

**Chairperson and Committee Members**

ENVIRONMENT AND COMMUNITY DEVELOPMENT COMMITTEE

22 NOVEMBER 2012

Meeting Status: **Public**

Purpose of Report: For Information

**COMMUNITY CONTRACTS REPORT: PART ONE**

**PURPOSE OF REPORT**

- 1 As required as part of their contracts, Community Contract holders have provided reports for the twelve month period 1 July 2011 to 30 June 2012. These reports have been summarised for the Committee and will be presented in two parts.

**SIGNIFICANCE OF DECISION**

- 2 This report does not trigger the Council's Significance Policy.

**BACKGROUND**

- 3 Under the terms of their contracts, Community Contract holders are required to provide annual reports. The following Community Contract holders reports are summarised in this report:

- Citizens Advice Bureau Kāpiti
- Citizens Advice Bureau Ōtaki
- Kāpiti Safer Community Trust
- Surf Life Saving New Zealand reporting on Paekākāriki and Ōtaki beaches
- Te Newhanga Kāpiti Community Centre

- 4 The remaining community contracts will be covered in the second report to this committee in February 2013 and are:

- Kāpiti Disability Information & Equipment Centre
- Kāpiti Emergency Medical Services
- Red Cross reporting on the Kāpiti Health Shuttle
- St Johns reporting on the Ōtaki Health Shuttle
- Kāpiti Youth Support (KYS)

- 5 A table, provided as Appendix One, lists the existing Community Contracts, gives a brief description of their service and the funding amount provided by the Council. The funding amounts are adjusted annually in line with the CPI. The contracts run through until 30 June 2015 and require annual reporting.

## CONSIDERATIONS

- 6 Summaries of the first half of the Community Contract holders' reports are provided in Appendix Two. Some themes emerge from this reporting and are discussed below. Further analysis will be provided in the second report for the next committee meeting and will include some more detailed financial analysis. However, all five of the organisations reviewed look to be in a reasonable financial position with the revenue streams being consistent with the previous year.

### **Impacts of economic environment on Community Contract Holders**

- 7 While the Community Contract holders are not immune to the effects of the economic environment, the Council funding has insulated them to some extent. The impact of the recession has varied for each organisation. Most organisations have made some changes to adjust to the economic climate and the level of demand for their services.
- 8 In the cases of the Citizens Advice Bureaux and the beach patrols provided by Surf Lifesaving New Zealand the Council provides most of the funding for the service. The combination of Council funding and a strong volunteer resource makes these organisations relatively secure.

### **The impact of Government policy change**

- 9 Government policy changes have had significant impacts on some contract organisations. For example, while the Community Contract funding for the Kāpiti Safer Community Trust is substantial, the Trust also has significant Central Government funding and is affected by Government policy change, such as in the new delivery model for truancy services. More information is provided in the summary. In addition, the Trust has taken steps to make its delivery model more flexible, has reduced its employed social workers and has chosen to contract out some of its work. The Trust reports that this is working well.

### **Representation on governing bodies**

- 10 The Council has opportunities to influence the direction of the Community Contract holder organisations, such as in the collaborative development of contract objectives and by constitutional appointments. The Council has representation via an appointment to some contract holders' governance structures written into their constitutions. These appointments are made each triennium. Over time, the Community Contract holders have revisited their governance documents; most recently, the Kāpiti Safer Community Trust reviewed its trust deed. Te Newhanga Kāpiti Community Trust discussed the need to revisit its constitution at its AGM. As these reviews occur, the Council

appointees could use these opportunities to encourage other appropriate representation.

### Financial Considerations

11 There are no financial considerations as a result of this report.

### Legal Considerations

12 There are no legal considerations.

### Delegation

13 The Environment and Community Development Committee has delegated authority to consider this matter. Reference Section B.1.7 of the Governance Structure which reads:

#### **Grants Funding and Contracts for Service**

*7.8 Authority to receive and approve (as required) annual reports, budgets and plans from organisations funded by the Council through grants and funding and contracts for service.*

### Consultation

14 There has been close consultation throughout the reporting period with the Community Contract holders.

### Policy Implications

15 There are no policy implications arising from this report.

### Tāngata Whenua Considerations

16 There are no current considerations arising from this report.

### Publicity Considerations

17 There are no publicity considerations for the Council related to this report. Each organisation is responsible for its own publicity.

## RECOMMENDATIONS

- 18 That the Committee thanks the Community Contract holder organisations for their valuable work.
- 19 That the Committee notes the report on performance by Community Contract holders, as set out in Appendix Two of this report SP-12-725.

**Report prepared by:**

**Approved for submission by:**

Sam Hutcheson

Gael Ferguson

**Senior Social Wellbeing Advisor**

**Group Manager, Strategy & Partnerships**

## ATTACHMENTS:

**Appendix One: Community Contracts**

**Appendix Two: Community Contract Report Summaries 1 July 2011 to 30 June 2012**

## Appendix One: Community Contracts

External Agency/Partner	Brief description of service	Council funding 2011/2012
Citizens Advice Bureau Kāpiti	Information, advice, referral and advocacy services based in Coastlands.	\$11,987
Citizens Advice Bureau Ōtaki	Information, advice, referral and advocacy services based in Ōtaki town centre.	\$11,987
Disability Information & Equipment Centre – Kāpiti	Information on disability, disability equipment and disability support services. Based in the Kāpiti Community Centre.	\$30,017
Te Newhanga Kāpiti Community Centre Inc	A facility that provides rooms and spaces for community meetings, networks and activities - a focus for community initiated activities.	\$27,867
Kāpiti Emergency Medical Service Trust	A Kāpiti based emergency medical service - now a partner in the new pilot Urgent Community Care service.	\$16,801
Kāpiti Safer Community Trust	Promotion and coordination of crime prevention initiatives in the District; provision of support services for families in need; truancy services to schools, Strengthening Families. Delivers the Crime Prevention Plan which includes support for Neighbourhood Support and Community Patrols.	\$82,983
Kāpiti Youth Support (KYS)	Deliver support services for young people including a young mothers programme and mentoring services for vulnerable young men.	\$50,000
Red Cross: Kāpiti Health Shuttle	Provide a shuttle service to get patients to hospital and outpatient appointments.	\$7,500
Surf Life Saving Ōtaki	Professional life guard services over the summer holidays on Ōtaki Beach.	\$20,000
Surf Life Saving Wellington	Professional life guard services over the summer holidays at Paekākāriki.	\$20,000
St Johns: Ōtaki Health Shuttle	Provide a shuttle service to get patients to hospital and outpatient appointments.	\$7,500
<b>Total</b>		<b>\$286,642</b>

## Appendix Two

### Community Contract Report Summaries

1 July 2011 to 30 June 2012

#### Citizens Advice Bureau Kāpiti

This year the Bureau completed 2,461 enquiries. The largest numbers were focussed on: Legal and Government (26%), Consumer matters (21%), Community (14%), and Family and Personal issues (10%). The Bureau has 40 active volunteers. This year the Bureau will be awarding the following long service certificates:

- 20 years - 2 people
- 15 years – 1 person
- 10 years – 5 people
- 5 years – 6 people

The Bureau had an external audit this year. The auditor provided the following summary comment:

‘CAB Kāpiti has a very good approach to team management. Collective responsibility is demonstrated in the comprehensive ‘Roles and Responsibilities’ document. Retention rate for volunteers is excellent indicating job satisfaction and a supportive environment. Discussion at the Volunteers’ meeting was lively and informed. The bureau is fully tuned to the existing needs of its community and its well-constructed Forward Plan outlines a commitment to maintaining standards.’

In addition, the Bureau planned to extend its service with a new initiative called ‘CAB @ Waikanae’ – a remote bureau service open every Saturday from 10 am to 12.30 pm on a trial basis for six months to evaluate demand. The Bureau has met with the Council to discuss the plan.

#### Citizens Advice Bureau Ōtaki

The Ōtaki Bureau reports that it is in great heart, with 31 trained volunteers working hard for the Ōtaki community. The Bureau is proud of its predominantly face to face service, which is provided from 9 am to 3 pm Monday to Friday. They report a small downturn in clients this year. The total number of enquiries was 1350, of which 62% are face to face and the remainder by phone. Similar to last year, the Bureau reports that the enquiries are often complex and time consuming.

In line with national CABNZ principles, the Bureau undertook an annual internal self-review. The Bureau has extensive ongoing training for all volunteers. This year, volunteers received training on: family violence, internal recording, consumer matters, credit contracts and the Consumer Finance Act, communication skills,

community awareness, employment contracts and redundancy, a consumer workshop, human rights, and ongoing tuition on their Cabinet Information System. The Bureau farewelled John Beatson who passed away this year. John was a valued member of the Bureau who contributed much to its success.

### **Kāpiti Safer Community Trust**

The Trust continues to provide its suite of early intervention services. The number of cases for the Family Support Service seems to be stable: 78 in 2011-12, 72 in 2010-11 and 76 in 2009-10. The Trust now employs only one social worker and engages contracted workers. Over the period, the Trust closed 75 cases with 79% considering that their needs are met. A large proportion of referrals are following word of mouth recommendations which indicates a high satisfaction rate.

Strengthening Families also reports on a good year with an average 89% of issues being resolved during the process. The process is commonly used to support transitions e.g. from preschool to school, from primary school to college, from care of grandparent back into care of natural parent. There continues to be significant numbers of referrals relating to children's mental health, which impacts on behaviour in the education setting, and parental mental health with impacts on parent/child management. There has continued to be an increase in financial issues for families over the past 18 months.

The Trust has continued to provide the Kāpiti District Truancy Service this year and this current service will conclude in December. At the time of reporting the Trust is expecting news on who will be the new integrated attendance service provider for the Wellington Region commencing 2013. As the contracts are being regionalised, Kāpiti will fall into this new Region and therefore management of the Kāpiti area will change from 2013. The Trust has worked on some of its programmes. It has done an evaluation of the 'Am I Ok Programme' (a behavioural management programme provided to primary schools) and has developed the 'Where 2 Now' programme alongside the Kāpiti probation service (Department of Corrections).

The Trust has continued to promote family violence awareness through supporting and coordinating the Voices Against Violence Network group. Projects and initiatives have been funded and the Trust hosted the second Kāpiti Expo to showcase services and agencies in Kāpiti. Other crime prevention activities include:

- support for Community Patrols;
- Neighbourhood Support coordination;
- presentation of the 2012 Community Profile and Crime Prevention Consultation/Survey; and
- support and participation in the Liquor Liaison Group.

## Surf Life Saving New Zealand (SLSNZ) reporting on Paekākāriki and Ōtaki beaches

SLSNZ manages the Regional Professional Beach Lifeguard Programme which services Paekākāriki and Ōtaki beaches. Since SLSNZ completed a restructure all reporting comes from the national office in a combined format for both beaches. SLSNZ reports that from both a public and an internal perspective another successful season was completed. There were no drownings or near drownings. First aid was offered at both beaches and many preventative actions were undertaken to encourage safe practice by the public when they are on the beach.

### Lifeguarding Statistics – Ōtaki & Paekākāriki:

Year	Hours	Rescues	Searches	First Aids	Preventatives	People involved in Preventatives
<b>2009/2010</b>						
Paekākāriki	776	1	0	1	791	1,819
Ōtaki	621	1	4	6	411	847
<b>2010/2011</b>						
Paekākāriki	676	2	7	2	553	1,309
Ōtaki	563	6	1	2	491	1076
<b>2011/2012</b>						
Paekākāriki	675	0	0	5	459	977
Ōtaki	675	4	0	4	289	645

There were no 'critical' incidents recorded during the 2011/2012 programme.

Preventatives are actions, such as alerting beach goers to hazards and encouraging people to swim between the flags.

### Te Newhanga Kāpiti Community Centre

The Chair of the Centre commented in her report that it has been a busy and challenging year. The team has worked to strengthen the governance and management of the Centre.

The Centre is now 16 years old. The Management Team felt it was time to look at how well the Centre is meeting the needs of the community. The team found that the Centre has met some sections of the community's needs very well; in fact there are a good number of organisations and groups that have had great service and have benefited significantly from their relationship with the Centre. However, the Management Team has found that there are other sections of the community that are not as well catered for, these include: commuters, younger people and Māori.

The team looked at ten other centres for comparison, including the Johnsonville Community Centre which the originators modelled the Kāpiti Centre on. The overall verdict is that the Centre can learn a lot from the other centres, both in the way they operate and the way they meet a wider range of community needs.

During this review, it also became apparent that systems and processes need to be updated. The team has worked on the following over the last year:

- systems to collect data on usage of the Centre;
- the booking system;
- an accounting system which links to the subsidy system;
- a review of staffing needs, including updating the Manager's contract;
- policies, such as for human resources and volunteering,
- community education – an initiative to start providing programmes as per the original Management Agreement signed with the Council, and
- exploration of the Community Hub Project.

Hireage fees have been reviewed and have been changed to a 'per hour' rather than 'per session' rate. The primary intention of the review was to create a fair and transparent system and to encourage better utilisation of the rooms. For some hirers, this has meant a reduction in the total charge and for others there has been an increase. The process and criteria for seeking a subsidy has been revised to encourage transparency and better accountability.

The new Management Team will be developing a work plan for the year ahead and prioritising the work.