

**Chairperson and Committee Members**  
ENVIRONMENT AND COMMUNITY DEVELOPMENT COMMITTEE

21 JULY 2016

Meeting Status: **Public**

Purpose of Report: For Information

## **COMMUNITY CONTRACTS REPORT**

### **PURPOSE OF REPORT**

- 1 This report notes the annual contract reports provided by organisations holding six of the twelve Community Contracts. the following six Community Contract holders reports are summarised in this report:
  - Surf Life Saving New Zealand – Ōtaki
  - Surf Life Saving New Zealand – Paekākāriki
  - Citizens Advice Bureau Kāpiti
  - Citizens Advice Bureau Ōtaki
  - Disability Information and Equipment Centre - Kāpiti
  - Volunteer Kāpiti
- 2 The remaining six community contracts will be covered in a second report to this committee on 1 September 2016 and are:
  - St John Centre – Ōtaki Heath Shuttle
  - A Safe Kāpiti (ASK)
  - Kāpiti EMS (Kāpiti Health Shuttle formerly provided by Red Cross)
  - Te Newhanga Kāpiti Community Centre
  - Wellington Free Ambulance
  - Kāpiti Youth Support (KYS)

### **DELEGATION**

- 3 The Committee has delegation under Clause 7.1 of the Governance Structure and Delegation: 2013-2016 triennium to:

*‘develop policies and work programmes that support the social, economic, environmental and cultural interests of the community’.*

### **BACKGROUND**

- 4 The Council provides financial support in the form of community contracts with a range of organisations to support the achievement of Council outcomes through the Community Support Activity.

- 5 In 2015-2016, the Council had twelve Community Contracts. Those contracts included: information and advice, summer beach patrols, crime prevention, disability support and advocacy, youth support, health transport and emergency services.
- 6 A Community Contracts review was undertaken in 2015 and has informed a new contestable funding programme for 2017 Community Contracts. The new process will be implemented by 1 July 2017.

## Issues

- 7 All Community Contracts are required to report on either an annual or triennial report back cycle to Council. It is important to note that, formal report backs are required by 31 August of each year to allow for the appropriate document approval including; audited accounts, collated statistics and other important data.
- 8 At the time of writing this report, 2015/2016 report backs were not required therefore report backs are for the 2014/2015 period. The summarised reports are attached at Appendix 1 of this report.
- 9 A brief description of all Community Contract holders, contracted service provision and funding is provided in Appendix 2 of this report.
- 10 It is important to note that representatives of; Surf Life Saving New Zealand, Citizens Advice Bureau (Kāpiti and Ōtaki), Disability Information and Equipment Centre Kāpiti and Volunteer Kāpiti have been invited to make a presentation at this Environment and Community Development Committee meeting.
- 11 Remaining Contract holders; St John Centre – Ōtaki Heath Shuttle, A Safe Kāpiti (ASK), Kāpiti EMS (Kāpiti Health Shuttle), Te Newhanga Kāpiti Community Centre, Wellington Free Ambulance and KYS will be invited to speak to their reports at the following Environment and Community Development Committee meeting on the 1<sup>st</sup> of September.

*This report notes the following six Community Contracts*

- 12 **Surf Life Saving New Zealand – Ōtaki and Paekākāriki.** Roles and responsibilities of this contract include: patrol beaches to provide a rescue service and to save lives, prevent accidents by providing information on beach and surf conditions to members of the public, perform preventative actions, provide first aid and emergency medical care.

Life guarding statistics are below:

Year	Hours	Rescues	First Aids	Searches	Preventatives	People involved in preventatives
<b>2013/2014</b>						
Paekākāriki	675	4	1	1	413	816
Ōtaki	675	0	6	1	232	332
<b>2014/2015</b>						
Paekākāriki	674	2	5	0	259	638
Ōtaki	680	2	3	0	486	1108
<b>2015/2016</b>						
Paekākāriki	679	0	5	2	201	1226
Ōtaki	680	1	5	1	125	536

- 13 **Citizens Advice Bureau Kāpiti.** This year the organisation faced new challenges, such as building contacts with the immigrant community in Kāpiti. This is part of a wider task of delivering a face to face settlement service to new migrants. CAB Kāpiti have recruited and trained 12 new members while also keeping up to date with legislative changes.
- 14 Co-locating with Family budgeting, Age Concern and Grey Power have meant closely working together, the sharing of resources and easy access to cross-referral of clients. The provision of a free legal advice service at the bureau continues to be very well utilised, and they continue to provide twice weekly in-house Justice of the Peace service.
- 15 During the year CAB Kāpiti handled 3,406 enquiries, an increase of approximately 7% from the previous year. 27% of these enquiries were related to Legal and Government, 26% community related, 15% Consumer matters and 9% Family and Personal issues.
- 16 **Citizens Advice Bureau Ōtaki.** Annual report 2014/2015 shows that membership of the Bureau was 33, comprising of 30 trained volunteers and 3 probationers. On-going training for all volunteers included Community Law, Budget, Bureau Procedures, Probationary Services and Work and Income.
- 17 Organisations that use the rooms include Alzheimers support group, Housing NZ, Age concern and Adult Literacy. The Food Bank has a collection container located at the Bureau. CAB Ōtaki were the agency responsible for collection of applications for the recent Free Curtains in Homes campaign.
- 18 CAB Ōtaki dealt with 2,416 queries; 61% were consumer related, 9% community related, 8% Legal and Government related. 15% of clients identified as Māori. They report that the complexity of many queries and the time taken is not reflected in the statistics.
- 19 **Disability information and Equipment Centre.** In 2014/15, the centre continued to facilitate the disability awareness and disability responsiveness training workshops.
- 20 A mobile service has been established and is now visiting most rest homes and retirement villages in the district on a regular basis.
- 21 Statistics show that around 1000 people a month look at the website and DIEC responded to 7033 enquiries in 2014-2015.
- 22 **Volunteer Kāpiti.** The organisation reports that it is endeavouring to refine their services to provide a consistent, efficient and effective service in an effort to meet the needs of volunteers and organisations that they support.
- 23 In 2014/2015 they interviewed 234 potential volunteers and referred them to 514 volunteering opportunities throughout the Kāpiti Coast with a substantial number being successful in placement into volunteering roles. Volunteer Kāpiti continue to run workshops and seminars on a range of topics.
- 24 Volunteer Kāpiti have noticed an increase in volunteers being interviewed who are looking for paid employment which may indicate that volunteering is an important part of the process, in giving the volunteers the opportunity to gain work experience in a variety of different positions.

## **CONSIDERATIONS**

### **Policy Considerations**

25 There are no policy implications arising from this report.

### **Legal Considerations**

26 There are no legal considerations as a result of this report.

### **Financial Considerations**

27 The total amount provided for Community Contracts is \$370,000 per annum. This funding provision is allocated through the Council's Community Support Activity.

### **Tāngata whenua considerations**

28 There are no current considerations arising from this report; however the implementation of the new funding programme in 2017 will take into consideration kaupapa tuku iho, aspirations, intentions and values of Tāngata whenua.

### **Degree of Significance**

29 This matter has a low level of significance under Council Policy.

### **Consultation already undertaken**

30 There has been continued communication and engagement with Community Contract holders prior to, during and after the duration of the contract in 2014/15. Council will continue to engage in multiple ways with the organisations funded through Council's Community Contracts and throughout the implementation of the new funding programme in 2017.

### **Publicity**

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

## **RECOMMENDATIONS**

32 That the Environment and Community Development Committee notes the report backs provided by

- Surf Life Saving New Zealand – Ōtaki
- Surf Life Saving New Zealand – Paekākāriki
- Citizens Advice Bureau Kāpiti
- Citizens Advice Bureau Ōtaki
- Disability Information and Equipment Centre - Kāpiti
- Volunteer Kāpiti

- 33 That the Environment and Community Development Committee use this opportunity to thank the organisations which have Community Contracts for their valuable and on-going work in the District.

**Report prepared by**    **Approved for submission**    **Approved for submission**

Claire Rewi

Kevin Currie

Monica Fraser

**Programme Advisor  
Programme Design  
& Delivery (Social)**

**Group Manager  
Regulatory Services**

**Acting Group Manager  
Strategy and Planning**

## **ATTACHMENTS**

Appendix 1: Community Contracts Report Summaries

Appendix 2: Community Contracts Brief

**COMMUNITY CONTRACT REPORT SUMMARIES****Surf Life Saving New Zealand (SLSNZ) reporting on Paekākāriki and Ōtaki beaches**

SLSNZ hold two community contracts. One community contract was to provide a professional lifeguard service at Paekākāriki and the other contract provided this same service in Ōtaki. These contracts primarily focused on SLSNZ supporting the work undertaken by volunteer lifeguard services that operate each weekend during the summer months. Roles and responsibilities include: patrol beaches to provide a rescue service and to save lives, prevent accidents by providing information on beach and surf conditions to members of the public, perform preventative actions, provide first aid and emergency medical care.

**Service provided:**

5 days a week - Monday to Friday hours 10.30 am – 6.00 pm

Six Lifeguards employed

Started Monday 21st December 2015

Finished Friday 29th January 2016

Total days service provided –30 days

The Paekākāriki and Ōtaki Life Saving Clubs provided volunteer patrols during weekends over his period.

**Lifeguarding Statistics:**

Year	Hours	Rescues	First Aids	Searches	Preventatives	People involved in preventatives
2009/10						
Paekākāriki	776	1	1	0	791	1819
Ōtaki	621	1	6	4	411	847
2010/2011						
Paekākāriki	676	2	2	7	553	1309
Ōtaki	563	6	2	1	491	1076
2011/2012						
Paekākāriki	675	0	5	0	459	977
Ōtaki	675	4	4	0	289	645
2012/2013						
Paekākāriki	675	1	6	3	520	889
Ōtaki	675	14	7	2	365	1054
2013/2014						
Paekākāriki	675	4	1	1	413	816
Ōtaki	675	0	6	1	232	332
2014/2015						
Paekākāriki	674	2	5	0	259	638
Ōtaki	680	2	3	0	486	1108
2015/2016						
Paekākāriki	679	0	5	2	201	1226
Ōtaki	680	1	5	1	125	536

At Paekākāriki and Ōtaki beaches it was another successful season. There were no drownings or near drownings. The low number of rescues is indicative of a number of factors. This includes favourable surf and weather conditions over this period, public education through their beach education programs, public taking heed of the advice from lifeguards on patrol and the preventative actions taken by the lifeguards has meant lower rescue and first aid figures.

### **Disability Information and Equipment Centre (DIEC)**

The DIEC closed the Wellington centre and commenced a mobile service for the Greater Wellington Region via its website and the equipped van. The centre has a committed staff and also relies heavily on their volunteers; the volunteers are an integral part of providing their services. In 2014/15, the centre continued to facilitate the disability awareness workshops and the disability responsiveness training workshops. They also continued to network and work with many other community organisations. The mobile service is now visiting all rest homes and retirement villages in the district on a regular basis.

### **Citizens Advice Bureau Kāpiti**

The year ended June 2015 saw this organisation face a few new challenges, such as building contacts with the immigrant community in Kāpiti as part of a wider task of delivering a face to face settlement service to new migrants, they have seen the retirement of eight members but they also recruited and trained 12 new members while also keeping up to date with legislative changes. Being grouped together with Family budgeting, Age Concern and Grey Power have meant closely working together and the sharing of resources and easy access to cross-referral of clients.

During that year they handled 3,406 enquiries, an increase of approximately 7% from the previous year. 27% of these enquiries were related to Legal and Government, 26% community related, 15% Consumer matters and 9% Family and Personal issues.

The provision of a free legal advice service at the bureau continues to be very well utilised, and they continue to provide twice weekly in-house Justice of the Peace service.

### **Volunteer Kāpiti**

This organisation reports that it is endeavouring to refine their services to provide a consistent, efficient and effective service in an effort to meet the needs of volunteers and organisations that they support. They continue to grow with new organisations registering to use their service, for the year 2014/2015 they had 6 new organisations register. They have also increased the circulation of their newsletter from quarterly to monthly and made them shorter and more informative and proactive. They continue to run workshops and seminars on a range of topics. In the year 2014/2015 they interviewed 234 potential volunteers and referred them to 514 volunteering opportunities throughout the Kāpiti Coast with a substantial number being successful in placement into volunteering roles. They have noticed an increase in volunteers being interviewed who are looking for paid employment which may indicate that volunteering is an important part of the process, in giving the volunteers the opportunity to gain work experience in a variety of different positions.

## **Citizens Advice Bureau Ōtaki**

Annual report 2014/2015 shows that membership of the bureau was 33, comprising of 30 trained volunteers and 3 probationers. On-going training for all volunteers included Community Law, Budget, Bureau Procedures, Probationary Services and Work and Income.

The organisation dealt with 2,416 queries; 61% were consumer related, 9% community related, 8% Legal and Government related. 15% of clients identified as Māori. They report that the complexity of many queries and the time taken is not reflected in the statistics.

Organisations that use the rooms include Alzheimers support group, Housing NZ, Age concern and Adult Literacy. The Food Bank has a collection container located at the Bureau.

They have only recently discontinued taking the bookings for the Ōtaki Health Shuttle. They also were the agency responsible for collection of applications for the recent Free Curtains in Homes campaign.

## Appendix 2

CONTRACTED ORGANISATION	COUNCIL FUNDING	BRIEF DESCRIPTION OF SERVICES AND ACTIVITY
ASK – A safe Kāpiti	\$89,711	Promotion and coordination of crime prevention initiatives in the District; provision of support services for families in need; truancy services to schools, Strengthening Families. Delivered the Crime Prevention Plan which includes support for Neighbourhood Support and Community Patrols.
Citizens Advice Bureau Kāpiti	\$12,959	Provision of information, advice, referral and advocacy services based in Coastlands.
Citizens Advice Bureau Ōtaki	\$12,959	Provision of information, advice, referral and advocacy services based in Ōtaki town centre.
Disability Information and Equipment Centre	\$32,451	Based in the Kāpiti Community Centre, they provided information on disability, disability equipment and disability support services. The Centre also provides administrative support for the Kāpiti Accessibility Advisory Group (KAAG).
Kāpiti Youth Support	\$54,053	Delivered support services for young people including a young mothers' programme and mentoring services for vulnerable young men.
Red Cross: Kāpiti Health Shuttle	\$8,108	This contract has transferred to EMS Kāpiti. Provided a shuttle service to get patients south of Pekapeka to hospital and outpatient appointments outside of the District.
St John: Ōtaki Health Shuttle	\$8,108	Provided a shuttle service to get patients from Ōtaki to hospital and outpatient appointments outside of the District.
Surf Life Saving New Zealand (2 contracts)	\$50,028	Provided professional life guard services over the summer holidays on Ōtaki Beach and Paekākāriki Beach.
Te Newhanga Kāpiti Community Centre	\$30,126	Delivered a facility that provides rooms and spaces for community meetings, networks and activities as well as a focus for community initiated activities.
Volunteer Kāpiti	\$27,027	Provided the essential voluntary workforce needed to maintain and sustain the work of the community-based organisations on the Kāpiti Coast.
Wellington Free Ambulance	\$23,100	Provided free paramedical care in emergency situations, pre-hospital care, and rescue and transport services (including Urgent Community Care) for residents south of Pekapeka.