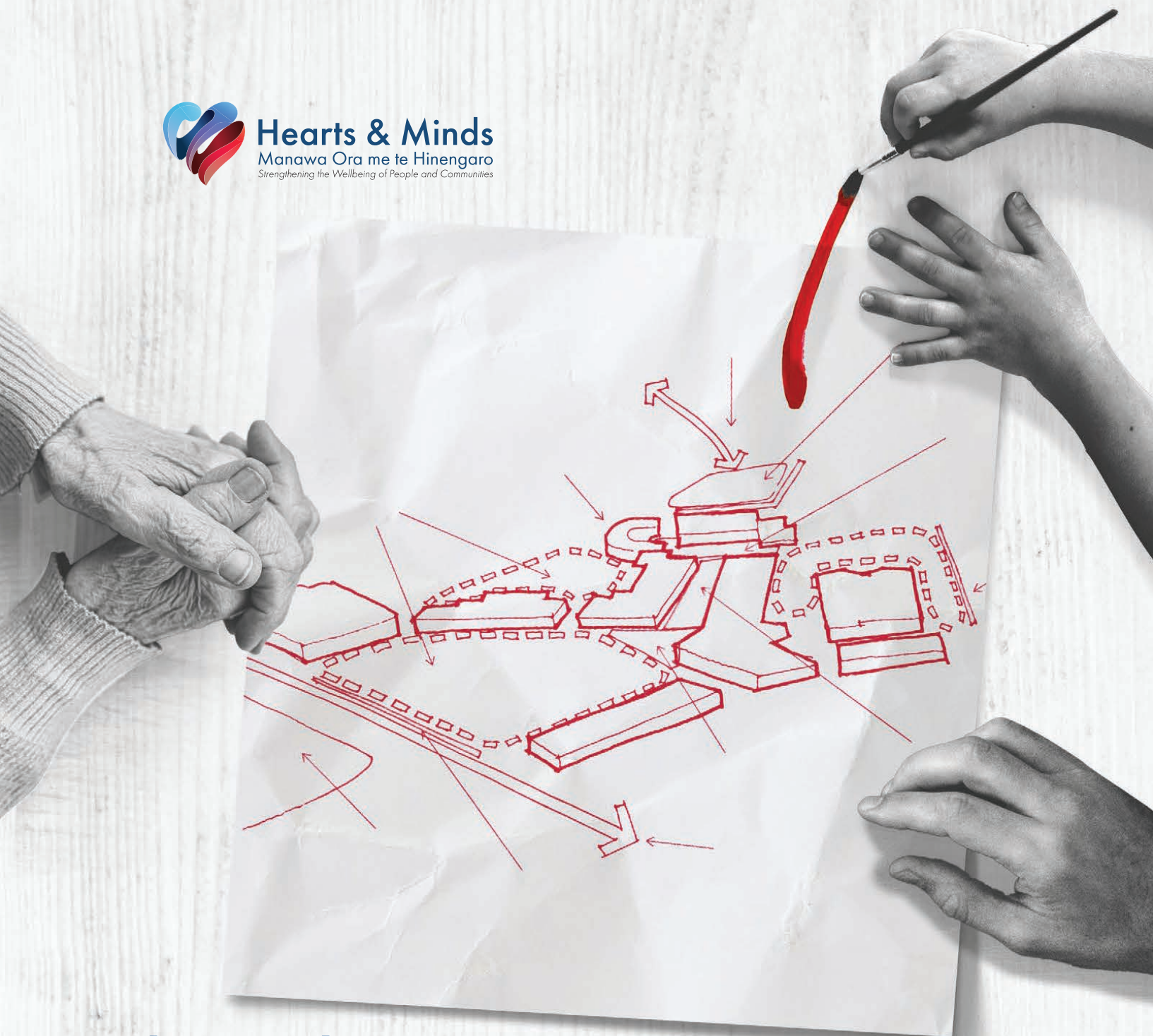




Hearts & Minds
Manawa Ora me te Hinengaro
Strengthening the Wellbeing of People and Communities



**[RESEARCH
REPORT]**

The Impact of Northcote's Urban Regeneration on Community Wellbeing

Commissioned by
Hearts & Minds
NZ Incorporated]

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He aha te mea nui o te ao
What is the most important thing in the world?
He tangata, he tangata, he tangata
It is the people, it is the people, it is the people



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Keywords

Northcote, residents, community, wellbeing, urban redevelopment, housing change



Acknowledgments

Hearts & Minds would like to thank:

- All Northcote respondents, including the residents and community stakeholders, who took the time to complete the survey and took part in interviews to share their insights and experience with us. This study would not be possible without their invaluable input
- Our community collaborative partners, the Kaipatiki Community Facilities Trust (KCFT), the FONO, and Te Puna Hauora whose combined effort and insights supported the Hearts & Minds team during the various phases of this community-led research study
- Lotteries Community Research for their support

We acknowledge the Academic Advisory Group, Professor Emeritus, Dr Elaine Rush and Dr Sari Andajani who guided us through design and conducting this study.

This study was supported by a grant received from the New Zealand Lottery Grants Board (Te Puna Tahua).



1.0 Executive summary

The aim of urban regeneration programmes, such as the Northcote Development Programme (NDP), is to improve the physical and socio-economic position of housing areas (Mehdipanah, Malmusi, Muntaner, & Borrell, 2013). However, there can be negative wellbeing implications, through social disruption and displacement (Egan, Lawson, Kearns, Conway, & Neary, 2015). With the support and input of their community collaborative partners, Hearts & Minds commissioned this strengths-based study to:

- Identify the impacts of the NDP on the wellbeing of Northcote residents, families/whānau and the Northcote community, and to
- Articulate the voices of the Northcote Central community during the regeneration process

Northcote Central is a vibrant, diverse community within the most deprived quintile of the New Zealand Index of Deprivation. It has the highest intensification of state/social housing on the North Shore. The NDP started in 2016 with a focus on redeveloping housing in the Northcote Central precinct. Kāinga Ora is the central government agency responsible for delivering the NDP, while working with Panuku, an Auckland Council agency which has a focus on revitalising the Northcote town centre at the heart of Northcote Central. To date over 317 houses have been demolished and 89 homes built. By the time it is completed in the mid-2020s, there will be around 1,500 new homes, and the population will have doubled from around 3,000 to around 7,700. The new homes will include social and affordable housing, and private houses for sale.

The research undertaken included group discussions (focus groups) and a written survey with Northcote Central residents, as well as semi-structured interviews with individual community stakeholders. The research project experienced limitations due to the impacts of four COVID lockdowns in a community experiencing significant change. While these affected the scope and depth of the work, the information gained from participants is of value.

This research provides one short snapshot in time, about how participating residents and community stakeholders currently feel and think about the NDP, and why. This is their voice.

Key Insights

Of the 27 participants, five are Māori, with a further four identifying as Māori with other heritage (Samoan, Niuean, New Zealand (NZ) European), as well as one Cook Islands Māori. There are four NZ European/ Pakeha; six Tongan, three Samoan, two Chinese and two 'Other'. Just over 81%, or 22 residents, live in Kāinga Ora (14) and private rental homes (8). They are mostly Māori and Pasifika, with a few NZ European/Pakeha. Nearly two thirds of those who have lived in the area the longest are tenants. Five participants, including Chinese, NZ European/Pakeha, and one Other (unstated) own their own home and have lived in Northcote for 10 years or less. A majority of residents were in full or part time work, five were job seekers. No residents new to Kāinga Ora housing were among the participants.

The NDP, to date, has led to substantial changes in how Kāinga Ora tenants are housed, and who is housed. Some Kāinga Ora participants have regrets about the social disruption caused by the housing demolitions and their shift into newly developed more intensive housing. Their previous homes had more space indoors and out which supported their diverse social and cultural needs. Some Kāinga Ora (and other) participants felt some new social housing tenants are less friendly or mind their own business. For long term and new Kāinga Ora residents, the COVID lockdowns in 2020-21 and grappling with change, may have impacted on making new connections.



The mixed views about whether the housing changes have improved Northcote appear to reflect how much, either directly or indirectly, the changes have affected or are affecting specific participants, their ethnic community, and their feelings around change, safety, and identity. There are some signs of potentially emerging concerns around safety, inconsiderate neighbours, and amenity concerns for residents, neighbours and in public spaces.

There is also some concern around whether the increased social housing and population may tip Northcote community's balance, undermining its cohesion and safety. There is insufficient data to come to any conclusion, given the size of the participant sample and the lack of baseline research. What it points to is a need to ensure that there are appropriate facilities and infrastructure, including social services to support good outcomes, as well as possibly appropriate further research.

The Māori and Pacifica communities have been particularly affected by the NDP changes. Some deeply feel the displacement of Māori and Pacific families not allocated new housing, who had to move away; one referred to it as a 'social cleaning'. Some wanted the previous cultural diversity reinstated through more social/affordable housing for Pasifika, and support to achieve this. Given the more intensive housing, some are keen to see communal gardens, for growing kumara and yams, a community hall with spaces for social services and groups, and for social and cultural functions, such as kava ceremonies. Māori pointed to the need to respect the Treaty of Waitangi, and spaces for hangi, so that generations can pass on key cultural skills. It is not known whether Kāinga Ora or Panuku are making provision for spaces for hangi, or communal gardens. In regards to supporting the range of cultures, suggestions include more multilingual people within key community services to ensure all residents' needs can be addressed and supported, and more targeted support for those new to Northcote, both for specific communities, and across the community to support people's integration into Northcote.

85% of participants like living in Northcote and 81% feel part of the community; this includes the nearly one third of residents who voiced concerns about social disruption and displacement. Long term residents in rental accommodation, particularly Pacifica and Māori given their numbers, have helped provide substantial stability within the Northcote population, with potential positive flow on effects for their cultures and the wider community. The range of languages spoken (see 1.2 - 1.3) and diverse cultural practices, from hangi and kava ceremonies, to supporting wider family as needed, have contributed to the area's diverse character and cohesion.

Northcote was mostly valued for its convenience to shared facilities, its friendly diverse community, good access to public transport during peak hours, its proximity to work and good neighbours. Some residents have concerns that Northcote is losing its identity; this may partially be attributed to the departure of friends and whānau, and new residents with different ethnicity/ culture, and the changing built environment. Long term residents in rental accommodation, particularly Pacifica and Māori given their numbers, have helped provide substantial stability within the Northcote population over time, with potential positive flow on effects for their cultures and the wider community. The range of languages spoken (see 1.2 - 1.3) and diverse cultural practices, from hangi and kava ceremonies, to supporting wider family as needed, through having them stay, have contributed to the area's diverse multicultural character and cohesion.

All participants who rated the importance of Northcote's shared facilities rated the local shops as important/ very important to Northcote. Next came local parks, trees and greenery, and community gardens, followed by community connection places. Most residents stated they want the existing shared facilities to be retained. Half of the participants wanted more outdoor and green community space. The Te Ara Awataha greenway, expected to connect "the community via a network of parks, shared cycling and walking paths and wildlife" (Northcote Development, 2020), may meet many of these needs. Some would like to see a playground, more green space for physical activity, physical exercises areas, more seating, the planting of fruit trees and shared vegetable gardens.



A community hall in the Northcote town centre is the mostly strongly supported new facility, with support from the majority of community stakeholders and around half of the participants. This appears consistent with The Northcote Town Centre Benchmark Masterplan (Auckland Council, 2019) and its multi-purpose hub centre. Given such a facility was not foreshadowed in questions, it has strong support, including from Pasifika. The proposed town square and planting within the town centre also fits with some of the comments on outdoor spaces.

There are also issues around the Northcote town centre for community stakeholders. While the location is accessible, supporting effective community outreach, limitations include lack of lifts in some buildings, insufficient numbers of and poorly configured meetings spaces, with privacy issues.

Of greater concern, some community stakeholders are uncertain as to what the final outcomes for the Northcote town centre will be, how they will be achieved, and within what timeframe. They would like greater clarity about whether they will be able to operate within the centre once any demolitions start to occur, if there will be opportunities to locate close to the Town Centre in temporary accommodation, and whether they will have space in new buildings once constructed.

Retailers and others may be in a similar position in terms of their premises. Some participants are looking forward to an updated town/ shopping centre; there is some concern that local retailers be supported through the changes, so that successful businesses who want to can remain in the area.

Several participants were generally positive about the range of community services currently provided. Many would like to see a more diverse range of services and events, catering to a wider age range (from children to teenagers, adults and older people, and different ethnic/ cultural groups. Some would also like more local communal events (e.g. concerts in the parks, family days, cook outs, events to engage neighbours) and more community groups.

Community stakeholders are aware that their services are under pressure and the need for them is increasing, given pressures on the community and the expected doubling of the population over the next few years. While one stakeholder considers they will be able to manage this, others, as well as some participants, are concerned to ensure there is sufficient investment in infrastructure and services to support good community outcomes into the future.

In regard to the level of engagement on the NDP, over half of the participants, mostly Kāinga Ora residents, were dissatisfied; none were satisfied. These views may reflect a feeling that those in their community have been discriminated against, with feelings of “overwhelm”, anxiety and concern about what is and may happen. Of those in private rentals or home ownership, 15% of participants were satisfied with the engagement whilst the rest were dissatisfied or neutral. There is uncertainty among some community stakeholders and residents about what the outcomes of the NDP will look like, who and from what cultures, will live in the area, and what the impacts will be.

The stakeholders considered many residents have found the changes difficult. Some may fear for their cultural community’s future in the area; some are considering what they would like to see happening, shown by support for community gardens and for a community hall. The data would also support the existence of another group more open to change, including more housing and an increasing population. For some participants it includes openness to changes to the Northcote Town Centre with a greater variety of shops – but importantly, with improved infrastructure and amenities. This includes some across all tenure types, including those who may regret some changes, and/ or also have some concerns about the coming changes.

Participants reported a wide range of potential stressors. These range from the NDP’s ongoing impacts as well as other stressors. Stress can be positive, and can motivate reassessment and change, but too much may reduce wellbeing, and the ability to thrive, at least in the short term.

The future was a strong focus in the interviews of the community stakeholders. They came up with five suggestions for further consideration. These are:



1. It would be helpful to engage with the Northcote community more on their hopes and concerns for Northcote's future, and the support they would like, given the NDP's impacts, including the increasing and possibly differently diverse population.
2. More consultation and communication across the different organisations providing support to the Northcote community would improve understanding of the community, what is wanted, and effective co-ordination.
3. Social services within Northcote are already under significant pressure, and need increased, secure funding, so as to help meet the community's key needs.
4. There is strong support for a community hall and meeting rooms in the Northcote town centre. This is the one new facility also suggested by around half of the survey participants. It fits well with the Auckland Council's 2019 Masterplan concept of a multi-purpose community hub centre, with a hall and a range of meeting spaces.
5. It would be helpful for community organisations to be in easily accessible and visible locations within the revamped Northcote town centre.

Finally, further research into the role of how changing central government agency and legislative mandates and projects are impacting on Kāinga Ora residents and other vulnerable populations disrupted and displaced by urban redevelopment, as well as who benefits from such developments, could be helpful.



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1.0 Introduction

Hearts & Minds is a community organisation based in the heart of Northcote Central on Auckland's North Shore. Pivotal to their work is an integrated focus on wellbeing, inclusion, and diversity. This is reflected in the community wellbeing services they deliver, their participation in multiple networks and their relationships with community stakeholders. Their community development approach enables Hearts & Minds to hear the voices of the Northcote community through direct engagement with individuals, whānau, and organisations that work at a grassroots level.

The Northcote Development Programme (NDP) is expected to increase the Northcote population from approximately 3,000 to around 7,700 residents (Auckland Council). Many existing families/whānau currently living in Kāinga Ora's (previously Housing New Zealand) housing will remain and will be joined by an estimated 900 new families making Northcote Central their home in the next five years. Given the development currently underway, the community is already experiencing significant change, with further change expected to occur over time.

Discussions with the Northcote Central community and stakeholders highlighted a strong need for their voices to be heard during the NDP and to ensure that any learnings be integrated into the ongoing development of the community going forward.

With the support and help of their Kaumatua and community collaborative partners: Te Puna Hauora, The Fono and Kaipatiki Communities Facilities Trust (KCFT), Hearts & Minds undertook this strength-based study to:

- Identify the impact of the NDP on the wellbeing of Northcote Central residents, families/whānau and the Northcote community
- Articulate the voices of the Northcote Central community during the regeneration process

The collaborative partners were involved given their significant roles in the local community. Both the Fono and Te Puna Hauora have health clinics in the broader Northcote Central area and provide diverse culturally appropriate services. The KCFT provides community development programmes, events and projects across Kaipatiki, including the Northcote area.

Key factors that shaped the research were:

- Existing literature regarding the impact of housing regeneration/development programmes on individuals' and communities' wellbeing
- Northcote Central as part of the Northcote area
- The NDP which focuses on Northcote Central

1.1 Literature Review

There is no single definition of wellbeing, but there is a general agreement that wellbeing includes *“the presence of positive emotions and moods (e.g., contentment, happiness), the absence of negative emotions (e.g., depression, anxiety), satisfaction with life, fulfilment and positive functioning”* (Centers for Disease Control and Prevention, 2018, p. 2).



Hearts & Minds defines wellbeing as *“when people have the psychological, social, spiritual and physical resources, within themselves and their community, to meet life’s challenges and thrive”* (Hearts & Minds, 2020, p. 3).

There is an array of literature that focuses on the impact of housing regeneration/development programmes on individuals’ and communities’ wellbeing. Petticrew et al (2009), note that housing regeneration activities may play a key role in improving the health of the public and reducing health inequalities.

In a systematic review, Carmona (2019) explores the association between the quality of the built environment and its value, in health, social, economic and environmental terms. Carmona’s research highlights that a well designed and built community can deliver a wide range of health benefits. These include:

- Better physical health i.e., lower prevalence of diseases, such as obesity, asthma, etc.
- Better mental health i.e., reduced depression, anxiety
- Better general fitness i.e., increased walking and exercise
- Greater daily comfort i.e., decreased traffic noise and poor sanitation
- Enhanced quality of life i.e., increases sense of emotional wellbeing and satisfaction and greater happiness

However, urban regeneration can also have negative implications on wellbeing through social disruption and experienced displacement (Egan et al., 2015). Shaw and Hagemans (2015) explore the notions of social mix, place and displacement among residents of secure community housing in Melbourne, Australia. They conclude that *“transformations in shops and meeting places, and in the nature of local social structure and government interventions, cause a sense of loss of place even without physical displacement”* (Shaw & Hagemans, 2015, p. 323).

Barton, Grant, & Guise (2003) also note that local housing policy needs to consider other factors such as:

- Availability of accommodation for single residents (young/old) and large families who want to remain in the area
- Availability of accommodation for successful businesses who want to remain in the area
- Availability of properties with large gardens or very close to allotments for keen gardeners

Resident participation in shaping the built environment directly supports their mental health through encouraging a sense of empowerment and ownership (Kent et al, 2011).

1.2 Northcote and Northcote Central: A Brief History

Māori were the first settlers of Aotearoa/ New Zealand, including the broader Tamaki Makaurau/ Auckland area, and within this, Northcote located on the northern shore of the Waitemata Harbour, to the north and west of the Harbour Bridge. Iwi settled this area with its rich soils and fish resources many hundreds of years ago (Community Facilities Trust, 2010).

The second and ongoing wave of mostly European settlers, occurred after the 1841 Crown purchase of the large Mahurangi block and later purchases. Over time, Northcote became a mix of rural and urban areas. Suburban development and a rise in rural-urban migration for Māori saw their proportion of the population increase between 1926 and 1986 (Hoffman, 2019). Increased public



transport from the mid-1930s, and the 1959 opening of the Harbour Bridge, also reinforced urban development.

In June 1959, the Northcote Shopping Centre, located between Lake Road and College Road opened. Over time more than 80 retail businesses, medical centres, community service centres and other public facilities were developed (Community Facilities Trust, 2010).

The 1950s also saw the introduction of social housing into Northcote, for example, between Onewa Road and Belle Vue Avenue (Matthews & Matthews Architects Ltd & Truttman, 2001). In the 1960s further social housing was constructed between Lake Road and College Road (Matthews & Matthews Architects Ltd & Truttman, 2001). Both the Northcote Town Centre and current state/social housing area are at the heart of Northcote Central.

Over time, other migrants, including those from the Pacific and Asia arrived in Northcote. For example, in 1971 there were very few Pasifika people in Northcote but from the early 2000s there has been a strong Pasifika presence and identity in Northcote Central. The Auckland Plan 2050 indicates that by the 2018 Census, 28% of Auckland residents identified as Asian, with the largest subgroup being Chinese people (Auckland Council, 2018). With a strong Chinese presence in the Northcote business sector, alongside Korean, Thai and Vietnamese businesses, Northcote has become a well-known and celebrated Asian cultural area on the North Shore.

1.3 Northcote Now

The focus in this report is on Northcote Central, called “Ocean View”. This is based on the 2021 statistical boundaries where the broader Northcote area comprises Ocean View, Northcote South, Tuff Crater, and Monarch Park (Stats NZ, 2018); Northcote Central is across 0.69 sq.km of land, and has a population of approximately 2,358.

The Northcote town centre at the heart of Northcote Central is seen as a bustling vibrant hub with “about 90 retail occupiers, 60% of whom are grocery/convenience retail, 20% food and beverage, and the rest service outlets” with an aging infrastructure (Panuku Development Auckland, 2020).

Northcote is situated within the most deprived quintile of the New Zealand Index of Deprivation (Atkinson, Salmond, & Crampton, 2014) and is home to the highest intensification of State/ Social Housing on the North Shore. While the North Shore region may have a reputation for homogenous wealth, the Northcote Central population has consistently remained in an economically and socially disadvantaged position as shown by the deprivation index, an area-based measure of socioeconomic deprivation. The median income in Northcote is \$21,600NZD, with just over half the residents in full time or part time employment (Stats NZ, 2018).

Despite its economic challenges, Northcote boasts a rich cultural history, with a strong Māori presence (both historical and contemporary), alongside prominent Pasifika and Asian populations, as well as Pakeha and other ethnic groupings (Stats NZ, 2018). It is an ethnically and linguistically diverse community: almost 15% of the residents’ spoken languages were categorised under ‘Other Languages’ in the New Zealand 2018 Census. With over 16 languages spoken, Northern Chinese (8%) and Tongan (7%) were the most spoken languages after English (Stats NZ, 2018).

After many years of neglect, Northcote was designated as a Special Housing Area in 2014 and is currently the focus of a major urban development project called the NDP, which started in 2016.



1.4 Northcote Development Programme (NDP)

Auckland is the least affordable city after Sydney in 92 major global housing markets according to the 2021 Demographia Housing survey. Northcote Development (Urban Reform Institute & the Frontier Centre for Public Policy, 2021) states that “Aucklanders are concerned about a shortage of housing – particularly affordable housing – and the government is responding with a large-scale initiative called The Auckland Housing Programme. The Northcote Development is part of this programme.”

Kāinga Ora is delivering the NDP under the direction of the Ministry of Housing Urban Development. The programme is forecast to be completed in the mid-2020s and is in the Northcote Central area (Kāinga Ora, 2019). It is important to note that the ethnic makeup of Northcote differs from the NDP area. In that area, Pasifika are the largest group (41%), followed by New Zealand European (27%), Asian (21%) and Māori (17%) (Northcote Development, 2020). The NDP area population total is greater than 100% as people can identify with multiple ethnicities.

The aim of the NDP is to:

- Improve liveability
- Increase the number of houses available to buy or rent, including Kāinga Ora state homes
- Improve the quality of housing in Northcote
- Upgrade the infrastructure and amenities (e.g. parks, streets, stormwater and wastewater systems)
- Create a safe, durable and healthy environment for people, plants and wildlife

The NDP will be divided equally into three parts: social housing, affordable housing, and houses for sale. Access to state owned social housing, previously called state housing, has changed over recent years. In 2013, the government passed the Social Housing Reform (Housing Restructuring and Tenancy Matters Amendment) Act 2013. This meant there was no longer a guarantee to have a (then Housing New Zealand) state rental home for life, with these being for those with high social needs. Reviews were instituted to assess whether people needed such housing or could move into community or private rental housing. This process also enabled the redevelopment of state-owned housing areas. Criteria for government owned social housing currently include age and residency criteria; serious housing need, and income and assets among other things.

As part of the NDP, 1500 new homes and three new pocket parks will be created (Northcote Development, 2020). The estimated current number of state houses in Northcote is 479; 89 are newly built and 317 houses have been demolished to date (Kāinga Ora, 2020). The general Northcote area has a population of around 3,000, which with the NDP is expected to increase to around 7,700 (Auckland Council, 2019).

The NDP appears (Figure 1) somewhat similar to the Tāmaki urban regeneration project, which is occurring in three other contiguous Auckland suburbs, Glen Innes, Point England and Panmure on Auckland’s isthmus, where there has been the highest density of state housing in New Zealand. The Tāmaki Regeneration Company indicates that over the coming years, 2500 state homes will transform into 10,500 new private market, affordable and state/social homes (with 3,500 in each category), and the population will grow from 18,000 to 60,000 residents.





Figure 1. Development Plan of Northcote (Northcote Developmentnet)

There is also a focus on revitalisation of the Northcote Town Centre managed by Panuku, a Council-Controlled Organisation (CCO). This began in 2020 and is based on the Northcote Town Centre Benchmark Masterplan (Auckland Council, 2019). It includes a range of development principles and criteria, including establishing a visible and easy access multi-purpose community hub, retaining the Town Centre as a destination for a wide range of ethnic food places, establishing a more active place for retail shops and businesses, developing high quality residential apartments and a balanced car parking option, and creating a ‘greenway’ of connected spaces.

Kāinga Ora and Panuku, are working on Te Ara Awataha together; this new greenway has been developed with community input and follows the path of the original Awataha Stream. Historically, Awataha was a key meeting place for several iwi (Community Facilities Trust, 2010).

2.0 Study Methodology

The aim of this study was to identify the impact of Northcote’s Development programme on the wellbeing of the Northcote Central community.

The guiding methodological approach underpinning this study was appreciative inquiry, a strength-based approach. A strength-based approach is where the focus is on the strengths and positive attributes of an individual or group, rather than the pitfalls and weaknesses. (Hammond, 2010).

“Appreciative Inquiry assumes that every organisation and community have many untapped and rich accounts of the positive— what people talk about as past, present, and future capacities, or the positive core. Appreciative Inquiry links the knowledge and energy of this core directly to an organisation or a community’s change agenda, and changes never thought possible are suddenly and democratically mobilized” (Cooperrider, 2005, p. 16).

This strength-based approach was employed to:

- Identify and expand community knowledge
- Provide an opportunity for stakeholders to be heard



- Provide an opportunity for stakeholders to share their hopes and aspirations
- Create an environment in which stakeholders felt comfortable and able to choose how they contributed

For the purpose of this study, two primary stakeholder groups were identified and engaged:

- Northcote central residents
- Northcote community stakeholders, including community organisations and services

2.1 Design and Method

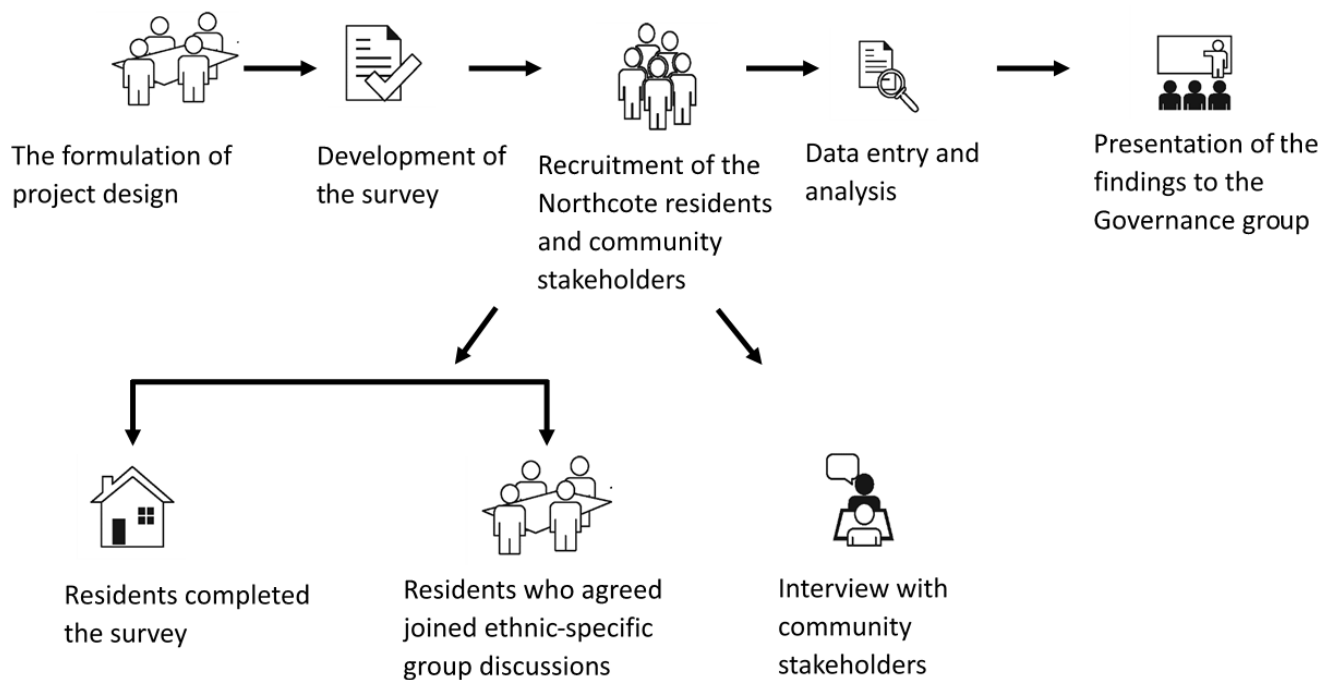


Figure 2. Summary of project design and method

2.1.1 Northcote Central Residents

Northcote Central residents were invited to participate in the study via a mail drop and local community events facilitated by Kaipatiki Community Facilities Trust (Figure 2).

The mail drop was to more than 40 residential properties along a specific road (Please see Appendix A). The collaborative partners advised that this location be targeted due to its mix of local and social, new and old built properties, as well as being north bound of the Northcote Development programme. The mail drop summarised the rationale and process of the study and included an introduction to the research team.

Between mid-March 2021 and mid-April 2021, written surveys were completed by 27 Northcote central residents and two in-depth group discussions (focus groups) with Tongan (n=5) and Samoan (n=3) were undertaken. They received a copy of the information sheet (Appendix B) and consent (Appendix C, Appendix D) was obtained before they undertook the written survey (Appendix E) and joined the group discussion. Participants were encouraged to ask questions at any stage of the study.



2.1.1.1 Survey

A survey was selected as the main way of gathering data from Northcote residents (Appendix D) for the following reasons:

- To efficiently gain a wide range of user opinions
- Anonymity – a wide array of literature indicates that anonymity appears to promote more honesty, a greater disclosure of information and higher levels of participation

The survey used straightforward language to allow residents of varying levels of literacy to participate.

Written surveys were completed by 27 Northcote Central residents. One individual (over the age of 18 years) per household was randomly selected to complete the survey after their consent was obtained.

This survey was reviewed by the Research Governance and the Academic Advisory groups before it was pre-tested to determine areas within the survey that required improvement (Ornstein, 2013).

Between mid-March 2021 and mid-April 2021, written surveys were completed by 27 Northcote central residents.

2.1.1.2 Group Discussions

Semi-structured interviews and vignette methods were used within the group discussions (focus groups). It was very important that Northcote Central residents had the opportunity to voice their thoughts, views, hopes and aspirations outside of the survey construct. The group discussions primarily focused on what they enjoyed about Northcote and how living could be improved for residents, using the survey questions as a base point.

Two separate group discussions (two hours duration each) were conducted with Samoan and Tongan participants. To ensure that non-English speaking Northcote central residents could participate comfortably in the group discussions, sessions were arranged by participants' ethnicities. The researcher and a translator were present at each session; ensuring that the session was culturally appropriate, whilst also translating whenever there was a request from participants, otherwise most of the discussions were in English.

2.1.2 Northcote Central Community Stakeholders

The community collaborative partners (Kaipatiki Community Facilities Trust (KCFT), the FONO, and Te Puna Hauora, working with Hearts & Minds) identified community stakeholders to be contacted for the purpose of this study. Each of the identified community stakeholders were contacted and invited to participate in an individual interview.

2.1.2.1 Interviews

All stakeholder interviews were semi-structured and conducted either face-to-face or over the phone. Semi-structured interviews were chosen as they are more flexible than formal interviews (Braun & Clarke, 2013). Five defined questions sought to ascertain the stakeholders' experiences, perceptions, opinions, feelings and emotions about Northcote Central, its community and the urban regeneration project. This included discussion around potential solutions, aimed at improving the wellbeing and resilience of the Northcote central community during the urban regeneration project.



Interviewees received a copy of the study information sheet (Appendix F) and the consent form (Appendix C) in advance.

2.2 Data Management

All group discussions and individual interviews were audio-recorded with the permission of the participants. Participants were advised that they could stop the audio-recorder when they didn't want certain parts of their interviews to be recorded. Audio recordings were transcribed by the researcher.

To ensure participants' personal information was kept confidential, each participant received a study code. Only the research team at Hearts & Minds have access to the participants' identifiable information. The information will be securely held in password protected files of Hearts & Minds.

3.0 Results

In this section, responses from the survey and the group discussions have been presented to provide insight into Northcote central, its residents and the impact of the Northcote Development programme on community wellbeing.

3.1 Participating Residents Profiles

Questions 1 – 7 focused on participating residents' profiles including age, gender, ethnicity, NZ born or migrant, employment status, and dwelling type. **Table 1** below sets out this information.

Table 1. Participants' Profile (n=27)

Characteristic	Number (range)
Age (years)	
18-24 years old	0
25-34 years old	2
35-44 years old	7
45-54 years old	6
55-64 years old	6
65+ years old	6
Gender	
Female	21
Male	6
Ethnic group	
Māori	5



New Zealand European	4
Samoan	3
Cook Islands Māori	1
Tongan	6
Māori- New Zealand European- Niuean	1
Māori- New Zealand European	1
Māori- Samoan	2
Chinese	2
Other	2
New Zealand born	14
Migrant (>10years)	13
Average number of adults in household (≥16 years)	3 (1-7)
Average number of children (<16 years)	2 (0-7)
Employment status	
Full time	11
Part time	4
Job seeker	5
Full time caregiver	1
Volunteer	1
Other	5 (3 retired)
Prefer not to say	2
Dwelling type	
Owner	5
Private tenant	8
Kāinga Ora tenant	14

The diversity of the 27 participants is reflected across housing types. Homeowners include New Zealand European, Chinese and Other heritage. Participants in private rentals include Pasifika, Māori and Māori/other. Lastly, Kāinga Ora residents include Pasifika, Māori, or Māori/other, New Zealand European and Other.

Figure 3 illustrates how long participating residents have lived in Northcote (Q12) and whether they were tenants or private owners - this includes shared ownership (Q11).



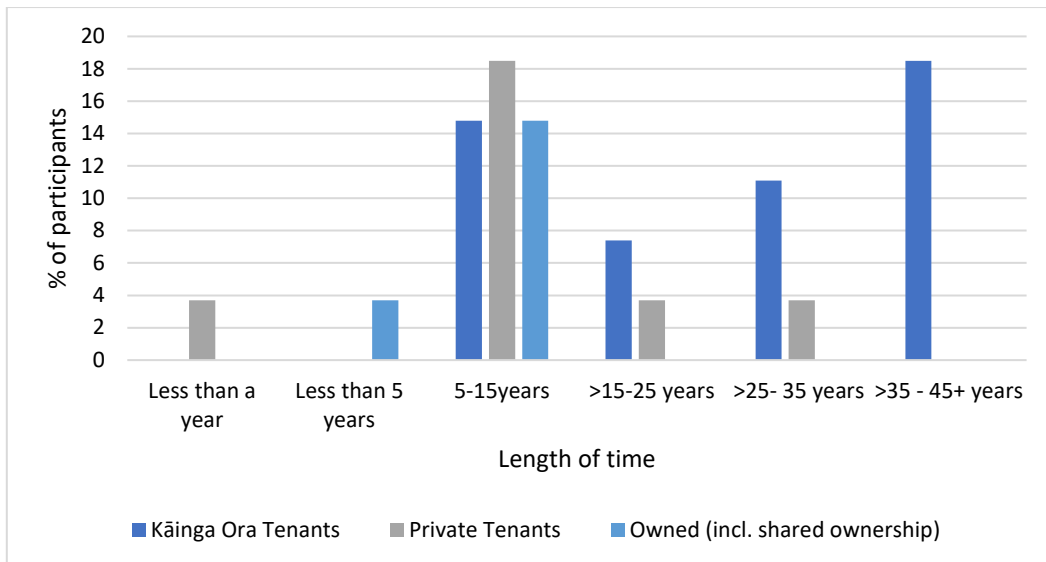


Figure 3. Length of time lived in Northcote

A third of all participants had lived in Northcote for 5- 15 years and nearly a third of Kāinga Ora residents had lived in Northcote for more than 25 years. All homeowners had lived in Northcote for 15 years or less. Virtually all residents have lived in Northcote for a minimum of five years.

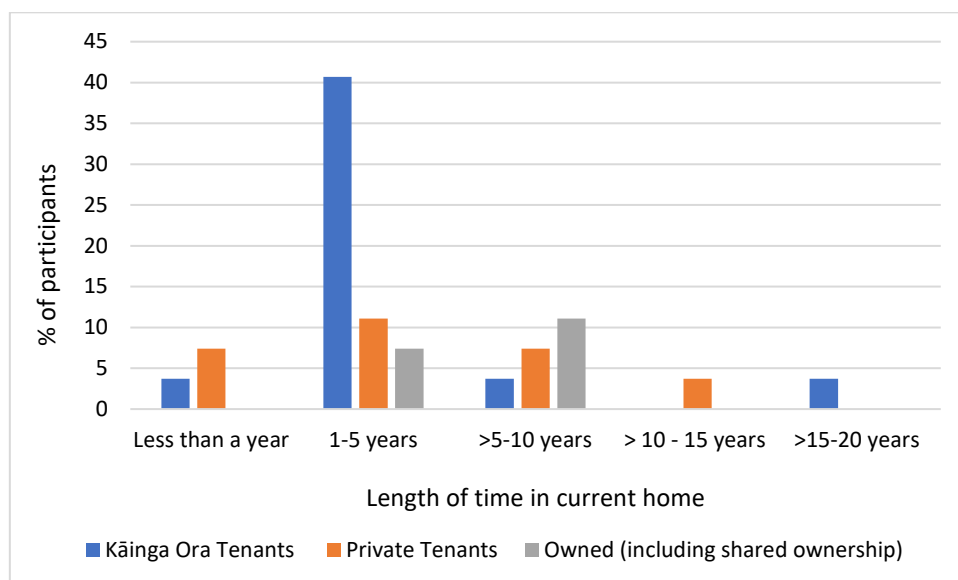


Figure 4. Length of time in current home

More than half of the participants have been living in their current home for 1-5 years (Figure 4). 11% had been in their home for less than a year and were all tenants.



3.2 Northcote Residents: Their Voice

This section states the participants responses across the following 4 parts:

- Health and Wellbeing
- Northcote
- Northcote Development programme
- Challenges and opportunities for Northcote residents

3.2.1 Health and Wellbeing

3.2.1.1 General health

The health of the participating residents varied. In question 8, nearly two thirds (59%) state their health was good (41%) or greater (very good 4%, excellent 14%). In contrast, 37% state their health was fair (30%) or poor (7%); 4% of participants indicated they did not know their health status.

Participants were asked to identify three things from a list of nine (question 10), that would improve their health and wellbeing. The top three factors selected were:

1. More physical activity (74%)
2. Eat more fresh and whole food (52%)
3. More relationships with family/whānau, friends and neighbours (37%).

While a third selected 'less financial pressures' it was not in the top three.

In question 32, the final survey question, participants were asked "Do you think this survey is a useful way of gathering information to help with improving your health and well-being?". 19 participants (just over 70%) agreed, five (18.5%) disagreed, and two (7.5%) indicated no. This question wasn't answered by one person (3.7%).

3.2.1.2 Changes over the last year

In question 9, participants were asked whether anything had changed over the last year, with regards to:

- **Health and wellbeing**

Over half of the participants (63%) reported a deterioration in their health over the last twelve months, 11% did not answer this question. For the 85% of respondents who clarified why, this was primarily due to being sick or changes in their level of stress. Stress was primarily attributed to the participants' work/living physical environment.

- **Relationships (family, friend, neighbours, community centres)**

58% of participants noted that their relationships had altered, 26% did not answer this question and only 30% of those who answered explained why. The changes identified largely centred around relationships with neighbours (mostly new), and friends and family/whānau that were impacted by the NDP.

"Families and community broken up due to relocations" (Participant IN019)

"A lot more support and stress created by project" (Participant IN018)



- **Living arrangements**

59% of participants had experienced change in their living circumstances, 7% did not answer this question and 68% of the participants who responded yes explained why. These encompassed: new homes, rent hikes for some Kāinga Ora tenants, house sharing, the need to ask their older children to leave the house due to limited space and overcrowding. It was also noted that there were limited rent-to-buy options.

- **Employment status**

22% experienced a change in employment and 26% of participants did not answer this question. Reasons provided were decreased work hours, change in employment status and new roles.

- **Financial status**

A third of participants noted that their financial status had changed and 11% of participants did not answer this question. Two thirds of those who answered reported either financial struggles or an increase in living costs (e.g. food, power etc). One homeowner's financial status had improved with the low mortgage interest rates.

3.2.2 Northcote

3.2.2.1 Living in Northcote

Question 13 asked participants whether they like living in Northcote. 85% did, a very positive response.

A small minority (11%) noted that they both liked it and disliked it; one individual stated that they did not know.

Question 15 asked how the participants felt about their neighbourhood.

The majority were positive with 66% indicating they felt good about it; within that nearly 30% rated it highly, using terms such as very good, very friendly, love our neighbourhood, excellent. Some participants noted that improvement was needed, and one resident felt that the newcomers weren't so friendly:

"I love it, things need improving around infrastructure and amenities, which I think is slowly happening" (IN021)

"People make a neighbourhood, Northcote is a great place to live in. New residents not so friendly." (Participant IN015)

Some are not finding their neighbourhood so easy, with several attributing this to their relationships with their neighbours:

"Sometimes is good and sometimes is bad." (Participant FG005)

"There is only one neighbour who is from Social Housing and she is not friendly... and keeps distance. Every weekend the[y] are very noisy and different people come..." (Participant IN002)



Nearly a third of participants voiced a recurring theme of displacement, largely concerning the moving out of “old friends” and the arrival of new, at times less friendly faces:

“A change in the demographic means that there are less of my people (Tangata Whenua) are living here. They have been encouraged in many ways to shift out of the area.” (Participant IN018)

“It is not the same. We were a small tightknit community, and everyone knew who you were and family connections. It is changed now, lots of different faces, local Primary overhaul. Heart and soul of the community has been lost. (Participant IN019)

Other participants simply stated their concerns regarding the neighbourhood, for example:

“When I first moved in it was a real community then was safe, now it is just pathetic...Kiwi build was a big mistake. All those homes are not suitable for large families...” (Participant IN016)

Question 16 asked participants to indicate which factors they liked about living in Northcote from a list of options. This is set out in Figure 5 below.

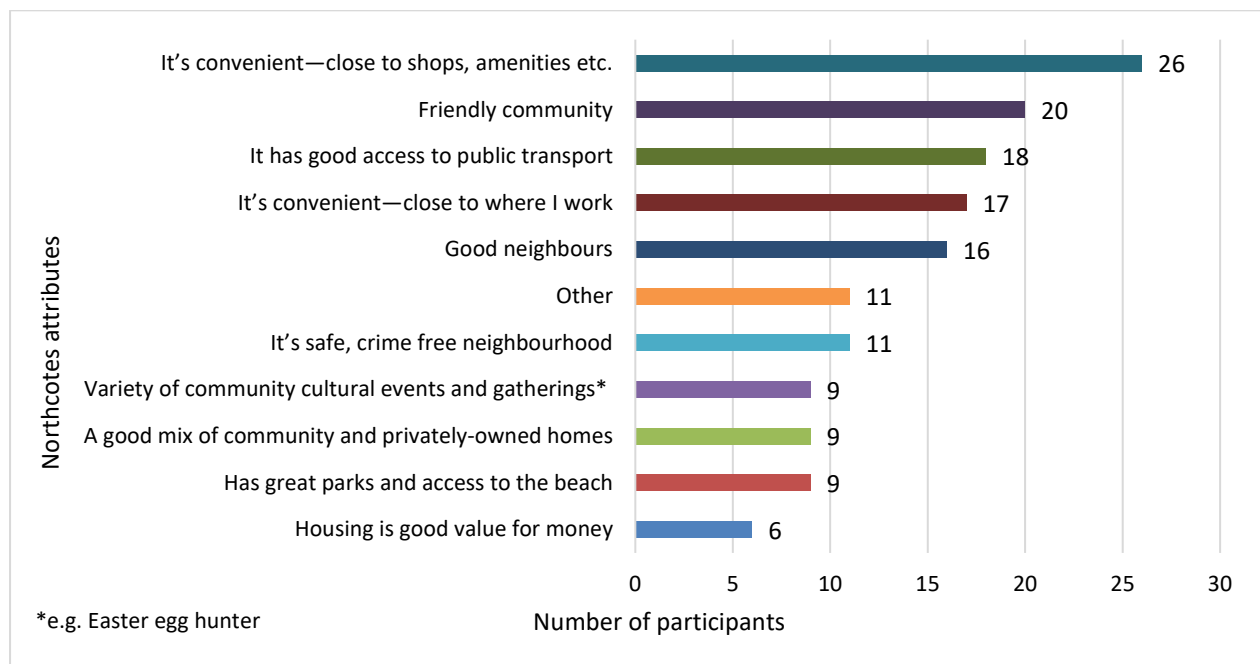


Figure 5. What participants like most about living in Northcote.

The three top ranked things that participants most liked about living in Northcote were its convenience, the friendly community and the good access to public transportation (Question 16) (Figure 5). Also liked was Northcote’s proximity to work and good neighbours.

Several participants are also very appreciative of the community services already provided.



“I think our community facilities do an excellent job at creating fun engaging activities. So more of the same.” (Participant IN014)

“KCFT is awesome, their events bring a sense of community. More communal events, concerts in the park, family days or get together.” (participant IN023)

3.2.2.2 Northcote’s Shared Facilities

All participants without exception, said the supermarkets and local shops were easy to access/use (question 21). However, nearly a quarter felt access and use of sports clubs and sports grounds was not easy. This is visible in Figure 6.

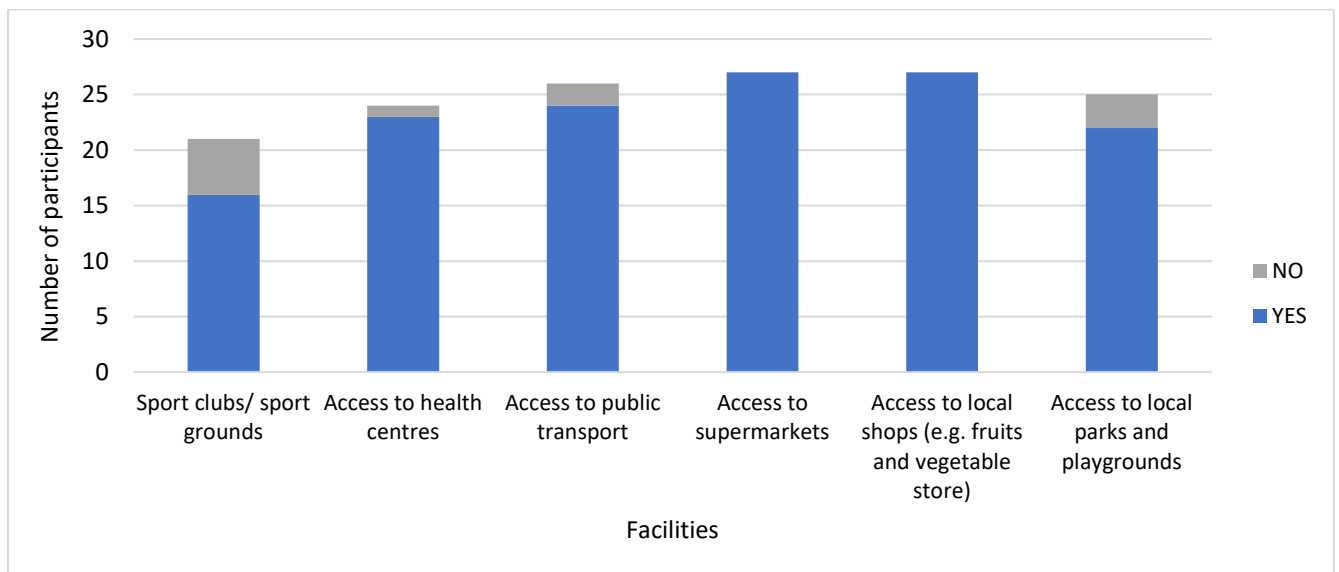


Figure 6. Ease of facilities access/use in Northcote.

Figure 7 below demonstrates the importance of the different shared facilities to Northcote residents. All participants who answered this (question 30), without exception, consider local shops to be very important or important. The most important facilities after the shops are local parks; trees and greenery; and community gardens, followed by community connection places.



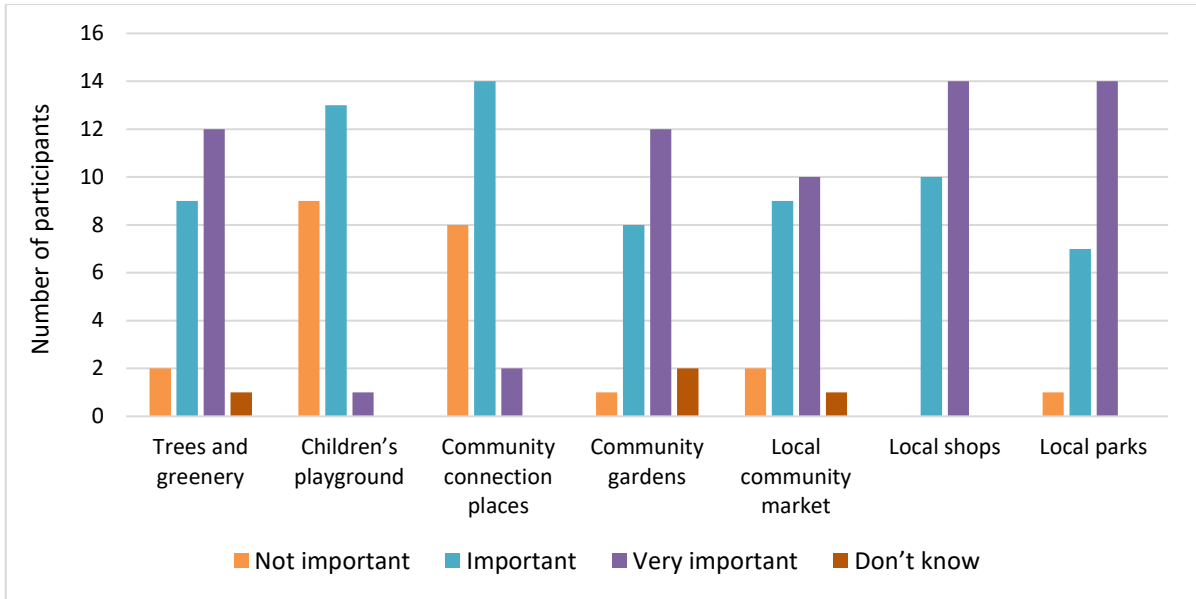


Figure 7. The importance of different shared facilities in Northcote.

Many would like the existing shared facilities retained and revitalised, in addition to a request for more facilities, including a community hall.

More than 75% had highlighted the importance of the Northcote Shopping Centre (Figure 7). Some are concerned that the Centre is tired, and needs a “revamp”, “with better variety of shops”, “more shops” to “nourish and support the local retailers and eateries”:

“Build out the ethnic eateries, set up a space for night markets, upgrade the amenities and shops (please keep some of the stalwarts), upgrade the food hall, improve the supermarket. Make it a destination... I think this is in the plan, but I can see it’s years and years away... I feel like we could make it all a bit more local and unique to here... Please be proactive in liaising to ensure amenity capacity matches demand and does not lag.” (Participant IN012)

Participants highlighted a strong need for more green community space (75%) and a community hall (19%):

“Ensuring public space stays public as new housing has no room for physical activity. People need space. It will be better to see more people enjoying the green spaces” (Participant IN015).

“We really need of those community halls. For example, especially for our youth. For like to put some indoor games there. For like me and some mothers to come there and try to help with our kids. Like every afternoon I love to talk with the neighbourhood. And sometimes our husbands- there is a kava thingy for our husbands.” (Participant FG003)



A need for community gardens and facilities that address cultural practices was also identified:

“We need a place where we can put hangi. (Purpose built with water supply fenced plus fire brick built.) You have cut off our ability to pass on valuable skills. Change your attitude plus work with Māori.” (Participant IN018).

“...other areas like South and West they do have a big area where they go do gardening. You know grow yam or kumara So if we can have a big area for the Tongan community so we can go and farming there.” (Participant FG003)

3.2.2.3 Northcote community

In response to question 18, 81% of participants feel part of the Northcote community. This was largely attributed to relationships they had established within the community.

*“When I have problem with my family, the community reach out and help.”
(Participant FG003)*

“We moved to this area around fifteen years ago. Because it is comfortable here in Northcote, I love the area and lovely people around us.” (Participant IN011)

In contrast, two of the four residents (two homeowners, two Kāinga Ora residents) who did not feel part of the community point to the lack of relationships within the community (the other two residents gave no explanation):

*“No one interacts with anyone else anymore, it is different from the past.”
(Participant IN06)*

*“To be honest I don't know because I don't involve in any community services.”
(Participant FG008)*

Interestingly, some participants' views changed when asked in question 28 how much they agreed or disagreed with the statement 'Northcote has a good sense of belonging and community'. 57% of participants agreed (of this 25% strongly agreed) whilst 43% of participants disagreed (only one participant strongly disagreed).

Questions regarding safety and the level of contact with neighbours also help provide a sense of the Northcote community.

Question 19 indicates that an overwhelming majority of 96 % of participants were in contact with their neighbours through one or more different ways (Figure 8).



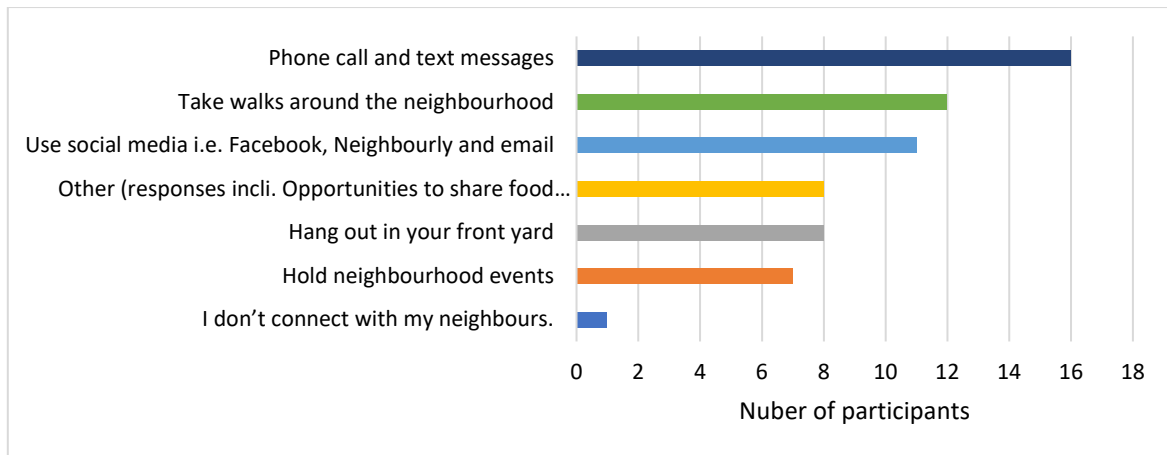


Figure 8. Main ways that residents contact with their neighbours.

Figure 9 below summarises how safe the participants feel in Northcote across different scenarios (question 20). While 81% of participants generally felt fairly safe/safe home alone at night and walking alone during the day, a third feel a bit unsafe/very unsafe when walking alone at night. Views are mixed about letting children walk or cycle to school. Safety also comes through as a concern in comments under some other questions.

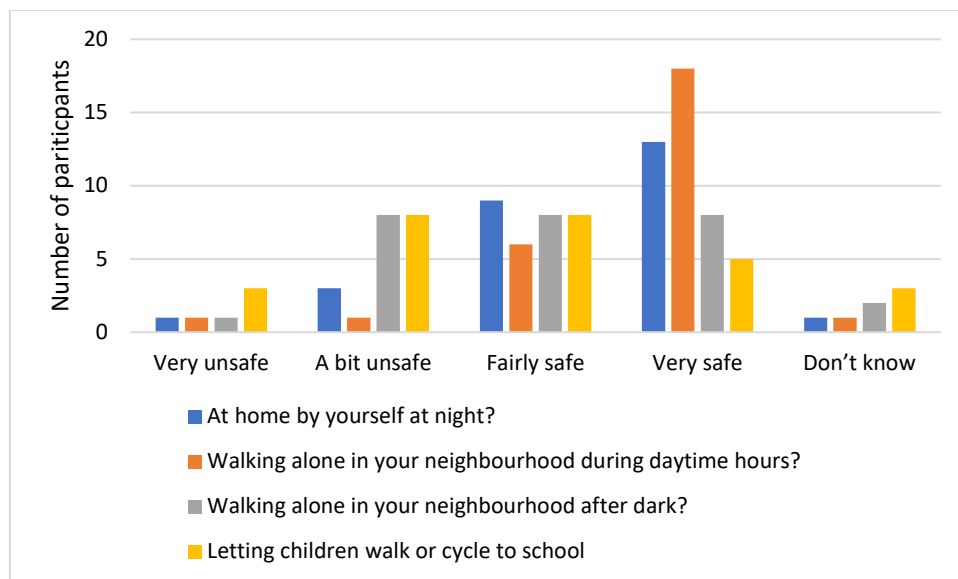


Figure 9. How safe residents feel in their neighbourhood.



3.2.3 Northcote Development Programme

3.2.3.1 Northcote before the Northcote Development programme

What they liked

The recurring themes in response to question 24, 'What did you like about Northcote before the housing project started' were:

- Familiar faces and old friends (26%)

"People know each other personally, by sight, by name or through other knowledge. Room for families-whānau friendly. People watched out for each other." (Participant IN015)

- Space (18%); Kāinga Ora tenants noted there was more space for gardening and living

"Yes, more area to live and grow a garden." (Participant FG004)

- Greater diversity, specifically more Māori and Pasifika (7%)
- Safety (7%)
- Everything (7%)

7% of participants did not answer this question. Other answers (20%) related to a variety of different reasons such as: greater privacy, the presence of a small council that was run by locals who understood the community's needs, quieter and less traffic.

What they didn't like

When residents were asked in question 25 "what did you NOT like about Northcote before the housing project started" their responses mainly centred around:

- the state of the houses (22%)
- the area (15%)
- safety (15%)

Houses were characterised as being old and cold and the area was described as "run down" and "uncared for". All participants who identified housing as an issue were tenants (one private tenant and the rest were Kāinga Ora tenants). 14% of participants did not answer this question. Other answers given related to a broad range of topics such as rubbish dumping, unsightly hoarding, poor transport system.

3.2.3.2 Northcote now: during the Northcote Development programme

In regards to the Northcote Development programme (NDP); 40% agreed (including strongly agree) and 37% of participants disagreed (including strongly disagree) with the question 28 statement that "Northcote has improved with the housing changes" (Figure 10).



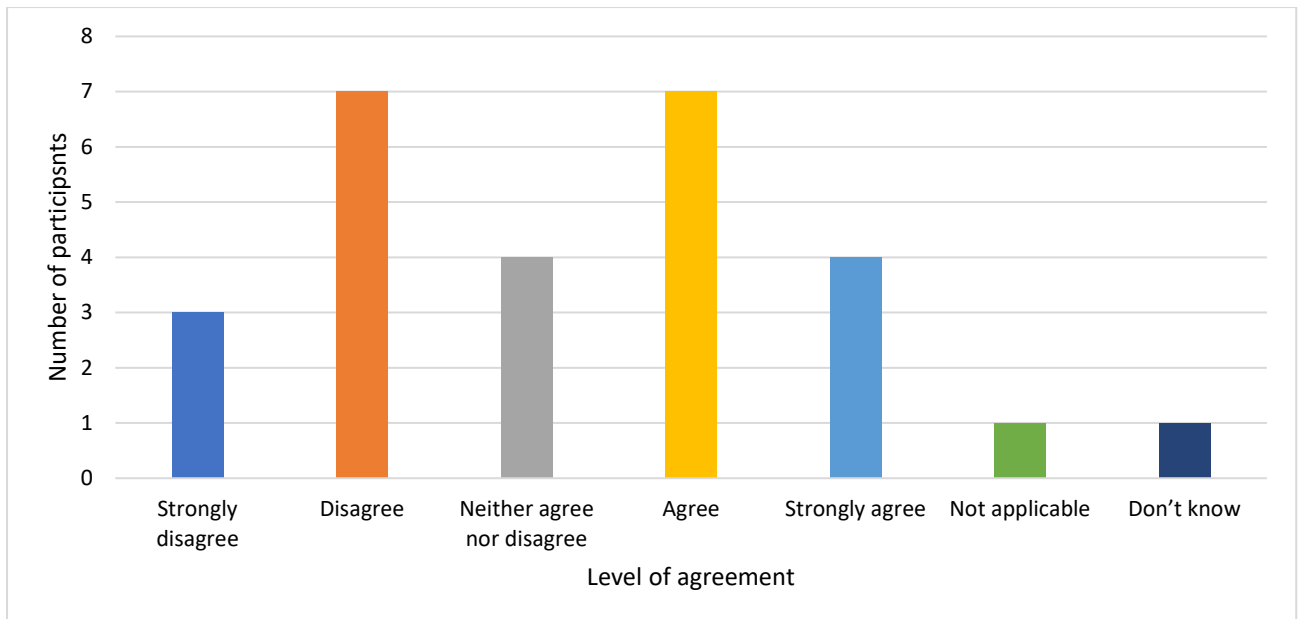


Figure 10. Residents views on the statement "Northcote has improved with the housing changes".

"Northcote has a vibe of its own. Population diversity scares me and thought of six story apartments is horrendous. I can say that the infrastructure will be awesome and that people who buy will LOVE it and want to be a community and not just a dweller." (Participant IN008)

"This suburb has such great potential to revitalised with new vibrant people and to build a fresh community focus. Let's make it a test case for excellence." (Participant IN012)

"A change in the demographics means that there are less of my people (Tangata and Whanua) are living here. They have been encouraged in many ways to shift out of the are[a]. So that a form of social engineering can be practiced and frankly I am disgusted with what has happened." (Participant IN018)

"Taking peoples' family [out] and "move in" all strangers."(Participant IN006)

"Friends and family that were moved further away." (Participant IN020)



3.2.3.3 Resident Engagement in the Northcote Development Programme

Figure 11 depicts the results for question 29: “Overall, do you feel that your voice was heard during the housing project?”:

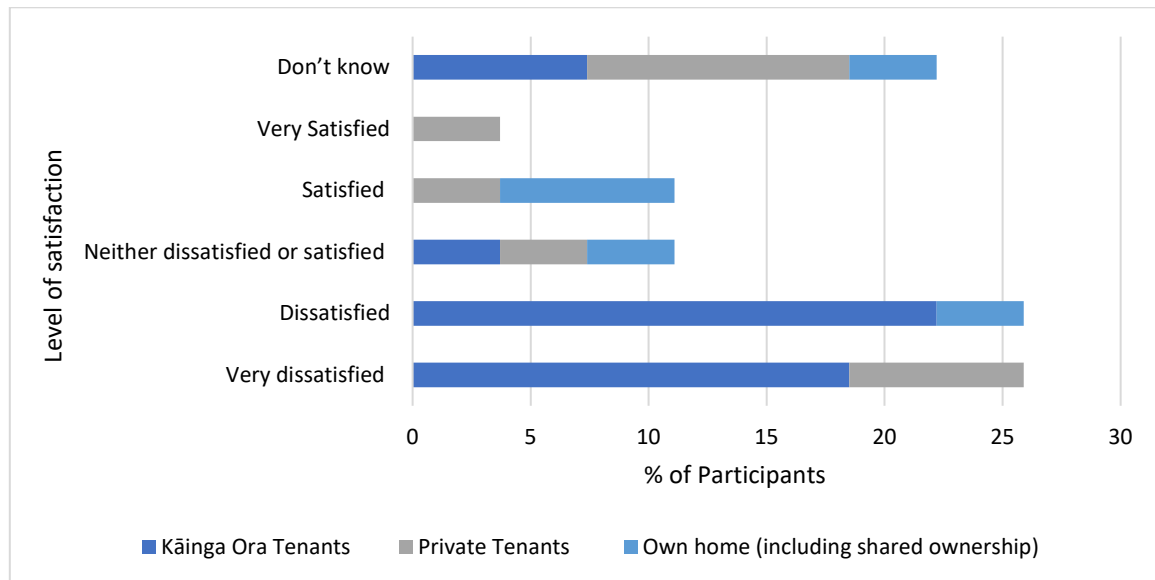


Figure 11. Residents level of satisfaction with engagement during the Northcote Development programme.

Just over half of the participants (52%) were dissatisfied/very dissatisfied with the engagement they have had to date with the NDP. Kāinga Ora residents were strongly represented in this grouping with none of them being satisfied, and only a small percentage who either ‘don’t know’ or are neutral. Smaller percentages of private tenants and owners were dissatisfied. Comments include:

*“They didn't listen to what we had to say about housing project.”
(Participant IN006)*

“...I do think the council need to demonstrate to us, - those who have invested in homes and the long-time residents – how they plan to ensure the influx of 1000's of people (love the idea of these homes) does not overwhelm the capacity of the streets and amenities. I want to feel acknowledged by these decision makers. This is a good start though – so kudos – looking forward to seeing the upgrades [to] the amenities kick off and come quickly – so that it's in lockstep with the people moving.” (Participant IN01)

This contrasts with the 15% of homeowners and private tenants who were satisfied/very satisfied that their voice had been heard during the Northcote Development. 22% of residents did not know whether their voice had been heard and 11% were neither dissatisfied/ nor dissatisfied.



3.2.4 Challenges and Opportunities for Northcote Residents

3.2.4.1 Challenges

The summarises the results to question 26 where participants were asked about the extent to which listed items have been a problem in Northcote over the previous 12 months.

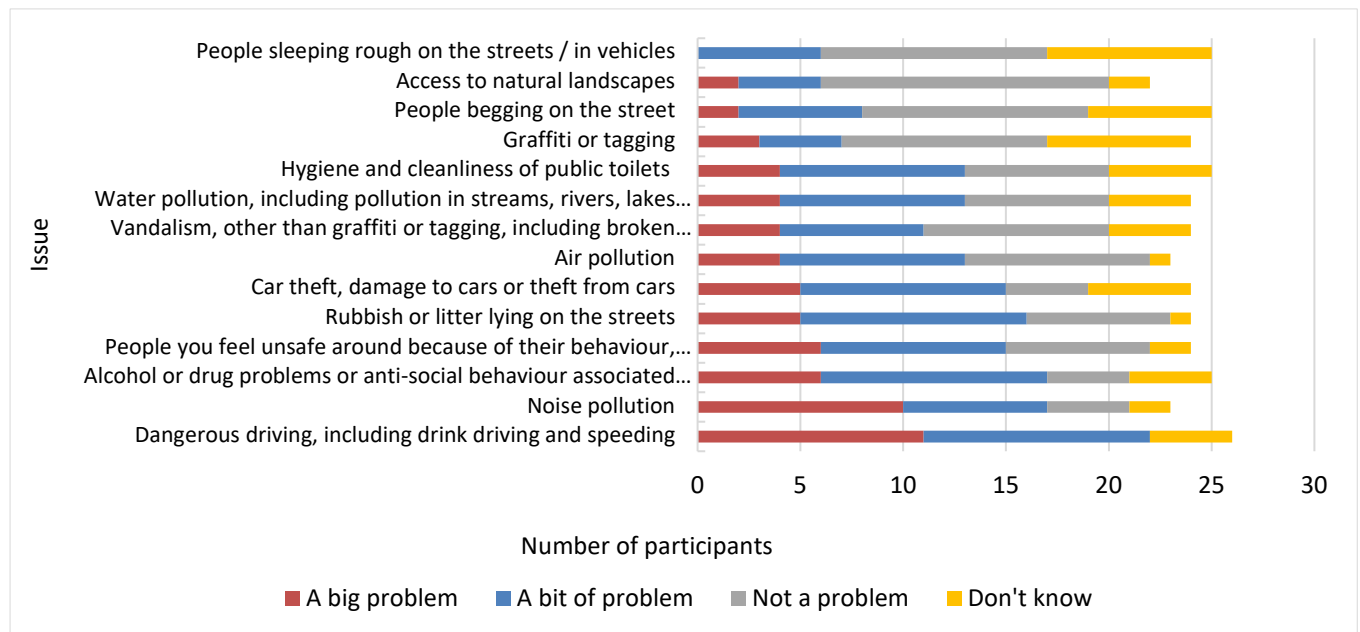


Figure 12. Participants' views of problems in Northcote.

The top four big problems identified were 'Dangerous driving', 'Noise pollution', 'Alcohol or drug problems' and 'People you feel unsafe around...', though 'Rubbish or litter lying on the streets' had a slightly higher overall score.

Question 22 asked participants about what challenges they face today, and their responses pointed to a variety of diverse factors:

- Traffic, especially at peak times
- Financial challenges
- Access to food banks
- Health issues including, daily stress, insufficient support with health issues, lack of privacy and mental health problems
- Lack of space, both within the houses and outside (especially green)

"Too much concrete, no space outside our homes to kick a ball around..." (Participant IN019)

- Dog related issues, specifically concerning dog poo on the footpaths and aggressive dogs on the fields



- Anxiety and uncertainty about the future; this is largely around “what is going to happen” and not feeling confident people will be listened to.

“...To be honest, I think my main Northcote/environment related challenge is traffic – but also we are trying to figure out whether to stay or sell - as we are very uncertain about the future of Northcote – I guess the key question is – will all the additional people and social housing bring crime and over population? This is a very real thing we consider almost every week. Our home is such an investment – financially but also in roots (schools, familiarity) – I don’t want to find that such great changes result in the neighbourhood becoming unsafe... I know many residents are asking the same question. This is change driven uncertainty – not nimbyism.” (Participant IN012)

“Those wishing to change things in Northcote do not listen to locals... and... just ride roughshod over all others.” (Participant IN018)

- Finding employment
- Limited public transport at off peak times

3.2.4.2 Opportunities for change and improvement

Question 17 lists areas participants may like to see improvements in. Figure 11 below summarises the responses to this.

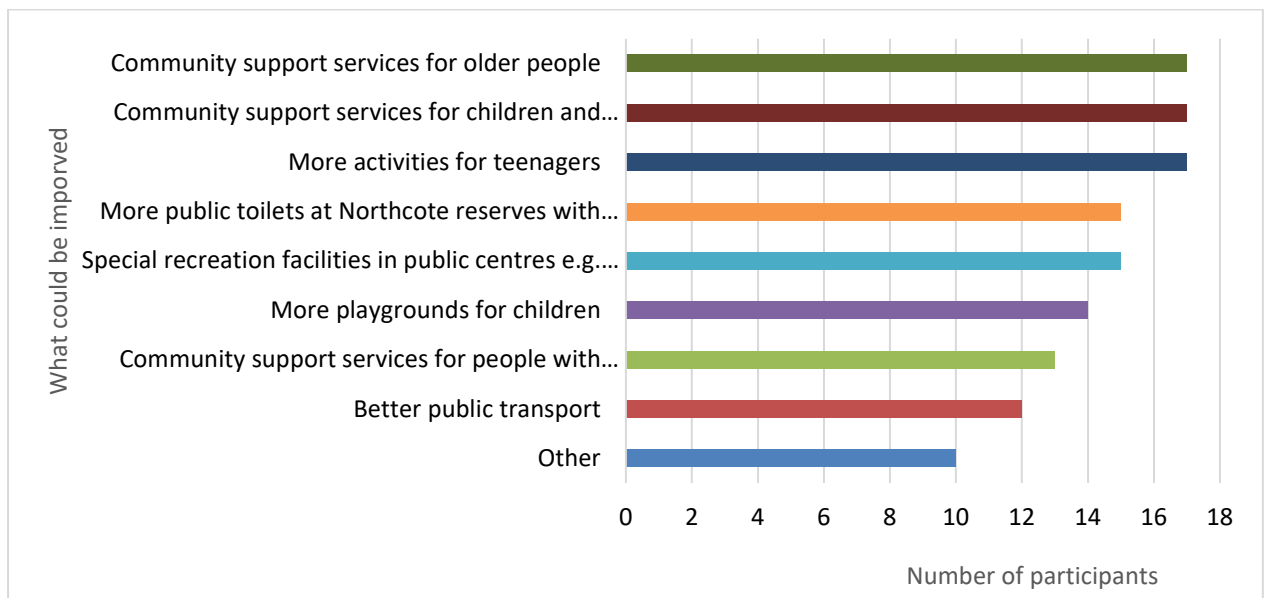


Figure 13. Residents views on what could be improved.

Under ‘other’ were a number of suggestions, these included: a need for a larger library with meeting spaces, better tenant management by Kāinga Ora and improved traffic management, while one noted:



“The most important issue facing Tangata Whānau is the downsizing of land area around homes that prevent us from having hangi and for teaching our youth hangi making.” (Participant IN019)

3.2.4.3 What would you like to see happening in Northcote

Question 23 asks participants what they would like to see happening in Northcote. Some also comment in other questions, for example, question 31.

There is variety in the mix of what people would like to see happen, including:

Community shared facilities

Many participants would like the existing community facilities retained, as well as the addition of more facilities. Comments included: a swimming pool, a playground and parks for the children, more places for teenagers, community hall, more public seating within the parks and an aspiration:

“More people enjoying the green spaces, shopping locally, sending their kids to the nearest schools and using the walking bus.” (Participant IN008)

Some would also like to see the Northcote town/shopping centre “revamp” happen more quickly, with more shops, including takeaways, and underground parking and amenity capacity. One person who focuses on the shopping centre also states:

Please be proactive in liaising to ensure amenity capacity matches demand and does not lag. (Participant IN012)

Community activities

The majority of participants wanted more community activities and community support services. Several comments expressed a need for more activities for children and teenagers and other comments included aspirations for more local communal events (e.g. concerts in the parks, family days, cook outs, events to engage neighbours), more activities for older people and more community groups.

Housing

Housing continues to be a focus. Comments include requests for “*separate homes not units*”, better social housing management, more communication and engagement. A comment was made that “*not many offer to share the family*”: it is unclear whether this comment is in response to overcrowding and/or wanting support.

Diversity

Diversity, both in housing and other areas was a focus. Comments made addressed the hope for a greater balancing of the future culture, more affordable housing options (private and Kāinga Ora rentals) within the Northcote community, especially for Pasifika and Māori and more interactions between the different cultures. One participant suggests:

‘Adopting the basic principles of the Tiriti of Waitangi and adherence to them instead of ignoring them and the wishes of Tangata Whenua.’ (Participant IN018)



Safety

Some expressed a hope for Northcote to be safer at all times.

3.3 Community Stakeholders' Voice

Six representatives from the Police, Plunket, Northart Gallery, and the Northcote Public Library actively participated in stakeholder interviews with the researcher for this study. The interviews mainly centred around the stakeholders' views of:

- Northcote's strengths and challenges
- Northcote's community services
- The impact of the NDP on the community

The stakeholders were also encouraged to share any additional points they wanted discussed.

3.3.1 Northcote's Strengths And Challenges

3.3.1.1 Northcote's Strengths

The strengths identified by the community stakeholders were:

Culture and Diversity

The community stakeholders all expressed that one of Northcote's key strengths is its culturally and age diverse community; its diversity also extends beyond culture and age with a mix of social and private housing. Residents are proud of living in Northcote for different reasons including:

"being the first generation of Northcote or they may even be like the 4th generation". (participant IN008)

Community facilities

The community stakeholders felt that there was a "well- balanced" variety of community facilities within or close to the Northcote town centre. These included the supermarket, shops, library and community organisations such as Citizens Advice Bureau (CAB), Hearts & Minds, the Fono, childcare and after school services and the Northart Gallery.

Accessibility

The majority of Northcote's facilities are easily accessible and are primarily located within the Northcote Central shopping centre, which has free car parking. The latter was viewed as important as it can support the needs of residents, especially those with young families/whānau and those with disabilities. The importance of accessibility was also echoed by many of the residents surveyed:

"...that's important, especially when you've got young families, then you have to get from one side of the mall to the other, and you know you've got doctors help [presence of a medical clinic] going on and you're doing your groceries and you're busy and having things placed well is a benefit." (Participant IN008)



3.3.1.2 Northcote's Challenges

The community stakeholders also identified a number of challenges in Northcote:

Culture and Diversity

Whilst culture and diversity were highlighted as key strengths, community stakeholders also identified challenges. Specifically, Northcote is home to a diverse range of individuals and communities with different cultures, different needs and different resources which makes planning community driven programmes, events and meeting the needs of all residents a challenge.

In addition, it was noted that many community service centres leaders live in the more affluent parts of Northcote, (so do not live around the Northcote town centre where social housing is focused) which can influence their observations about residents' needs and challenges. One said:

"There is (a) sort of separation, I think between Northcote point and normal Northcote" (participant IN001)

Community Facilities

The community stakeholders raised several points concerning the community facilities:

- The quality and age of the facilities within the Northcote town centre and area was raised as an issue. The community stakeholders are clear that a lot of the buildings are extremely old and neglected and the playgrounds look "quite tired and sad".
- There is a need for more space and separate spaces within many of the community facilities; this would better enable privacy for clients talking about the issues they face.

"Space really defines what we can do." (Participant IN008)

Services

The community stakeholders felt that the lack of police presence or banks within the Northcote town centre is an issue. In addition, there is a limited number of GPs and physiotherapists so residents' needs are not always easily met, particularly for those on very limited incomes.

Lastly, there are five alcohol licences located in Northcote ("Active Alcohol Licences - Detailed List," 2020). This concern links to residents' concerns about drink driving, alcohol and drug problems and anti-social behaviour around these, and personal safety. Some stakeholders identified a need for better transport services for drivers who have been drinking and may be over the limit.

Accessibility

Some stakeholders noted that while Northcote is reasonably flat, it can be an issue for the frail elderly and those with disabilities, using walkers.

In addition, access to some of the community organisations within or near the Northcote town centre was identified as a challenge. Specifically, the community stakeholders felt that buildings without lifts (e.g. Hearts & Minds Community Hub) can "knock out" people with physical impairments and prevent them from receiving suitable support. There is no waiting room for CAB visitors, who need to wait outside the CAB.

Te Roopu O Wai Ora, the Northcote War Memorial Hall, located on Rodney Road in Northcote Point, is not well connected with community service providers around the Northcote town centre, which it is distant from. Many in the community, on low incomes, find access to it difficult.



Limited Space

The community stakeholders noted that there is limited physical space, besides lack of financial support, in Northcote to provide community activities which the community can participate in; for example, a community kitchen or art workshops, or a place where elderly Chinese residents can play chess, or spaces where people from the range of cultures can get together for activities.

The majority of the interviewed stakeholders emphasised the importance of having a more active community hall, with meeting rooms, that support meeting the community's diverse needs, and that individuals and the community can easily access.

3.3.2 Northcote's Community Services

The community stakeholders are concerned about the significant changes occurring, including the more than doubling of the population, as most feel the current services are overwhelmed. One had a different view and said, "...we are prepared for that".

Others were not clear how the necessary services, particularly for those in social housing and also others on limited incomes or with budgeting, mental health and other issues will be provided for, and how their concerns will be addressed going forward. There is also likely to be at least some divergence in the residential population, possibly including continuing changes to the cultural/ethnic mix of the area, given the coming new housing, including home ownership, while many tenants may live with varying degrees of deprivation, and some may be vulnerable. They were aware COVID has necessarily focused much government funding into emergency social services, including emergency housing and food parcels.

The stakeholders acknowledged the work of the Kaipatiki Community Facilities Trust (KCFT):

"...they're working really hard to connect all the new residents...they are very well aware of new homeowners and [this] area that's had a lot of Kāinga Ora housing, that there is going to be a little bit of angst between them [residents], so they wanted to break down some of those barriers." (Participant IN011)

Others expressed a need for some ongoing "solid investment" to be identified:

"I feel that we're still sort of slightly unsure of how other community wellbeing services are going to be achieved in this local area..." (Participant IN003)

As is the case with some residents, the community stakeholders are unclear what agencies will support investment in Northcote's growing community, how needed community services will be identified, and how needed community services will be funded and achieved.

"...there's still some uncertainty you know about who might come here." (Participant IN008)

"I'm really worried about the future with this huge influx of people that is starting to come in and it will be even more so as it changes" (Participant IN010)

The stakeholders are committed to supporting good community outcomes, if they and other relevant organisations are themselves supported to do so.



The stakeholders also spoke of possible additions to the services offered, to support both individuals and the community, including cultural awareness. Another suggestion is the employment of more multilingual people within key community services to ensure the needs of all residents can be addressed and supported, in their own language where possible.

*“...so, if they do want some assistance, they know they've got someone who they can talk to. You know, small things like that. But they are really huge.”
(Participant IN010)*

Another is the possible provision of more targeted support for the different communities, including the Chinese community, to assist the range of cultures/ethnicities, with integration into the community; it was noted there were queries made by several Chinese residents about learning Te Reo, and also queries about the Treaty of Waitangi.

Finally, the possibility of more facilities and services, other than the basics was raised, for the growing Northcote Central community, including more access to facilities delivering arts, culture and leisure. For example, common spaces and platforms where residents can learn more about Māori culture or perform/exhibit their work:

“It's those type of things . . . it's not just about the things that are there to help people when they're at their worst it's also to help people enjoy living so like I say cool arts facilities.” (Participant IN010)

3.3.3 Community Stakeholder Views on How Residents Are Coping with the NDP and Community Needs

The NDP has created a lot of change. The community stakeholders acknowledged that Kāinga Ora and Panuku have done their best to keep the Northcote community informed. The stakeholders recognised the need to improve the quality of social housing and to make the local area more attractive. They noted there will be a significant increase in housing and residents over the next three to five years. Given the coming new housing, including affordable housing, and homes for sale, as well as more new Kāinga Ora tenants, there is likely to be at least some divergence in the residential population.

Within the last two years many families with a long history of living in Northcote, who have significantly contributed to Northcote and its character, have been moved out of the state homes, and often have needed to leave Northcote to find housing. The stakeholders consider that this has been disruptive for the communities they belong to and the wider community:

*“There are people who lost, you know, lifetime friends who they've always been next door, and now they've been moved out. This is going to be hard, isn't it?”
(Participant IN010)*

*“What I know is that a lot of our clients were moved out to other areas, and moved into other areas, and then sometimes moved on from those areas, so I would say it's pretty tough for families to be moved out, moved on and moved around into emergency housing. So, for families I don't think this is great.”
(Participant IN001)*



The comments by survey participants made clear that many of those moved out of Kāinga Ora housing were Māori and Pasifika families.

Discussion also focussed on the anticipated changes to the Northcote town centre, specifically around the shops and food places that may be demolished. The stakeholders acknowledged that these buildings would likely be replaced with more modern and attractive buildings but felt that there would be impacts on the community as they are part of Northcote's identity.

The stakeholders' observations were that residents were finding these changes difficult. Some saw them as loosely clustered into two groups of people:

- Those who are aware of the changes and have great anxiety over it; *"it is going to be gentrified"* and feel that the new houses look like *"little boxes"* without *"sense of soul or community"*
- Those who had no idea what the changes were going to be and once they realised were shocked. Talking to some of older residents is quite difficult; it seems a lot have been *"pulled out"* which is a worry. They are afraid that they are going to be surrounded by a *"concrete jungle"*.

Stakeholders tried to emphasise the positive aspects of changes:

"You know, we can't be 100% sure, but I've said to them, but it's positive, I try to view in the positive way for them, you know. It's a positive change because when we do look at, they see buildings in a very bad state, so we do need to fix that."
(Participant IN010)

In general, the community stakeholders are not sure that they know enough about how Northcote residents are coping with all these changes and support the survey to help with this. However, they agreed that people in the community have concerns regarding the changes and the new residents expected to arrive.

One considered that an *"incredible amount of time"* will be required to build new relationships with residents new to the area. When stakeholders were asked how community services could be improved given the changes, it was generally agreed that capturing all the individual voices cannot be an option, otherwise nothing could be put into action.

Emphasis was placed upon the importance of planning and investing in more facilities and services, to support the growing community in Northcote.

3.3.4 The NDP, The Northcote Town Centre: Community Facilities and The Needs of Community Stakeholders

A key topic the community stakeholders raised related to the future of the Northcote town centre. One pointed to a lack of clarity:

"Liaison that we have had with various organisations that are responsible for the redevelopment of Northcote... I think that there is at this point-in-time a sense of confusion and uncertainty around what Northcote is truly going to look like. I mean, we sort of have the master plan that we're looking at..." (Participant IN003)



The Masterplan referred to is the Auckland Council's Northcote Town Centre Benchmark Masterplan (2019). The stakeholders focused on two issues relating to the town centre. The first relates to the need for new and appropriate community facilities in the town centre, given their assessment of the strengths and weaknesses of current facilities (see above). The second issue relates to the stakeholders' ongoing need for accommodation in the town centre, where many are located.

The Masterplan includes a multi-purpose community hub centre, with a hall and meeting rooms in the town centre.

The majority of stakeholders support such a hub, with an easily accessible community hall in the town centre where people can meet and/or participate in community activities. This would support meeting the community's diverse cultural and other needs, and community cohesion and wellbeing.

The second issue is the current and future availability of appropriate accommodation to enable the community stakeholders to work effectively in and with the local Northcote community. The stakeholders noted they need more clarity around the allocation of space for Northcote community service centres.

Given the current Masterplan, if the buildings they occupy, or those around them are demolished, will they be able to re-locate within the centre or nearby? And will they be able to effectively operate, given possible construction noise and such like?

How can community service agencies support the community into the future and during a time of ongoing uncertainty and change, if they themselves are not supported, both in terms of accommodation and budgets?

3.3.5 Community Stakeholder Suggestions for Further Discussion

Five suggestions were put forward for further discussion:

3.3.5.1 Work with the Northcote community on their hopes and concerns

There is a need to learn more about what Northcote residents' expectations are within Northcote, and across the different community organisations. To address this, it was suggested that a greater level of engagement be undertaken. For example, the establishment of regular community group discussions or a central hub in the town centre where residents could share their hopes and concerns with the community stakeholders.

“Now asking the question of what people actually want from us, because we think we've missed the boat a lot with some of our most vulnerable.” (Participant IN011)

They believed that a greater level of engagement with the community would benefit all, including community organisations and organisations like Kāinga Ora and Panuku, the two lead agencies for the NDP and the Northcote town centre changes.

Some acknowledged the importance of up-to-date, clear, factual information, particularly as aspects could change. This could also support stakeholders in effective engagement with the community, listening to concerns, building bridges with residents, fostering connection and integrating 'new faces' into the community. It could also help identify temporary and strategic opportunities that use existing resources and support the community during this time of change.



3.3.5.2 More consultation and communication across community stakeholders

When the community stakeholders were asked how community services could be improved, they suggested there be more consultation and communication with the different organisations providing support to the community:

“I always think that we need some more coordination around that [community lead things] and everything.” (Participant IN010)

3.3.5.3 Increased funding for community services to support good community outcomes

The Northcote community is undergoing significant change, and the need for support is high. The above two suggestions will support community services in Northcote to understand and act on the evolving needs of the growing Northcote community. While many tenants may live with varying degrees of deprivation, and some may be vulnerable, there is likely to be at least some divergence in the residential population, given the coming new housing, including home ownership. It is important that the community is effectively supported through the changes, so as to build relationships within and across different cultural/ethnic groups, continue to grow financial and mental health resilience skills, and ensure good community outcomes.

Stakeholders noted social services within Northcote are already under significant pressure, and need increased, secure funding, to meet individual needs as well as the community’s key needs.

The final two suggestions focus on the Northcote town centre:

3.3.5.4 A community hall in a multipurpose community hub in the town centre

Most of the stakeholders would like a community hall and meeting rooms in the Northcote town centre. This is consistent with the Auckland Council’s (2019) Masterplan concept of a multi-purpose community hub centre.

The Northcote town centre is an easily accessible location for the local community where people could meet at the hub and participate in community activities. It would support meeting the community’s diverse cultural and other needs, and community cohesion and wellbeing.

3.3.5.5 A place for the community stakeholders in the heart of Northcote

The stakeholders suggested that community organisations be placed in easily accessible and visible locations within the revamped Northcote town centre, with forethought given to the availability of free parking spaces and transport. In addition, it would be helpful if forward planning by the community agencies and those involved in delivering change could identify buildings for temporary use in and around the town centre. This would enable community service providers to continue to support this low decile multi-cultural community during the change process as well as after it.



4.0 Key Findings

The Northcote Development programme (NDP) has had an impact on the wellbeing of the study participants. This section summarises the key insights from the research undertaken and explores the impacts.

It is important to note that the scope of the research was heavily impacted by four lockdowns in Auckland, as a result of COVID, restricting the data collection to a four-week period which meant that only residents and stakeholders who were available within this timeframe were recruited.

This research is simply one short snapshot in time about how participants and community stakeholders currently feel and think about the NDP and why.

The key insights focus on:

- The People: the NDP participants and housing tenure
- The NDP and housing
- Culture and diversity
- Let's talk more
- We like living in Northcote, the people, our identity
- Northcote's shared facilities and services
- Outdoor spaces: local parks, trees, community gardens
- The Northcote town centre: a community hall
- The Town Centre: community stakeholders and retailers
- Wellbeing

4.1 The People: the Northcote Participants and Housing Tenure

Of the 27 participants in this survey:

- Just over 81%, or 22 residents, live in Kāinga Ora housing (14) and private rental homes (8). They are mostly of Māori and Pasifika heritage, and a few NZ European/Pakeha.
- The 59% of people who have lived in Northcote Central the longest (over 10 years) are tenants, with 69% Kāinga Ora tenants and 31% private tenants. Kāinga Ora participants have all lived in Kāinga Ora housing for at least 5-15 years, with the majority having lived there between 25-45+ years.
- Home ownership is limited to five participants, including Chinese, NZ European/Pakeha, and one Other (unstated), who have lived in Northcote for 10 years or less.
- Majority of residents were in full or part time work, five were job seekers, and three were retired; there was one caregiver and one volunteer, and two who preferred not to say.
- No residents new to Kāinga Ora housing in Northcote were among the participants.



4.2 The NDP and Housing

Kāinga Ora states “housing needs are more than a warm, dry, safe place for people to live with. It needs to reflect the diverse needs and identity of established community both now and into the future” (Kāinga Ora, 2021).

The NDP to date, has led to substantial changes in how Kāinga Ora tenants are housed. Some Kāinga Ora participants have regrets about the demolition of much of the previous housing stock and their shift into newly developed more intensive housing, because:

- They missed their previous homes which had more space indoors and out, supporting them to meet their diverse needs, including social and cultural needs.
- Some participants deeply feel the loss of previous larger Māori and Pacific families/whānau not allocated new housing who had to move away from Northcote. These were often long-term friends and neighbours who they may be concerned for and miss.
- Some Kāinga Ora (and other) participants felt some new social housing tenants are less friendly or mind their own business. For long term (and possibly new) Kāinga Ora residents COVID lockdowns in 2020 and 2021, grappling with the change, and health issues have made making new connections hard.
- There are some signs of potentially emerging concerns: including safety, inconsiderate neighbours, noise and noisy traffic late at night, narrow streets parked up, as well as rubbish, trolleys, dog droppings on the footpath and aggressive dogs in the park.

It may be that in its planning of the redevelopment Kāinga Ora and other agencies were unable to take into account some of the factors Barton, Grant, & Guise (2003) consider relevant to housing policy. For example, from the participants it appears there may be accommodation for possibly old sole residents, but less so for large families who wanted to remain (and who may no longer meet social housing criteria).

The departure of established families within the community and the reduced friendliness of some newcomers has also been noticed by others in the community, not just Kāinga Ora participants. One resident noted their family, with roots in the community, is feeling uncertain about their future in Northcote, given the changing and increasing population with social housing (and with the emergency housing during COVID in 2020 when there were some “*dodgy cats about*”). Some mention the importance of safety, while some participants, are stressed and anxious.

To tackle the issues raised, two participants suggested that there is a need for more effective management of social housing. Community programmes may also support social integration.

Concerns also came through when participants were asked about problems in Northcote over the previous 12 months. The top four ‘big’ problems were identified as ‘Dangerous driving’, ‘Noise pollution’, ‘Alcohol or drug problems’ and ‘People you feel unsafe around because of their behaviour’. There appears to be concern around whether increased social housing will tip the Northcote community’s balance, and undermine it, and the need to ensure that there are appropriate facilities and infrastructure in place to support good outcomes.

Some others wanted the previous cultural diversity reinstated in Northcote through more affordable housing for Pasifika and Māori and active balancing of the future culture.

However, while it is a key concern and hope, it is unclear how realisable it may be in practice and may well be an area for further research. Changes to organisations, not just names, but mandates, may make these less certain. These include impacts from the 2014 changes which made state (now social) housing tenancies no longer guaranteed for life; changing criteria and their application to



access to social housing tenancies, given the housing crisis and also the criteria associated with limited financial support to buy a home. Research into these areas, including how organisations' changing mandates and criteria, including their application change over time and impact on particular communities, and how these communities engage with these agencies may be helpful, if not already available.

The participants' mixed views about whether the housing changes have improved Northcote may reflect how much, either directly or indirectly, the changes have affected and are affecting specific participants, their ethnic community, and their feelings around change, safety, and identity.

4.3 Culture and Diversity

Of the 27 participants, five are Māori, a further four identify as Māori with other heritage (Samoan, Niuean, NZ European), and one Cook Islands Māori. There are four NZ European/ Pakeha; six Tongan, three Samoan, two Chinese and two 'Other'. This contrasts with the population in the NDP area: Pasifika are 41%, NZ European/Pakeha 27%, Asian 21% and Māori 17%. The numbers of NZ European/Pakeha and Asian, particularly Chinese, participants may in part reflect the geographical focus of the survey, the choice to take part, and the tight research timeframe given COVID lockdowns. This section focuses on Pasifika and Māori, given the NDP's impacts on these communities in particular.

Residents in rental accommodation, particularly Pasifika and Māori, and others with long tenure in the area are likely to have helped provide substantial stability within the Northcote population over time, with potential positive flow on effects for themselves, their cultures, and the wider community. For example, through knowing neighbours and the neighbourhood, creating lasting friendships and connections. The range of languages spoken and diverse cultural practices, from hangi and kava ceremonies, to supporting wider family as needed, through having them stay, have contributed to the area's diverse multicultural character and cohesion.

Some participants point to the NDP's negative impacts on, and possible discrimination against the Pasifika and Māori communities, with one participant referring to 'social cleaning', and another indicating they were 'disgusted' at the treatment of Māori. These are communal cultures with community at their heart. The demolition of 317 houses by 2020, has seen the loss of some larger Pasifika and Māori families who have lived in the area for many years, some of whom have fallen into housing hardship, unsettling those in their communities who remain, and who also see new residents from different cultural backgrounds who engage less. In addition, new homes are smaller, without appropriate spaces for hangi or kava ceremonies, or supporting close or wider family in times of need, without space for gardens, or even spaces in the front yard to engage with people as they go by.

Some Pasifika in particular would like to see a rebalancing of the future population, through provision of more housing for their communities, so they can be in the area many have lived in for decades. Given the more intensive housing, they are also keen to see communal gardens, for example, for growing kumara and yams, and a communal hall for kava and other cultural functions. Māori also pointed to the importance of spaces for hangi, so that generations into the future can pass on key cultural skills.

The losses experienced, the uncertainty around what the future holds for their families and communities, as well as financial and other pressures has impacted their wellbeing with reports of health impacts, including anxiety, increased levels of stress, and not feeling engaged. Some hope the new community hall will support their community and the wider community to come together.



Community stakeholders also saw value in key community services having multilingual staff so that all residents can be supported, the need for programmes targeting different communities, and across communities, to support community integration and cohesion.

4.4 We Like Living in Northcote, The People, Our Identity

Northcote Central is commonly characterised by its diversity and character. For many residents Northcote is also defined by the people, the familiar faces and the families/whānau that live there or have lived there, in some cases, for decades.

85% of participants like living in Northcote and 81% feel part of the community; this includes the nearly one third of residents who voiced their concerns regarding the departure of friends, families/whānau and familiar faces from Northcote, and the introduction of new less friendly people. Relationships tended to impact on whether an individual felt part of the Northcote community. Half of those who didn't feel part of the community pointed to the lack of relationships within the community or that they did not belong to any groups or organisations, while the others did not say.

Northcote was mostly valued for its convenience to shared facilities, the friendly diverse community, good access to public transportation during peak hours, its proximity to work and good neighbours. The strongest undercurrent running throughout the research related to people: the importance of the friendly community and familiar faces. All, apart from one person, used a range of means to keep in touch with neighbours. Most felt safe out and about during the day, and at home alone at night, though a third have safety concerns when out alone at night.

At the same time, when participants were asked about problems in Northcote over the previous 12 months, the top four 'big' problems were identified as 'Dangerous driving, including drink driving and speeding', 'Noise pollution', 'Alcohol or drug problems or anti-social behaviour associated...' and 'People you feel unsafe around because of their behaviour...'. These responses suggest some sense of disquiet in the community.

While the aim of the NDP is to improve liveability, housing, amenities and infrastructure, some residents have concerns that Northcote is losing its identity. For some this may partially be attributed to the departure of long-standing Māori and Pasifika friends and whānau from the area and the changing landscape, including built structure, of Northcote.

"It is not the same. We were a small tightknit community and everyone knew who you were and family connections. It is changed now, lots of different faces. ... heart and soul of the community has been lost." (Participant IN019)

While there appears to be concern around whether the increased population may tip the Northcote community's balance, such that it might undermine it, there is insufficient data to come to any conclusion, given the size of the participant sample and the lack of baseline research. What it points to is a need to ensure that there are appropriate facilities and infrastructure in place to support good outcomes.

At the same time some other residents are more open to some change, provided the anticipated infrastructure and amenities keep pace with the increasing population. For example:

"Please, invest in Northcote. I will be very, very cross at all involved if we welcome another 2000 people without investing in our environment and amenities..." (Participant 18 in Q 31)



4.5 Northcote's Shared Facilities and Services

A range of questions focus on many existing shared facilities (16, 17, 21, and 30), in addition to other comments. All participants who rated the importance of shared facilities rated the local shops as important/very important to Northcote (24). Next came local parks, trees and greenery, and community gardens.

Most residents wanted the existing shared facilities to be retained, while also wanting new facilities, including a community hall, while a few want a swimming pool.

Some participants pointed to issues with ease of access/use with parks, playgrounds and sports clubs, and to a lesser extent public transport. The importance of community connection places, while lower at 59%, may reflect occasional rather than frequent or regular use, while the rating for the children's playground may in part reflect the age and life stage of participants.

Some participants appear to have a broader approach to what 'local' is, with one noting their main shop was generally outside Northcote. This may reflect the diversity of workplaces, as indicated by concerns about traffic queues and motorway access, as well as the greater mobility of some participants over others, given their work and income. It may be that some shared facilities are more important for those with limited incomes, given this may limit their mobility (unless they have a gold card), and/or who may not be able to afford holidays away from Northcote.

Regarding services provided to the community, when asked what could be improved, one resident wrote:

"Retention of services already here and support their growth as population increases."(Participant INO15)

Many would like to see more such services, for wider age and ethnic/cultural groups, from children, to teenagers, families/whānau, as well as more events for older people.

A wide range of community events were suggested, from concerts in the park, to cook outs, classes on specific topics, and even a space for chess meet-ups. In addition, community stakeholders suggested more English language courses, given the number of non-English speakers living in Northcote, including Chinese, and spaces where members of that community can play chess.

The community stakeholders are very concerned about the future of community services, given the importance of solid investment in existing stretched services, and the importance of future services to support an increasing and more diverse population, including some with high needs. This is in addition to other issues the stakeholders face.

The following three sections consider some shared facilities.

4.6 Outdoor Spaces: Local Parks, Trees, Community Gardens

Space and the need for more and different kinds of spaces was a key point repeatedly highlighted. Half of the participants wanted more outdoor and green community space. The Te Ara Awataha greenway is expected to connect "the community via network of parks, shared cycling and walking paths and wildlife" (Northcote Development, 2020), and has included community input. It is hoped this may meet many of the needs raised.

One way to meet current Kāinga Ora participants' identified needs, and so compensate for the loss of private space around homes, as well as meet other participants' needs (and possibly those of



future residents) would be for some key activities to be provided for as part of the common spaces and public parks. Barton, Grant, & Guise (2003) consider that the availability of properties with large gardens, or very close to allotments for keen gardeners, can be an important policy factor.

It is not known whether Kāinga Ora or Panuku are making provision for having spaces for hangi, which will also enable whānau to pass on of skills around hangi, as well as family/whānau and other community gatherings. These are aspects of their previous homes that Kāinga Ora residents, particularly Māori and Pasific participants, most regret not having. Such spaces could also support neighbourly and community connections, an alternative to the old front yard where neighbours could engage with the community as people passed by.

Such provision would support what participating residents wanted when asked 'What are three things that would improve your health and wellbeing?' The vast majority selected:

- More physical activity
- Eat more fresh and whole food
- More relationships with family, friends and neighbours

Space can have a significant positive impact on the fulfilment of these. Some participants also mention a range of events in parks, a playground and a park for kids, more green space for physical activity, physical exercises areas and more seating in parks and the planting of fruit trees.

4.7 The Northcote Town Centre: A Community Hall

In the Northcote Town Centre Benchmark Masterplan (Auckland Council, 2019) there are provisions for a new town square which will be a dedicated place for events, activities and celebrations; greater investment in public spaces; a community hub; more community shared facilities (i.e. community recreational facilities and recreation) as well as the Te Ara Awataha greenway.

A community hall in the heart of Northcote Central is the mostly strongly supported new facility, with support from many of the community stakeholders and around half of the participants. They point to the need for more easily accessible community spaces for workshops, cultural events, classes and groups. Flexible, appropriate community spaces, including meeting rooms, as part of a community hall complex is aligned to the Auckland Council's Masterplan's proposed visible and easy to access multi-purpose hub centre.

Given such a facility was not foreshadowed in any questions, it has strong support including from Pasifika, and appears to fit to quite an extent with what the Council and Panuku envisage. In addition, the town square, and planting within the town centre, fits with some of the comments on outdoor spaces.

There are also concerns about some of the spaces occupied by community stakeholders within the Northcote Town Centre. While their location supports their community outreach and effectiveness, there are limitations, for example, in terms of easy access for all, or privacy for meetings, given others around or lack of spaces or waiting areas.

4.8 The Town Centre: Community Stakeholders and Retailers

At least some of community stakeholders are uncertain as to what the final outcomes for the Northcote Town Centre will be, how they will be achieved, and within what timeframe. Community stakeholders are also unsure whether they will be able to operate within the Centre once any demolitions start to occur, whether there will be opportunities to locate close to the Town Centre, and whether they will have space in new buildings once these are constructed. They would welcome



greater clarity around the allocation of space as this will affect how they operate and support the community in the future. At the same time, their services are under pressure and the need for them is increasing.

Retailers and others providing services, such as health clinics, may be in a similar position to the community stakeholders with their locations. Some participants are looking forward to an updated town/shopping centre, with more of the kinds of shops and facilities they would like, possibly including underground parking. Two participants are concerned to ensure local retailers are supported through the changes:

*“Please also recognise the role of our local retailers in building community, and in any change they should be nurtured *to be clear I am not a local retailer*”
(Participant 18 in Q 31)*

“...nourish and support the local retailers and eateries... I feel like we could make it all a bit more local and unique to here.... These guys should be protected and celebrated... (Participant IN012).”

Their comments are in line with Barton, Grant, & Guise (2003) who point to the need to consider the availability of accommodation for successful businesses who want to remain in the area.

For community stakeholders, given the issues they raise, until new builds have occurred, and spaces obtained, there may be a need for other temporary and strategic opportunities that utilise use or possibly re-located resources for use.

4.9 Engagement: Let’s Talk More

Engagement with the community on large change programmes in multiple ownership is complex. It is clear there is uncertainty among both community stakeholders and residents about what the outcomes of the NDP will look like on the ground, and what that will mean for residents and the community. Who will be living there? What will Northcote be like after all the changes?

Over half of the participants (mostly Kāinga Ora residents) were dissatisfied with the level of engagement they have had with the NDP. No Kāinga Ora participants were satisfied with the level of engagement, and only a small percentage didn’t know or were neutral. Given that Kāinga Ora residents, and possibly friends and family/whānau are likely to have been and are more likely to be directly impacted by the redevelopment this should not be a surprise. In some ways some Kāinga Ora residents’ views about engagement may reflect both the engagement and the sense of “*overwhelm*” about what is happening in Northcote that at times comes through some comments. These include comments on mental health, including anxiety and stress. These may be around what the programme has already delivered, and what it might deliver in the future particularly for some people’s ethnic community, and may also include other personal factors, including financial difficulties. It is accepted that urban regeneration has the potential for social disruption and displacement, and this has occurred. It also has the potential positive outcomes for individuals and at times, their community and the wider their community.

Of those in private rentals or home ownership, 15% of participants were satisfied with the engagement whilst the rest were dissatisfied or neutral.

The community stakeholders interviewed want to engage with the local community to learn more about their hopes and concerns; they also want to communicate among community stakeholders



more to support their own clarity about the coming changes, including to the Northcote Town Centre so they can help keep the community informed. They hope this will help the community, the stakeholders and also Kāinga Ora and Panuku, the agencies involved. Some community stakeholders would like to see the provision of more targeted support for new residents, both for specific communities, and across the community to support people's integration into the wider community.

Research suggests that resident engagement in helping shape the changes in their environment can support people to move on, to take some ownership and help create outcomes that can also work for them (Kent, Thompson, & Jalaludin, 2011). The community outreach could assist with this.

Some community stakeholders would also like to see more multilingual staff people within key community services to ensure that all residents' needs can be addressed and supported.

The community stakeholders considered that many residents have found the changes difficult, with two loose groups: those who are aware, anxious and concerned about gentrification, and those shocked by the changes, and thoughts of a concrete jungle. From the data, some of these may include those fearful for the future of their community in Northcote Central.

Participants acknowledged a wide range of potential stressors. These range from loss of family/whānau, friends, and previous homes, coping with new different homes that connect people less, and with possibly less friendly neighbours. It includes other stressors such as financial, work and job seeking, to having a family/whānau members move in or moving in with a family/whānau member, to health, including cancer and mental health issues, such as anxiety and depression.

At the same time some are also considering what they would like to see happening, and how to meet their needs in the future, as shown by some participants' support for community gardens and for the building of a community hall.

The data would also support the existence of a third group that appears open to change, including more housing and an increasing population. For some participants it includes openness to changes to the Northcote Town Centre with a greater variety of shops, and with improved infrastructure and amenities. This includes some across all tenure types, including some who may regret some changes, and/or also have some concerns about the coming changes.

4.10 The Tāmaki Regeneration Project and the NDP

The NDP appears somewhat similar to the Tāmaki urban regeneration project, occurring in three contiguous Auckland suburbs, Glen Innes, Point England and Panmure, where in the late 1960s the highest density of state housing in New Zealand was established. The Tāmaki Regeneration Company (TRC) was formed in 2012 and is owned by the government and the Auckland Council. The TRC is partnering with Kāinga Ora and other builders to deliver 10,500 new homes in Tāmaki over the next 20 years, with the population expected to grow from 18,000 to 60,000 residents. As with the NDP one third of the housing (3,500) will be allocated to each of three categories: affordable and state/social housing, as well as new homes to go on the open market. The TRC website says "*Our goal is to enable the people of Tāmaki Tāmaki - especially Māori and Pasifika people - to reach their aspirations*" (Tāmaki Regeneration Company, 2021). It also visually portrays people from these and other diverse cultures.

Some others paint a somewhat different picture. Gordon (2015) explored the process and implications of state-led gentrification underway in Glen Innes, Auckland and the impacts on residents and community there. It was suggested the area, given its closeness to the CBD and popular Eastern Bay beaches, has been repositioned as prime real estate. It was noted:



“Alongside this redevelopment in Glen Innes, New Zealand’s state-housing policy has undergone radical restructuring with the passing of the Social Housing Reform Act 2014. This shift in policy not only supports the gentrification of Glen Innes but is also paving the way for similar redevelopments throughout New Zealand in the near future.”

By 2015, 156 Housing New Zealand households had been moved, with some relocated within the Tāmaki area, but some displaced from their communities completely. Gordon (2015) noted displacement has also had a significant impact on those left behind, and how the redevelopment process is disrupting well established communities as well as:

“the significance of these processes for understanding the structure of urban life in contemporary Auckland, the place of society’s most vulnerable and the implications for the most basic urban rights of community and belonging.”

Bullen-Smith (2019), a University of Auckland planning graduate explored how urban planning can both encourage human freedom and limit it. She saw Glen Innes for the most part as having been a low-income working-class suburb, home to diverse cultures with high levels of Pasifika, Māori and Asian representation, as well as Iraqi, Iranian and Fijian Indian residents, and with a tight-knit, proud and flourishing local community. Bullen-Smith (2019) pointed to the policy of ‘mixed communities’ used to justify re-development, and resulting in the gentrification of Glen Innes and its surroundings by predominantly Pākehā (white) middle-upper class residents in the rebranded Tāmaki.

There was significant community resistance to the Tāmaki urban regeneration project, with people seeking to stop evictions of community members and clashes with police. Dieneke Jansen, an AUT Senior Lecturer in Art and Design, was critical of the disestablishment of communities; she pointed to the ironic rebranding of Glen Innes (2017):

“while large numbers of low-income tenants, including many Māori and Pacific people, are being moved out, passed on, and in the case of many elderly, passed over. Gentrification as part of a boom and bust cycle dispossesses the working poor and contributes to greater inequality...”

A number of news media have also reported on what has happened in Glen Innes, including Indira Stewart for Radio New Zealand (26.9.2019, and reprinted in *Stuff*), who reported on some college students, now living in South Auckland, and busing to Tamaki College for school, despite parents needing to do more paid work, along with higher rents and transport costs. One resident, Sue Henri, said the redevelopment project had not only impacted the students of Tamaki College, it had destroyed her entire community (Stewart, 2019).

The Spinoff, in a 12 November (2019) article created in partnership with the Auckland Council, acknowledged the time, pain and mistakes made with in Glen Innes, and that healing will take time. It noted the TRC, which took over the whole of the Tāmaki development in 2016 with a broader social and economic mandate, had helped some 600 locals gain employment, some to improve financial literacy, with some being able to buy a home as a result, sometimes by taking advantage of TRC’s shared ownership scheme which requires a link to the Tāmaki area. TRC has started to include more state houses in its new contracts (Spinoff, 2019). The TRC website currently indicates that *“...1,500 new homes are being built especially for whānau with a connection to Tāmaki. OWN IT has been set up to help you to buy one.”* (2021).



It is unclear how many affordable homes, and for people in which cultural communities, have been built to date, and how enduring this approach will be across the life of the Tāmaki regeneration project. This question also arises for the building of more state homes. What is clear is that at least in terms of numbers the focus has shifted somewhat from housing for the most vulnerable and low income earners, to housing for people with a greater range of income types, and ability to buy, particularly for the houses built for the open market.

The NDP is a smaller scale somewhat similar redevelopment to that occurring in the Glen Innes/ Tāmaki area. Both are long standing state housing areas, but there has been more investment in the Glen Innes area, including in community spaces, such as the swimming pool, community hall and library. However, both saw many Māori and Pasifika, as well as others, lose their homes, with wellbeing impacts on those who stayed and those who left. Both are relatively close to the CBD, and close to water, though beaches are further away. The Glen Innes community's size, social cohesion, and active opposition resulted in some change, with some affordable housing that may be available for some with links back to the area. However, the numbers, cultures and diversity of people in new builds is not known. What is clear in both is that there are very real limits on the homes available for social and affordable housing,

Nor is it clear whether any organisation like the TRC is supporting current or ex Northcote residents with financial literacy issues, or how to be ready to afford home ownership, or whether a OWNIT programme exists there – or whether having a link to Northcote would be a criteria for affordable housing there.

Finally, further research could be helpful into the role of legislative reforms (such as the Social Housing Reform Act 2014) and changing housing related central government agency mandates are impacting on Kāinga Ora residents and other vulnerable populations disrupted and/or displaced by urban redevelopment, as well as who benefits from such developments.

5.0 Conclusion

Northcote has been shaped by its significant state housing built in the 1960s, its historical and current ethnically/culturally diverse people, with mixed and often very low incomes, its infrastructure and valued existing shared spaces, including the Northcote town centre and local shops, and parks. Most of the participants feel part of the community and like living there.

The aim of the NDP is to improve liveability, increase access to higher quality housing (including social housing, affordable housing and open market homes) and to support the upgrade of infrastructure and amenities. By the end of the programme in the mid- 2020s the population of Northcote is expected to more than double.

Some participating Kāinga Ora residents currently deeply feel the loss of many Pasifika and Māori families, and the ongoing impact of this for these communities. One person referred to '*social cleaning*'; some who left then faced housing hardship. Residents missed not only old community members but have ongoing issues with their new homes and the lack of spaces for cultural events such as hangi or to support family. Some Pasifika would like people from their communities to return, perhaps through affordable housing, but are concerned about how this could be achieved.

There are also signs of some potential concerns among both some Kāinga Ora residents and other participants and stakeholders in terms of the relationships between old and new residents, neighbourliness issues and possible changes to the community '*feel*', including safety. There appears to be an emerging wish for more active management of Kāinga Ora housing.



The research suggests the NDP is having mixed effects on the wellbeing of the participating residents and stakeholders. Some feel positive and see the potential for good outcomes; some want to ensure that the anticipated needed amenities and infrastructure indicated are completed and delivered at the same time as the increasing population arrives. Some are mixed. Others, more directly affected, feel concerned about the changes that have already occurred and/or that they currently live with, and less certain about what the future will bring - how it will affect their cultural community living in Northcote, and how the Northcote community as a whole will be. Within this group, some are more directly affected, feel more vulnerable, and possibly need more support. At the same time, some negatively affected by the changes, for example, Pasifika and Māori, consider it would be helpful to ensure there are facilities for hangi, communal gardens for kumara and taro, a hall with spaces for diverse activities from courses and groups, to kava ceremonies, for elderly Chinese playing chess, and for dancing and fitness.

The community stakeholders were also concerned about the community and the future and put forward a number of suggestions for further consideration. These are:

1. It would be helpful to engage with the Northcote community more on their hopes and concerns for Northcote's future, and the support they would like, given the NDP's impacts, including the increasing and possibly differently diverse population
2. More consultation and communication across the different organisations providing support to the Northcote community would improve understanding of the community, what is wanted and effective co-ordination
3. Social services within Northcote are already under significant pressure and need increased, secure funding to help meet the Northcote community's key needs
4. Most stakeholders support the Auckland Council's 2019 Masterplan concept of a multi-purpose community hub centre, with a hall and meeting rooms in the Northcote town centre; this is also supported by around half of the survey participants.
5. It would be helpful for community organisations to be in easily accessible and visible locations within the revamped Northcote town centre.

They considered a greater level of community engagement could benefit all, including community organisations, as well as Kāinga Ora and Panuku. Involvement of key organisations on a range of levels could help with ensuring stakeholders are kept up to date. Some noted their own uncertainty about some of the changes expected and the importance of up-to-date, clear, factual information, particularly if aspects change. This could support stakeholders in their future discussions and community engagement, and help stakeholders be clear about changes to the Northcote town centre, including the community hub, and their own ongoing accommodation.

Community stakeholders are aware that there is significant need for their services, given many in the community find it hard to survive economically. They pointed to the need for solid investment in their services, given the projected doubling of the population, with more targeted support for those new to Northcote, both for specific communities and across the community to support people's integration into Northcote. Some stakeholders would also like to see more multilingual staff people within key community services to ensure that all residents' needs can be addressed and supported.

Finally, the NDP while smaller scale, appears similar to the Tāmaki Urban Regeneration Project occurring in the Glen Innes area of Auckland. The Tāmaki project has been variously described as state-led gentrification, with displacement of many of its low-income culturally diverse vulnerable population, including Pasifika and Māori. A further viewpoint suggests some locals, including Māori



and Pasifika, have been supported into employment and improving financial literacy, so home ownership may become an option. The Tāmaki project has a shared ownership scheme, which requires a link to the Tāmaki area. It is not known if Kāinga Ora, the NDP’s builder, or other government agencies are considering a similar approach in Northcote.

The sample of 27 participants, while diverse, does not fully reflect the Northcote population. What it does do is provide one short snapshot in time about how participating residents and community stakeholders currently feel and think about the NDP and why.

As highlighted previously, this research was affected by a number of COVID lockdowns, impacting on the time available for participant recruitment and data collection, which meant there has been less participation from some population demographics.

It is recommended that further research be undertaken to consider the matters raised by this research. This could focus on how changing central government agency and legislative mandates and projects impact on Kāinga Ora residents and other vulnerable populations disrupted and displaced by urban redevelopment, as well as who benefits from such developments. It could include research with a larger representative sample size of Northcote residents, to substantiate the insights from this research. The latter research would need to be done with care, given the vulnerabilities of some in this community, as indicated by this research.



Appendices

Appendix A



Community Research Project: Northcote's Community Wellbeing

We invite you to take part in the Northcote Community Wellbeing Project

- If you live in the Northcote community, you are warmly invited to have your say.
- Taking part in this research project is completely voluntary (your choice).
- Your voice is important.
- If you agree to participate, you will be asked to complete a survey (approximately 20 minutes). You may also be invited to participate in a group discussion.

What is the purpose of the Northcote Community Wellbeing Project?

Northcote is undergoing change with many old houses being removed and new homes being built.

The purpose of this research project is to hear from the local Northcote community your thoughts and ideas about the changes occurring in your neighbourhood.

As a community organisation, Hearts & Minds is leading this research along with our community partners (Kaipatiki Community Facilities Trust (KCFT), Te Puna Hauora Health & Social Services and The FONONO) - ensuring that the diverse voices of the Northcote local communities are heard.

- We want to understand how the Northcote community feels about the changes taking place and what this means for you.
- The strengths of the Northcote community.
- Areas for improvement in the Northcote community.
- Ways that you have managed through these changes.
- How the changes affected your wellbeing.

What do I do if I have questions about this research project?

Any questions regarding this research project should be notified in the first instance to **Dr Shabnam Jalili-Moghaddam**. She is a Community Researcher at Hearts & Minds.

Shabnam is going to start the collection of information from 16 March 2021.

You are welcome to share her contact details with people from your network living in Northcote who may be keen to be a part of this community research project.



Dr Shabnam Jalili-Moghaddam

Email: shabnam@heartsandminds.org.nz

Phone: (09) 441 8989 ext 707



Appendix B

Information sheet for residents

Community Research Project: Northcote's Community Wellbeing



We invite you to take part in the Northcote Community Wellbeing Project

- If you live in the Northcote community, you are warmly invited to have your say.
- Taking part in this research project is completely voluntary (your choice). If anything is not clear, we can provide you with more information.
- If you need time to consider this invitation to participate – you have one week to let us know.
- Your voice is important, if you decide to take part, you will be given a copy of this information and your signed consent form.

What is the purpose of the Northcote Community Wellbeing Project?

Northcote is undergoing change with many old houses being removed and new homes being built.

The purpose of this research project is to hear from the local Northcote community your thoughts and ideas about the changes occurring in your neighbourhood.

As a community organisation, Hearts & Minds is leading this research along with our community partners (Kaipatiki Community Facilities Trust (KCFT), Te Puna Hauora Health & Social Services and The FONONO) - ensuring that the diverse voices of the Northcote local communities are heard.

- We want to understand how the Northcote community feels about the changes taking place and what this means for you.
- The strengths of the Northcote community.
- Areas for improvement in the Northcote community.
- Ways that you have managed through these changes.
- How the changes affected your wellbeing.

How was I identified and why am I being invited to participate in this research project?

You were identified as a potential participant through the Northcote community network.

Can I withdraw from this research project?

Yes, your participation in this research is voluntary (it is your choice). You are able to withdraw from the research at any time - simply phone or email us.

What happens in this research project?

If you agree to participate, you will be asked to complete a survey (approximately 20 minutes). You may also be invited to a community group discussion (maximum 2 hours).

What are the benefits?

The main benefit for you is that your voice is heard. What you have to say is important and your recommendations can improve our understanding of community wellbeing for future housing developments.

How will my privacy be protected?

All research files and information that you provide will remain strictly confidential. Your name and contact details will be removed from the transcripts. No material that could personally identify you will be used in any reports or discussions about this study.

Will I receive feedback on the results of this research project?

Yes, you can receive a copy of the final report via email or hard copy by request.

What do I do if I have questions about this research project?

Any questions regarding this research project should be notified in the first instance to the Researcher, **Dr Shabnam Jalili-Moghaddam**, shabnam@heartsandminds.org.nz, (09) 441 8989 ext 707.

Concerns regarding the conduct of the research project contact **Hearts & Minds**, info@heartsandminds.org.nz, (09) 441 8989.

Please keep this Information Sheet and a copy of the Consent Form for your future reference.



Appendix C

Consent form for residents and stakeholders



Community Research Project: Northcote's Community Wellbeing

Consent Form

Study ID: IN

Researcher: Dr Shabnam Jalili-Moghaddam

Email: shabnam@heartsandminds.org.nz

Phone: (09) 441 8989 ext 707

Please tick to indicate you consent to the following:

- I have read and understood the information provided about this research project in the Information Sheet.
- I understand and agree that the identity of all participants is confidential to the research group.
- I have had an opportunity to ask questions and to have them answered.
- I understand that notes will be taken during the interviews and that it will also be recorded and transcribed.
- I understand that taking part in this study is voluntary (my choice) and that I may withdraw from the study at any time.
- I agree to take part in this research.
- I wish to receive a summary of the research findings (please tick one): Yes No

Participant's signature:

Participant's name:

Participant's Contact Details - mobile or email address (if appropriate):

.....
.....
.....
.....

Date:

Note: The Participant should retain a copy of this form.



Appendix D

Consent form for group discussion



Community Research Project: Northcote’s Community Wellbeing

Consent Form

Study ID: FG

Researcher: Dr Shabnam Jalili-Moghaddam

Email: shabnam@heartsandminds.org.nz

Phone: (09) 441 8989 ext 707

Please tick to indicate you consent to the following

- I have read and understood the information provided about this research project in the Information Sheet.
I have had an opportunity to ask questions and to have them answered.
I understand and agree that the identity of all participants is confidential to the research group.
I understand that notes will be taken during the focus group and that it will also be recorded and transcribed.
I understand that taking part in this study is voluntary (my choice) and that I may withdraw from the study at any time without being disadvantaged in any way.
I agree to take part in this research.
I wish to receive a summary of the research findings (please tick one): Yes No

Participant’s signature:

Participant’s name:

Participant’s Contact Details - mobile or email address (if appropriate):

.....
.....
.....
.....

Date:

Note: The Participant should retain a copy of this form.



Appendix E

Survey for Northcote residents



Study Number:	Participant Initials:
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Community Research Project:

Northcote's Community Wellbeing

Northcote resident survey questions

Thank you for agreeing to take part in this important survey.

Northcote is currently undergoing significant change, especially in the area of the housing. We want to know how this is affecting community well-being.

Your voice is important, and we want to hear from you. This survey asks questions about well-being and living in Northcote.

This is a **confidential** survey. Your information will NOT be presented in any way that can identify you.

It will take approximately **20 minutes** to complete the survey.

If you have any questions, please contact Dr Shabnam Jalili-Moghaddam on 09 441 8989 ext. 707 or email shabnam@heartsandminds.org.nz.



Study Number:	Participant Initials:
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About you

1. What is your age?

Please circle **one** answer

18-24 years old	1
25-34 years old	2
35-44 years old	3
45-54 years old	4
55-64 years old	5
65+ years old	6
Prefer not to say	7

2. Are you:

Please select **one** answer.

Male	1
Female	2
Other	3
Prefer not to say	4

3. What ethnic group do you belong to?

Mark all that apply.

Māori	1
New Zealand European	2
Samoan	3
Cook Islands Māori	4
Tongan	5
Niuean	6
Chinese	7
Indian	8
Other- please state	9
Prefer not to say	10

4. Which describes you the best?

Born in NZ	1
Migrant more than 10 years	2
Migrant between 5 to 10 years	3
Migrant less than 5 years	4



Study Number:	Participant Initials:
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5. Number of adults (older than 16 years) in your household:

6. Number of children (is or younger than 16 years) in your household:

7. What is your current employment?

Please circle **one** answer.

Full time	1
Part time	2
Self-employed	3
Casual	4
Job seeker	5
Full time caregiver	6
Volunteer	7
Other- please explain	8
Prefer not to say	9

Study Number:	Participant Initials:
---------------	-----------------------

Your health and wellbeing

8. In general, how would you rate your health?

Poor	1
Fair	2
Good	3
Very good	4
Excellent	5
Don't know	6
Prefer not to say	7

9. In the last twelve months have you noted any changes to do with following areas?

	Yes	No	Don't know	What has changed?
Health and wellbeing				
Relationships (family, friends, neighbours and community centres)				
Living arrangements				
Employment status				
Financial status				

10. What are three things would improve your health and wellbeing?

More physical activity	1
Eat more fresh and whole food	2
Stop smoking	3
Reduce alcohol intake	4
More relationships with family, friends and neighbours	5
Share your problems with a friend	6
Balance workload and take more breaks	7
Less financial pressures	8
Better manage stress and mindfulness	9



Study Number:	Participant Initials:
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Your home and neighbourhood

11. What type of home do you currently live in?

Owned by you or someone in this household	1
Rented from a private landlord	2
Rented from Kāinga Ora (previously called Housing New Zealand)	3
Other (please specify)	4
Don't know	5

12. How long have you lived in Northcote?

13. Do you like living at Northcote?

Yes	1
Yes and No	2
Don't know	3
No	4
Other	5

14. How long have you lived in your current home?

15. How do feel about your neighbourhood?



Study Number:	Participant Initials:
---------------	-----------------------

16. What do you most like about living in Northcote?

Mark all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Good neighbours | <input type="checkbox"/> Friendly community |
| <input type="checkbox"/> It's convenient—close to shops, amenities etc. | <input type="checkbox"/> It's convenient—close to where I work |
| <input type="checkbox"/> It's safe, crime free neighbourhood | <input type="checkbox"/> It has good access to public transport |
| <input type="checkbox"/> Has great parks and access to the beach | <input type="checkbox"/> A good mix of community and privately-owned homes |
| <input type="checkbox"/> Housing is good value for money | <input type="checkbox"/> Variety of community cultural events and gatherings e.g. Easter egg hunter |

Other—please specify

17. What do you think could be improved in your neighbourhood?

Mark all that apply.

- More playgrounds for children
- More activities for teenagers
- Better public transport
- Community support services for children and younger people
- Community support services for older people
- Community support services for people with disabilities
- Special recreation facilities in public centres e.g. ramps, easy stairs and easy access to public toilets
- More public toilets at Northcote reserves with baby changing facility (e.g. at parks, beaches and playgrounds)
- Other, please specify



Study Number:	Participant Initials:
---------------	-----------------------

Northcote area

18. Do you feel you are part of a Northcote community?

Yes	1
No	2

Please explain

19. What are the main ways that contact you with your neighbours?

Mark all that apply

- Phone call and text messages
- Use social media i.e. Facebook, Neighbourly and email
- Hang out in your front yard
- Take walks around the neighbourhood
- Hold neighbourhood events
- Other please specify
- I don't connect with my neighbours.

20. How safe or unsafe do you feel at Northcote?

	Very unsafe	A bit unsafe	Fairly safe	Very safe	Don't know
At home by yourself at night?	1	2	3	4	5
Walking alone in your neighbourhood during daytime hours?	1	2	3	4	5
Walking alone in your neighbourhood after dark?	1	2	3	4	5
Letting children walk or cycle to school	1	2	3	4	5



Study Number:	Participant Initials:
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21. Is it easy to access/ use the following facilities in Northcote?

Sport clubs/ sport grounds	Yes	No
Access to health centres	Yes	No
Access to public transport	Yes	No
Access to supermarkets	Yes	No
Access to local shops (e.g. fruits and vegetable store)	Yes	No
Access to local parks and playgrounds	Yes	No

22. What are the challenges you face today?

23. What would you like to see happening in Northcote?

24. What did you like about Northcote before the housing project started?



Study Number:	Participant Initials:
---------------	-----------------------

25. What did you NOT like about Northcote before the housing project started?

26. To what extent has each of the following been a problem in Northcote over the past 12 months?

Please circle **one** answer for each problem.

	A big problem	A bit of a problem	Not a problem	Don't know
Rubbish or litter lying on the streets	1	2	3	4
Graffiti or tagging	1	2	3	4
Vandalism, other than graffiti or tagging, including broken windows in shops and public buildings	1	2	3	4
Car theft, damage to cars or theft from cars	1	2	3	4
Dangerous driving, including drink driving and speeding	1	2	3	4
People you feel unsafe around because of their behaviour, attitude or appearance	1	2	3	4
Air pollution	1	2	3	4
Water pollution, including pollution in streams, rivers, lakes and in the sea	1	2	3	4
Noise pollution	1	2	3	4
Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs	1	2	3	4
People begging on the street	1	2	3	4
People sleeping rough on the streets / in vehicles	1	2	3	4
Access to natural landscapes	1	2	3	4
Hygiene and cleanliness of public toilets	1	2	3	4



Study Number:	Participant Initials:
---------------	-----------------------

27. How much do you agree or disagree with the following?

"Northcote has improved with the housing changes".

Please circle **one** answer.

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Not applicable	6
Don't know	7

28. How much do you agree or disagree with the following?

"Northcote has a good sense of belonging and community".

Please circle **one** answer.

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Not applicable	6
Don't know	7

29. Overall, do you feel that your voice was heard during the housing project?

Please circle **one** answer.

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Don't know
1	2	3	4	5	6



Study Number:	Participant Initials:
---------------	-----------------------

30. How important are the following for your neighbourhood?

	Not important	Important	Very important	Don't know
Trees and greenery	1	2	3	4
Children's playground	1	2	3	4
Community connection places (e.g. libraries and community centre)	1	2	3	4
Community gardens	1	2	3	4
Local community market	1	2	3	4
Local shops	1	2	3	4
Local parks	1	2	3	4

31. Any other comments you would like to make?

32. Do you think this survey is a useful way of gathering information to help with improving your health and well-being?

Yes	1
No	2
Other	3
Don't know	4

Thank you for completing our survey!

What you said is important and can improve our understanding of Northcote community wellbeing for future housing developments.



Information sheet for stakeholders

Community Research Project: Northcote's Community Wellbeing



We invite you to take part in the Northcote Community Wellbeing Project

- If you live in the Northcote community, you are warmly invited to have your say.
- Taking part in this research project is completely voluntary (your choice). If anything is not clear, we can provide you with more information.
- If you need time to consider this invitation to participate – you have one week to let us know.
- Your voice is important, if you decide to take part, you will be given a copy of this information and your signed consent form.

What is the purpose of the Northcote Community Wellbeing Project?

Northcote is undergoing change with many old houses being removed and new homes being built.

The purpose of this research project is to hear from the local Northcote community your thoughts and ideas about the changes occurring in your neighbourhood.

As a community organisation, Hearts & Minds is leading this research along with our community partners (Kaipatiki Community Facilities Trust (KCFT), Te Puna Hauora Health & Social Services and The FONONO) - ensuring that the diverse voices of the Northcote local communities are heard.

- We want to understand how the Northcote community feels about the changes taking place and what this means for you.
- The strengths of the Northcote community.
- Areas for improvement in the Northcote community.
- Ways that you have managed through these changes.
- How the changes affected your wellbeing.

How was I identified and why am I being invited to participate in this research project?

You were identified as a potential participant through the Northcote community network.

Can I withdraw from this research project?

Yes, your participation in this research is voluntary (it is your choice). You are able to withdraw from the research at any time - simply phone or email us.

What happens in this research project?

If you agree to participate, you will be invited to an interview session (maximum 30 minutes). You may also will be asked to complete a survey (approximately 20 minutes).

What are the benefits?

The main benefit for you is that your voice is heard. What you have to say is important and your recommendations can improve our understanding of community wellbeing for future housing developments.

How will my privacy be protected?

All research files and information that you provide will remain strictly confidential. Your name and contact details will be removed from the transcripts. No material that could personally identify you will be used in any reports or discussions about this study.

Will I receive feedback on the results of this research project?

Yes, you can receive a copy of the final report via email or hard copy by request.

What do I do if I have questions about this research project?

Any questions regarding this research project should be notified in the first instance to the Researcher, **Dr Shabnam Jalili-Moghaddam**, shabnam@heartsandminds.org.nz, (09) 441 8989 ext 707.

Concerns regarding the conduct of the research project contact **Hearts & Minds**, info@heartsandminds.org.nz, (09) 441 8989.

Please keep this Information Sheet and a copy of the Consent Form for your future reference.



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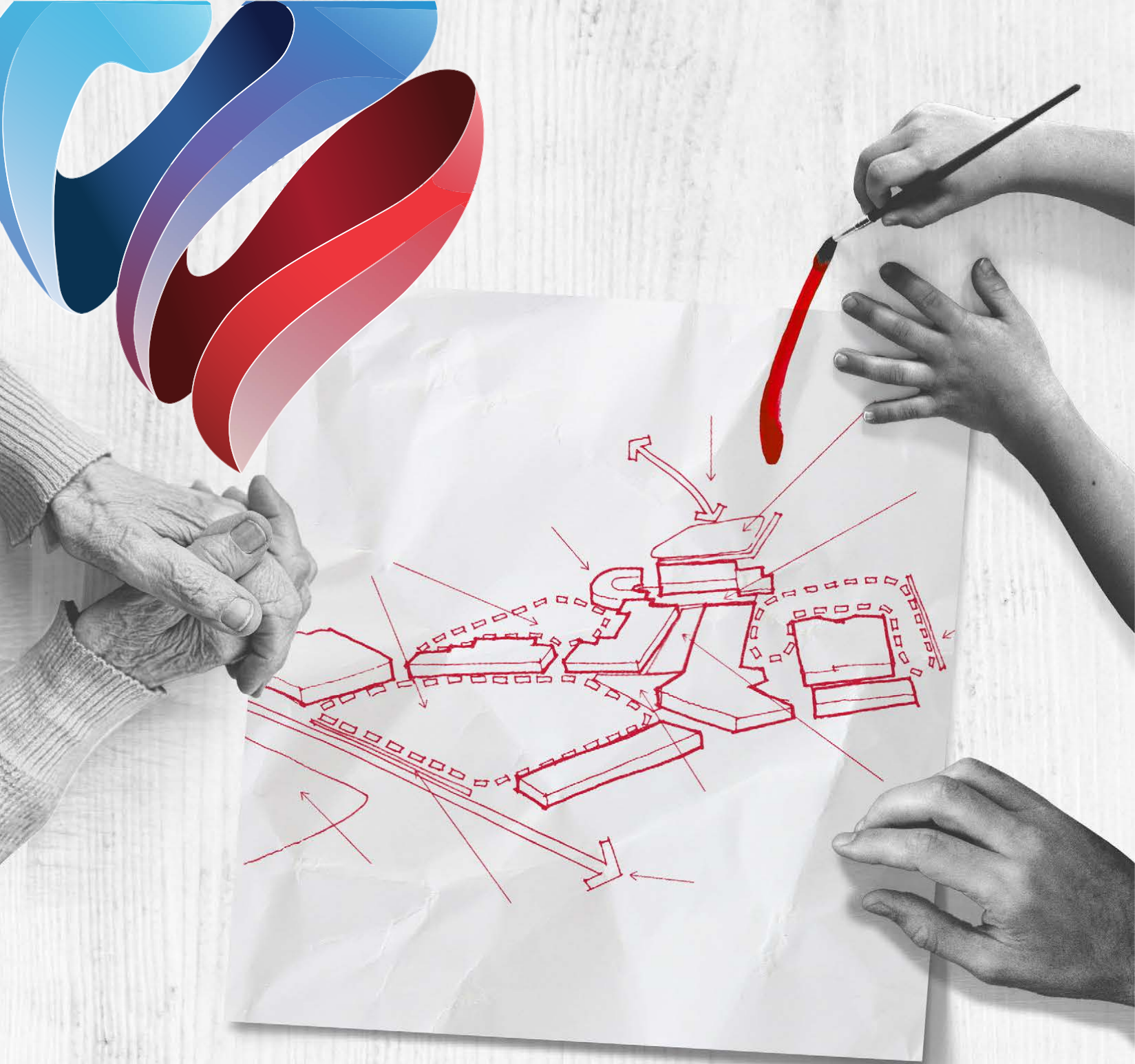


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He aha te mea nui o te ao
What is the most important thing in the world?
He tangata, he tangata, he tangata
It is the people, it is the people, it is the people





Hearts & Minds

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