



ATTACHMENTS MINUTES

City Future Committee meeting

Tuesday, 31 March 2026

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Pāpāmoa East CSSNA

Report Summary

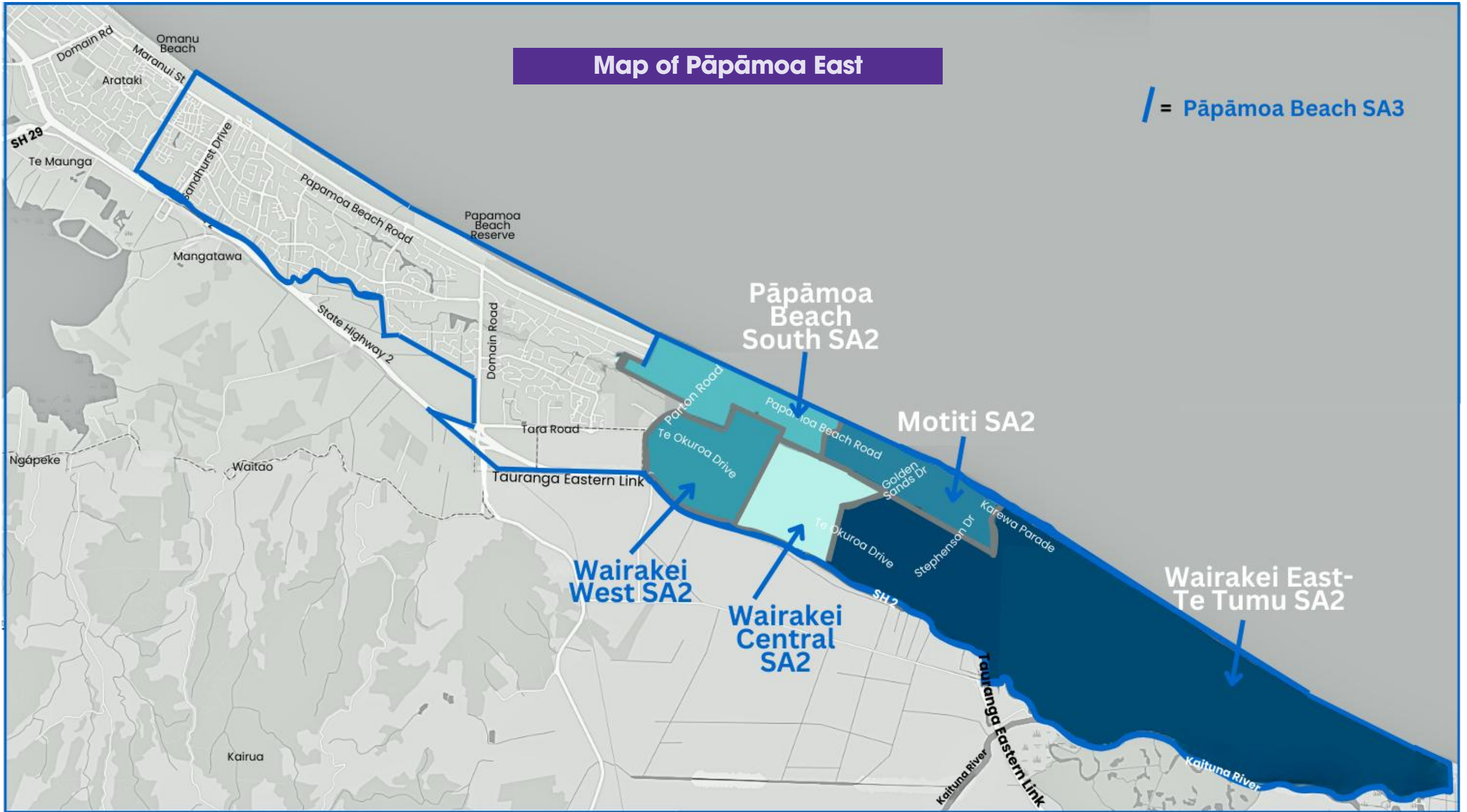
Background

- Recent changes to social service 'hubs' – closure Hillier Centre (Gloucester Rd) and changes to Anglican Care Waiapu's Pāpāmoa Support Centre/Family Services at 95 Hartford Ave.
- Subsequent relocation/loss of services reducing access for rapidly growing Pāpāmoa East population, especially for low income households/families.
- Calls for a community centre/heart for Pāpāmoa East/Wairakei area for past 15-20 years. TCC plans a community centre for 2032 in Golden Sands/Te Tumu area.



Map of Pāpāmoa East

/ = Pāpāmoa Beach SA3



Demographics

For Pāpāmoa East

- 17,580 usual residents as at June 2025 (Pāpāmoa as a whole 38,000).
- Grown at least 62% since 2018 census.
- Lot of young families - 46% of households have children, compared to Tauranga (39%) and WBOP(35%).
- 71% NZ European, 19% Māori, six percent Indian.
- 2,400 residents (16%) live in higher deprivation index areas (7,8,9).
- One in four households below \$50,000 annual income (2023 census)





Issues & Needs Identified

- Socio-economic/cost of living – suburb of haves/have nots
- High need for food support, more visible homelessness/housing issues, social isolation.
- Need more services/support for families, young people, seniors, people of different ethnicities.
- Access challenging, especially for stressed, disabled and/or lower income – expensive in transport and time to Tauranga central or Te Puke.
- Consequences – delays in getting help, more complex problems taking longer to resolve, greater workload for providers.



What's Needed

- Many people needing help simply don't know where to go.
- Visible well known hub or 'go to' social service centre invaluable for communities (like Hillier Centre).
- 'Hub' benefits include sharing of community knowledge and changes, service coordination and responsiveness.
- Also need Community Centre for Papamoa East /Te Tumu for connection, support, help, information and enjoyable activities.



Key Messages

- The loss of the Hillier Centre and decreased public knowledge of services still operating from 95 Hartford Ave has created gaps in timely accessibility to support for those in need.
- 2032 is too long to wait for a Community Centre.
- A number of respondents envision a social services hub at 95 Hartford Ave and a broader concept Community Centre at Golden Sands.
- The proposed Community Centre needs to be “the heart” of Pāpāmoa .
- Support and resourcing for providers is required for any interim solutions to locate themselves or re-establish services in the wider Pāpāmoa area.



Recommendations

- A working group set up asap to help set up the development, feasibility and operation of short term and long term social services and community centre facilities in Pāpāmoa East
- TCC support health, social and community provider plans to develop the facilities at 95 Hartford Avenue Reserve
- If temporary relocation is required while the Hartford Avenue site is developed, mechanisms be considered to support providers to relocate



Recommendations

- TCC urgently bring forward plans to purchase land and develop a community centre in the Golden Sands area, designed in partnership with the local community and iwi, social, health and community service organisations
- Initiaite or support a campaign to increase the visibility and location of Here2HelpU, Citizens Advice Bureau and other existing local health, social service and community providers



Ngā mihi

Questions?



Enabling Right Turn from Ohauti Road to Welcome Bay Road

- The current arrangement was implemented prior to the Welcome Bay Link underpass, and does not reflect current optimal arrangement
- SH29A is required to take some demand currently using Turret Road
- Currently the SH29A (northbound) to Welcome Bay Rd has limited capacity, resulting in PM queuing currently
- This will help relieve pressure on the SH29A/ Welcome Bay Rd intersection
- Enables increased capacity, especially in the PM peak
- Not expected to decrease level of service for current Ohauti Rd users as pinch point is SH29A signal green time

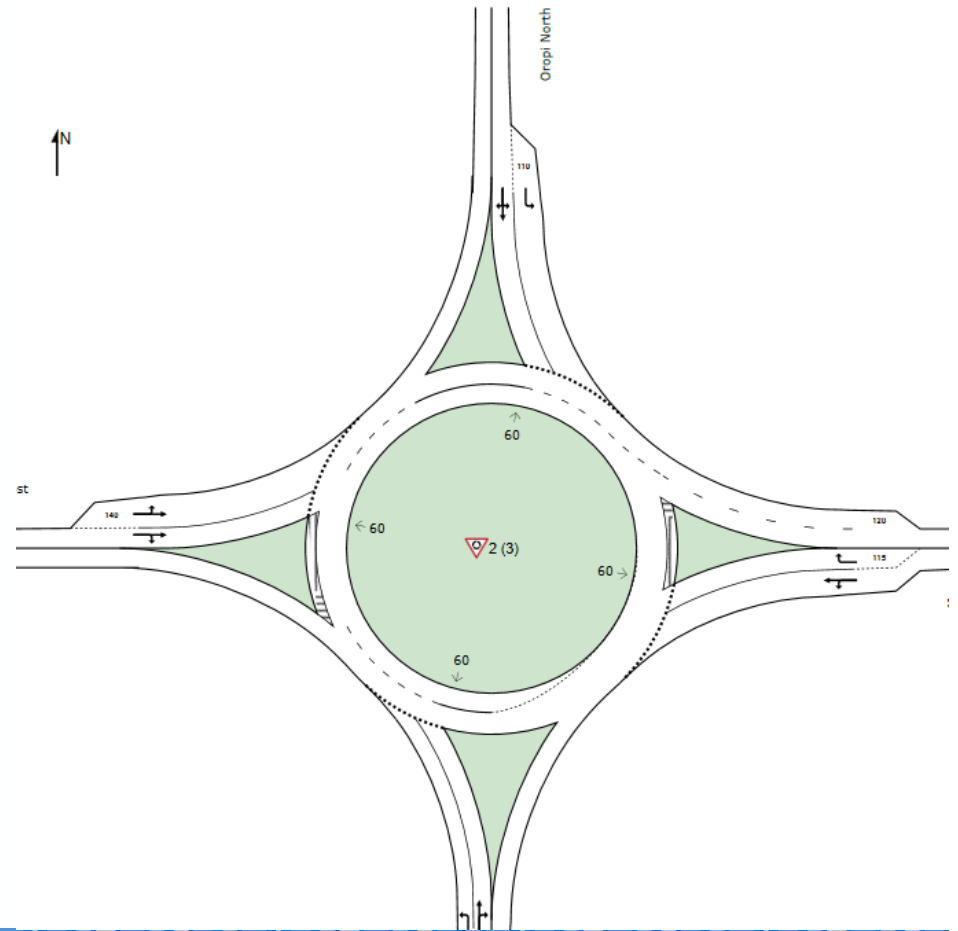


Variable Messaging Signs

- Travel Time
- Alternative Routes Suggestions
- Forward Warning Messaging

SH29A / Oropi Road roundabout line markings

- Helps support additional capacity through the Fraser St route



Fraser Street / Chadwick Road/ Oropi Road roundabout signal metering

- Current arrangement puts Fraser St southbound as the lowest priority leg
- Enables prioritisation of arterial (Fraser St) movements
- Supports operational changes to optimise traffic movement





Welcome Bay Road westbound HOV lane

- Looks to help higher occupancy vehicles through delay
- 51% of respondents supported, however community drop-in raised their primary concern is safety and do not support this
- Expected to provide significant travel time savings for HOV users



Fifteenth Avenue / Fraser Street intersection optimisation and Left-In Left-Out (LILO) changes

- Retains 2 lanes at exits on Fraser St for longer
- Allows more space to merge, reducing queuing into the intersection
- Improves efficiency of 15th Ave/ Fraser St
- Removes right turns/ straight through out of 14th Ave and 16th Ave
- To be implemented alongside 15th/ Turret

