

Chairperson and Committee Members
ENVIRONMENT AND COMMUNITY DEVELOPMENT COMMITTEE

13/02/14

Meeting Status: **Public**

Purpose of Report: For Information

COMMUNITY CONTRACTS: PART ONE

PURPOSE OF REPORT

- 1 The Council has Community Contracts with community organisations in the District. Community Contract holders are required to provide annual reports. Reports for the period 1 July 2012 to 30 June 2013 have been summarised for the Committee. Six of these summaries are provided in this report, and the remaining six will be provided in a second report, which is on the agenda for the March meeting.

SIGNIFICANCE OF DECISION

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

BACKGROUND

- 3 The Council currently has twelve Community Contracts, all of which expire on 30 June 2015 (see Appendix One). These contracts contribute to the Social Wellbeing Activity. The contract holders provide very diverse services including: information and advice; summer beach patrols; crime prevention; disability and youth support; and health transport and emergency services.
- 4 The contract holders are required, as part of the contract conditions, to report annually on their activities, how they have performed against their contract objectives and to provide financial statements.
- 5 This report covers the following six contracts:
 - Citizens Advice Bureau Kāpiti
 - Citizens Advice Bureau Ōtaki
 - Te Newhanga Kāpiti Community Centre
 - Red Cross reporting on the Kāpiti Health Shuttle
 - St Johns reporting on the Ōtaki Health Shuttle
 - Volunteer Kāpiti
- 6 The remaining community contracts will be covered in the second report to this committee in March 2014 and are:
 - Kāpiti Disability Information & Equipment Centre
 - Kāpiti Emergency Medical Services

- Kāpiti Safer Community Trust
 - Kāpiti Youth Support (KYS)
 - Surf Life Saving New Zealand reporting on Paekākāriki and Ōtaki beaches
- 7 Splitting the reporting in two allows public speaking by contract holders to be spread across two meetings. Analysis of the financial reporting is provided in the Community Contracts Part Two report.
- 8 Contracts are generally reviewed and awarded in line with LTP timeframes. A follow up review of this funding will be undertaken later this year and a report provided to the Committee to inform decisions on Community Financial Support for the 2015 LTP. The review will include assessment of the expenditure in accordance with the new purpose for local government: “to meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost effective for households and businesses.”

CONSIDERATIONS

- 9 Summaries of the six organisations in this report are provided in Appendix Two. No risks or causes for concern have been identified with these contracts.

Te Newhanga Kāpiti Community Centre

- 10 Additional information on Te Newhanga Kāpiti Community Centre is provided in this report as Te Newhanga is undergoing significant change. The Council has been working closely with the Management Committee of the Community Centre over the last three years on improvements to governance, policy and procedures and management, and supporting planning for the future. There has been considerable progress.
- 11 Te Newhanga is in the heart of the town centre and is an important asset which can contribute to the District’s social wellbeing. For more than sixteen years, the Centre has been managed by a Management Team which, in addition to the Elected Member appointee has a staff advisor.
- 12 The Council provides significant support for Te Newhanga above that covered in the Community Contract. The Council:
- Owns the land and the building;
 - Maintains the building and assets (any costs above \$1000). The building and its assets were gifted to the Council after it was completed. The Centre was financed by a major community fundraising drive and a loan from the Council which has since been repaid;
 - An Elected Member is appointed to the Management Team;
 - Additional funding has been provided to start the refurbishment of the Centre and to support the community programmes.
- 13 While Te Newhanga has played a very valuable role over the years, the Management Team has concluded that the Centre has not moved with the times as it should. The Team has worked hard recently to make the Centre more relevant to the community’s needs. The Social Wellbeing Team has worked with the Management Team to support this process. In recent years, the

Management Team has been working hard to prepare the Centre for the future needs of the District, including:

- Re-assessing its governance and management structures;
 - Planning for refurbishment work on the entrance, foyer and storage areas to increase its appeal;
 - Ensuring that its finances are on a sustainable footing
 - Updating the Centre's booking and finance systems; and
 - Developing the brand including the logo, Facebook page and other communication needs.
- 14 Overall feedback from users has been very encouraging and the Team report that a number of small businesses have been supporting the Centre in kind.
- 15 A more in depth summary is provided in Appendix Two.

Financial Considerations

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

Legal Considerations

- 17 There are no legal considerations.

Delegation

- 18 The Environment and Community Development Committee has delegated authority to consider this matter. Reference Section B. 1.7.8

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 funding and contracts for service

Consultation

- 19 There has been continuing communication throughout the reporting period with the Community Contract holders.

Policy Implications

- 20 There are no policy implications arising from this report.

Tāngata Whenua Considerations

- 21 There are no current considerations arising from this report.

Publicity Considerations

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

RECOMMENDATIONS

- 23 That the Committee notes the report on performance by Community Contract holders, as set out in Appendix Two of this report SP-13-1089.
- 24 That the Committee thanks the Community Contract holder organisations for their valuable work.
- 25 That the Committee thanks Te Newhanga Kāpiti Community Centre Management Team for their commitment and hard work towards improving the Centre's performance.

Report prepared by:

Approved for submission by:

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ATTACHMENTS:

Appendix One: Community Contracts

Appendix Two: Community Contract Report Summaries 1 July 2012 to 30 June 2013

Appendix One: Community Contracts

External Agency/Partner	Brief description of service as required in the Contract	Council funding 2012/2013
Citizens Advice Bureau Kāpiti	Information, advice, referral and advocacy services based in Coastlands.	\$12,274
Citizens Advice Bureau Ōtaki	Information, advice, referral and advocacy services based in Ōtaki town centre.	\$12,274
Disability Information & Equipment Centre – Kāpiti	Based in the Kāpiti Community Centre, they provide information on disability, disability equipment and disability support services. The Centre also provides administrative support for the Kāpiti Accessibility Advisory Group (AAG).	\$30,755 and \$5,120 for the AAG
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.	\$28,536
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.	\$84,974
Kāpiti Youth Support (KYS)	Delivers support services for young people including a young mothers programme and mentoring services for vulnerable young men.	\$51,200
Red Cross: Kāpiti Health Shuttle	Provides a shuttle service to get patients to hospital and outpatient appointments.	\$7,680
Surf Life Saving New Zealand	Professional life guard services over the summer holidays at Ōtaki.	\$20,787
Surf Life Saving New Zealand	Professional life guard services over the summer holidays at Paekākāriki.	\$20,787
St Johns: Ōtaki Health Shuttle	Provides a shuttle service to get patients to hospital and outpatient appointments.	\$7,680
Volunteer Kāpiti	Provides the essential voluntary workforce needed to maintain and sustain the work of the community-based organisations on the Kāpiti Coast.	\$25,600
Total		\$324,468

Appendix Two

Community Contract Report Summaries

1 July 2012 to 30 June 2013

Citizens Advice Bureau Kāpiti

The Chair of the Bureau reports that it has been a year of consolidation rather than change. An Internal Review was done of the Bureau operations and the National Office congratulated the Bureau on the results. The Bureau continues to report benefits from the close relationship with Family Budgeting, Age Concern and Grey Power and their shared location in Coastlands.

The Bureau completed 2,748 enquiries, which is a ten per cent increase on the previous year. The largest proportion of enquiries fall within the categories of: Legal and government (25%), followed by Community (20%), Consumer matters (15%) and Family and personal issues (9%). Consumer enquiries have fallen and there has been a significant growth in the area of the Community category. The Community category includes wide range of enquiries including queries about livestock, arts, hobbies, neighbourhood disputes, Council services, and entertainment and events.

The Bureau has 38 fully trained volunteers, with five in training. Training has continued to ensure that volunteers are up to date. The free legal services is well utilised, with Whitireia Community Law Centre running three legal clinics per month as well as local lawyers being rostered on during the year.

The Chair notes that there is a noticeable change in the way resources are provided to the Bureau. Many agencies and Government departments provide on-line resources rather than paper forms and some agencies are now charging for pamphlets.

Citizens Advice Bureau Ōtaki

The Chair reports that the Bureau is running smoothly. The Bureau has 30 volunteers and three probationers. Training is continuing to ensure that the volunteers are up to date. An internal review was undertaken as required by the national organisation.

There were 1,354 queries over the year, with 62% of those face to face and the rest of the enquiries taken over the phone. The high proportion of face to face queries continues to be a key feature of the Bureau. The Chair notes that the queries are generally quite complex and time consuming. The Bureau facilitates a free legal advice service.

The Bureau is well positioned and has strong relationships with other local community agencies. Donations can be dropped off for Food Bank. The Bureau also takes bookings for the Ōtaki Health Shuttle. This amounted to 580 bookings in the first half year. Equipment is stored for the Thursday Market held outside the Bureau. Members of the Bureau also have governance roles on other community organisations. One of the members is in his second year on the Citizens Advice Bureau New Zealand Board. There is a strong focus on networking with agencies in Ōtaki.

Te Newhanga Kāpiti Community Centre

There has been a continuing focus on strengthening the governance and management of the Centre and considerable progress has been made. The Management Team has put in considerable additional volunteer hours over the year. The Team and Council have commenced a formal review of the role of the Centre with the aim of creating a revised agreement with the Council.

The Centre now has more robust financial and administrative systems and processes to manage, market and report on the Centre's day-to-day operations. A new booking and financial system has been implemented, a new laptop, powerpoint projector and improved security measures have been purchased.

Community programmes have been run to expand the range of activities and services provided by the Centre. Initially, eleven courses were advertised and the response to this initiative was so encouraging that the Centre had four sets of programmes prior to July 2013. The programmes are bringing new people to the Centre and the feedback has been very positive. It is also providing a platform for the Centre to promote its services. Te Newhanga is also actively participating in more community activities such as the Arts Trail.

The Centre continues to be well utilised by six tenants, community groups, individuals and members of the Kāpiti business community. The tenancy agreements and rentals have been reviewed. The Centre has also been successful in attracting funding from other sources than the Council.

There has been an active work-stream aimed at promoting the Centre and work includes: a marketing plan, a face-book page, the newsletter, the website is being updated, and a brand and new logo is under development.

The Team want to invest in the facility and improve the asset. The beginning of a refurbishment of the Centre is planned this year.

Red Cross reporting on the Kāpiti Health Shuttle

The service provides a coordinated and efficient community transport service for the residents on the Kāpiti Coast. There is a particular focus on vulnerable people who would otherwise find it extremely difficult to attend District Health Board (DHB) specialist appointments. The Kāpiti Coast Transport Service has been in operation since March 2009. 982 passengers were transported to Kenepuru and Wellington over the year. They are picked up from their homes, transported to their appointments and taken home. Transport is provided by the van, and also supported by an old Red Cross branch vehicle.

All 17 drivers are volunteers, contributing 1,294 volunteer hours over the year. Red Cross reports that while the DHB benefits from the service it does not contribute financially which means that the Red Cross makes a substantial contribution to cover the deficit and maintain the service.

St Johns reporting on the Ōtaki Health Shuttle

The St John Ōtaki Health Shuttle provided assistance to 970 patients who attended appointments or accessed treatment at Horowhenua Health Centre, Palmerston North Hospital and other health clinics and services. In April 2013, the management of the shuttle moved from a sub committee of the St John Ōtaki Area Committee to come directly under the Committee. The shuttles travelled 56,954 kilometres, which represented 5,640 litres of diesel at a cost of \$7,059.31.

The Shuttle uses 15 volunteer drivers and seven companions. Training of these volunteers continues to be a significant expense. Bookings for the shuttle are now handled by CAB Ōtaki. There will continue to be a focus on maintaining the volunteer workforce and promoting the service. Both Shuttles work together as necessary to reduce the challenges that patients face as a result of the health service boundary at Peka Peka.

Volunteer Kāpiti

Volunteer Kāpiti has now been in operation for three years. The service operates three days per week from Te Newhanga Kāpiti Community Centre. There are two part time paid staff members: the manager and volunteer coordinator positions. These staff are supported by a team of volunteers: three interviewers, an IT specialist, an HR advisor and eight management committee members.

Statistics provided by Volunteer Kāpiti about their service make interesting reading:

- 57% increase in volunteers seeking volunteer opportunities
- 65% increase in volunteers hearing about the service from other community members
- 200% increase in Māori volunteers
- 66% of the people seeking volunteer work are doing so to help obtain paid work
- 37% increase in younger people (aged 20-29) seeking to volunteer
- 16 new organisations joined to seek volunteers; 6 in Ōtaki
- 70 volunteer roles available at the time of reporting.

Volunteer Kāpiti also promotes and supports volunteering in other ways, such as by providing training (Learning Lunches) for those that support volunteers and also involvement with the Emergency Management Welfare Committee, planning for a role in coordinating volunteers in the event of a disaster.

Providing a service in Ōtaki has been a particular focus for the year and will continue to be for 2013/2014. The service was originally provided from the Plunket Rooms, but is now being provided from the Supper Room by the Library. It has proven challenging to grow this service in Ōtaki but progress is being made, including encouraging youth volunteering with close association with Otaki College.