

Before Hearing Commissioners  
at Christchurch

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*under:* the Resource Management Act 1991

*in the matter of:* application RMA/2020/405 for land use consent in relation to new buildings to accommodate facilities to provide services including healthcare, employment, education and housing to young people between 10 – 25

*by:* **The Youth Hub Trust – Te Hurihanga ō Rangatahi**  
*Applicant*

Statement of Evidence of Susan Nicola Bagshaw

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## **STATEMENT OF EVIDENCE OF SUSAN NICOLA BAGSHAW**

### **INTRODUCTION**

- 1 My full name is Susan Nicola Bagshaw.
- 2 I am familiar with the application by the Youth Hub Trust – Te Hurihanga ō Rangatahi (the *Trust*) for land use consent in relation to new buildings (the *Youth Hub*) to accommodate facilities to provide services including healthcare, employment, education and housing to young people between 10 – 25 (the *Application*) at 109 Salisbury Street Christchurch (the *Site*).
- 3 I am the chair of the board of the Trust which was formed in 2017 to design, build and run the Youth Hub.
- 4 I have a degree in medicine from the University of London, I am a Fellow of the Royal Australasian College of Physicians Chapter of Sexual Health Medicine and I am an honorary Fellow of the Royal NZ College of GPs. I was made a Dame of the Order of NZ in 2019 for services to young people.
- 5 I prepared the operational statement on the Youth Hub which accompanied the Application.<sup>1</sup>

### **SCOPE OF EVIDENCE**

- 6 My evidence will deal with the following:
  - 6.1 The vision of the one stop shop model providing wrap around services in Christchurch;
  - 6.2 Experiences from the Barbadoes Street Youth Hub and 298 Youth Health Centre;
  - 6.3 A description of how the Site was chosen;
  - 6.4 A description of the Youth Hub and its services, including information around the criteria for and behaviour management of the accommodation facilities; and
  - 6.5 Responses to various queries and comments raised in submissions and in the Council Officer's Report (the *Officer's Report*).

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<sup>1</sup> Attached at Appendix 4 of the Application.

## THE VISION

### My previous experience

- 7 My training was at the Royal Free Hospital London School of Medicine and I came to New Zealand with my husband and three children when he was appointed as a General Surgeon in the University of Otago, Christchurch School of Medicine Academic Surgery Department.
- 8 After moving to New Zealand I first worked for the Family Planning Association for 20 years, providing medical services in sexual and reproductive health to all ages and becoming the Regional Medical Director. During this time, I also worked for ten years part time on the Methadone Programme providing medical services to those with opiate addictions in Christchurch. These positions made clear to me the problems facing young people when they need to access services.
- 9 Services that provide support for young people are spread out in different parts of the city. This means that they are inaccessible to a person with little money, no transport and no knowledge of who to go to or how to get there. There are several common barriers to young people accessing support services such as cost, the fear of loss of confidential information, embarrassment and fear of being judged.
- 10 My clinical experience led me to become a senior lecturer teaching medical students, doctors and nurses about youth health and development based at the Christchurch School of Medicine. I helped to set up the Collaborative Trust for Research and Training in Youth Health and Development (the *Collaborative*) in 2003 and was the Director and Training Manager. I have now handed on the Director and Manager of Training positions but remain on the Board. I was President of the NZ Association of Adolescent Health and Development for 4 years and in 2001 I was the world President of the International Association of Adolescent Health, also for 4 years. I have had numerous positions on Government advisory boards on Youth Health and I am a founding member of the Society for Youth Health Practitioners Aotearoa New Zealand. I have given advice on Youth One Stop Shops internationally.

### The age group

- 11 The World Health Organisation's definition of 'Young People' covers the age range of 10 to 24 years. This is based on the scientific evidence of how young people develop. There is rapid development of the brain in the first 3-4 years of life and another surge with the rise of sexual and reproductive hormones. Puberty can start as young as 8 and as old as 16 with boys starting later than girls. The body matures in about 3-4 years to become a reproductive adult,

but the brain takes at least 10-12 years to mature. There is marked variation across the age group.

- 12 To assist this development, young people need education, training, employment, support from caring adults, secure income, and a home. They may need health and legal advice and they need to learn the skills required for independent living. Around 80% of young people receive this support from their families. However, there are about 20% who for many different reasons are not so fortunate.

**Wrap around services**

- 13 Our response to the needs of developing young people was based on other models in the USA and those developing in Australia i.e. a one stop shop constructed to overcome the barriers outlined in paragraphs 9 and 12 above. The youth one stop shop (YOSS) in Christchurch was opened in 1995. It was called 198 because it was located at 198 Hereford Street. It was purely service based and later a youth arts centre was created but no housing provision was involved. After the Earthquakes a new trust established another YOSS and this time it was called 298.
- 14 There are examples of YOSSs all over New Zealand. However, none currently provide housing alongside their other services, nor do they bring together the many different organisations which young people have to engage with so that they are located in a single space. The Youth Hub will have service provision plus housing, education, sport and creative facilities, providing services to “wrap around” the developing young people.
- 15 The housing model is based on a model called Foyer in Europe and the United Kingdom and Covenant House in North America. These models provide housing for young people but very limited onsite support. Their principle of only accepting young people into the housing who are in training or looking for employment will be adopted in our model. Recreation and creative activities that build skills and meaning to life are as important as training and employment, thus these will also be provided at the Youth Hub.
- 16 The most important part of helping young people develop well is a safe, nurturing place to live, where parents are loving and supportive. Safe, stable housing underpins the ability to keep a job and therefore gain income, identity, and the connection to others in the housing, all of which contribute to wellbeing. The point of the wrap around services that can be easily accessed from the housing, is to ensure that barriers to progress can be removed.
- 17 We have too many children and young people in the care of the State who do not get opportunities to develop well. There are also too many young people who end their lives. There are many

organisations trying to help. Bringing those organisations together will make them more effective in providing solutions to the problems that developing children and young people face.

- 18 Christchurch is known to be innovative in how it cares for young people and has led the way in developing new ways of assisting the development of good mental health. The Youth Hub project is at the forefront globally of integrated care and development for young people.

### **BARBADOES ST YOUTH HUB AND 298 YOUTH HEALTH CENTRE**

- 19 I helped in setting up the 198 Youth Health Centre in Christchurch, in 1995 under the Youth Health Trust, where I also worked as a doctor. It was the second YOSS in New Zealand. The 198 Youth Health Centre provided free health services to young people for 15 years before closing in 2010, due to a change in the funding model used by the DHB.
- 20 Following the Christchurch Earthquakes, we established the Korowai Youth Well-being Trust to start a new one stop shop. I started to plan to bring together organisations to work from one location, alongside Peter Young from Action Works (a programme helping young people into employment).
- 21 Following the earthquakes, a number of NGOs who provide support services (such as Volunteering Canterbury, White Elephant and the Men's Centre) were looking for somewhere to locate as their offices had been destroyed and/or could not be accessed. Peter Young and I looked for a place, close to the centre of town, where these could all be located.
- 22 After looking at several places, we found a group of wooden houses to lease on the corner of Barbadoes and Gloucester Street. The lessor owned around 10 houses and negotiations were entered into around the leasing of some of them in order to accommodate more organisations within one location.
- 23 The lessor agreed to a three-year lease term to the Korowai Youth Well-being Trust, but the other organisations, including the ones used by Government departments (for example Work and Income) were only working on month to month leases. At one point, we had 22 organisations spread across five of the wooden houses at Barbadoes Street, although there was no provision for recreation and housing. We received extremely positive feedback from the young people using these services. It was at this time the Collaborative Trust conducted an evaluation and interviewed the managers of the different services. Key learnings from this survey were that there was real value in the co-location of services, using a

holistic approach, and ensuring connection with adults, in diverse communities.

- 24 Unfortunately, however, the lease was not renewed at the end of the three-year term. The Barbadoes Street premises were being outgrown and some of the organisations moved to bigger premises in the city, which was starting to become functional again.
- 25 Some of the original organisations which came together at that time continued to co-locate and others lost their funding.
- 26 Of relevance, the 298 Youth Health Centre run by the Korowai Youth Well-being Trust (of which I am currently the Chairperson) was part of the Barbadoes Street Hub. It provides free sexual and mental health and GP services for young people up to the age of 25 in Christchurch, and is currently located at Unit 1, Amuri Park, 25 Churchill Street, where I continue to run teaching clinics for medical students.
- 27 From my work at the 298 Youth Health Centre, it became clear to me that the Centre alone could not keep up with the unprecedented number of young people seeking help in Christchurch, particularly in the past three years.
- 28 The Trust was therefore formed in 2017 to revive the initiative of having a permanent one stop shop model for the young people of Christchurch. However, this time we wanted to include housing as well as support services and recreation activities.
- 29 The 298 Youth Health Centre, alongside many other organisations as set out in the Application, will move into the Youth Hub permanently and play a significant role in the provision of services there.

### **THE SITE**

- 30 The Trust searched extensively for three years to find an appropriate site for the Youth Hub. We approached several organisations that owned vacant land in Central Christchurch, including the Canterbury Earthquake Recovery Authority, the Anglican Church, the Christchurch City Council and private owners to assist us in finding vacant land near the centre of the city.
- 31 While some sites were identified as being possibly suitable, they were generally smaller than the Trust had hoped for and – being Central City land – it was being offered at an unreasonable, unfeasible price for a charitable organisation to purchase.
- 32 The Right Reverend Victoria Matthews, Anglican Bishop of Christchurch at the time, had always expressed an interest in

working with young people, and expressed that she was keen to use some of the Church's money to assist the Trust in its cause.

- 33 The Site which was the old bowling club on Salisbury Street was found and met all our requirements. Its location was carefully selected as an affordable, non-commercial option, delivering a residential feel, yet close to local amenities to support youth well-being. Tūranga, the Margaret Mahy playground, the Bus Exchange and the future Metro Sports complex are all within walking distance of the Site.
- 34 Very generously in 2018 Anglican Care, the Anglican Church's social service agency, bought this Site for approximately \$4 million for the purpose of establishing the Youth Hub. Anglican Care is leasing the Site to the Trust at a peppercorn rent.

### **Neighbouring consultation**

- 35 Soon after the land was purchased, the Trust contacted the Victoria Neighbourhood Association (the VNA) and suggested that a representative of the VNA could go on the design group for the Youth Hub. This offer was turned down by the VNA, who said that to have a representative assisting with design would mean that the VNA had 'bought into' the project, which they were not prepared to do.
- 36 In November/December of 2019, the Trust invited the VNA and other neighbours to a community meeting. The Trust put leaflets into all of the neighbouring letter boxes providing information on the Youth Hub and asked that the VNA include information in its newsletter. At the meeting the designs for the Youth Hub were displayed and comments were invited. The architects and members of the Trust Board were on hand to record responses. Some of the neighbours were supportive and others had some constructive comments whereas others opposed the project being on residential land. The architects responded to the feedback by moving the market garden onto roof tops to make room for more housing.
- 37 The Trust has, and still is, keen to work positively with neighbours throughout this process and into the future.

## **THE YOUTH HUB AND ITS SERVICES**

### **Services on site for young people**

- 38 The Youth Hub will provide a supported village experience for young people – providing access to support and services needed for the development of their full potential.
- 39 The Youth Hub will bring together all those providers of health care, housing, catch-up education, employment and training opportunities, and other supports to make them easy to use for

young people who would otherwise go without. The majority of the facilities will be for 10 to 25 year olds but the housing will be for those aged between 16 and 25 years.

- 40 The organisations proposing to operate from the Youth Hub have been purposefully selected to be youth centric. They will work together to aid young people's development into successful adults, especially for those who have not been able to access that help elsewhere.
- 41 A number of submitters were under the impression that the Youth Hub would be providing facilities for 27+ organisations (see for example the submission by Kate Tapley). That is not correct. There are 13 organisations listed in the Application, together with a group of visiting staff from Government Agencies and at this stage this is the number of organisations that will be operating out of the Youth Hub. Some will have permanent offices and for others, staff will visit once or twice a week, as needed. While it may be possible over time for other organisations to be incorporated into the Youth Hub on a visiting basis that has not yet been determined.
- 42 Submitters were also concerned about the 13 organisations and possible staff numbers. I would like to emphasise to submitters that the level of presence and involvement of each of these 13 organisations will vary widely. For example, Youthline and 298 Youth Health will have offices within the Youth Hub that will be utilised full time, while on the other hand, organisations like Community Law might have one drop in session a week, where they would simply utilise rooms as they need them. Therefore, I consider the submission of Paul and Rebecca Honiss asserting there will be 300-400 people on site at any one time is an exaggeration. So is the submission of Michael Little who asserts there will be upwards of 400 people at any one time. Likely staff numbers have been set out in the Application. From this it is clear that, while there could be 200+ people at the Youth Hub up to twelve nights a year (for the events centre), the number of staff and persons on site will be significantly less at all other times.
- 43 The Youth Hub is planning to have outreach to satellite services in other parts of the city in the long term, so there is no intention to further expand on the central city site.
- 44 Staff of the organisations located at the Youth Hub and residents will be encouraged to travel by bus, bike and scooter. There will be covered bike and scooter parks and some car parking on the site. An option for parking to occur at the new Casino Hotel, which is being planned further down Salisbury Street, is being negotiated with the Christchurch Casino Charitable Trust.



45 It is important that this resource consent provides some flexibility and fluidity in terms of the Youth Hub's operations and the services that can be offered within it. The Youth Hub is looking to meet a vital need that up until now has been largely unmet by anything else. This need will forever be changing and evolving, and it is essential that the Youth Hub and its services have the room and flexibility to adapt to future conditions. It will always endeavour to provide young people with the best and most appropriate contemporary resources, within the boundaries of being in a residential area.

#### **Services for the community**

46 The Youth Hub will run a café as a training and first job opportunity, but this will also be available for neighbouring residents to use. Music and drama performances by young people will also be available for residents to enjoy. The Christchurch Symphony Orchestra has offered to provide tuition to young people in a variety of instruments.

47 The market garden will be producing high quality organic vegetables, which will be available for sale to the Youth Hub residents and café, as well as on the doorstep for the public. Cultivate, the organisation running the market garden, collects compost from surrounding cafes and businesses and uses the principles of re-use, re-cycle and re-generate in its operations.

48 The whole Hub will be built for zero energy requirements and sound proofing will be an important part of the engineering requirements.

49 The Youth Hub will encourage young people to learn to help others in the Youth Hub and also others in the community, and to undertake projects to protect the environment and prevent climate change.

#### **Why the Central City Residential location?**

50 The location of the Site is crucially important:

50.1 It needs to be near a central point for transport, so that it is accessible to young people from every part of the city;

50.2 It will bring young people into the city who can bring with them contributions of creativity and energy, and who will be useful employees;

50.3 As they are developing, and being integrated into adult society, young people need an environment that supports them and allows them to feel that they are part of the city and that they have a place where they belong.

- 51 The goal of the Youth Hub is to provide young people with an ethos of belonging, being accepted by and being part of the community. This type of connectivity with one's environment is vitally important to development, as is evidenced by research done both nationally and internationally.
- 52 The residential part of the central city is growing, and the Trust feels that the Youth Hub will be an important part of including young people in this movement of making Christchurch a "liveable city".
- 53 The site on Salisbury Street is 15-20 minutes' walk from the Bus Exchange, within walking distance of the resources at Tūranga, Margaret Mahy playground, and the new Metro Sports facility. There is no previous housing on the Site, so this project will make a big contribution to the amount of local housing available.
- 54 Safe, stable housing underpins the ability to keep a job and therefore gain income, identity, and the connection to others in the community. The housing aspect is therefore a critical part of the Youth Hub, and in contributing to the well-being of young people. The Site's central city location and its relationship with residential neighbours has been carefully considered.
- 55 Young people have always had problems with housing, as they move from their family home to independent living. After the earthquakes this became worse as the cheap rental accommodation had been mostly destroyed. This especially affected young people emerging from State Care and others who were going through strife with their family and who were couch-surfing or living in the streets. As poverty levels have increased, the ability of families to support their children as they age, and the lack of unskilled jobs has added to the problem. There is a pressing need to support young people through providing accommodation where they can learn life skills. They can then use those skills to establish themselves on their own within the community.
- 56 The Officer's Report suggests that locating this supported accommodation (and associated support services) within a residential area is a benefit rather than a 'need'. I would maintain that the need to belong is common to all human beings and belonging to a community is of vital importance to all people.
- 57 Furthermore, to obtain the most beneficial outcome for the young people using the service, supported accommodation of this kind **needs** to be located close to the city centre, close to transport hubs, and within a residential zone. This is especially important for young people who have never experienced belonging to a community.

- 58 The location of the Youth Hub sends a message to the young people that will be staying there that the adult community would like to support and help them and welcome them into their area. If the Youth Hub were placed in an industrial, or even commercial zone, the message that is given to those young people becomes one of rejection by a community that does not want them and that they do not matter. This is particularly so when many of them have already been given that message from the adults in their lives. A location which creates feelings of rejection and alienation is more likely to produce poor outcomes and reduce the effectiveness of the Youth Hub services.
- 59 Locating within a residential area is the best way to help with integration of young people and to encourage them to be good citizens who respect their community and contribute to it.
- 60 The importance of being a part of a residential community cannot be overemphasised. It is not only important in the sense of connection but also important for a process of transition to becoming an adult and taking responsibility as part of a community. We hope that the young people who are resident at the Youth Hub might be able to communicate with and get to know adults in the area, so that they learn how to be good neighbours. This could not happen in an industrial or commercial environment.

#### **Funding of the Youth Hub and the organisations**

- 61 Each organisation will bring its own funding. The facilities manager will be responsible for seeking philanthropic funding for reception and supervision staff.
- 62 In terms of funding for the actual construction of the Youth Hub, we started fundraising years ago and have had a number of pledges from various individuals and organisations (subject to obtaining resource consent).
- 63 Earlier this year, the Trust applied to the Government for shovel-ready infrastructure funding, which was offered as part of the COVID-19 recovery package. The Trust was successful in its application and was granted \$10 million from the COVID-19 Response and Recovery Fund to fund the construction of the housing and the services building. Fundraising will continue to build the creative arts and recreation centre, café and greenhouses.
- 64 The COVID-19 pandemic has and will continue to affect people with precarious incomes the most. Often, that is young people trying to get their own income. I believe this funding is direct recognition on behalf of the Government that COVID-19, and other events in Christchurch in the last ten years, have had a significant impact on the wellbeing and mental health of young people. They recognise

that more support services are required in Christchurch and more generally around the country to support our young people.

### **Entrance management**

- 65 The entrance to the whole building will have reception staff that are trained social workers assisted by young peer support workers. The entrance to the services will have a receptionist working from 9am – 5pm. This team will help in assisting young people to know what is available onsite, triaging need and giving information about codes of conduct etc. This team will be there 9am - 5pm and if there are afterhours activities those running the activities will be asked to provide welcoming staff.
- 66 Other than when there are events after 5.00pm, the Youth Hub facilities will be closed and locked to the public when the reception staff conclude for the day. Young people staying at the Youth Hub will only have access to the creativity and recreation centre between 5.00pm and 10.00pm.
- 67 The entrance to the supported housing will have a receptionist who will organise allocation of rooms for newcomers. Reception staff will work in shifts to cover the 12 hours from 9am – 9pm to ensure security for the residents in the early evenings. There will be individualised, programmable swipe card entrances to the housing and to each room, much as in a hotel. These key cards will be managed by the reception.
- 68 As noted below, the young people staying at the Youth Hub will be allowed to have friends visit them in their rooms, but visitors will not be able to stay overnight. Young people will be able to use the wider facilities to meet with friends with the expectation that there is a low-noise environment from 10.00pm. This will be enforced by the live-in on-site youth social workers.

### **Accommodation facilities**

- 69 The residential element of the Youth Hub will be split into two wings:
- 69.1 The western wing will offer 22 one-bedroom units with ensuites for supervised accommodation of persons aged between 16 and 25 years for 3 to 18 months. There will be two rooms in the wing for on-site youth workers who will act in a supervisory support role, and a shared kitchen, lounge, and laundry;
- 69.2 The eastern wing will offer four three-bedroom residential units, one four-bedroom residential unit, and one on-site caretaker/manager's residential unit. These units will have no live-in support but will have access to daily youth worker support.

- 70 The housing is being planned so that there are two phases of support. The first phase provides sheltered living in the single ensuite rooms on the western wing with shared kitchen, lounge and laundry. The youth workers living onsite will teach living skills and ensure behavioural standards of respect are maintained. In this phase of housing, the young people can learn the skills of budgeting, shopping, cooking and cleaning. They will pay income-related rent and will be taught how to find their own accommodation and employment. They will be able to stay from 3-18 months.
- 71 The second phase will be about learning how to live with other people. This will be in the three to four-bedroom apartments on the eastern wing. Sheltered living residents will have the opportunity to transition to this wing when they are ready. There will be no live-in support but there will be daily youth worker support and also the involvement of all the organisations present in the Youth Hub. The same principle of supporting residents to find their own employment and housing will apply.
- 72 We will work towards providing future landlords with good tenants in the next phase of independent living as adults. We will work with private landlords and other housing providers to ensure opportunities for young people to move out. Alternatively, some young people may be able to return home after participating in counselling with their families.

**Who can stay at the Youth Hub?**

- 73 In order to be eligible for the accommodation at the Youth Hub, young people must be between the ages of 16 and 25 and will need to be in education/training or looking for employment. The 298 Youth Health Centre will oversee triaging admissions to the housing based on need and suitability. Suitability and need will depend on the individual circumstances of each young person as assessed by the triage team. There will otherwise be no blanket criteria, except those which I have just outlined, and that the young person will have to be prepared to sign a code of conduct.
- 74 The Christchurch Methodist Mission will oversee the management of the housing. Notably, rent subsidies will be available for young people residing on the Site, ensuring that all residential accommodation on the Site is affordable. The Christchurch Methodist Mission provides 'Housing First' projects and has many years of experience in handling and managing tenancy agreements for less fortunate families and young people.
- 75 Importantly, there will be no custodial care. Young people will be there by choice, there will be nothing preventing them from leaving.
- 76 In terms of how long a young person might stay living at the Youth Hub, an assessment will be made (likely through the 298 Youth

Health Centre) with the young person as to their readiness, and those nearing 25 years will be supported to move out with preparations being made before their 25<sup>th</sup> birthday (similarly, those nearing the 18 months stay limit will be supported in their preparations to move out).

### **Behaviour management**

- 77 The 298 Youth Health Centre, which will be an important part of the Youth Hub, has been operating as a one stop shop since 1995 and has acquired much valuable experience in helping young people. In all the time that it was operating there were never any incidents of violence and only one accidentally broken window. Youth workers are particularly trained in behaviour management as part of supporting development.
- 78 Similarly, in my ten years of working with opiate addicts, no one has ever attacked or hurt me. I think the concerns of submitters with regards to their safety and the behavioural management of young people is overstated and based on stereotypical misconceptions of 'troubled youth'. These young people are not career criminals. They have been forced into circumstances beyond their control and need help and support. The young people that will be staying at the Youth Hub want a safe space to live just as much as the neighbouring residents. Safety of these young people will be of the utmost importance.
- 79 We will have two experienced youth social workers living-in, on-site every night, providing professional 24-hour supervision, to ensure a quiet and therapeutic environment for all, in the west wing. There will be an onsite caretaker and facilities manager who will provide security for the site night and day. If it is found necessary, a security person may be employed to manage the entrance to the sheltered housing.
- 80 Young people will be kept busy, engaged and focussed on their care and recovery in a safe, holistic space. During the day, doctors, counsellors, social workers and reception staff will also be on-site. WINZ Youth are keen to provide additional services, as well as The Collaborative, Community Law, Youthline and QTopia, among others.
- 81 The Hub organisations will generally run services from 9am until 5pm. The evening activities will all finish by 10pm. There will be an expectation of low levels of noise and activity in the housing from 10pm. This will be supervised and enforced by the on-site youth workers.
- 82 The young people staying at the Youth Hub will be allowed to have friends visit them in their rooms, but not to stay overnight. If young people want to enjoy the company of a larger group of

friends, they will be able to use some of the wider facilities but will be asked not to use the accommodation part.

- 83 All staff and users of the services at the Youth Hub will be asked to sign a code of conduct which sets out what is expected from them and establishes a contract between the Youth Hub and its users.
- 84 Ideally, the Youth Hub would like to work with its young people in finalising a code of conduct, however, a draft code has been prepared for the purposes of this Application and is attached at **Appendix 1**. All the organisations planning to move into the Hub have agreed to this code.
- 85 The code of conduct sets out an expectation of mutual respect and trust, and importantly, it dictates that no one will arrive at the Youth Hub intoxicated and will not use alcohol or any other drug whilst on the premises.
- 86 Most anti-social behaviour is fuelled by alcohol, for which there will be no tolerance at the Youth Hub. If the code of conduct is breached, or if there are ongoing behavioural problems, that young person will be asked to leave. All young people using the accommodation will know when they move in that there will be a stand down if there is a breach of the code of conduct. With only a limited number of units, it will be a privilege to stay at the Youth Hub.
- 87 Gang Patches will of course be banned, and staff will be vigilant to disperse any unreasonable loitering, whether inside or outside. A number of submitters were concerned about street congregations of youths. From my experience, congregations of this kind usually occur around smoking. There will be no smoking on the premises or on the streets outside the premises.
- 88 As there will be no custodial care, and all the young people staying at the Youth Hub will be over the age of 16, there will be no curfews imposed. Young people will be able enter and exit their room as they please with any adverse behaviour managed by the live-in supervisors. To impose a curfew on these young people would defeat the purpose of the Youth Hub. We are not trying to imprison young people into this accommodation, we are simulating a real housing/rental scenario where they must take responsibility for themselves and others.

#### **RESPONDING TO SPECIFIC QUERIES/COMMENTS FROM SUBMITTERS AND THE OFFICER'S REPORT**

##### **Proximity to casino, bars, and strip clubs**

- 89 A number of submitters commented on the inappropriateness of the Youth Hub being located so close to the casino, bars, and strip clubs

(see for example the submissions of Ian Jackson, Wendy Fergusson (White), and Professor Gail Gillon & Julie and Richard Hawke). Given the desire for an inner-city location for the reasons I have already set out, it is inevitable that the Youth Hub will be in proximity to such venues.

- 90 Again, the Youth Hub will not be detaining residents, nor is there any sort of custodial care element to the accommodation. The Youth Hub wants to give these young people the tools for coping in life once they are out on their own. In the real world alcohol, drugs, gambling and sex are everywhere. What better place to learn to deal with these issues than in a positive and supportive environment providing a wide range of helpful services.
- 91 As explained above, the code of conduct will ensure that the residents do not arrive back on site intoxicated and will enable youth workers to act, should there be any breach of this code.

**How will the young people be integrated into the community?**

- 92 A number of submitters expressed a view that these young people would not fit into the Gracefield Avenue/Salisbury Street community and that there would be no interactions between the residents, staff or users of the Youth Hub and immediate neighbours (see for example the submissions of Clare Mateara, Jeanette & Stephen Simpson, and Murray Jamieson).
- 93 While the Youth Hub will be encouraging neighbourly interactions, interactions take two willing parties. Interactions will only occur with the willing participation of immediate neighbours.
- 94 The Youth Hub will take a service approach – encouraging its young people to help others in the community whether that be immediate neighbours, the wider community, or working to safeguard the environment.
- 95 The café at the Youth Hub will be open to all and will facilitate this interaction and integration into society for those who would like to do so.

**Consultation and partnership with tangata whenua**

- 96 The submissions of Community and Public Health and Silas Thielmann recommend ongoing consultation and partnership with tangata whenua.
- 97 We have had cultural input in the design of the Youth Hub from two Māori architects and from a representative of Te Rūnanga o Ngāi Tahu (*Ngāi Tahu*). We have a Trust Board that is committed to bicultural approaches and we are guided in this by Wiremu Gray who affiliates to Ngāi Tahu and is a board member of the Trust. We



have consulted with Māori young people and will have ongoing partnership throughout the project. We have a working relationship with Māori service providers such as Te ora Hou, Purapura Whetu and He Waka Tapu.

### **Services for other minority groups**

- 98 In terms of representing other minority groups, the Youth Hub will house Qtopia providing support for gender and sexual minorities, and Shakti, an organisation supporting refugee and young people, will also be providing support.
- 99 PYLATT – the Pacifica Youth Leadership group – has also been involved in the design and will have ongoing input.
- 100 People First are an organisation supporting young people with different abilities and we are also having input from CCS Disability Action. Consultation has taken place with an advocate from the Canterbury Resilience Foundation which was set up to address the challenges faced by Muslim young people and their families.

### **Waste management**

- 101 Cultivate, the organisation running the market garden will create composting facilities to gather all waste such as food scraps from the Youth Hub. Cultivate will also be involved in the environmental maintenance of the landscaping and gardens at the Youth Hub.
- 102 The Youth Hub is acutely aware of the need to care for the environment. The aim is to create buildings that are committed to low energy requirement partly to contribute to protecting the climate but also to ensure ongoing low running costs.

### **Café management**

- 103 The café is there to provide a relaxed atmosphere where meeting and greeting can take place. This is a venue for interaction with the community and it can also be an opportunity for training and first job opportunity.
- 104 The opening hours for the café are 9am to 5pm. The aim is to provide vegetarian lunch time meals but may start with simple cabinet food and slowly develop a more enlarged menu. Noise levels will be such that music played will ensure some atmosphere and privacy but not to prevent conversation. There may be some outside seating in good weather but there will be no outside music.
- 105 It is anticipated that the café will be leased out to an independent organisation/business, possibly to one of the other organisations in the Youth Hub, and run in partnership with the Youth Hub. It will be subject to management plans and all other conditions of consent as part of the lease, as well as a requirement that young people

residing at the Youth Hub have an opportunity to apply for any employment available at the café.

### **The City Mission**

- 106 A number of submissions were concerned about the experience of those living around the City Mission on Hereford Street, and that the Youth Hub would have similar effects on the neighbourhood (see for example submission of Murray Jamieson and in particular the submission of Dean Cameron).
- 107 I note that the City Mission provides a very different range of services than that proposed at the Youth Hub and also tends to be more for adults (with not many young people attending). The aim of the Youth Hub is to ensure that we prevent young people from having to use services like City Mission later on in their lives.

### **CONCLUSION**

- 108 From my extensive involvement in providing youth services in Christchurch for many years now, it has become pertinently clear that there is a need for the Youth Hub in Christchurch. I am confident that the Youth Hub and the services within it, as proposed and set out in the Application, can be managed effectively and with far less impact on neighbouring properties than is suggested in the submissions.
- 109 I believe the residential zoning and location of the Site is essential to the success of the supported housing aspect of the Youth Hub. I have dedicated many years of my life to this project and I consider it will make a big difference to the young people in Christchurch today, and into the future.
- 110 The distress and deteriorating mental health of young people requires action to be taken now, before it gets any worse.

Dated: 8 September 2020

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Susan Nicola Bagshaw

**APPENDIX 1 – DRAFT CODE OF CONDUCT**

## **Code of Conduct for the Youth Hub**

I agree to a code of conduct which is part of being a young person or staff member attending the Youth Hub

- I want to participate in a centre where there is mutual respect and trust.
- I will always treat the other users and staff of the Youth Hub with respect.
- I will not use threats, intimidation or manipulation or any other forms of violence in my interactions with other users and staff. I understand that this behaviour could result in stand down from the centre.
- I will not arrive intoxicated and I will not use alcohol or any other drug whilst on the premises.

Signed

Date