

**Chairperson and Committee Members**

ENVIRONMENT AND COMMUNITY DEVELOPMENT COMMITTEE

21 FEBRUARY 2013

Meeting Status: **Public**

Purpose of Report: For Information

**COMMUNITY CONTRACTS REPORT PART TWO**

**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.

**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 were summarised in Part One of this report provided to the Environment and Community Development Committee in November last year (SP-12-725):

- 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 covered in this report are:

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

- 5 The Committee has requested that the reporting be split across two meetings. The contracts require reports to be provided to Council by 28 August of each year. The timing of the Committee meetings in 2012 meant that the reports have been before the Committee later than usual and the two meetings span the

Christmas period. Splitting the reporting across two meetings has improved the quality of reporting by allowing the contract holders to appear in person and respond to questions.

- 6 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 CPI. The contracts run through until 30 June 2015 and require annual reporting.

## CONSIDERATIONS

- 7 Summaries of the second half of the Community Contract holders' reports are provided in Appendix Two.
- 8 As noted in previous reports, the social services sector is in a state of flux. The financial environment has caused the sector to look at how they can do things differently. Community Contract holders are looking at how they can improve local servicing within the District; including how they are responding to needs in the north of the District. This includes:
  - the Health Shuttle Services are exploring how they can meet the needs of residents who are receiving health services from outside their District Health Board boundaries to the north or south;
  - Citizen's Advice Bureau Kāpiti is investigating ways of better servicing Waikanae;
  - Both Volunteer Kāpiti and Kapiti Youth Support are now providing services in Ōtaki.
- 9 There is also interest in providing more flexible services. For example: the Disability Centre is looking at creating a mobile service, and the Red Cross is looking at a community shuttle to address other transport needs.
- 10 The sector's response to change is welcomed. Good coordination and collaboration within the sector will be necessary to ensure best use of resources.
- 11 Financial analysis is provided in Appendix 3 with relevant comments on the financial reporting status for each organisation. Discussions will be held with some of the organisations to improve their financial reporting.

## Financial Considerations

- 12 There are no financial issues as a result of this report.

## Legal Considerations

- 13 There are no legal considerations.

## Delegation

- 14 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

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

## Policy Implications

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

## Tāngata Whenua Considerations

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

## Publicity Considerations

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

## RECOMMENDATIONS

- 19 That the Committee thanks the Community Contract holder organisations for their valuable work.
- 20 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:**

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**Group Manager, Strategy & Partnerships**

**ATTACHMENTS:**

**Appendix One: Community Contracts**

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

**Appendix Three: Community Contracts Financial Analysis 2012**

## Appendix One: Community Contracts

External Agency/Partner	Brief description of service	Council funding 2011/2012
Citizens Advice Bureau Kapiti	Information, advice, referral and advocacy services based in Coastlands.	\$11,987
Citizens Advice Bureau Otaki	Information, advice, referral and advocacy services based in Ōtaki town centre.	\$11,987
Disability Information & Equipment Centre – Kapiti	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
Kapiti Emergency Medical Service Trust	A Kāpiti based emergency medical service - now a partner in the new pilot Urgent Community Care service.	\$16,801
Kapiti 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
Kapiti 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 New Zealand (Ōtaki)	Professional life guard services over the summer holidays on Ōtaki Beach.	\$20,000
Surf Life Saving New Zealand (Paekākāriki)	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
Volunteer Kāpiti	Provides a referral service and supports volunteering in Kāpiti.	\$25,000
<b>Total</b>		<b>\$311,642</b>

## Appendix Two

### Community Contract Report Summaries

1 July 2011 to 30 June 2012

#### Disability Information & Equipment Centre - Kapiti

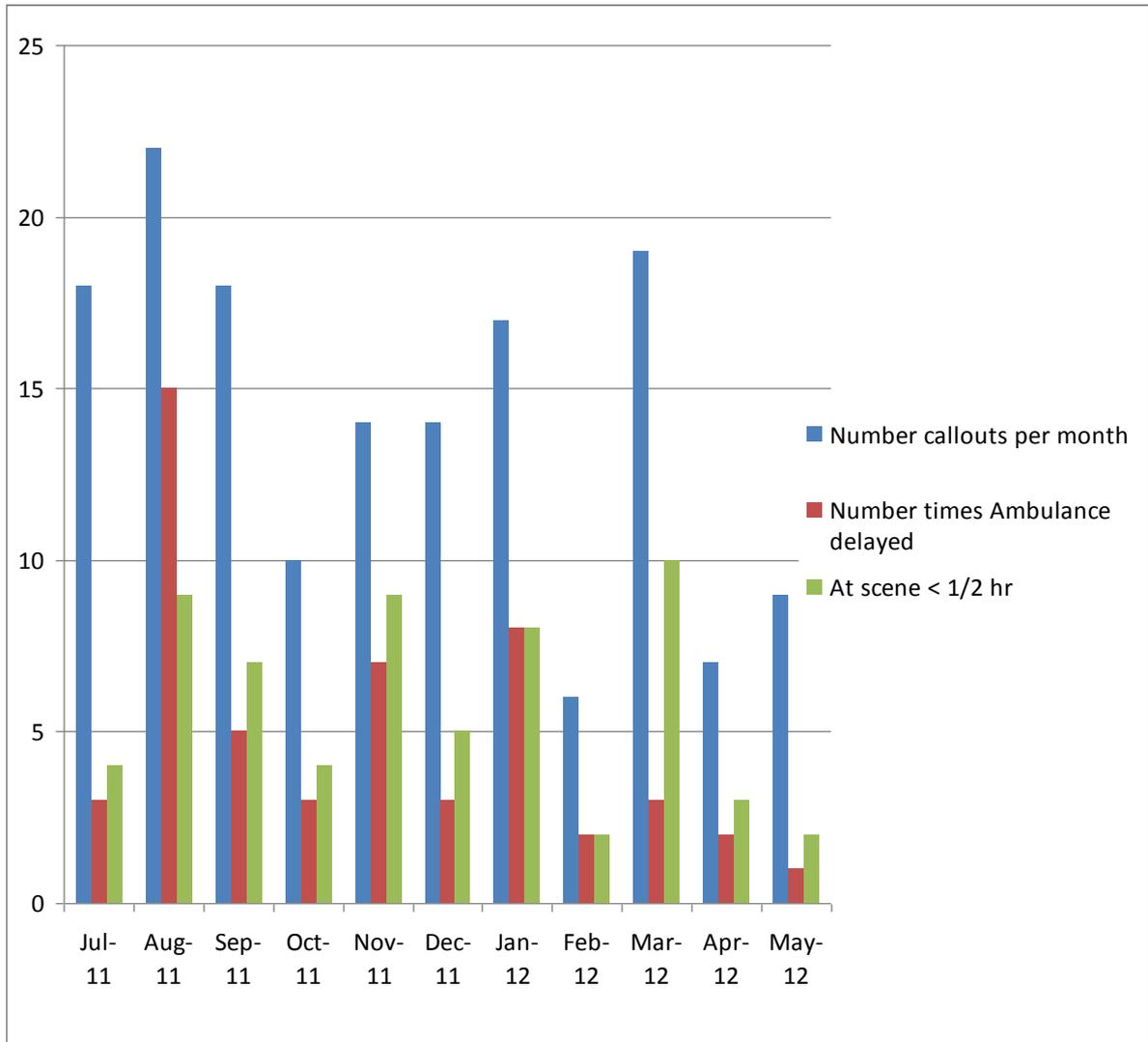
The Disability Centre will celebrate its twenty-first year this year; sixteen of which have been in the current location. The Trust reported on a year of stable and settled progress. The manager revamped and improved the financial, stock retail and rental systems. The end of year financial statement is more positive than last year. Financial reporting for the Kāpiti and Wellington Centres has been separated. The Kāpiti service has had a 13.75% increase in demand for services. The Centre has provided the Kāpiti Grapevine Newsletter which was distributed to 78 community organisations and individuals. The Centre also participates in and supports networks to sustain the work they do. The Trust's manager, Mandy O'Grady has recently resigned and Christine Bongiovanni has moved back into the role.

The Centre has increasingly taken on a lead role in promoting and responding to disability issues. The Trust was successful in obtaining funding from the Office for Disability Issues to support the Disability Responsiveness Project. This is a collaborative initiative between the Trust, the Council and the Kāpiti Disability Reference Group (DRG). The three partners have developed training resources, which are being piloted with Council staff. There has been excellent feedback on the training sessions and resource.

The Centre is the fund holder and provides administrative support for the DRG. This support is very valuable, as the Group has been very active, including leading the first Kāpiti Mobility Expo and supporting the Disability Responsiveness Project.

#### Kapiti Emergency Medical Services Trust (EMS)

The EMS report acknowledged the benefits for the service provided by the longer term funding relationships with the Council and Capital & Coast District Health Board. The Trust also reported on the positive feedback received from users of the service. A focus of the report was on the relationship between the EMS service and the service offered by Wellington Free Ambulance. When the ambulance is delayed there is a significant impact on EMS. They attribute this to WFA staff shortages and the ambulances being out of the area. The following graph was supplied for the period July 2011 to May 2012 and shows the time spent at the scene by Dr Lane (when it exceeded half an hour) and the correlation between this and the delay in ambulance attendance during this period.



Subsequent to the reporting period, Chris Lane has resigned from the Trust. The Trust reported that a new doctor is expected to start in early January.

**Kapiti Youth Support**

Funding received by Kapiti Youth Support (KYS) from the Council was targeted at a mentoring service for young males and at youth participation in decision making and operations.

Thirty young men participated in the mentoring programme offered at KYS.

Evaluation showed that of the 30 young male participants involved in the mentoring programme:

1. 97% experienced an increase in confidence;
2. 90% gained new skills and strengths;
3. 77% accessed a pathway forward in education, training or employment;
4. 60% developed greater connections with their family and community, and

5. 60% improved their ability to access opportunities more readily.

Individual outcomes included continued attendance at school or courses and a reduction in violent outbursts.

KYS reports that young people are represented at all levels of the service and have opportunities to participate in the overall operations and strategic direction of KYS. Young people contributed to evaluating the service, and have done valuable work as peer support workers (PSW). This role offers important support to users of the services, and KYS commented that the PSW role provides opportunities to be involved in youth development projects.

### **Volunteer Kāpiti**

Volunteer Kāpiti has had a busy year. Organisational membership has grown to 63 and nearly 200 volunteers were interviewed. Almost all of the volunteers interviewed were referred to at least one position, with many taking up two or three roles. The Manager was joined by a volunteer Co-ordinator for 18 hours per week. Subsequent to the reporting period, Christine Bongiovanni has left and has been reappointed to the position of Manager at the Disability Centre and Janet Cowper has stepped back into the Manager's position.

Of the 103 volunteers who were interviewed in the first six months of 2012, 69% were female, 31% were male, 15% were new migrants and 45% were seeking employment. Volunteer Kāpiti report that they are growing as originally intended and meeting an important need in the community.

The service is now also operating in Ōtaki on Wednesdays, based in the Plunket Rooms. Progress has been slow in Ōtaki, but the service is gradually becoming known in the community.

### **Red Cross: Kāpiti Health Shuttle**

The programme is developing and has grown in numbers of people transported since its launch in March 2009. There has been a 20% increase in demand from the previous year to the reporting year. In the reporting year, 809 people were transported (628 to Wellington and 181 to Kenepuru). In 2010-2011, 673 people transported (479 to Wellington and 194 to Kenepuru).

There continues to be a close liaison with and accountability to the Kāpiti Coast Transport Steering Committee. The Committee meets quarterly to ensure the programme is running on track and fulfilling its requirement in taking patients. Due to accessibility and affordability issues, these patients would otherwise find it difficult to get to CCDHB Outpatient appointments in both Wellington and Kenepuru Hospitals.

Red Cross identifies the challenges ahead as:

1. Greater communication and involvement in the 'shuttle' programme by CCDHB to ensure specialist appointments for Kāpiti Patients are better 'clustered'. This would enable the shuttle to operate more efficiently.
2. The identification and needs assessment of a local community transport van/vehicle to support the needs of local socially isolated individuals not covered by other existing services within the Kāpiti Coast Area.

Overall, Red Cross reports that the current programme's sustainability and steady growth demonstrates that it is meeting a need in the community.

**St John: Ōtaki Health Shuttle**

The Ōtaki Health Shuttle (OHS) continues to provide a vital service to the community in the second year of operation. During the last financial year OHS provided assistance to 1,452 patients who used the service (121 patients per month) attending appointments or accessing treatment at Horowhenua Health Centre, Palmerston North Hospital and various health clinics.

As of July 2012, the OHS has increased the number of trained volunteer drivers to 15 and companions to 6. The Management Committee is keen to recruit new booking and scheduling co-ordinators and more companions. OHS notes that their reporting system, which includes data on the service provided and costs, has now been adopted by other St John Health Shuttle operations with the Central Region. Fundraising and sponsorship continue to be a priority for OHS.

The OHS Management Committee reports that it is proposing to extend the service south to Waikanae in collaboration with the Kāpiti Health Shuttle.