

Mayor and Councillors
COUNCIL

6 DECEMBER 2018

Meeting Status: **Public**

Purpose of Report: For Information

COMMUNITY CONTRACT REPORTS 2017/18

PURPOSE OF REPORT

- 1 This report provides the annual report backs from nine not-for-profit organisations which held Council community contracts for the 2017/18 financial year. Each organisation's report is summarised.

DELEGATION

- 2 Council may consider this matter.

BACKGROUND

Non-contestable contract funding until end of 2017/18

- 3 The Kāpiti Coast District Council, through the Community Support Activity provides financial support to not-for-profit organisations in the community to support the delivery of community outcomes.
- 4 For over 20 years non-contestable community contract funding has been made available across the district from surf lifesaving through to crime prevention. A number of internal reviews have informed the development and incremental changes. Council has now implemented a new contestable social investment funding process which came into operation on 1 July 2018.
- 5 This report covers report backs on the final year of non-contestable contracts available to organisations for the financial year ending 30 June 2018. In 2017/18, the council invested a total of \$394,363 in community contracts.

Emergency and Surf Life Saving Funding

- 6 Of the total community contract funding, \$88,206 is spent on emergency transport and beach lifeguard services. In December 2017, Council decided to ring-fence this amount and exclude it from the new social investment contestable funding process. As a result, the following organisations have received emergency transport and surf lifesaving funding for 2018/19:
 - Surf Life Saving New Zealand
 - Wellington Free Ambulance
 - Life Flight Trust.
- 7 Each year, contract holders are required to submit an annual report back to Council by 31 August which outlines their service delivery against agreed

contract outcomes. Delays in receiving some reports have meant a delay in providing this report to Council.

- 8 The organisations receiving a non-contestable community contract in 2017/18 were:

Name of organisation	Amount received 2017/18 (excluding GST)
A Safe Kāpiti	\$99,642
Kāpiti Youth Support	\$ 58,917
Surf Life Saving New Zealand	\$ 55,566
WellAble	\$ 36,043
Te Newhanga Kāpiti Community Centre (grant)	\$35,000
Volunteer Kāpiti	\$30,019
Wellington Free Ambulance	\$25,657
Citizens Advice Bureau Kāpiti	\$ 14,393
Citizens Advice Bureau Ōtaki	\$ 14,393
Kāpiti Emergency Medical Services	\$ 9,005
St John New Zealand	\$ 9,005
Life Flight Trust (grant)	\$ 6,723
Total funding	\$ 394,363

ISSUES AND OPTIONS

Non-contestable contract reporting for 2017/18

- 9 Nine community contract holders reports are summarised in this report:

- A Safe Kāpiti
- Kāpiti Youth Support
- Surf Life Saving New Zealand – Ōtaki & Paekākāriki
- WellAble
- Volunteer Kāpiti
- Wellington Free Ambulance
- Citizens Advice Bureau Kāpiti (CAB Kāpiti)
- Citizens Advice Bureau Ōtaki (CAB Ōtaki)
- Life Flight Trust.

- 10 Two organisations receiving funding did not require reporting; Te Newhanga Kāpiti Community Centre and St John New Zealand. Te Newhanga Kāpiti Community Centre was provided with a one off operational grant of \$35,000 for 2017/18. St John New Zealand received a one off grant of \$9,005.64 for the Ōtaki Health Shuttle.
- 11 Kāpiti Emergency Medical Services (EMS) received \$9005.64 towards the costs of the Kāpiti Health Shuttle in the form of a community contract for 2017/18. This service was provided by A Safe Kāpiti on behalf of Kāpiti EMS and reporting on the Health Shuttle was contained in their six month report.

An overview of contract reporting for 2017/18

- 12 The table below provides a brief overview of each organisation's report:

A Safe Kāpiti	The Champions for Change project engaged local volunteer champions who advocated for local responses to family violence. In 2017/18, there were 142 active Neighbourhood Support groups on their database. A survey was undertaken to gauge the needs of groups. (Related to Kāpiti EMS Contract for Kāpiti Health Shuttle: in first 6 months, around 300 people took the shuttle to hospital appointments.)
Kāpiti Youth Support	The mentoring service for vulnerable young men aged between 10 – 21 years of age exceeding contract targets with 400 young men participating. Six youth led projects were undertaken by 'Youth Reps' and 48 trainings were provided to this group.
Surf Life Saving New Zealand	Services for a total of 30 days during peak summer holiday weekdays with six lifeguards employed in Ōtaki and Paekākāriki. There were ten rescues and 1861 preventative actions undertaken across the two locations. There were no drownings or near drownings.
WellAble	The number of Kāpiti clients and enquiries was exceeded with a total of 7,304 clients and enquiries. The target number of clients accessing Total Mobility Scheme in the contract was 175. WellAble undertook 189 Total Mobility Scheme and fielded 532 enquiries about the scheme.
Volunteer Kāpiti	294 volunteer interviews were held; referring volunteers to over 430 opportunities in Kāpiti. There was a 10% increase of volunteer interviews for those under 20 years of age and an increase of 48% in volunteer interviews for those aged between 20 - 29 years. Overall increase of 25% more volunteers over the age of 60.
Wellington Free Ambulance	1,471 people were treated by the Urgent Community Care service in Kāpiti. 61.3% were treated in the community, and avoided an unnecessary trip to hospital. 97% of patients who responded to their patient experience survey reported feeling satisfied or very satisfied with the service they've received.
CAB Kāpiti	In 2017/18, CAB Kāpiti received 3,743 enquiries, 158 more enquires than the previous year. Their highest area of enquiry was 'legal and government' with over 1,250 enquiries of this type. In 2017/18, 7 hours over 3 weekly sessions were provided by CAB Kāpiti JPs.
CAB Ōtaki	In 2017/18, CAB Ōtaki had 1,190 enquiries. Bookings and stored curtains for sustainable living curtain bank to provide curtains for those in need. Monthly training for volunteers organised.
Life Flight Trust	In the last year, 76 people from Kāpiti were flown by Life Flight to urgent care.

- 13 The outcomes of each contract and a more detailed summary of each organisation's contract reporting for 2017/18 is provided in Appendix One.

- 14 It is important to note that these organisations that have received financial support from the Council provide a wide range of on-going valuable services to communities across Kāpiti. Council will continue to work with and support these services and the diverse community and social sector of our district. Mechanisms are in place to ensure Council has comprehensive understanding of the strengths and changing needs of our communities and our social and community sector.

Impact of new contestable social investment funding on non-contestable contract holders

- 15 In 2016, Council approved the development of the outcome focused contestable funding model for the community contracts funding. The new contestable social investment funding process was implemented for contracts from 2018/19.
- 16 In 2016/17 financial year, all non-contestable contract holders were informed of the change to a contestable funding process and received a one year extension (in 2016/17) followed by an additional one year contract (for 2017/18) giving contract holders two years notice leading up to the change process.

Transition for non-contestable contract holders

- 17 In early 2018 existing contract holders were given the opportunity to apply for the new social investment contestable fund. Two organisations were successful in social investment contract funding for three years until 2020/21:
- Kāpiti Youth Support
 - Volunteer Kāpiti.
- 18 Those organisations no longer receiving community contract funding from 2018/19 are:
- A Safe Kāpiti
 - Te Newhanga Kāpiti Community Centre
 - WellAble
 - Citizens Advice Bureau Kāpiti
 - Citizens Advice Bureau Ōtaki
 - Kāpiti Emergency Medical Services (Kāpiti Health Shuttle)
 - St John New Zealand (Ōtaki Health Shuttle).
- 19 Support has been made available to those previous contract holders which did not secure social investment funding from 2018/19. For many, this has included assistance in pursuing alternative income streams.
- 20 Further actions have been undertaken to explore how Council can continue to support previous contract holders and other identified organisations with their sustainability and development and to continue to respond to impacts on the community.
- 21 Training and development opportunities for the community and social service not-for-profit sector including previous contract holders, will continue to be promoted widely as part of the wider social investment programme. Most

recently a workshop designed for the social and community sector on building collaboration was held in November was well attended and received.

CONSIDERATIONS

Policy Considerations

22 There are no policy implications arising from this report.

Legal Considerations

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

Financial Considerations

24 In 2017/18, the total amount provided for community contracts was \$394,363 allocated through the Council's Community Support Activity.

Tāngata whenua considerations

25 There are no specific considerations arising from this report.

SIGNIFICANCE AND ENGAGEMENT

Significance policy

26 This matter has a low level of significance under Council's Significance and Engagement Policy.

Consultation already undertaken

27 The priorities and principles for social investment funding were developed by an advisory group, with input from the wider sector through workshops held in 2017 before being adopted by Council in December 2017.

Engagement planning

Publicity

28 There are no publicity considerations for the Council related to this report. Each organisation is responsible for its own publicity. There is an opportunity to do a media release to acknowledge the work of the organisations and the support from Council.

RECOMMENDATIONS

29 That the Council notes the reports provided by:

- A Safe Kāpiti
- Kāpiti Youth Support
- Surf Life Saving New Zealand
- WellAble
- Volunteer Kāpiti
- Wellington Free Ambulance
- Citizens Advice Bureau Kāpiti
- Citizens Advice Bureau Ōtaki
- Life Flight Trust.

30 That the Council use this opportunity to thank the organisations which have held community contracts for their valuable work in the District.

Report prepared by	Approved for submission	Approved for submission
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Senior Programme Advisor Strategy and Planning	Acting Group Manager Corporate Services	Acting Group Manager Strategy and Planning

ATTACHMENT

Appendix 1: Contract outcomes and summaries of the reports received from community contract holders 2017/18

Appendix One: Summaries of the reports received from community contract holders for 2017/18

A Safe Kāpiti

Contract Funding: \$99,642.90

Outcomes for Contract

Crime prevention coordination for the district

- Increased community awareness of crime prevention needs and services in Kāpiti
- Increased perceptions of community safety in Kāpiti
- Crime prevention coordination which is responsive to changing needs

Neighbourhood Support for the district

- Neighbourhood Support community is known and supported
- Neighbourhood support network is active across Kāpiti
- Promote emergency preparedness through Neighbourhood Support

Contract reporting

A Safe Kāpiti reported on their Champions project as the crime prevention project they have undertaken: *Family Violence is a current and emerging issue and therefore it is important to include it when discussing trends in community safety. The local Champions meet needs by advocating local response to family violence and harm and longer term this needs consistent monitoring through Police statistics and input as well as community input. It is a coordinated crime prevention project that has involvement and participation from numerous people and organisations.*

In 2017/18, there were 142 active Neighbourhood Support groups on their database. Establishing groups and maintaining them was their main focus in 2017/18. They have continued to maintain a healthy database covering some 25% of the Kāpiti population in terms of reach. New groups have been formed and a trend of younger people taking the lead to organize groups has been energising. A Neighbourhood Support survey was undertaken to gauge the needs of groups. The survey found out that, some meet once a year and/or organise an event like a street barbeque, others are non-active but keep and share a neighbours contact list, some keep a list of vulnerable people in their street and keep in regular contact with them. The survey found out that Neighbourhood Support group aims were focused on keeping social connections with neighbours, helping to reduce crime (including violence, burglaries and vandalism) and keeping prepared for civil defence emergencies.

The support from Neighbourhood Support the groups most valued was

- having resources and Neighbourhood Support handouts;
- Regular communications;
- Help with street activity and/or meetings;
- Initial set up assistance to activate or re-activate groups;
- Updates on emergency preparedness and planning.

Other Neighbourhood Support events were organised around Neighbours Day weekend in March 2018. Our coordinator assisted Neighbourhood Support groups where required and took part in various events. One of which was the Waikanae Community Emergency Hub Trial Activation where the entire Waikanae Community was invited.

Outcomes for Contract**Mentoring Service**

- Young men participating in mentoring service have the knowledge and skills to make good decisions for their lives, increased confidence and positive motivation, gained new skills and strengths, increased pathways for education, training or employment, improved family and community connectedness, improved ability to access opportunities more readily

Youth participation in decision making

- Young people are engaged as partners and leaders
- Young people involved in decision making have: a greater understanding of the complexities of health outcomes for their peer group, a greater understanding of the services KYS offers, an increased ability to engage with their wider peer group and services at KYS

Contract reporting

The provision of a mentoring service at KYS for vulnerable young men aged between 10 – 21 years of age, includes supporting mentees to tackle issues such as anger and emotional regulation, managing and growing healthy relationships with family/whanau, friends and partners, assisting with employment and accommodation, dealing with drug and alcohol misuse, trauma, domestic violence and transient lifestyles. The young men participating in mentoring have increased their confidence and motivation, gained new skills and increased their knowledge, are better placed to make good decisions and access more positive opportunities. They have strengthened family and community connections, have a wider choice of and meaningful pathways into for education/ training and employment.

Outcomes exceeded community contract target expectations:

	Contract target number	Numbers for 2017/18
Number of young men participating in mentoring	200	400
Number of mentoring visits	60	103

Evaluation and client feedback showed that all of the mentees were satisfied or highly satisfied with the service they received and 75% of mentees felt they were better able to cope when things went wrong for them and 25% were still working positively on reaching this outcome.

In 2017/17, KYS employed 8 'Youth Reps' who participated in 48 training sessions as a part of their role. Young people are involved and participate in the decision making, planning, delivery and review of KYS services and within the community. Six youth led projects were undertaken by the peer support workers, a Paraparaumu College Community day, a Youth Week Initiative, Resiliency Workshops for Year 9 students, Politics for Young People evening and forum prior to the general election and Save a Mate training.

Outcomes for Contract

- Professional Summertime Lifeguard Service at Ōtaki and Paekākāriki Beach: A safe beach environment over the peak season with effective surf lifesaving provision
- Local employment opportunities for local young people: Local young people employed to provide the summer lifeguard service in the district
- Provide professional development to volunteer Surf Lifesaving clubs in the district: Surf Life Saving volunteers in the district are up-skilled in essential requirements
- Promote coastal water safety messages: Local community is aware of key coastal water safety messages
- Advise Council: Council understands the issues related to recreational coastal safety

Contract reporting

The community contract provided to Surf Life Saving New Zealand was for a professional lifeguard service at Paekākāriki and Ōtaki over the peak summer weeks. Surf Life Saving New Zealand provided services for a total of 30 days (675 hours at each location) from 18 December through to 26 January 2017, weekdays with six lifeguards employed. The Paekākāriki and Ōtaki Life Saving Clubs provided volunteer patrols during weekends over this period.

Over this period of time, Surf Life Saving New Zealand provided:

- 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 (These are actions taken by the lifeguards which avert the beach goers getting into a dangerous situation. One of the key aspects of being a lifeguard is educating the public on safe practice when they are at the beach, to prevent potentially fatal incidents including; swim between the flags, never surf or swim alone, be sun smart, know your limits.
- Provide first aid and emergency medical car

In the year 2017/18, during the period of time Surf Life Saving New Zealand was contracted the following interventions were undertaken:

	Rescues	First aid	Searches	Preventions	Number of people involved in preventions
Ōtaki	9	1	1	1361	2412
Paekākāriki	1	2	1	494	4087

There were no drownings or near drownings during this period of time. 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 our beach education programs, public taking heed of the advice from lifeguards on patrol and the preventative actions taken by the lifeguards. The warmer weather in the 2017 -18 summer meant more people were at the beach.

Outcomes for Contract

- Information and resource services for people with disabilities and older people: A resilient, vibrant and diverse community better informed and empowered
- Advocacy and advice for people with disabilities and older people: Information provided is accurate, timely and helpful, Service is accessible
- Employment opportunities for people with disabilities: People with disabilities have meaningful employment opportunities
- The needs of people with disabilities and older people are advocated for at local and regional level
- Paid and volunteer staff are supported to be effective

Contract reporting

In 2017/18, WellAble as a part of its contract attended 18 community network meetings across the district and collaboration actions were undertaken with other agencies. In particular, a collaboration was undertaken with Volunteer Kāpiti around setting up schemes for micro enterprise and age-friendly research. WellAble worked alongside the Accessibility Advisory Group to support disability awareness and accessibility. They also worked with Hora te Pai and Raukawa Whānau Ora on working how best to support Maori people experiencing disability.

The target number of Kāpiti clients and enquiries in the contract was for 4500 and WellAble exceeded this expectation with a total of 7304 clients and enquiries.

The target number of clients accessing Total Mobility Scheme in the contract was 175. WellAble undertook 189 Total Mobility Scheme and fielded 532 enquiries about the scheme.

Outcomes for Contract

- Volunteer Support Service: The Service is increasingly used and is responsive to changing needs.
- Training Programme for Kāpiti's not for profit community: Community groups and organisations in Kāpiti are strengthened in their effectiveness and have a capacity to reach their goals, Local community groups and organisations have increased volunteer skill and experience to help them to better achieve their objectives
- Volunteer opportunities for older Kāpiti residents : More older people in volunteer roles across the district, Older volunteers feel more connected with their community, improve cognitive ability, mental and physical health and experience less social isolation.

Contract reporting

The following was achieved in 2017/18:

- 294 interviews were held referring potential volunteers to over 430 volunteering opportunities throughout Kāpiti.
- An updated system was implemented to record the outcome of volunteer opportunities. Successful placements have increased by 27% (over last two years).
- Increased visibility with three districtwide pop-up volunteering hotspots and participation in community expos. Both of these providing excellent opportunities to connect with potential volunteers.
- Relationships built with colleges to promote youth friendly volunteering opportunities, resulting in a 10.4% increase of volunteer interviews for those under 20 years of age.
- An increase of 48% in the number of interviews of volunteers aged between 20 - 29 years, including tertiary students.
- Targeted promotion to over 60-year-olds which enabled Volunteer Kāpiti to exceed the contract target with an overall increase of 25% more volunteers over the age of 60 engaging with the service compared to the previous year.
- A new feedback process to gather information from potential volunteers. This was well received with a 34% response rate and overall services rated as being very good with 100% of respondents. 100% of respondents also stated they would recommend the service to family and friends.
- Training evaluation feedback from members was also very positive. 83.3% of those who attended a training workshop considered them to be very relevant to building capability in their organisations. An overall average satisfaction rating of 4.5 out of 5 was reached.
- This year six training workshops were held on five different capability building topics in partnership with the Council. Topics were chosen on participant feedback and were well attended by 16 different organisations represented at each workshop. Workshop content was scored 4.5 out of 5 as the average rating.
- Volunteer Kāpiti continues to facilitate the community network forum in Paraparaumu with around 37 different organisations receiving communication about this network once a month.

Outcomes for Contract

- Provide expert, timely and free to the patient paramedical care in emergency situations, and transport services for residents south of Peka Peka in the Kāpiti district
- Delivery of effective care

Contract reporting

For the year 2017/18 Wellington Free Ambulance answered 13,951 calls to the 111 communications centre from the Kāpiti area, of which 6,873 resulted in a response from their emergency ambulance service.

The Response Criteria was achieved with Wellington Free Ambulance meeting or exceeded their targets for response times. 95% of 111 Call were answered within 15 seconds.

Another main objective of Wellington Free Ambulance is the delivery of effective care – this is measured by:

- Customer feedback rating of >85% satisfaction.
- Complaints are recorded and fully investigated both internally with appropriate feedback to complainant.
- Paramedics are highly trained in emergency medicine.
- Maintaining ISO quality accreditation.

Results for the period for year 2017/18:

- 97% of patients who responded to their patient experience survey reported feeling satisfied or very satisfied with the service they've received
- All complaints are recorded and fully investigated internally with appropriate feedback to complainant within a timely manner.
- All paramedics are highly trained in emergency medicine and receive ongoing professional development and training. This year their paramedics received additional training in de-escalation tactics in order to help them care for patients in difficult situations where patients or close family are distressed.
- They maintained ISO quality accreditation.

Wellington Free Ambulance provide an Urgent Community Care service to Kāpiti residents. This service aims to reduce the number of unnecessary trips to hospital for patients who would be better cared for at home. Experienced paramedics receive additional training to be part of the Urgent Community Care team, to enable them to administer additional treatments above and beyond usual paramedic skill sets. This enables them to respond to people with urgent care needs and treat them at home where possible.

Results for the year 2017/18:

- 1,471 people were treated by the Urgent Community Care service in Kāpiti
- 61.3% were treated in the community, and avoided an unnecessary trip to hospital.

Outcomes for Contract

- A resilient, vibrant and diverse community empowered and better informed of their rights, responsibilities and avenues for assistance
- Information provided is accurate, timely and helpful
- Service is accessible
- Our vulnerable communities have access to JP and community legal advice
- Our new migrant community feels supported
- CAB volunteers are supported to be effective
- CAB works alongside other organisations to ensure client referral and streamlining of services

Contract reporting

In 2017/18, CAB Kāpiti received 3743 enquiries, 158 more enquires than the previous year.

Their most significant increase of enquiry was in category of 'legal and government' and this was their highest area of enquiry with over 1250 enquiries of this type. Volunteers provide initial advice on legal matters often providing clients a way forward in a timely manner without the needs for legal consultation. Volunteers will advocate for resolution and progression for clients (such as on family matters) without lawyers or courts in the initial stages. Legal clinics were held by Whiteria Community Law Centre at the CAB Kāpiti office for residents requiring more in-depth legal support. In late 2017/18, Whiteria Community Law Centre increased their clinics from 4 per month to a clinic every week. Local solicitors also provide some free advice on a weekly basis.

Community enquiries decreased this year but are still the second highest type of enquiry, making up just over 25% of all enquiries.

All volunteers were accredited in 2017/18 with a whole quota of volunteers supporting the service as well as with a waiting list of interested people. In 2017/18, their training programme included speakers which reflected the needs of the volunteers and informed them about local community issues and community organisations.

CAB Kāpiti also provides Justice of the Peace services through their office. They have 3 JPs who are also accredited CAB members. In 2017/18, 7 hours over 3 weekly sessions were provided by CAB Kāpiti JPs.

CAB Kāpiti promoted its role through a number of ways including the delivery of 8 speeches to community groups and articles of relevance published in Kāpiti News and the Grey Power newsletter. The service is provided by volunteers with no paid staff.

Outcomes for Contract

- A resilient, vibrant and diverse community empowered and better informed of their rights, responsibilities and avenues for assistance
- Information provided is accurate, timely and helpful
- Service is accessible
- Community Collaboration and partnerships
- CAB volunteers are supported to be effective

Contract reporting

In 2017/18, CAB Ōtaki had 1190 enquiries. Most common were: emergency housing, transport issues, employment and family. 812 of enquiries were conducted face to face with an additional 367 telephone calls made to CAB Ōtaki. 26% of their clients identified as Maori. CAB Ōtaki worked with local solicitors to provide free 20-minute appointments for those in need in their community. Organisations which have used their rooms during 2017/18 include: Age Concern, Housing NZ, Community Law and IRD. Two members attend the Ōtaki community network forum each month to ensure all volunteers have an insight into local community issues. Bookings and stored curtains for sustainable living curtain bank to provide curtains for those in need. Monthly training for volunteers organised. The service has 27 volunteers and no paid staff.

Life Flight Trust**Grant Funding: \$ 6,723.13**

Life Flight Trust were required to submit a report of the services provided over the 2017/18 financial year.

Life Flight provides air rescue through the local Westpac Rescue Helicopter. The helicopter team ensures people can be rescued when the situation is highly urgent or the location is challenging. This dedicated emergency helicopter is fully equipped for search, rescue, and intensive care. Life Flight also operates an air ambulance service flying critically ill patients, including children and premature babies, to specialist care they urgently require. This is carried out in partnership with Wellington Hospital and is provided via two specialist Air Ambulance planes. Life Flight is the only Capital and Coast District Health Board contracted air ambulance service provider available to Kāpiti residents. This service provides all residents access to specialist medical care that is not available locally.

In the last year, 76 people from Kāpiti were flown by Life Flight to urgent care.

Locations of call-outs for Kāpiti patients in the year 2017/18				
Ōtaki	Paraparaumu	Raumati South	Waikanae	Other
13	41	1	15	6

Whānau and support people are also flown with their patients whenever possible. In the last year, 20 whānau and support people were flown with Kāpiti patients.

Types of call-outs for Kāpiti patients in the year 2017/18			
Babies and children needing neonatal and paediatric intensive care	Adults requiring urgent air ambulance transfers to specialist care	Accident responses, searches and rescues	Emergency air ambulance response to - medical incidents
10	17	19	30

