

Appendix 3

Benefits

An objective of this review was to understand the opportunities to support the capacity and capability of the community groups to enable them to better meet the needs of their client groups. During stakeholder engagement the benefits of HCH to the Tenants and their clients were discussed, comments have been recorded in Table 1 below along with implication considerations for the administration of HCH.

Table 1 Benefits Realisation

Possible Benefits Identified in original Business Case for HCH	Review Comments - the extent they have been realised and to the extent they remain relevant,	HCH Administration Considerations
<ul style="list-style-type: none"> Strengthen and improve the capacity and capability of the social sector to respond to the needs of the community and people. 	<ul style="list-style-type: none"> The general public are coming into HCH looking for brochures. Strong networking between agencies is cited. The rooms at HCH enable training. 	<ul style="list-style-type: none"> The new administration model should enable and strengthen capacity and capability of the social sector.
<ul style="list-style-type: none"> Allocation of available funding to services rather than overheads. 	<ul style="list-style-type: none"> Tenants acknowledged that rents are low relative to what they would be paying for in a commercial tenancy in Palmerston North which enables them to provide more services. 	<ul style="list-style-type: none"> The administration model would exclude lease management. PNCC would remain the landlord and lease management would remain with PNCC.
<ul style="list-style-type: none"> Subsidised rent on condition that there was no adverse impact on ratepayers of Palmerston North. 	<ul style="list-style-type: none"> Acknowledged by Tenants that this is a big benefit to their organisation. 	<ul style="list-style-type: none"> The new administration model needs to be affordable.
<ul style="list-style-type: none"> Rates remission to reduce overhead costs. 	<ul style="list-style-type: none"> Acknowledged by Tenants that this is a big benefit to their organisation. 	<ul style="list-style-type: none"> Not Applicable.
<ul style="list-style-type: none"> Sharing administration resources and reduction in salary costs. 	<ul style="list-style-type: none"> This has not been seen as a benefit to the Tenants at HCH. 	<ul style="list-style-type: none"> This could be considered as part of the new administration model.
<ul style="list-style-type: none"> Bulk purchasing of services such as stationery, communication and power. 	<ul style="list-style-type: none"> Power is provided through PNCC and on-charged at cost. This is a considerable benefit to the Tenants. 	<ul style="list-style-type: none"> Leadership & consultation is needed to identify opportunities for shared services. The new administration model should be able to do this.
<ul style="list-style-type: none"> Common equipment areas reducing the duplication of items such as photocopiers. 	<ul style="list-style-type: none"> No this has not been realised. 	<ul style="list-style-type: none"> As above, there are opportunities to create common equipment areas, but it requires leadership & consultation.
<ul style="list-style-type: none"> Rental costs charged on an occupancy basis with shared meeting rooms. 	<ul style="list-style-type: none"> No comments recorded. 	<ul style="list-style-type: none"> The new administration model to continue to provide this benefit.
<ul style="list-style-type: none"> Additional revenue from rental of meeting rooms and facilities during downtime for Tenants. 	<ul style="list-style-type: none"> No comments recorded. 	<ul style="list-style-type: none"> The new administration model to continue to provide this benefit. Tenants felt there was an opportunity to grow this revenue stream.

Possible Benefits Identified in original Business Case for HCH	Review Comments - the extent they have been realised and to the extent they remain relevant,	HCH Administration Considerations
<ul style="list-style-type: none"> Reducing printing and stationery as a result of a central "biz-hub" system. 	<ul style="list-style-type: none"> This benefit has not been realised through HCH. 	<ul style="list-style-type: none"> Possibly review this as part of shared services and common equipment review with the new administration model.
<ul style="list-style-type: none"> A one-stop-shop approach to dealing with social issues. 	<ul style="list-style-type: none"> Yes, there are many examples of this. 	<ul style="list-style-type: none"> There is an opportunity to provide a greater level of benefit by providing an information or reception desk area to navigate and support the public coming into HCH.
<ul style="list-style-type: none"> Users of the services provided at the Community house will often present with more than one social issue that may then be addressed by another service at the facility. 	<ul style="list-style-type: none"> This benefit is realised at HCH. An example of this, a financial support client was under such intense stress that they were suicidal. They were able to direct them straightaway to counselling and that potentially saved their life. 	<ul style="list-style-type: none"> As above.
<ul style="list-style-type: none"> Possibility of joint projects being brokered. 	<ul style="list-style-type: none"> This benefit is realised, albeit in an adhoc manner. Examples of this include Zest Fest and Volunteer Services and Great Fathering with Manline. 	<ul style="list-style-type: none"> There is an opportunity to provide a greater level of benefit by having an organisation or person facilitating this.
<ul style="list-style-type: none"> Intangibles such as providing community groups with a sense of stability, value and ownership. 	<ul style="list-style-type: none"> Tenants noted that it is a relief to be somewhere which is affordable and safe. Tenants also commented that HCH provides an opportunity to talk to others for support, especially for those that are from small organisations. 	<ul style="list-style-type: none"> The administration model to continue to foster this benefit.