



PLACEMAKING *Tikipunga*

Summary of Feedback Report

December 2020

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1 Placemaking Programme

The Placemaking Programme is a key tool identified within the Whangarei District Growth Strategy as a response to the growth and changes that are happening in our local communities and the key challenges and opportunities that come with it.

The Placemaking Programme will create a series of spatial plans for our districts communities and look at how they will change, grow and develop over the next 20-30 years.

Once completed, these plans will identify actions which will feed into the district plan review process, the capital works, infrastructure, and transport programmes, and align their actions with the Long-Term Plan and annual plan funding. They will also act as a tool for communities providing a vehicle for community input into planning and development decisions.

Our pilot for the placemaking programme begins in Hikurangi and Tikipunga and will result in a spatial plan for each location.



Diagram (above) Growth nodes identified within the Whangarei District Growth Strategy.

1.1 Programme Drivers

Whangarei is growing and developing but there is a gap when it comes to understanding how this affects specific locations in our District.

This gap has led to:

- Poor quality outcomes and lost opportunities to maximise the community benefits of development.
- A lack of vision for how a specific community will develop over the medium/long-term.
- Fragmented communities due to infrastructure such as roads, parks and pedestrian networks.
- Low levels of amenity through poor urban design, and subdivision design.
- Communities who feel disconnected from key planning & development decisions.

A 'one size fits all' approach is not the best way forward for our diverse District because each place is different. Communities have their own set of qualities, unique characteristics and people who make them special.

The Placemaking Programme will generate a series of Placemaking Plans to create a 20-30-year shared vision for key locations and communities across the District.

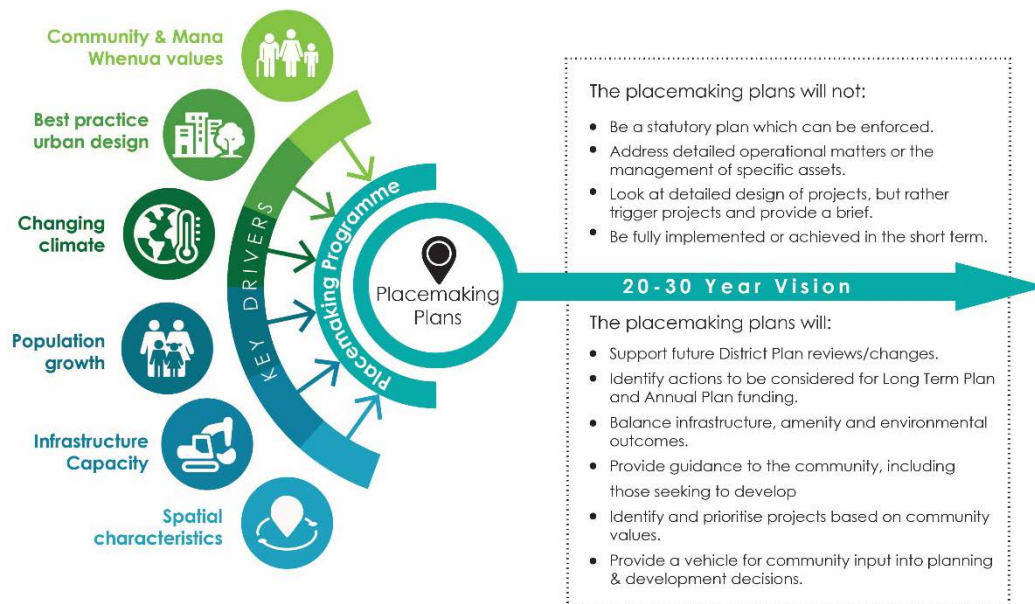


Diagram (above) What is the Placemaking Programme and how it will work (what the plans will do and will not do).

1.2 Where are we in the process?

With this report we have completed Stage 2 of our overall process. Our findings from the community engagement, internal workshops, discussions with external stakeholders and spatial analysis have helped us to identify opportunities, future projects and actions to include within the Tikipunga Placemaking Plan.

These findings will feed into our draft Tikipunga Placemaking Plan. We will begin structuring and developing the document in the new year and aim to complete the draft by March/April 2021.

We are aiming to have the Hikurangi and Tikipunga Placemaking Plans adopted in May/June 2021. The timeframes for the final plans have been extended due to COVID-19 Level 4 Lockdown and the disruption we had in the initial stages of the plan development and the first round of community engagement.



Diagram (above) The overall placemaking process. Stage 2 has just been completed and we move to Stage 3: Final Plan with the development of a draft plan.

2 Community engagement approach

The purpose of the second round of engagement was to identify opportunities as well as test our own learnings and analysis from internal discussions and the first round of engagement.

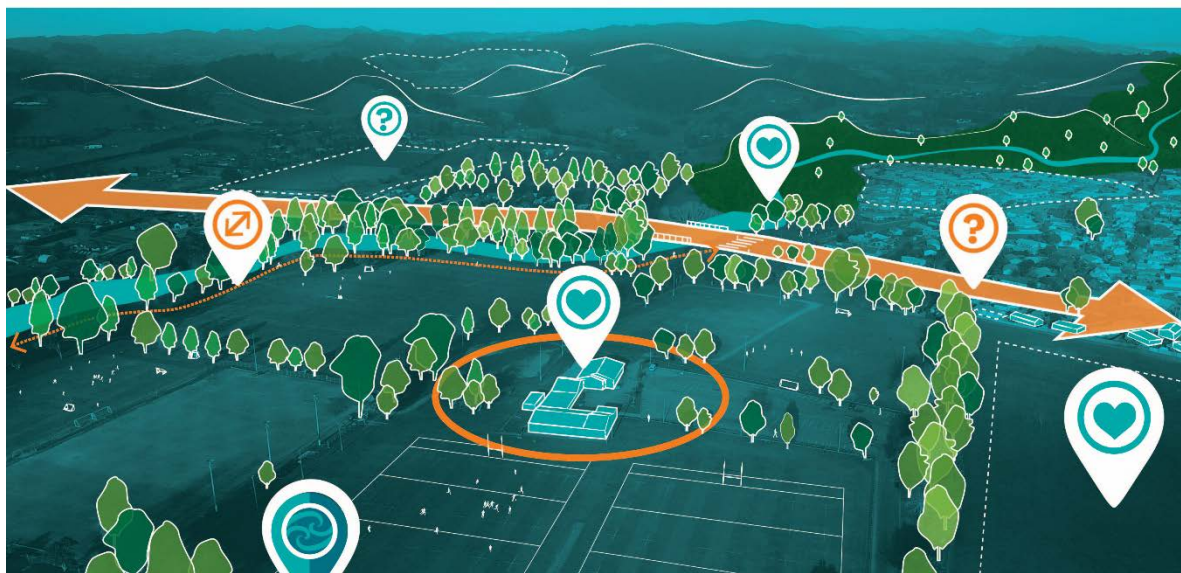
Due to the restrictions put in place because of the COVID-19 Level 4 lockdown, the first round of engagement which was held online in June/July 2020.

Although we received a total of 300 responses to our first online survey (responses for Hikurangi and Tikipunga), we found that the individual community relationships and the buy-in we had built prior to restrictions was a key aspect in getting people to engage with us online. Face to face engagement is often the most beneficial and rewarding approach to engagement for both parties.

During the second round of engagement we wanted to take a more interactive and creative approach with a focus on meeting people in the Tikipunga community.

We also explored a wide range of engagement tools and approaches with the intention of making ourselves available to as many people as possible.

2.1 Engagement tools



PLACEMAKING Tikipunga

TELL US what you want your COMMUNITY to be?

Image (above) As part of this round of engagement we tried to create visually engaging imagery to help encourage participation online

Our engagement approaches included:

- Community hui / workshop held in the Tikipunga community.
- Morning drop-in sessions once a week in the Tikipunga community.
- Online survey / questionnaire for those who wanted to continue to engage with us online.
- Presented, workshopped and promotion of the Placemaking Plans at Tikipunga community group meetings.

The second round of engagement was held for one month, from Wednesday 28th October to Wednesday 25th November. Our engagement events and online surveys were promoted using our engagement tools including the website, council news, social media, posters displayed at local shop fronts and through the email contacts we established within the first round of engagement.

Community groups such as Tiki Pride have been helpful in promoting the placemaking plan within the wider community. Information about the placemaking plan and the events that were held were shared and promoted through the community networks and tools. This included the Otuihau News and the various Tikipunga community social media pages.

2.2 Engagement limitations

Engagement limitations have been noted to help us formulate a clear communication plan for the third round of engagement as well as future placemaking plan engagement.

- We aimed to hold engagement at diverse times (evening workshops, drop-in-sessions during the day) to ensure many people had the ability to come and speak to us. However, the more informal drop-in-sessions were day centric and reliant on people showing interest as they passed by. This showed us that the context of the sessions is very important. the location of where staff are situated needs to be central and a common meeting place for the community.
- The community workshop was successful but had limited attendance. We will however aim to encourage more participation through further promotion of this event as well as sending out reminders and using tools such as Facebook events.
- Advertising, marketing, and information sharing is always a challenge. We are limited by the tools we have available such as our WDC Facebook page, website and council news. The most valuable tools are those that exist in the community. More work to identify and adapt to these tools will be beneficial in the future.
- Engagement is resource and time intensive. We are limited by how much time internal staff have available to dedicate to events and workshops, both within and outside of working hours. A balance of time is required with a more personalised and individual approach to interactions (i.e. door knocking).
- The timing of engagement is a key thing to consider. Working collaboratively with the community and at a pace which is comfortable for them and fits in with their schedules needs to be balanced with the project programme and timeline. Due to the unprecedented year we have had with such events as COVID-19 and the July floods, individual priorities were understandably elsewhere.
- A large portion of the community do not engage with the platforms that we use as council and/or do not actively look at what council communicates. We will aim to build on and diversify our communication tools and collaborate with the community using their own tools in the future.

3 Community Response

3.1 Response in brief

- 5 attendees at the community workshop held at Te Ora Hou, Corks Road.
- 55 online survey responses
- 4 drop-in-sessions held, two at Tiki Bake (Paramount Plaza) and two at Tikipunga Library.

3.2 Key themes

We asked the Tikipunga community some key questions based around three key themes. These key themes were created from the feedback we received in the first round of engagement.

Connectivity

- People would like to have more choice when it comes to movement.
- A lot of individuals enjoyed walking/cycling during the COVID-19 lockdown and enjoy the amenities which allow for this kind of passive recreation – such as Whangarei Falls.
- With increased growth and subdivisions people are noticing an increase in traffic movement and would like to see safer roads and intersections for driving and pedestrians.
- A key thing that they value is their proximity and connections to the city, and the coast.
- People want to see better quality, accessible footpaths.

Diversity & Character

- The community love the place they live, the natural environment, the rural backdrop and the diverse people who live in Tikipunga.
- It was highlighted that people would like to better connect to and celebrate Tikipunga's cultural landscape, history and heritage.
- Tikipunga is very diverse and eclectic this gives them a unique character. Character is ever changing, and this is something which should be celebrated.

Change

- Tikipunga is experiencing a significant amount of population growth and with that growth comes change.
- These changes include increase in housing and pressure on public spaces and infrastructure.
- With this change comes the opportunity for the community to benefit by becoming better connected, increased facilities and amenities.

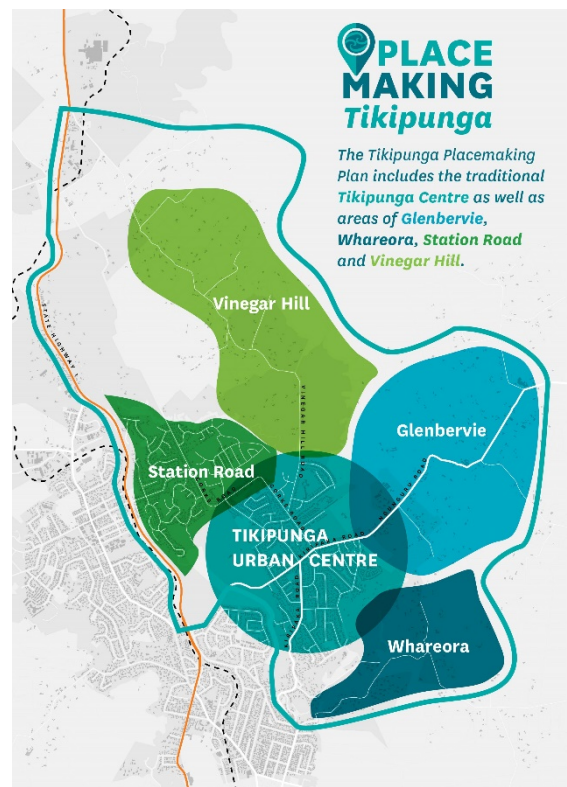


Diagram (above) The spatial scope of the Tikipunga Placemaking Plan.

4 Connectivity

Connectivity was a key theme raised within the first round of community engagement. It is about creating more choice when it comes to movement and transport and better connecting amenities and surroundings. Connectivity in Tikipunga is also about creating safer streets and intersections for vehicles and pedestrians.

We wanted to expand on the feedback we received from the previous round of engagement and identify some possible opportunities around vehicle movement, walking & cycling, accessibility, safety and public transport.

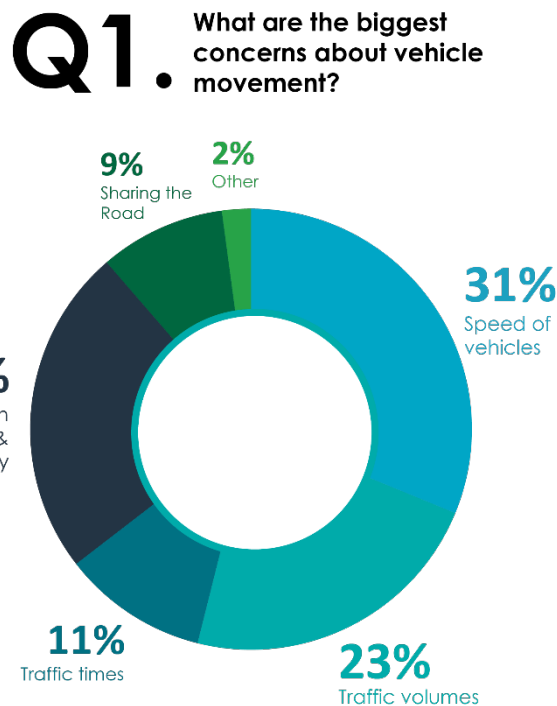
The questions asked were:

1. **What are your biggest concerns about vehicle movement?**
2. **What needs to change in terms of connectivity, walkability and public transport?**
 - a. Where are the missing walking & cycling connections?
 - b. What footpaths need the most improvement and why?
 - c. What streets feel unsafe and why?
 - d. Where do we need more pedestrian crossings?
 - e. What time and week day would extra busses work best for you?
 - f. Where are the missing bus connections?
 - g. Where do we need more bus stops/shelters?
3. **What are your biggest concerns about Kiripaka Road?**
4. **Do you have concerns with any other streets in Tikipunga?**

The feedback summarised below is based on the online survey responses combined with the more robust discussions from the community workshop and drop-in-sessions.

4.1 Vehicle movement

“Lots of school children and foot traffic...many people walk, they also need to be considered”

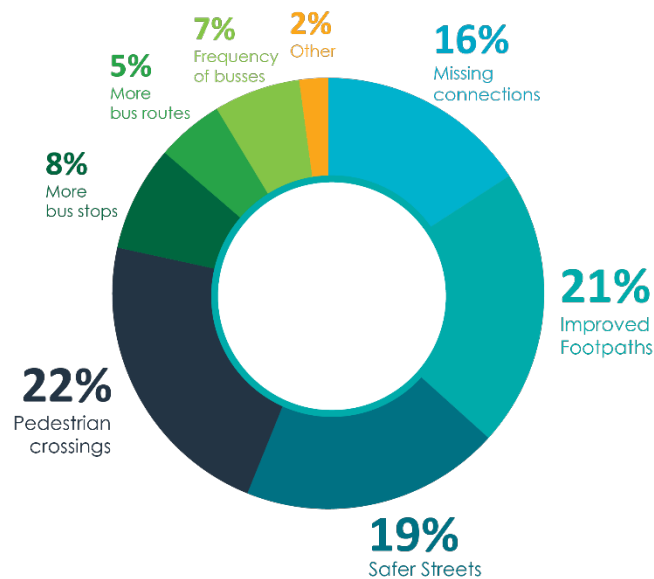


When it comes to vehicle movement the community is most commonly concerned about traffic speeds. This is followed by pedestrian safety and traffic volumes. Most comments relating vehicle movement were related to Kiripaka Road.

4.2 Walkability and public transport

“It would be nice to be able to cycle to town without going on the road.”

Q2. What needs to change in terms of connectivity, walkability and public transport?



Within this question it was clear that there was more emphasis on walking and cycling opportunities, rather than public transport.

When considering walking and cycling and pedestrian connectivity, the most common responses were improving footpaths and more pedestrian crossings.

When asked what connections are missing in Tikipunga, the most common responses were:

- Kamo Cycleway. There is an existing shared path connecting to the Kamo Cycleway on Puna Rere Drive however it ends at Spedding Road.
- Paramount Parade to better connect surrounding residents to the shopping at Paramount Plaza.
- Vinegar Hill
- Kiripaka Road to link the Kamo Cycleway to the Whangarei Falls through the urban area.
- Ngunguru Road linking Whangarei Falls to Pehiaweri Marae and Glenbervie School.

Within the feedback, the improvement of footpaths was primarily around maintenance and accessibility (uneven and inconsistent footpaths). The comments indicated that most footpaths require improvement, with emphasis on Kiripaka Road, Paramount Parade, Denby Crescent and Corks Road.

Unsafe streets were primarily about speeding vehicles, driver behaviour and roaming dogs. There were some comments about the lack of appropriate street lighting.

The feedback also indicated where we need for more pedestrian crossing to better access schools, the sport and recreational facilities (Tikipunga Sports Park) and shopping (Paramount Plaza). The particular locations mentioned were:

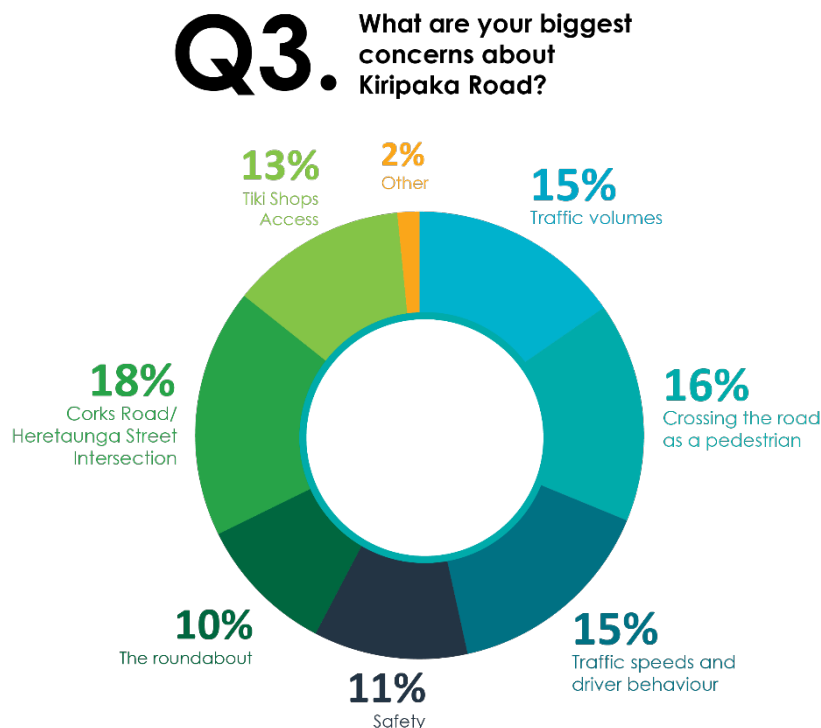
- Kiripaka Road – Tikipunga High School, Whangarei Falls and the Tikipunga school pool)
- Corks Road – Tikipunga High School
- Vinegar Hill Road – Potter Park Playground and Te Kura Kaupapa Maori of Te Rawhitiroa
- Paramount Parade – Paramount Plaza, Tikipunga Library and Amber Drive Park.

The feedback on buses was primarily about increasing the frequency of the existing service. There were also comments about establishing connections to:

- Thomas Street and Balmoral Road
- Totara Parklands and future subdivisions on Vinegar Hill
- Future retirement villages on Denby Crescent and in Totara Parklands.

4.3 Kiripaka Road

“Heretaunga Street/Corks Road intersection is a big issue which needs to be improved.”



When considering Kiripaka Road specifically there are multiple concerns and no clear priorities. However, the most common response was in regard to the Corks Road / Heretaunga Street / Kiripaka Road intersection next to the Mobil service station.

4.4 Other Streets

“Vinegar Hill is not safe, changes to road mean more cars tend to drive faster...”

To ensure emphasis was not only put on Kiripaka Road we asked the community what other streets in Tikipunga were a key concern. The most common responses included:

- Vinegar Hill road
- Heretaunga Street
- Corks Road
- Paramount Parade
- Balmoral Road and Thomas Street
- Paranui Valley Road (lack of centre lines)

The above locations were noted primarily due to speeding vehicles and dangerous intersections.

5 Diversity and Character

Diversity and character is another key theme raised within the first round of community engagement. Character is ever changing, and Tikipunga has a very diverse and eclectic community which gives it a unique character.

We wanted to expand on the feedback we received from the previous round of engagement and identify some possible opportunities around enhancing and celebrating this character as well as opportunities for improve and diversify activities and amenities.

The questions asked were:

5. **What would you like to see done to enhance and celebrate Tikipunga's Diversity and character?**
6. **What activities does Tikipunga need, where could they go, and for what age group?**
7. **What makes Tikipunga special to you?**

The feedback summarised below is based on the online survey responses combined with the more robust discussions from the community workshop and drop-in-sessions.

5.1 Character

"We need to celebrate our cultural diversity and the ages of the residents in our suburb."

The community love Tikipunga and when asked what they would like to see done to enhance and celebrate the diversity and character some key responses were:

- Drawing together and connecting the different amenities and attractions
- Community hubs and facilities
- Better connecting to the Marae and Tikipunga's cultural heritage
- Art, murals and sculpture
- Events and diverse gatherings and advertising and marketing these in Tikipunga
- Improving the arrivals and entranceways into Tikipunga

5.2 Tikipunga Activities

"...there is not much currently available for teens, young adults and adults in Tikipunga"

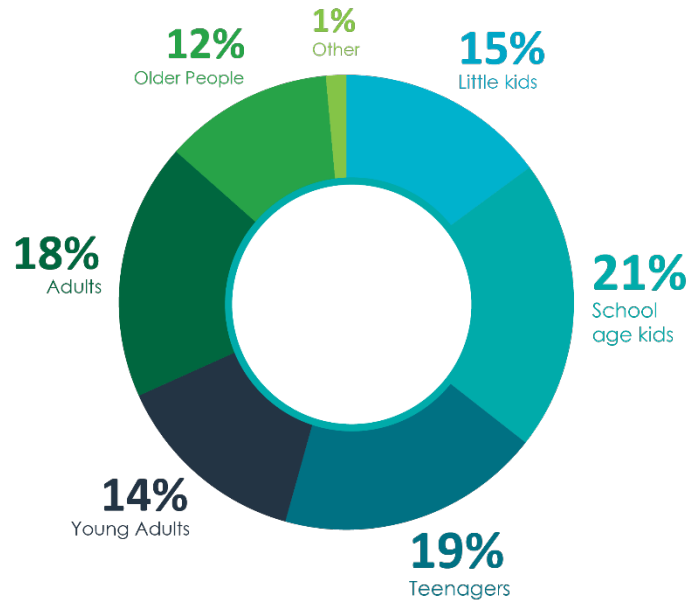
When asked what activities Tikipunga needs the responses showed there was more of an emphasis on improving existing amenities rather than the need for new ones. This included improving places such as Korau Park, the Tikipunga sports Park and the Tikipunga Shops.

The feedback received on what activities Tikipunga need and where they could go included:

- More cafés and hospitality
- More diverse and local shopping available at Paramount Plaza
- Skate park at the Tikipunga Sports Park
- Kids Playground at Whangarei Falls
- Places for community events

When asked what age group these activities should cater too, the response was reasonably even with more slightly more emphasis on school kids and teenagers. This is reflective of what was said in the first round of engagement.

Q6. What age group do these activities need to cater too?



5.3 What makes Tikipunga Special?

“...Tikipunga is special to me because of it's potential.

Within the first round of engagement we asked the community what they value most about Tikipunga. We received a lot of comments about the natural environment, family/whanau, diverse community, and ageing in place.

We wanted to build on those early responses by asking the community what they believe makes Tikipunga special to them.

The most common responses were:

- Whangarei Falls and the surrounding area
- Tikipunga's central location and proximity to Whangarei city and Tutukaka coast
- Access to amenities
- Natural environment, open spaces, large mature trees, rural and open aspect
- The fact that it is a family orientated place

There was also emphasis on the change that Tikipunga is seeing. People value the fact that their place has lots of potential and is an up in coming place with lots of positive changes happening.

6 Change

Change is the final key theme which was raised as part of the first round of community engagement. It is about the significant amount of population growth and change that is happening in Tikipunga, including increase in housing and pressure on public spaces and infrastructure.

We wanted to expand on the feedback we received from the previous round of engagement and identify how the community believe we can best accommodate the growth as well as what the biggest concerns are when it comes to this growth.

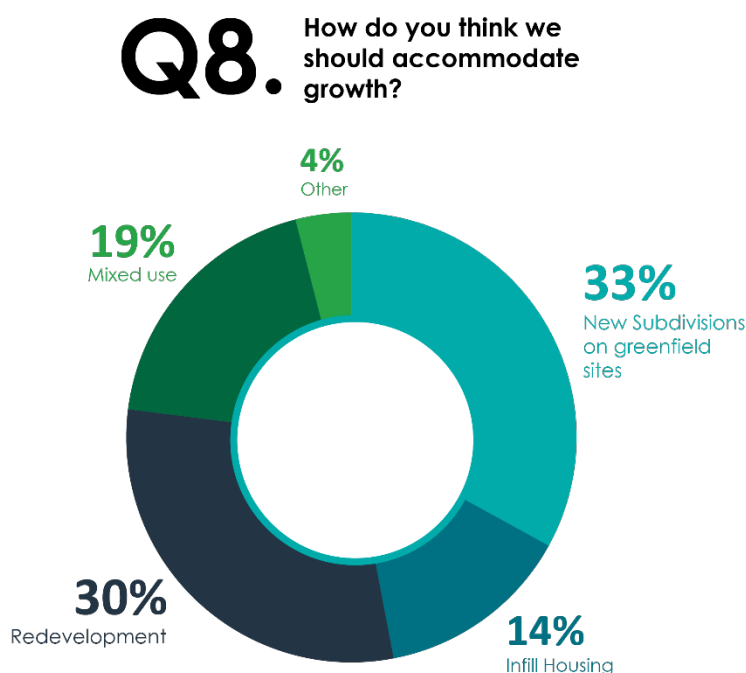
The questions asked were:

8. How do you think we should accommodate the growth happening in Tikipunga?
9. What can be done to address concerns around growth?

The feedback summarised below is based on the online survey responses combined with the more robust discussions from the community workshop and drop-in-sessions.

6.1 Growth

“More housing to suit all demographics...”



People in Tikipunga can see the growth and changes happening in their community. When asked about how this growth could be better accommodated in the future. The most common response was new subdivisions on greenfield sites. However, this was closely followed by redevelopment which shows the community are supportive of diverse housing options and want to enable development.

This is reflected in the follow up question we asked the community “*What can be done to address concerns around growth?*”

Some key responses to this question were:

- Don’t continue to grow outwards or sprawl – create a compact and connected Tikipunga.
- Ensure you get the roading and the infrastructure right
- Avoid further loss of natural environment and scenery
- Maintain appropriate levels of parking and green space
- More housing to suit all demographics – affordable housing opportunities.
- Loss of safety and loss of community

7 Identified opportunities

Based on the feedback received from both internal and external discussions there have been clear opportunities identified and some clear actions going forward.

Within the draft planning stage (stage 3) we will work internally to develop and finalise the short, medium and long-term actions.

7.1 Spatial opportunities

The placemaking plans are spatial in nature. Throughout internal discussions and external engagement we have identified some clear spatial opportunities that can be explored as actions within the draft Tikipunga Placemaking Plan. The opportunities and actions within the draft Placemaking Plan are not limited to those outlined below, but rather they demonstrate some obvious actions which have been raised as an opportunity continuously throughout the process.

These opportunities, their implementation and timing will be further refined and developed through the third stage of plan development.

7.1.1 Areas of focus

Within Tikipunga there are three key areas/centres which we will focus on within the placemaking plan. These are:

- Central Tikipunga – this includes the Tiki shops, Paramount Plaza and Denby Golf course which has been identified as a future recreational strategic site.
- Vinegar Hill – identified as a key growth area. There will be further spatial analysis on how much growth can be accommodated in this area as well as what is needed in terms of infrastructure and transport.
- Recreational Centre – this includes the Tikipunga Sports Park and Whangarei Falls/A H Reed.

From the feedback and the analysis there is no clear centre within Tikipunga, but multiple community hearts. We want to focus on better connecting these areas.

7.1.2 Growth and development

A significant part of the placemaking programme is growth and how to accommodate growth and opportunities for housing and commercial development.

Tikipunga will see a high amount of growth in the next 20-30 years. The population of Tikipunga is projected to grow by 170% by 2048. This is almost 7000 new residents. Risk of sprawl, loss of natural character and infrastructure capacity means that this future growth needs to be carefully managed and considered.

The placemaking plan will include analysis and identify locations for future residential and commercial development. Where relevant this could also include appropriate design guidance to encourage development which fits into the context of Tikipunga and achieves positive outcomes for the community.

Internal discussions with relevant expertise and staff will also help identify subsequent issues and opportunities around infrastructure and transport.

7.1.3 Youth activities

Within both rounds of engagement, and due to the growth that Tikipunga is facing, there is an opportunity to create more activities for youth and children in Tikipunga.

Tikipunga is also an urban centre with many schools and families. A need for a skate park, and playground near Whangarei Falls and the Tikipunga Sports Park were often noted, as well as a need for such facilities near the newer subdivisions to the north. Further analysis on appropriate locations will be done as well as an emphasis on better connecting these amenities with existing ones such as Potter Park and the new Te Ora Hou facility.

7.1.4 Pedestrian accessibility and walking and cycling

Within the feedback and internal discussions there has been an emphasis on improving amenity and accessibility for pedestrians. This includes more walking and cycling connections to connect those which already exist (Whangarei Falls, Tikipunga Sports Park and Kamo Cycleway).

There is a clear opportunity to create a network of walking and cycling infrastructure in Tikipunga, but also to improve general pedestrian walkability and connectivity by looking at pedestrian safety and crossing opportunities within the central streets.

7.2 Community toolkit

One of the aims of the placemaking programme is to connect the communities to planning and development decisions as well educate people about what projects are happening and what is planned for the future of their area.

Throughout the development of the placemaking plans and engagement with the community, thought has been put into what support will be available for the community and those who have been involved in the development of the plan once it is finalised and adopted.

There is an opportunity to create a community toolkit within the plan which connects community members to relevant support, education, tools and funding channels. This will allow the community to also work towards the implementation of the actions within the Tikipunga Placemaking Plan.

The toolkit could include information and guidance for the following:

- Submission process for LTP and annual plan funding.
- Community grants
- Preapplication, consenting and development processes
- Other funding and education support and tools.

8 Next steps

8.1 Plan development

As we complete Stage 2 of our placemaking process we will move on to Stage 3 (final plan). We have identified multiple opportunities and possible actions. In the new year, we will begin developing the draft Tikipunga Placemaking Planning document.

This process will include:

- Begin structuring the draft Tikipunga Placemaking Plan.
- Development of the key outcomes and transformational moves based on the key themes and feedback.
- Development of draft short, medium and long-term actions
- Internal discussions with steering group and relevant staff to develop and finalise details and implementation steps of draft actions.
- Further spatial/mapping analysis and development of final maps to include within the draft plan and further community engagement.
- Test draft actions and final concepts with key external stakeholders and community contacts.
- Further external stakeholder and central government agency engagement around relevant draft actions.
- Further work around the engagement with primary mana whenua and hapū in Tikipunga.

8.1.1 Internal Stakeholder Engagement

Internal stakeholder engagement has been ongoing throughout the placemaking process. This has included the establishment and regular meetings of the Placemaking Programme Steering Group, which contains internal experts from planning, transport and infrastructure. Individual meetings with specific teams and individual experts have also been undertaken when required. Internally, there is a lot of positive support and buy in to this programme of work and the process we have undertaken.

8.1.2 External Stakeholder Engagement

Within the initial stages of the placemaking programme, discussions around possible collaboration, advocacy and alignment of outcomes have been had with external stakeholders and key central government agencies. These were had in line with the growth strategy discussions as well as separately.

These initial discussions were positive and supportive, but the high-level nature and lack of specifics meant there was no confirmation of support and/or alignment.

Within the new year and with the development of the draft Tikipunga Placemaking Plan we hope to continue conversations and gain more clarification and support around relevant actions.

We will also invite key external stakeholders to submit their feedback on the draft Tikipunga Placemaking Plan as part of the final round of engagement.

8.1.3 Engagement with Mana Whenua

As we move into the development of the draft Tikipunga Placemaking Plan we would like to establish a more robust and inclusive approach to engagement with hapū to ensure their aspirations and priorities are captured within these plans.

To date we feel we have not been successful in capturing their voice and would like the opportunity to work in partnership with hapū to encourage participation within the development of these plans and future placemaking plans.

We are working with Te Huinga to ensure we engage appropriately with hapū. We hope to develop a clear process and methodology which we can continue to use through the development of other Placemaking Plans and strategic documents.

8.2 Third round of engagement

Collaboration between internal staff and the community will remain a key factor as we move in to the final stage of the plan development.

With the completion of the draft Tikipunga Placemaking Plans we will go out to the community and external stakeholders for the third and final round of engagement in March / April 2021.

The final round of engagement will allow the community and stakeholders to feedback on the draft Tikipunga Placemaking Plan, as well as help us to establish what the priorities are.

- The second round of community engagement was intended to be more interactive and collaborative than the first round of engagement. However, we found that the lack of face to face engagement within the first round meant that time needed to be spent further introducing the project to the community.
- We have maintained communication with the key contacts we formed during the initial stages of the placemaking process as well as formed new ones. We will continue to invite them to engage with us further as we develop these plans.
- Within the third round of engagement we will continue to hold engagement online as well as in person through interactive community workshops. We will also make the draft document available for comment.
- Future community workshops will be focused on presenting key concepts and actions within the draft Tikipunga Placemaking Plan and seeking feedback from the community through informal discussions.

We will aim for final Tikipunga Placemaking Plan adoption in May/June 2021.

The Tikipunga Placemaking Plan is a part of our pilot process for the Placemaking Programme. Because of this we will continue to consider and document our learnings, experiences, challenges and limitations to formulate a robust and creative methodology to be rolled out for future placemaking plans. This will also include an engagement and communications plan.