



**MPHS Future Discussion
A Snapshot of MPHS:
2001 and 2013 Census
and
Stories and Dialogues
from MPHS**

**Geoff Bridgman
and the 2014 Unitec Research Methods Class**

**Dialogues presented by Rootz/Phoenix
Facilitation Violence Free Waitakere**



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Part 1: Comparison between the 2001 and 2013 Census data for

1. McLaren Park/Henderson South,
2. the surrounding suburbs (Henderson North, Henderson West, Glendene North, Sunnyvale, Parrs Part West, Oritia West, Opanuku and Palm Heights) and
3. the Auckland region as a whole



McLaren Park/Henderson South. bounded by twin streams (Oratia and Opanuku), Gt North Rd, Parrs Cross Ave, Pine St, Henderson Valley Rd extension. It has an extensive industrial area, Henderson shops, a secondary school and two primary schools, great cycleways and parks, and a Community Development Hub.

Population and culture:

The population of MPHS has increased by 14% from 2001 to 2013 to 7587 - a slower rate than in the surrounding suburbs and Auckland generally at 22%, possibly because a large proportion of the suburb is non-residential.

The median age is 32.7 and increasing slowly, but is about 3 years younger than the surrounding suburbs and Auckland generally, and shows how the population is aging by about 1.4 years per decade.

About half the population has been in MPHS for more than 4 years and 40% in the same residence, with a third of the population being overseas born (very similar to general Auckland trends).

The number of MPHS residents born overseas has increased by 28% since 2001, but this much less than in the surrounding suburbs and Auckland generally (48%), most of whom have been here for 10 years or more.

Although people of *European* ethnicity are half the population of MPHS, this has fallen by 9% with the *Asian* origin population increasing by nearly this amount. This shift has happened generally across Auckland.

Another 45% have a *Maori* (17% and 20% claim Maori descent) and *Pacific Island* (28%) ethnic origin, which is 50% more than in the surrounding suburbs and Auckland generally. 15% of MPHS residents either speak Maori (4%) or Samoan (11%), nearly three times the rate in Auckland generally, although the numbers Maori speakers are falling.

In summary: MPHS is a younger, less rapidly growing, relatively stable population that is similar in many respects to its surrounding suburbs and Auckland generally, but with a stronger Maori and Pacific Island population.

Smoking, partners, home ownership.

Smoking rates in MPHS has dropped by a quarter to 21%, but these rates are much worse than the surrounding suburbs and Auckland generally, where only 15% and 13% respectively still smoke.

Marriages and separations are on the decline in MPHS, with the number of adults (15 and over) who have never married equalling those who have (41%).

Fewer adults have partners, with 48% without partners. This trend is as not as evident in the surrounding suburbs, and even less in Auckland generally.

Home ownership has dropped in Auckland generally by 13% to 43%, but MPHS that drop has been much greater (by a quarter to only 35% owning their own home). In the surrounding suburbs home ownership is 46%.

In summary: Sources of stress in MPHS are higher rates of smoking, people living without partners, and lower rates of home ownership

Religion and qualifications:

MPHS has a similar mixture of religions as Auckland generally with Christianity being named by almost half the population as their religion. This figure has declined by 17%, Auckland-wide, since 2001, while Buddhism, Hinduism, Islam and *no religion* have all increased, the latter by 30% to 38% of the Auckland population.

The average family size is declining slowly, and at 1.74 children per family, MPHS is slightly above the Auckland average (1.54) and that of the surrounding suburbs (1.65).

While only 13% of MPHS residents have a degree level or better qualification compared with 17% for the surrounding suburbs and 25% for Auckland generally, numbers have risen much more sharply (by 69%) than locally (50%) and generally (36%).

Also MPHS has the same proportion of adult residents involved study (16%) as Auckland generally.

In summary: Religions are still strong in MPHS, family sizes are generally manageable, and the number of people with degrees is growing sharply with about one sixth currently studying.

Individual income:

The median income in MPHS is 25% lower than the Auckland median and 16% lower than for the surrounding suburbs. Median incomes have increased by 35%, faster than the local area, but only by 7% since 2006. This increase does not match the region's 40% growth in median incomes.

When we look at income sources we can see one reason for a slower pace of income growth. 44% of MPHS residents still depend on some form of benefit, pension or accident entitlement, slightly more than in 2001. The surrounding suburbs are less dependent (39%), but show a greater increase in dependence. The region as a whole, however, is 17% less dependent on benefits, etc than in 2001, with 29% receiving them.

A lower proportion of residents receive payments from accident insurance, non-government pensions and unemployment and domestic purposes benefits on all three locations, however, this drop, in the case of MPHS and the surrounding suburbs, is more than compensated for by a doubling of the sickness benefit and a substantial rise on the use of student allowances.

Across all locations, around 55% receive wages, but a small and dwindling percentage receive income from self employment (8%) or interest, dividends of rent (7%). These figures improve 50-100% in the surrounding suburbs and by a further 20% in the region as a whole

In summary: Incomes are very low but increasing faster than the surrounding suburbs, with benefit, pension or accident entitlement a major source of income, with other sources declining. The gap between MPHS incomes and the Auckland region has increased dramatically since 2006. The sharp increase in the use of student allowances in MPHS is positive

Employment and occupation:

Compared with the surrounding suburbs and the Auckland region, MPHS has a slightly lower proportion of people in full (41%) or part time work (10%) and a slightly higher proportion not in the workforce (36%) or unemployed (7%).

Looking generally at occupations, the Auckland region has 80% more *managers* and 50% more *professionals* than MPHS with the surrounding suburbs somewhere in between. However, the growth in *professionals* is more than twice as fast as the Auckland region and MPHS has a higher proportion of employees who are *technicians* (also growing rapidly compared with 2001), *trades, community and personal service workers* (growing rapidly) and in *machinery operators and drivers and labourers* (both declining across all locations). *Clerical, admin and sales work* accounts for about 22% of jobs across all three locations and are also in decline compared with 2001.

While there are nearly 3000 people from MPHS in employment, there are 5700 people working in MPHS with a mix of jobs roughly similar to the Auckland region and a rapidly increasing *professional* workforce. There is strong growth of work in MPHS (26% since 2001) in the following areas - *construction, cafes and restaurants, transport and storage, finance and insurance, property and business services, government administration and defence, health and community services, cultural and recreational services and personal and other services, with government administration and defence* growing from 12 jobs in 2001 to 726 in 2013. This growth is stronger than in the surrounding suburbs (21%) but less than in the Auckland region (30%), and while the opportunities are there, growth in employment is slower in MPHS (13% since 2001) than in surrounding suburbs (19%) and the Auckland region (22%).

In summary: The MPHS area, particularly Henderson South, has rapidly growing job opportunities, which the residents of MPHS are taking advantage to some extent particularly in professional, community service and possibly cultural and recreational roles. The strong growth in jobs in MPHS is not matched by growth in employment of MPHS residents. The proportion of MPHS people in employment is static although numbers have increased by 13%, half the level of the region as a whole, reflecting, in part, the lower rate of population growth.

Hours of work, travel, volunteering.

A reducing proportion of employed people are working less than 20 hours a week (12% regionally) and more than 49 hours a week (18%). This is a general pattern with 22% in MPHS working 20-39 hours a week, and 54% working 40-49 hours.

74% drive (68%) or are driven to work (6%). Although train use has increased across all three locations (2-3%), the proportion using sustainable travel (buses, trains, motor bikes, bikes or walking/jogging) to get to work is low across the region (13%) and the growth in MPHS is lower (12%) than in surrounding suburbs (27%) or in Auckland overall (22%).

Two thirds of the adult MPHS population are looking after children or other adults about half of whom are ill or have a disability or are not their own children, more than in the surrounding suburbs (62%) or the region (59%). Across all three locations 13% do voluntary work and this is increasing in MPHS.

In summary: The hours of work for adults in MPHS involve less part-time and less overtime than in 2001. The use of sustainable forms of travel is low (13%) and growing slowly (12% since 2001). Two-thirds look after children or adults, some of whom are ill or have a disability

Household data size income, rents, vehicle ownership:

There are 2364 households in MPHS, 13% more than 2001 and half the increase of the surrounding suburbs and Auckland generally.

Households with more one family have increased by 57% across the region since 2001 and at 8% are a third higher in MPHS, signifying a higher level of overcrowding there, consequently, MPHS average household size at 3.2 people is slighter larger than the surrounding suburbs (2.9) and Auckland generally (3.0).

As with individual median incomes, median household incomes are lower in MPHS (\$58,064) than in surrounding suburbs (\$65,478) and Auckland generally (\$76,500, one third higher than MPHS). The gap between MPHS and the regional median has growing by about \$6500 per household since 2001.

71-72% of households across all locations receive income from wages, but 81% in MPHS also receive income from benefits, pensions and accident insurance compared with 70% for the surrounding suburbs and 59% for the region.

While unemployment and domestic purposes benefit use are down substantially regionally (38% and 22%), in MPHS the DPB has remained at 2001 levels, and sickness and invalids benefit levels per household have doubled and are more twice the regional levels and 63% higher than surrounding suburbs.

A 63% increase in student allowances (8% of all households) in MPHS (compared with 2001) compared half that level in surrounding suburbs and one third in Auckland generally, is one of the few bright spots for MPHS in the analysis of household incomes.

46% of the households in MPHS are rented, 6% more than regionally and 11% more than in the surrounding suburbs. Rentals have grown by a 21% since 2001, two and half times faster than in Auckland generally. A quarter of MPHS rentals are under Housing New Zealand or a local authority, a decline of 7% since 2001. Despite a 20% decline in State and local authority housing across the region, the surrounding suburbs have had an 8% increase. The median rental in MPHS is \$343 per week (up 65% from 2001) the same as in surrounding suburbs and the Auckland region where rent rises have been less steep (51% and 59% respectively).

Motor vehicle ownership has increased by 10% in MPHS and there is an average of 1.7 vehicles per household across all three locations. Access to cell phones and land lines in MPHS (81% and 84% respectively) is pretty much same as in the surrounding suburbs and the Auckland generally, and while access to the internet at 72% of households is lower (surrounding suburbs = 79%; Auckland = 82%) the percent increase since 2001 at 139% has been much higher (vs 93% and 84%)

In summary, MPHS has a lower median income, a greater dependence on benefits and state housing, lower home ownership, more overcrowding, faster growth in rental costs, that the surrounding suburbs or Auckland generally. The wealth gap between MPHS and the regional median income is growing and life is tougher for MPHS residents. On the other hand vehicle ownership and access to technology shows that MPHS residents are trying to close gap with high levels of internet, landline and cell phone access.

The private dwelling

81% of MPHS residents live in is a separate house and only 11% live in flats, units or apartments, while in the surrounding suburbs 20% live in flats, units or apartments and 23% in the region, with this choice growing by 35% and 20% respectively, compared with 2% in MPHS.

Dwellings have very similar numbers of rooms (5.9-6.2) and bedrooms (3.0-3.1) across all three locations, with little change from 2001.

Across all locations there has been a major decline in the use of bottled gas, wood and coal as a source of energy and a small increase in solar energy, but not in MPHS in this latter case. Electricity at 78-81% is the major source of energy across all three locations.

In summary, MPHS has relatively few apartments and flats, but their dwelling size is much the same as elsewhere. Electricity dominates as the energy source, with little interest in solar.

Conclusion

MPHS is a poor suburb even in comparison to surrounding suburbs. Incomes are low and falling further behind those in Auckland generally when we compare 2013 data with 2001. Despite this, rents are just as high as in Auckland generally, increasing much faster than wages, and more and more properties are turning into rentals. On top of this families are larger, households more overcrowded and the number of solo parents and people on sickness and invalid's benefits are high compared to surrounding suburbs and Auckland generally and in the latter areas (invalids and sickness benefits) growing rapidly. This clearly a community under stress, and having more young people and fewer older people than the surrounding districts and Auckland generally adds to this.

It's also a community working hard to improve conditions. The number of people with qualifications are growing quite rapidly, and levels of study and use of student allowances are high compared to surrounding suburbs and Auckland generally. The proportion of wage-earners in the population is as high as in Auckland regionally and more and more MPHS adults are becoming professionals, technicians, community and service workers or working in cultural or arts related jobs. MPHS residents do as much volunteer work in their community as do residents of much more affluent communities, but have greater responsibilities looking after children and those who are unwell or disabled.

This a community dominated by cars despite good access to buses and trains. Despite relative poverty, car ownership is growing rapidly and is at the same level as Auckland generally. Without cars many are trapped in their homes.

Part 2: MPHS stories and dialogues

In the following stories and dialogues, none of the participant's real names have been used and any identifying features have been removed. In the dialogues, direct verbatim from the participants is used and woven into a conversation between two to six participants. Each character is a composite of verbatim of three or more participants.

The five stories that begin this section warm us up to the key themes that sit within the dialogues. The first stories talk about the "greying" of MPHS, wondering whether more and more parts are becoming unsafe to live in. Fred's "dark side" argues that despite the many wonderful things about MPHS, we may be at a point where things get worse rapidly if we don't take action now. Tuaine's story is about being a good neighbour and fighting for the well-being of children even when their mother's life is in chaos. In East vs West, Temepara explores how others see us and how we look at ourselves. Finally, there's Mae's story of how the hub opened up a wonderful world of possibility for her.

The dialogues explore some of the key themes from the transcripts of 34 interviews. The themes are gangs, neighbours, bullying, transport (buses, trains, cars), time, the Hub, and policing. After each dialogue there is a summary of the key points.

Stories

Is everything going grey? (Janet)

Interviewer: Could you actually walk down the street at night time on your way home?

It depends which way you walk. There are still some grey areas within the area that you need to watch out for. I won't say it's a safe place to just walk but I know the areas that you can walk and you will be safe.. Coz I think like although there's been a lot of progress, when I first came to this area I would have said, yes, you can walk anywhere. Just over the years it's kind of gotten grey. I'm trying to bring it out into a safer environment. I think it will still take a little bit more time, but there are also a lot of it is to do with, you know, when I first moved here it was really family orientated area, but over time it has become a much more individualistic area. It sort of brings that different spin on the area, especially the social climate of the place, so you know you've got people moving in moving out.

Interviewer: what do you mean by social climate?

When we look at this area, on either side people have been here for years and years. You know they've got third generation kids here, so they've been here and they know the place. That dark side has become the transient areas. That's what I see as the grey areas that we need to work on in order to have safer place. You know this long road my daughter came home yesterday and her and her friend walked down to west wave cause I was not dropping them off (laughing), but I would not have let her do that if I didn't know where west wave was and she knows the safe way of getting there.

Interviewer: How do you mean?

I mean it's quite a long way and, yeah, they're sensible but I know my nephew that lives through the area. He walks through that dark side. He's like hey bro dah dah dah dah. I wouldn't allow my daughter to walk through there. I mean I'd let her walk down there with her cousin, that's fine. I think it's a progressive thing and I think it's still coming about. And there are pockets within our community that are safe and then there are pockets within our community that are not so safe. Still grey areas and stuff like tinny houses. And we have known meth addicts within our community that's all of the stuff that's crept in.

Are we at a turning point? The Dark side (Fred)

What would I say it's at a very critical transition and I feel like I'm almost saying tipping point and I feel that it's either going to get better or a lot worse.

Whoever built that Mall, whoever allowed that Mall to be built over there, just had absolute rocks in their head. It's the worst thing you could ever do to a community is drop something like that right in the middle of it...the way that you just completely suck the life out of the community by putting heaving great Malls in like that.

It's not the Mall itself that's a problem, it's all the roads that surround it and there's no clear line in sight, you know there's nothing. In the evenings when people go there to get their dinner or something they get attacked... yeah, so I kind of feel it's going to be a very difficult thing for the community to fix, because of the geography of it.

And I don't know what you do about youth unemployment, I don't have the answers to that, but I feel, for me I feel that it's a community that I really love, it's a community that I can see so much positivity, so much good and talent, and intelligence in, but I feel, it's weird, but I feel almost like some dark forces coming up and I feel that the community's at a point now where it needs to do something to get that balance right, to mitigate some of those negative influences and to keep pushing those positive things.

The good neighbour (Tuaine)

About three years ago we had our family move in to MPHS and so I lived on a circle and so on that circle it is all privately- owned and we have four houses that are leased to Housing New Zealand. There was a lady and I just really felt sorry for her, she was a young lady who just had absolutely no idea how to live, she was selling her body with her two kids in the house to make money. Anyway the family all moved in and they had no idea, I felt sorry for her actually.

Interviewer: Sounds sad eh?

Yeah, but when you've got no job, your self-esteem is lower than the floor and yourself image is non-existent. If you live in that head space you do what you got to do. And she had two others staying with her who were entertaining the thought of joining the mob, and so they actually brought members of the mob home. Some pretty heavy stuff happened. Her English and grammar was not that good so we tried to support the kids at school and some other illegal stuff went on so we helped with the kids. She had no boundaries and nothing in place for herself and so she didn't know how to take care of herself, she just kept taking, taking and taking from us, it was a really a sad case. She never ever said thank you, she just kept taking and saying: 'Oh, I need this, I need that!'. The cops were over there all the time.

Interviewer: That's really good how your family helped out.

Yeah, we did all we could and we got burgled. It was her and her boys that did it, yeah, that is what I mean she just had no boundaries whatsoever, she had nothing for herself,

Interviewer: Where is she now?

The very last time I actually saw her, me and my boys were home one night and it became so normal for me to walk past lots of drunk groups to my house. As I just pulled up there was another party, I took my boys out, one was only six and he was asleep so I picked him up and got into the house like normal. Music was pumping, guys out on the street were just drinking, laughing, enjoying themselves but as soon as I shut my door and took the boys upstairs I heard a noise, a different type of noise, whatever it was it made me look out the boys' window because they were there and you can see everything. I opened my eyes and had a look and I realised we had walked past the Notorious Mob - yeah, what was their party turned into their fight and one of them was checking the house and it was just me and my boys at home and my husband was actually flying back from the islands, yeah so it was just me and the boys so I thought: Just stay in your house, and don't you get anywhere near my house. So that was the last incident and um we basically found out that they wanted her brothers to do, what do you call it, an initiation and they were going to get the sister and there was going to be a block. But she managed to get out, I don't know how she did it she made it to another house where mum and dad lived, they're an older couple but their son's one of the big people for the Headhunters, but they're cool haha I know, really nice family. Since then though the street's been amazing!! (laughs).

Interviewer: Do you think things would have been different if you had three girls??

No, no, oh no! It doesn't matter, they're our kids and so it was really bad because she's got four kids. So we just wanted to make sure whatever we did that the kids are safe. She has a volatile personality so if she didn't like you, she's a big girl too, you're gonna get it - but I never saw her use it. Only visitors that were from Housing New Zealand visited her.

Interviewer: It sounded like she sort of isolated herself.

One time I was walking with my boy and her was only a year and a half and she knocked on my door and she was saying "oh you doxed me into Housing" and I said to her, "I am so sick of your parties. We put up with

the noise, but when we come up the driveway and see broken bottles, it is not something we want to see and we cannot just shoot out if they're there". My boy was in a pram and she just walked right in front of me and she was swearing her face off and I just thought to leave her and I slammed the door. She likes the fight - I think that's what she was wanting. I didn't want a fight with her, it's not going to do anything, I had my boy there

Interviewer: If you came across a neighbour like her again, would you do anything differently?

Yeah, we did ask ourselves that question, I don't think we would wait as long as we did, because the nana actually wanted the kids and would have rather had them earlier. She's still talking to me like nothing happened. We've got an advocate up here, Sue, and I'll go and talk to Sue and Sue will pull in whoever.

East vs West (Temepara)

Oh yeah for sure, you know I play tennis out in Glendowie, and their tennis club it's right next to a park, and it had a walk way through it and all through this walkway they had exercise machines for people to use. I'm like "what, where ours at", for out here in Henderson and yeah maybe it might get stolen, but, hey, we should be given an opportunity and that's what the community patrol is there for, to look after things like that.

But yeah that would be so cool you know and if you wanted to, well yeah they say there's a lot of obesity here in Henderson and West Auckland and that sort of thing, South Auckland, and its rampant in Maori and Pacific Island people and that sort of thing, so why not put that stuff out there for the community for people to use. You know not all people can afford to pay for a gym membership so why wouldn't you just put that stuff on a walkway for people to use.

Yeah so I was quite surprised like, "Oh Glendowie" and those people eat salads anyways, so they don't even need that, but, yeah, I was quite surprised actually and just playing tennis around areas around Auckland cause we do, Te Atatu play a lot of the Glendowie, Remuera, Eden, Epsom courts. So you can see the difference and we would rock on up to the tennis club and they would just take one look at us and they would be like "Oh so you're Te Atatu" and that's kind of the way people are about West Auckland in general. And so a lot of my family that live out East Auckland are like, "Henderson? Where's Henderson". I'm like "are you serious, I at least know where your East Auckland suburbs are" but they're just so ignorant that nobody wants to know anything past this side of the bridge, nah don't even bother. So it's just really ignorance I think.

Mae's story: How the Hub opened up a world of possibility

I think that some things are not as well advertised as they could be and sometimes it is more about word of mouth. I think it's easier for me because i am more involved in the community. Last year i ran a playgroup for the hub with my sister and that was a really good experience and because of that we were always aware of the things going on. They do some flyers at the shop and they have a newsletter but it could be advertised better.

We're really lucky to have the Hub as well. It's so local and they offer a lot of different things. They have Hippy there, which I do with my little one. People can hire it too. They have a free holiday programme. They do programmes for the youth. It's pretty easy for the youth to get bored but the hub offers things for them to do like computer programming, making music and it's free. They have a men's group, they have a community garden, garden info days and they have like C.V writing classes. Heaps of programmes come out of it.

The Hub has provided so many opportunities for me personally. When I started going to the playgroup I brought five other mums with me, it was a real blessing that it was so close. Later on they gave it to me to facilitate and it was a really good opportunity for me. We learnt lots and met a lot of mums. And through that, a group of us got to be part of a leadership group through Thrive for young parents. It was such an opportunity and it was because the lady who started the play group got us on board with this new initiative.

Because of that I'm now on the board of a steering community for a teen parent conference, a national one. It's furthering opportunities for me as a parent that sometimes you don't have the opportunity to do, or it cost money, or people don't have access to resources. But it is so cool, i get to be on a committee to represent the young parents of our nation. We get to meet like these educated people, I mean my education is my 3 kids.

Yeah just through these opportunities one thing leads to another. I might not have been able to be a part of, or ever experience if it wasn't for the hub, it has been really awesome. And we are so lucky to have staff at such an awesome building, they are so welcoming.

Dialogues

THE GANGS

Tariana: MPHS has its share of nutters. We had a lady down our drive way going of her nut at somebody that wasn't there, *laughs* and we were down the back, and I snuck upon the deck and locked myself in the house and rung my husband *laughs*

Mark: I get that. The boy next door to was like seven years older than my son but kept coming over. I just thought it was really weird and you could sort of tell there was something about him, but we would still encourage him to come over and stuff like that and just keep an eye on him. But, yeah, when his Mother said "he attacked me with a knife" it was like "oh yep cool?!"

Tariana: Good for you. We've been trying keep kids out the gangs, running a youth group. We got along with Black Power really well. They did nothing to us. However, the Crips came over, did the Crips up sign, then shot my other car that was there nine times.

Mark: Wow, scary

Tariana: Yeah that was quite scary but it didn't move us. We were concerned for the kids but we knew they were little kids and my husband still stayed in the same job and held his head up high. We wanted the Crips to know that you might of thought you scared us for that moment, but you are not going to move us. We are not going to be held by that fear by you guys and we didn't move. We had a lot of family support and church support. But it was a real eye opener how things could turn out.

Mark: You gotta do something ay. One chick asked me to watch her kids - she just like pushed them in the gate and closed the gate and went back home to carry on a fight she was having. She said call the police for her and I didn't even know her, so for her to leave her kids with me was a bit strange – but I'm glad she did coz they were really scared. She didn't want her babies to see her getting a bash

Tariana: Your area is plagued by a lot of gangs. Whether it's Head Hunters, Black Power, Bumble Bees – I don't know who they are!! There is a lack of other things there, not just for children but for adults. I hear of a lot of parents who want to do the same things as their children. They want to learn computers but can't afford to learn.

Mark: Yeah, it's tough

Tariana: To be honest, though, the gangs really don't bother me. If you treat them like thugs, they will become thugs. If you treat them like humans, then they will treat you like human – do you know what I mean? That's just my opinion. Of course, some do bad things, but it's like this, they are business men. Not just wearing hoodies and that. They wear suits and have businesses. they launder their money through them

Mark: It's a culture. It's a culture being here in the hood, In the Valley. It's a culture and you know, I've seen so many of the old boysI grew up looking up to these guys, they were the tough, tough nuts, these guys were walking aroundboom bash this guy.

Tariana: But I think Henderson's really changed. Back in our days Henderson High was like a school full of gangsters. They had no uniform, everyone wore whatever they wanted to wear, their colours. You talk about Henderson and everybody's like, oh the G school. It was like the gangster school. You had all the FOBs from the islands going there and yeah, it was a real tough school back in the days.

Mark: Henderson High School has always had a bad rap out West.

Tariana: You'd never say there's no bullying in the school, but the teachers are pretty hands on. My dad coached basketball for Henderson High one year and a lot of the gangsta ones would come to basketball. It kind of filtered out the bad ways through the basketball.

Mark: Yep I heard it has changed heaps. Like they have a new principal and kids, you know, their attendance is going up like every year, coz all the kids are attending school.

Tariana: I was talking to teacher and he reckoned when he started at Henderson, there were fights all the time. He'd look down at the courtyard and remembers constantly having to break up fights. Now, he says, they might have one fight at the start of the year - new kids sorting each other out. I said "get out!" (I didn't quite believe him), but he was staunch: "we don't get fights, we don't have fights".

Mark: Could be. You know a lot these "old boys" are pretty much working with youth right now, you know and they're giving back to the community. There was this massive as BBQ day just down near Coburg at the park and we all went with one of the other boys and I was just so amazed that all the old boys actually turned up with their families. You know they all came. I was like man....these guys I looked up too and then I was asking them....oh what are you doing now. One is working with the police, one's doing this one's doing that and I was like, whoa!. It was funny to hear that he was a cop, how did you become a cop (laugh). Haven't you got a record?

Tariana: So it kinda is about identity. Especially like you said within your hood, identifying those faces you knew back then. It's about that identity, like you said that about culture aye?

Mark: Yeah it's a culture that....it's something that besides our real culture you know, Samoan, and that. It's our own culture that we created.

Tariana: An urban culture?

Mark: An urban culture yeah. You can't have anywhere else than in the hood, in the Valley, yeah so .

- *There's tough people, hard situations, and rough streets in MPHS and really frightening things have happened*
- *There's also many people in MPHS who are not easily frightened. They understand the gangs, can get along with gang members and stand up to them when they get rough.*
- *The schools, particularly Henderson High, have improved greatly. Gang colours are out and the fighting has largely gone.*
- *Some of old gang kids are now good family men, even police officers. There's unique MPHS culture that's tough enough and loving enough to keep the gangs from being too much trouble and is prepared to wait for the kids to grow up.*

NEIGHBOURS

Young male: What about back in the days? Was it any different from now?

Older male: I don't know, it was good times. You could talk to anybody older and the kids - It was good times for them. It was just family, yeah family bro, you know what I mean. It was just a real community environment. Every neighbour knew each other, from this house here, from these houses here, all the way to the end of the street. Every neighbour knew each other. You get people from there coming all the way to our house, to ask for sugar.

Older female: We were up a right of way, there was... five houses, and the back three all had children around the same age. And so, you know, people would take turns, like each of the parents would take turns, supervising the kids in the main part of the drive way, riding their bikes, umm... you'd help look after each others kids... They'd all come and play at each other's houses, they'd all have dinner at each others houses [laughing].

Older male: Yep definitely, neighbours were very friendly very family orientated. We lived across the road from a place called Cary Park and there's like big rivers and streams and waterholes. My mates would come over home and just swim in the waterhole go for a swim in the river go for a bungee. It had everything it was pretty awesome growing up there. Our neighbours were sweet back then.

Older female: And sometimes us women we used to have a naughty party (laugh).

Young female : Naughty party...what's that?

Older female: You know just us women get drunk until we drop dead (more laugh) it's just a way of spending time together and know each other in the community. My favourite time was when we neighbours get together and enjoyed things together like in Xmas. We will have bbq and party.

Young female : That's really cool...what about now...you still have naughty parties or get together? (all laugh).

Older female : Not anymore. The people that I used to know have sold their houses and moved. And with me working seven days I don't have time to do anything anymore.

Older male: You know, gone are those days bro (ha-ha).

Older female: so what about you young fellahs?

Young female: my mate Jessie's outa here. She reckons her neighbours are a bit dodgie and untrustworthy. Strangers coming around and just out of blue. Cars just come straight down to her driveway, onto her property without her permission.

Older female: Wow, sounds not easy at all.

Young female: and my other mate Abby doesn't speak to her neighbours. The ones down the back don't speak English. Her Dad tried talking to them but I don't think that they understand him. When hubby's away the house's locked and she won't open up the house to anybody. "Cause mummy's a chicken" she says.

Younger male: There's a man who suffered a stroke and one half of him is real wonky and so I go over there all the time coz his house gets targeted a lot. So we go and help him out with stuff, like making sure all his windows and doors are secure and that his phone line works and all that. Just stuff like that. Actually, my mum goes most times

Younger female: Nice street, aye (laughs)

Younger male: No! We got heaps of tini houses on our street. We got some bloodstas and some criptas that live down long arse drive ways, too.

Younger female: Why do you think people started stealing from their neighbours?

Older male: I just think that people just got really desperate over the years. Things were just starting to get real tough with the economy, with the lack of jobs, the welfare restrictions and housing NZ changes and stuff like that. Then once those things started happening I noticed that people just hardly engaged with each-other.

Older female: Doesn't have to be like that aye. My cousin came across from Massey and she loves it. She knows the neighbours. Sometimes they'll ring her and it's like "I think I have left the oven on". Her kids are always there and have fish n chips together and when next door's baby had his birthday, my cuzzie went to West Wave and took the neighbours kids and they came along - just to say thank you.

Younger male: This Aussie lady she loves it too. She's from Mount Druitt. Says it's the worse of the worst. Really rough. Here – it's nothing. It's heaven.

Older male: Ahhhhhh well, but it takes time. We just got together with a neighbour; his son is friends with my son and invited him over too. Sometimes we talk about getting together but it isn't so easy because there's the

planning that comes with it and, y'know, it's not our first priority. But I'd like to have a BBQ one day, although we do talk, we have small chitchats about work.

Older female: Man in Te Atatu where I grew we had street parties, You know they would block off streets and then everyone has a party or just a BBQ and you would get to know about your neighbours. You could do that sort of thing on that KFC ad and like everybody comes and with tables and things like that, it would be the meanest feed out cause of the different ethnicities we have here in Henderson, it would be like "Damn", but yeah just something like that to get the community together

Younger male: I've only been to the one down here, the one on my street.

Older female: Nice. What was that like?

Younger male: Awh bro, everybody was out, even the old school neighbours over here were out and it's a bit of walk down to the end of the street. I saw neighbours that I never met. Heaps of 'em. (hand movement) So we got asked to sing there. That's how I knew about it. I knew the Maori guy. What's that Maori guy's name that works down here. Shucks he's my cousin. And his wife works there. He's told me about it, and I was telling him bro, that's such a good idea that you are doing. Free sausages, you know what I mean? Like man if you have things for free

Older male: And everybody comes for a free sausage.

Younger male: No one knows what goes on, and I think if you can feed someone it goes a long way. You know what I mean, and making people aware. Who cares if people just go there for the food because sometimes.

Older male: That's what's needed

Younger male: Kid's parents could be druggies or whatever you know or disowned from their parents. Being able to give them a sausage is not small it's massive, you know.

Younger female: Hard out

Older female: I think that's one thing we can do. Not rely so much on the council to come up with stuff that we should do more of. We should collaborate a lot more with our neighbours for things like that. I feel that the connection we make first hand is from us. From us and our family because our neighbours always move in and out all the time, so we always have to make that connection first. The connection doesn't really happen from what they organise. The connection happens inside; talking, through sharing things

- *Everybody knew everybody back when there was no TV, no Malls, and limited transport. Roads were safer and children would play in the cul-de-sacs, parks, etc. You'd watch out for each other's children. Very family and community oriented, some fun parties and occasional drunkenness. Most have moved out and streets have changed.*
- *Some young families are finding it tough with gangstas, drugs, dogs and neighbours of a different culture. Economic and housing conditions are tough and social and cultural environments are more complex and challenging.*
- *Many families do help their neighbours and it's often children that bring neighbours together. Street parties bring neighbours together, particularly when there's free food.*
- *Why do we rely on organisations to get us connecting with our neighbours? Why can't we organise our own street parties?*

BULLYING – the norms vs the randoms

Gloria: You know how it is, anyone who is outside the norm gets picked on and that's just how kids are. So if I sent my blue eyed blonde children to an Island school, they would be the ones getting picked on

Mere: I think it can be, yeah. My son was at XXX School and was beaten up by randoms.

Gloria: I mean, there's nothing against the children who go there, they're probably lovely people.. But they're just, they're not the norm..

Mere: Yeah the norms vs the randoms (laughs) - that's the scary bit, but I went to school and it was dealt with by the next day. And it was dealt with in a way that was really good. Because now they actually talk to each other, it was awesome.

Gloria: We never had that problem with bullying when we were in school. But my 5 year old grandson was bullied his first week of school. He was attacked by another child. No respect no concern of consequences. They may not even get a growling.

Mere: So how is the youth so different today from when you were young?

Gloria: They are so much more confident today and don't care about doing wrong. They don't have a fear of the consequences.

Mere: You know I found out that one of my nephews is being bullied at school so I went and confronted them (laugh). They were so rude they start calling me a "b" and told me to "f" off. I marched them to the principal's office (laugh).

Gloria: What happened then?

Mere: The principal said he will deal with them so I left but I was told later on that two of the boys were suspended because they found out this is not the first time they have done it and it was not only my nephew they bullied, they have bullied other kids as well.

Gloria : Do you think it's getting any better now?

Mere: Yeah I think it is better now, there's still bullying going on but it's getting better because it is out in the open now for the school and community to deal with. Before it was known, but nobody wanted to say anything.

Gloria: I'd say things change within times and I'm not sure... Obviously, I prefer my time, but I think now there's a lot more things in place to support the youth um a lot more resources. I know that Unitec has things in Henderson Campus available for them as well. There's like other things like, I forgot what its called, something like a café just on the corner there and there's other youth services available that they can all go to, you know, if they have any problems and there are helplines and all that and all those other things that can handle that. I didn't have that growing up. No matter how good a safety structure of a school is, I don't think it can ever protect any one or any kid from bullying no matter what era it is and I feel it is getting worse in New Zealand now

Mere: Okay, so at Henderson High this week, for example, they've had two cases of bullying and you might get one a week possibly, that's what it is. it's not based on anything like where you are from or those sorts of things, it's more about what you said on Facebook, you know just silly. it's all pretty silly stuff to be perfectly honest.

Gloria: Of course things are so different now we live in the age of cell phones, a world that has really changed, but there is still physical bullying as well as emotional as well a lot of different things.....

Mere: I haven't heard much of any physical bullying I have heard of name calling - shit going on Facebook. Just the usual sort of crap. I was at school 20 years ago. It seems the same but I think the media - social media - it's really gutless; a lot of them are anonymous! It causes huge issues for teenagers.

Gloria: Hasn't there been an increase in bullying and burglaries over the years? We were known as one of the most robbed streets in NZ (laughs). When people come and go they don't really get time to settle, so they don't really get to know each-other well enough, so they just don't bother trying to know others and keep to themselves or just don't trust them because of all the burglaries and bullying and stuff.

Mere: My brother says the bullies used to run the place. They had like these massive as slides down Coburg and there were guys you know (making puffing noise) smoking weed and my brother knew all of them. Yeah so my brother and his mates would be just sitting there and like if one of them calls over to the one of the boys they would all be like "oh yeah, yeah what do you want?" "Go to the shop" and the boys would just answer "yes" and they would go. The bullies thought they were invincible. I've seen some of them around now, and one of them is locked up, yeah he's in Mt Eden I think, and the other ones, just wasted.

Gloria: So it should be getting better. I mean we're in 2014 now but... it's hard like, I don't know.

Mere: It's sort of more of a mind frame thing.

Gloria: yeah, we're doing a lot of work on bullying at the moment, but almost like every year it's the same experience.

Mere: The schools are trying hard. Like Henderson's even got teacher's down at the train station making sure the kids are behaving, the uniforms are good and that they are being respectful. What it's shifted to this year,

and this year in particular, it's about getting the kids home safely. It's the kids from other schools. If you want to get a feeling of uneasiness about what the future may look like go over to the train station on a school week and to sit on one of the seats on the overbridge. Do that and do it about 3.30pm

Gloria: Yes, I heard there was an incident, but once the police finished their investigations it was clear that there wasn't a single Henderson High School student attached to it in any way shape or form.

Mere: But it's definitely getting better despite these issues, because the community are a lot more active as a collective than the earlier days when I was growing up. Well first of all, there's a lot of pamphlets...the school encourage their children to get their parents involved to be a part of it and of course there's the hub where a lot of the decisions are made by a committee which is mainly made up of the community itself with a few outside helpers, but mainly driven by the community. It seems a lot more organized and professional, which is a good thing because we need it and at least it's for a good cause and it's also attracting more people, more numbers than before.

- *Bullying is often about which group you're in and often it's a clash of cultures (norms vs randoms)*
- *It's still very much with us and children seem to be more verbally aggressive. On the other hand, schools take it seriously and are usually successful in stopping it*
- *Bullying and burglary go hand in hand in keeping communities frightened and although you don't see bullies on the streets, the way you might have a generation ago, it's hard to know whether things have improved, particularly with the new forms of bullying using social media*
- *It's something that we have to keep working on with each new generation. The good thing is that it's out in open and we're using a professional approach in trying to deal with it.*

BUSES

Janet: Well, the public transport here is absolutely shocking, the buses are never, they're always late. That is not very good for the community, because a big part of this community is lower socioeconomic families so a lot of families don't have cars so they do rely on public transport and for the things for children need to do.

Leata: That's not the issue. Most times the buses are on time so people know how much time to give themselves to leave their house and go straight to the bus stop. The thing is parents aren't too keen on letting their kids catch the bus though coz anything can happen while they wait.

Janet: And I think they're a bit expensive too aren't they, like to get to appointments in town though, it's like \$10 there and back, if not more, yeah \$11 there and back for one person. It's hard on volunteers too, having to pay for transport.

Leata: Look, I haven't had a car since last year and busing? It's quite good. It takes like two minutes to get to the bus stop. Even like the look of the bus stations. You know before it was just a pole for a bus stop or like a shelter that wasn't that big to shelter people, especially if it rained. There wasn't a timetable either so if you didn't know the schedule you could be waiting for awhile. Now they have proper bus stops that have a timetable.

Janet: Look there are some places where so many buses and cars come through and there are still some kids on the street. It's dangerous. Buses seem to be right outside your door these days, but it's not like that where we are.

Leata: We used to be just outside the orchard and there was a bus stop there for the kids to catch their bus to school, but you know there used to be heaps of parents which would walk their kids to the bus stop and they would catch up and talk to each other. All the mums and dads use to walk their kids to the bus stop and there were conversations that we use to have with them which was pretty cool and then they'd pick them up from the bus stop and it would go like that. And then you know that changed, the walking the kids to the bus stop or walking them to school. You don't see parents out in the community anymore. Its become so fast paced, that it's not our community anymore

Janet: We did have a bus stop outside our last property. A lot of new families came in during that time and so we got to see them because they were standing outside the bus stop. Yeah so we got to see them, and they would cross our property when they were going home down the side street, so about 10 months after we moved in to the property, my husband put a fence up.

Leata: Well overall it's not so bad, the bus I catch is just down the road to work each day, it has everything I need, which I guess is not much compared to some people, but it's just the thoughts in the back of your mind knowing you do live in a rough area and something could happen.

Janet: My son would come home and say this house was a safe house for them if they felt uncomfortable from school, because they used to catch the bus, and then from the bus stop to get home, there were all these safe houses for when kids walked home from school.

- *Lots of people don't like buses, They are too expensive, and they attract rough people, and hanging around, waiting for a bus in a rough neighbourhood is scary.*
- *Some people like buses and notice how the buses (bus stops, timetables, frequency, convenience) have really improved.*
- *Buses and bus stops used to be venues of community connection – not anymore.*
- *People without safe access to buses become isolated. Cars aren't the best answer.*

TRAINS

Mae: Yeah I just think that Henderson needs to be somewhere where you can feel that you can hop on a train and go somewhere without having to step over rubbish or get hassled by someone, or having to hang on to your purse or your wallet and have your hands in your pockets.

Fred: Hey we love the trains. It's all quite connected. Like there's a shortcut that goes through down along a lovely walkway to the Sunnyvale train station.

Mae: One of the Community Constables here, they've told us that they feel that the Henderson train station is a difficult one to manage but it doesn't excuse them from not managing it at all. And you know the council...have got one security guard on in the afternoon and he's is a long suffering security guard. How he gets out of bed every morning and does that, does what he does, yeah, blows my mind...getting sworn at and yelled out...yeah, yeah...atrocious

Fred: My kid goes to school but not in West Auckland, in the central of Auckland. She can catch train by herself after school, she is twelve years old now. She has the best friend who lives down the corner, they go to the same school and catch train together and come home together. The transportation is close by, coz I can take train sometimes, it's the traffic that's not so good especially in the morning

Jessie: Catching the train is different though, coz you need to go behind the shops and through alley ways to get to the Sunnyvale one and you're down where industrial places are so I wouldn't recommend for anyone to go that way. If you're in a group then that'll be ok but not on your own. It doesn't matter whether it is night time or during the day it's an unpredictable area coz a lot of rapes have happened there

Mae: Actually yeah, last year my son was beat up on the way home from school, while I was at work and he was walking. To get to his school he's has to walk by the train tracks and up through an industrial area so the train tracks are monitored with cameras but I would actually like to see a little bit more monitoring up there, but in saying there we have a really active police team.

Jessie: My children have been approached in the Sunnyvale train station. It's not advisable to walk through the park at night time. I think there is good lighting there. But if you're a woman and get off the train at night and someone with deviant intentions is hidden up on the road, you wouldn't even see them and you're spotlighted in this isolated area. : However, after I have sat with yous both I will catch the train, once I've done what I want here, up to Sunnyvale and I will have no problem walking home. I don't think there is a safety issue for me. I use public transport and I think is wonderful because it keeps you young and engaged

Fred: Look, the only problem for me is I find the trains always make a big noise, that's probably the main reason I'm leaving Henderson.

- *It's great to have trains – they're accessible, fast and gets us where we need to go*

- *For some of us, the stations and the walkways to the stations don't feel safe particularly at night*
- *Community policing is trying to address the problems, but more needs to be done.*

CARS - McLaren Park is named after New Zealand's most famous Racing Car Driver – Bruce McLaren.

Karl: We talked about getting the industries involved in the school gala. And they all agreed and that's what happened and all the kids loved it. They loved looking at the cars and bikes. That's what westie is all about. Even the McLaren family came and meet the community.

Teri: There's that park, McLaren Park, with the orange race car. it's terribly boggy in there, but also the fact it's a big slope. I mean kids can't kick a ball round coz it just rolls down onto the road.

Karl: Hey, we love our cars. You wouldn't know that the people that come to Zumba live local, because they all drive there. The weekends come round and you are off with the car club, so you know I don't really know what's happening in the community.

Teri: I don't think my partner really cares, either, to be honest. if he wants to go somewhere he gets in his car and goes and drives, I think it's more of an issue for me with not driving at all and in the weekends we aren't home. It's the boy racers, going over the judder bars, that get me.

Karl: So they don't slow them down at all either?

Teri: No and it's gotten worse, definitely over the last few months we have noticed a lot more. The house there (neighbour) have two teenagers that live there, I think its them.

Sione: Where I am as soon as you hear a car coming down everyone's out there grabbing their kids off the street coz they don't stop or slow down

Karl: has no one told them to slow down and be more careful?

Sione: Yea a couple have but you know the drivers couldn't care less. There's not much we can do but ring the police but by then, they've gone and most of the time the rego plates are stolen. They clock 70 down our street and we've even witnessed um a dude go straight through our gate and he had a like six month old baby in the back seat.

Teri: My neighbours son drives drunk into our fence and it was being broken all the time. They never took responsibility for him doing it.

Karl: So has the problem solved itself?

Teri: Yeah sort of, he still drinks but we moved rocks in front of the fence so if he hits it the he will damage his car more than our fence yet again (laugh).

Jane: I get really concerned about the high velocity of speed that people go down Bruce McLaren Road, to the point that someone's going to get bowled one day. Cars tear down here I'm sure 80km sometimes. They get that mindset of racing down. It's actually quite scary, cars don't stop for you at the crossing, you have to wait until there is nothing there until you can cross the road.

Sione: At night you have the feelings of uneasiness, unsafe and just because of the noise from the fast cars and broken bottles from drunk guys on the streets. Where our house is located you can hear people screaming at one another and also hearing kids screaming too, helicopters, police vehicles driving past with sirens going etc. I've got a wife and four kids and you get that protective mentality

Teri: I was walking home from my work place, people were speeding along Valley road in the supped cars and a guy threw a beer bottle to me while he was driving in his van passing me. Also Can you imagine, cars just come straight down to your driveway, access into your property without your permission?

Jane: Half of them don't have a warrant of fitness on their cars and stuff like that. These Street

BBQs like once a year and you know you got the police there. So why would these people come? Yeah we need to do something more than that, cause, yeah, it's probably scaring half the people away, which is not their intention but (laughter) unfortunately that just Henderson you know, that just how the people roll around here.

Teri: Plus the drugs. The other night people were arguing over who owned a white car because one of their cars was dented by a white car. The white car belonged to a customer of one of the tinny houses.

Jane: Also a big part of this community is lower socioeconomic families so a lot of families don't have cars so they do rely on public transport.

Teri: No good for me. Well, I won't even walk now, not by myself anyway, I'll drive up to the dairy and it's literally at the top of my street but yea unless someone I live with comes with me then I won't walk. None of us do. I never take the kids to the park at the end of our street, even during the day. I just take them in the car and go to Parrs Park or Tui Glen but never around my hood.

Jane: When we first moved out here, my kids weren't allowed on the streets. And I still don't let my girl go out by herself. Yeah, she's allowed to walk with her brother but not by herself. But we can probably start that soon because she can walk to school sometimes. She looks a bit older than she is, so I'd rather drive.

Teri: At my last house, in Massey I couldn't leave them out near the road, you know to play with the neighbours, cause it is near the road. But here it's along the drive way. But the neighbours here, they have got a trampoline. I get worried about the drive way but the parents are really good they here look out from the deck here. But you see that people are quiet great around here.

Sione: I'd tell the kids off if they're on the street and would pull over and say "hey get off the road" or something like that you know but I probably wouldn't walk into the neighbour's house and say "look your kids are on the road again", you know, but yeah we do toot and kick them off the road. I'm always telling my son, because he's only six, if you're gonna ride up and down close the gates, so then he's doesn't roll onto the street.

Karl: So, the council might need to look at putting speed bumps along Bruce McLaren Road?

Sione: Um, I think that they would work well down McLaren park, but, yeah, I would hate them in my street, Yeah I'd be affected by it.

Jane: We need more speed bumps on certain streets to deter boy racers out of our community

- *MPHS is dominated by the car culture mindset and major roads*
- *Boy racers and bad drivers travel at high speeds even in cul-de-sacs*
- *Cars are often unwarranted and connected with drunken and aggressive behaviour*
- *Parents are frightened of cars and drivers. They have to stop their kids playing on the streets. Some people don't feel it's safe to be on the streets alone for kids or adults.*
- *Speed bumps may help*

TIME

Stuck in time

Sasha: We can't get back the good old days?

Tom: Yeah but, we shouldn't try. You can't really change the time or the era of what's happening then compared to today. We're stuck with "now".

Out of time

Sasha: That's what my Dad would say when the gangsta ones would come to basketball. He taught good disciplines and you don't wanna be like not turning up on time for practices then the mates that were good examples would hassle them and tell them to come on time to learn basic simple things in life.

Tom: Be good if the cops turned up on time when there's trouble. If they come and they're too late. The attitude is that they don't care enough to respond in time but then yea, if no one talks to them, it's never going to stop

No time available

Sasha: When I was asked what I could do to help, I said I wouldn't know where to start or what to do, and I don't think I'd have enough time on my hands to do so

Tom: Time's precious. This garden area over there where you plant all these vegetables and flowers, and you can go and help yourself. I got a little bit involved in that. But, I don't really have spare time.

Sasha: Yesterday I went to the garden and I don't know what they've done with it but it looks like they are taking more people from special needs, from mental health or something to come and do some work in the gardens. And they asked if I wanted to do some more things with these people. I said I would of done that if I had time to come and supervise but at the moment I don't have time for looking after people. It's a good idea...

Tom: You still have to earn your money.

Sasha: We need a few people extra there that really commit to it. So maybe if they get paid for what the travel from home just to open the gate and water the garden that is something and it is interesting that in some parts of the HUB they do pay their volunteers and they pay for their lunch. But the part that I'm doing they don't pay. So a few people who left because they couldn't do it because we can't pay them and they say 'well this is taking so much of our time', they just left and we find it hard recruiting other people.

Tom: In our jobs we are quite pressured for time. I'd like to respond more to community issues, but I am focussed on the individual and getting the job done. That sort of thing

Sasha: It's tough. My Aunty's working seven days and doesn't have time to do anything anymore. Her favourite time was when the neighbours got together and enjoyed time together like in Xmas – having a BBQ and a party - but not anymore.

Patience, taking time

Tom: Oh yeah way to go. I think time is one thing and patience is another. If you don't have time and patience, then you're going to struggle. You know what I mean? Some teachers have this sort of idea that they just wish their kids were people at a certain level so it makes their job easier. Reality kicks in, and hello, you got someone that's not so up there.

Sasha: What do you think the community have to do on that?

Tom: Maybe education and training for the parents, and round them up which means doing something differently in order to change this sort of problem. But I think it needs time for that.

Sasha: Y'know like it doesn't matter what colour that you are as long as you can play, then that's all that counts. Getting into activities that's how we kinda got to know each other and now those same kids that we grew up with, well, we're close friends now. But same, it took some time for us to get used to each other, I think.

Tom: Yeah building relationships that's the most important thing, like I think with the film-making at the Studio, nothing ever comes out, like a good narrative, unless you really know them. and longer they're there the more they get used to their mentors and the more, sort of, genuine narratives come out.

Sasha: The philosophy behind all this is don't give up. I suppose every parent needs to incorporate best for their children and speak to them...see what they like, you know, their circumstances and evaluate what they need. At the moment we haven't had time to do all that.

Being in the present, Seasonal time

Tom: We just need to chill out today, enjoy today. Cos next week? It's all on again! Y'know I haven't had a car since last year and busing? It's quite good. The only thing I find is the time frame with my kid's sports and getting them to somewhere they need to be. But for me, I quite like it.

Sasha: Yeah and there's waiting for the right time - seasonal things when it comes to harvest time. For example, this is autumn, we think we will have a soup night or something, so we can take something to the garden place and have soup together. So this way we are all enjoying it and connecting. Not just a one-time event - just a pure garden. People come and go, come and go, not just waiting for one big event.

Making time, quality time, family time

Tom: The reason why we're in this mess, not loving our kids, you know, we have a lot of kids who are fatherless – mothers not doing what they're supposed to be doing – not taking responsibility. People need to go back and love their children. Love is free, it doesn't cost anything, a hug or a talk, you don't have to pay anyone to do that or pay anyone to spend time with them. It's about loving each other.

Sasha: Spending quality time with my children. That's the thing I know. I made things as smooth as possible because of when their dad was away. I just mucked in and thought "don't change anything" with their music lessons and their martial arts, swimming heats - keep doing it. Even though tough stuff was going on, I was really cool and that was really precious, cos you can't get that back. Now I stay at home with my daughter and her daughter, my moko, so they are always home with me. My son lives not far from me, so he always comes around. We make it a family time when it's someone's birthday and special days like Mother's day, etc

Tom: Making time, aye. My dad's always done it, he started a Judo club and that's how he's always been. And my sister is kind of just like doing the same things, you know, so if she wasn't helping out at the tennis club then she was helping out at the Judo club and just coaching kids and then self-defence for young girls and coaching them as well, just be volunteering her time just to help the kids out in the community really, just doing something like that.

Sasha: Playcentre's got great volunteers. My daughter's at a small playcentre, a very small playcentre, about 12 families and they've got time to know everybody. They go out for dinner and go out for drinks.

Tom: And it's not just the volunteers. The paid jobs have gotta use the time better. As a teacher, you've got all of these reports and you only have a small amount of time to try and impart into the lives of these children. It's so, you know, it's so grosssss. My mates at MPHS say you can do both and it is so much more relaxed, and you can spend more one on one time with the group, then you could you know these kids are all at different levels and work with that..

- *There's a time in the past when everything seemed easier, but we have to live in the present.*
- *At times we get out of synch with other people's time and vice versa, we need to learn how to stay in synch and organisations need to understand the community's time patterns and fit in with these*
- *There's so many times when we tell ourselves we don't have time to get involved with our communities, schools and children. We fill time up with work and expect everything to be paid for*
- *Real change takes time and we have to be patient, get to know each other better and not give up on our hopes and visions*
- *We need to learn how to be present, be in the here and now, take pleasure in the simple things in life, celebrate seasonal changes and the food that come with these changes.*
- *We all have the capacity for love so we need to make sure that our time with our children and families is quality time (loving, supportive, interested, funny). We can volunteer – it connects us – and our bosses could think about whether our jobs allow us time to properly connect with the people we work with and for.*

THE HUB

Amy: Our organisation is awesome and I will tell you why. It's coz we are in our community. We started in like literally a broom cupboard at Bruce McLaren. One programme we had back then and it was - two hours of after school youth on Wednesday. That came about through residents within the area.

Rupina: I was part of the community interview to see what the needs were for the community

Amy: This official building has been in the pipeline since about 2005. Our youth group use to go up to Waitakere city council and do submissions. We did studies and surveys. We started developing programmes such as the Twin Streams programme. We built a reputation for our community so when the building went up we'd have something in place, something to do. We slowly broke them down and people were screaming for it.

Rupina: They were

Amy: We moved in by 2012 and even though the Waitakere city council had signed it off we had to hold for a year, because of the Super city merger. I think we are the best thing that has happened to the community.

Rupina: How was it for you when you first moved in?

Amy: Like you look at this place and this place is flash I mean even some of us workers are like woohhhh. We came down here and we were like we got windows we can see outside. You know that's honestly, how we were when we came down here and ummm we really missed our little shop where everything was just there. One of the drawbacks of being in here is that we became an actual physical kind of thing where people are kind of like stand offish, but like when we were at the shops people would just come in and have a yarn "blah blah blah" and just talk to us so yeah in terms of that we had to start all over again.

Rupina: I do feel sometimes that there is a core group of people that were involved in the hub project, that feel protective of the hub, like this is our MPHS, even though the idea is supposed to be for the community. It feels like the project is their little baby that they are trying to grow in a corporate way instead of community perspective.

Amy: What you mean about corporate and community?

RUPINA: Yes, it seems like a sense of ownership and not communal, by that I mean the hub facilities it doesn't belong to the community it belongs to the MPHS workers..

Amy: Don't you think that it has met some of the needs of the community?

RUPINA: I do think that it has met some needs of some of the community members

Amy: Take our youth space. They don't get talked to in here what they do in here is driven by them. We have mentors that come in and they give their time. Two coordinators in here. It's not a drop in hangout Facebook place. It's not a "I'm going to hang with my mates kind of place". The purpose for it is that they come in with a project or something that they want to do. Ask Rebel

RUPINA: What do you think about it?

Rebel: Yep it's pretty cool there like they've made it like it kind of looks like a day-care centre type of thing

Rupina: Yeah I drove past and thought that it was a new day-care centre too

Rebel: But yeah nah yeah it's good like for the young bucks and stuff it's pretty good you know they go there and just chill out after school and stuff like that. There's always a policeman there, yeah it's good. And it's about time they made something over there, something that's just for that cause

Rupina: It keeps you out of trouble?

Rebel: Yep it does. Yep they got heaps of stuff over there now. I think the schools been sponsoring them too like giving them like craft stuff from the school from their resources and stuff. And that room where kids can record music and stuff is mean, we've been asking for one of those for ages now. They have fantastic mentors down there. They get lots of social skills but they are also learning specific skills as well cos like they have an editing suite.

Rupina: Yeah, I have to admit the MPHS hub is a technology kind of thing, like they have a whole lot of PC's, they've got a music studio and editing suite, a kitchen where they cook, and they are productive with it. Like they built a robot and learn to use Photoshop.

Amy: We do our own signage, like you know there's a big new building and there's lots of signage out front. But a lot of our promotion is word of mouth actually, yeah, because people can rent the rooms, there's like four main rooms in that thing with a massive kitchen as well. So anyone in the community can rent them and that sort of stuff. And we go around doing street parties and that sort of stuff.

Rebel: So it would be a pretty tight community to pull that off? Would you say?

Rupina: I think probably more a dedicated team. What do think, Tariana

Temepara: Well, I'm a newbie. When you're up at the new Hub that's amazing, it's awesome, it's what they needed. You know you can see the community really pulling together and helping one another out. Stuff like that. So you know everyone's waving out and saying hello when you walk down the streets and 'ya know' that's how I grew up and so that's what I really enjoy about being around here.

Rebel: So you're quite involved with the Hub

Temepara: I'm not so much involved but my husband does the patrols, the community patrols for McLaren Park, um so that's like once a month or something like that, and so he's normally out there with the meetings and stuff. But now that the newsletter is out, not just the monthly one, but the term one, the pamphlet one, and sometimes they have flyers at the dairy. Like most houses would have it, and so I think that word of mouth like talking is very important. I started doing a Zumba class. So we're getting more involved, 'so yeah', its good, it's really good.

Rebel: We need that physical stuff, eh?

Temepara: That's definitely something that McLaren Park needs ai, coz we've got the Hub but there nothing around it... You know, like man, coz I was thinking about this. Like even tennis courts that the community could use, and you know um, so they'd have to pop in money if they'd want you use it at night for the lights or something like that. There so many Maori and Islanders coming over to Te Atatu from this area, just wanting to play tennis, just wanting a court to play on an stuff and things like that, so just anything really, a tennis court, or maybe some basketball courts. 'yeah' something for the community would be really good.

Rupina: My mate Karl worries that the hub could be monopolised by a particular group. It should be open to all. Some people take advantage of it and others don't know about it or maybe they don't want to get involved. Would you say they cater to all cultures?

Rebel: They try really hard

Temepara: Um I think so, I definitely think so. I know the Hub does a lot of promoting them in regards to the different ethnicities and they do have a lot of support people and for all the different kind of people around here for sure. It's so multi-cultural out here. You know when the rugby world cup was on, just the flags, like just down the street, like 'oh my gosh', there's like one from every country. It's like 'wow' this is super cool, so yeah definitely.

Rebel: But lotsa people don't know about the Hub. My auntie says all she can see when she drives past is the Hippy sign and that's about it. She thinks they should promote the Hub in the school newsletters. A mate of

mate thought it would be a good idea to start a youth programme here and then move it to somewhere else when it's going good! I know a lot of people who don't know what's happening there. It's still relatively new, so I think, slowly it's starting to get used more.

Temepara: I always see the posters around. but they should have done more to really promote it, like when there was a concert on, there wasn't really anybody promoting anything from the Hub or McLaren Park or the community you know, it was just a concert.

Rupina: I mean, someone asked me why I wasn't at the street bbq and I'm like, what, i didn't even know it was on. Look, I don't know half the things you do there -

Rebel: Well I go there coz I like to do arts and crafts with the younger kids I only go there to help the younger kids coz you know like I have little brothers and nephews so I'll tag along with them and get involved that way.

Amy: There's the community charity bread run, which we supply bread from Bakers Delight and we share it out within our community, food parcels, budgeting services, community BBQs driven by the community, play centres, playgroups, hippy program and gardening for health community garden. Whenever there is catering we'll say 'what do we have in the garden' so the crops started to get used for that. If you come to the Hub and you order something you will see 'harvest muffin' or 'harvest soup' and that is made from things in the garden as an ingredient. Then there's the Twin Streams project, there's a Performance group – Rootz – Jijistu and an MMA class in Bruce Mac three times a week. We've run free school holiday programmes. We have had a men's group and CV writing classes

Rebel: For me that was one of the biggest things that I thought when I heard about school holiday programmes and that they were free. I just thought that was amazing.

Temepara: I wish it was around when I was younger because we didn't have anything like that.

Rupina: What about the adults? I was talking to some of the parents – oh my word, they are so gifted in many areas... mechanics, building their own stuff, but they can't afford it. One wants to be a designer – she's fantastic, but she can't afford it. And there is nowhere else to go, coz in this area there is just the Hub for the children. The parents alone are very gifted – whether it is in sports, or art, music, dancing – that's children and adults. We need something that is for adults, not just children. That would be more productive.

Temepara: Right on. Computers for the elderly.

Rupina: The hub in general is not being used to its full capacity. That's what I feel. That's why I'm excited about the market meeting I've got coming up. It is being used really well with the children – they've got things happening, but for the older community, even crafty community..? I thought they could be having craft groups there, or things so that people like me could be going down there and meeting new people. Yeah – I just feel that in other places they do really use their hubs, they're chock-a-block full of programmes that you can go to.

Rebel: Give us a chance – what we are doing is it making a real difference.

Amy: I feel that since the hub has been opened it has improved. The area there has been less crimes, more employment, less gangs. We have now got a lot of the community involved in the local neighbourhood watch. The police do boundary checks often. The community barbeques where we encourage all the neighbours to get out and to interact together, are really, really beneficial. Our Family Advocate helps a lot of people deal with issues like poverty, unemployment and homelessness.

Temepara: Ai. But, from my understanding there's still a lot of things MPHS needs from the government or needs the government to change. Like for example, if Housing NZ is still going to keep moving these people out, these community initiatives that they are trying to put in place are never going to work, because people will not settle long enough to develop a sense of community belonging, so they won't care about others around them in the area. Like I notice that the ones who own their own homes in the area are more involved with the community initiatives but the ones who live in the Housing NZ homes are hardly involved - it's like not really working for them. They kind of seem disconnected from the community rather than apart of it.

Rupina: So what should we do?

Temepara: They just need more resources. To be more involved they need more money. Its as simple as that. Whether or not the Hub can provide those things, which I don't think they can (laughs), but yeah, people just want the more practical things in life that will enable them to survive and live without scraping day to day.

Rupina: We have to get more political, eh?

- *MPHS Community Trust has a proud history and service based on research, submissions and alignment with community needs, leading to the building of the Hub*
- *The Hub can feel a bit "flash", lacking intimacy and feel as if it's moving from community to a more corporate management.*
- *People really seem to like the High Tech Youth Studio, the community garden, Zumba, music and craft programmes, the community patrols, the community BBQs, the childcare services, the Twin Streams restoration project, the friendliness of the place and it's multicultural feeling*
- *Many people don't know what's happening at the Hub, despite newsletters, pamphlets and posters, and more could be done (e.g. signage on the building, clearer presence at major local events) to raise the profile of the organisations.*
- *It seems clear the Hub is making a difference for MPHS youth and generally making the community safer*
- *More could be done in creating programmes for adults and possibly taking a more political stance on the major issues that affect MPHS.*

POLICE, COMMUNITY PATROLS, WARDENS

Sione: It's rough you know' - drug activity, gang activities, domestic violence incidents etc. Hearing people screaming at one another and also hearing kids screaming too. Helicopters, police vehicles driving past with sirens going etc. Where our house is located you can hear all activities, plus being a father I can hear it all you know. I've got a wife and four kids and you get that protective mentality

Teri: We heard the helicopters were coming around and we didn't realise that... We saw torches and was like someone's on our property and hubby gets out and you could hear " get back inside" it was the police with sniffer dogs. A guy had jumped at the back of our house, trying to hide.

Fotu: That could have been me a few years back. I went for this job but I only got as far as the induction, because when the induction finished, they were still doing the police checks. So my childhood activities came back to haunt me and that was the red flag that I couldn't carry on.

Teri: That's you breaking into our playcentre (laughs). We had like the gate cut at playcentre at least twice a week. They think it's kids coming in to play. They just cut the gate. Uncover the sand pit. We come in and the sandpits uncovered - there's toys that don't belong to us!.

Alexander: And you know what, the school had a school day and they invited the Police, Fire people, and parents to be at school for that event. Someone broke in to the school the night before the school day and stole the computer. Two weeks later, someone broke in to Sunnyvale Primary School.

Teri: Sometimes people in their own homes are feeling unsafe because of what's happening with the neighbours next door or with the burglaries that are going on or stuff like that. My auntie feels really unsafe, a lot of the time she'll call me and say "You know someone came and knocked on the door but I didn't want to answer it because I was home by myself". For her to feel like that, you know, it's kind of sad to think about it because it wasn't the case before. We used to leave our door open and it was fine, so I don't know whether anywhere is safe anymore, I just, I don't know, yeah.

Alexander: Ummmm, I dunno, hmmm. Well maybe the bad stuff would be, the fact that you don't feel that safe walking the streets, or leaving your house unlocked even when you're in it. Like you always hear of people

getting their houses broken into or the party that goes wrong and ends in a street brawl and the amount of police sirens I hear daily in my area.....

Teri: The high crime rate – it's dangerous and young kids getting involved in bad drugs, alcohol and graffiti and things like that. Sorry but that's what I really think. It's that sort of thing. We found bottles thrown from the neighbouring back units having drinks and they would throw their bottles over. I don't know how you get rid of methamphetamine out of a community. I have no idea, because that's just huge, the police is all I can think of.

Alexander: It's a massive operation you know that. I know a lot of the cops now they try, they are finding it hard to crack down on these operations between schools um and what they're doing so.. Hiding it yeah and a lot of them will be hiding it,

Abby: Ummm well I know that there's two tinny houses that are like side by side like next to each other and they have wars sometimes because one will be stealing customers from the other and stuff like that. There's also kids that live in them too and they both are known by police so I don't know how they are still able to operate.

Roine: So, what's the atmosphere?

Abby: The atmospheres changed its real intense now like it's really intense; you can tell which house has got beef with which house

Roine: Beef as in?

Abby: Beef as in fighting or just who don't like each other and like people walking up and down the street at godly hours of the morning. They would be swearing at somebody, people crashing into other peoples cars that are parked, heaps of drunken, boy racers. Police are there all the time for domestic violence like almost every two weeks. every two weeks they come to every single house to deal with domestic violence.

Roine: Have you ever talked to the cops yourself about things that have happened?

Abby: Na I'm too scared. I don't want to talk in case people find out it was me who snitched (narked) and I just don't like authority anyway. I've heard stories about corrupt police and stuff like that.

Alexander: Yeah there are still some people who have negative experiences from the past regarding the police. When I came in 2002 our kids would see the police as pigs. Just straight up pigs.

Teri: Yeah, I think there's just this culture of not saying anything in my community. It's just gotten quite bad where the community doesn't really help each other out. If you know what I mean like, they are not really a lot of them aren't really interested if they hear it going on no one will call the police, nothing will happen. I'll just hear this woman getting a hiding and that's it and you know I just couldn't stand it, but I've always been like that anyway and I'm like *"nah that's not right...someone has to"*. If we'll all going to sit here and be silent someone could lose their life.

Sione: Nah, I'll have a go. One day I went to the Laundromat to do my laundry and I saw three people running out of the apartment, shouting have noticed a man coming out of the apartment because he just went in and robbed them. I got in my car and drove down the road and same time I called the police. I turned in to a side street and there he was. I stopped the car and I said 'Oi' and he keeps walking. I said again 'Oi you need to come back to the house that you robbed'. He said 'I didn't rob anyone, go away'. I said you better come before the Police get here. Man it took so long before the Police came but because I was shouting on top of my voice, it attracted other people so it was good we kept him there till the Police gets to us. Man, they are so slow. Sad part, these people were a bit mental you know what I mean. That's probably why they were targeted

Abby: Look, a young girl got raped less than a month ago she didn't go to police though coz she didn't want her parents to find out that she was out, but yeah, word of mouth we found out. She just turned 17. Most families keep it in on the d.low, coz most of that shit makes headlines and families don't want that shame

upon them, but yea there's a lot that happens that police don't know about. The girls fear too not to open up and say anything, coz their scared they'll come back and do worse

Alexander: I mean you know you've got Zeal, you've got Corbans, you've got these pockets doing these good things, but yet the problem is getting worse and worse and worse and whose evaluating what the consequence is for the community. Sometimes, you know, you need to involve agencies like the Police to fix problems.

Roine: We do have the neighbourhood policing teams. They're a team of six officers and they're assigned to the McLaren Park area so they work in a specific grid. There's a panel that sit with them, that panel, um, listens to everything that police are experiencing.

Teri: What's this panel?

Roine: So the panel exists of Bruce McLaren Intermediate School, Henderson High School, MPHS, Pacific Wardens, Neighbourhood Support, local residents, CPNZ (the Community Patrol), so they don't work in isolation and they meet regularly and feedback is given and that is how we know. The police have all got different portfolios, like one of them will be family violence, the other one is youth, the other one's would be burglary. And they've got five, all of these things have been identified by the community. Yeah so they don't just rock up and do this or do that. They actually listened to the community and the community said 'this is what we want' um what we perceive to be areas of danger - burglary, traffic, cars like zooming up and down roads, youth, family violence, I can't remember what the fifth one was, so yeah that's how it works.

Fotu: Yes, my uncle is part of the McLaren Park community patrol which is run by Community Patrol New Zealand and the Police. There are about 20 volunteer workers that patrol our community during the day and night, since this has been in our area I have seen a big change and our community is getting safer. Our community is looking after its own community and putting safety plans in place to get community members involved instead of relying on others outside of the community.

Roine: Yeah, so they're basically just keeping an eye out for the area and if they see anything suspicious there, then they're not to get out of the car and do anything, they're not police officers, they're just to report it so that people can attend, if there is anything suspicious at the schools of something like that where they need to attend, but yeah it's something like that, like just observing and that sort of thing. They've got their own car, so yeah it just sits at the Henderson police station and then they'll just go, drive there and pick it up and then they'll just do their patrol for about maybe two hours, yeah and just work their way around the streets of McLaren park.

Teri: This development and interest of the community police... We got a letter in the letterbox. that gave me a bit of a scare.

Roine: Yup, but then, it was amusing., The police did a survey, probably about... six, seven months ago now. They put it in everyone's letter boxes and they wanted you to fill in, about local crime and stuff

Teri: I mean they didn't inform us very well. Something about the community police officer operating in the area now, and then I thought, oh my gosh! You know, is there drug concerns in the area? What's brought this about? Why do we need monitoring? What is so scary that we have to have our own personal operational community constable? Is there something that I need to think about shifting?

Alexander: Almost a month and a half ago, I had a policeman knock on my door and say we thought we'd just pop around and see how you're doing and have a look at the security of your house and that kind of thing. Really proactive like that. I thought that was pretty cool.

Abby: . We've quite a strong Police presence around here, but do I feel safe? Nup, we don't walk any, well we walk to play centre, next road over basically, and that's about it. We need more street lights, cameras, more money should be put in educating people with alcohol problems and drugs dealers to stop it

Sione: Around Henderson it must be very difficult for the police to patrol in an effective way. But I'd like to see them walk, I'd like them to get out of their cars, I'd like to see them walking around the community more. I don't think people feel that an increased police presence is in any way oppressive, hmm I think it's at a point now where I think that needs to be seen now like it used to be, you know like the old Bobby on the pavement sort of thing

Abby: Yup, the places I feel safe, that'll probably be the shops straight across from the school coz there's police cars and men patrolling the school now and the Hub its good like for the young bucks and stuff its pretty good you know they go there and just chill out after school and stuff like that. There's always a policeman there. Yeah it's good.

Teri:They have the Police and wardens working together. Now and then you see Police cars patrolling around and Maori wardens too so it's good

Fotu: We have a really active police team. After school time they would often be seen walking, you know just to be seen, and to make sure the kids get home safe. So it's actually really cool. Where we live, it's a nice friendly community one. You could go to the park or for a bike ride and it would be ok to do that. I see the police all the time. I know that as a member of the community I can approach them or call them for anything.

Roine: I have lots of coppers as mates, that helps

Sione: Actually my neighbour, she's a police cop. and I've known her before she became a cop. So yes, I feel safe within the neighbourhood, our little neighbourhood within the neighbourhood.

Fotu: So I think that with the structures that are in place, like with the MPHS community thing and the engagement that they have with the community. I think they are doing a lot that can be done. Then there's these community events and BBQs.

Sione: A mate told me about it, and I was telling him bro, that's such a good idea that you are doing. They go round the police cars with BBQ at the back of the police car. One of those wheels, those trailer barbie's.

Alexander: I mean they do like once a year at the park just on Highma street, A community day and so the police are there, the firemen are there. They just have it in the playground but it's just like a sausage sizzle. And just so that the community are aware what can be done around the community and stuff like that. But that's like once a year and you know you got the police

Teri:They have some good galas at Bruce Mac.. Everybody gets involved. Police, fire service, the local pony club get involved, the hair dresser, you know a lot of the industries. Bring over there little tents and have a display of some sorts, yep it was quite good.

Fotu: This all started because we have an umm neighbourhood policing team so we have about four officers that come and hangout with people in our community. The Waitakere festival at the end of the year and at the beginning of the year involves the police, us, and some other organizations. We all work together and we have it here and that day is about bringing all the local people together

Roine: But it's not just up to the police. We campaigned together against the guy up the road up the shops. He was selling synthetic things, so we thought we'd go have a chat to him and you know the school jumped on and then the other school jumped on because he could have sold it easily to our kids. And then he stopped and that was also with the help of the police as they just let us know what was going on. So we took the approach, yeah,. instead of the police approach, cause it's in our community and now we work with that guy all the time.

Fotu: I do think it is a lovely place with some really lovely lovely people, that um are passionate about making it a better place -, the hub, community patrol, pacific wardens, individual people are doing great things for MPHS and so long as those things stay there it's only going to get better

- *Drugs, alcohol, burglary and domestic violence are very visible in some areas of MPHS, and current strategies don't appear to working.*

- *People want law and order but often don't call the police because they are frightened of the repercussions, don't trust the police, or feel that the police response is not fast enough to be of any use. Serious crimes, such as rape, go unreported*
- *Some people are frightened to go alone on the streets or leave their house unlocked, even when they are at home, particularly the elderly.*
- *Others refuse to be frightened and even in the roughest areas the police are frequently called particularly for domestic violence.*
- *The police, MPHS Community trust and Māori and Pacific Wardens have made a concerted and well planned effort to be visible and responsive. A Community Patrol has also been set up and works well..*
- *People are very positive about having a visible law enforcement presence, with some feeling there needs to be more. Police surveys have made some residents worry that there is a higher crime rate than they have observed*
- *People enjoy the sausage sizzle local community events where police can interact informally with the community.*
- *We can't leave all up to the police, the wardens and the community patrols. Individuals and community organisations have a huge role to play in making the community safer*