

# **Community Needs Analysis for Richmond: Interim Report\***

**December 2018**

**Prepared for Christine Lane, Community Governance Manager,  
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*\* Report to be updated upon release of 2018 Census data in mid-2019*

## **NOTE TO READERS**

The researcher acknowledges the assistance provided by all those individuals and agencies who gave up their time to be interviewed or take part in focus groups, or provided information as part of the present research.

The projections and recommendations made in this report have been made on the basis of conscientious analysis of the research data and understanding of community trends, but are subject to uncertainty and variation as a result of evolving events.

While due care was taken throughout the research process, the author accepts no liability for errors or incorrect statements in the report arising from information supplied to the author during the research process.

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# EXECUTIVE SUMMARY

## **Background**

The present research was commissioned by Christchurch City Council's Papanui-Innes Community Governance Team in the latter part of 2018, intended to give Council staff and community agencies a comprehensive guide to current provision and future need in the Richmond area. It was envisaged that this research would assist in the identification of gaps in service provision, as well as identify future demand. While the primary focus was on north Richmond, the portion of Richmond falling within Innes Ward, the research explored issues for Richmond as a whole.

## **Methodology**

The methodology which was employed aimed to make full use of all existing information resources and included analysis of all relevant existing research. Demographic analysis is very limited in the present interim report, but will be updated upon release of the 2018 Census data, which is expected to be in June 2019. Local experts and networks were recognised as a key information source for the present study. The research included review of relevant prior research, and incorporation of recreation and arts local directories developed by Council, along with the CINCH database, interviews and small focus groups with 22 key people from organisations within the Richmond community, as well as 12 local residents, one at a local playground, 7 at a community lunch and 4 at an older person's activity, and a small-scale community survey, administered by R.A.D.S..

## **Research Findings:**

### ***The community***

Richmond is commonly defined as a minor suburb of Christchurch, situated to the inner north east of the city centre, and bounded by Shirley Road to the north, Hills Road to the west, and the Avon River to the south and east. As such, it spans two Community Board ward areas, Central to the South, and Innes to the north. Richmond includes quite significant areas of red zone bounding the Avon River, and parts of Dudley Creek, the smaller waterway in the area. Not everyone in Richmond agrees about exactly which areas do and do not comprise Richmond, and the community really has two quite distinct parts, developed at different times and characterised by different housing. It feels hard for the community as a whole to have a voice, perhaps reflecting these differences.

As at 2013, Richmond North had an NZDEP rating of 9, indicating relatively low levels of socioeconomic hardship (5 being the national average) while Richmond South was rated 5. Richmond North was characterised by higher household incomes and less ethnic diversity than Richmond South, the area south of North

Avon Rd, but both areas were significantly less ethnically diverse than Christchurch's population as a whole at that time. Richmond South had higher proportions of older people and young adults, while Richmond North had more families. Richmond South also had a high proportion of rental housing, and smaller dwellings.

Anecdotally, the feedback gathered from key informants suggests that the community has changed quite a bit since 2013, with a general downward shift in socioeconomic wellbeing across Richmond. There is a wide-held perception that many houses in the area which were previously owner-occupied, and now lower cost rentals, having been sold "as is, where is". The change in the community is partly attributed to this, and partly to the development of more social housing in the area, and higher density housing to the south. The community is perceived to have more people struggling with mental health issues than in the past, and more families who could be categorised as "working poor". Anecdotally, there is some evidence of growth in the Indian population locally.

### ***Community Strengths and Assets***

The present research highlighted a strong sense of community in Richmond. The community is seen to have a real village feel, and many local residents appear to value the history and heritage of the area. For a number of residents, their ties to the area are inter-generational. The community was described as quite friendly, and a place where it is common to say hello to people on the street. Compared to some other suburbs, it does seem to have a sense of inclusiveness.

The Richmond community is well-catered for with appealing outdoor and green spaces, through the red zone and the promise this now presents to the community of a permanent green-space asset on the doorstep of Richmond, the Avon River corridor, the redeveloped Dudley Creek, the attractive grounds of Avebury House, Richmond Village Green and Richmond's range of smaller parks, reserves and playgrounds.

In terms of publically accessible indoor spaces, Avebury House has capacity for more use than is currently occurring, but demand is steadily growing. The Delta / Crossway Church / North Avon Baptist Church will begin rebuild in the new year, and this will meet community needs far better than the buildings they have been operating from. This complex is a key hub within Richmond. So too is Richmond Workingmen's Club, currently operating from a transitional space, but with rebuild of the full complex underway. The new building will once again offer a range of spaces for use by the community through low cost membership. Richmond Community Cottage was only used 14.8 percent of the time in the last month; this facility does not appear to be utilised beyond a very minor extent by locals. Shirley Primary School's hall is under-utilised by the public and

community groups. Once Banks Avenue and Shirley Intermediate School's buildings are redeveloped on the SBHS site, there may be buildings there that can also be utilised by the community. At present, Shirley Intermediate has an array of classrooms not used by the school and utilised by a range of community users. Loss of this site will displace some of these users, some of which are metro in nature.

Richmond is a very walkable suburb, and while footpath condition is an issue in some areas, this is improving. The community is well-served with locally based amenities, and some residents do almost everything locally, accessing health services, groceries, and clothing and meeting their social and recreational needs all within their own suburb. The CBD is readily accessible to people in Richmond as is The Palms, thanks to close proximity and good transport links, including a good bus service.

For those in need, Richmond is very well-served by Delta and its array of support services, along with those of Shirley Community Trust. Delta is however very stretched in meeting these needs.

Richmond has a good array of community activities, particularly for adults. Richmond Workingmen's Club is a significant provider of sport and interest-based activities, Avebury House offers a range of classes, Richmond Community Garden and the MenzShed are both doing well at engaging the local community, and Delta and Shirley Community Trust, accessible to many people in Richmond, are significant providers of low-cost recreation and social activities. Cross way Church is a rapidly growing church with strong community engagement, while Holy Trinity and St Stephens are also well-engaged in the Richmond community.

Looking to the future, the building developments of Delta / Crossway / North Avon Baptist, Banks Avenue and Shirley Intermediate Schools, Richmond Workingmen's Club, and St Stephens church nearby offer exciting opportunities to the local Richmond community.

### ***Gaps and Barriers***

Many people living in Richmond are struggling financially, and financial barriers are in play in a number of cases which limit the extent that these residents can live life well. Affordability of recreational and social opportunities is an issue for many, whether older people living alone or parents and children in lower income households who struggle to access fun activities that connect them with others, keep them active or help them learn new skills.

There is a lack of low cost physical recreation and sport opportunities for children and young people locally, and a lack of fun, low cost creative and social activities for children and young people after school and in the school holidays.

The community values community events, and would like more of these.

Richmond has significant wellbeing needs, especially with regard to mental health. Many longer term residents were negatively impacted by the earthquakes, and remain so, as EQC and insurer responses continue to drag, or failed to restore the residents to their pre-quake state. Many more people have moved into the area for social housing, or to access lower rental housing from private landlords. A number of these new residents struggle with mental health issues, and issues associated with poverty. Delta is doing an exceptional job at supporting these residents, but their resourcing, always stretched, has not kept pace with growth in demand for their services. Further, the needs presenting to them are becoming increasingly complex. Delta needs to be resourced to a higher level to continue to be effective. With advocacy services coming under increased demand, something Delta is not directly resourced to provide, it is highly desirable that Pegasus base a partnership Community Worker at Delta. Both Council and Housing New Zealand could partner to actively lobby for this, along with additional support from CDHB to address mental health needs of its clientele.

Mental health needs are not limited to adults, with local primary schools identifying significant needs, which is currently a struggle to address, with inadequate supports available.

Richmond is growing with the development of higher density in-fill housing to the south. Without a requirement for these homes to have off-street parking, the roads have become very congested, causing concern for some residents. While many residents recognise a need to develop affordable housing close to the city, some are concerned at the potential threat to the character of Richmond (its heritage buildings and established trees) and want to see development kerbed or more controlled to preserve street access and the leafy character of the area.

Along with concerns over housing development, roadworks to fix earthquake damage have been on-going and a source of long-term stress and inconvenience for many residents, and extreme financial loss for some. Communication around these repairs was poor in the early years. Things do seem to be getting better, but locals now identify the need as ensuring all roads and footpaths are repaired to a good standard, and not just main arterial routes.



Richmond is well-served with its own retail areas, the major one on Stanmore Rd to the south, and another on the Shirley Rd – Hills Rd intersection. The Palms Mall is located directly adjacent to the suburb, to the north east. However Richmond’s own commercial areas, and in particular Stanmore Rd, is seen to lack cohesion, and as in need of some urban development work to make the area more appealing, and more attractive to people from outside the local area. The Residents and Business Association has already been working on this with planter boxes developed. These have been well-received.

### *Recommendations*

**On the basis of the research findings, the following recommendations are put forward to Papanui-Innes Community Board and its governance team for its full consideration:**

- Papanui-Innes Community Board should be praised for their on-going support for Delta Trust, and affirmed for the difference this makes locally.
- The Papanui-Innes Community Board, along with the Linwood-Central-Heathcote Community Board, should consider partnering with Housing New Zealand and Ōtautahi Community Housing Trust to 1) jointly request Pegasus Health to consider placing a Partnership Community Worker at Delta, and 2) highlight the level of need locally for mental health resourcing to CDHB, again requesting using Delta as the base for adult services.
- Both Papanui-Innes and Linwood-Central-Heathcote should encourage the work being undertaken by Richmond Residents and Business Association, enhancing community engagement locally.
- The need for improved playground facilities across Richmond targeting preschool and smaller children should be recognised and taken into accounting future planning.
- The Papanui-Innes Community Board should convey the high level of demand for a footbridge replacement for Medway Bridge to Christchurch City Council.
- The present findings affirm a need for urban planning centred on the Stanmore Rd shopping area, striving to enhance a sense of cohesion in this area, ensuring safe crossing points, and working with local retailers and the Richmond Residents and Business Association to enhance the visual appeal of the area.

- Papanui-Innes Community Ward should actively encourage development of low cost recreational activities and opportunities appealing to young people in Richmond.
- Papanui-Innes Community Board should request Christchurch City Libraries to include a regular stop for its mobile library in Richmond, either at Delta or the workingmen's club.
- The present findings do not support development of a community facility on the 10 Shirley Rd site at this time, but rather, either development of the land into a park with active play equipment suited to a wide range of ages, or development into a tidy transitional green space, and a decision made regarding development of a building on-site only once school, church and other community centre rebuilds and developments currently in the pipeline or underway are completed and accurate demographic data on the population is available. The site appears to "resonate" more for Shirley residents and residents of the north part of Richmond than for Richmond as a whole. The former facility was seen as a Shirley community one.

## **1. BACKGROUND**

Christchurch City Council's Papanui-Innes Community Governance Team commissioned a community needs analysis research project, seeking to assess current and future community needs for those residents of the area of Richmond that falls within the Innes Ward, the community bounded by North Avon Rd, Hills Rd, Shirley Rd and North Parade.

The needs analysis was intended to give Council staff and community agencies a comprehensive guide to current provision and future need and was to include analysis of all relevant existing research, demographic trends, current provision, current gaps and issues, other providers and their plans for the future and community and stakeholder consultation through a variety of focus groups and key stake holder interviews. It was envisaged that this research would assist in the identification of gaps in service provision, as well as identify future demand.

## **2. SCOPE OF STUDY: AIMS AND OBJECTIVES**

The aim of the research was to develop a profile of the Richmond community and their needs in terms of current and future recreation, sports, arts and health and social service provision. Specifically, the research was intended to fulfil the following objectives:

(a) Provide an accurate demographic profile of Richmond and identify future demographic trends of this community, drawing on 2018 Census data.

(b) Create a profile of existing recreation, sports and arts and social and health agencies in the community.

(c) Profile residents' existing access to recreation, parks, sports, arts, health and social services and potential future demand for these services, focusing especially on the way residents are interfacing with Council assets and services: what is working well, and what would make this community better.

(d) Develop a document that would assist with future planning for Richmond, taking into account barriers to access, and future patterns of access for different services.

(e) Gaps and issues in existing provision of services were to be identified.

(f) Gather information that can inform future uses of the former Shirley Community Centre site.

### 3. METHODOLOGY

The methodology which was employed aimed to make full use of all existing information resources and included analysis of all relevant existing research. Demographic analysis is very limited in the present interim report, but will be updated upon release of the 2018 Census data, which is expected to be in June 2019. Local experts and networks were recognised as a key information source for the present study.

In order to meet the research objectives, the research design included the following activities:

1. Review of relevant prior research, and incorporation of recreation and arts local directories developed by Council, along with the CINCH database.
2. Interviews and small focus groups were undertaken as appropriate with key people from organisations within the Richmond community. Consultation was targeted at key informants within the local community. Interviews were undertaken with the follow:
  - Christchurch City Council community development and recreation staff, from both Papanui-Innes (n=2) and Central – Linwood – Heathcote (n=2) Community Governance Teams
  - Representative of Crossway Church
  - Representative of North Avon Baptist Church
  - Delta Community Trust (n=2)
  - Richmond Community Garden (n=2)
  - Avebury House staff and governance member (n=3)
  - Principal, Banks Ave School
  - Principal, Shirley Primary School
  - Principal, Shirley Intermediate School
  - Staff member, Richmond Workingmen’s Club
  - Kidsfirst Richmond (n=2)
  - Hayley Guglietta, representing Richmond Residents’ Association, but also involved in Richmond Community Garden
  - David Hollander, local resident, editor of Richmond Community news & member, Richmond History Group
  - Jo Gould, Local resident and developer of Rise Up Richmond website
  - Local resident with children from preschool to secondary school age

- 7 people attending a Delta Community lunch, who all resided in the local Richmond area were interviewed, using a shortened version of the full interview schedule. The group was comprised as follows: 5 female, 2 male, 1 aged 26-39, 1 aged 40-54 years, 2 aged 55-64 years, 2 aged 65-74 years, 1 aged 75-84 years, 6 NZ European, 1 NZ Māori.
- 4 older adults (3 female, 1 male, all New Zealand European / European, 1 aged 65-74 and 3 aged 75-84 years) who live in Richmond and attend Delta's Evergreen Club were also interviewed, using a shortened interview format.

In total, 34 key informants were consulted either via interview or focus group.

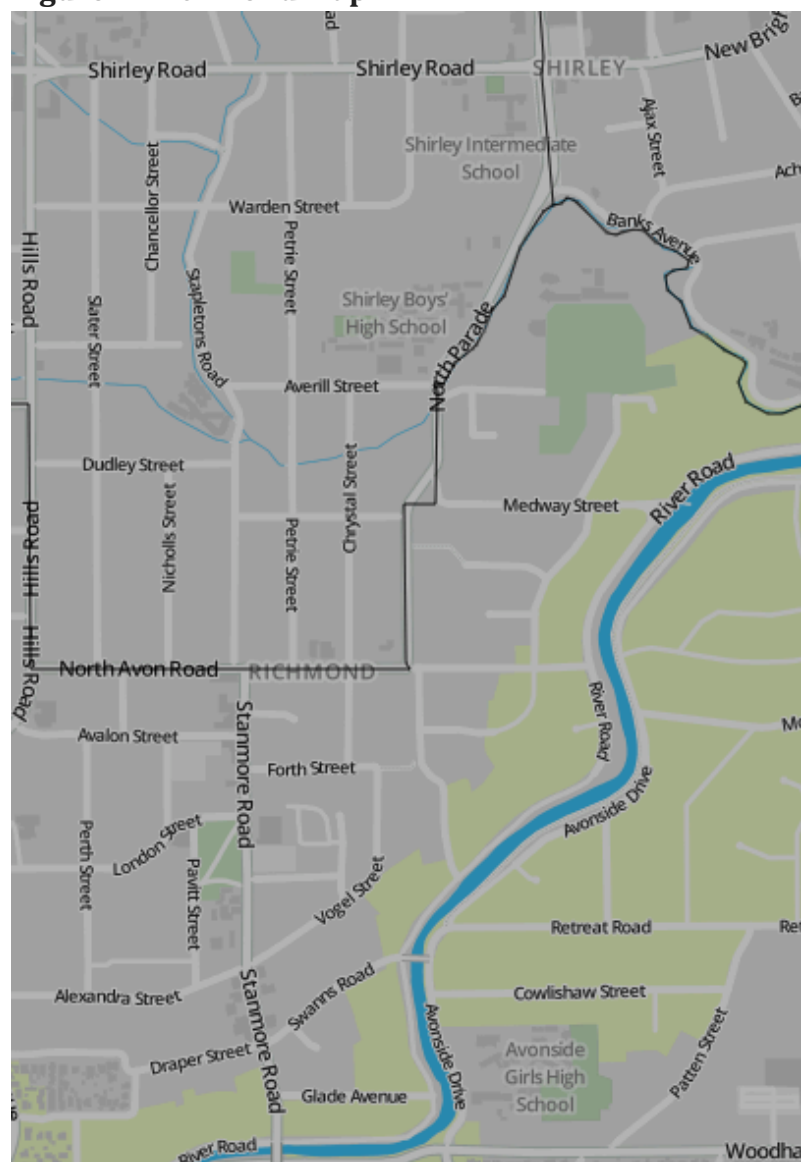
Key Stakeholder consultations utilised semi-structured interview techniques to obtain qualitative information relating to all objectives of the research.

3. The researcher was able to include a small number of questions in a community survey administered by the Richmond Residents' Association to the local community, via the Richmond Avonside Dallington Shirley R.A.D.S. Locals Facebook page in November 2018.

## 4. THE COMMUNITY OF RICHMOND

Richmond is commonly defined as a minor suburb of Christchurch, situated to the inner north east of the city centre, and bounded by Shirley Road to the north, Hills Road to the west, and the Avon River to the south and east. As such, it spans two Community Board ward areas, Central to the South, and Innes to the north. Richmond includes quite significant areas of red zone bounding the Avon River, and parts of Dudley Creek, the smaller waterway in the area. The following map shows the Community Board Boundary in black.

**Figure 1. Richmond Map**



The present research primarily concerns the portion of Richmond which falls within Innes ward of Papanui-Innes Community Board area: North Avon Rd to the south, Hills Rd to the west, Shirley Rd to the north and North Parade to the

east, commissioned by the Papanui-Innes Community Governance Team. However because many of the key amenities of the Richmond community are located in the southern part of Richmond, it makes sense to consider the needs of Richmond as a whole in conducting the research.

In the stakeholder interviews, the informants were asked where they saw the boundaries of Richmond lying. Findings varied widely. Nobody saw Richmond extending any further than Shirley Rd to the north, and a minority saw it as bounded by North Avon Rd, lying south of this. Hills Rd (both sides) was widely agreed as the boundary of Richmond to the west. Most commonly, Richmond was seen as bounded by the Avon River to the south, but several saw it as extending to Cashel St and one to Tuam St. To the east, the most common boundaries identified were the Avon River or North Parade. A small number of informants saw it as a much smaller area, with the Richmond Village Green as its centre and extending just a few streets back on each side.

Several informants commented that Richmond is seen differently by different people, and for some, is just a “drive through” suburb, and even less so in the future once the Northern Motorway is completed and traffic is diverted from the area. Because nobody sees Richmond as quite the same place, and it spans multiple Community Board areas, one person felt that it is hard for the community to have a voice.

## **5. RELEVANT RESEARCH**

Richmond has not been the subject of any community needs research that could be identified since the late 1980s. The following research and documentation relevant to the Richmond community was reviewed, and is summarised below.

### **5.1 Background Information from Christchurch City Council re the Former Shirley Community Centre at 10 Shirley Road**

Originally Shirley Primary School, built in 1915, it became surplus to Ministry of Education requirements in 1977, with Christchurch City Council appointed to control and manage the site pursuant the Lands and Domains Act 1953, and the site set aside for use as a Community Centre, run by Shirley Community Centre Society, formed the same year to lobby for the building to be used for this purpose. A number of community recreation and social activities operated from the site.

The building suffered significant damage in the 2011 earthquakes, and was demolished in 2012. From 2013 to 2016, local churches lobbied Council to lease the land for development of a new multipurpose community facility available for both the church and wider community, but the Community Board instead opted to utilise available funds to develop a new community facility in Shirley. This rebuild has been pushed out by Council to the 2021/2022 and 2022/2023 years. In early 2018, the Papanui-Innes Community Board took the rare step of starting a petition to fight the city council over funding for this project. Local residents have also lobbied hard to have this development brought forward. The projects falls within the context of completion of a Facilities Network Plan across the city, looking to identify duplicaitons and gaps in facilities on offer.

Council staff have been engaged with a range of local stakeholders, through a survey, submissions, and a residents' workshop in November 2016, and most recently, soft consultations. In hosting the workshop, the Community Board acknowledged that funding constraints meant that the new facility could not replicate the old one, but instead should seek to create an effective and efficient centre, respecting and striving to meet residents' wishes where possible.

Many of the community groups and activities that formerly operated from the Shirley Community Centre relocated to Shirley Intermediate School, which became a community hub post-quake, hiring out the hall and empty classroom



spaces to a variety of groups including Santa's Workshop (a former tenant of Shirley Community Centre), a marching group, Kids Club before and after school and holiday programme, St Stephens Church and another church, a fencing group, a special needs holiday programme, an indoor bowls group, Shirley Music School, Casanova Players, and a number of users of its outdoor spaces. With their rebuild planned for the end of 2018, the school is not going to accommodate all these users long-term, and the school identify a need for the new community facility to be multi-use and offering drop-in activities.

Through the course of these consultations, issues have been highlighted regarding the following: The duration of roadworks in the area, including many arising from the Dudley Creek works to remedy flooding issues in Flockton Basin (outside Richmond, yet endured by Richmond residents) and its negative impacts on local businesses and road user, pedestrian and cyclist access in the area, and the challenges of the Richmond community spanning three community board areas: Papanui-Innes, Burwood-Coastal (commonly-held boundaries of Richmond do not in fact take in this area), and Linwood-Central-Heathcote. Concerns were also raised around lack of consultation and communication in relation to public works in the Richmond area.

The workshop held in November 2016 identified the following features as important in the new centre:

- Adjacent green space
- A welcoming reception area
- Potential for future expansion of the facility
- Kitchen facilities appropriate to needs of community users – capacity for cooking classes, shared meals, etc.
- Space suitable for fitness classes such as Zumba
- Community feel
- Storage that can be dedicated to individual groups
- Respect for reserve designation of site and heritage of neighbourhood
- Accessibility and appeal to all ages
- Safe design
- True community space

While some attendees wanted to see space catering for permanent tenants, others wanted a facility that was not dominated by a small number of users and instead was accessible equitably and fairly by a wide range of community users.

**The following ideas have been put forward by the community in subsequent consultations regarding the type of facility to be rebuilt on the 10 Shirley Road site:**

- Replace the previous Community Centre with mixture of large and small meeting spaces
- Facility with commercial kitchen
- Hall with stage area
- Move the Shirley Library onto the 10 Shirley Road site
- Indoor swimming pool
- Outdoor recreation space
- Community gardens and fruit forest
- All access adventure playground
- Skate park
- Children's paddling pool

**The following facilities have been identified by Council as available and/or soon to be built in the area:**

- St Stephens Church (to be built on site of old premises, similar footprint – meeting room for 300, 3 smaller meeting rooms, larger dividable room and commercial kitchen)
- Shirley Intermediate School hall with stage
- Te Puna Oraka- (the use of this may change as programmes funding is ceasing - building owned by Barnardos)
- MacFarlane Park Community Centre (July 2018)
- C3 Church
- Delta Community Support Trust and Crossway Community Church
- Avebury House
- Shirley Rugby League Clubrooms
- Emmett Street Community Church
- Richmond Neighbourhood Cottage

## **5.2 Flood Remediation Works: Dudley Creek**

The 2010/2011 earthquakes caused considerable change to many waterways in the city, increasing peak flows and flooding. For Dudley Creek, the Flockton Basin became much more flood-prone than was the case pre-quake. A \$30 million flood remediation and waterway enhancement scheme was undertaken by Opus, running both over time and over budget. This involved detailed flood modelling and in the upstream zones of Dudley Creek, waterway widening, silt removal and infrastructural remediation to improve the existing waterways. The project also sought to improve ecological and landscape values, including improving in-creek

eel and fish habitats, new riparian and tree planting and improved pedestrian pathways, carefully designed not to inhibit flood capacity at times of peak flow, and to create an inviting and accessible waterway corridor for local residents and visitors when the creek is at its natural low flow level.

Downstream, in Richmond, a significant overflow pipe was installed to quickly and efficiently transfer flood water to the Avon River at times of peak flow.

Residents of Richmond endured seven years of Dudley Creek works, to remedy flooding issues outside their own neighbourhood. The Papanui-Innes Community Board was the target of much negativity from affected residents, but following a meeting, a positive response was compiled:

*“The roading team went from the meeting and completed a roading analysis on the area as to what needed to be prioritised urgently and worked with a very limited budget.*

*The local team identified key community leaders from the community that we could look to work with and could potentially turn this really unhappy community that had gone through a lot in the last seven years into a more positive.”* (Internal CCC newsletter, 2018)

### **5.3 Resident Concerns**

In submissions regarding the 10 Shirley Rd site, a number of residents raised other community concerns:

- State of local roads
- Loss of Special Amenity Area Zone status in North Richmond which kerbed redevelopment
- Flight path change taking planes over Richmond
- Need to celebrate heritage of Richmond

### **5.4 Community Needs Profile for Christchurch East: Regenerate Christchurch**

In 2017, Regenerate Christchurch published a community profile for the Ōtākaro Avon river corridor. The purpose of this Community Profile was ‘to identify the needs and issues being experienced by the communities of east Christchurch in order to understand how the Ōtākaro Avon River Corridor (‘the regenerated area’) can support regeneration”.

The profile identified Richmond South as one of the areas of Eastern Christchurch with greatest levels of economic hardship, drawing on NZ DEP indicators.

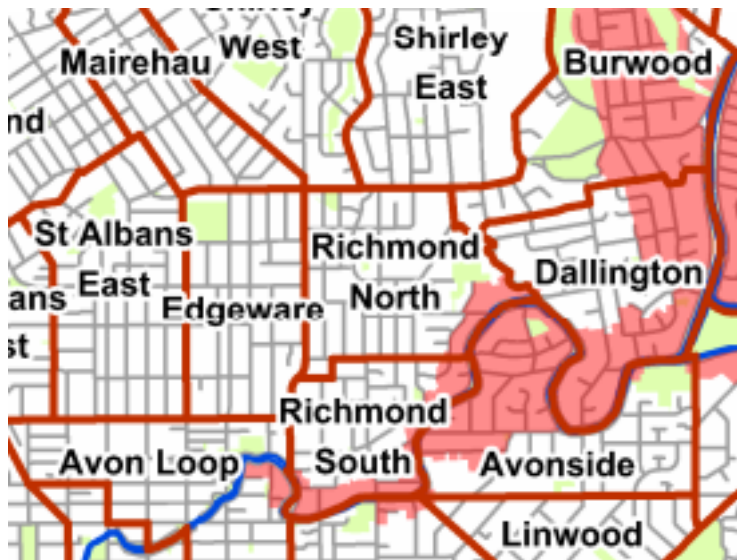
The report reported work conducted in 2014 in Avonside and Richmond South by Te Runanga o Nga Maata Waka, who had surveyed Avonside and Richmond South residents to identify ways to support community-led recovery through building stronger social connectedness. At that time, residents' concerns centred on the poor state of roads, footpaths and river walkways as well as safety concerns about levels of crime, alcohol and drug use, squatters and dumping. Other concerns raised included lack of affordable housing and its impact on vulnerable populations. At the time of the survey, the traditional community hubs of the Richmond Workingman's Club and Richmond Primary School were closed. The closure of QE11 and Centennial Pools were also identified as having impacted on resident's ability to meet and connect with each other. As a result, residents aspirations at that time centred on the desire to revitalise the community through opportunities to connect socially and develop a strong community identity. Community events including markets, festivals and events for children were identified from the survey as critical to growing a sense of belonging. Because these communities have high levels of deprivation, the profile authors concluded that any events and activities need to be 'low cost or no cost'.

## 6. DEMOGRAPHIC ANALYSIS

The 2013 Census data is now well out of date. With release of the 2018 Census data delayed until mid-2019, a small amount of 2013 data is presented below. This report will be updated with a comprehensive analysis of 2018 Census data as soon as this becomes available, expected to be June 2019.

Richmond comprised two Statistics New Zealand area units in 2013, Richmond North and Richmond South. Together, these align well with the commonly identified geographic boundaries of Richmond: Hills Rd to the west, Shirley Rd to the north, and North Parade and the Avon River to the east and south.

**Figure 2. Richmond Area Units, 2013 Census**

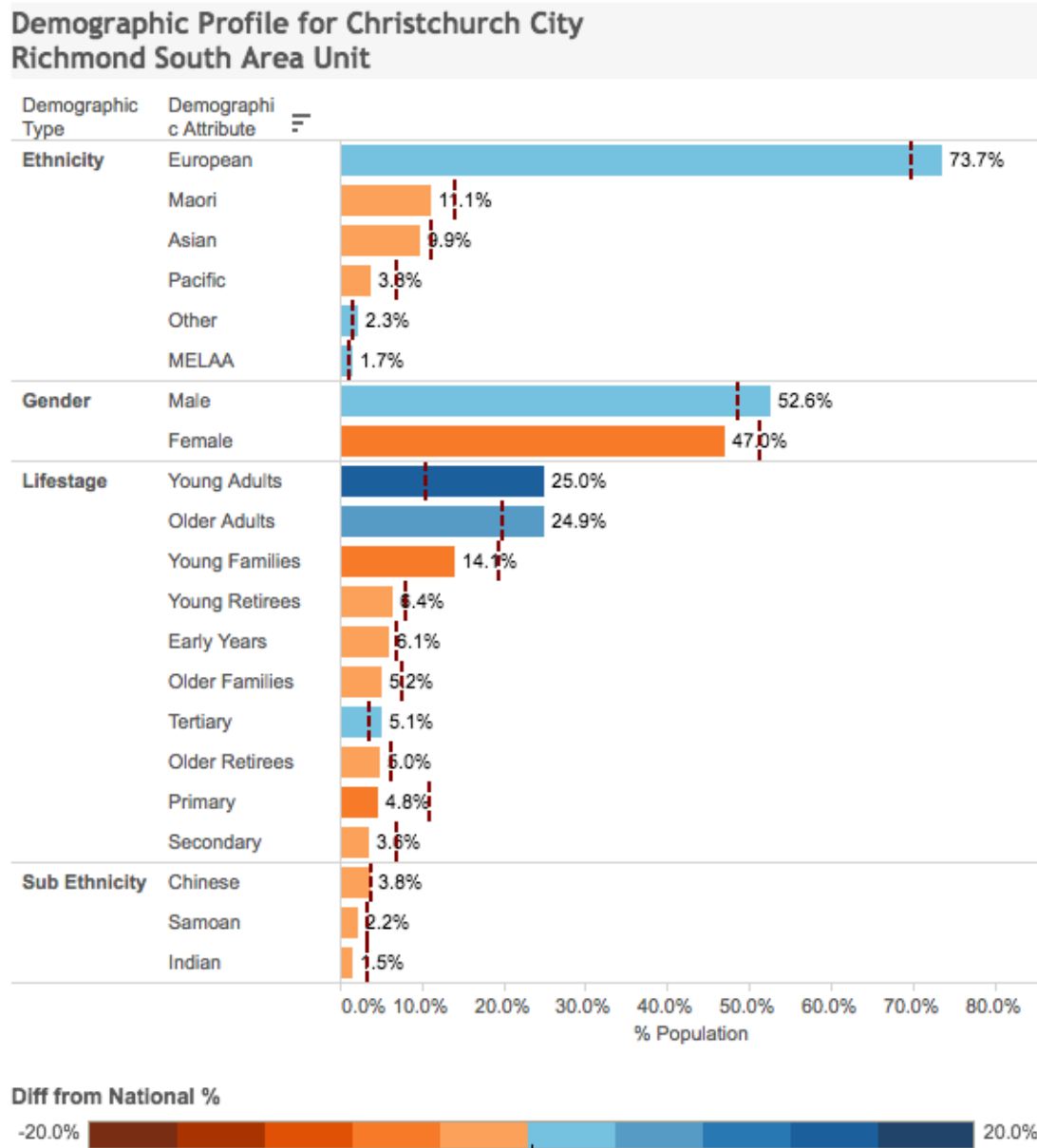


At the time of the 2013 Census, the two area units of Richmond differed greatly in terms of socioeconomic factors. Where the city's median family income at that time was \$76,100, the median income for families in Richmond North was similar, at \$77,300. For Richmond South, median family income was considerably lower, at \$60,100.

As at 2013, the population of the whole of Richmond was 4,308, 2,310 in Richmond North and 1,998 in Richmond South. Children aged under 15 years comprised only 12 percent (n=240) of Richmond South's population, compared to a fifth (n=462) of Richmond North's residents. In contrast, 35 percent of Richmond's population was aged 20-34 years, compared with only 21 percent of Richmond North's population. Richmond South's population was in 2013 heavily represented by young adults, while Richmond North was an area with a strong young family population. Neither had a strong youth population, with 15-19 year

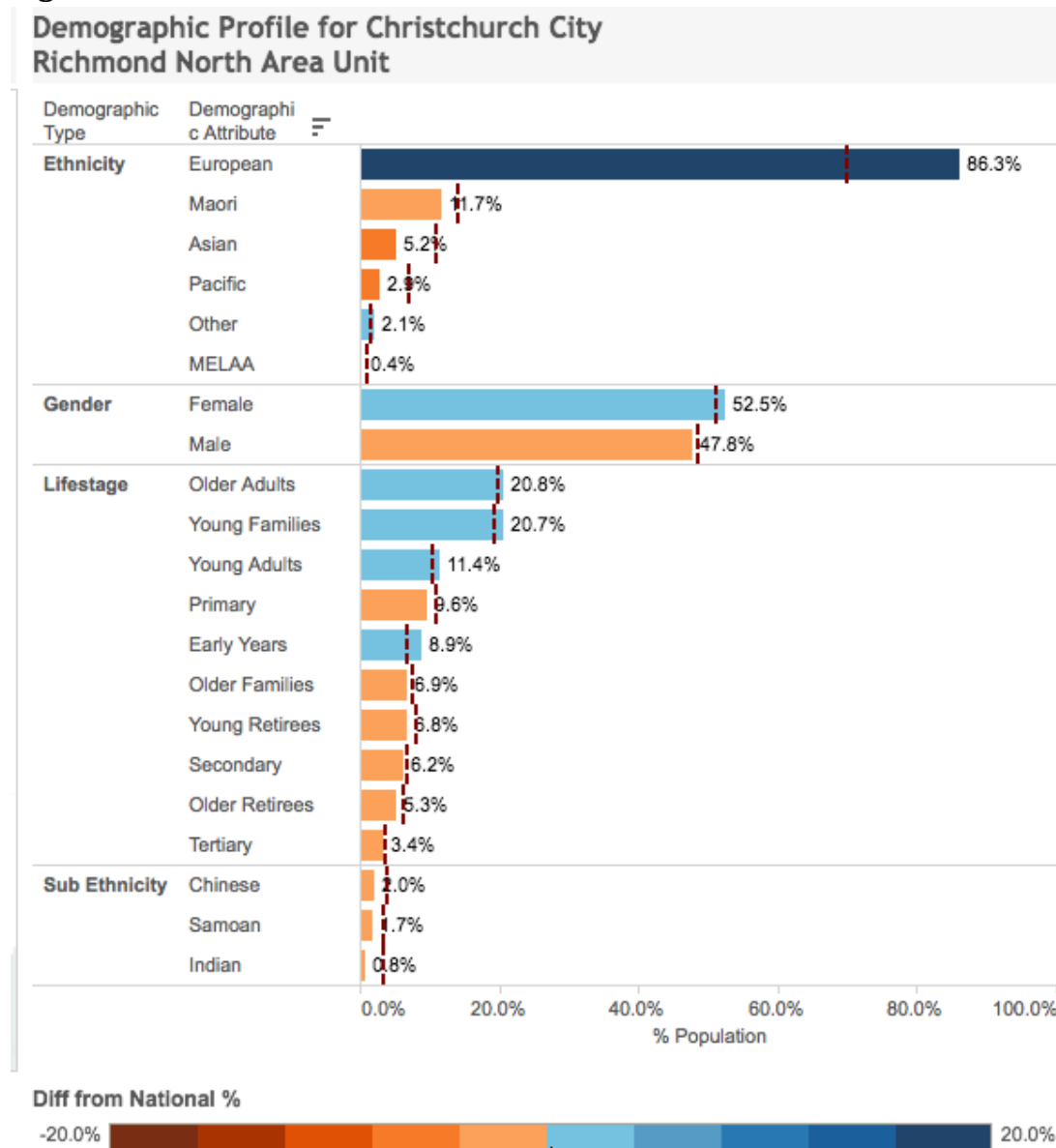
olds comprising just 4.1 percent of Richmond South’s population and 5.7 percent of Richmond North’s. Both area units were less ethnically diverse than Christchurch City as a whole. Richmond South has a very small older population (note that the insight tool graphic is incorrect for this age group: 225 residents aged 65 and over (11.3 percent) were counted in the 2013 Census in this area). Richmond North had 279 residents in 2013 aged 65 and over (12.1 percent).

**Figure 3.**



*Sport NZ Insight Tool*

**Figure 4.**



The following demographic summary is drawn from The Regenerate Christchurch profile:

**Richmond South, 2013.**

- NZ Deprivation Index rating: 9.
- Median age: 35 years (39 years for Christchurch); 11% are 65 years and older (15% for Christchurch) and 12% are 15 years and younger (18% for Christchurch).
- Ethnicity: 80% European (84% for Christchurch), 12% Maori (9% for Christchurch), 4% Pacific(3% for Christchurch) and 11% Asian (9% for Christchurch).
- Educational qualifications: 22% no qualifications (19% for Christchurch).
- Employment: 8% unemployed (5% for Christchurch).

- Homeownership: 36% owned, 4% family trust, 60% rented.

### **Richmond North, 2013.**

- NZ Deprivation Index rating: 5.
- Median age: 37 years (39 years for Christchurch); 12% are 65 years and older (15% for Christchurch) and 20% are 15 years and younger (18% for Christchurch).
- Ethnicity: 90% European (84% for Christchurch), 12% Maori (9% for Christchurch), 3% Pacific (3% for Christchurch) and 5% Asian (9% for Christchurch).
- Educational qualifications: 18% no qualifications (19% for Christchurch).
- Employment: 5% unemployed (5% for Christchurch).
- Homeownership: 36% owned, 4% family trust, 60% rented.

### **Anecdotal Feedback Regarding the Community of Richmond**

Education providers consulted in the present research all noted perceived changes in the composition of their communities. In terms of school deciles and change over time, Shirley Boys High School and Shirley Intermediate School have remained stable in terms of rating over 2008, 2014 and 2015, at 6 and 4 respectively. Shirley Primary School's decile sat at 3 in 2008 and 2014 but rose to 4 in 2015, indicating a reduction in levels of socioeconomic disadvantage for families within its zone, while Banks Avenue School was stable on decile 5 in 2008 and 2014 but dropped to 4 in 2015, indicating higher levels of socioeconomic disadvantage (Figures from Ministry of Education's Education Counts website). Delta and a number of other stakeholders perceive a downward shift in the socioeconomic wellbeing of Richmond post-quake. Anecdotally, it seems that many of Richmond's more well-off residents sold up and left the area soon after the earthquakes, and during its years of rebuild and recovery, effectively as one informant put it, shifting the community downwards on the socioeconomic ladder.

A number of education and community informants noted increased levels of transience in the population. The Richmond Kidsfirst Kindergarten has seen its roll become much more multicultural since the earthquakes, with Indian comprising a much more significant part of their role. A number of informants felt that the amount of rental housing in the area has increased a lot, and especially in parts of Richmond to the north which were previously mostly owner-occupied. A number of these houses were known to have been sold "as is, where is" following the earthquakes. Community stakeholders also widely noted a perceived reduction in the older person population of the area, and an increase in the proportion of young adults living in Richmond, including young professionals, retail workers and rebuild workers.



## 7. INTERVIEW FINDINGS

### 7.1 Strengths

Both in the key stakeholder interviews and the shorter consultations conducted at the Delta community lunch and the Evergreen Club (for both, with Richmond residents only), informants were asked what the people of Richmond are most proud of and love about their community.

The following themes emerged most strongly from the key stakeholder interviews:

- Richmond has a real **sense of community**, a strong sense of belonging, and is a strong community with several key hubs.

*“You’re in the middle of the city, yet everyone says hello. It feels like a community.”*

*“It’s a community that has real spirit and doesn’t stand down.”*

*“People here are proud that they got through the quakes.”*

*“It feels up and coming.”*

- Richmond’s **history and heritage** – the history of the suburb is a popular interest locally, and many residents take pride in the heritage housing of the area.
- **Avebury House** – identified as a key venue in the area, and a great place for courses and for meeting people. Avebury House was seen as working hard to connect with other key community players, including Delta, local churches and Banks Ave School.
- The **Avon River**, and the relationship to and proximity of Richmond to it, and its connection to the red zone, something that over the past 18 months has become an asset.

The following were next-most commonly identified:

- North Avon Baptist and Delta, and all they do to support local residents who are struggling.

- Richmond is a very **walkable suburb** with a **wide range of amenities** available locally and the CBD close by.

*“I shop at nine different local shops.”*

*“I can do everything I need locally or by bus.”*

- **Richmond Community Garden**, and the use of the red zone adjacent to Avebury House.
- It is a leafy, green suburb

The following were identified by one or two informants as things people loved about Richmond or were proud of:

- Crossway Church

Crossway Church is a rapidly growing local church, with on average, one new family joining the church every 2-3 weeks. Crossway’s congregation includes a large number of local residents as well as people from throughout the city. The church is very multicultural, and includes a mix of older adults who have lived in Richmond for a long time, new migrants and people on lower incomes. Crossway has a close working relationship with North Avon Baptist. Its congregation has declined over time, and the lines between Delta and North Avon Baptist are now very blurred. The church runs several services each week, some for its own congregation, some for Delta clients, and increasingly, some joining the two groups together. The church has recently been demolished as part of a rebuild for all three organisations. A new building will be built on the site of the church to accommodate Delta, Crossway and North Avon Baptist. Once this is completed, a second phase of the development will be build on the site of Delta to complete a complex meeting the needs of all three entities.

- Richmond Workingmen’s Club is an important place for social contact, especially for older men.

Richmond Workingmen’s Club was a large club with sizeable facilities, lost in the Canterbury earthquakes. The club is currently operating from transitional premises, which will become the standalone restaurant once the new building is completed in late 2019 – early 2020. The new building will have a sports hall, lounge, bar and squash courts. The club lost 2,000 members as a result of the earthquakes, but membership is now increasing, including a number of younger adults residing in apartments in the southern end of Richmond. The club has a number of thriving sections. Its squash, pool and snooker sections currently operate from Woolston, but will return once the rebuild is completed. The travel club has a strong older adult membership and is very active with a range of activities.

- Voluntary efforts locally at Delta, Avebury House and the Richmond Community garden
- The Richmond Resident's and Business Association
- The middle class pride in the area
- Garden pride
- Richmond Village Green
- It is an eco-conscious community on the fringe of the central city
- Richmond Community Action Network, the two-monthly meetings well-attended
- The red zone

*"Its turning into something wonderful."*

The 4 older adult local residents interviewed at the Evergreen Club identified the following as the things that Richmond people feel most proud of and love:

- The things Delta does for them
- Social activities in the local area
- The community is very friendly – shopkeepers are really friendly, it has a lovely neighbourhood feel, and feels homely.
- Avebury House is a great asset with lots on but it is hard to get to on foot, requiring a taxi trip.
- Its handy to the central city, with a good bus service.

The 7 clients at the Delta lunch who were interviewed as Richmond residents identified the following, with the strongest three themes presented first:

- The area has good shopping / is central to shops – New World, Supervalu, The Palms

*"New World is brilliant since they did it up. It has a great selection of Asian ingredients. The local chemist is great and they deliver."*

- Friendly community / Know lots of people in the local area
- Delta helps the disadvantaged, and brings people together so they can help each other
- Great bus service
- Lots of greenery
- Quiet area, with nice walks by the river and the red zone

## 7.2 Key Amenities

The following were most commonly identified by key stakeholders as the most important physical assets in the Richmond area:

- **Avebury House**

Avebury House closed for a short time after the September 2010 earthquake, but was badly hit by the February 2011 quake, and had to close. The area adjacent to it towards the Avon River was red-zoned; Avebury lost its neighbours. Christchurch City Council put considerable resource into its repair and refurbishment, and Avebury House reopened in 2013. During the period the building was closed, the community worker was retained part-time, and kept the gentle exercise group going at Delta. For some years following its reopening, the roads opened and closed with repairs very drawn out. With Evelyn Couzins Ave closed for some time, access to Avebury House was difficult, requiring entry and exit via Banks Ave.

Prior to the earthquakes, Avebury House formed a thoroughfare from the River and River Road, and people would often park cars by the river and walk through the gardens. With this connection lost, it has become much harder for people to notice Avebury House, and increasingly, people do not know the facility is there. Avebury House went through a period of decline even after it reopened, but with new governance and staff on-board, the facility is getting busier once again. The Richmond MenzShed operates from a former garage on the premises, and a range of regular activities are held at Avebury each week, including the Chit Chat group for ages 55+, Gentle Exercise, Yoga twice weekly, an Art Group, the Hugs All Round Quilt Group, along with MenzShed and the adjacent Richmond Community Garden. Avebury House also runs a number of events throughout the year, including Mātariki celebrations and a Christmas Market.

- **Richmond Community Gardens** and the adjacent red zone which is increasingly used as a common
- **Schools in the local area** – schools were identified as a key recreation amenity for local families and young people. The courts, playgrounds and sports fields are heavily used in the weekends and holidays. Schools themselves were identified as important assets. Shirley Intermediate School issues around 70 keys per year to families across the community who access the school pool. The school would love to see this asset become community-run.
- **Evelyn Couzins Ave playground and paddling pool**
- **Delta**

Other less commonly identified assets were as follows:

- The Palms Mall
- Stanmore Rd shops
- McFarlane Park – although in Shirley, this was identified as also important to the Richmond community
- Dudley Creek remediated area
- River
- Richmond Village Green – green space well-used
- Parks and playgrounds, including some very small parks such as Churchill Park
- Richmond Workingmen’s Club will be once rebuilt

*“When their building and Delta’s is rebuilt, it will finally feel like the area is moving on from the earthquakes.”*

Thinking specifically about key places where Richmond people connect with each other, Avebury House, and especially its community events (gala, Christmas market and Mātariki celebrations which started this year and had over 500 people in attendance), and the Richmond Community Garden and events such as the car boot sale held on the adjacent red zone area were most commonly identified by key stakeholders, followed by Delta, the Evelyn Couzins paddling pool and the red zone.

*“Delta is key.”*

*“I love the wildlife, the walks, and the kids love exploring. I meet lots of people on the red zone.”*

Informants from Avebury House talked about how they are having to learn what the community now is, to ensure that events on offer meet the needs of an ever-changing community, with events appealing to young families seeming the best fit currently.

A Delta representative commented that they are seeing a level of contentment in clients who are being well-connected through Delta, as well as through the Community Garden and MenzShed.

Other key places less commonly identified as where people connect with one another included:

- Richmond Workingmen’s Club
- Richmond New World Supermarket
- Richmond-Shirley Interagency Community Group and Richmond Community Action Network
- Gypsy Fair at Richmond Village Green
- School events
- Delta/Crossway/ North Avon Baptist rebuild
- McFarlane Mark and events there
- A lot of neighbourhood-based play for children – many live their lives very locally.

For the residents interviewed at the Delta community lunch, all identified Delta as a key place to connect with others. One also identified Vinnies, another the Shirley Library, one resident of social housing reported that he got on okay with some of the other tenants and connects with them, and two of the informants had got to know each other as neighbours in Housing New Zealand properties, and had become close friends, now doing a lot together, gardening, sharing meals, shopping, and attending activities at Delta including the weekly community lunch.

*“She’s a lifesaver. I’ve never had a friend like her.”*

For the older adults interviewed at the Evergreen Club, Delta was key, and the only source of social contact for two of the people interviewed. Others also identified the card group at Wainoni Baptist Church, The Palms and local walking groups as key places where people connect.

*“Delta fills my needs well. The people there are friendly and lovely.”*

*“Delta is marvellous. Most of my friends have passed on.”*

### 7.3 Challenges

The following were most commonly identified by stakeholders interviewed as the biggest challenges facing the people of Richmond:

- **Development of medium density housing**, under the changes made to the City Plan in 2016 through central government intervention, which do not require dwellings to have off-street parking. Because this has occurred largely to the south end of Richmond, in narrow streets and on land previously occupied by small cottages, the area has a lot of

apartments without parking, and parking congests the very narrow streets in that area. The Williams Corporation development on Perth St was flagged as an example. As well as **loss of parking and congestion**, this was identified as a challenge because the housing has come at the expense of **loss of trees** in that part of the community.

*“They bulldoze everything in their way.”*

Richmond’s housing differs quite a bit across the area. South of North Avon Rd to the river, the housing stock was traditionally small worker’s cottages in large part. The roads were narrow, developed before cars were in common use. Many of these dwellings had been demolished to make way for flats developed in the 1960s and 1970s, prior to the latest round of development. From North Avon Rd northwards, the roads are considerably wider, developed from the 1920s onwards. Houses sit on larger sections, and houses are varied in design, with bungalows predominating. Many have been well-maintained. Some in-fill housing has been developed over time.

- A lot of local people have not got over the **psychological toll of the earthquakes**, or are still **battling with EQC or insurers** for resolution of damage to their houses. In terms of EQC and insurance, there were winners and losers locally, depending on their insurance, with settlements identified as characterised by inequity. Setting aside housing, the earthquakes were followed with years of uncertainty and change, in roading and repairs, in schooling changes, in loss of neighbours and neighbourhoods, and of businesses. This toll was widely identified as creating **significant wellbeing needs** in Richmond. The community was identified as having changed its identity.

*“Nothing’s the same.”*

- The **roadworks** had a significant psychological and economic impact on the area. Roadworks were identified by several stakeholders as having “killed off” several local businesses and were widely seen as badly managed, especially on Stanmore Rd but also North Avon Rd. This appears to remain a source of distrust towards Council, while others recognise improvements in the communication and management of roading repairs undertaken more recently. The remaining challenge seems to be restoring the condition of all the roads and footpaths in the community, and not just the main arterials.

- Local businesses are struggling, and the **commercial area of Richmond on Stanmore Rd is rundown**, and has a lack of cohesion and identity. The area was seen to have untapped potential in terms of commercial operations, and could be enhanced. A number of local Richmond businesses are owned by Indian and east Asian migrants, and the Richmond Residents and Business Association is gaining momentum, including engaging with a wide range of local businesses. Positive feedback was received regarding the recently developed planter boxes on Stanmore Rd, developed at the initiative of the Association.

Next most-commonly, the following challenges were highlighted:

- Housing New Zealand has put a lot more needy people into Richmond, through development of high density social housing on the site of former family homes. While at least one stakeholder saw this in itself as a challenge because it changes the make up of the community, where it was raised as a challenge, it was more commonly because of the strain this is and will increasingly put on Delta Trust, as the local social service provider. As a community post-quake, Richmond has been characterised by high levels of social need, and demand for services from Delta had already increased significantly; **before the additional social housing opened, Delta was already very stretched**. Delta welcomes new clients from these complexes, but needs more resources to support them effectively, and Housing New Zealand can do nothing to help them with this. In issuing consents for social housing, it was seen as important that Council take into account the added burden on community services, and work to ensure that resourcing accounts for this.
- It would be great to have Pegasus Partnership Community Workers based at Delta. Delta end up doing a lot of advocacy work with their clients, but are not resourced for this service. PCWs would make a big difference to the wellbeing of Richmond's most vulnerable residents. While PCWs already exist, basing them within Delta would streamline access to their services.
- The area has a transient rental population who are not invested in the community, did not choose to live in the area, either placed there or attracted by lower rent.
- Drug use was raised as an issue by several informants, with evidence of drug use found from time to time in school grounds and at community facilities and amenities.



The following challenges were less commonly highlighted:

- Relocation from the Red Zone removed friends and family from their local networks, and those left in many cases have reduced social contacts as a result.
- Drinking behaviours changed as a result of the earthquakes, and without access to Richmond Workingmen's Club or their other drinking venues, local people started drinking at home more instead. With the Workingmen's Club now up and running once more, tis been challenging getting people to return. Where evenings used to be busy, Sunday afternoons are now the most popular time at the club, with patrons drawn by live music. The club is having to learn to do things differently.
- Drug use is an issue, and the premises of schools and community amenities often carry evidence of drug use.
- Vandalism and illegal dumping seem to be increasing locally, especially towards the river.
- Schools are seeing high mental health and social needs, and there is a lack of resource to meet these needs. One school is self-funding a part-time social worker to address these needs, while a church is funding play therapy in the school. Many families are in crisis.

Individuals highlighted the following challenges:

- Richmond needs more playgrounds and play equipment. Richmond Village Green's play equipment targets older children, and is well-used by Children from the Seabrook McKenzie Centre, but families using the park during the week tend to have younger children and it does not cater well for them. The Evelyn Couzins play equipment could do with an update. The small playground behind the tennis courts off Medway St is in poor condition.
- Letting people know what is on offer locally remains an ongoing challenge.
- There is a need for more community events.
- Richmond is not a cohesive suburb, and some of its more cohesive areas were red-zoned.
- Richmond struggles with negative perceptions of the area.
- Planning rules do not protect the character of the area, which is a source of local pride.

- The area has a number of Air BnBs, and is being gentrified.
- NPD site is being developed without public consultation.
- Richmond lacks a good urban plan.
- Richmond lacks identity.
- It is hard for the community to have a voice.
- Footpaths remain in poor condition.
- Richmond is largely not a mobile community, so residents need things available locally.
- Some in the community struggle financially, including “working poor” families.
- Shirley Community Centre left a gap.

None of the older people consulted at the Evergreen Club could think of challenges about living in Richmond. For those at the community lunch, poverty and the struggle to make ends meet was highlighted by 3 of the 7 informants. One had just had to pay a \$62 medical bill and had struggled to do so. This person, living in Ōtautahi Community Housing Trust accommodation, could not afford to keep a car on the road, and thus appreciated being able to access what was needed locally. Another knew of people living rough locally. One commented that getting by day by day was a struggle for him, and that a lot of people in the area seem to also be struggling, but that said, people were good at looking after each other. This male commented that it was much easier for him to “be outgoing” and mix with others in Richmond than when he had lived in another part of the city. He felt there was a lot more to do in Richmond than where he previously lived. Delta had been a big part of connecting him with other people locally. Before, he just kept to himself. Two informants raised concerns about speeding cars in the area and road works and what they had meant for businesses locally. They also struggled with bullying and intimidation by a fellow social housing tenant (HNZ).

Asked to think of those people in the Richmond community most likely to be thriving in terms of their wellbeing, interview informants most commonly identified families with young children, and people who are connected and invested in the local Richmond community, along with people motivated to make the most of everything that is on offer in the local neighbourhood socially and environmentally.

Other less commonly identified characteristics of people living life well in Richmond were:

- Some business people are doing well
- Young professionals
- Home owners in their 20s – 50s

- Financially well-off residents
- Those thriving are ethnically diverse, including Pakeha, Indians, Northeast Asians; migrants were perceived as integrating into the local community well in Richmond.

Thinking about those Richmond residents more likely to be struggling in terms of their wellbeing, the following groups were most-commonly highlighted:

- Some of the people in social housing
- Some small retailers
- People with both emotional and financial needs, including some young families
- People with mental health issues
- Transient renters
- Socially isolated men and women, and especially older people whose families and/or friends have moved away post-quake, and who had poor earthquake insurance responses. Delta works intensively with around 30 local older people, and 30-40 percent (around 600) of those people accessing all their services are from the local area; volunteers have similar needs to clients. Delta is seeing more needy people than in the past. Six years ago, around 10 percent of its older clients had dementia, and that proportion is now 40 percent.
- Residents still battling EQC / insurers
- Young people – little for them to do, and while Youthtown is based in Stanmore Rd, its focus is on Linwood rather than the local area; with a lot of young families, issues for youth could become more pronounced in the future as children grow older. Young people were seen as let down by the Ministry of Education by removing their schools and zoning them out of the new ones.

Others less commonly identified included the following:

- People with no special ties to the area, and who were just placed there or moved to Richmond for cheaper rent, and who do not have a sense of pride in or belonging to Richmond
- The working poor
- Grandparents parenting and Dads parenting alone
- Needy parents lacking parenting skills
- Delta clients
- Drug users
- Unemployed people
- Some migrants who lack support networks locally, especially those with limited English

On balance, those seen as thriving were expected to outnumber those struggling locally.

## **7.4 Extent to Which Wellbeing Needs are Being Met in Richmond**

All those interviewed were asked to think about the five ways of wellbeing (Be Active, Keep Learning, Connect with Others, Help others and Enjoy the Little Things) and comment on what was working well locally at meeting these needs, and what was missing. Findings were as follows:

### **7.4.1 Be Active**

The following were identified as working well, presented in order of frequency of response:

- Avebury House, and the yoga, gentle exercise and community garden on offer there
- The community garden was widely identified as a “real success story”

*“Its gone from an overgrown little garden to five acres of community connection.”*

- Delta’s chair fitness / exercise groups for older people, and Mums and Bubs groups
- The gym at The Palms – close proximity to Richmond
- Squash at Richmond Workingmen’s Club – while this has had to move to Woolston, courts are being rebuilt, and the strong club membership is expected to return
- The walkability of Richmond and the CBD – the return of the CBD is great for people in Richmond – Margaret Mahy Playground is within walking distance
- Walking groups
- The river – the place for a wide range of active recreation
- The Shirley Primary School touch rugby competition at McFarlane Park and Basketball at Cowles Stadium for Bank Ave School (3 teams)– these give many children their only opportunity to play team sport; few children at the local primary and intermediate schools are engaged in club sport.

- Private gardens - three of the Delta clients interviewed talked about how they valued gardening for their psychological wellbeing as well as fitness.
- While uptake of club sport is low for children, a reasonable number of children at Banks Ave School seem to access swimming lessons out of school.
- Play in the local neighbourhoods
- Physical trainers operating sessions in local parks
- One of the older people interviewed was looking forward to the Woolston/Linwood pool opening.
- Evelyn Couzins Avenue Paddling Pool
- Large amount of green space

The following gaps were identified, again presented in order of frequency of response:

- Cost is a significant barrier to participation in active recreation in Richmond for many residents, as is availability of transport, especially for school sports.
- A lot of children and young people are not active, mostly gaming in the weekends.
- Walking routes need more development in the red zone. This is a very popular destination for locals for walking, running, scootering and biking, but some areas are hazardous. A man in his 80s interviewed had fallen into a water main outlet, which was covered in overgrowth, late last year while out walking. He broke a rib and some teeth. There was strong demand to develop walking tracks in the red zone, and to connect these to the populated areas of Richmond via replacement of the Medway footbridge, rather than having residents have to walk down to the Gayhurst bridge.
- Poor footpath condition
- Lack of quality play equipment for small children
- Lack of water fountains
- Lack of things for young people to do
- Poor access to fresh produce; a lot of vulnerable people locally have health issues associated with poor nutrition
- River pollution is an issue for water-based recreation
- Body image deters some older children from engaging in sport
- While close to other parks nearby, Richmond itself lacks sports fields apart from Richmond Park to the east of the suburb (football fields), or clubs for team-based sports.

## 7.4.2 Keep Learning

The following were commonly identified as working well:

- Avebury House's activities, although these were noted as hard to get up and running, especially where costs are involved
- Risingholme's Continuing Education classes held at Shirley Boys High School; while these are scheduled to continue in 2019, concern was raised that they could move from the local area in the future, leaving a significant gap, especially for working residents.

Other opportunities to keep learning identified included the following:

- The fact that some primary schools remain in the local community
- Yoga at Avebury house
- Richmond MenzShed
- Shirley Library
- Delta
- Sports clubs in surroundings areas
- The community library at Avebury House, although many local residents do not know about this
- The sections on offer at Richmond Workingmen's Club
- Neighbours helping neighbours: Two of the people interviewed at the Delta community lunch were neighbours, one a keen gardener who had been honoured to receive a garden award from Housing New Zealand for her efforts. She had taught her neighbour to garden, and now both were keen gardeners, and took great pride in the presentation of their Housing New Zealand units.
- Shirley Community Trust – several of the people interviewed at the Delta lunch accessed a range of activities at Shirley Community Trust's hub

*"I like being involved in things in the local community."*

A number of the people interviewed at Delta's lunch identified home-based activities as important for them, including knitting, reading, watching TV, doing puzzles, and beadwork. Most identified sticking to the local area. For the Evergreen Club members, one used Eastgate Library, and one used to use Shirley Library but stopped doing so because there is no taxi rank at the mall, so she struggles to get home from the mall. Unable to walk very far, she is limited to the books she has at home. She had previously been a heavy user of the Richmond Workingmen's Club library. (There is uncertainty whether this will be reinstated once the club is rebuilt, the books having been in container storage since 2011.)

A need for low or no cost activities was most commonly identified as gap locally, both for children and adults, along with the loss of local high schools and lack of a direct bus connection from Richmond to Haeata or to Mairehau High Schools. The feeling was expressed by several informants that more affluent suburbs had been better treated by the Ministry of Education than suburbs like Richmond in its review of schools post-quake.

Other gaps less commonly highlighted included the following:

- No local Te Reo classes (these are in fact on offer at SBHS- Risingholme)
- Need for more celebration of Māori culture and heritage in the local area
- Need for a local library that has good learning spaces and empowers local residents to form their own groups and make their own connections
- Need to build better communication between Richmond Workingmen's Club and other local businesses

### **7.4.3 Connect with Others**

The following were most commonly identified as working well at enabling local residents to connect with others:

- Avebury House
- Richmond Workingmen's Club
- Vinnies – popular bumping place
- Richmond Community Garden – lots of people come regularly and chat, even though they do not volunteer; they still like to pop by for social contact
- Delta
- Shirley Community Hub

And less commonly:

- The local shops and supermarket
- Free events
- Proximity to CBD makes this easy
- Richmond Residents and Business Association
- The Palms
- Fast food outlets in Shirley
- The Banks Avenue School rebuild will have a whānau room where parents and caregivers can connect
- Shirley Library
- Local schools
- Shirley Intermediate Pool in summer
- Delta, Shirley Community Trust and Richmond Community Gardens/Avebury House have collaborated on a coffee cart for use at

bumping spaces, using Shirley Community Hub baristas; Richmond are pursuing this project.

Some informants commented that there is plenty on offer, while one said there is little on offer, and lots of activities have closed, while others are very hard to engage in. This was very much a minority view.

The following gaps were identified, all by individuals:

- A bike and kayak hire and café on site at Richmond Community Garden
- More opportunities for inter-generational connection
- Replace Medway bridge so that young people can better connect with recreational activities south of the river
- Lack of space to hire out
- Loss of schools will have negative impact
- Need to make better use of Richmond Village Green and draw the shops together more; a regular market there would be great
- Need more spaces reflecting Māori culture; Māori are disconnected from the area
- Need to better celebrate history and heritage of Richmond; heritage trail will be great
- ESoL playgroup or music group for young families would work well at Avebury House
- Demand for regular, low cost activities. Yoga fulfils this at Avebury House. What started as a group of strangers has developed into a group that always go out for coffee after the class.

#### **7.4.4 Helping Others**

The following were identified as the most common outlets for volunteering locally:

- Delta
- Avebury House
- Richmond Community Garden
- St Vinnies
- Richmond Residents and Business Association

In addition, Meals on Wheels picks up at Richmond Workingmen's Club, Crossway and other local churches utilise a number of volunteers in their activities, and Richmond MenzShed, RADS clean-up days, and Shirley Community Trust also utilise local volunteers. Local schools have low levels of parent help,



and while Banks Avenue School struggles to have a PTA, Shirley Intermediate does not have one, and has been unable to fill all governance roles on its Board of Trustees. The Kidsfirst kindergarten has few regular volunteers, but does get good uptake for outings.

The biggest gap identified in relation to volunteering was a need for more support for those in these roles, who themselves are often vulnerable and in need of additional support. A need was also highlighted for better promotion of the voluntary opportunities that are on offer. Two of the four older people interviewed at Evergreen were still involved in some form of volunteering, one at the Salvation Army in Linwood (licked up for this) and one at another church outside the area. Two of the people at the community lunch regularly knit for overseas orphanages, and one helps run stalls for Shirley Community Trust. One person helps at Delta.

#### **7.4.5 Enjoy the Little Things**

Richmond was widely identified as a community where people are fortunate to have good access to green spaces through the red zone, the river, Avebury House and the number of small parks locally. The area was identified as having good access to takeaways and shops to meet their needs. One person commented *“the area is so well-catered for, I don’t understand why it isn’t thriving.”* According to this informant, the area has 57 small businesses, numerous home-based offices, lots of schools, 7 not-for-profits and 7 parks *“in a tiny suburb”*.

#### **7.4.6 Access to Health and Social Services**

Richmond was widely identified by stakeholders and local residents consulted as a community with good availability of health services locally. The area has doctors, dentists, physiotherapists, Opticians, hearing clinics and two pharmacies all available locally. This high level of accessibility to local services and to services in the central city was identified as one of the attractors to the area. Richmond also has a good choice of ECEs, with a kindergarten and several privately operated childcare centres all based locally and a Playcentre also very accessible, as well as home-based care options. MSD’s offices are located close to Richmond, on the other side of Hills Rd, and Community Probation is based on Stanmore Rd to the south of Richmond. Early Start is based in Shirley Rd, and Shirley Primary School has assistance from KidsCan and the Salvation Army in providing breakfasts for children who need it.

Where gaps and needs were identified, these most commonly related to support for people with mental health needs. Supports for children, young people and

adults with mental health needs were identified as lacking in Richmond, and very difficult to access. A number of informants highlighted insufficient mental health support availability for tenants of Housing New Zealand properties in the area, and more vulnerable tenants of low-cost privately owned rentals.

Other needs less commonly highlighted included the following:

- Some of the supports available locally are not promoted as much as they could be.
- Richmond lacks public toilets.
- There is a need for more budgeting support based locally.
- GP books at North Avon Medical Centre are full and some people are having to enrol with doctors in Papanui to get seen, while others are not accessing healthcare because of transport barriers. Cost is a barrier to health services for some of Richmond's more vulnerable residents.

Those interviewed were asked which services they anticipated demand growing for in the future in Richmond. Most commonly, they identified mental health services as likely to come under increased demand, as the number of people living in social housing in Richmond grows. Currently, 60-70 percent of Delta clients have mental health issues, yet Delta receives no resourcing specific to mental health, CDHB only resourcing the most extreme needs. Besides mental health, activities for young people were also seen as likely to grow in demand as the children in the community currently grow older, along with advocacy services and support for older people with more complex needs. Delta currently provides quite a bit of advocacy for its vulnerable clients, but this is not its core business.

## **7.5 Feedback re Christchurch City Council**

Key informants were asked to think about the things Council does, and which of these things was working well in Richmond. The following were identified as working well:

- Parks
- Council's care for the outskirts of the red zone
- Communications regarding community events
- The Richmond Residents and Business Association being able to erect a noticeboard on Richmond Village Green

Unsurprisingly, several informants raised the issue of the long-drawn-out roadworks in the Richmond area in the years post-quake, and the very poor

communications with the local community regarding these, along with the negative impact on local businesses. In identifying this issue, communications were acknowledged as having improved, especially in recent times. Concern was raised that communications are very social media-dependent, and this platform does not reach everyone. The noticeboard was seen as part of a solution to this issue.

Thinking about where Council could improve its performance for Richmond, some the following suggestions were made, those suggested by multiple informants presented first:

The Papanui-Innes Community Board needs to connect more with people in need, and not just the community's most vocal constituents, to really understand the challenges faced by Richmond's most vulnerable residents, and Delta as the agency most supporting these people. It would be great for Council staff and elected members to spend time at Delta every six months or so, to hear and see how things are "at the coalface".

- It would be great if Council could run sessions locally on how to engage with Council processes. While some people have a strong voice to Council, others do not know how or feel confident to have their say. This would go some way to repairing some of the distrust which exists between the local community and Council.
- Coordination and communication should remain areas where Council strives to do better.
- It would be good if public works contracts had a requirement to achieve a favourable response to a community satisfaction survey before they are signed off.
- It would be good to see water chlorination end as soon as possible.

Key informants were asked what they thought Council could do to enable more people in Richmond to have their say on Council matters. Most were positive about what was already in place, and saw this as far improved over the situation a few years ago. Having staff from the Council regularly attend local meetings was valued. The Residents and Business Association was also expected to make a difference in this area.

Local residents consulted at the Delta lunch and at Evergreen Club were also asked about how Council were doing. Those at the lunch were mostly positive about Council and their work, while none of the older people at the Evergreen Club raised any concerns, happy with what Council were doing.

*"I don't hear a lot of grumbling about Council."*

*“No gripes.”*

One person at the lunch felt that there needs to be more Ōtautahi Community Housing Trust housing developed locally, while another reported that during the football season, tenants in the Ōtautahi Community Housing Trust complex have a lot of trouble with people using Richmond Park parking their cars over the driveway of the complex and blocking them in. This especially causes problems for older residents and for ambulance access.

## **7.6 10 Shirley Rd**

Key informants were asked to think about the biggest gap in Richmond that most needs addressing in the future, and with that in mind, what the best use of the site of the former Shirley Community Centre was at 10 Shirley Rd. Most commonly, informants felt that any decision regarding this site needed to wait until 1) the 2018 Census data was released, and a good understanding was in place regarding who the population of Richmond are these days, and 2) the new facilities being developed in adjacent suburbs were in place (referring to Dallington), and there was a clear picture of how existing facilities are being used. Whatever was developed on the site was widely seen as needing to address a clear gap. A good number of those interviewed did not believe that this was a community facility, but rather, an outdoor space. Until such time as a clear need emerges for a community building, several felt that the area could be developed as a transitional green space, tidied up and made more useable than is currently the case.

Next most commonly, informants wanted to see the space developed into a park with play facilities that appealed to families, covering the needs of children and young people of different ages. Playgrounds in Richmond were identified as tending to only cater for one age group. Needs for play equipment suited to pre-schoolers and to young people were reiterated. Suggestions put forward included a skate facility (lacking locally), and a well-maintained green space area with a decent playground.

The majority of those interviewed seemed to feel that Richmond has enough community facilities, or facilities available for public use already, between Avebury House, Richmond Workingmen’s Club (once fully rebuilt), Shirley Primary School hall (which has only one regular community user and is available out of school hours), along with facilities close by in neighbouring suburbs, and with uncertainty around which of the buildings on the Shirley Boys High School site would remain once redeveloped for Shirley Intermediate and Banks Avenue

Schools. Through all the consultations, nobody mentioned Richmond Community Cottage. Several informants were very keen for the history of the former Shirley Primary School / Shirley Community Centre site to be celebrated via signage on site and incorporation into a heritage trail throughout Richmond, also celebrating and recounting Tāngata Whenua use of the local area.

Avebury House has capacity for smaller event and activities, but cannot cater for large gatherings. They see a need for a large performance space serving the wider community. Specific building needs identified by individual informants in relation to the 10 Shirley Rd site were a facility to serve the Indian community, a community centre and library to act as a social service hub and community classes venue, somewhere to care for people living in social housing, a welcoming, bookable space that celebrates Māori cultural heritage, and a venue to provide low cost after school activities. One informant would like to see car parking developed on the side alongside green space, catering for car parking needs of Shirley Primary School parents, as well as activities such as markets.

## 8. RICHMOND RESIDENTS' ASSOCIATION SURVEY

Richmond Residents' Association administered an electronic survey to the local community, via the Richmond Avonside Dallington Shirley R.A.D.S. Locals Facebook page in November 2018. The researcher was able to add a number of questions into this survey, thanks to a kind offer from the person administering it. In total, 46 people responded to the survey. Findings relevant to the present research, and to the work of Christchurch City Council were as follows:

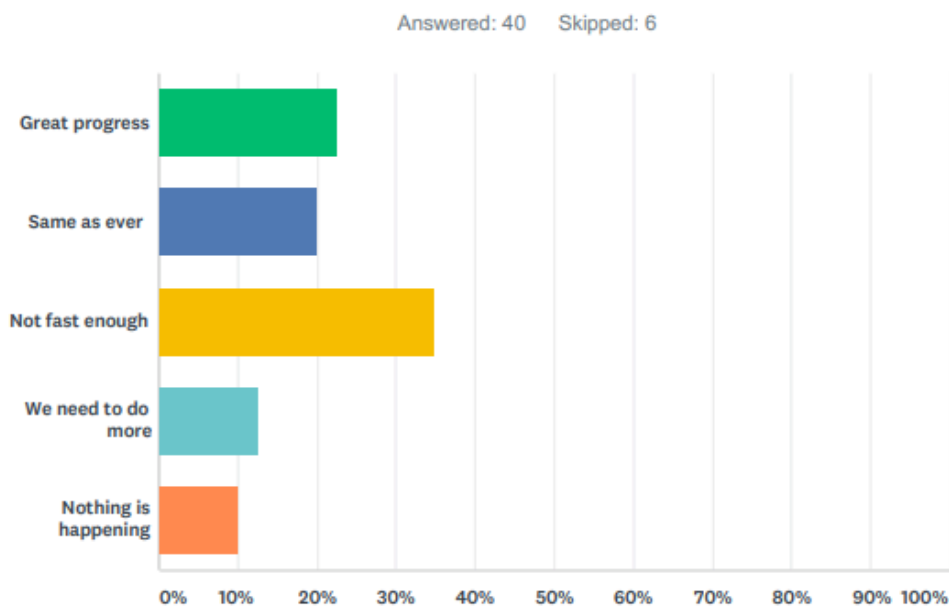
Feedback regarding the Richmond Resident's Association was largely positive, with most people pleased to see the group established and appreciating the work already undertaken.

### Roading

A question was asked in the survey about progress of roading repairs in Richmond. Findings presented in Figure 5 show that while just over a fifth of residents who responded to the survey saw progress as "great" many remained dissatisfied. Comments identified North Avon Rd as very well repaired and appreciated, but several respondents expressed the view that the pressure needed to remain on Council to ensure that other roads in the area were also repaired to a good standard. Some streets were seen as still in very poor condition.

**Figure 5. Richmond Residents' Association Survey Findings: Roading Repairs**

Q3 How do you think the roading issues are coming along?



## **Dudley Creek**

The survey asked residents “Now that Downers have completed their work on the Dudley Creek remediation project, is there anything that you feel still needs to be done or requires further attention?”

Of the 36 respondents who answered the question, 9 raised concerns regarding on-going maintenance of the Dudley Creek area, 9 wanted to see road works, footpath and kerb repair in the roads adjacent to Dudley Creek completed, with Petrie St, the lower end of Medway St and the area adjacent to the red zone especially noted, 3 wanted to see more tree planning in the area, and 2 wanted to see better pedestrian linkages to Banks Avenue School, and especially from those roads earlier mentioned. Concerns over heightened flood risk locally were raised by one resident, while one wanted to see the overall plan for the works, and one commented on maintenance of the local shops. Six respondents indicated they saw no further work needed, and 4 did not have an opinion.

## **What do respondents love most about the Richmond area?**

42 respondents answered this question, responding with a huge range of things they loved about the area. These are summarised as follows:

- Its close proximity (and easy access by bike, bus and on foot) to the CBD (n=12)
- Its heritage, history, and character housing (n=8)

*“I picked this suburb because it was pretty.”*

*“Every house looks different.”*

- The diverse / eclectic / “real” community (n=7)
- The river (n=6)
- The range of small local businesses (n=6)

*A real shopping area that isn’t a mall.”*

- Its proximity to the mall, to the beach, and to local schools (n=5)

*"I can be in town in 10 mins,I have my GP Pharmacy Supermarket and buses all within walking distance...even when Im going to be old and doddery on my walking frame as I tell my children!!"*

- Access to the red zone (n=5)

*"Its great having a huge park so close."*

- Green spaces (n=4)
- A green, leafy suburb (n=4)
- A mostly interested and loyal community and sense of community spirit (n=3)
- Good community (n=3)
- Quiet area (n=2)
- The shared desire to see the area regenerated(n=2)

The following were identified by individual respondents as things they love about Richmond:

- Richmond Community Garden
- Avebury House
- Can-do attitude of locals
- Good bus service
- Denser housing
- Large sections and wide streets
- Caring community
- New development in the area
- Repaired roads and footpaths

In answering this question, two respondents identified a perceived deterioration in the suburb over recent years, through crime, loss of local businesses and increased housing density.

*"Lived here nearly 50 years, wish it wasn't getting so run down in places, the "as is" market has spoiled it somewhat, and the intensification, especially with no parking is making it far worse."*



## **Issues and needs facing people in Richmond that respondents would most like to see addressed**

The question was answered by 42 of the 46 survey respondents, with responses coded as follows, presented from most commonly cited issue to least commonly cited.

- Crime, safety and security (n=10)
- Development of high density housing, and especially its impact on roadside car parking (n=9)
- Potholes and roading damage (n=8)
- Maintenance of public spaces + local businesses, graffiti and litter (n=8)
- Rubbish dumping and the state of river banks (n=6)
- Need for better management of social housing / concerns there is too much social housing in the area (n=3)
- Pressure on local businesses (n=3)

The following concerns were raised by individual respondents:

- The community needs to get its vibe back
- Speeds on roads
- Need for change
- Wellbeing needs locally
- Better bike paths
- Youth activities
- Poor transport design
- Corrections facility on Stanmore Rd
- Poor EQ repairs
- More community activities
- Develop the red zone
- Want community Centre back
- Loss of 3 high schools from area and Shirley Intermediate struggle to attract locals
- Over-regulation and under-consultation by Christchurch City Council

## **Physical spaces and places missing from Richmond that would make a difference to the wellbeing of people who live in the area**

38 of the 46 respondents completed this question. The following ideas were put forward:

- More local businesses and a more cohesive shopping centre (n=6)
- A community centre at 10 Shirley Rd (n=5)
- Police presence (n=3)
- Better roads and pedestrian access (n=3)
- High school locally / in high school zones (n=2)
- Good cafes (n=2)
- More use of the red zone for recreation and sport (n=2)

And the following by individual respondents:

- Cycling friendly infrastructure
- Well-maintained green spaces and protection of local trees in face of redevelopment
- Nice signage for Richmond
- Safer playgrounds and parks
- More caring residents
- A cover for the Shirley Intermediate School pool
- More community events
- Better connection to Avon Otakaro River
- Better maintenance of the area
- A good playground for pre-schoolers

### **10 Shirley Road site**

The survey asked residents what they would like to see at this site, even if just transitional. Of the 467 survey respondents, only 36 answered the question, and of these, 7 did not have a view on the site or did not know where this was. The 29 who did respond with an idea put forward the following suggestions:

- A community centre (n=14)
- A youth outdoor recreation amenity (n=4)
- A family-focused play area (n=4)

- Police station (n=2)
- A library and community centre (n=1)
- Multicultural centre (n=1)
- Well-kept green space (n=1)
- Playground with art installations including Māori art (n=1)
- Car park to service Shirley Primary School and a weekend market (n=1)
- Seating (n=1)

## **9. ACTIVITIES ON OFFER IN RICHMOND**

A brief review was undertaken of the CINCH database, of Richmond Community News, The Risingholme website (SBHS), Delta's website and Avebury House's brochure to identify community activities available locally.

### **Sports Clubs**

- Christchurch / Richmond MSA Bowling Club, Petrie Park
- Richmond Cricket Club, Richmond Park, Poulton Ave
- Richmond Workingmen's Club Target Shooting, Golf, Squash, Pigeon Racing, Pool, Snooker
- Christchurch Judo School, based at 250 Stanmore Rd
- Shirley Tennis Club, Woodchester Ave

### **Fitness Groups and Activities**

- Yoga twice weekly at Avebury House
- Gentle Exercise weekly at Avebury House
- Shake and Relax – Avebury House
- Chrystal Palace belly dancing, 12 Chrystal St, twice weekly
- Holy Trinity exercise group
- Shirley Recreational Walkers, meets at 10 Shirley Rd, twice weekly
- Yoga at SBHS (Risingholme)
- Dance Tech, 12 Flesher Ave – hip hop etc.

### **Arts Activities**

- Avebury Art classes
- Huge all round quilting group, Avebury House
- Holy Trinity activities craft group
- Delta craft group
- Painting (SBHS – Risingholme)

### **Interest Groups and Activities**

- Richmond Community Garden
- Churchill Park Community Garden (Delta)
- Richmond Community Action network
- Richmond MenzShed
- Richmond History group
- Avebury Community Library
- Addington Net @ Delta
- Shirley Library has an array of regular activities catering for different ages, including book discussion group, after school activity zone, JP clinic,

Storytimes, Reading to Dogs, Scrabble, Babytimes, Cultural Exchange, Card Club, Saturday Storytimes Magic: The Gathering.

- Shirley Boys High School hosts Risingholme Continuing Education classes, and these are scheduled to continue in 2019, including German, Te Reo and Spanish (multiple levels), Massage, NZ Sign Language, Painting with Acrylics, Photoshop for Beginners, Reiki (multiple levels), Thai cooking and Yoga.
- Like Minds preschool group – a weekly playground for gifted and talented pre-schoolers, held at Richmond Community Cottage
- Seabrook McKenzie Centre for Specific Learning Disabilities – assessments, courses and support service, London St
- St John Youth activities – Penguins and Cadets, Hills Rd
- Richmond Workingmen’s Club Travel Section

### **Social Activities**

- Delta Community Support Trust
- Avebury House Chit Chat Club
- Association of Anglican Women – Holy Trinity
- Shirley Ladies Friendship Club, All Saints Church, New Brighton Rd
- North Avon Baptist Spiritual Lunch
- Delta Evergreen Club, older persons activity
- Crossway Church

### **Social supports**

- Delta food support
- Delta Empowerment courses
- Delta Personal advocacy and budgeting advice
- Delta Cultural support for migrants and refugees
- Holy Trinity Avonside – foot clinic 6 weekly, Wednesday café
- Delta ESoL
- Delta Fruit and Vege Co-op
- Delta secondhand clothing
- St Vinnies
- Shirley International Playgroup, Shirley Community Hub

### **ECEs**

- Kidsfirst Kindergarten Richmond
- Little bean Preschool
- Alpha ECE
- Shirley First Learners
- Casa Dei Bambini Montessori
- Shirley Playcentre, Chancellor St

## **Schools**

Shirley Boys High School relocates out of the community in 2019.

The Richmond area has three remaining schools: Shirley Primary School on the other side of Shirley Rd (roll 390, 25 percent of whom are from Richmond), Banks Ave School, to relocate to new buildings on the Shirley Boys High School site (roll 398, almost two-thirds of whom are out of zone) and Shirley Intermediate School (roll 160, down from 360 pre-quake), also moving onto Shirley Boys High's site alongside Banks Avenue School. Shirley Intermediate has been a victim of heavy marketing of out of zone places by Chisnallwood Intermediate School. It has a proportionately high Māori and Pasifika roll.

Council-owned community facilities located immediately within Richmond include Avebury House, Richmond Community Cottage, and the newly acquired former home of artist Bill Sutton, which has been added to the city's heritage portfolio, leased to the Sutton Heritage House and Garden Trust.

## **10. DISCUSSION**

### **10.1 The Richmond Community**

This section of the report will be updated once the 2018 Census data is released in mid-2019. Review of 2013 Census data indicates that the portion of Richmond (Richmond North) which sits within the Innes Ward varies significantly from that sitting in Central Ward, Richmond South. As at 2013, Richmond North had an NZDEP rating of 9, indicating relatively low levels of socioeconomic hardship (5 being the national average) while Richmond South was rated 5. Richmond North was characterised by higher household incomes and less ethnic diversity than Richmond South, the area south of North Avon Rd, but both areas were significantly less ethnically diverse than Christchurch's population as a whole at that time. Richmond South had higher proportions of older people and young adults, while Richmond North had more families. Richmond South also had a high proportion of rental housing, and smaller dwellings.

Anecdotally, the feedback gathered from key informants suggests that the community has changed quite a bit since 2013, with a general downward shift in socioeconomic wellbeing across Richmond. There is a wide-held perception that many houses in the area which were previously owner-occupied, and now lower cost rentals, having been sold "as is, where is". The change in the community is partly attributed to this, and partly to the development of more social housing in the area, and higher density housing to the south. The community is perceived to have more people struggling with mental health issues than in the past, and more families who could be categorised as "working poor". Anecdotally, there is some evidence of growth in the Indian population locally.

### **10.2 What is Working Well in Richmond?**

The present research highlighted a strong sense of community in Richmond. The community is seen to have a real village feel, and many local residents appear to value the history and heritage of the area. For a number of residents, their ties to the area are inter-generational. The feedback regarding the strong sense of community in Richmond came through a range of different residents, from well-educated, long-term residents to people who had only lived in the area for a short time, having moved in to social housing in the area. The community was described as quite friendly, and a place where it is common to say hello to people on the street. The fact that a previously very socially isolated Ōtautahi Community Housing Trust tenant reported engaging with his neighbours for the first time, and accessing activities at Delta where he had previously kept to

himself in his previous living situation sums up what a good number of informants had to say about Richmond. Compared to some other suburbs, it does seem to have a sense of inclusiveness.

The Richmond community is well-catered for with appealing outdoor and green spaces, through the red zone and the promise this now presents to the community of a permanent green-space asset on the doorstep of Richmond, the Avon River corridor, the redeveloped Dudley Creek, the attractive grounds of Avebury House, Richmond Village Green and Richmond's range of smaller parks, reserves and playgrounds.

In terms of publically accessible indoor spaces, Avebury House has capacity for more use than is currently occurring, but demand is steadily growing. The Delta / Crossway Church / North Avon Baptist Church will begin rebuild in the new year, and this will meet community needs far better than the buildings they have been operating from. This complex is a key hub within Richmond. So too is Richmond Workingmen's Club, currently operating from a transitional space, but with rebuild of the full complex underway. The new building will once again offer a range of spaces for use by the community through low cost membership. Richmond Community Cottage was only used 14.8 percent of the time in the last month; this facility does not appear to be utilised beyond a very minor extent by locals. Shirley Primary School's hall is under-utilised by the public and community groups. Once Banks Avenue and Shirley Intermediate School's buildings are redeveloped on the SBHS site, there may be buildings there that can also be utilised by the community. At present, Shirley Intermediate has an array of classrooms not used by the school and utilised by a range of community users. Loss of this site will displace some of these users, some of which are metro in nature.

Richmond is a very walkable suburb, and while footpath condition is an issue in some areas, this is improving. The community is well-served with locally based amenities, and some residents do almost everything locally, accessing health services, groceries, and clothing and meeting their social and recreational needs all within their own suburb. The CBD is readily accessible to people in Richmond as is The Palms, thanks to close proximity and good transport links, including a good bus service.

For those in need, Richmond is very well-served by Delta and its array of support services, along with those of Shirley Community Trust. Delta is however very stretched in meeting these needs.

Richmond has a good array of community activities, particularly for adults. Richmond Workingmen's Club is a significant provider of sport and interest-



based activities, Avebury House offers a range of classes, Richmond Community Garden and the MenzShed are both doing well at engaging the local community, and Delta and Shirley Community Trust, accessible to many people in Richmond, are significant providers of low-cost recreation and social activities. Cross way Church is a rapidly growing church with strong community engagement, while Holy Trinity and St Stephens are also well-engaged in the Richmond community.

Looking to the future, the building developments of Delta / Crossway / North Avon Baptist, Banks Avenue and Shirley Intermediate Schools, Richmond Workingmen's Club, and St Stephens church nearby offer exciting opportunities to the local Richmond community.

### **10.3 What Would Make Richmond a Better Place to Live?**

Many people living in Richmond are struggling financially, and financial barriers are in play in a number of cases which limit the extent that these residents can live life well. Affordability of recreational and social opportunities is an issue for many, whether older people living alone or parents and children in lower income households who struggle to access fun activities that connect them with others, keep them active or help them learn new skills. There is a lack of low cost physical recreation and sport opportunities for children and young people locally, and a lack of fun, low cost creative and social activities for children and young people after school and in the school holidays. The community values community events, and would like more of these.

Richmond has significant wellbeing needs, especially with regard to mental health. Many longer term residents were negatively impacted by the earthquakes, and remain so, as EQC and insurer responses continue to drag, or failed to restore the residents to their pre-quake state. Many more people have moved into the area for social housing, or to access lower rental housing from private landlords. A number of these new residents struggle with mental health issues, and issues associated with poverty. Delta is doing an exceptional job at supporting these residents, but their resourcing, always stretched, has not kept pace with growth in demand for their services. Further, the needs presenting to them are becoming increasingly complex. Delta needs to be resourced to a higher level to continue to be effective. With advocacy services coming under increased demand, something Delta is not directly resourced to provide, it is highly desirable that Pegasus base a partnership Community Worker at Delta. Both Council and Housing New Zealand could partner to actively lobby for this, along with additional support from CDHB to address mental health needs of its clientele. Mental health needs are not limited to adults, with local primary

schools identifying significant needs, which is currently a struggle to address, with inadequate supports available.

Richmond is growing with the development of higher density in-fill housing to the south. Without a requirement for these homes to have off-street parking, the roads have become very congested, causing concern for some residents. While many residents recognise a need to develop affordable housing close to the city, some are concerned at the potential threat to the character of Richmond (its heritage buildings and established trees) and want to see development kerbed or more controlled to preserve street access and the leafy character of the area.

Along with concerns over housing development, roadworks to fix earthquake damage have been on-going and a source of long-term stress and inconvenience for many residents, and extreme financial loss for some. Communication around these repairs was poor in the early years. Things do seem to be getting better, but locals now identify the need as ensuring all roads and footpaths are repaired to a good standard, and not just main arterial routes.

Richmond is well-served with its own retail areas, the major one on Stanmore Rd to the south, and another on the Shirley Rd – Hills Rd intersection. The Palms Mall is located directly adjacent to the suburb, to the north east. However Richmond's own commercial areas, and in particular Stanmore Rd, is seen to lack cohesion, and as in need of some urban development work to make the area more appealing, and more attractive to people from outside the local area. The Residents and Business Association has already been working on this with planter boxes developed. These have been well-received.

Summing up the needs and gaps of Richmond, which if addressed, would improve the capacity of local residents to live life well, the biggest priorities appear to be ensuring that the community's existing social supports (and especially Delta) are strengthened and are not over-burdened, striving to ensure that any further residential development in the community occurs in a manner with minimal impact on street accessibility, and a sympathetic approach to established trees and heritage buildings, ensuring green spaces are well-maintained, enhancing the walk- and bikability of the red zone, including development of a replacement for the Medway footbridge, developing and upgrading playgrounds for pre-schoolers and younger children, and fostering low and no cost recreation activities for children and young people after school and in school holidays. Because many residents in this community are not mobile, and the Shirley Library is difficult to access for people with disabilities, it would be great to see the mobile library add a stop at Richmond to its itinerary. This would work well at Richmond Workingmen's Club or Delta.

## **11. RECOMMENDATIONS**

**On the basis of the research findings, the following recommendations are put forward to Papanui-Innes Community Board and its governance team for its full consideration:**

- I. Papanui-Innes Community Board should be praised for their on-going support for Delta Trust, and affirmed for the difference this makes locally.
- II. The Papanui-Innes Community Board, along with the Linwood-Central-Heathcote Community Board, should consider partnering with Housing New Zealand and Ōtautahi Community Housing Trust to 1) jointly request Pegasus Health to consider placing a Partnership Community Worker at Delta, and 2) highlight the level of need locally for mental health resourcing to CDHB, again requesting using Delta as the base for adult services.
- III. Both Papanui-Innes and Linwood-Central-Heathcote should encourage the work being undertaken by Richmond Residents and Business Association, enhancing community engagement locally.
- IV. The need for improved playground facilities across Richmond targeting preschool and smaller children should be recognised and taken into accounting future planning.
- V. The Papanui-Innes Community Board should convey the high level of demand for a footbridge replacement for Medway Bridge to Christchurch City Council.
- VI. The present findings affirm a need for urban planning centred on the Stanmore Rd shopping area, striving to enhance a sense of cohesion in this area, ensuring safe crossing points, and working with local retailers and the Richmond Residents and Business Association to enhance the visual appeal of the area.
- VII. Papanui-Innes Community Ward should actively encourage development of low cost recreational activities and opportunities appealing to young people in Richmond.
- VIII. Papanui-Innes Community Board should request Christchurch City Libraries to include a regular stop for its mobile library in Richmond, either at Delta or the workingmen's club.

- IX. The present findings do not support development of a community facility on the 10 Shirley Rd site at this time, but rather, either development of the land into a park with active play equipment suited to a wide range of ages, or development into a tidy transitional green space, and a decision made regarding development of a building on-site only once school, church and other community centre rebuilds and developments currently in the pipeline or underway are completed and accurate demographic data on the population is available. The site appears to “resonate” more for Shirley residents and residents of the north part of Richmond than for Richmond as a whole. The former facility was seen as a Shirley community one.

## **REFERENCES**

Regenerate Christchurch (2017) *Community Needs Profile for East Christchurch: Ōtākaro Avon River Corridor Regeneration Plan: Regenerate Christchurch*