innovate
ITP
RESARCH REPORTS

Change and Development in Glen Eden, 2017

Report commissioned by Waitakere Ranges Local Board

David Haigh

David Kenkel

Kate Doswell

innovate
ITP

ePress

Unitec
Institute of Technology

Change and Development in Glen Eden, 2017

By David Haigh, David Kenkel and Kate Doswell

THIS PUBLICATION MAY BE CITED AS:

ABOUT THIS SERIES:

CONTACT:

CHANGE AND DEVELOPMENT IN GLEN EDEN, 2017

AUTHORS

David Haigh
David Kenkel
Kate Doswell

ABSTRACT

This report is stage one of a report on change and development issues in Glen Eden. The Waitakere Ranges Local Board commissioned staff of the Social Practice Department of Unitec to carry out a two-stage report. This first stage is a literature search looking at material specific to Glen Eden as well as more theoretical information about development and growth. The second stage will be completed by December 2017 and reports on interviews carried out with key stakeholders in Glen Eden.

This report makes a number of suggestions to the Waitakere Ranges Local Board relating to redevelopment of the Glen Eden town centre, and to design and urban policies concerning future intensification of Glen Eden with emphasis on strategies to deal with such matters as safety, cycleways and pedestrian amenity.

GLEN EDEN – A BRIEF SNAPSHOT OF WHERE WE ARE NOW

Glen Eden has demographics that differ significantly from the rest of the Waitakere Ranges Local Board areas. It is not as European and incomes are lower. Like the rest of Auckland, it is an expensive place to live. The average sale price for a house (three bedroom) in Glen Eden in August 2016 was $709,524. The average weekly rental was $449. These figures have changed significantly since the same date the previous year, with average Glen Eden sale prices in August 2015 being $622,967 and rentals $425 per week. It perhaps goes without saying that the average income has not increased by a similar proportion.

Moving west to east across the five Census Area Units (CAUs) included in this study, the trend is for the most western CAUs to have the highest deprivation indexes and the largest numbers of Māori, Pasifika, Asian and MELAA peoples. These are also areas where more people are reliant on renting and fewer people own their own homes.

Between 32% and 37% of people in Glen Eden identify as born outside New Zealand compared to an Auckland average of 39.1%.

Kaurilands CAU is an anomaly in having such a large percentage of Europeans, a deprivation rate of only 3 and household incomes higher than average for the overall local board area. While much of the Kaurilands CAU does not fall within Glen Eden's footprint as a suburb it is intimately connected with Glen Eden, is thought of as part of Glen Eden by many long-term locals and provides a useful contrast to the other CAUs.

Census Area Units (CAU) 2013

	Parrs Park West	Parrs Park	Tangatu	Woodglen	Glen Eden East	Kaurilands	Waitakere Ranges Local Board profile
Deprivation index rating	9	9	7	7	8	3	**Not available**
Household median income	$58,800	$66,900	$68,000	$67,400	$58,500	$88,500	**$79,700**
Total population	2139	1362	3138	4569	7008	3162	**48396**
Stated numbers born in New Zealand	1194	696	1995	2919	3981	2241	**not available**
Stated numbers born overseas	735	525	948	1362	2355	798	**not available**
Stated ethnicity %							
Māori %	16.7	17.2	14.3	14.7	12.1	8.9	**11**
European %	40.7	37.9	61.2	65.2	59.6	86.9	**78.8**
Pasifika %	34.7	34.8	21.0	20.2	17.5	6.1	**10.6**
Asian %	21.5	21	16.5	15.2	22.5	8.8	**9.5**
Middle Eastern/ Latin American/ African %	3.3	7.5	3.1	2	1.8	1.1	**1.9**
Other %	1.1	0.7	1.0	1.7	1.1	0.9	**1.2**
Number of households	633	387	1026	1536	2511		**not available**
Number of private rentals	186	105	252	414	684	not available	**not available**
Number of Housing NZ rentals	63	69	36	63	78	not available	**not available**
Home ownership %	43.9 %	41.5 %	58.4 %	55.00 %	49.9 %	60.3 %	**73.3 %**
Median weekly rent 2013	$350	$310	$330	$320	$300	not available	**not available**
Unemployment rate %	13.6	16.3	9.7	9.0	9.4	6.0	**5.4**

BROADER BACKGROUND – AUCKLAND AND GROWTH

Glen Eden is strategically located between two larger metropolitan centres, New Lynn and Henderson in West Auckland. It has good access to public transport by bus and rail. It is an area marked for urban development including population growth, urban growth and intensification. A key issue relates to the provision of urban amenities to keep up with population growth. The Auckland Region is undergoing a population rise of considerable proportions as noted by the Department of Statistics:

The Auckland region is projected to account for three-fifths of New Zealand's population growth between 2013 and 2043, with an increase of 740,000 from just under 1.5 million to 2.2 million (medium projection). Auckland's population is estimated to have surpassed 1.5 million in the year ended June 2014, and is projected to reach 2 million by 2033. In 2028, Auckland would be home to 37 percent of New
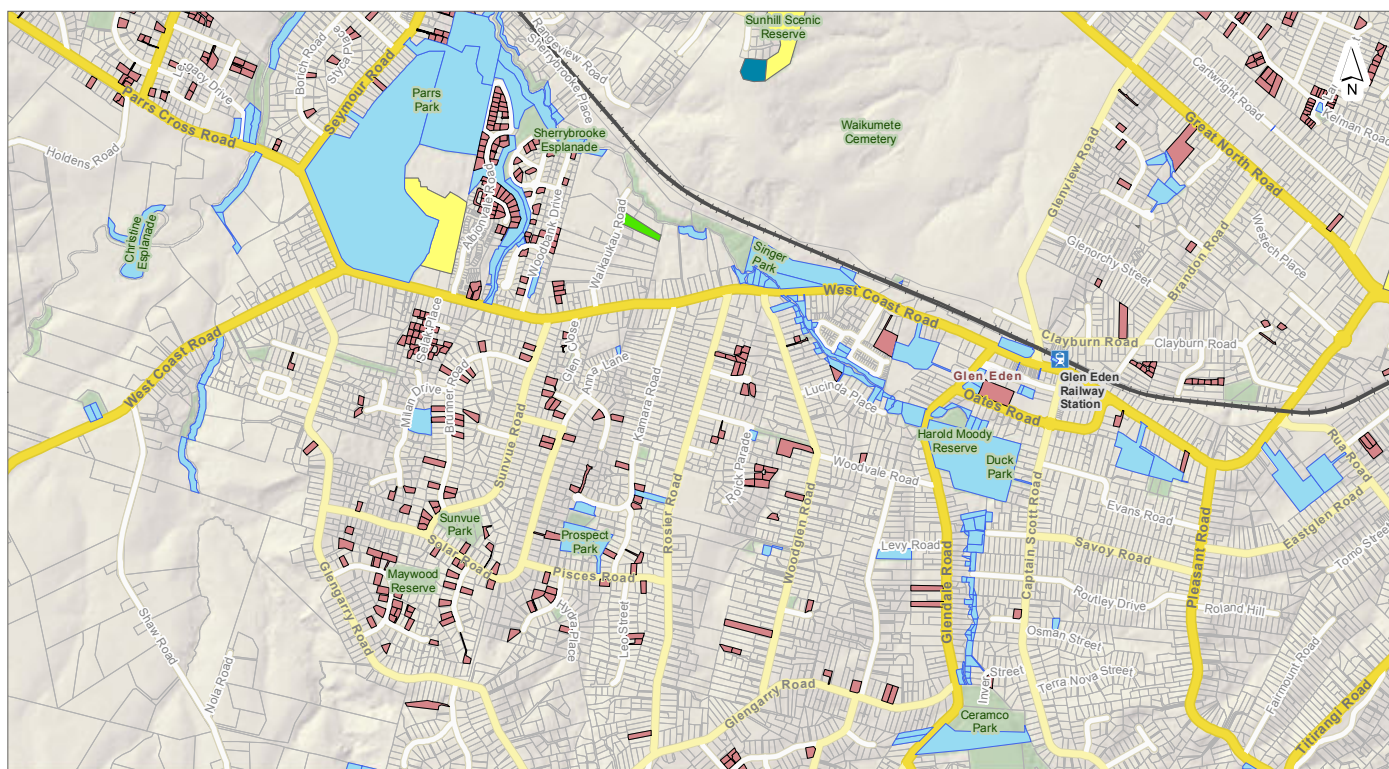
DISCLAIMER:
This map/plan is illustrative only and all information should be independently verified on site before taking any action. Copyright Auckland Council. Land Parcel Boundary information from LINZ (Crown Copyright Reserved). Whilst due care has been taken, Auckland Council gives no warranty as to the accuracy and plan completeness of any information on this map/plan and accepts no liability for any error, omission or use of the information. Height datum: Auckland 1946.

Crown Entity Land - Glen Eden

**Scale @ A4
= 1:15,000**

Date Printed:
16/09/2016

This map shows Housing New Zealand units. The largest clusters are in the Parrs Park CAUs.

Zealand's population, compared with 34 percent in 2013. By 2043, the population of Auckland could make up 40 percent of New Zealand's population. (2015, p. 5)

Crothers (2015) notes that a major proportion of growth is due to migration and the government has a high migration policy:

> Net migration does make a significant contribution to Auckland's population growth. New immigrants and New Zealanders returning from overseas add directly to Auckland's population. The medium projection assumes average net migration of 16,000 a year during 2014–18, and 8,000 a year thereafter. As most of these migrants are aged 15–39 years, they may also contribute births to Auckland's population growth. (p. 22)

At the same time, it is noted in the Auckland Council report *Auckland Profile* (2013) that the population of Auckland

is ageing. Hence we can forecast for the foreseeable future increased population growth, continued ethnic diversity and a steady ageing of the population.

Auckland's urban areas are experiencing pressures from rapid urban growth and intensification. These issues are inter-connected with gentrification, and the need to provide adequate urban amenities and affordable housing. What follows is an attempt to unravel these issues and show a way forward.

EXISTING PLANS FOR GLEN EDEN

Some existing documents will have important consequences for Glen Eden:

1. *The Auckland Unitary Plan.* This formally-approved plan for the region includes opportunities for greater intensification of an area surrounding and within the Glen Eden town centre. This plan includes provision

for medium-density townhouses and apartments. When completed, this increased level of intensification will result in more people living and working in the central area of Glen Eden.

2. Glen Eden town centre plans. Two documents have been prepared:
   a. *Glen Eden: Urban Design Framework*. (Lunday, 2010). Waitakere City Council.
   b. *Glen Eden Town Centre Implementation Plan*. (2013). Waitakere Ranges Local Board.

The plans have key suggestions for revitalising the town centre:

1. Upgrade the intersection of Oates and Glendale Roads.

2. Provide improved general and interpretive signs.

3. A Glenmall Place streetscape upgrade including Market Square (lighting, footpaths, street trees and area for market and events).

4. A West Coast Road streetscape upgrade.

5. Preparation of an arts and public sculpture strategy.

6. A laneways upgrade.

7. A Glenmall Plaza upgrade including seating, shade and a play area.

8. Preparation of a promotion and marketing strategy/budget.

These concepts should become part of a strategy for the town centre along with budgets and timelines. Additional ideas from key stakeholders for the town centre upgrade are included in the second part of this report.

URBAN DEVELOPMENT

Allen (2015) points out that, "Auckland ... has enacted an urban growth management strategy premised on the concepts: 'liveability' and a 'quality compact city'" (p. 86). She goes on to argue that, "...a key element in the transition to more urbanised environments is related to the extent to which urban amenities have a role in resident perceptions of quality of urban life" (p. 87). Urban amenities include public transport, schools, professional services (doctors, dentists), council amenities like parks, recreational facilities, libraries, and private sector amenities such as retailing, cafés and other services. This has become especially important for the increasing numbers of 'work-at-homers' who may deal with feelings of isolation by accessing local amenities such as cafés, print centres and local gyms.

These points are well made. It is important to reflect on the serious mistakes that were made during the rapid regional growth in the 1960s and 1970s when isolated suburbs were created in South and West Auckland. These suburbs were established without important infrastructure and services, and resulted in major social problems such as social isolation, mental health issues and the lack of any social, transport, professional, retail or recreational opportunities and services. (See reports: *Social Services in West Auckland* and *Social Planning for New Communities*.)

Allen carried out a study that involved 57 interviewees from the Auckland communities of Takapuna, Te Atatu Peninsula, Kingsland and Botany Downs. Around 80% of respondents mentioned that proximity to urban amenity was a factor in making their housing choice. Most were happy with low-to-medium-density housing. She concludes that, "...the majority of those interviewed would trade-off standalone living for low-rise apartments or terraced house living ... if urban amenities were integrated in to their neighbourhoods in line with the increasing number of residents" (p. 97).

This position is supported by a 2015 study carried out by the Auckland Council (*The Housing We'd Choose*): "A key finding from this research is that Aucklanders desire a greater volume and choice of accommodation options. A significant proportion of respondents chose more intensive forms of housing, and they were prepared to trade-off location and dwelling type ahead of dwelling size, as the price increased" (p. 49). Faced with financial constraints, 48% said they would choose something other than detached housing (Auckland Council, 2015).

Based on available research on the issue of intensification, Syme, McGregor and Mead came to some useful conclusions:

While acknowledging that social issues are a result of a complex mix of social, economic, cultural and political factors, available research would suggest that social problems are likely to be minimised if intensive housing is:

• Well designed in terms of internal and external living spaces.

• Well located in terms of being accessible to a range of services and activities.

• Meets the needs of a diverse range of households in terms of income and demographics, that is, it is not associated with one particular group in society. (p. 2)

They also point to two important benefits coming from local surveys about intensification. They conclude that intensified housing provides opportunities for affordable housing and reduced travel costs (2005). Turner would also add a further

benefit: a reduction in energy use of around 20% through improved solar orientation and insulation. Terraced housing is imminently suitable for such gains through compact site planning (2010).

Mead and McGregor, in a 2007 report to the Auckland Regional Council pointed out that "... the intensive housing segment of the market has grown rapidly over the 10 years to 2006..." (p. 1) and represents 35% of the urban housing market within the region. They argued that, "The benefits of living in and owning intensive housing versus other housing forms needs to be defined." They went on to point out, in much the same way that Allen argued, that "real gains will only come from substantially upgrading the environment within selected areas" (p. 3).

However, the Auckland Council's 2015 study showed that West Auckland, in comparison with the total regional urban areas, is lacking in housing variety. The report presents the following comparisons (p. 44) showing present housing stock as a percentage:

	Stand-alone	Units, including terraced housing	Apartments
West Auckland	85	13	1
Regional urban areas	76	20	4

The *Auckland Unitary Plan* has zoned major parts of Glen Eden for medium-density housing, including terraced housing and apartments. This is likely, over time, to correct the imbalance and provide greater choice for people. A key danger is that this private housing will be unaffordable for working people. Policies requiring or encouraging developers to provide a percentage of affordable houses may mitigate this potential problem, an issue that will be discussed further in this report.

URBAN DESIGN

In Mboup's report, *Streets as Public Spaces and Drivers of Urban Prosperity* (2013), he suggests that streets should be more than just places for vehicles to move. He calls for:

> ...more sustainable urban development, such as promoting mixed land use, supporting more compact development and transport options beyond the automobile. Among the avenues proposed are promoting environmentally-friendly public transport and designing streets in a way that pedestrians and cyclists have equal share of streets. (p. vii)

In the classic study of urban life by Jane Jacobs (1961), she articulates the need for an upgraded environment and suggests that this can often be achieved by widening footpaths, which can then be used by people for a variety of uses (trees, music, art, seating, cafés), and especially by children and young people for play and meeting friends. More people on the streets means there is a greater level of informal surveillance and this leads to improved safety. She goes on to point out that we must be careful not to suppose that good housing and services are all that is needed to solve social problems: "...there is no direct, simple relationship between good housing and good behavior" (p. 122).

Jacobs argued that density cannot be based on abstractions but rather it should be based on specific circumstances, situations and locations. She did, however, include four conditions to generate exuberant diversity (p. 164):

1. A district should service more than one primary function. This will ensure the presence of people on the streets who have different purposes and schedules.

2. Most blocks must be short with opportunities for people to turn corners.

3. Buildings should be a mixture of age and conditions so that they vary in their economic yield.

4. There should be a sufficient density of people, especially those who live there.

In a later section to this report there is debate on child-friendly cities and age-friendly cities. Both these concepts could inform policy on urban development and design.

AFFORDABLE HOUSING

The Hearings Panel reporting to Auckland Council on the Proposed Auckland Unitary Plan (PAUP) recommended removing any specific policy on affordable housing from the plan. It did not consider the Resource Management Act gives council the authority to act in a redistributive manner. It states, "The Panel also notes the Plan on its own is not able to deliver affordable housing" (p. 58). The role of the plan, in relation to affordable housing, is to enable housing supply and housing choice. As it is, the plan focuses on the zoning of land for a variety of housing types to meet the demands of the market. Unless council plans to become an active player in the supply of affordable housing, it and the local boards can only encourage the market to supply affordable housing through offering suitable incentives.

Glen Eden is one of the many suburbs of Auckland where, post the late-1950s, the building of new houses for young

families was stimulated by demand-side approaches. Typically, these involved incentives such as government loans for new houses and the option of capitalising the family benefit. To explain: New Zealand introduced a universal family benefit in 1946. Using the family benefit as a financial bridge into home-ownership was a common option for young families from 1948 through to the 1980s. This option was made possible by 1948 legislative changes allowing families to capitalise their future benefit payments specifically for use as a deposit on a home. The universal family benefit was discontinued in 1991. Parrs Park CAUs (and the astrologically-named streets in particular) were places where many young families in the mid-1970s attained the kiwi dream of home ownership by using incentives such as cheap loan options and capitalised family benefits to invest in group-housing schemes undertaken by companies such as Neil Housing.

Many of the houses were relatively small compared to average house size today. They were built quickly, simply and cheaply and were seen as ideal for young, new homeowners (C. Moore, personal communication, December 12, 2016). Ironically, it is these very streets that now have high levels of private rentals. It seems those enabled by demand-side approaches to get a start on the property ladder have now left the area, which has been a magnet for small-scale investors in rental housing.

Social housing can be broadly defined as the provision of housing for those in social and/or economic need by non-profit organisations, agencies or branches of local or central government. Social housing (or community housing as it is sometimes called) is also sometimes seen as a way to address the inequalities in housing that occur when housing is left solely in the hands of the market.

In New Zealand, organisations can register as Community Housing Providers and become eligible to receive the accommodation supplement when they provide rental housing for tenants that meet certain criteria. In general, organisations that become Community Housing Providers source their own funding to acquire properties rather than receive direct grants from central or local government. A welcome change is the recent announcement of $24.4 million to be allocated to Community Housing Providers in the Auckland region.

The ten largest Auckland Community Housing Providers are as follows:

- Accessible Properties Ltd.
- Airedale Property Trust / Lifewise.
- Auckland Community Housing Trust.
- Bays Community Housing Trust.

- CORT Community Housing.
- Habitat for Humanity (Auckland).
- Keys Social Housing.
- Monte Cecilia Housing Trust.
- New Zealand Housing Foundation.
- The Salvation Army.
- Vision West Community Trust.

(Auckland Community Housing Providers Network, 2016)

To mention just two examples:

Vision West Community Trust is involved in the proposed high-rise residential development on the site close to Glen Eden Railway Station.

Bays Community Housing Trust is a good example of an Auckland initiative that seeks to both securely house the vulnerable in our communities and also weave the kinds of strong neighbourhood relationships that create belonging and community.

It is important to note that both of these agencies take an active role in undertaking community engagement. It is not enough to simply provide support solely for the clients of their service. To make social housing successful it is essential to bring local communities on board. There is a strong role for local boards in assisting this process.

As the 2014 research of Lisa Woolley (CEO of Vision West) makes clear, providing social housing without social support is ineffective. Tenants struggling with multiple social issues need assistance to manage these and it is also critical that local communities are engaged in ways that enable support of social housing initiatives rather than feeling threatened by them. Supportive facilities and a community development approach are critical factors in ensuring the success of social housing ventures.

One of the key informants informally approached in developing this piece (anonymous at this point) made the comment that social housing is always politically popular until the social issues that accompany it emerge, then it frequently becomes politically unpopular. If social housing is to be part of the mix that allows Glen Eden to retain its current diversity, then it will require that the local board and other agencies acknowledge that successes will always be accompanied by challenges.

GENTRIFICATION

> Gentrification is deeply rooted in social dynamics and economic trends. Its signs, effects and trajectories are to a large degree determined by its local context; the physical and the social characteristics of the neighbourhoods in question, the positions and the goals of the actors, the dominant functions of the city, the nature of economic restructuring and local government policy. The study of the city should pay heed to this complexity. … In the end, the 'why' of gentrification is less important than the 'how' and the repercussions of the process. (Van Weesep, 1994, p. 80)

Gentrification can be defined as the replacement or displacement of working people on low incomes from a geographic area by more affluent people moving into the area. A typical scenario is where property values rise and those on lower incomes are unable to afford the increasing rents or to purchase a house.

Auckland saw this happen in the 1970s and 80s in areas like Ponsonby, Freemans Bay, Parnell and Grafton when it became attractive for people to move from the suburbs into the city fringe to reduce transport costs and utilise the major facilities such as two universities, CBD services and Auckland Hospital. The purchase and refurbishment of low-cost housing (previously often rental properties) became part of this process. The 1990s saw this process linked to the neo-liberal emphasis on markets and the contemporary role that property plays in wealth creation. It was during this period that Auckland's inner city saw "…unprecedented residential development centred on apartments and terraced/townhouse developments" (Murphy, 2008. p. 2522).

Clark (2005) argues that "Gentrification cannot be eradicated in capitalist societies, but it can be curtailed and the playing field can be changed such that when gentrification does take place it involves replacement rather than displacement…" (p. 28). The secret, he argues, is compromise between various stakeholders.

Levy, Comey and Padilla (2006) suggest that there are three types of strategies to reduce gentrification-related displacement:

- Prioritise affordable housing production. This requires land available at an affordable price and suitably zoned.

- Ensure affordable housing retention. This requires current residents to remain in their houses at affordable rents. It might also give preference to existing tenants if

policies are introduced to privatise state housing.

- Focus on asset building. This involves increasing individuals' assets so that they have increased means to enter the housing market.

They also note four lessons from studies of city gentrification that are important "…regardless of city size, housing market strength or stage of gentrification" (p. 593). These are:

1. The availability of land. This might involve land banking early for future housing developments.

2. Local government involvement to include policies to proactively support affordable housing, neighbourhood revitalisation and the provision of facilities and services.

3. Community involvement in providing advice on local plans, housing needs and housing pressure points.

4. Economic development. The promotion of the local economy, support for local businesses and buying local are some of the strategies they suggest.

Two other issues relating to Glen Eden needing to be considered are:

- Infill housing.

- The possibility of the sale and privatisation of existing state houses pepper-potted within the existing single-dwelling zone and consequential impact on the tenants of those state houses.

The first issue may lead to public disquiet as new forms of more intensified housing develop and the nature of the community changes. The second could lead to the displacement of state-house tenants. The large redevelopment of Glen Innes, for example, has been called a state-led gentrification process (Cole, 2015) and has resulted in strong opposition from local community collective the Tamaki Housing Group. Such a redevelopment is unlikely to occur in Glen Eden due to a different scale of state housing. However, any move to privatise Glen Eden state houses will have an impact on existing state tenants. This is a particular risk for the high deprivation areas of Glen Eden such as the Parrs Park area, where Housing New Zealand currently provides 26.7% of the rental accommodation. This is the highest rate of any area in West Auckland and leaves the Parrs Park population uniquely vulnerable to swings in housing policy.

Pressures on the housing market, due to a high immigration policy and the inadequate supply of affordable housing in Auckland, seem to indicate continued gentrification. In relation to Glen Eden, this might take the form of middle-income families and individuals purchasing existing single

dwellings, similar people purchasing new terraced-housing units and apartments (for rent or occupation), and the displacement of state tenants if state houses in Glen Eden are sold through the open market rather than to social housing providers.

PERCEPTIONS OF SAFETY

A 2017 West Auckland report on safety (Moore, Bridgman, Moore, & Grey) shows that this is a public concern. This is in contrast to the recent fall in levels of crime committed in West Auckland. Particular groups see themselves as being vulnerable, e.g. young people, women, Māori, Pasifika and Asian peoples. For example, the report confirms "...women feeling less confident about answering their front door, walking alone in the street after nightfall, letting their children walk without an adult to the local park, and traffic safety" (p. 30).

The report makes reference to the Stoks Limited 2014 study (commissioned by Auckland Council) on safety issues in the wider neighbouring Henderson area, and notes some important observations that would make a positive contribution to perceptions of safety. These observations are applicable to other areas:

1. Community engagement processes that increase social connections at the local level.

2. Particular initiatives to link people across different cultures.

3. A wider debate within communities about providing more positive messages on the strengths of communities rather than negative material from the media and social media.

4. Initiatives that encourage public participation in the prioritisation of spending at the local level.

5. Investment in environmental initiatives that provide "...attractive, well-lit, well-resourced and accessible public/community centres, streets, parks, footpaths and cycleways and other spaces that local people and visitors feel comfortable using." (p. 36)

The report goes on to stress the importance of community development:

> It is the neighbourhood measures (saying hello to your neighbours, breaking down the cultural barriers, having community events and community BBQs, having a say in neighbourhood developments, keeping an eye out for each other and the children of the community) which do increase people's sense of

control and engagement. (p. 34)

URBAN DEVELOPMENT CHARTER: CHILD-FRIENDLY AND AGE-FRIENDLY POLICIES

> A basic premise and a recurring theme within the literature is that child-friendly communities are sustainable communities and that one cannot be separated from the other. (Woolcock & Steele, 2008, p. 5)

Auckland Council has a strategy that promotes Auckland as a child-friendly city. The 2014 strategy (*I Am Auckland – Children and Young People's Strategic Action Plan*) sets out seven principles:

1. I have a voice. I am valued and take part.

2. I am important. I belong. I am cared for and feel safe.

3. I am happy, healthy and thriving.

4. I have the same chances to do well and to try.

5. I can get around to be connected to people.

6. Auckland is my playground.

7. Rangatahi tu rangatira. All rangatahi will thrive. (p. 12)

There is an expectation within the plan that local boards, through their annual plans, will implement actions to put children and young people first.

1. The Woolcock and Steele report (p. 6) suggested the following policies for ensuring a local authority was friendly towards children:

2. Increase the ability of children to make choices and independently access a diverse range of community services and activities.

3. Enhance the capacity for children to engage in play and develop competence in their local community environment.

4. Ensure the rights of children to be safe and healthy within community public places.

5. Increase the ability of children to feel secure and connected within their physical

6. and social environments.

7. Create spaces that offer children a sense of welcome, belonging and support.

8. Increase opportunities for children to access green, natural areas for play and relaxation.

In addition, the report noted some key concepts:

Key concept 1 – agency

"Children spoke of wanting to make choices and have some control over their own lives within age-appropriate boundaries." (p. 8)

Key concept 2 – safety and feeling secure

They "...craved safe spaces that allowed them to participate in activities." (p. 8)

Key concept 3 – positive sense of self

This involves a positive sense of being valued and respected.

Other concepts:

*   Activities for fun and competence
*   Spaces for children
*   Access to activities
*   Child-friendly environments
*   Natural places in which to explore
*   A desire to exercise, keep fit and healthy

Much of the literature on child-friendly and age-friendly communities makes the perhaps unsurprising point that if the built environment works well for children and the elderly it generally works well for everybody. Communities where design encourages people to engage with each other, to have the sense of safety 'informal surveillance'-informed design creates, where they are able to access services and recreation space without a car, and have easy and safe access to nature are both good places for everybody to live and are more environmentally sustainable.

The population of Auckland is steadily ageing. Auckland Council reports (2015ii) that in the Waitakere Ranges Local Board area, there are 4500 people aged 65 years and over, which is 9.4% of the population. The report also notes, "The proportion that had lived in their current dwelling for 30 years or longer was particularly high in the Waitakere Ranges Local Board area (38.1%)..." (p. 6).

The World Health Organisation (WHO) has published a guide for developing age-friendly cities. They include advice on:

*   Outdoor spaces and buildings
*   Transportation
*   Housing
*   Respect and social inclusion
*   Social participation
*   Communication and information
*   Civic participation and employment
*   Community support and health services

The literature on child- and age-friendly cities, along with the aspirations of Auckland Council, may be very useful for the future development of Glen Eden, simply because they provide sets of easily accessible and practical benchmarks against which proposed development may be measured.

The Council of Europe adopted the *European Urban Charter* (1992), which establishes principles for:

*   Transport and mobility
*   Environment and nature in towns
*   The physical form of cities
*   The urban architectural heritage
*   Housing
*   Urban security and crime prevention
*   Disadvantaged and disabled persons in towns
*   Sport and leisure in urban areas
*   Culture in towns
*   Multicultural integration in towns
*   Health in towns
*   Citizen participation, urban management and urban planning
*   Economic development in cities

This charter is included in the appendices and could provide a basis for consulting the community on a charter for Glen Eden. In addition, another appendix to this report includes further material on age-friendly cities.

CONCLUSIONS

a) Urban Design

The local board should champion good urban design in all new significant development. In particular, urban intensification in and around the Glen Eden town centre should be subject to careful urban design scrutiny. This report advocates the employment of the child and age-friendly city concepts from the EU Charter.

b) Glen Eden town centre

The redesign of the town centre should be on the local board's agenda as a matter of priority.

c) Strengthening alliances

Social housing providers need the support of local authorities. Support can involve direct funding but just as usefully it could involve working collaboratively from a shared vision for Glen Eden. There are opportunities for powerful synergies if increasing the capacity of the local board to engage with local communities is added to the targeted work of social housing providers.

d) Community development

This could be conceived of as operating in two distinct stages:

First: a broad consultation with the community with the aim of developing a charter or set of principles for how change should proceed in Glen Eden. Possibly this could be expanded across all three local boards in the west to lend a regional flavour to the charter. Specific groups that should not be excluded are children, older people, immigrant and refugee peoples and mana whenua.

Second: Local board support and guidance of longer-term community development approaches to supporting Glen Eden as a place of diverse neighbourhoods. This would be done best in partnership with community groups; some of which exist now, and possibly with new groups whose development could be supported by the board.

e) Lobbying for change

There are a number of areas of policy where a local board might be active for the community. These include:

- Making improvements in terms of provision for social affordable housing.

- Provision of levies from unearned property values due to policy changes such as new zoning of land.

- Allaying safety concerns, whether these are due to traffic, transport, social or crime concerns.

- Identifying and mitigating government (and governmental agency) policy or legislation that has a negative impact on its area. For example, any decision to privatise Housing New Zealand properties should not be carried out until all the consequences are understood. Such a process should also involve the local board.

- Monitoring policies arising from Auckland Council and council-controlled organisations (CCOs) that are likely to negatively affect the area.

f) Creating a charter or set of principles for guiding change in Glen Eden

As briefly discussed, the *European Urban Charter* and child-friendly and age-friendly cities principles give some hint of what a local urban development charter might contain. Done well, a charter would be multi-dimensional in being both socially aspirational, in terms of how Glen Eden peoples would relate to each other, and eminently practical, in drawing on what is known about how design can work to create safer, sustainable, diverse and inclusive communities. Such a charter could provide both a moral reference point in examining proposed developments and a practical set of criteria against which proposals could be checked.

In our opinion developing a charter should be done in partnership with the community. Using community development principles of allowing process to dictate outcome rather than using process to validate a pre-determined goal would, in our opinion, lead to a robust conclusion with stronger buy-in from multiple local stakeholders.

While charters or sets of principles have no legal weight they can, if utilised sensibly, create considerable leverage for change. The simple goal is to create a rallying point around which diverse existing groups can organise, and an invitational device for inducting new groups.

N.B. The final report that includes material from interviews with Glen Eden residents will canvass in more depth the impact of Auckland's housing bubble on renters and residents on lower incomes.

REFERENCES

Allen, N. (2015). Understanding the importance of urban amenities: A case study from Auckland, *Buildings. 5*, 85-99.

Auckland Community Housing Providers Network. (2016). List of registered community housing providers. Retrieved from http://www.beehive.govt.nz/sites/all/files/Registered_community housing providers.pdf

Auckland Council. (2013). Auckland profile: Census initial results. Retrieved from https://www.aucklandcouncil.auckland-profile-may.pdf

Auckland Council. (2015i). *The housing we'd choose: A study of housing preferences, choices and trade-offs in Auckland.* Auckland, NZ: Auckland Council.

Auckland Council. (2015ii). *Older Aucklanders: Results from the 2013 Census.* Auckland, NZ: Research and Evaluation Unit.

Auckland Council (nd) *I am Auckland – The children and young people's strategic action plan.* Retrieved from www.aucklandcouncil.govt.nz/EN/planspoliciesprojects

Australian Government Department of Social Services. (2016). Housing support.

Retrieved from https://www.dss.gov.au/housing-support

Bedi, K. (2014). Toi iho ka mua, ka muri. *Te Karaka.* Christchurch, NZ: Te Rūnanga o Ngāi Tahu. Retrieved from http://ngaitahu.iwi.nz/our_stories/toi-ihokamua-kamuri/

Berman, S. (2010). *The Glen Eden Project: Phase one.* Auckland, NZ: Life-Wise Family Services. Retrieved from http://www.lifewise.org.nz/wp-content/uploads/2016/01/glen-eden-research-report-1.pdf

Clark, E. (2005). The order and simplicity of gentrification: A political challenge. In L. Lees, T. Slater, & E. Wyly (Eds.), *The Gentrification Reader* (pp. 251-256). London, UK: Routledge.

Cole, V. (2015). *We shall not be moved: Community displacement and dissensus in Glen Innes, Tāmaki Makaurau.* (Masters thesis). University of Auckland, Auckland, NZ.

Council of Europe. (1992). *European Urban Charter.* Strasbourg, France: Council of Europe.

Crothers, C. (2015). *Auckland Region population growth in 2048.* Auckland, NZ: AUT.

Haigh, D. (1975). *Social planning for new communities.* Auckland, NZ: Auckland Regional Authority.

Holmans, A., Scanlon, K., & Whitehead, C. (2002). *Fiscal policy instruments to promote affordable housing: Research report, VII.* Cambridge, UK: Cambridge Centre for Housing and Planning Research.

Jacobs, J. (1961). *The death and life of great American cities.* London, UK: Penguin Books.

Lees, L., Slater, T., & Wyly, E. (2008). *Gentrification.* New York, NY: Routledge.

Lunday, J. (2010). *Glen Eden: Urban design framework.* Auckland, NZ: Waitakere City Council.

Mboup, G. (2013). *Streets as public spaces and drivers of urban prosperity.* Nairobi, Kenya: UN-Habitat.

Mead, D., & McGregor, A. (2007). *Regional intensification: Intensive housing demand and supply issues.* Auckland, NZ: Auckland Regional Council.

Moore, C., Bridgman, G., Moore, C., & Grey, M. (2017). *Perceptions of safety in West Auckland.* Auckland, NZ: Community Waitakere.

Murphy, L. (2008). Third-wave gentrification in New Zealand: The case of Auckland. *Urban Studies. 45*(12), 2521–2540.

Syme, C., McGregor, V., & Mead, D. (2005). *Social implications of housing intensification in the Auckland Region: Analysis and review of media reports, surveys and literature.* Auckland, NZ: Auckland Regional Council.

Social Workers Association: Auckland Branch (in association with D. Haigh, Community Adviser). (1976). *Social services in West Auckland.* Auckland, NZ: Auckland Regional Authority.

Statistics New Zealand. (2015). Population projections overview. Retrieved from http://www.statsna.govt.nz/browse_for_stats/population/estimates_and_projections/projections-overview/subnat-ethnic-pop-proj.aspx

Turner, D. (2010). *Planning for higher density*: *Habits of privacy in Auckland's culture of housing*. (PhD thesis). University of Auckland, Auckland, New Zealand.

Van Weesep, J. (1994). Gentrification as a research frontier. *Progress in Human Geography. 18*, 74-83.

Waitakere Ranges Local Board. (2013). *Glen Eden town centre implementation plan*. Auckland, NZ: Waitakere Ranges Local Board.

Woolcock, D., & Steele, W. (2008) *Child-friendly community indicators: A literature review*. Queensland, Australia: Griffith University.

Woolley, L. (2014*). Housing support services for families/whānau and individuals who have experienced homelessnes :Aa case study of Vision West Community Trust, West Auckland*. (Unpublished Masters thesis). Unitec Institute of Technology, Auckland, New Zealand.

World Health Organisation. (2007). *Global age-friendly cities: A guide*. Paris, France: WHO.

AUTHORS

Kate Doswell is a registered social worker and has practiced in Australia, the USA, the UK and New Zealand. For the last seven years she has worked as a practitioner, supervisor and programme manager in Multi-systemic Therapy and Functional Family Therapy models of practice. Kate has been a lecturer on the Bachelor of Social Practice at Unitec Institute of Technology, Auckland, and is currently working for Waitemata District Health Board as a clinical team leader in Mental Health.

David Kenkel teaches social practice at Unitec Institute of Technology and has a career that has included nursing, family therapy, social work, facilitating stopping violence programmes, child advocacy at a national level, counselling and community work. David is a registered social worker and holds a Master of Arts in Social Policy. David is the current Chair of Community Waitakere and is involved in a number of other community organisations. David is currently completing a PhD with a focus on sustainability.

David Haigh has worked as a lecturer since 2006 in the Department of Social Practice at Unitec Institute of Technology, and is a Member of the New Zealand Order of Merit (MNZM). He is Chair of the Grafton Residents Association, the Newmarket Arts Trust, and the Auckland District Council of Social Services. David worked for the Manukau City Council as the first community adviser (1968-74), and for the Auckland Regional Authority/Auckland Regional Council (1974-1994) as the first community adviser, and then the social and economic policy manager. He works as a private consultant on projects for community organisations, local authorities and iwi.

ePress