



# Youth Friendly Spaces Audit Report

10 SHIRLEY ROAD

14TH DECEMBER 2021



## Team Leader

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# 1. Executive Summary

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On November 3 and November 28 2021, 10 Shirley Road was audited by young people on its youth-friendliness. Using the Youth Relevant Design Check Card and Youth Friendly Spaces Audit, young people audited 10 Shirley Road on its safety, appeal, accessibility, resourcing, and youth-friendliness.

10 Shirley Road performed averagely in the Youth Friendly Spaces Audit, scoring a total of 42% and received a poor Net Promoter Score of -37.5

The youth auditors really liked how the space is well connected within Shirley. 10 Shirley Road is right in the middle of other spaces local young people would access and is surrounded by bus stops connected to the central network. The space has a variety of facilities for young people to use, such as the playground, skate ramp, basketball court, and a quiet space by the stream at the other end of the park. They enjoy using the space as it is easily accessible and its activities give them something to do, while making them feel like they belong.

The areas young people thought could be improved on were the lack of basic amenities in the space and the underutilisation of the space. The space would benefit from having a toilet, water fountain, and lighting as these facilities would make it more practical and safe for youth. Down the track, young people would like to see a youth hub that can be used for shelter from the weather, relaxation, and event activations developed to unlock the potential the space has to offer.

**Overall, the recommendations on behalf of the youth auditors are to:**

- [Install Basic Amenities](#)
- [Add Lighting to the Space](#)
- [Improve Existing Features](#)
- [Introduce New Features](#)
- [Build a Youth Hub in the Future](#)

## 2. Introduction

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On November 3rd and November 28th 2021, a team of youth auditors, led by team leader Andre Moneda, completed a Youth Friendly Spaces Audit on 10 Shirley Road. This Youth Friendly Spaces Audit report is an appraisal of 10 Shirley Road's youth-friendliness, with data gathered over two audits. This has been completed by an independent youth audit team leader and covers the five factors of Youth Relevant Design including safety, appeal, accessible, well-resourced and youth-friendly. Robust engagement has taken place with a team of young people (also referred to in this report as the youth auditors) who have developed a range of feedback and recommendations for this space.

The audit was completed by six diverse auditors ranging in age from ten to twenty. The feedback in this report was collated across two audits with youth auditors, during the evening on Wednesday 3rd November and during the afternoon on Saturday 28th November. Two audits were completed to capture the youth-friendliness of the space at different times, such as during day and night time, or when it is busy and quiet. This report determines how youth-friendly 10 Shirley Road is and gives a Net Promoter Score for the space. It also includes detailed feedback from young people, including what they like about the space, what changes they would like to see, general feedback, and recommendations.

## 3. Methodology

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The Youth Friendly Spaces Audit was conducted by a team leader who led a team of young people through 10 Shirley Road and audited the space against a set of Youth Relevant Design Principles.

### The audits were conducted on:

- [Wednesday November 3rd 2021, from 7:00 PM to 8:30 PM](#)
- [Sunday November 28th 2021, from 3:30 PM to 4:30 PM](#)

### 3.1 Quantitative Feedback

During both audits, each youth auditor completed a Youth Friendly Spaces Scorecard. As they assessed the space, the young people were asked to think about the facility under the following banners:

- **Transport Options**

This looks at whether the space has bike stands, a bus stop within 100 metres, bus links to other key spaces young people use, and whether bike stands, pathways to roads and car parks are well-lit.

- **Location**

This assesses whether the space is close to other places young people already hang out, whether the entrance is well-lit and well sign posted, and if there are ramps where required.

- **Atmosphere**

This section measures the appeal of the space's atmosphere, including whether music is playing, if there are soft spaces to relax that aren't 'in the way', colour, art, plant life, safe spaces to leave belongings, charging ports, and the friendliness of staff.

- **Cost**

Young people look at whether there is free admission and discounts with student ID, discounted admission on certain days or times, and free WiFi.

- **Bathrooms**

Spaces are scored on whether there are gender-neutral bathrooms, showers, disability bathrooms and disability showers, where applicable.

- **Support**

Young people look for and feel safer when spaces have youth workers or staff that are easy to approach and available to help.

Each of these banners included questions that required either a yes, no, or not applicable answer. As the auditors walked through the space, they kept an eye out for the items suggested on the scorecard and recorded whether they were provided, if applicable. The results for each section total how many 'yes' answers there were for each section out of all of the 'yes' and 'no' answers, thus producing a percentage of how well that area scored.

Alongside a score in each of these areas, the audit also produced a Net Promoter Score (NPS). Every young person was asked how likely they would be to recommend the space to a friend on a scale from zero, not very likely, to ten, extremely likely. Those who recorded a score between zero and six were considered 'detractors', while those who recorded a score of nine or ten were considered 'promoters'. Any ratings of seven or eight were considered neutral and did not detract or add to the overall score. The team leaders then subtracted the percentage of detractors from the percentage of promoters, generating the NPS for the space. Any NPS of greater than zero is considered good, as it indicates that the auditors were more likely to recommend the space to others than to not.

## 3.2 Qualitative Feedback

As well as providing youth-friendly scores, the Youth Friendly Spaces Audit also gathers qualitative feedback in the form of recommendations and anecdotal feedback.

At the end of the audit, the team leader ran a focus group with all the auditors, asking them for feedback about the space, guided by the 5 Factors of Youth Relevant Design. These factors include:

- **Safety**  
Any space that young people frequent should be safe, and when you get it right for them, you've probably got it right for everyone.
- **Appeal**  
A space is going to be more appealing and successful when people want to use it for its intended purpose.
- **Accessible**  
Any space needs to be accessible – all young people should be able to use it, even if their circumstances are different.
- **Well-Resourced**  
A space that is well-resourced with young people in mind is one that will be well-used.
- **Youth-Friendly**  
You can tell a youth-friendly space by the feeling you get when you walk in – young people are wanted here.

This focus group produced valuable feedback directly from young people, which was later developed into the recommendations found in this report. In conjunction to the focus group, young people also had the option to give their own feedback through qualitative questions on the scorecard, which asked:

- What do you like about this space?
- Do you think this space is designed to be used by young people?
- What would you change about this space that is easy to do?
- What would you change about this space if you could do anything?



## 4. Findings

### 4.1 Audit One Scorecard

Wednesday, November 3rd 2021, from 7:00 PM to 8:30 PM

SECTIONS	SCORES
Transport Options	56%
Location	58%
Atmosphere	78%
Cost	50%
Bathroom	0%
Support	50%

TOTAL: **49%**

NET PROMOTER SCORE: **0**

### 4.2 Audit Two Scorecard

Sunday, November 28th 2021, from 3:30 PM to 4:30 PM

SECTIONS	SCORES
Transport Options	44%
Location	50%
Atmosphere	67%

Cost	50%
Bathroom	0%
Support	0%

TOTAL: **35%**

NET PROMOTER SCORE: **-75**

OVERALL YOUTH FRIENDLINESS SCORE: **42%**

OVERALL NET PROMOTER SCORE: **-37.5**

10 Shirley Rd scored averagely in the youth friendliness scores. These scores represent how the young people rated each of the scorecard categories. A score of 42% suggests that while young people have been partially considered in the development of the space, there is significant room for improvement.

The Net Promoter Score (NPS) represents the overall likelihood of a young person recommending the space to other young people. As outlined in the previous section, the score is determined by subtracting the percentage of detractors from the percentage of promoters. Any NPS of greater than zero indicates that there were more promoters than detractors. With this in mind, the overall NPS of -37.5 is a low score, as it indicated that young people were less likely to not recommend the space. The qualitative feedback and recommendations gives an indication of why the score is what it is and how the space can improve its score.

### 4.3 Scorecard Feedback

Each youth auditor completed a score card twice at two distinctly different times. During the audits, they were asked to write down what they liked about the space, if they thought the space was designed to be used by young people, what they would change that is easy to do, and what they would change if they could change anything at all. Below is a summary of their feedback.



### 4.3.1 What do you like about this space?

The most common aspect of the space the youth auditors liked was the vast space of the park and the different activities already available such as the playground, basketball courts, pump track, and seating by the river. The auditors were impressed by this variety as it appealed to youth of different interests. Those who want to be active and socialise with friends can use the pump track and the basketball courts to play games or hang out at the playground and use the swings. Young people that want some peace and relaxation can sit at the other end of the park by the river and absorb nature.

The youth auditors also liked the potential that the big field can offer for events. They mentioned how event activations can happen at the space, such as sports events, social events, and other events that anyone can participate in.

### 4.3.2 Do you think this space is designed to be used by young people?

All of the youth auditors felt that the space is designed to be used by young people. The pump track was the key feature of the space that led the youth auditors to reach this conclusion, with several of the youth auditors from the area noting that a lot of youth use the pump track. The inclusion of the playground and the basketball courts was also noted as supporting this conclusion. These activities attract youth to the space and give them something to do in their neighbourhood. One youth auditor mentioned that Shirley Primary, located across the road, uses the space sometimes, which makes it easier for kids to feel welcome to use the space. Overall, it is a nice and safe park, with one auditor even commenting that it was enjoyable for all people, young or old, to use.

### 4.3.3 What would you change about this space that is easy to do?

The youth auditors mentioned that the space could be improved by adding new bins to help with keeping the area clean and offering more seating and spaces to relax. During the night, there is an insufficient amount of lighting in the area, so more working lights around the space are needed to improve the usability and safety of the space. The youth auditors also pointed out that the basketball hoop needs to be moved so that it faces parallel to the road to stop the ball going over the short fence and ending up on the main road.

Another idea the auditors raised was to add an information board which includes youth-focused information and advertising. It should also include contacts to youth services and providers, in both Shirley and neighbouring areas. This will help young people feel comfortable with accessing support and could possibly introduce them to new groups and clubs.

#### 4.3.4 What would you change about this space if you could change anything?

In the long run, young people would like to see a youth centre or a place where young people can sit down and relax in a sheltered space which protects them from the elements. This structure does not need to cover the whole area of the park, but instead provide a small, safe space. The auditors also raised that they would like to see activities specifically for young people, such as sports events, social events and displays run in the space. This will make the space even more welcoming and would showcase the potential of the Shirley community.

### 4.4 Focus Group Feedback

At the conclusion of the audit, the youth auditors came together for a focus group, guided by the 5 Factors of Youth Relevant Design, to gather further feedback for the space.

#### 4.4.1 Safety

The crux of this point is that any space that young people frequent should be safe, and when you get it right for them, you probably get it right for everyone.


Overall, the youth auditors feel safe when using 10 Shirley Road. During the day, they mentioned that the space feels safe due to its location on the main road and open areas. However, when dark, the auditors noted that they did not feel the same level of safety. One female youth auditor said that she did not feel safe in the space at night or when near the river. All of the youth auditors agreed that installing working lights would improve the safety of the space. Another auditor mentioned that they would feel safe if more people were around. This could be achieved by adding more seating to attract more users and introducing more activities.

When asked if they felt 'in the way' when at the space, the auditors said that they did not and that they instead felt welcome by its other users; they felt that they were part of the community. With other key landmarks in the area like shops, MacFarlane Park, and The Palms Shopping Mall, the young people felt very connected to the area and indicated they would keep using this space.

#### 4.4.2 Appeal

A space is more appealing when young people are able to be engaged in the space.

During the focus group, the youth auditors agreed that the space is appealing to young people overall. The auditors mentioned that they like going to the park because it is easy to access and has fun things to do. One



auditor mentioned that the river at the other end of the space gives a sense of nature and peace. The location of the space makes it easily visible and it is located near other places young people frequent.

The auditors would like to see the visual appearance of the space improved and the quantity of activities run increased. To achieve this, the auditors suggested that bins, lighting, and an information board could be introduced. They also suggested that the space could be made more colourful and thus appealing by expanding the gardens and including more flowers. Another idea raised by the auditors to improve the appeal of the space was to refurbish the basketball courts and playground. This could be achieved by repainting the court, net, and playground. In terms of new activities, the auditors noted that the table tennis table is not fit for purpose as it is usually too windy to use. Instead, the auditors suggested that a big chess set could be developed, which would be something young people would welcome to the space. Due to the size of the park, new sport activities could also be introduced to the park by developing a frisbee golf course and potentially even a tennis court.

#### 4.4.3 Accessibility

Any space needs to be accessible, which includes disability access, physical movement to and around the space, and the affordability of engaging with the space.


Young people commented that the space is easily accessible. Due to its location on a main road, the space is easy for not just Shirley residents to access, but everyone in the city. A traffic light installed right outside the main entrance makes it easier for young people to cross the road, while the bus stops located directly outside the space connect it to the city's public transport network that many young people rely on. People can also drive to the space, as well as safely walk and bike, although the bike stands need to be updated. The space is connected to other spaces that young people in the area would go to.

While the space is accessible from a transport perspective, many of the auditors pointed out that the space has poor disability access. They noted that the footpath is the only wheelchair accessible part of the space and that ramps and wheelchair-friendly activities should be introduced to the space.

#### 4.4.4 Well-Resourced

The youth auditors noted that while the space appeals to all age groups, it needs basic facilities like toilets, lighting, water fountains, and seating to be introduced to be well-resourced. The auditors explained that more bins need to be installed as the current ones are often full, which causes rubbish to be left on the ground surrounding the bins. One auditor suggested that a community group could be formed to do a clean up once a month, which would increase connection, ownership and pride of place in the local area.

With council already planning to build a new structure in the space, the youth auditors agreed that they would like this to be a building that would be a place to both run activities and relax. This building does not



have to be big or use up the whole space and should instead complement the large open area so that the field can still be used for a range of activities.

#### 4.4.5 Youth-Friendly

You can tell a youth-friendly space by the feeling you get when you walk in – young people feel wanted there.

The youth auditors agreed that the space is youth friendly due to its simplicity and it having a “Shirley vibe”. They noted that Shirley generally has a natural, relaxed and community atmosphere, which they would like to see preserved in the park if anything new is to be installed or introduced.


One auditor did mention that the space “screams out ‘toddler’ more than youth” and that the neighbouring MacFarlane Park “screams out youth more than here [10 Shirley Rd]”. They explained that this is because MacFarlane Park has the Park Centre, which offers free WiFi, a full size basketball court, a playground better suited to a wider age range, and more field space to use.

The youth-friendliness of the space could be improved easily by running the aforementioned sports activities, upgrading the playground, and running events with groups like Canterbury Cricket. The inclusion of other equipment found in parks like flying foxes, murals and sculptures, musical play equipment, park exercise machines, or even extending the pump track and adding a halfpipe would further increase the youth-friendliness of the space.

#### 4.4.6 General Feedback

At the end of the focus group, the youth auditors were asked some final questions about what else they liked about the space, if there is anything they did not like, or if they had any other final suggestions or recommendations.

Overall, the youth audit raised a number of immediate and long-term improvements which could be made to 10 Shirley Rd to increase its youth friendliness. These changes include the installation of amenities such as toilets, water fountains, seating, bins and a picnic area to improve the functionality of the space. This can be achieved by upgrading existing facilities such as the playground and the half court, while simultaneously finding ways to make the space visually appealing. Down the track, young people would like to see a small building to house events as well as to socialise and relax with others included, in conjunction with the installation of further sports facilities like a frisbee golf course or goal posts. Whatever changes are made in



the future, it is imperative that the space maintains the Shirley character and involves young people in its planning

## 5. Recommendations

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### 5.1 Install Basic Amenities

As highlighted by all the auditors, the space urgently needs to have basic amenities installed for everyone to use. The nearest public bathrooms and water fountains are located in MacFarlane Park, which is very inconvenient for people using this space.

This could be achieved by:

- Building toilet and water fountain facilities
- Add bigger bins to the space
- Increasing maintenance of and around the space

### 5.2 Add Lighting to the Space

For the space to be fully functional, the space must also be safe. The space needs lighting to improve its overall safety and to be accessible during the night. This will also increase the appeal of the space.

This could be achieved by:

- Adding lights to the half court
- Adding lighting at the parking lot
- Adding lights at entrance ways
- Repairing or refurbishing existing lights where the community building once stood

## 5.3 Improve Existing Features

The features of the space are well-used by local young people, but are in need of an upgrade. The youth auditors would like to see existing features such as the playground and half court be given functional and cosmetic improvements.

This could be achieved by:

- Repainting lines on the half court
- Repainting and repairing the playground
- Replacing old bike stands
- Adding more seating
- Expanding the garden
- Installing a youth-focused bulletin board

## 5.4 Introduce New Features


On top of improving the existing features of the space, young people would like to see further facilities and features developed at the space. The wide open areas give the space plenty of potential, which, if properly utilised, would benefit all park users.

This could be achieved by:

- Adding a picnic and BBQ area
- Adding a frisbee golf course
- Installing park exercise equipment
- Adding giant board games, like chess and tic tac toe
- Installing goal posts
- Creating murals and art installations

## 5.5 Build a Youth Hub in the Future





In a future council long term plan, the young people would ideally like to see a space for them to relax and hold activities. This will lead to more young people using the space and make them feel more welcome in the community.

If such a space is built, it should:

- Be a small sheltered space
- Have a dedicated seating area
- Have shelter from the weather
- Facilitate event activations, such as sport clubs or crafternoons
- Offer free WiFi
- Include access to support services
- Involve young people in the design

## 6. Conclusion

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Thank you for reading this Youth Friendly Spaces Audit report and considering the above recommendations to make 10 Shirley Road more youth-friendly.

We appreciate you allowing us into your space, showing us around and answering any questions we had. From here, we are happy to meet with you to discuss any of the feedback or recommendations in this report and how you might like to act on any of the above.

Following best practice youth engagement, it is important for us to feed back to the young people who participated in the audit on how their voices have been used and taken on board by the audited space. We will follow up with you three months from the date this report is sent to you to ask about how this report has been received and if there is any action to report back to the youth auditors.

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