

Minutes of a Community & Services Committee Workshop

Tuesday 24, September 2024
Council Chambers, 10 Gorge Road
11.30am

Present:	Chair Craig Ferguson	Councillor Lisa Guy
	Councillor Barry Bruce	Councillor Lyal Cocks
	Councillor Esther Whitehead (online, items 1 and 2)	Councillor Cody Tucker
Apologies:	None	
In attendance:	Alex Martin	Simon Battrick
	Paula Mitchell	Sue Gwilliam
	Kenneth Bailey	Natacha Murphy
	Jon Winterbottom	Natasya Zambri
	No members of the public	No members of the media

No.	Agenda Item	Actions
1.	<p><u>Sport & Recreation Customer Satisfaction - NPS</u></p> <p>The purpose of this briefing was to provide the Community & Services Committee with an update on customer satisfaction survey results for services provided by the QLDC Sport & Recreation department.</p> <p>Alex Martin spoke to a PowerPoint presentation on the customer satisfaction survey and how the Sports & Recreation Team make use of the Net Promoter Scores (NPS).</p> <p>Ms Martin responded to questions and clarified the timeline of the survey.</p> <p>Attachments: (see attached) <i>Attachment A: Presentation Slides</i></p>	
2.	<p><u>Library Survey Update</u></p> <p>The purpose of this briefing was to share the results of the Library Customer Survey.</p>	

No.	Agenda Item	Actions
	<p>Natacha Murphy, Paula Mitchell, Natasya Zambri and Sue Gwilliam spoke to a PowerPoint presentation, highlighting key points related to the survey.</p> <p>Staff responded to questions about storage and available space for collections. Clarified that there is a new storage facility in Frankton, but also that these items (and all library items) have high circulation, so about 50% of items are out at anyone one time. After noting that the survey had identified sewing machines as a suggested new library item, staff clarified they are aware that sewing machines are expensive to obtain and maintain.</p> <p>Staff clarified that 487 persons completed the survey and expressed aim to increase survey participation next year to a statistically representative sample of our district, which is about 1,200.</p> <p>Attachments: <i>Attachment A: Library Customer Survey Results (see workshop agenda; note that the Library Survey Update was item 1 in the workshop agenda)</i></p>	
3.	<p><u>Our Community Spaces Report 2024</u></p> <p>The purpose of this briefing was to provide the Community & Services Committee with an update on the 2024 Our Community Spaces Report (updated from 2018) and provide high level key findings from the report.</p> <p>Simon Battrick spoke to a PowerPoint presentation. Clarified that the report would be finalised and published in November 2024.</p> <p><i>Attachment A: Presentation Slides (see attached)</i></p>	Full report to be brought back to a meeting of the Community & Services Committee

The workshop concluded at 12.34pm

Customer Satisfaction

An Net Promotor Score (NPS) for Sport and Recreation

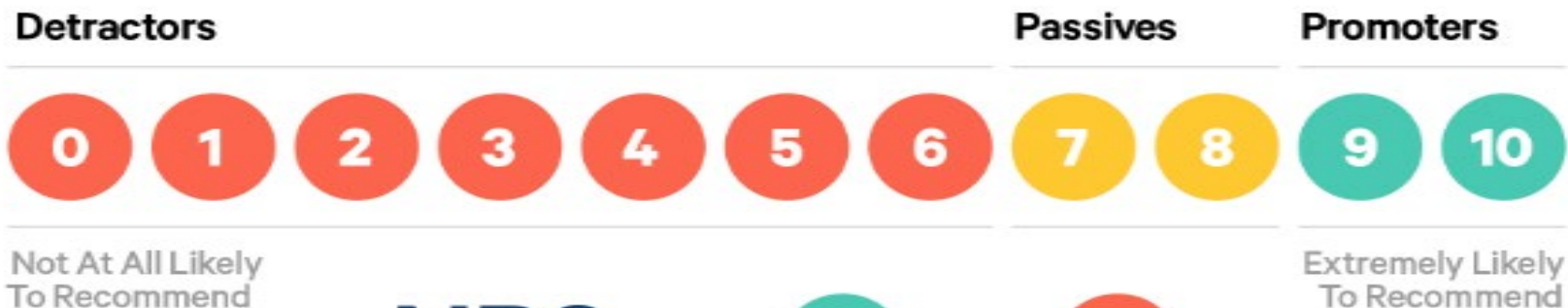


What's the Problem?

- Two surveying methods
 - The Quality of Life survey
 - Internal user surveys
- Internal surveys were being done without a consistent satisfaction measure to compare across areas
- Data gathered could be used to improve services, but improvements were not able to be measured
- Enter our survey overhaul and the introduction of the NPS!

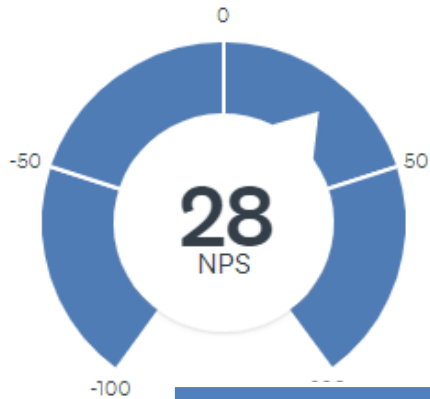
What is a NPS?

- A consistent way to measure customer satisfaction across all programmes and services year on year
 - NPS key
 - Above 80 is world-class
 - Between 50 – 80 is excellent
 - 20 – 50 is favourable
 - 0 – 20 is good

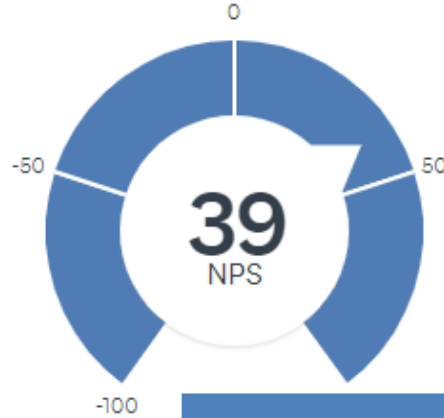


$$\text{NPS} = \text{ \% } - \text{ \% }$$

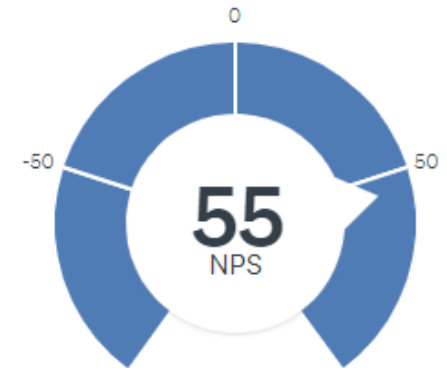
NPS scores across Sport & Rec



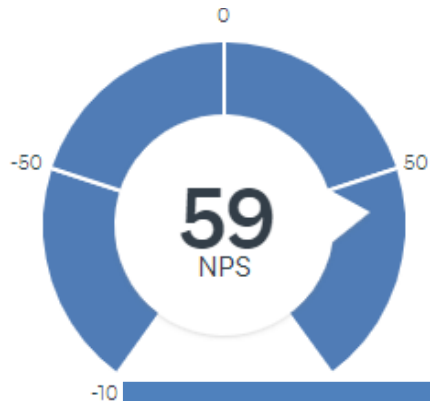
Frankton Golf Centre



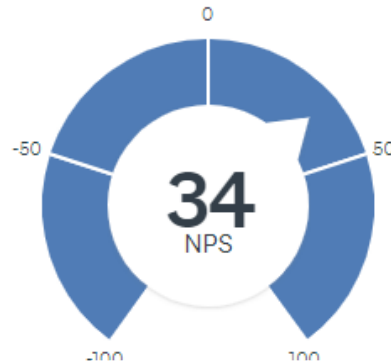
Swim School



Alpine Health and Fitness



Sport leagues/programmes



Aquatic Facilities

An example of the use of NPS scores

- School Holiday Programme – pre online booking system (April 2023)
 - Wānaka – 71 NPS
 - Key qualitative feedback: Make the booking process easier by going online
 - QEC – 14 NPS
 - Key qualitative feedback: Make the booking process easier by going online
 - Improve staff engagement with parents and children
- School Holiday Programme – NPS post online booking system
 - Wānaka – **84 NPS**
 - QEC – **50 NPS**

What's next?

Ongoing consistent
real-time NPS
measures

Integrated reporting
across CS departments
and year-by-year
comparisons

Showcasing successful satisfaction



Leisurelys
Programme



Customer
stories

COMMUNITY & SERVICES COMMITTEE WORKSHOP

24TH SEPTEMBER 2024

OUR COMMUNITY SPACES 2024 REPORT



AGENDA

- Background
- Key Findings
- Case study
- Next steps
- Questions



BACKGROUND

Our Community Spaces 2018 Report

Community Facility Update 2018-2024

- Arrowtown Community Centre,
- Wanaka Community Hub,
- Te Atamira,
- Salvation Army Hub,
- Paetara Aspiring Central,
- Luggate Memorial Centre,
- Allocation of land at the Queenstown Events Centre for the proposed Whakatipu Community Hub Trust.

KEY FINDINGS

- Findings are very similar to 2018 report
- 46 community groups out of 113 are seeking new facilities/space (combination of land and/or building or both)
- The majority of 2024 groups provide services in their local community with only 10% servicing the whole region
- Significant decrease in arts, childcare, education and training, health and wellbeing groups from 2018
- Only 9% of groups owned or managed their facilities
- Increase in sports and recreation groups i.e. pickleball and environmental groups – Jobs for Nature impact
- Lack of spaces/facilities reflecting Te Ao Māori and the provision of dedicated space to meet cultural requirements
- Need for a Social Services Hub for the District
- 85% are currently collaborating with other groups or services, significantly up from 70% in 2018
- 33% of the groups use commercial facilities

When are facilities needed?

IMMEDIATE: 24 groups

1-3 years: 19 groups

3-5 years: 3 groups



Outgrowing their space

High land and build costs

High rental costs

Limited availability

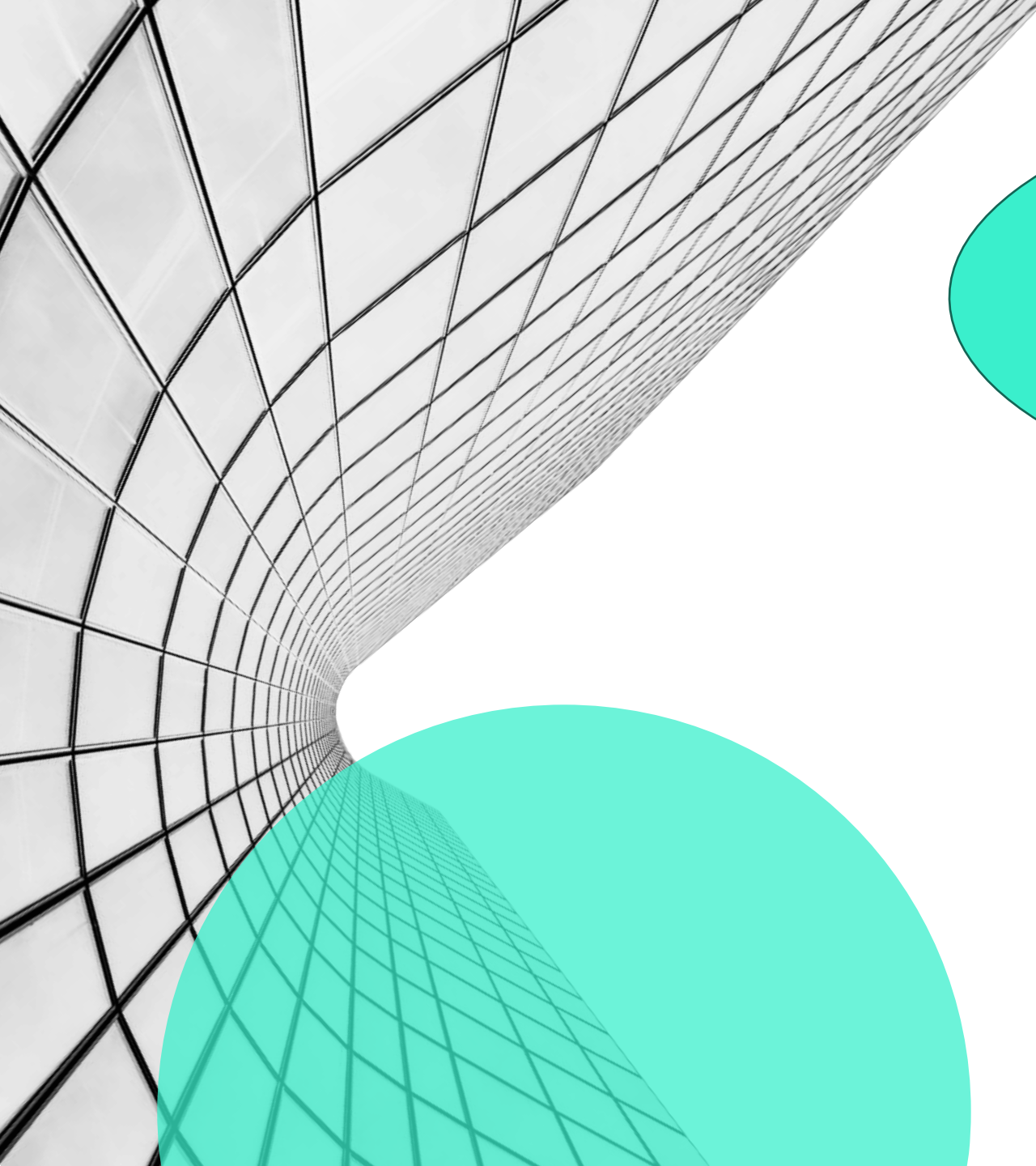
Key challenges for groups in finding appropriate facilities are:

Location

Poor parking

No fit-for-purpose facility

Insecure tenure



Space Co NZ founded in 2015, is a space finding marketplace that is powered by a bookings and payments management tool. It is purpose-built for councils and community spaces. The aim of Space Co is to support groups/organizations to grow their bookings and reduce their administration. In addition, it also produces online resources on a range of topics relating to community venue management and offers a community venue learning series on topics like grant applications, volunteer management and placemaking:
<https://www.spacetoco.com/>

CASE STUDY



NEXT STEPS

- Develop an integrated Community Facilities Action Plan
- Establish a cross sectorial partnership arrangement with defined leadership to address community facility needs.
- Develop a QLDC Community Facilities Partnership approach
- Create a focus on increased utilisation of existing spaces
- Explore and develop alternative funding avenues to traditional funding sources.
- Early identification and purchase of land for facility development.
- Finalise the report and publish - November 2024