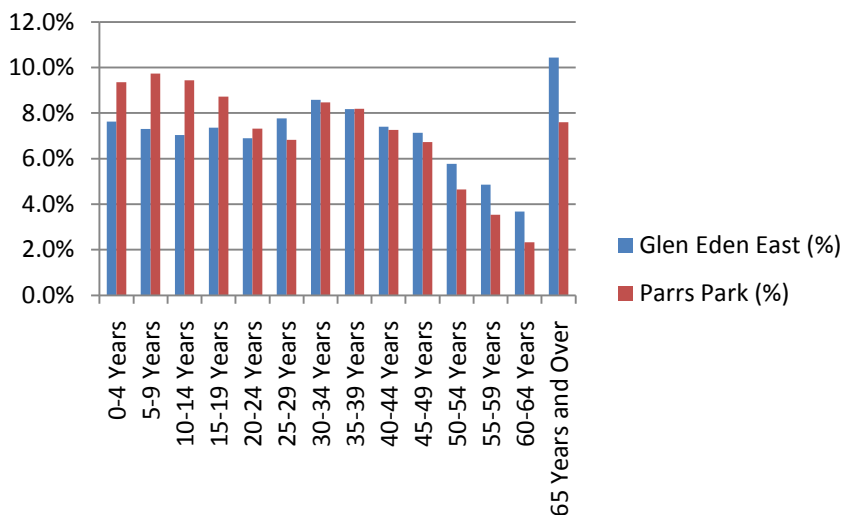
NZ Superannuation or Veteran Pension is drawn as earning in Kaurilands by 12% of residents and 10% in Glen Eden East. Other CAU areas have between 6-8% of residents drawing NZ Superannuation or Veterans Pension.

### Age of population

Since the 2001 Census, the median age for the Glen Eden East and Kaurilands CAUs have increased in line with Waitakere City as a whole, whilst contrary to general demographic trends, the Woodglen CAU median age has got younger by a year.

Age distribution data is useful for analysing the potential service needs in a community. The graph Appendix 2 Figure 14 indicates that compared with Waitakere City, Glen Eden’s CAUs house a younger than average population, particularly in the Parrs Park area. Glen Eden East has a higher than average older population. The following graph compares Glen Eden East and Parrs Park age distribution.

Figure 3: Age distribution – Glen Eden East & Parrs Park CAUs



Collapsed data using cohorts useful for LIFEWISE family services enable a view of the population by groups such as: preschool (0-4yrs); school aged (5-19yrs); young adults (20-34yrs); adults (35-64yrs) and older adults (65yrs +). See Appendix 2 Figure 15

Compared to Waitakere City:

- Glen Eden East has higher than average older adults and less than average number of preschool and school aged children.
- Parrs Park has a considerably higher preschool and school population, and young adult group, but below average adult and older adult populations.
- Woodglen has a slightly higher than average preschool and school aged population with a higher than average young adult/adult population.
- Tangutu has a young population base with a higher than average primary school age group and a large adult population but a considerably small senior citizens or older adult group.
- Kaurilands has a less than average preschool population but higher than average primary school population group. The secondary school and young adult population drops below average numbers, while adults in their 40's are well above average. The older adult population drops to below average.

### Ethnicity

Glen Eden is increasingly ethnically diverse. New migrant movement into the area, plus natural population growth is likely to see an increase in this diversity.

Figure 4: Table of Ethnic Affiliation by CAU (Census 2006)

Ethnic Groups	Glen Eden East (%)	Parrs Park (%)	Woodglen (%)	Tangutu (%)	Kaurilands (%)	Waitakere City (%)
European	59.4%	51.3%	59.8%	59.7%	79.4%	59.0%
Māori	12.7%	16.2%	13.1%	14.0%	8.0%	13.1%
Pacific Peoples'	15.6%	27.7%	19.4%	21.5%	5.9%	15.3%
Asian	17.0%	13.9%	12.3%	11.2%	6.8%	16.2%
MELAA and Other	1.4%	1.6%	2.2%	2.0%	1.2%	1.5%
Total	106.1%	110.7%	106.8%	108.4%	101.3%	105%

The percentage of residents who identify as European in Glen Eden East, Woodglen and Tangutu is similar to the Waitakere City average (59%). Kaurilands is outside of this trend with a significantly larger number of residents identifying as European (79.4%) and Parrs Park has a significantly lower number (51%) of the population identifying as European.

Pacific Peoples' are the second largest ethnic grouping in the Parrs Park area with nearly 28% of the population identifying as from one of the Pacific Island groups (well above the 15% average in Waitakere). Tangutu (21.5%), Woodglen (19.4%) and Glen Eden East (15.6%) also reflect an above average number of Pacific Peoples' while Kaurilands has significantly low numbers of Pacific Peoples (just on 6%).

Parrs Park CAU (16.2%) has the most residents who identify as Maori, with Tangutu (14%) also recording above the Waitakere City average for Maori (13.1%). Kaurilands has 8% identifying as Maori which is the second largest ethnic group in that area after NZ European.

Asian ethnic groups are underrepresented compared to the Waitakere average (16.2%) in all but Glen Eden East (17%). In Woodglen, Tangutu and Parrs Park on average 12.5% of the CAU identify as Asian, less than those that identify as Pacific Peoples and/or Maori.

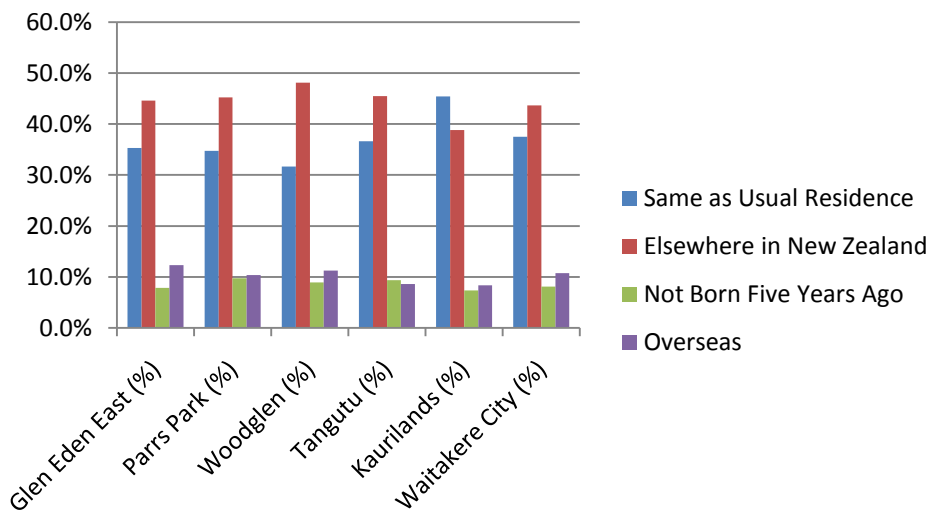
Middle East, Latin American, African (MELAA) plus other groups make up 1.5% of the ethnic grouping in Waitakere. Woodglen has the highest number of MELAA identifying residents (2.2%), with Tangutu (2%) and Parrs Park (1.6%) also above average. Glen Eden East and Kaurilands are not significantly less than the Waitakere City average.

All CAUs (except Kaurilands) reflect a diversity of ethnicity amongst the population groups. This is especially true in the Parrs Park area.

### Usual Residence 5 years ago

High mobility is evident in all CAUs. In the 5 years (between 2001-2006 Census years) residents have settled in the area by moving from elsewhere in New Zealand or from overseas. Glen Eden East (12.3%) and Woodglen (11.2%) have the highest percent of overseas residents move into the area, several percentage points more than Waitakere City (10.8%). Woodglen also has a significant number of new residents who have moved to the area from elsewhere in New Zealand.

Figure 5: Place of usual residence 5 years ago (2006 Census)



### Birthplace

Plus or minus one third of Glen Eden East, Parrs Park, Woodglen and Tangutu residents were born overseas.

52% of Woodglen resident born overseas arrived in the last 0-9years. That equates to 16.5% of the Woodglen residents being relatively new migrants (in the last 0-9years in 2006). 51% Glen Eden East resident born overseas arrived in the last 0-9years. That equates to 18% of the Glen Eden East

residents being new migrants (in the last 0-9years in 2006) All areas reflect a mix of old and new communities. See Appendix 2 Figure 16.

### Religion

In Glen Eden East close to 40% of residents identify as *not* belonging to any religion (higher than average) while 50% identified as Christian (lower than average). Other religious affiliations include Buddhist (2.5%), Hindu (4.5%) and Muslim (3.4%) populations. This is a higher than Waitakere average and the highest of all the CAUs.

Parrs Park residents have the strongest religious identification as Christian (58.5%), 4% above the Waitakere City average of 54.5%. All other religious affiliations are higher or even with Waitakere averages except residents who identify with Spiritualism and New Age Religions (1%) which is above average.

Woodglen and Parrs Park areas have a higher than average number of residents indentifying as Maori Christian (1.9%). Just over half the Woodglen residents identify as Christian (53.8%).

Tangutu has a high number of residents who are non religious (40.6%) and only just over half who identified as Christian (51.3%). Hindu and Buddhist affiliations are above average but other religious affiliations are low.

Kaurilands has the highest number of residents who identify no religious affiliation (46.8%). Less than half of residents identify as Christian (49.7%). Alternative religious affiliations are more popular in Kaurilands including Spiritualism and New Age Religions. Hinduism, Buddhism and Islam are all well below the City wide average.

Figure 6: Table of religious affiliation by CAU (2006)

Religion	Glen Eden East (%)	Parrs Park (%)	Woodglen (%)	Tangutu (%)	Kaurilands (%)	Waitakere City (%)
No Religion	38.9%	32.5%	37.0%	40.6%	46.8%	37.3%
Buddhist	2.5%	2.1%	1.3%	2.4%	1.1%	2.2%
Christian	50.4%	58.5%	53.8%	51.3%	49.7%	54.5%
Hindu	4.5%	3.8%	3.8%	4.3%	1.9%	3.7%
Islam/Muslim	3.4%	2.6%	3.1%	1.5%	0.9%	2.3%
Māori Christian	1.3%	1.7%	1.9%	0.9%	0.7%	1.3%
Spiritualism and New Age Religions	0.9%	0.6%	1.0%	0.7%	0.8%	0.7%
Other Religions	1.2%	0.7%	1.1%	1.0%	0.9%	0.8%

### Labour Force

Most residents participate in the paid workforce as employees. Self employment without staff is the next highest type of work. Not many residents identify as employers, except in Kaurilands which has a higher percent of employers than the Waitakere average. Unpaid Family Workers' are represented in minimal numbers. See Appendix 2 Figure 17.

Conditions of employment have changed since the 2006 Census. The table below illustrates the shifts in benefit levels over a 5 year period in the Waitakere Work and Income Service Area. Between March 2009 and March 2010 the number Waitakere residents registered as unemployed has almost doubled. These figures do not take into account those families that are reduced to one income or younger people who do not qualify to register as unemployed. Unemployment levels are projected to continue to rise.

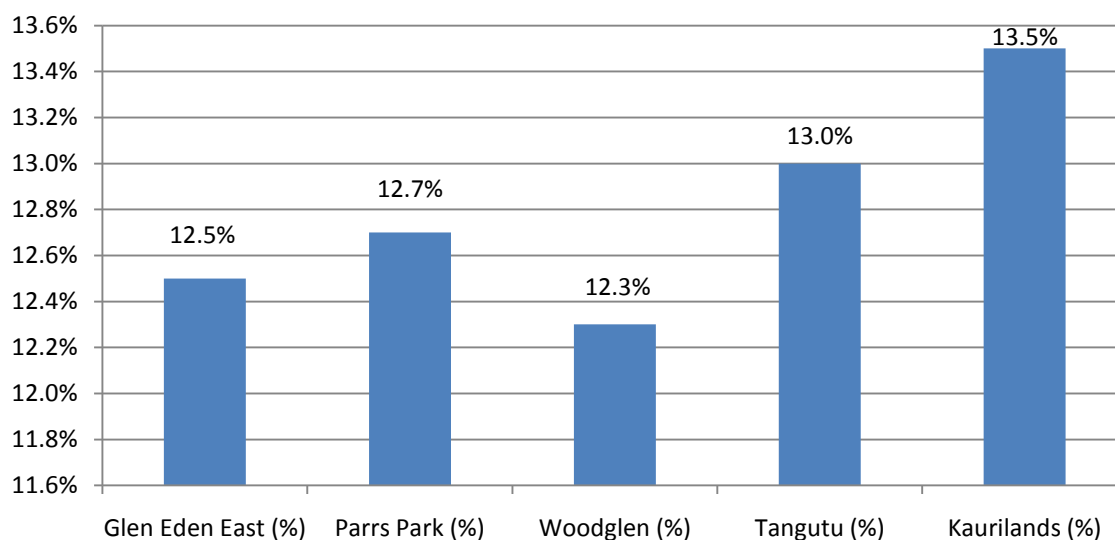
Figure 7: Table of number resident benefits by benefit types

Benefit type (aged 18–64 years)	Mar-05	Mar-09	Mar-10
Unemployment Benefit recipients	786	735	1267
Domestic Purposes Benefit recipients	2809	3015	3196
Sickness Benefit recipients	1181	1662	1813
Invalid's Benefit recipients	1553	1907	1920

Sourced from the MSD website – Waitakere Office statistics

Voluntary work is often unacknowledged or unrecorded. The graph below reflects those who spent “voluntary time in the last week” as an unpaid activity at Census 2006. The Glen Eden CAUs are active sites of voluntary activity.

Figure 8: Helping or voluntary work for an organisation, group or Marae



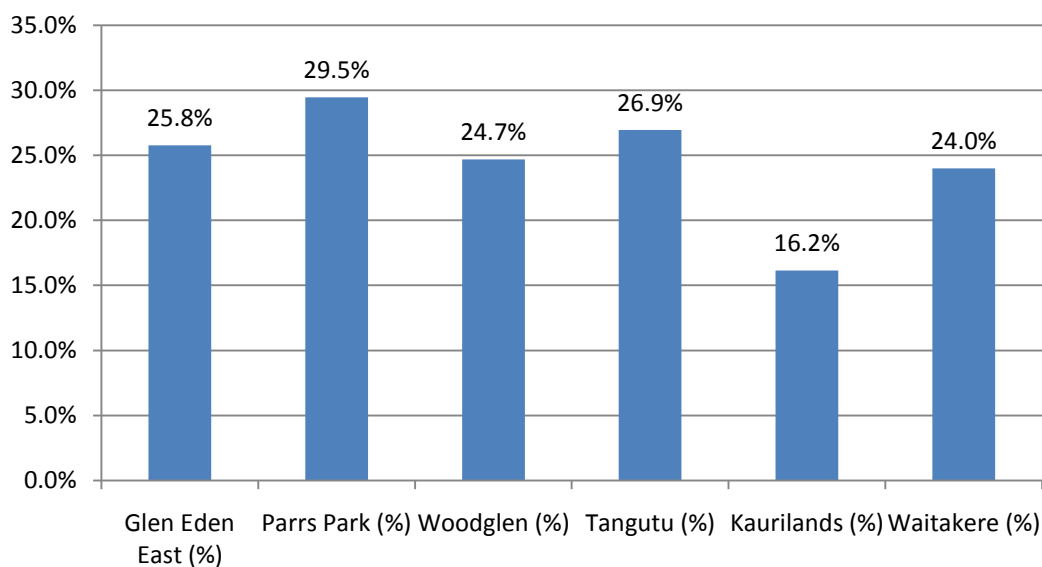
## Education

Between 14-16% of residents over 15 years of age are either full time or part time students (across all CAUs). It is predicted that with increased unemployment the number of 15years+ students staying on at school or adults returning to study will increase. This is in a climate where Adult Community Education has been reduced due to budget cuts to the sector.

The level of educational attainment is variable from no qualification to school leaving and post graduate degrees. Kaurilands is considerably different to the other areas of Glen Eden with the least number of residents with no qualification (16%) and the highest number with a university level degree including post graduate degrees (21%).

Other areas have high number of residents with no school leaving qualification – although the numbers are not significantly more than the Waitakere average (24%). The next highest level of qualification gained across the CAUs (bar Kaurilands) is NCEA Level One certificate gained at school. See Appendix 2 Figure 18.

Figure 9: Percentage of resident population with no educational qualification



## Health

Health demographics specific to the Glen Eden population are unavailable, aside from issues relating to smoking which is captured in Census data. However, Waitemata District Health Board (WDHB) has produced several documents of interest which reflect Waitakere wide health statistics.<sup>7</sup>

It is important to state that unequal access to health; socio-economic factors that enable good health (employment, access to housing, etc) are reflected in the health statistics that show inequitable outcomes across ethnic groups. Maori and Pacific people are over represented in poor health outcome data. This issue is explored through literature and demographics in a WDHB report, *An ethnic Inequity Indicator Framework (2009)*.<sup>8</sup>

Public health related initiatives are evident in Glen Eden and are specifically targeting the issues of healthy diet and exercise. The Ministry of Education curriculum delivers a focus on health and community safety through schools to young people.

## Summary

Based on demographic profiles, Glen Eden CAUs have much in common – with the exception of Kaurilands. Although the 2006 Census data is a valuable base from which to gain an understanding of a community profile, it is important to note that recent economic and social changes may create significant shifts to be captured in the upcoming 2011 Census. A brief summary presentation of each CAU can be viewed as Appendix 3.

<sup>7</sup> Documents available at [www.waitematadhb.govt.nz](http://www.waitematadhb.govt.nz)

<sup>8</sup> Document available at [www.waitematadhb.govt.nz/PlanningConsulting/Inequalitiesindicatorreport.aspx](http://www.waitematadhb.govt.nz/PlanningConsulting/Inequalitiesindicatorreport.aspx)

## Review of Previous Consultations

One of the tasks identified in the project planning was to report relevant outcomes of previous consultation projects undertaken that relate to Glen Eden<sup>9</sup>.

### Waitakere City Council (WCC)

#### Urban Renewal Project (2010)

Waitakere City Council opened a brief public consultation process on the framework for Urban Renewal in Glen Eden around the same time as this project's beginning<sup>10</sup>. LIFEWISE took this opportunity to meet face to face with the Council team. The meeting established a mutual understanding of the work of each others' organisations in Glen Eden.

The final Framework Report was presented to Council in May and has been approved and signalled in the final 10 year planning document created by the Waitakere City Council (with no budgetary allocation). It is hoped that legislative changes to the structure and management of Auckland City will not affect the priorities identified to resource the renewal plans.

Key findings of relevance:

- The Urban Renewal Plans may have an impact on decision making regarding the premises. The property lies just inside the renewal area and next door to the proposed public open space development (see pg 15 summary pg 124 in depth of the Urban Renewal Project)
- The town centre will become a more populated area for both business and residents. Focus is particularly put on the 1km radius from the Glen Eden Rail Station. (see Social Infrastructure map Appendix 4)
- Partnerships and collaborations regarding Council access to land suitable for town centre renewal and LIFEWISE service delivery visions may be open for negotiation.

#### A demographic analysis of Glen Eden (2010)

This unpublished report authored by Andrew Wood (social infrastructure planner WCC) is a statistical analysis of 5 CAUs in 'Glen Eden'. For the purpose of their exercise, WCC defined Glen Eden CAUs as Glen Eden East, Woodglenn, Kaurilands, Crum Park and Sunnyvale. Although our definition of Glen Eden differed, the basis of the data analysis served as a useful resource on which to draw a demographic profile for this project.

#### Kelston and Glendene: People, Places and Potential Communities (WCC 2010)

A needs assessment exercise was carried out in a neighbouring locality of Glendene and Kelston. This report was a useful reference point to the project both in terms of resource expectations for resident engagement and in building a community profile.

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<sup>9</sup> Hard copy and electronic files of these reports are available.

<sup>10</sup> Waitakere City Council (October 2009) *Glen Eden Urban Design Framework – Final Draft*.

A key outcome of this report is Waitakere City Council's commitment to the provision of two new Community houses to be purchased and established in the area. Residents of Glen Eden East, especially those residents who live north of West Coast Rd, may well benefit from this development.

## Shore/Whariki Massey University Report

### Project Twin Streams: Sustainable Living, Sustainable Household Programme Outcome Evaluation Report: Phase One (2009)

This report is an independent evaluation conducted for the Sustainable Living Sustainable Household Programme. Pilot projects in Glen Eden, Swanson and Ranui were aimed at engaging residents at a street level in sustainability education and practice – particularly for water, energy, waste and transport use. EcoMatters Trust delivered the Glen Eden component of the project.

One key conclusion of the study is that employing participatory community development approaches to engaging residents, helps to build communities at the same time as effecting change in behaviour. This was most successfully modelled in the Ranui and Swanson area.

## EcoMatters Trust

### What's happening in Glen Eden (2010)

This report physically maps the active resident engagement and consultation work being done by EcoMatters Trust in the Glen Eden area. It describes the current activities and engagements with residents and reflects on a collaborative project with the Glen Eden Community House (Green Streets) attempted in 2008/09. It is a useful report for visually seeing clusters of houses engaged in sustainable practice within targeted streets.

## Titirangi Baptist

### The Crossing (2009/10)

Titirangi Baptist church conducted a church community consultation and a limited needs assessment exercise with the community immediately around the church, regarding plans to develop a site on Kaurilands Rd as a community outreach facility. Documentation of the vision, consultation process, findings and Q&A are available on the website [www.tbc.org.nz](http://www.tbc.org.nz)

The bullet points below are copied from the Q&A section. Particular mention is made of a conversation with LIFEWISE.

*“What collaboration as been done to make sure our facility and courses are not duplicating what is already happening?”*

*There is no facility that is like the one we are proposing in the Titirangi area. LifeWise in Glen Eden have a facility that they operate out of. They are excited at the thought that we are potentially joining them in this area. There will be some programmes that are similar to what other providers offer, but the marketplace of needs is far from saturated.*

*Who are we working with to show collaboration?*

*So far we have consulted with organisations like Glen Eden Baptist, LifeWise Ministries [sic], Baptist Union NZ, Parents Inc., Alpha, Kaurilands Primary School, Glen Eden Intermediate, Konini Primary School. Collaboration is limited at this stage because our facilities and mission*

*base is still underdeveloped. We hope for partnerships to develop with these and others in future."*

The Titirangi Baptist Church community has decided to go forward with this development and intend to raise money to build this facility in the next three years.

Of key relevance to LIFEWISE is the development of a new facility in the area and the potential partnership and collaboration that the Titirangi Baptist community may seek from LIFEWISE in support of this project.

## **Glen Eden Community House**

### **Info Fest Day May 8<sup>th</sup> (2010)**

*"Community Houses are small, locally based, facilities providing recreational and social opportunities, community education and a place to meet for local residents. The Community Houses are governed by a voluntary Management Committee, who employ a part-time co-ordinator to carry out the day-to-day operations and activities of the House." (Waitakere City Council Website, June 2010).*

Glen Eden Community House states that it is *"a place that provides people with opportunities to interact and participate in and experience a mix of social, educational, cultural or recreational activities"*. The mission statement aims to ensure that the Community House *"maintains best practice, in adult community, out of school care and services that meet the needs of the community of Glen Eden"*.

Services include; Out of school care programmes; Adult and Community Education Programmes; Room hire; and telephone, fax, photocopying & laminating services.

In May this year, the Community House invited the community to participate and attend an INFO FEST Day. LIFEWISE took the opportunity to participate, developing resources for encouraging attending staff to engage in a low impact consultation with residents. Circumstance resulted in a very low key engagement on the day with very little chance to connect with residents. Some connection was made with Neighbourhood Support.

The Community House reported a successful event. Face to face visits and conversations, followed up by email requests to learn more about the success of the event and the learning from the *Wishing Tree* exercise conducted with residents have not produced any shared evidence.

The key relevance for LIFEWISE is that the Community House is located within a higher than average socially deprived area of Glen Eden. Aside from Prospect School, it is the only non faith based community facility in the area with the potential for resident engagement.

## Stakeholder Organisations in Glen Eden

### Overview

*Residents* - children, parents, young, old, of all ethnic and religious persuasions and from all socio economic groups; those that live and work in Glen Eden, these are the stakeholders with whom LIFEWISE ultimately wants most to engage. It is their stories of what is *happening* in the neighbourhoods of Glen Eden, and their participation in creating what and how they would like to see things happening that would see the full potential of community-led engagement in Glen Eden. The investment in relationships and time are the key ingredients for the development of such a vision.

The project determined that work towards this vision should begin with an exercise of mapping and then conversing with those already working with and for the community in Glen Eden. This was described in the project plan as a stocktake of stakeholders that, *“indicate location, number, purposes of; NGOs, Government organisations, schools, churches, Marae any other service providers or organisations of interest”*.

In collaboration with the Social Wellbeing and Infrastructure staff at Waitakere City Council, a geographic map of the five CAU areas of Glen Eden was prepared to illustrate the current use of social space (see full sized wall map). Developing a comprehensive list and accurate data base relating to the map is an ongoing task.

Although this tool gives some sense of the places and spaces, illustrated by photographs, it is the conversations and meeting of the people that occupy these spaces that give meaning and richness to understanding the stakeholder’s view of *‘What’s happening in Glen Eden’*.

Identifying stakeholder organisations in Glen Eden took several routes. Initially the team at LIFEWISE Family Services were asked to complete an exercise *“Helping Sue find her way”* which included a question on who they felt it was most important to talk with in Glen Eden.

Further research including spending time within the community, networking with previous work connections, some chance and good fortune, and person to person or agency to agency referrals were the most commonly followed paths to stakeholder doors.

At one stage a reflective exercise and discussion helped to affirm and steer priorities for stakeholder conversations.<sup>11</sup>

Although this report takes into account a range of stakeholder perspectives - individuals and agencies, of varying ethnicities, roles and approaches to work in Glen Eden- a significant gap remains. Input from tangata whenua, particularly the whanau of Hoani Waititi Marae and the Kura Kaupapa has not been successfully brokered. We are aware that there is constant pressure on local Maori organisations to add voice to project planning, and to be available for consultation on issues, ideas and the impact of development on their community. An understanding of the capacity and

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<sup>11</sup> This took place in the context of a project team meeting where a brainstorm of stakeholders were listed and ordered in priority.

process for tangata whenua to engage and the time and resources needed to enable relationships will require further investment for future work in Glen Eden.

Senior management have focused on gaining understanding and creating stakeholder relationships with agencies via Government initiatives such as Whanau Ora and The Community Response Model. Waitakere City Wellbeing Plan and the Call to Actions which flow from the Plan are a strategic opportunity for contributing to the agenda of family and community wellbeing at a local level. The Call to Action groups includes Early Childhood Education, Housing, Neighbourhood Action, Violence Free Waitakere, and Active Waitakere.

The stakeholder engagement has been in no way exhaustive. There are many conversations of people and places to discover in Glen Eden. Documentation of what has been achieved takes the following form:

- A table of stakeholders which documents the nature of the contact (see Appendix 5).
- Meeting notes of conversations that include quotes, photographs and contact details (sent to participants for checking) filed for reference.
- A database of contact addresses details.
- A collection of relevant flyers, pamphlets, newsletters and notices.
- A summary of *Glen Eden today* that describes who is doing what in Glen Eden



Inspiring Communities Seminar (2010)



Project Twin Streams – Glen Eden Planting (2010)



Sign on West Coast Rd, Glen Eden (2010)

## Communications

An analysis of the possible routes for communication with residents is an important learning for future work. Of note are school newsletters, church and association newsletters, and public notice boards and websites, all of which provide regular access to information for families in the area. Over and above those communications, Glen Eden residents are supplied with the following publications.

### Glen Eden Goss

This publication has had only one issue at the end of 2009. It is compiled by the Glen Eden Business Association and reports on business and community events in Glen Eden. It has a focus within the 1 km radius of the Rail Station. Goss is also available to be picked up at shops in the Glenmall area. The Business Association are anticipating Goss will become a more regular publication.

### Tatler

Once better known as the Titirangi Tatler, but now simply called The Tatler, this community newsletter “reaches as far west as Rosier Road and then, more or less, follows a straight line out to Huia”.<sup>12</sup>

*“Every letterbox (apart from those with no junk mail on them) within the catchment area east of the Rosier- Huia line and bordered by the Manukau and Waitemata harbours as far as Portage Road, New Lynn, should get the Tatler delivered. Our delivery company will also not deliver to commercial premises so we go to every business (and residential) post office box within these boundaries and put bulk quantities in all the libraries and other retail and community outlets. In all, 20,000 copies are distributed across the area”.*

Tatler is full of community events, news and people. Although it claims to appeal to a bigger catchment the focus and tone of the publication is still very much Titirangi based. There is little to no use of te reo and only the rare inclusion of other languages or cultural stories. It does not represent the diversity of interests in Glen Eden as much as it does the activity and people of Titirangi.

### Western Leader

The Western Leader is delivered three times a week to most homes across Waitakere City and is also available in libraries and local shops. The Leader features community stories and events across West Auckland and is also available online via the Stuff website. [www.stuff.co.nz](http://www.stuff.co.nz)



Notice Board at Glen Eden Community and Recreation Centre, Tatler Header, and Signage at Glenora Bears (2010)

<sup>12</sup> Communication with editor Rene Bridges, also see, <http://www.titirangitatler.co.nz/>

## Summary of stakeholder conversations

### What makes up Glen Eden?

When asked, “If you were to describe Glen Eden to someone who didn’t know the area what would you say” a similar narrative emerged from a variety of stakeholders.

Although some found it hard to describe where Glen Eden physically began and ended,, mostly people agreed that physically Glen Eden was thought of as the area up to Pleasant Rd in the east and over to Glengarry Rd on the west, plus all the areas south of West Coast Rd to Kaurilands and around the shops and cemetery to the Great North Rd.

Glen Eden is described as diverse, culturally, socially and economically. It stretches between landscapes of privilege and wealth to areas of poverty and social deprivation.

*Glen Eden identity is somehow a bit like being caught between Titirangi and New Lynn – pulled both ways – and in a way it lacks an identity of its own.*

*Glen Eden Intermediate sits in the middle of two different deciles – it draws values and people of both – it’s like wearing two different gloves.*

Conversation with Terry Hewetson and Jan Peach - Glen Eden Intermediate School (GEIS)

Councilor Janet Clews – long term resident and Council representative of the Glen Eden Community, describes Glen Eden people as *salt of earth, can do kind of people*. She acknowledges that the boundaries of Glen Eden have shifted over the years to cover a larger physical area, as have the dynamics of the community shifted. She observed that the Woodglen, Tangutu and Parrs Park side of Glen Eden have lacked infrastructural development, with the Community House being the only real investment in community facilities and space in these areas. Other stakeholders refer to different sides of Glen Eden in terms of an east west divide.

People talk of the changing face of community with an increasing number of younger families, plus more transience (due to increasing rental market in Glen Eden) and a growing diversity in population through an increased numbers of new migrant families into the area.

People’s descriptions of Glen Eden identity often related to the physical town centre. There was observation of the increasing business of this area but equally comment on the centre’s run down feel and observed social disconnection. People often describe Glen Eden as a thoroughfare for traffic passing through along West Coast Rd. However, some felt that small physical improvements were making a difference to the town centre feel.

*Glen Eden has an improved sense of a community hub especially up by the shops. The new library building has given it a stronger sense of a Centre. Small things like the light on the trees have also helped improved the feeling of the space.*

Lisa Woolley, Vision West.

Mention was made of a new social housing area, new transport systems and the planned urban renewal for the area as adding positively to the Glen Eden identity. Some described Glen Eden as a place where people seem happy, where there is plenty to do, with good schools.

*Glen Eden Primary school is multicultural and diverse plus inclusive. Students can find a sense of place here at the school.*

*Kelly McGrath – Social Worker in Schools (SWIS)*

*This is generally a friendly community; smiling and diverse. There have been issues with disconnection from a sense of centre but it is getting better.*

*Megan Murphy – Labour MP's Glen Eden Office*

*Having the Library and CAB as a Centre is like being in the sitting room of the community.*

Clearly stakeholders express a mixed sense of identity describing Glen Eden – and as with all things subjective the disparity sits with the difference of experience and also where people chose to place focus (community asset versus deficient analysis).

The summary comment below acts as something of a warning to unaddressed disparity that is evident (and growing) between the households and residents who make up the Glen Eden community.

*Glen Eden is masked by affluence – often people view the community through Titirangi lenses and don't see the real need, disconnection and poverty growing in the community.*

*Jan Peach – long time resident and GEIS social worker*

Feedback gathered at the stakeholder feedback meeting acknowledged the above sentiment at the same time as expressing a feeling of optimism and hope for the potential of a positive Glen Eden identity, for creating a stronger sense of place through dialogue, creating more local opportunities and the possibilities that could come through infrastructural change via the proposed town centre improvements.



View looking West down West Coast Rd and the Glen Eden Community and Recreation Centre building (2010)

### What are the issues?

This section weaves together the initial conversation with stakeholders related to the question ‘*what do you see as the main issues affecting residents and families in Glen Eden and for your service/group/project*’, with additional feedback gained from the stakeholder community meeting.

It is important to note that the social issues raised in interviews and explored during the community stakeholders meeting are not unique to Glen Eden. Sue Dodds of the Waitakere City Council Community Wellbeing team made a further point worth noting; that despite evident social issues, by comparison, Glen Eden has more community assets than other parts of Waitakere City, and these assets can be harnessed for meeting needs. The fact that close to fifty stakeholders turned up in response to an invitation to discuss issues for Glen Eden reflects an existing strength in the community.

In brief the issue of rising unemployment and a lack of local employment opportunities, of poverty due to low income levels and of increasingly high rents and living costs were commonly raised issues.

The effects on families/residents of these issues can be complex and can often have a domino effect.

Stakeholders talked of:

- Hardship leading to increased demand for budgeting services.
- People unable to meet contracts related to debt - car dealers and finance loans.
- The demand for food parcels on the rise.
- Unemployment and redundancy – leading to a need for increased advocacy work between residents and Work and Income NZ (WINZ) and Housing New Zealand (HNZ).
- The increase in gambling related problems including financial mismanagement, increased domestic violence, family separation, and substance abuse.

*All these things have substantial impacts on kids. This is expressed in their behavior as well as issues like no lunch or they can't get to school because there is no petrol money or money for the bus.*

Donovan Busby - SWIS Prospect School

Specific mention was made on the effects of particular social issues on the lives of children and young people. These included:

- Substance abuse (alcohol and drugs) and domestic violence.
- Marriage/relationship breakdowns/separations
- A growing gang like mentality in the young people
- A lack of good male role models.

Feedback from the NZ Police at the stakeholder meeting suggested that alcohol makes up 95% of the substance related crime and that P and Cannabis related crime is minimal by comparison.

*Many of the parents of students at the school are working – those that are not working often have drug/alcohol dependency issues.*

Jan – Glen Eden Intermediate

*Some kids describe their male role models in not too good terms – boasting that their access to money is coming through their families dealing or stealing. Some kids are getting into gang like mentality behavior.*

Donovan- SWIS Prospect

Other community related issues that agencies and community stakeholders are dealing with relate to:

- Immigration and residency status (overstaying and family reunification)
- The lack of healthy and affordable homes for rent in the area.
- Emergency housing for low income families.
- Lack of neighbourliness – conflicts related to fences, trees, drive ways and dogs.
- Lack of Early Childhood Education and afterschool care – that is culturally appropriate.
- A town centre that does not support a feeling of safety.

*The Mall is not a safe area. Local shops are begging they are really run down, dysfunctional feel – Players (the Glen) and King Dicks give the place a seedy edge they are always busy, especially King Dicks, day and night.*

Teremoana Jones – Project Twin Streams Coordinator Glen Eden

## What works?

This section aims to explore what stakeholders see as working well in the Glen Eden community with a focus on the methods of delivery that is felt to be most engaging and successful. A comment noted during the stakeholder feedback meeting was that there is no shortage of ability in the community but that people need encouragement and support to take the plunge and initiate ideas.

Some of the social service and community engagement workers (alongside some residents) have developed creative and useful ways for working with and for their communities. There is a growing sense that resident engagement and empowerment is important, and that projects/interventions should be developed from a 'community led' approach.

*Many people expressed an interest in being closer to nature and building meaningful communities but did not know where to start. The Bishop Stream Neighbourhood Garden is the result of a street level survey that resulted in a shared initiative.*

Patrick Doherty – Resident street champion

*We run a weaving group in New Lynn (tried it in Glen Eden but not got off the ground yet) with mums who come and weave and as they do they talk about issues – share knowledge and expertise and support each other. It's more of a parenting course than going to a structured course – works for some people better – concept of whakawhanaungatanga.*

Kelly McGrath – SWIS Glen Eden Primary

The idea of delivering less formal parenting courses that are culturally appropriate and easily accessible, as described above, were well supported at the stakeholder feedback meeting.<sup>13</sup>

Some stakeholders expressed that by actively meeting the basic needs of families through intervention, be it for housing, financial assistance or food provision, people can begin to make real changes for turning their lives around in the longer term.

*Services are offered with a wrap around and integrated approach and often people coming in for a food parcel or budgeting assistance are supported in other areas such as housing; counseling and employment training.*

*Amazing changes happen in families when they have secured affordable housing with the wrap around services available. It includes being able to buy food, clothes and for some of the long term families who are receiving housing assistance it has allowed the possibility for beginning to create savings.*

Lisa Woolley – Vision West

<sup>13</sup> A good example of this kind of community development that focuses on supporting new migrant community dialogue is the Stitch Project run by Raeburn House. <http://www.raeburnhouse.org.nz/community-development-a-action/stitch>

Finding ways of working that are culturally specific and respect diversity were noted as really important and strongly supported by the stakeholder meeting.

*We have an afterschool whakawhanaungatanga programme working with the concept model of whanau hapu iwi. Many layers around a person help to build wellbeing.*

Donovan Busby – SWIS Prospect School

*Contracts often assume an individualistic model of care and provision where as the Pacific way is that no individual is alone outside of the wellbeing of the family and the community. Therefore the way of working with Pacific peoples requires a service that is more fluid and aware of the wellbeing of the whole. We have been getting clear about what our interventions looks like. An example of a model of delivery of this kind of structure is Enea Ola Community Exercise Classes developed through church based health committees.*

Sally Dalhousie – West Fono Community Services

Mention was made of the role of voluntary workers in the community as being critical. Street champions are important for neighbourhood projects to be successful. Neighbourhood Support works with the street champion model, they seek active people who want to make a difference to their street to help organise resident gatherings. Stakeholders also noted the importance of Maori Wardens, to be joined by Pacific Wardens, who maintain high visibility and exercise leadership in their communities.

*Many of the senior citizens are long time Church members who support and give volunteer time that has enabled the opportunity shop to remain open.*

*Although the shop is not a drop in centre, people come in all the time just for a chat. There are a lot of lonely people out there.*

Methodist Church Opportunity Shop – Richard & Margaret

Several stakeholders talked about building *relationship and trust* as an important aspect of work in the community, be it social work, community services or business, the importance of relationship and networking are critical to all facets of *what works well*. One stakeholder mentioned a local network group that is working well within their own sector, the School Principal's Network, which holds an ability to be advocates for their community.

Little mention was made of facility space in the community that works. However, my observation is that there is an impressive range of sports clubs in the area (mostly people talked of the Glenora Bears Rugby League Club), and mention was made of the potential of Ceramco Park, and the grounds and space surrounding the Glen Eden Community House.

### Profile of LIFEWISE

One of the questions raised with stakeholders, where appropriate, was what they knew of LIFEWISE's work; if they referred people to LIFEWISE services; and, what more they would like to see done through the service.

It was interesting to find that the West Auckland Family Service name is still mentioned. Some stakeholders took the opportunity to ask about the rebranding as LIFEWISE. I heard no direct criticism or negative stories relating to any one individual worker at the service, and generally there was praise for the service as a whole, but there was a strong call for greater visibility and accessibility of services directly to the Glen Eden community.

Social workers in schools particularly felt that there was a real deficit of locally based social work services to refer families to, and wanted to know that they could reliably and confidently refer to LIFEWISE as a local service<sup>14</sup>. There was also talk of a high need for bringing accessible, culturally relevant parenting services into the community.

*The school does refer to LIFEWISE. I would like to see the service more out in the community – better communication and liaison with the school social workers. We are particularly keen to see parenting courses and support from the Service at school. It needs to be FREE – accessible – run at different times – including during the day. As a school we are happy to support this.*

*Parenting courses that are easy to access is critical – it needs big and constant advertising.*

Jan Peach – GEIS

Feedback on the parenting courses did spark some interesting discussion. Partly this is already reflected in the earlier section on *what works* with a call for creating less formal 'teaching' approaches for empowering good parenting. A challenge was also raised about the value of the TOOLBOX parenting course for family units that are either highly dysfunctional or nontraditional in structure.

*[The TOOLBOX parenting course] assumes an existing and fairly functional family unit and works on strengthening the traditional family unit. Feedback from parents who don't fit this mould is that TOOLBOX does not meet all of their needs regarding parenting. VisionWest is looking into other parenting programmes that may be more suitable to some of the families we have accessing our services. We do refer less high needs families to LIFEWISE for parenting courses.*

Lisa Woolley – Vision West

<sup>14</sup> There are faith based local services with social service/social workers who work with families regardless of their faith, however some people do not feel comfortable to refer to a Church based service whose delivery of services is explicitly with mission intentions. LIFEWISE is generally viewed as a non religious agency.

One social worker in school talked of making referrals to other agencies and of not connecting strongly with LIFEWISE, while another talked of actively referring to LIFEWISE as a locally based organisation.

*I refer and work a lot to Te Whanau Waipareira – and have confidence in the delivery of their programmes – CADS, Whanau Ora (seen as great opportunity), youth work and Family Start/PAFT. I have heard of LIFEWISE but I am not actively referring to the social work team or aware of the parenting work run by LIFEWISE.*

Donovan Busby – SWIS Prospect School

*I refer to your service even though Family Works does parenting courses; I prefer to refer to local agencies. I encourage parents to self refer for the Social Work intervention that LIFEWISE provides.*

Kelly McGrath – SWIS Glen Eden Primary

Some stakeholders talked of referring to LIFEWISE in order to access food parcels for clients.

Although not the primary intention of this project, there is no doubt that LIFEWISE's commitment to listening to the community has raised the organisational profile in the community. Simply by engaging in dialogue, opening the conversation about work and issues, and by bringing key stakeholders to a shared dialogue session, the organisation has built trust, relationship and profile.

### **What's needed?**

Taking into account the issues and what is working, stakeholders were asked to explore the gaps and add their vision for what they feel is needed in Glen Eden to strengthen the identity of place and improve the wellbeing of families and residence.

Many stakeholders made reference to the wider social and economic conditions that residents face and how working towards alleviating structural inequities can make the real difference in people's lives. Despite this, many of the stakeholders in Glen Eden provide an intervention service that sits within a model of helping, doing 'good works', or responding to immediate needs; time and resources are limited for agencies to work strategically on issues of advocacy, building community resilience, community organising, and empowerment for social change on a neighbourhood level.

Most stakeholders felt that what Glen Eden missed was both a place (a hub) and/or a person whose focus is to weave the many strands of *good work* and activity that relates to the place and the people of Glen Eden. Quotes below illustrate this perspective as well as some of the bigger infrastructural needs, and some of the potential programmes and activities that are seen to be needed to fill a gap in community.

The stakeholder feedback meeting strongly supported the idea of establishing a Glen Eden community linker role to assist in mobilising the community. This response came both as a way of support for the concept of a strategy of neighbourliness, and in recognition of the disconnection currently felt between existing stakeholders in the area. It was suggested that the City Council

should lead and hold this role. There was some questions as to the current part time role of the Business Community Broker whose job description may include aspects of this role.

*We need a place that people can go to and connect have a cup a tea and a chat [like a drop in centre].*

Margaret Sullivan – Methodist Church & Organiser of the Senior Citizens Group – Glen Eden

*The community needs a person in the role of ‘coordinator’ like a community advisory role. Perhaps something like Massey Matters - an umbrella community organisation – we need a facilitator of community, there is no one group pulling it all together in Glen Eden.*

Lois Hobby - CAB Glen Eden

*It would be great if the shopping area and centre of Glen Eden was like a real village – safe, family oriented, vibrant. Currently the TAB, billiard hall, and liquor stores create a feeling that is not cool and does not feel safe. This needs to change.*

Teremoana Jones – PTS coordinator Glen Eden

Facilities and programmes that engage young people are seen as high priority areas for development. Certainly the demographic analysis supports this need. There are several layers of need and gaps in service provision for young people and families. Firstly, with rising unemployment there is concern for meeting the needs of youth who are leaving school unable to access higher education training. The noted spin off effects for these young people can include an increasing lack of motivation, possible welfare dependency, substance abuse and suicide.

Local jobs creation schemes and training are seen as essential. Currently Vision West has opportunities in this area with the Genesis Training Centre and a new scheme underway for mentoring young people in ‘fix it’ skills through the work of a tradesman available to community at a non inflated service cost.

There are several low cost after school and holiday programmes in the area. Glen Eden Community House offers one of the lowest cost holiday programmes in Waitakere. These programmes are invaluable for families who are working.

There was strong stakeholder feedback that it would be great for more activities that are free and easily accessible for children to be organised afterschool and particularly in the holidays. Some feedback suggested that there are plenty of parks in Glen Eden that are not being used. Input from Sports Waitakere for organising community based game playing or a kite day would be valued.

*Activities need to be free and accessible. School holiday space is required for simple activities for kids – doing art, writing, playing – not stuck in front of the TV at home. Free after school, weekend and holiday activities that are not just Church based would be great.*

Kelly McGrath – SWIS – Glen Eden Primary

*We need a youth centre – a safe place for young people to hang out.*

Stakeholder feedback affirmed the importance of ensuring cross cultural community development needs are met and respected through valuing diversity – some raised the question of the best way to engage ‘hard to reach’ communities. There was a suggestion for building stronger links with Hoani Waititi Marae and with Pacific leaders working in the Glen Eden area. The building of connections with settlement support and Asian community networks are also increasingly important for Glen Eden.

*The area is a mix of well established and newer communities. The challenge will be to bring these communities together. Community development resources would assist with this.*

*Waitakere City Council – Glen Eden Urban Renewal*

There is a strong desire for work to be focused at a micro level – for community building initiatives that aim at growing relationships between people, streets and neighbours. People were not short of ideas on how to make this possible, but recognise that initiatives require leadership, champions and resources – the challenge is identifying who are the champions and providing the required support.<sup>15</sup>

A general strategy of neighbourliness for people to get to know each other better was mooted to include:

- events for getting to know each other in Glen Eden at a street local area level
- community gardening as way for neighbours to meet and connect with the environment and produce food
- running a volunteer drive and skill share project
- Developing a ‘Safer Communities’ strategy through Neighbourhood Support and NZ Police.

The need or gap in parenting support and programmes was again highlighted. The need to advertise existing programmes was mentioned. Up skilling parents is seen as essential. People felt that families need tools and support. A question raised was how elders and grandparents can assist with support for young families? How do we connect the senior community with young single parents who need support?<sup>16</sup>

Opportunities need to be created for mentoring young men/boys. Access to sporting opportunities need to be made available for families who are on low income (scholarships or subsidies for club fees and uniforms). Suggestions include negotiating opportunities through Glenora Rugby League Club and other sports clubs, as well as connecting Maori youth with the Marae.

*We need opportunities for men. Mau rākau and taiaha carving. We need to look to the Marae for leadership and support with this.*

*Kelly McGrath – SWIS – Glen Eden Primary*

<sup>15</sup> LIFEWISE has some skill for sharing learning developed through the Know Your Neighbours project developed by Rebecca Harrington in partnership with Takapuna Methodist Church.

<sup>16</sup> Glen Eden East and Parris Park area have retirement villages – WCC have recently engaged a community broker to initiate engagements with these communities. See section on possible collaborations.

Although there are some forum for social services to meet for cross organisational conversations at a Waitakere wide level, currently there is not Glen Eden specific opportunity for that kind of networking.<sup>17</sup> Stakeholders talked of creating a network group that focuses on children and youth to include social services, church and NGO groups that would strengthen local services. Stakeholders talked also of the need for a dedicated Community Constable and Pacific Wardens for this area.

Infrastructural development around the town centre is seen as critical for creating more working opportunities (there is a proposed supermarket in the urban renewal planning as well as a town centre or square). For many residents in the west Glen Eden areas of Tangutu and Parrs Park (and part of Woodglen) transport links, cycle and walk ways to access town centre services are critical.

Clearly a needs/gaps list could be endless. In summary there were three key areas that were most often and passionately discussed in Glen Eden–

- Meeting the needs of children and youth (and their families)
- Creatively engaging with community at a street and neighbourhood level
- Creating networks or links that are about dialogue and relationship building across services/organisations.

*We need to remember the importance of working with humility and with and across cultures  
– of being responsive to the needs and interests of the community.*



Glen Eden PlayCentre, Levy Rd (2010)

<sup>17</sup> Waitakere wide events include Community Waitakere Open Door events, the Waitakere Wellbeing Calls to Action (Early Childhood Education; Active Waitakere; Neighbourhoods; and Housing) plus the Domestic Violence Task Force.

## Use of the Premises



LIFEWISE premise 298 West Coast Rd and LIFEWISE staff in the Unit 4 kitchen (2010)

The premises refers to the current office space of LIFEWISE family services at 298 West Coast Rd. Over the course of the project a question of some importance has been *what might the best use of the premises be that meets community needs in this area?* Several factors and preferences have emerged through discussions with various stakeholders. A deeper SWOT analysis was initially proposed for exploring the various scenarios but has not been conducted at a project level. Therefore the following scenarios are ideas on the table for ongoing discussion and analysis and are listed in no particular order or preference.

### 1. A Community House

The location of the premises in relation to the proposed urban renewal plan and its general proximity to the town centre may make it ideal for the development of a community house or community hub space. John Raeburn commented that he felt it would be a good space for such an initiative – the success of which would require developing a warm welcoming home feel. Urban renewal maps show the green space area between 298 West Coast Rd and the Methodist Church is an area for development of access ways to the town centre. This will see an increase in foot traffic past the units. See Appendix 6.

The premises could house a hub of services, a drop in centre, and/or the development of a resident led space, with the possible inclusion of early childhood education. This space may include:

- Available space for delivering workshops and seminars (e.g. ongoing parenting courses)
- Space for informal community gatherings (e.g. Chai group, foster parent support)
- Op shop/time banking/ locality based schemes/skill shares/men's shed
- Development of a community garden – environmental restoration work
- After school and holiday programme
- Information and advocacy service

The development of the premises as a community house would require a resident survey to determine what locals most want and need and to determine the nature and sustainable delivery of these services.

**2. Emergency housing with onsite housing advocacy service**

There is a clear interest from stakeholders other than LIFEWISE (Vision West, Monte Cecilia Housing Trust, Housing Call to Action) for using the premise as emergency housing for families in the area. Much of the infrastructure is already there to make this possible. Additional value could be added by providing onsite tenancy literacy education and/or housing advocacy services. Sustainable housing ideas (Warm and Well programmes) for energy efficacy and cost savings, and improved health outcomes could also be available within the space.

**3. Emergency housing for young women**

LIFEWISE support for homeless services has identified the need for emergency housing options for young women. This space could meet this need as a city wide facility. There could be the opportunity for an onsite education for housing/life workshops and social work facilities.

**4. Transition housing for young people coming out of Foster Care**

LIFEWISE foster care support services have identified the need for a space for young people to transition between placement through CYFS care and protection and independence as a young adult. This facility could act as a transition opportunity for learning life skills for flatting or independent living. There could be the opportunity for an onsite education for housing/life workshops and social work facilities. Sustainable living courses could be part of the transition education programme.

The opportunity to explore these ideas with stakeholders at the feedback meeting was limited by time, however an invitation was offered for further dialogue with the community as to the best use of the premises.



Car Park View of Unit 1, 298 West Coast Rd

## Possible collaborations

The development of LIFEWISE family service's strategic direction should create a framework to assist with prioritising partnerships and collaborations for work in Glen Eden.

There are certainly a number of services and organisation in Glen Eden that would make excellent partners for the delivery of locality based services. This list is not exhaustive and is a result of conversations, observations and discussions taken place through the duration of this project. It is limited within the bounds of the project engagement to date and therefore does not include relationship with local Maori organisations nor new migrant communities. The development of relationship with these communities is critical to ongoing work in the Glen Eden area.

### **Waitakere City Council Wellbeing & Community Waitakere**

To include the development of a Community Broker Role for linking work in Glen Eden. Resources available from partners include an established network - Neighbourhood Call to Action, Council resources for mapping, printing, cross Council expertise, advocacy to decision makers.

Dialogue with Waitakere Council (soon to be Auckland City Council) with regards to the proposed Urban Renewal Plans may be a valuable ongoing conversation for the development of the premises.

### **WestFono**

Glen Eden has a high population of Pacific Peoples. WestFono is delivering health and community services within a Pacific framework. Explore the possible collaboration for the delivery of family services and culturally specific parenting education.

### **EcoMatters Trust**

EcoMatters Trust holds expertise in environmental restoration and in social neighbourhood connections for resident engagement. They provide a broker role for community gardening and community green space development (fruit trees on streets, neighbourhood orchards etc). A potentially important partner for a *Know Your Neighbours* project in Glen Eden (depending on the residents own interest and drive!).

### **Schools**

Schools are a space of easy access to families and which are calling out for community involvement in the provision of support and services for families. Possible development and support for parenting courses that sit within school localities and are driven by the needs of parent participants.

### **Glen Eden Community House**

Seated in the heart of the Tangutu and Parrs Park community the Community House is open to the development of projects that enhance and meet the needs of local residents. Currently housing a small tenancy literacy resident engagement pilot project, with the support of Housing Call to Action, the Community House could well be open to further resident engagement initiatives or social worker support services on site.

### **VisionWest**

Currently holds multiple portfolios in the provision of community outreach projects in the Glen Eden East area. A relationship already exists with the established collaboration of referrals for TOOLBOX parenting to LIFEWISE, and a shared concern for homelessness and housing. Vision West is a likely collaboration in the area of provision and management of emergency housing.

### **Neighbourhood Support**

Recent strategic directions from Neighbourhood Support have included a community development model of resident engagement on neighbourliness (not just crime and safety). Possible locality based *Know Your Neighbours* support work that ties in social work or family service provision and street level parenting skill shares. Neighbourhood Support and the NZ Police are developing a Safer Community Strategy for Glen Eden.

### **Elder Community**

The recent development of an older person's community broker position through Waitakere City Council may see collaborative opportunities develop between family services and the older community in Glen Eden.

### **NZ Police, Neighbourhood Support and MSD**

Extend service support and development beyond current developments for victims of domestic violence (Pol 400 referrals) to include an active engagement in the Safer Community strategy in Glen Eden

### **Whanau Ora**

A climate of building service contracts that are collaborative and meet whole community needs is the focus of current Government policy.

### **Residents**

Possible street level or communities of interest engagement (e.g. new migrants) may be developed. New housing development in the area directly next door to LIFEWISE premises could be areas for a resident survey and activities on *Neighbours Day* using *Know Your Neighbours* tools of engagement.



LIFEWISE resident engagement at Massey Te Ra Mokopuna (2010).

## Summary

This project aimed to gain a better understanding of the Glen Eden community by exploring *what, how and where things are in Glen Eden?* The process of consultation has strengthened LIFEWISE profile within Glen Eden, Waitakere and the social service community.

Demographic profiling helped to create a picture of the population within the large geographic area of Glen Eden. The LIFEWISE premise at 298 West Coast Rd, located on the boarder of the Glen Eden East and Woodglen CAUs, sits within the scope of the proposed Urban Renewal Plan.

Conversations and feedback from stakeholders reflect issues of social disconnection evident in Glen Eden and identifies the need for support of young people and families, for creative neighbourhood/street engagement, and for the establishment of a network group focused on Glen Eden community development.

Future decision making and strategic planning may be informed by the learning reflected in this report both in terms of service provision and for the best use of the premises.

A final word of gratitude for the dialogue and sharing that has occurred over this project period.

### What Makes a Fire Burn

*is space between the logs,  
a breathing space.*

*Too much of a good thing,  
too many logs*

*packed in too tight  
can douse the flames  
almost as surely*

*as a pail of water would.*

*So building fires  
requires attention to the spaces in between,  
as much as to the wood.*

*When we are able to build  
open spaces*

*in the same way we have learned  
to pile on the logs,  
then we can come to see how  
it is fuel, and absence of fuel  
together, that make the fire possible.*

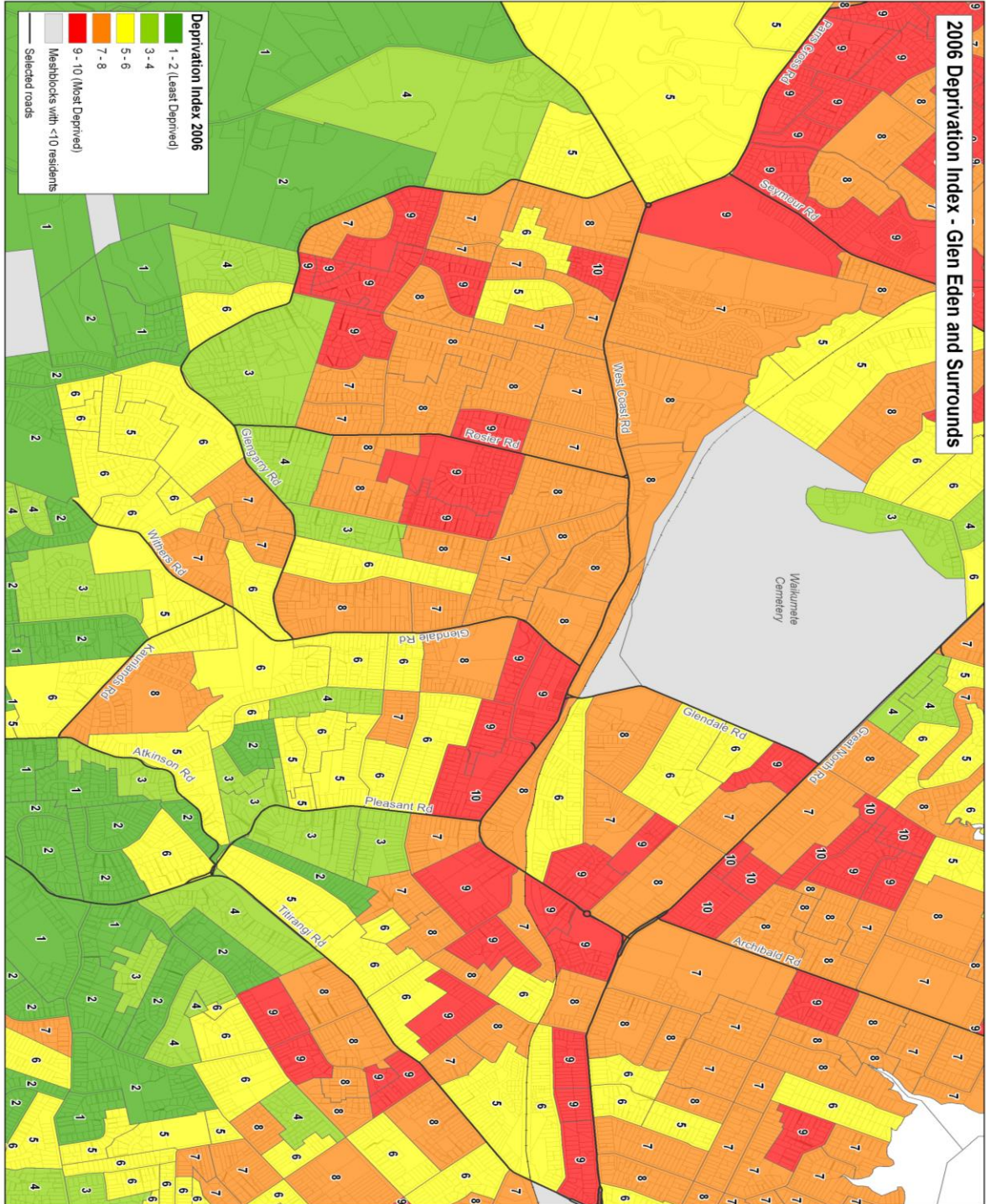
*We only need to lay a log  
lightly from time to time.*

*A fire grows  
simply because the space is there,  
with openings in which the flame  
that know just how it wants to burn  
can find its way.*

*By Judy Brown*

# Appendixes

## 1 Social Deprivation Index map of Glen Eden



Supplied by Waitakere City Council, 2010

## 2. Demographic table and graphs

Figure 10: Residential home ownership and residential tenancy.

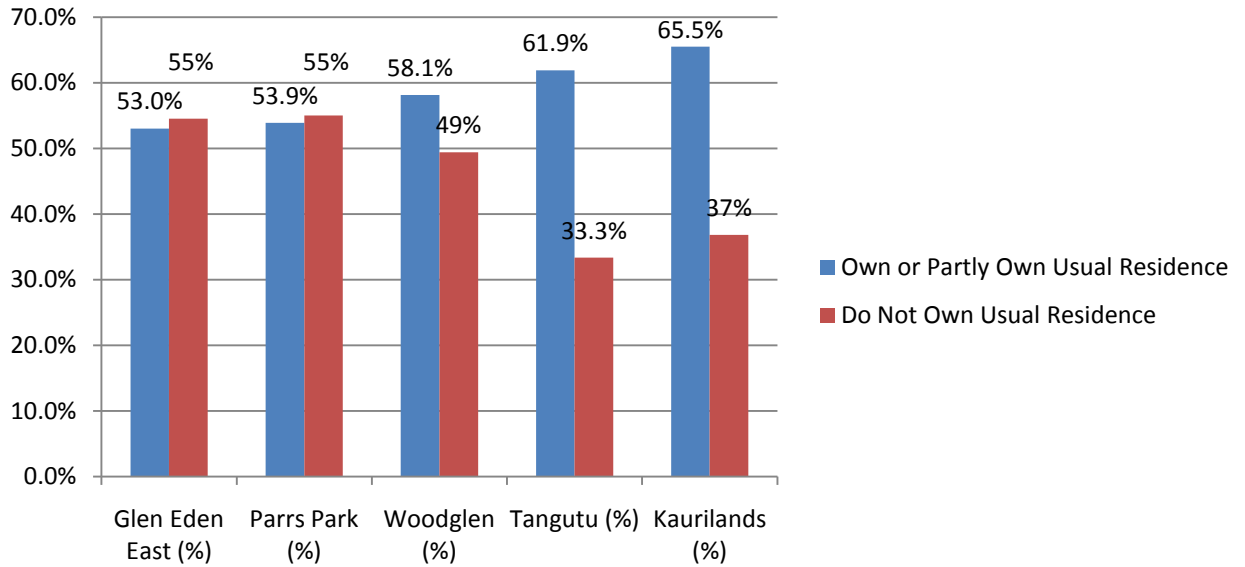


Figure 11: Number of children for females 15+yrs

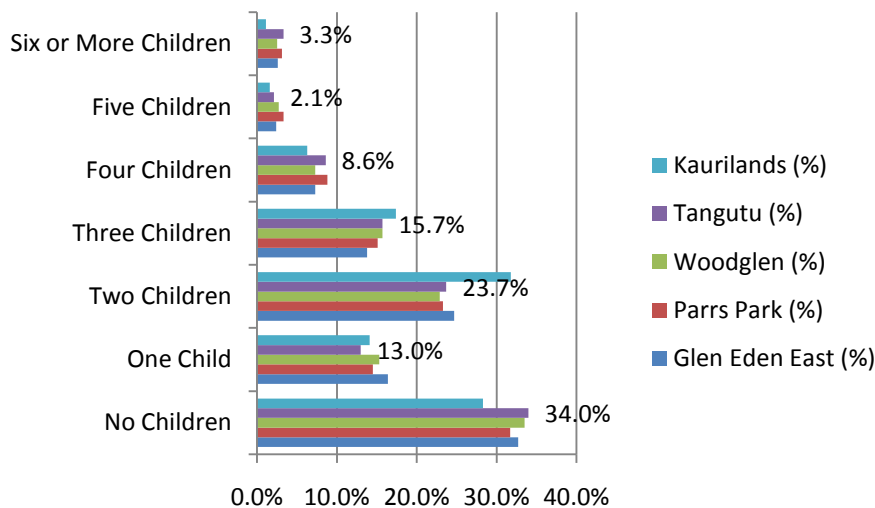


Figure 12: Median household Income

	Glen Eden East (%)	Parrs Park (%)	Woodglen (%)	Tangutu (%)	Waitakere (%)	Kaurilands (%)
Median Household Income	48400	53800	53600	56300	<b>58500</b>	75100

Figure 13: Total household income by CAU area

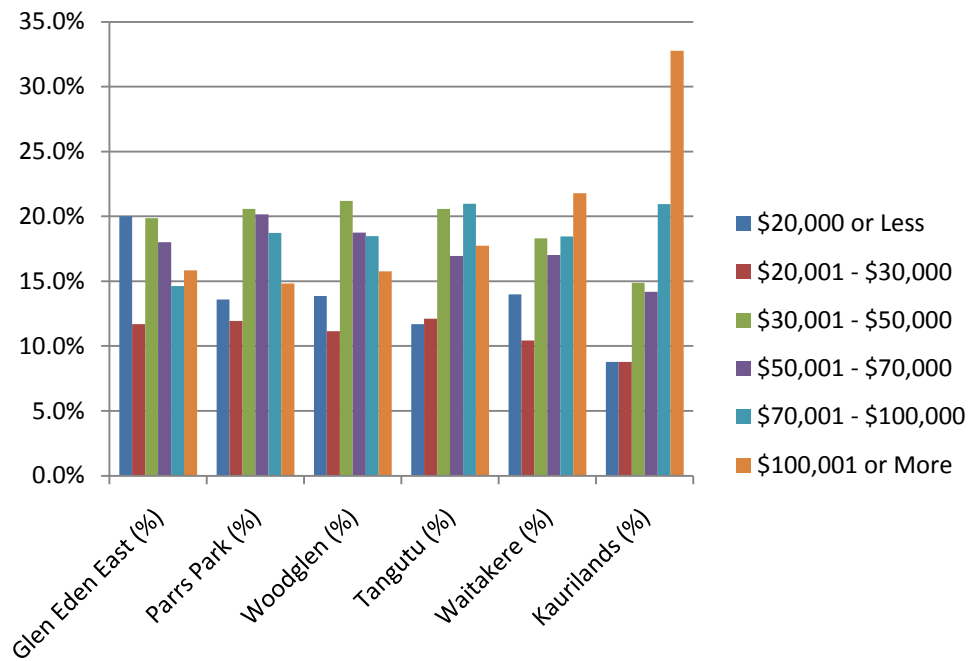


Figure 14: Age distribution by CAU and Waitakere City

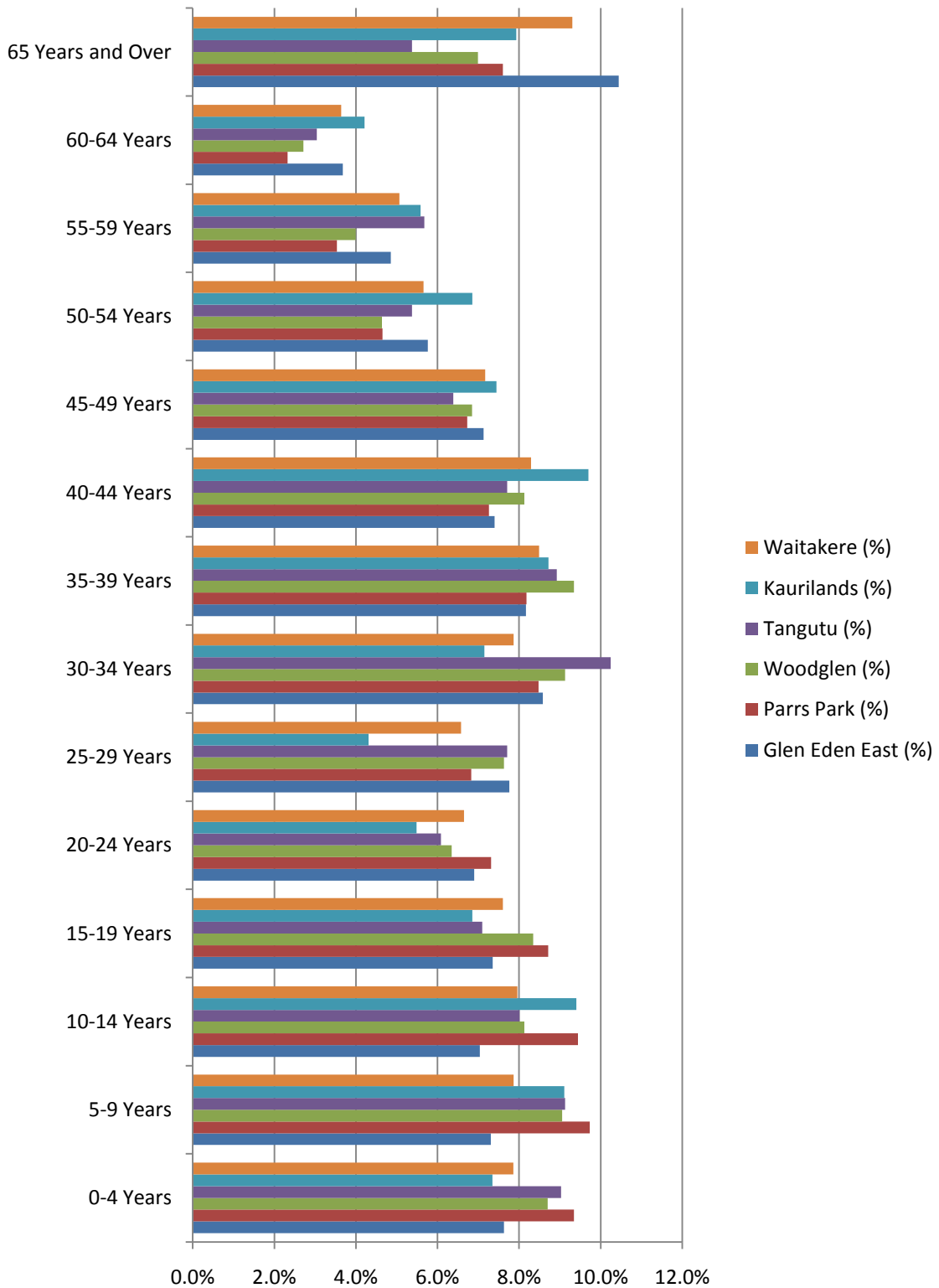


Figure 15: Age of population in cohort groups – by CAUs (%)

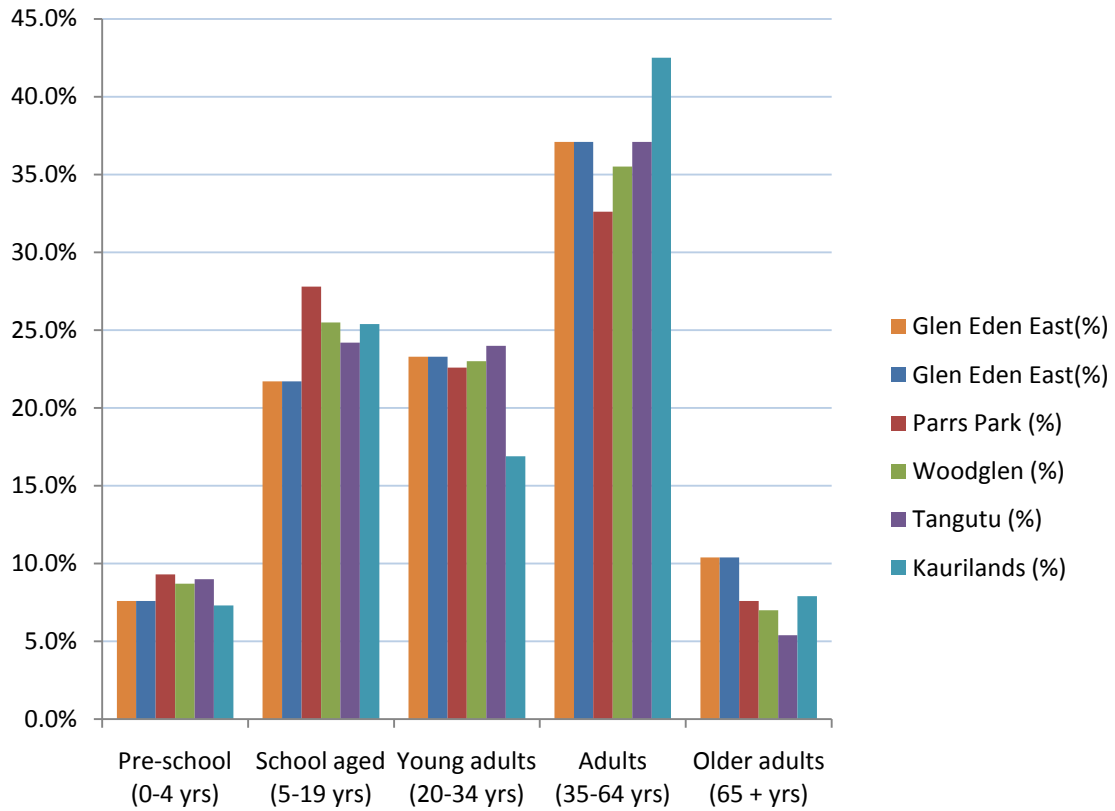


Figure 16: Place of birth

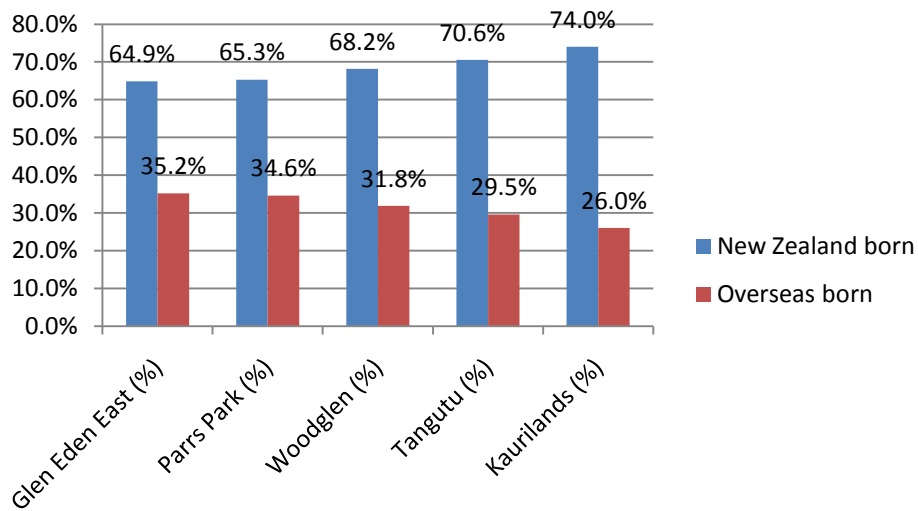


Figure 17: Type of employment by CAUs

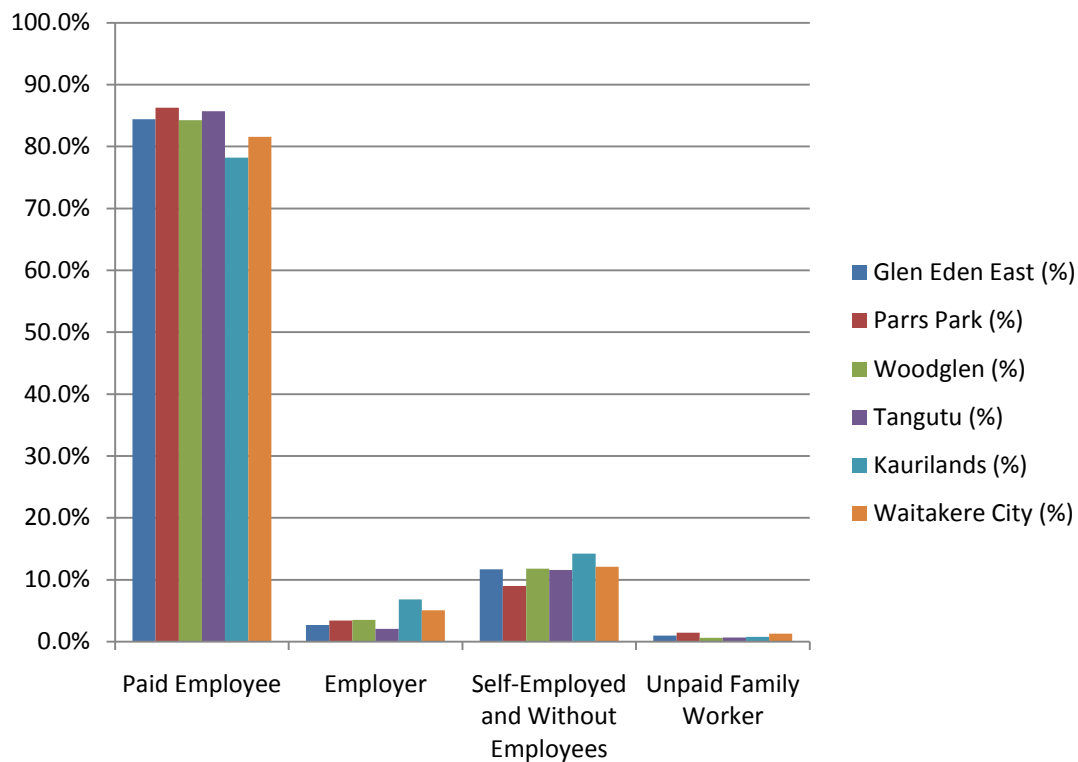


Figure 18: Level of education qualification

Highest Qualification	Glen Eden East (%)	Parrs Park (%)	Woodglen (%)	Tangutu (%)	Kaurilands (%)	Waitakere (%)
No Qualification	25.8%	29.5%	24.7%	26.9%	16.2%	24.0%
Level 1 Certificate Gained at School	13.2%	14.6%	15.3%	14.6%	13.9%	13.4%
Level 2 Certificate Gained at School	9.3%	8.6%	10.0%	9.4%	11.0%	9.4%
Level 3 or 4 Certificate Gained at School	6.0%	5.1%	6.3%	5.9%	6.2%	5.9%
Overseas Secondary School Qualification	9.5%	9.2%	7.0%	8.1%	5.8%	9.2%
Level 1, 2 or 3 Certificate Gained Post-school	4.4%	5.2%	4.6%	5.7%	4.9%	4.7%

Level 4 Certificate Gained Post-school	9.6%	9.5%	10.8%	10.6%	10.0%	9.9%
Level 5 - 6 Diploma	8.1%	7.3%	8.8%	7.6%	11.6%	8.9%
Bachelor Degree and Level 7 Qualifications	9.7%	8.4%	9.5%	8.1%	14.6%	10.7%
Postgraduate and Honours Degrees	1.5%	0.9%	1.2%	1.1%	2.4%	1.5%
Masters Degree	2.5%	1.6%	1.7%	1.7%	2.8%	2.2%
Doctorate Degree	0.5%	0.2%	0.1%	0.2%	0.7%	0.4%

### 3. Wall Chart Presentations – CAUs

## Glen Eden East

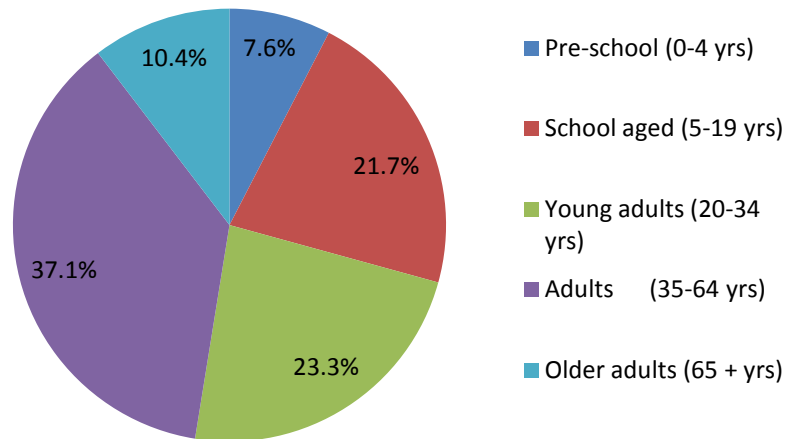
Population = 6609

Projected High Growth Area

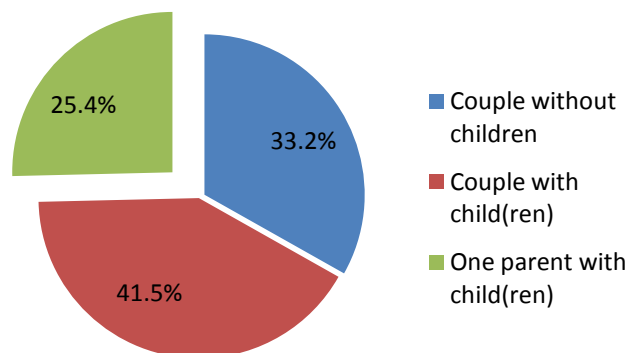
(Expected to more than double in the next 10 years)

### Age of population Glen Eden East (%)

Compared to Waitakere City, Glen Eden East has a higher than average older adult population and less than average preschool and school aged children.

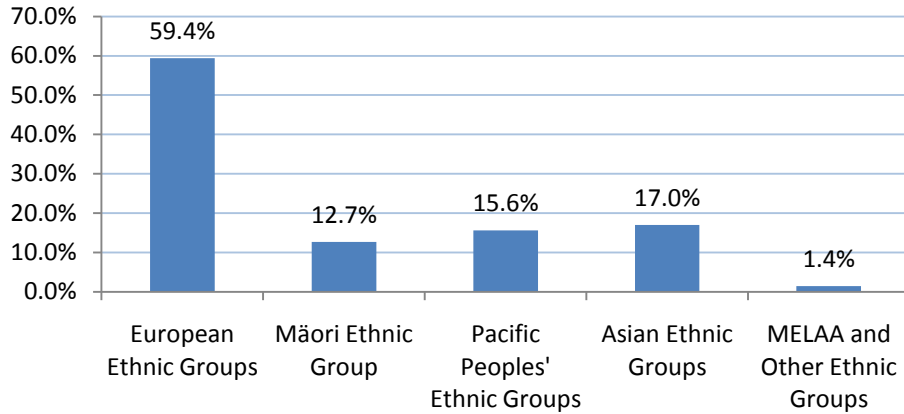


### HouseholdTypes Glen Eden East (%)



A quarter of households are single parent households.

## Ethnic Groups Glen Eden East (%)



Residents identifying as European are the largest ethnic group (59.4%). However, the demographic is showing a shift with a growing Asian (17%) and MELAA group into the area.



In Glen Eden East close to 40% of residents do not identify as belonging to any religion (higher than average) while 50% identify as Christian (lower than average). Other religious affiliations include a higher than average Hindu population (4.5%) and Muslim population (3.4%).

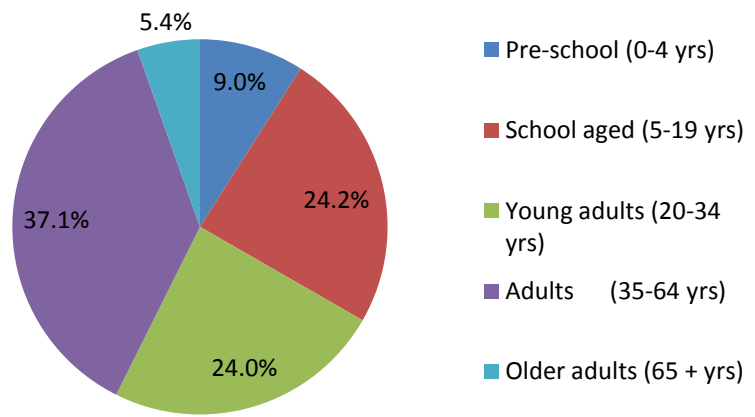
# Tangutu

Population = 2955

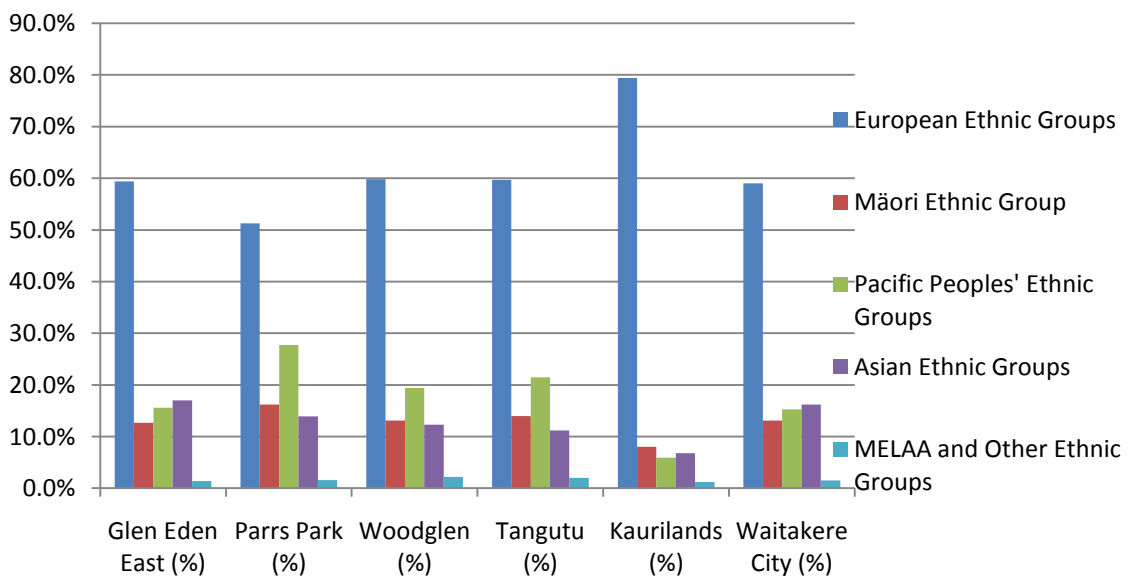
Most of Tangutu has deciles rating 7-10 on the social deprivation index. However about a third of the area at the southern end of the CAU has a deciles rating of three.

**Age of Population  
Tangutu (%)**

Tangutu has a young population base with a higher than average primary school group. It has a considerably small senior citizens group.



Tangutu is relatively ethnically diverse (similar to Glen Eden and Woodglen). 22% identify with Pacific People groups, 14% Maori, 11% Asian, and 2% the MELAA grouping.



Tangutu has a high number of residents who are non religious (40.6%) and only just over half who identified as Christian (51.3%). Hindu and Buddhist affiliations are above average but other religious affiliations are low.

13% of Tangutu residents responded as giving voluntary time to an organisation or Marae during the week of the 2006 Census.



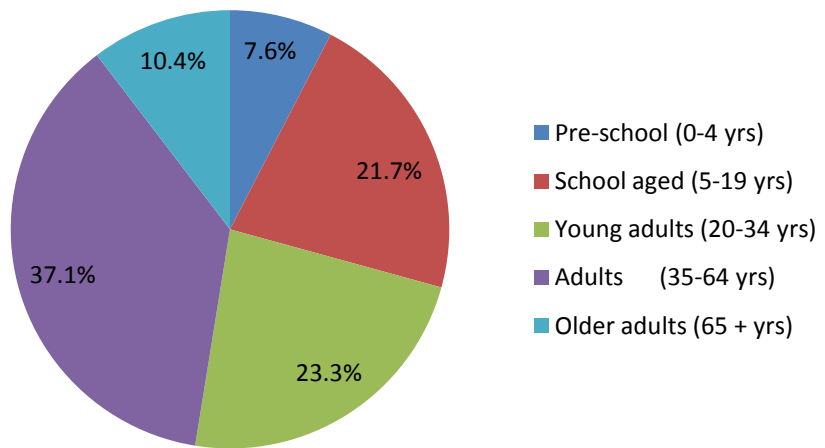
Glen Eden Tangutu area including Glen Eden Community Centre (2010)

# Kaurilands

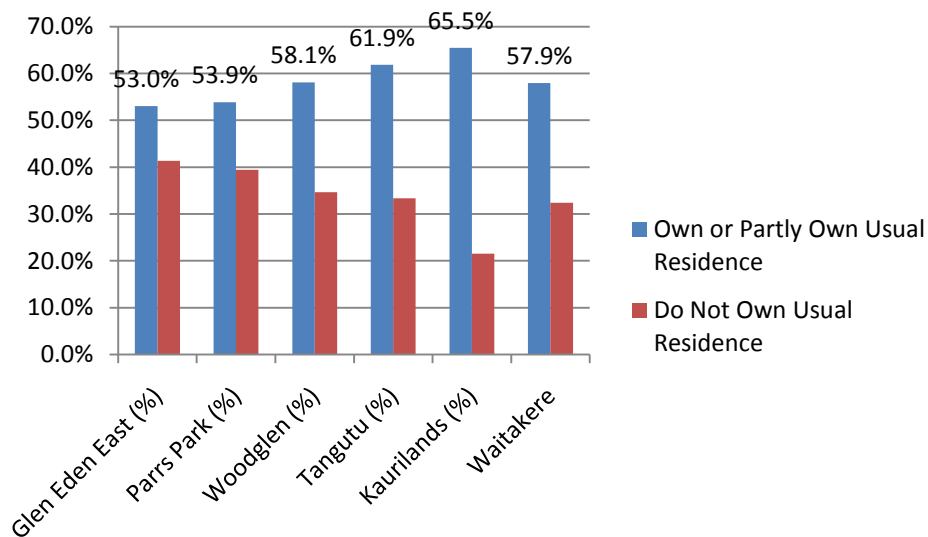
Population = 3063

## Age of population Kaurilands (%)

Kaurilands has a less than the average number of preschoolers but a higher than average primary school population group. The secondary school and young adult population drops below average while the adult population is well above average.



## Home Ownership/Rental



Kaurilands has a higher percentage of home ownership than is average in Waitakere City. The Social Deprivation Index shows Kaurilands lowest rating as deciles 5-6.

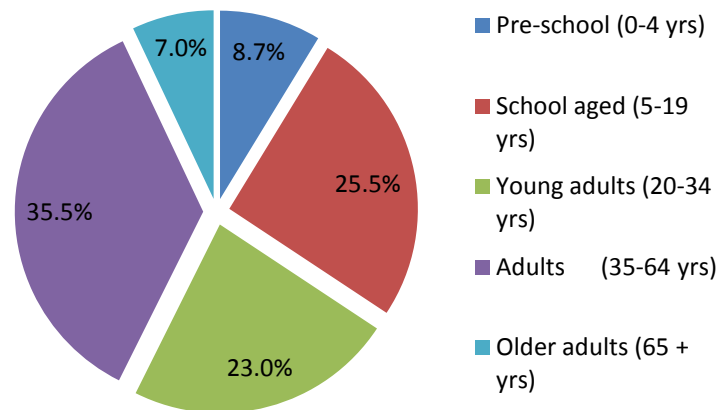
# Woodglen

## Population = 6198

Three quarters of the area is deciles 7-10 on social deprivation index.

**Age of Population**  
**Woodglen (%)**

Woodglen has a slightly higher than average preschool and school aged population with a higher than average young adult/adult population.



Woodglen has the medium household earning of \$53,000.



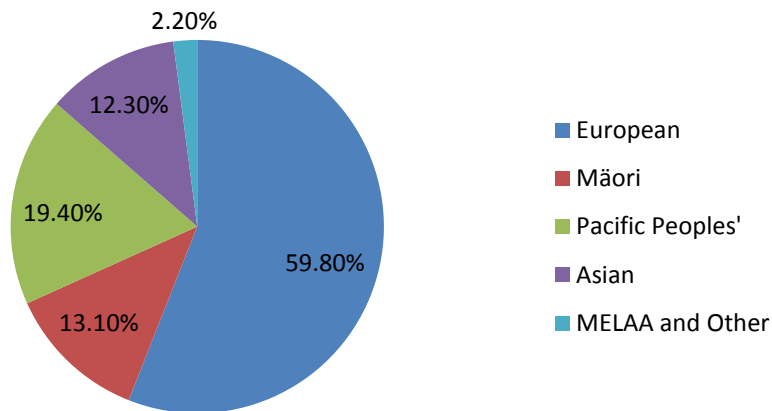
New intensive housing built in Woodglen area (2010)

Between a quarter and a third of families in and Woodglen area identify as single parent families (29%). Income from the Domestic Purposes Benefit makes up the main source of household income for 11% of these families.

38% of Woodglen residents were born overseas and 11.2% of residents moved into the area from overseas in the last 5 years.

Pacific People (19%) and MELAA (2%) groupings are represented in numbers that are slightly higher than the Waitakere average.

### Ethnic Group - Woodglen (%)



Prospect Primary Rosier Rd, western boundary of Woodglen



Northern boundary of Woodglen, West Coast Rd (2010)

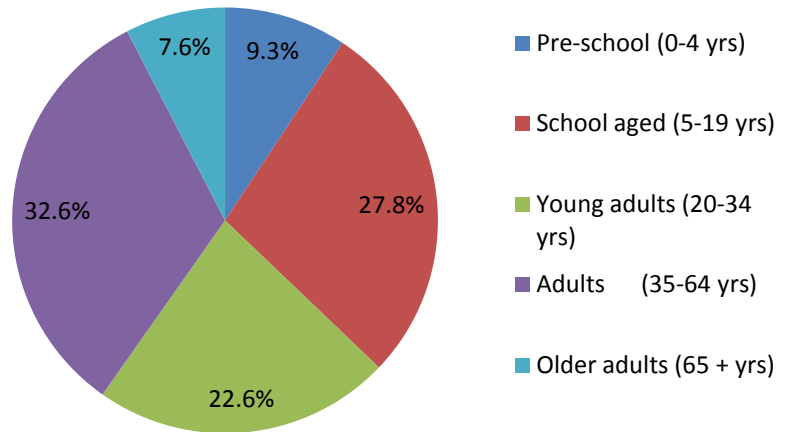
# Parrs Park

## Population = 6198

**Age of population**  
Parrs Park (%)

Parrs Park had a high level of preschool and school aged residents.

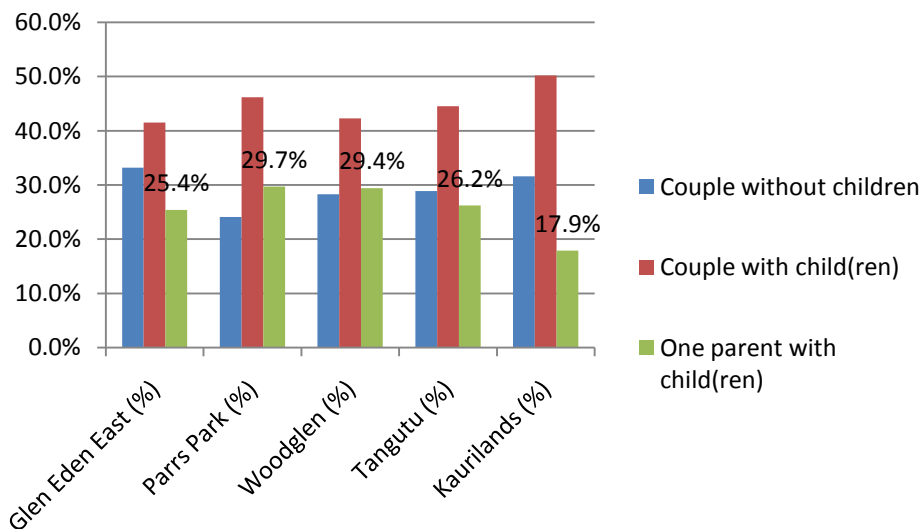
There was a smaller than averaged older adult population.



The medium household income in Parrs Park was \$53,800.

The average number of people per household was three.

Parrs Park had high percent of females 15+ with four or more children; and within the Glen Eden area, the highest number of single parent families.





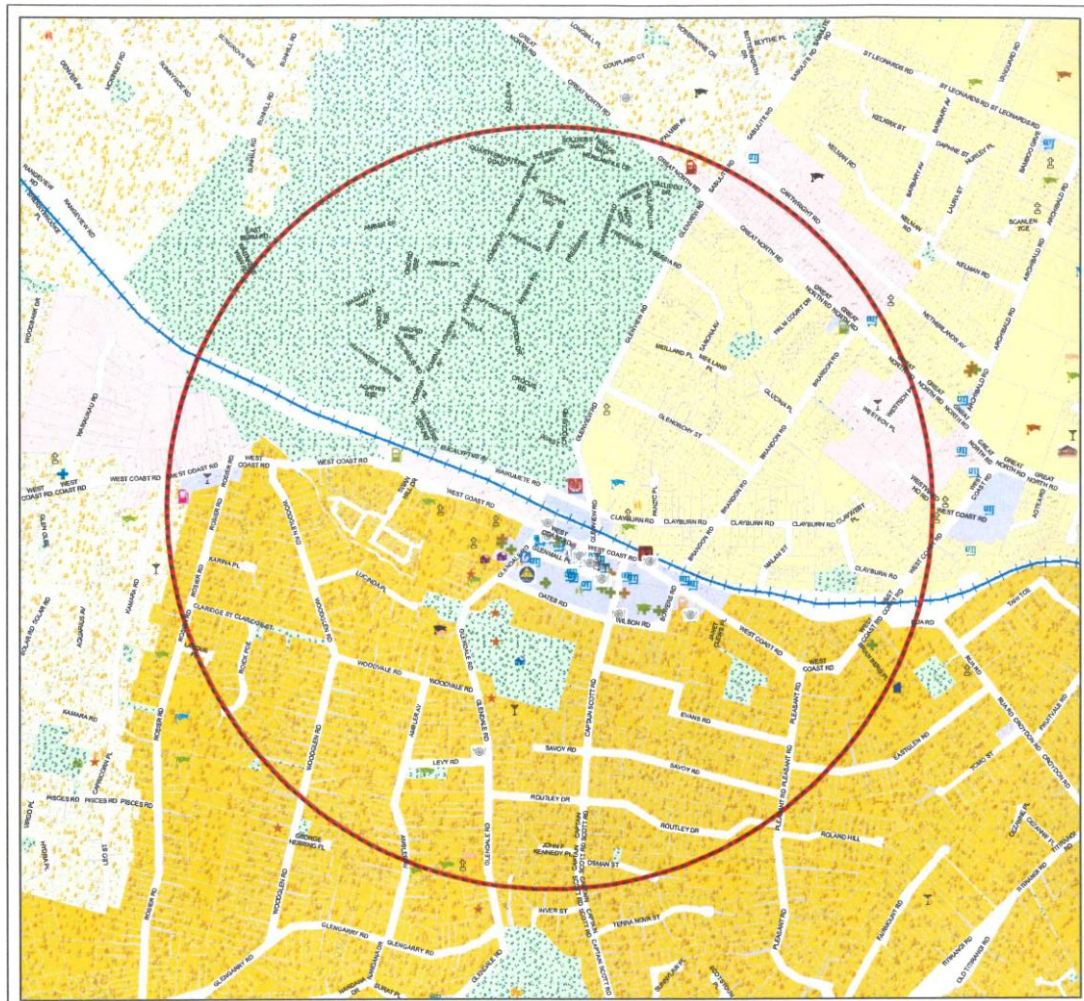
Parrs Park Area Housing – Pisces Rd (2010)

Parrs Park has an above average number of Housing New Zealand rental properties (26.7%). Home ownership was at 53%.

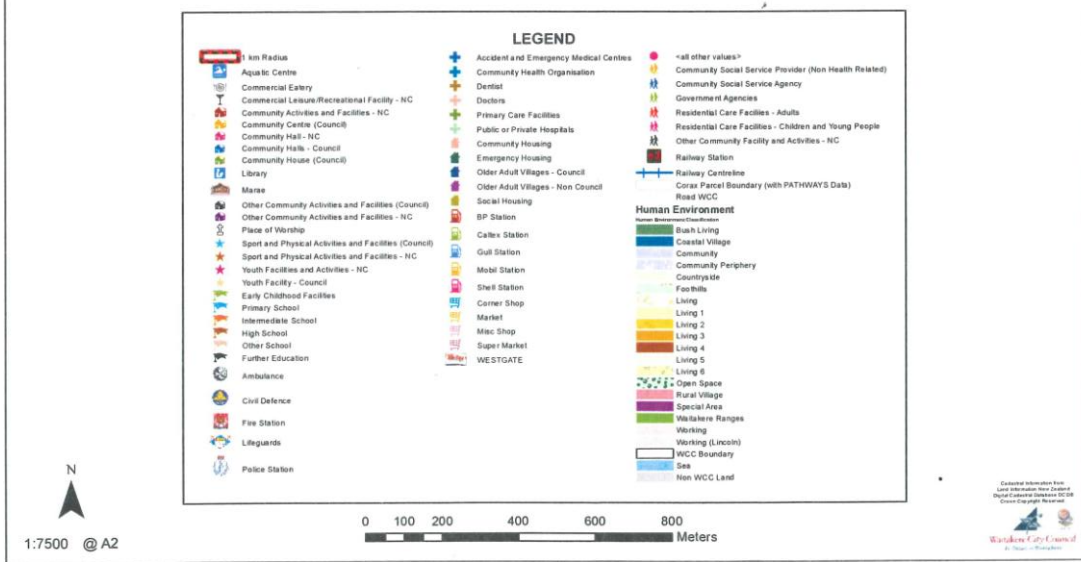
This area is the most ethnically diverse area. It has a large Pacific Peoples population base (28%) and an above average number of Maori residents (16%). 10% of the population identifies as belonging to more than one ethnic group.

Many Parrs Park residents relate to a faith based community. 58.5% identify as Christian, 4% Hindu, 3% Muslim and 2% Maori Christian.

## 4. Glen Eden Concept Plan Map



Glen Eden Concept Plan - Social Infrastructure (within 1 km of Glen Eden Rail Station)



L:\WCC\_Planet\GIS\Map\Glen Eden Concept Plan - Social Infrastructure (within 1 km of Glen Eden Rail Station) - A3 Size.mxd

## 5. Table of Stakeholder contacts

Stakeholder Engagement Record				
	F2F Conversation	Email	Websearch	Observation
<b>Health</b>				
Kay - HealthWest	😊			
WestFono	😊			
Whanau Waipareira			😊	😊
<b>Education</b>				
Social Worker in School - Kelly @ Glen Eden Primary (Life Works)	😊			
Social Worker in School - Donovan @ Prospect Primary (Life Works)	😊			
Social Worker in School - Jan @ Glen Eden Intermediate School	😊			
Terry Hewetson - Principal @ Glen Eden Intermediate School	😊			
PlayCentre - Glen Eden	😊			
Prospect School			😊	😊
Hoani Waititi Marae/Kura		😊	😊	😊
Kaurilands School			😊	
Glen Eden Primary			😊	😊
<b>Community / Social Services</b>				
CAB - Budgeting, advocacy, legal	😊			
Project Twin Streams – Glen Eden	😊			
EcoMatters Trust	😊			
Resident Garden Group - Wirihamas Crescent	😊			
Community Constable	😊	😊		😊
Glen Eden Senior Citizens - Margaret Sullivan	😊			
Community House	😊	😊	😊	
VisonWest (Baptist Friendship Trust)	😊			
Salvation Army - Counselling Support	😊			
Waitemata Maori Wardens	😊	😊		😊
WCC Councillor - Janet Clews	😊			

MP - Lynn Pillay/Carmel Sepuloni	😊			
Waitakere Library and Information Service	😊		😊	
Neighbourhood Support Service	😊	😊	😊	
Waitakere City Council Wellbeing Team	😊			
Methodist West - Community Outreach Op Shop/Food Bank	😊			
Salvation Army - Op Shop/Food Bank	😊			
VisonWest - Food Bank/Op Shop/Curtain Bank/School Uniform	😊			
Community Waitakere	😊			
GE Recreation and Community Centre	😊		😊	😊
<b>Church</b>				
Glen Eden Baptist	😊			
Methodist West	😊			
Our Lady of Lourdes	😊			
Titirangi Baptist Church	😊			
Salvation Army	😊			
<b>Sports &amp; Recreation</b>				
Glen Ora Bears		😊	😊	😊
Glen Eden Harriers Club			😊	
Glen Eden Bowling Club			😊	
Glen Eden RSA			😊	
Playhouse Theatre			😊	
<b>Business</b>				
Glen Eden Business Association	😊			



## 6. What's up in Glen Eden

# What's up in Glen Eden?



*turning lives around*

Compiled by: Sue Berman on behalf of LIFEWISE.

298 West Coast Rd, PO Box 20 136 Glen Eden, Ph: 818 6834

# Glen Eden a snap shot from History....



The area is described by tangata whenua Te Kawarau a Maki, through whakapapa and stories of tipuna, and through the streams, waterways and landscape. Te Kawarau a Maki describe landscapes of meaning that stretch out from the West Coast and into the heart of what is now called Henderson. This area was originally known as Waikomiti or Waikumete.

In the late 19th century with the steady growth of European immigration into the Tamaki Makaurua/ Auckland area a new cemetery was required. In 1886 the area West of Auckland was chosen and the cemetery built was so named Waikomiti. The early township essentially grew as a service town for mourners and visitors coming by train to the “city of the dead”. Because the township name (Waikumete) was similar to that of Waikomiti Cemetery, residents opted for a name change. Glen Eden was chosen to reflect its valley like landscape and Eden like orchards and gardening. Subsequently the cemetery took on the name Waikumete.

Today the original township bakery still stands on West Coast Rd as a Jewelers Store.

Glen Eden did not grow significantly until after World War I with further development of the rail line, and an expansion of orchard and viticulture. Land use was mainly rural until the mid 1950’s when increased residential development began to occur with lots of a quarter acre or more.

Since that time Glen Eden’s location between Henderson and New Lynn meant that the Borough continued to grow. By the 1980’s the pattern of more intensive residential development with a town centre focussed on West Coast Road and Glen Mall established community growth.

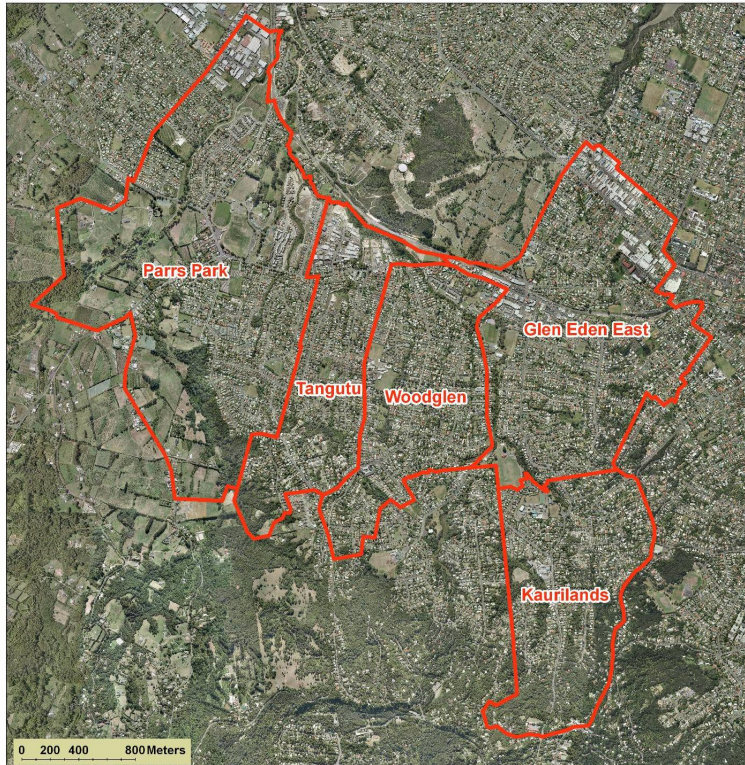
The building that is now the Playhouse Theatre once served as the Borough Council Chambers, the City Library, and was the original town hall.

A couple of reference points for getting to know Historical Glen Eden.....

Waitakere Library and Information Services Local History and Kaiwhakahaere/ Māori Services  
The Glen Eden Protection Society – Heritage Trail.  
In those Days by Pauline Vela -drawn from Oral History interviews conducted in the 1980s.

# Glen Eden - Demographics

There are 5 different Census area units between Pleasant Rd in the East and Glengarry Rd in the West, Titirangi foothill to the South and Great North Rd – Glen Eden East, Kaurilands, Woodglen, Tangutu and Parris Park. When asked people saw these areas as defining Glen Eden today. These five areas are the basis for the demographic analysis.



The total population for the area broadly known as Glen Eden (2006 Census data) is 23,031.

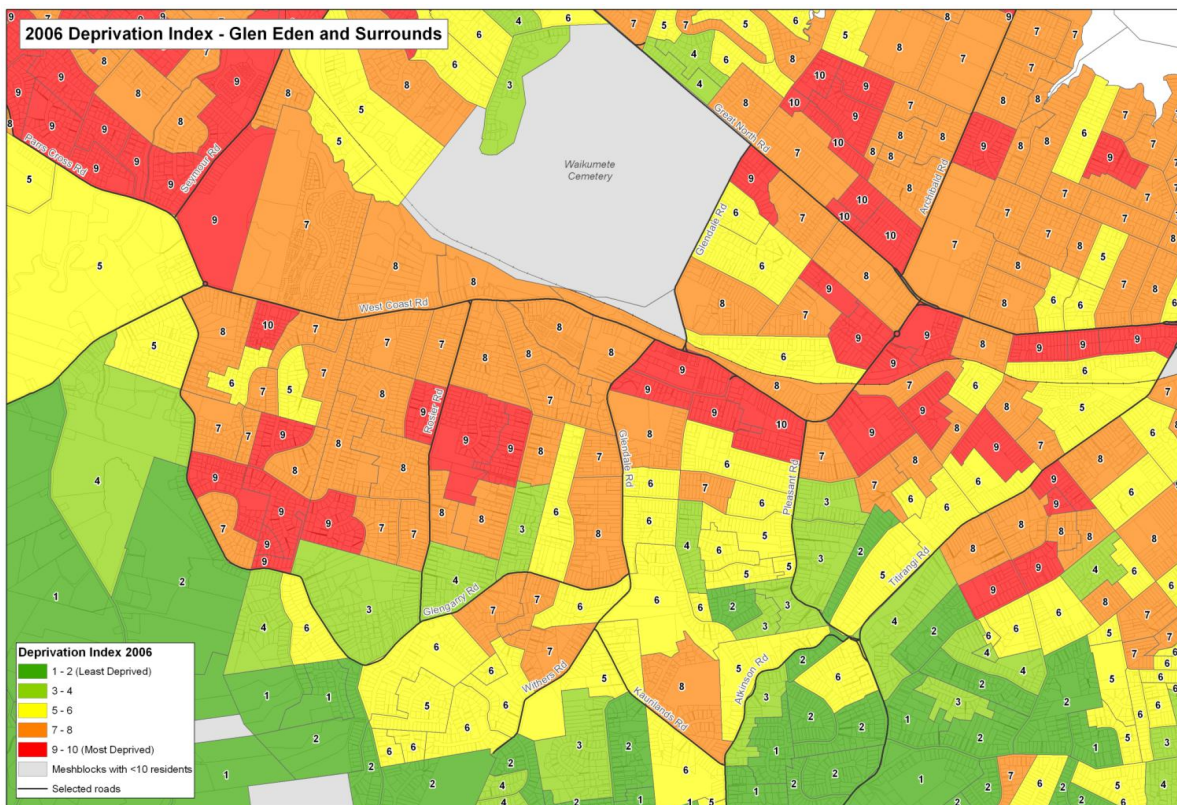
Glen Eden is projected to be a high growth area. All areas except Kaurilands showed significant population growth occurred between 2001 and 2006.

*“This trend is likely to continue as the Draft Growth Management Strategy for Waitakere City identifies Glen Eden as a growth node and anticipates that the population for Glen Eden (700m radius from Glen Eden station) more than doubling by 2021”.* (Waitakere City Council, 2010)

**The following map is a social deprivation index map.**

*“Social Deprivation Index is a measure of socio-economic status calculated for small graphic areas rather than individuals. The calculation uses a range of variables from the 2006 Census which represent nine dimensions of social deprivation. The variables include Income, Employment, Support, Living Space and Home ownership”.*

This kind of mapping can help to set priority areas for targeting streets or areas with families/households that have the highest social needs.



Supplied by Waitakere City Council, 2010

## Age

Age distribution data is useful for understanding the potential service needs in a community. Census data indicates that compared with Waitakere City as a whole, the Glen Eden area has a young population base - particularly in the Parris Park area but also in Woodglen and Tangutu. Glen Eden East has a higher than average older adult population.

## Housing

Glen Eden East has shown a significant increase in non-residentially owned (rental) properties between the 2001 and 2006 census years. Private home ownership is highest in Kaurilands (66%) and lowest in Glen Eden East and Parris Park (53%). The Waitakere City average is 58%.

Current data drawn from the Real Estate Institute of New Zealand<sup>18</sup> show West Auckland (Glen Eden, Glendene and Massey) as experiencing a 5% variance in rental cost between May 2009 and May 2010. In other words rents are going up. The average three bedroom rental increased from \$237 in 2006 to the current rate of \$350 a week.

There is a known shortage in affordable housing for families. Four of the five CAU's have lower than Waitakere City average (15%) levels of Housing New Zealand properties. However, Parris Park is above average with 26.7% of the rental housing stock managed by Housing NZ.

<sup>18</sup> <http://www.crocker.co.nz/services/research/prices.html>

The majority of households heat their accommodation with electricity. A number of residents in Parrs Park (6%), Glen Eden East (5%) and Tangutu (4%) do not use any fuels to heat accommodation in winter. Cold damp houses due to poor maintenance and cheap building materials, coupled with low income levels, result in poor health outcomes for families.

### Household make up & income

Smaller family sizes are most common (1-3 children); however Parrs Park (16%) and Tangutu (14%) have an above average numbers of females (15+) with more than four children.

There are more single parent families in Parrs Park (30%), Woodglen (29%), Tangutu (26%) and Glen Eden East (25%) than on average across Waitakere City (21%). Between a quarter and close to a third of households in the Parrs Park and Woodglen areas identify as single parent families.

The median total household income across the CAU's is lowest in Glen Eden East (which houses the highest pensioner population - \$48,400). Woodglen, Parrs Park and Tangutu households also earn less than the median income for Waitakere City (\$58,500). The economic downturn and rising unemployment between 2006 census and the census scheduled for next year is likely to reflect a growing disparity in income levels.

The majority of household income in all CAU's comes from wages and salaries, with limited income through self employment, bonuses or investments. On average about 2% of workers are receiving income payments from a Work Accident Insurer (i.e. ACC).

Parrs Park and Tangutu CAU's have significantly higher percentages of households whose income is the Domestic Purposes Benefit compared to Waitakere City. Income from unemployment, invalid and sickness benefits are also higher than average in all CAU's except Kaurilands.

### Ethnicity

All CAU's (except Kaurilands) reflect a diversity of ethnicity in the population. This is especially true in the Parrs Park area.

Table of Ethnic Affiliation by CAU (2006)

Ethnic Groups	Glen Eden East (%)	Parrs Park (%)	Woodglen (%)	Tangutu (%)	Kaurilands (%)	Waitakere City (%)
European	59.4%	51.3%	59.8%	59.7%	79.4%	59.0%
Māori	12.7%	16.2%	13.1%	14.0%	8.0%	13.1%
Pacific Peoples'	15.6%	27.7%	19.4%	21.5%	5.9%	15.3%
Asian	17.0%	13.9%	12.3%	11.2%	6.8%	16.2%
MELAA and Other	1.4%	1.6%	2.2%	2.0%	1.2%	1.5%
Total	106.1%	110.7%	106.8%	108.4%	101.3%	105%

% = more than 100% as people can identify with more than one ethnic group

Plus or minus one third of Glen Eden East, Parrs Park, Woodglen and Tangutu residents were born overseas, and a quarter of Kaurilands residents. Just over half of Woodglen resident born overseas arrived in the last 0-9years. That equates to 16.5% of the Woodglen residents being relatively new migrants. 51% Glen Eden East resident born overseas arrived in the last 0-9years. That equates to 18% of the total Glen Eden East residents being new migrants (in the last 0-9years in 2006). All areas reflect a mix of old and new communities.

### Religious Affiliation

Across all 5 CAU's, 39% of residents gave no particular religious affiliation, slightly more so than compared to Waitakere residents as a whole (37%). On average there are less people who identify as Christian (51%) compared to Waitakere City (55%), however, Parrs Park has a higher than average population identifying as Christian (59%). Affiliation to Hinduism is prevalent in Glen Eden East, Tangutu, Parrs Park and Woodglen (averaging 4%); and affiliation to Islam higher than the City wide average in Glen East, Woodglen and Parrs Park.

### Education

In Glen Eden as a whole (all 5 CAUs) between 14-16% of residents over 15 years are full time or part time students. It is likely that this will increase with rising unemployment, as students stay on at school or adults return to study.

Education qualification levels vary. With the exception of Kaurilands, a quarter of residents over 15years of age have no school leaving qualification.

### Labour Force

Most residents participate in the paid workforce as paid employees. Self employment without staff is the next highest type of work. Residents who identify as employers are not as common across all CAU's, except for Kaurilands which has a higher percent of employers than the Waitakere City average. Unpaid Family Workers' are represented in minimal numbers.

The table below shows the shifts in benefit levels over a five year period in the Waitakere Service area. Between March 2009 and March 2010, the number of residents registered as unemployed have almost doubled. These figures do not take into account those households reduced to one income or who have household members who do not qualify to register. Unemployment levels are projected to continue to rise.

Benefit type (aged 18–64 years)	Mar-05	Mar-09	Mar-10
Unemployment Benefit recipients	786	735	1267
Domestic Purposes Benefit recipients	2809	3015	3196
Sickness Benefit recipients	1181	1662	1813
Invalid's Benefit recipients	1553	1907	1920

Sources from MSD website – Waitakere Office statistics

# Glen Eden today....

There is a lot of awesome activity happening in the Glen Eden community. This sheet is by no means exhaustive of what is happening... just a taster of some of the things that we found out while scoping the area between March-June 2010.

**LIFEWISE Family Services** provides **Tool Box parenting courses** and **Parenting through Separation** on a regular basis in the heart Glen Eden. Provision of **Community** referred **Social Work and Foster Care** support are key family and child services. Current projects under development are the provision of Maori Social Work support to victims of family violence via Police call outs (Pol 400) and co coordination of the Tatou West Harbour network.

Other LIFEWISE services provided under the **Methodist Mission Northern** umbrella include **Early Childhood Education, Homecare Support, Homeless Support Services**, a locality based **Know Your Neighbours Project** and **Neighbours Day Campaign**.

**Methodist Centre of the West** facilitates outreach community charity work by running the Methodist Op-Shop. The Church provides youth group activity for younger members; the Samoan Congregation is particularly active in this respect.

**Waitakere Community Outreach** receives referrals for the distribution of food parcels to households in need across the great West Auckland area. This is not an off the street service - referrals are made via community social workers and the CAB.

**Neighbourhood Support** is currently activity engaged in the following streets - Titch Place; Routely Drive; Barnea Circle; Newfound Way; Foundation Place; Albionvale Rd. They are working alongside **Community Policing** on safer community initiatives and have plans to focus in Glen Eden.

**EcoMatters Trust** is delivering a household sustainability project which focuses on energy and water savings. **Project Twin Streams and Save our Streams** continue to engage residents, schools and community groups through community education and participatory action for enhancing the environment of the streams that flow through Glen Eden.

**Vision West** is the new name for the Baptist Friendship Trust. Vision West provide a **school uniform and curtain bank** alongside other services including: **Community housing** – Emergency and Long Term supported housing; Social worker support; Home healthcare; **Training Centre** – Alternate and 2<sup>nd</sup> Chance Education; Horticulture; Literacy and Numeracy; Property Care – **Training and employment** opportunities in the area of home maintenance and gardening; Kindergarten; Counselling Centre; **Foodbank and Op Shop** and a **budgeting** service.



**Waitakere City Council** has developed an **Urban Renewal Project Plan** for Glen Eden. The plan has been approved through the current Council. The development will require funding approval through the new Auckland City Council.

**Friday Market between 4pm – 8pm** is coordinated by **Glenora Bears** at the clubroom on Glendale Rd. Word is that the market from Parrs Park amalgamated with Glenora Bears to create the regular community Friday market.

**Healthy Kai** is a concept developed and delivered by **Health West** who recently took it out to the Mall - providing soup and bread to the community through their Hot and Healthy Day. Health West provides community based health programs and a newsletter.

**Citizen Advice Bureau** has a data base of information on where to go for all manner of services in Glen Eden and beyond. They provide (by appointment) a legal service; careers advise; counseling; advocacy for ACC & WINZ and budgeting advice. The CAB is located next to the **Waitakere Library and Information Services** which provides *“the sitting room of our community”*.

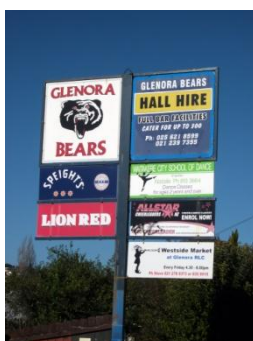
**Glen Eden Community House** provides a space for a number of community groups including art, yoga, **OSCAR** (before and after school care); ESOL, **School holiday programs**, and the regularly run **Pieces Rd Playgroup**.

**Glen Eden Community and Recreation Centre** is a managed space for hire to community groups. It is well used by regular groups at the centre including : Senior Citizen Meetings, Chess Club, Dance groups, indoor bowls, Friends of Waikumete and Glen Eden Protection Society. The Centre is managed by a Trust.

**Hoani Waititi Marae** is located at the edge of Parrs Park. The kura and Marae are strongly linked but separately managed. The Marae currently facilitates a program of **Restorative Justice for Maori Youth**.

Opportunity to play **Sports** with a club in Glen Eden include Rugby League, Football, Badminton, Karate, Tennis, Harriers, Bowls, and Table Tennis clubs... Zumba seems to have arrived in Glen Eden, and there may well be more recreational activities!

**Family Works** provide the management for two **Social Workers in Schools (SWIS)** in the area. SWIS are at **Prospect School** and **Glen Eden Primary School** and work alongside school parents to support families. Family Works also provide the parenting course Incredible Years and Strengthening Step Families.



**Schools** are a plenty in Glen Eden! Kauriland Primary, Konini Primary, Glen Eden Intermediate, Glen Eden Primary, Prospect School, Hoani Waititi Kura Kaupapa Maori. Schools are connected through a Schools Principals Network.

**Community Waitakere** in partnership with **Community Wellbeing WCC** support community organisations in Waitakere by providing a linking space – e-news and notice board facilities, as well as expertise in community development and collaboration. Waitakere City Council facilitates **Calls to Action** on issues such as Early Childhood Education, Housing, Neighbourhoods, and Being Active.

Services that target and support **Pacific Peoples** include work being done in community by **West Fono**. They have developed an exercise and health initiative delivered through Pacific Churches called **Enua Ola Community Exercise Classes**. **Aiga Salevalasi Samoan Pre-School** is situated in Clayburn Rd next to Glen Eden Primary School.

**Titirangi Baptist Church** has an ambitious development project planned in Kaurilands Rd called *'The Crossing'*. They hope to raise sufficient funds to build a community centre that will bridge between the church and the wider community. The space will be available for hire.

**The Salvation Army** is ever present through their opportunity shop in Glen Eden. The shop links as a referral to their Church base in Glengarry Rd where youth programs – including drumming classes – and Counselling Services are available.

**Labour MP's** hold office in Glen Eden. **Lynne Pillay** is retiring but **Carmel Sepuloni** has landed and hit the ground running! The office is open to the community to raise issues of concern and to seek representation.

**RSA and the Bowling Club** – word is that these two clubs are combining forces and are situated in the area around the **Playhouse Theatre**. Entertainment all round!

**Glen Eden Business Association** has a part time development worker funded by an extra rate to landlords (business). The role includes lifting the profile of the shops and assisting with legislative and Council related issues as they affect business.

**Residents** make the neighbourhood of Glen Eden – for all the community organisations, faith groups, social services and facilities – it is the residents – the new and established and the young and the elders that make it all happen.

**Next steps?** What do the residents who live in this area want to see happening and what would they want to be part of creating?

