

Chairperson and Committee Members
ENVIRONMENT AND COMMUNITY DEVELOPMENT COMMITTEE

22 September 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 three of the twelve Community Contracts. The first six reports were covered in a report to this committee on the 21st July 2016.
- 2 The following three Community Contract holders reports are summarised in this report:
 - St John – Ōtaki Heath Shuttle
 - A Safe Kāpiti (ASK)
 - Kāpiti EMS (Kāpiti Health Shuttle formerly provided by Red Cross)

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 The Council have twelve Community Contracts. These contracts include: information and advice, summer beach patrols, crime prevention, disability support and advocacy, youth support, health transport and emergency services.
- 6 These twelve Community Contracts finish on the 30 June 2017. New contracts under the new contestable process will commence 1 July 2017.
- 7 A brief description of all Community Contract holders, contracted service provision and funding is provided in Appendix 1 of this report.

- 8 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.
- 9 At the time of writing this report not all 2015/2016 report backs were available. The summarised reports available are attached at Appendix 2 of this report.
- 10 Representatives of A Safe Kāpiti (ASK), Kāpiti EMS, Te Newhanga Kāpiti Community Centre, Wellington Free Ambulance and Kāpiti Youth Support (KYS) have been invited to make a presentation at this Environment and Community Development Committee meeting.
- 11 A representative from St John Ōtaki Health Shuttle made a presentation at the 21st July Environment and Community Development Committee meeting.
- 12 A representative from Ōtaki Citizens Advice Bureau will make a presentation at this Environment and Community Development Committee meeting due to their unavailability on 21st July.

REPORT BACK SUMMARIES

- 13 **St John – Ōtaki Health Shuttle.** This community contract is to help fund a shuttle service based in Ōtaki. The shuttle makes between two and four trips a day to Palmerston North and Levin, transporting residents of Ōtaki for health related appointments.
- 14 The Ōtaki Heath Shuttle has two vans; each is wheelchair capable and carries first aid equipment and a defibrillator.
- 15 The Ōtaki Health Shuttles recorded 120,000 kms/year; this equated to approximately 225 passenger trips per month.
- 16 **A Safe Kāpiti (ASK).** ASK has been collaborating with KCDC and other groups and agencies in Kāpiti to contribute towards a shared vision of a safe, crime-free community, it provides voluntary groups such as Neighbourhood Support and Community Patrols with assistance to improve awareness and promotion of their activities.
- 17 ASK has participated in forums in Kāpiti that help to contribute to achieving the goal of the “District has a strong, healthy, safe and involved community” including government contracted services (Family Support, Strengthening Families, Family Violence awareness coordination, Youth Justice Youth and parenting programmes. the Kiosk collective, Family Violence Champions project and White Ribbon Day activities).
- 18 ASK participated in Age-Friendly activities and forums.
- 19 **Kāpiti EMS (Kāpiti Health Shuttle formerly provided by Red Cross).** The Kāpiti Health shuttle transports Kāpiti residents, who live south of Pekapeka, with hospital appointments to both Kenepuru and Wellington hospitals.
- 20 This service operates Monday to Thursday each week, mornings only, returning from Wellington at 2pm.

- 21 Te Newhanga Kāpiti Community Centre.** At the time of writing this report an annual report had not yet been received, this will not affect the 2016/2017 funding.
- 22 Wellington Free Ambulance.** At the time of writing this report an annual report had not yet been received, this will not affect the 2016/2017 funding.
- 23 Kāpiti Youth Support.** At the time of writing this report an annual report had not yet been received, this will not affect the 2016/2017 funding.

CONSIDERATIONS

Policy considerations

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

Legal considerations

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

Financial considerations

- 26 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

- 27 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.

SIGNIFICANCE AND ENGAGEMENT

Degree of significance

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

Consultation already undertaken

- 29 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

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

RECOMMENDATIONS

- 31 That the Environment and Community Development Committee notes the report backs provided by:
- St John Centre – Ōtaki Heath Shuttle
 - A Safe Kāpiti (ASK)
 - Kāpiti EMS (Kāpiti Health Shuttle formerly provided by Red Cross)
 - Ōtaki Citizens Advice Bureau
- 32 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

Stephen McArthur

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

**Group Manager
Regulatory Services**

**Group Manager
Strategy & Planning**

ATTACHMENTS

Appendix 1: Community Contracts Brief

Appendix 2: Community Contracts Report Summaries

Appendix One: Community Contracts

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.

St John – Ōtaki Health Shuttle.

The St John Ōtaki Health shuttle service is based in Ōtaki, the Community Contract held is to provide transport for residents of Ōtaki to any health related appointments in Levin and Palmerston North. It commenced service in 2010 and has grown immensely, it now operates two shuttle vans, and each van is wheelchair capable, carries first aid equipment including a defibrillator. The Shuttle teams are all volunteers; the crew may start as early as 5.30am and have been known to sometimes finish after 6.30pm. The shuttle crews donate over 5,000 hours per year to the service.

The Ōtaki health shuttle records 120,000 kms per year, this equates to approximately 225 passenger trips per month. The shuttles operate between two and four trips a day to Palmerston North and Levin. Fuel costs are approximately \$10,000 per year. It is essentially a free service however donations are encouraged and much appreciated.

A Safe Kāpiti

ASK has been collaborating with Council and other groups and agencies in Kapiti to contribute towards both our vision of a safe, crime-free community.

Key objectives:

- consulting, partnering and engaging with community stakeholders to raise awareness of Kāpiti's crime prevention needs and services;
- providing leadership and advice to all collaborative partners and stakeholders to ensure a coordinated response in the promotion of safety to increase perception of safety in the community.

Work commenced this year includes:

- Providing voluntary groups such as Neighbourhood Support and Community Patrols with assistance to improve awareness and promotion of their activities;
- Since February 2016 have been operating the Kapiti Health Shuttle on behalf of and through funding from EMS;
- Participated in Age-Friendly activities and forums;
- Ensured Ōtaki is included in discussions where appropriate and have taken into account how their needs can be addressed;
- Participated in any forums in Kapiti that contribute to ensuring Outcome Seven is met including government contracted services (Family Support, Strengthening Families, Family Violence awareness coordination, Youth Justice youth and parenting programmes. the Kiosk collective, Family Violence Champions project and White Ribbon Day activities.

Neighbourhood Support (NS)

Working with Neighbourhood Support New Zealand (NSNZ) towards providing better support to the vulnerable communities within Kāpiti District and this involves identifying specific areas in the community. From November 2016 the coordinator and volunteer staff will be housed at the Kiosk so that they are easily accessible throughout the summer months.

Kiosk Collective

The Kiosk Collective changed its primary group of agencies in April 2016, ASK and Greypower remain committed to this project. The purpose and roles are Community Occupation, Tourism Information Centre, A Safe Haven – the Neighbourhood Support coordinator and Greypower volunteers will use the Kiosk as a Neighbourhood Support base.

Family Violence Response

White Ribbon was very successful in November 2015. The local network group has been able to continue to engage with a number of local agencies to work towards a joined up response to family violence. A Local champions project sponsored by the It's not Ok campaign team is being set up to promote and raise more awareness and provide a new avenue for getting help.

Kāpiti EMS (Kāpiti Health Shuttle formerly provided by Red Cross)

In February 2016 ASK took over the operations of the Kāpiti Health Shuttle from the Red Cross service with the assistance of funding granted to Kāpiti EMS. The shuttle takes Kāpiti residents, south of Pekapeka, with hospital appointments door to door and runs from Monday to Thursday each week to both Kenepuru and Wellington hospitals.

The service coordinate and arrange the pick-ups and drop offs and work closely with Kapiti Carers to ensure as many people as possible are taken to their appointments in a safe and timely manner.

This service is operated by a group of volunteer drivers who dedicate their time to driving the van for the day at least once every three weeks. The ASK shuttle does not have disability access and therefore currently the only way for patients to get to a hospital for residents south of Pekapeka Kāpiti is via a wheelchair access taxi shuttle.

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.

Annual report 2015/2016 shows current membership of Bureau is 30, comprising 28 trained volunteers and 2 probationers.

In 2015/2016 CAB Ōtaki dealt with 2,248 queries; they are no longer taking bookings for the Ōtaki Health Shuttle.

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.