



PALMERSTON NORTH CITY COUNCIL

AGENDA

COMMUNITY DEVELOPMENT

COMMITTEE

9AM, WEDNESDAY 4 NOVEMBER 2020
COUNCIL CHAMBER, FIRST FLOOR, CIVIC ADMINISTRATION BUILDING
32 THE SQUARE, PALMERSTON NORTH



MEMBERSHIP

Lorna Johnson (Chairperson)

Rachel Bowen (Deputy Chairperson)

Grant Smith (The Mayor)

Brent Barrett

Susan Baty

Zulfiqar Butt

Renee Dingwall

Lew Findlay QSM

Patrick Handcock ONZM

Leonie Hapeta

Billy Meehan

Karen Naylor

Bruno Petrenas

Aleisha Rutherford

Danielle Harris

Agenda items, if not attached, can be viewed at:

pncc.govt.nz | Civic Administration Building, 32 The Square

City Library | Ashhurst Community Library | Linton Library

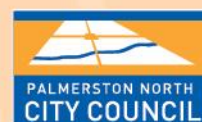
Heather Shotter

Chief Executive, Palmerston North City Council

Palmerston North City Council

W pncc.govt.nz | E info@pncc.govt.nz | P 356 8199

Private Bag 11034, 32 The Square, Palmerston North



COMMUNITY DEVELOPMENT COMMITTEE MEETING

4 November 2020

ORDER OF BUSINESS

NOTE: The Community Development Committee meeting coincides with the ordinary meeting of the Infrastructure Committee. The Committees will conduct business in the following order:

- Community Development Committee
- Infrastructure Committee

1. Apologies

2. Notification of Additional Items

Pursuant to Sections 46A(7) and 46A(7A) of the Local Government Official Information and Meetings Act 1987, to receive the Chairperson's explanation that specified item(s), which do not appear on the Agenda of this meeting and/or the meeting to be held with the public excluded, will be discussed.

Any additions in accordance with Section 46A(7) must be approved by resolution with an explanation as to why they cannot be delayed until a future meeting.

Any additions in accordance with Section 46A(7A) may be received or referred to a subsequent meeting for further discussion. No resolution, decision or recommendation can be made in respect of a minor item.

3. Declarations of Interest (if any)

Members are reminded of their duty to give a general notice of any interest of items to be considered on this agenda and the need to declare these interests.

4. Public Comment

To receive comments from members of the public on matters specified on this Agenda or, if time permits, on other Committee matters.

(NOTE: If the Committee wishes to consider or discuss any issue raised that is not specified on the Agenda, other than to receive the comment made or refer it to the Chief Executive, then a resolution will need to be made in accordance with clause 2 above.)

5. Presentation - MidCentral District Health Board Page 7

6. Presentation - Disability Reference Group Page 11

7. Confirmation of Minutes Page 13

“That the minutes of the Community Development Committee meeting of 5 August 2020 Part I Public be confirmed as a true and correct record.”

8. Welcoming Communities - Annual Report Page 21

Memorandum, presented by Joann Ransom, Community Development Manager and Stephanie Velvin, Welcoming Communities Coordinator.

9. The Future of Library Services in Highbury Page 43

Report, presented by Linda Moore, Libraries Manager and Julie Macdonald, Strategy and Policy Manager.

10. Whānau Ora Health and Wellbeing Portfolio Update (October) Page 55

Memorandum, presented by Councillor Billy Meehan.

11. People and Community Portfolio Update (June-October) Page 59

Memorandum, presented by Councillor Lorna Johnson.

12. Safe City Portfolio Update (October) Page 65

Memorandum, presented by Councillor Patrick Handcock ONZM.

13. Committee Work Schedule - November 2020

Page 71

14. Exclusion of Public

To be moved:

“That the public be excluded from the following parts of the proceedings of this meeting listed in the table below.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

| General subject of each matter to be considered | Reason for passing this resolution in relation to each matter | Ground(s) under Section 48(1) for passing this resolution |
|---|---|---|
| | | |

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public as stated in the above table.

Also that the persons listed below be permitted to remain after the public has been excluded for the reasons stated.

[Add Third Parties], because of their knowledge and ability to assist the meeting in speaking to their report/s [or other matters as specified] and answering questions, noting that such person/s will be present at the meeting only for the items that relate to their respective report/s [or matters as specified].

PRESENTATION

TO: Community Development Committee

MEETING DATE: 4 November 2020

TITLE: Presentation - MidCentral District Health Board


RECOMMENDATION(S) TO COMMUNITY DEVELOPMENT COMMITTEE

1. That the Community Development Committee receive the presentation for information.
-

SUMMARY

In collaboration with the Safety Advisory Board, Dr Syed Zaman, Clinical Executive Te Uru Whakamauora - Healthy Ageing & Rehabilitation at MidCentral District Health Board, will make a presentation regarding the importance of social connection in an ageing society.

ATTACHMENTS

1. Background Paper, Safety Advisory Board [↓](#) 



Submission to the Community Development Committee of Palmerston North City Council, 4th November 2020.

Introduction

An ageing population and an increase in people living alone has seen social isolation and loneliness fast emerging as major issues facing society, particularly because of their adverse effect on health and well-being. This report summarises the detrimental impact of social isolation on the health and wellbeing of seniors.

Social connection is a core psychological need. People need to feel they belong to a group and generally feel close to other people. Social isolation has profound impacts on people's health and wellbeing.

Social isolation is usually defined as an objective measure of the number of social interactions a person has with other people, whilst loneliness is seen as a more subjective feeling of dissatisfaction with the number (or quality) of existing social contacts.

Health and Wellbeing

The impact social isolation can have on mental and physical health makes it an issue that simply cannot be ignored. For a growing number of older people, social isolation defines and shatters their lives. The focus on social isolation for elderly has increased on both national and international levels.

Research has shown that social isolation is associated with a range of health issues, including increased mortality, depression, high blood pressure, and dementia. A recent study found that social isolation was equivalent to smoking 15 cigarettes per day and to drinking six units of alcohol a day.

Social isolation can lead to loneliness which has been related to depression. It has been found that perceived quality of social relationships was a major risk factor for chronic depression. In New Zealand today almost 50,000 older people are severely and chronically lonely. This equals approximately 8% of people 65 years and over.

The New Zealand General social survey found that loneliness decreases with age (Statistics New Zealand, 2010), but the survey report groups people over 65 into one age bracket, so does not demonstrate whether or not loneliness increases sharply after age 80, as has been shown in research overseas (Age UK Oxfordshire, 2012).

A New Zealand study surveyed 332 community-dwelling older people using an 11-point loneliness scale. 8% of the sample was severely lonely, and 44% moderately lonely. Both lonely groups scored lower on self-reported health measures than the not lonely group.



Tackling social isolation

Approaches such as community and social spaces aim to assist the elderly in widening their social circles, these approaches have shown to alleviate feelings of loneliness and help assist elderly in having more fulfilled lives.

In a research done by the Institute of public health at the University of Cambridge, it reflects a diverse group of Pacific, Māori, Asian and NZ European older adults' views on what enables and/or impedes social connectedness. It identified three themes that underpinned their experiences of being socially connected:

- Getting out of the house
- The ability to connect
- Feelings of burden

It demonstrated that older people conceptualise social connectedness as a multi-levelled concept that reflected relationships of affinity on the interpersonal level (family, friends), the size of neighbourhood and/ or community, and at the level of culture and society. Some of the activities that were found to be effective include: a psychosocial activity group involving art, discussions, therapeutic writing, group therapy, and exercise that led to new friendships.

References

- The Online Nursing Journal, School of Nursing at Otago Polytechnic
- A strategy for tackling loneliness – Laying the foundations for change
- Loneliness and isolation evidence review – Age UK
- Social Connectedness: what matters to older people? Department of Public Health and Primary Care, University of Cambridge
- Cacioppo JT. Easing your way out of loneliness
- Cacioppo JT, Hawkley LC, Norman GJ, Berntson GG. Social isolation
- Holt-Lunstad J, Smith TB, Layton JB. Social relationships and mortality risk: a meta-analytic review

PRESENTATION

TO: Community Development Committee

MEETING DATE: 4 November 2020

TITLE: Presentation - Disability Reference Group

RECOMMENDATION(S) TO COMMUNITY DEVELOPMENT COMMITTEE

1. That the Community Development Committee receive the presentation for information.

SUMMARY

Mrs Rose Boddy, Chairperson of the Disability Reference Group, will provide a report to the Committee as per their Terms of Reference.

ATTACHMENTS

Nil

PALMERSTON NORTH CITY COUNCIL

Minutes of the Community Development Committee Meeting Part I Public, held in the Elwood Room, Conference & Function Centre, 354 Main Street, Palmerston North on 05 August 2020, commencing at 9.02am

Members Present: Councillor Lorna Johnson (in the Chair), The Mayor (Grant Smith) and Councillors Rachel Bowen, Brent Barrett, Susan Baty, Zulfiqar Butt, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Leonie Hapeta, Billy Meehan, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Ms Danielle Harris (Rangitane Representative).

Non Members: Councillors Vaughan Dennison and Tangi Utikere.

Apologies: The Mayor (Grant Smith) (early departure on Council Business) and Councillors Tangi Utikere (early departure on Council Business) and Leonie Hapeta (early departure) and Ms Danielle Harris (early departure).

Councillor Leonie Hapeta left the meeting at 11.37am during consideration of clause 33. She entered the meeting again at 12.29pm during consideration of clause 35. She was not present for clauses 33 and 34.

The Mayor (Grant Smith) left the meeting at 11.55am during consideration of clause 34. He was not present for clauses 34 to 37 inclusive.

Councillor Tangi Utikere left the meeting at 11.55am during consideration of clause 34. He was not present for clauses 34 to 37 inclusive.

Ms Danielle Harris left the meeting at 12.30pm during consideration of clause 35. She was not present for clauses 35 to 37 inclusive.

Councillor Susan Baty was not present when the meeting resumed at 1.48pm. She was not present for clauses 36 and 37.

26-20 Apologies

Moved Lorna Johnson, seconded Rachel Bowen.

The COMMITTEE RESOLVED

1. That the Committee receive the apologies.

Clause 26-20 above was carried 17 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Susan Baty, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Leonie Hapeta, Billy Meehan, Karen Naylor, Bruno Petrenas, Aleisha Rutherford, Tangi Utikere and Ms Danielle Harris.

27-20 Deputation - Enable New Zealand

Ms Erin Allen and Ms Raewyn Cameron from Enable New Zealand made a deputation regarding the work of Enable and Mana Whaikaha in the disability sector.

Enable are New Zealand's largest supplier of disability equipment, information and modification services, helping disabled people and their whanau live everyday lives in their communities. Part of the MidCentral District Health board, each year they manage over \$150 million of funds on behalf of the Ministry of Health and ACC. They manage and issue over 90,000 pieces of disability equipment and more than 75,000 people receive their services.

Mana Whaikaha is a service that provides support for disabled people in the District Health Board area and was launched in October 2018, based on the Enabling Good Lives principles. Enable provides the background support system, which key roles include government liaison, information specialists, funding specialists and business insights specialists.

Their sensory space opened as part of their Easie Living Centre, which had the support of Parent to Parent Altogether Autism New Zealand and Mana Whaikaha to open the sensory space. It started out for their Autism Spectrum Disorder clients but is now fully accessible to anyone regardless of whether a person has a disability or not. It was requested by Enable for Council to champion an additional space in Palmerston North as there is a big need for this. They are currently looking at a space at Te Manawa. Where they are located now is quite a small space where they can only open five days a week but at Te Manawa they could offer a larger space and be open seven days a week. Since the sensory space has been open they have been fully booked and have had a 200% increase in website traffic and on Facebook. Enable has not been able keep up with the demand.

Moved Lorna Johnson, seconded Rachel Bowen.

The COMMITTEE RESOLVED

1. That the Community Development Committee receive the deputation for information.

Clause 27-20 above was carried 17 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Susan Baty, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Leonie Hapeta, Billy Meehan, Karen Naylor, Bruno Petrenas, Aleisha Rutherford, Tangi Utikere and Ms Danielle Harris.

28-20 Deputation - English Language Partners New Zealand

Ms Helen van den Ende of English Language Partners New Zealand (ELPNZ) made a deputation regarding who/what English Language Partners are as an

organisation.

ELPNZ's vision is for former refugees and migrants to participate successfully in all aspects of life in New Zealand and their purpose is to deliver English language programmes and enable effective settlement. It was advised that they had supported 7,200 refugee and migrant-background adult learners, they are a non-profit and registered charity, they have 1,800 volunteers, 350 staff, 40 years of expertise, are community-based and are funded by the Tertiary Education Commission and local funders. They have 22 centres across New Zealand and have a number of programmes they deliver in Palmerston North. It was also advised that ELPNZ had identified that they needed to connect better with Pasifika.

ELPNZ has some issues post COVID-19 with no new intake of refugees/migrants for the foreseeable future which will significantly affect funding for 2021 and beyond. There is now a real push to develop their programmes for those who are currently here. They are also looking for new premises on a very limited budget.

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the Community Development Committee receive the deputation for information.

Clause 28-20 above was carried 17 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Susan Baty, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Leonie Hapeta, Billy Meehan, Karen Naylor, Bruno Petrenas, Aleisha Rutherford, Tangi Utikere and Ms Danielle Harris.

29-20

Confirmation of Minutes

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the minutes of the Community Development Committee meeting of 1 July 2020 Part I Public be confirmed as a true and correct record.

Clause 29-20 above was carried 15 votes to 0, with 2 abstentions, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Susan Baty, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Patrick Handcock ONZM, Leonie Hapeta, Billy Meehan, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Ms Danielle Harris.

Abstained:

Councillors Lew Findlay QSM and Tangi Utikere.

30-20

COVID-19 Relief Fund Guidelines

Memorandum, presented by Joann Ransom, Community Development Manager.

In discussion it was suggested that a funding cap be added to the guidelines to help out more of the smaller organisations as the funds could be used up very quickly by larger organisations should no cap be added.

Moved Lorna Johnson, seconded Rachel Bowen.

The COMMITTEE RECOMMENDS

1. That the draft guidelines for the COVID-19 Relief Fund, as appended to the report entitled "COVID-19 Relief Fund Guidelines", presented to the Community Development Committee meeting on 5 August 2020, be approved, subject to an addition to the guidelines of a funding cap of \$5,000 per application.
2. That, as a result of implementing the fund, if there is a need to make any significant changes to the guidelines, this will be brought back to Council for approval.

Clause 30-20 above was carried 17 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Susan Baty, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Leonie Hapeta, Billy Meehan, Karen Naylor, Bruno Petrenas, Aleisha Rutherford, Tangi Utikere and Ms Danielle Harris.

Moved Renee Dingwall, seconded Karen Naylor.

On a motion that the words "subject to an addition to the guidelines of a funding cap of \$5,000 per application." be added to clause 30.1, the motion was carried 11 votes to 6, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Brent Barrett, Susan Baty, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Billy Meehan, Karen Naylor, Bruno Petrenas and Tangi Utikere.

Against:

Councillors Lorna Johnson, Rachel Bowen, Patrick Handcock ONZM, Leonie Hapeta, Aleisha Rutherford and Ms Danielle Harris.

The meeting adjourned at 10.30am.

The meeting resumed at 10.47am.

31-20

2019/2020 Summary of Celebrating Communities and Local Initiatives Fund

Memorandum, presented by Joann Ransom, Community Development Manager.

In discussion it was advised that the strict scope of the criteria meant it was difficult for the panel to allocate the funds. It was suggested that applications be put on hold while the Fund administration was reviewed.

The meeting adjourned at 11.01am.

The meeting resumed at 11.08am.

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RECOMMENDS**

1. That the memorandum entitled “2019/2020 Summary of Celebrating Communities Fund and the Local Initiatives Fund” presented to the Community Development Committee on 5 August 2020, be received.

Moved Susan Baty, seconded Lorna Johnson.

2. That the Chief Executive review the administration of the Local Initiatives Fund and that applications are put on hold until this is completed.

Clause 31-20 above was carried 17 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Susan Baty, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Leonie Hapeta, Billy Meehan, Karen Naylor, Bruno Petrenas, Aleisha Rutherford, Tangi Utikere and Ms Danielle Harris.

32-20

Community Development Small Grants - Allocations for 2020/2021

Memorandum, presented by Joann Ransom, Community Development Manager.

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the report entitled “Community Development Small Grants – Allocations for 2020/21” presented to the Community Development Committee on 5 August 2020, be received for information.
2. That the Community Services Council be acknowledged for their assistance in administering this fund.

Clause 32-20 above was carried 17 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Susan Baty, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Leonie Hapeta, Billy Meehan, Karen Naylor, Bruno Petrenas, Aleisha Rutherford, Tangi Utikere and Ms Danielle Harris.

33-20

Safety Advisory Board Strategic Plan

Memorandum, presented by Patrick Handcock, Chair of the Safety Advisory

Board and Joann Ransom, Community Development Manager.

Councillor Leonie Hapeta left the meeting at 11.37am.

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the report entitled "Safety Advisory Board Strategic Plan" presented to the Community Development Committee on 5 August 2020, be received for information.
2. That the Safety Advisory Board be commended for the work completed on the new plan.

Clause 33-20 above was carried 16 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Susan Baty, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Billy Meehan, Karen Naylor, Bruno Petrenas, Aleisha Rutherford, Tangi Utikere and Ms Danielle Harris.

34-20

Feasibility of introducing a companion card for those with permanent disabilities

Report, presented by Joann Ransom, Community Development Manager.

The Mayor (Grant Smith) left the meeting at 11.55am.

Councillor Tangi Utikere left the meeting at 11.55am.

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RECOMMENDS**

1. That the report entitled "Feasibility of introducing a companion card for those with permanent disabilities" presented to the Community Development Committee on 5 August 2020, be received.
2. That Council approve undertaking a partnership with Mana Whaikaha to implement a local Companion Card Scheme (Option 1).
3. That Council approve a \$10,000 unbudgeted expense to implement such a scheme.
4. That the scheme be reviewed after 12 months as to its effectiveness and report back to the Community Development Committee.
5. That, at the appropriate time, the Chief Executive write to the cultural CCOs and Council funded ticketed activity providers encouraging them to support the companion card scheme.
6. That the Chief Executive write to the Ministry of Culture and Heritage advocating for the introduction of a nationwide Companion Card scheme and offering the Council and Mana Whaikaha a pilot scheme for their

evidential base.

Clause 34-20 above was carried 14 votes to 0, the voting being as follows:

For:

Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Susan Baty, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Billy Meehan, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Ms Danielle Harris.

35-20

Papaioea Park Sports Pavilion - Tenant Lounge Option Analysis

Memorandum, presented by Bryce Hosking, Manager - Property

Councillor Leonie Hapeta entered the meeting again at 12.29pm.

Ms Danielle Harris left the meeting at 12.30pm.

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RECOMMENDS**

1. That the memorandum entitled "Papaioea Park Sports Pavilion – Tenant Lounge Option Analysis" presented to the Community Development Committee on 5 August 2020, be received for information.

Clause 35.1 above was carried 13 votes to 0, with 1 abstention, the voting being as follows:

For:

Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Susan Baty, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Billy Meehan, Karen Naylor, Bruno Petrenas and Aleisha Rutherford.

Abstained:

Councillor Leonie Hapeta.

Moved Lorna Johnson, seconded Rachel Bowen.

2. That Stage 3 of the Papaioea Place Redevelopment be referred to the 2021-31 Long Term Plan process.

Clause 35.2 above was carried 11 votes to 2, with 1 abstention, the voting being as follows:

For:

Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Billy Meehan, Karen Naylor, Bruno Petrenas and Aleisha Rutherford.

Against:

Councillors Susan Baty and Zulfiqar Butt.

Abstained:

Councillor Leonie Hapeta.

The meeting adjourned at 12.45pm.

The meeting resumed at 1.48pm.

When the meeting resumed Councillor Susan Baty was not present.

36-20

Draft Local Alcohol Policy - Deliberations on Submissions

Report, presented by Julie Macdonald, Strategy & Policy Manager.

Moved Lorna Johnson, seconded Aleisha Rutherford.

The **COMMITTEE RECOMMENDS**

1. That the Statement of Proposal incorporating the revised draft Local Alcohol Policy 2020 (as attached as attachment one to the report entitled “Draft Local Alcohol Policy – Deliberations on Submissions” presented to the Community Development Committee on 5 August 2020) be approved for public consultation.
2. That the Mayor and Chairperson of the Community Development Committee be authorised to make minor amendments to the Statement of Proposal prior to public consultation.

Clause 36-20 above was carried 11 votes to 0, the voting being as follows:

For:

Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Zulfiqar Butt, Renee Dingwall, Lew Findlay QSM, Billy Meehan, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Vaughan Dennison.

Note:

Councillors Susan Baty, Patrick Handcock, Leonie Hapeta and Tangi Utikere declared a conflict of interest and withdrew from discussion and voting on clause 36-20.

37-20

Committee Work Schedule

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the Community Development Committee receive its Work Schedule dated August 2020.
2. That an annual report on the Welcoming Communities Programme be added to the Community Development Committee Work Schedule and reported on in November 2020.

Clause 37-20 above was carried 13 votes to 0, the voting being as follows:

For:

Councillors Lorna Johnson, Rachel Bowen, Brent Barrett, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Leonie Hapeta, Billy Meehan, Karen Naylor, Bruno Petrenas and Aleisha Rutherford.

The meeting finished at 2.03pm.

Confirmed 4 November 2020

Chairperson

MEMORANDUM

TO: Community Development Committee

MEETING DATE: 4 November 2020

TITLE: Welcoming Communities - Annual Report

PRESENTED BY: Joann Ransom, Community Development Manager and Stephanie Velvin, Welcoming Communities Coordinator

APPROVED BY: Chris Dyhrberg, Chief Customer Officer

RECOMMENDATION(S) TO COMMUNITY DEVELOPMENT COMMITTEE

1. That the report entitled 'Welcoming Communities - Annual Report' presented to the Community Development Committee on 4 November 2020, be received for information.

1. ISSUE

This report provides the annual update to Council on the progress of the Welcoming Communities programme implementation.

2. BACKGROUND

- 2.1 Welcoming Communities - Te Waharoa ki ngā Hapori is an Immigration New Zealand led accreditation-based initiative which Palmerston North has been a participant in since 2017. The programme is based on the premise that communities that make newcomers feel welcome are more likely to enjoy better social outcomes, and stronger economic growth. Intentionally building connections means everyone feels included and knows they belong; in this environment, everyone is able to participate in the economic, civic, cultural and social life of the community.
- 2.2 Underpinning the programme and the accreditation framework is the national Welcoming Communities Standard, which sets out what a successful inclusive community looks like across eight key outcome areas: Inclusive Leadership, Welcoming Communications, Equitable Access, Connected and Inclusive Communities, Civic Engagement and Participation, Economic Development, Business and Employment, Welcoming Public Spaces, and Culture and Identity.

- 2.3 During the 2017 to 2019 pilot, nine councils across five regions worked with their communities to implement Welcoming Communities. Based on the success of the pilot programme, the Government has since approved the expansion of the programme to other regions in New Zealand, and additional councils are now being invited to submit expressions of interest to join.

3. PREVIOUS COUNCIL DECISIONS

- 3.1 On the 2nd September 2019 a report was presented to the Community Development Committee of Council titled: Welcoming Communities - Accreditation. At that meeting the following recommendations were carried:

1. *That the report Welcoming Communities - Accreditation be received.*
2. *That Council confirms its commitment to Welcoming Communities as an ongoing programme.*
3. *That the Chief Executive be instructed to make an application for Palmerston North to be accredited as a Welcoming Community (Established).*
4. *That Council note consideration of additional funding of \$25k per annum will be referred to the 2020/2021 Annual Budget process.*

- 3.2 The Welcoming Communities budget for 2020/2021 was thus increased to \$97,000 covering salary and operations, a permanent appointment was made, and the programme is now an ongoing, budgeted programme of work.

4. ANNUAL UPDATE

- 4.1 Palmerston North gained accreditation as a Committed Welcoming Community in December 2019, then applied for and successfully achieved accreditation as an Established Welcoming Community in June 2020.

- 4.2 As described in the attached reports (six monthly progress reports provided to Immigration New Zealand for July-December 2019, and January-June 2020), we have implemented and embedded a range of activities under the Welcoming Communities programme over the last year, despite being unable to action some planned initiatives during the COVID-19 lockdown period earlier in 2020. Key highlights include:

- 4.3 In the area of Welcoming Communications:

We have conducted several impactful communications campaigns, which have been well received by residents. The purpose of these campaigns is to promote the ideas of the Welcoming Communities programme to those who may not normally work in this space or consider these issues in order to educate about the benefits of diversity and migration for our city.

In both 2019 and 2020 we celebrated Welcoming Week with a range of videos, infographics, stories and in-person events and activities, which engaged several thousand residents. Similarly, we marked World Refugee Day through a #WithRefugees campaign in 2019, and a #PalmyLegends campaign in 2020.

A focus on local storytelling complemented by images of the people behind the stories has proven to be an effective combination. We plan to continue these sorts of campaigns going forward, as they are a low-cost, high impact activity enabling us to achieve our outcomes.

4.4 For Celebrating Culture and Identity:

Whilst 2018/2019 saw a focus on developing community relationships through collaboration and exploring new smaller-scale public cultural celebrations, in 2019/2020 the focus has been on walking alongside groups to grow events to meet community aspirations. As a result, the city has enjoyed several new larger-scale public celebrations including Eid Festival, Diwali in the Square, Holi – the Festival of Colours, and the Happy Lunar New Year Festival. These events were attended by many thousands of residents and have provided opportunities for the hosting community to feel their culture is respected and valued by the city, while attendees learn about new cultures and experience the enjoyment of being part of a culturally rich and vibrant city.

4.5 In the Equitable Access space:

A third key area of achievement this past year has been the iterative development of our City Welcome Sessions. These sessions provide an opportunity for all newcomers, domestic and international, to experience an orientation to the city with a pōwhiri from Rangitāne o Manawatū (Te Ahi Kaea) and formal welcome from Council and the Manawatū Multicultural Council. Attendees to the sessions also connect with other newcomers, learn about the history of the city, and discover relevant local landmarks during a walking tour of the CBD.

We have coordinated a total of 13 sessions since they commenced in late 2018, and we continue to refine the approach and format based on feedback from attendees, stakeholders and partners - in particular Rangitāne. The most recent session was held in August this year, catering for those who had arrived to the city over the summer period or who had relocated post-lockdown and it was the most successful so far in terms of the range of attendees, the quality and balance of content, and the overall feeling of welcome we were able to create.

4.6 National Recognition:

We have been consistent with our commitment and our community-based approach since the programme commenced, and this has allowed us to build significant momentum to date. As a result, we have become a leader nationally in terms of the

strength of our outcomes, and our activities receive regular recognition on the international welcoming stage as well.

Examples of this from 2020 include invitations to share our insights in Immigration New Zealand's quarterly Settlement ActionNZ magazine and present to the national network at the Welcoming Communities annual hui, provision of several interviews and stories for Welcoming International's website and newsletters.

4.7 COVID-19 Response:

One of the stories that has received international attention has been our inclusive response to COVID-19. In our planning, we anticipated that the COVID-19 pandemic would disproportionately impact parts of the community who we regularly work with under Welcoming Communities. For example, many migrants, former refugees and international students have close family and friends in harder hit countries overseas, some families were (and remain) separated due to the sudden border restrictions, former refugee reunification was put on hold, and international students have been stuck in limbo, not being able to easily return home or return back to the city for study. In addition to this, many of these groups are in less stable employment and financial circumstances, access to health information is often made more challenging by language or technology barriers and, particularly earlier in the year, we saw an increase in instances of racism. Having this understanding, we were able to draw on the strength of our Welcoming Communities network and our familiarity with applied inclusivity during our local COVID-19 response to support all parts of our community. Post-response, we know that migrants, former refugees and international students are still facing particular challenges with borders remaining closed and worries about those overseas and it is important that we continue to support and consider these circumstances in our work.



5. **NEXT STEPS**

- 5.1 Development of the new Welcoming Communities Advisory Group Plan 2020-2023 is underway. This will be brought to the next Community Development Committee for endorsement.
- 5.2 Implementation of the programme will continue with an application for accreditation at the Advanced level planned for 2022 or 2023 (depending on progress).
- 5.3 At the national level, we expect new councils to come on board with the programme from early 2021, which should provide a new level of profile to the initiative. We anticipate that Palmerston North will have a leadership role in welcoming new councils to the programme, including sharing resources (documentation) and insights from our experiences. We hope to see some of our neighbouring councils accepted, so we can explore the opportunities of a regional Welcoming Communities network.

6. COMPLIANCE AND ADMINISTRATION

| | |
|--|--|
| Does the Committee have delegated authority to decide? | Yes |
| Are the decisions significant? | No |
| If they are significant do they affect land or a body of water? | No |
| Can this decision only be made through a 10 Year Plan? | No |
| Does this decision require consultation through the Special Consultative procedure? | No |
| Is there funding in the current Annual Plan for these actions? | Yes |
| Are the recommendations inconsistent with any of Council's policies or plans? | No |
| The recommendations contribute to Goal 3: A Connected and Safe Community | |
| The recommendations contribute to the outcomes of the Connected Community Strategy | |
| The recommendations contribute to the achievement of action/actions in the Community Support Plan | |
| The action is: Implement the Welcoming Communities Initiative. | |
| Contribution to strategic direction and to social, economic, environmental and cultural well-being | <p>Council participated in the Welcoming Communities pilot in partnership with MBIE. This was a settlement initiative for recent migrants, former refugees and international students that actively sought to mobilise and involve existing residents in welcoming activities to create a welcoming receiving community.</p> <p>In mid-2020 Council become accredited as a 'Committed Welcoming Community' and the Welcoming Communities programme is now a core function of the community development team of Council, and it supports the social cohesion, economic development and cultural well-being of the city.</p> <p>The ethnic mix of the city continues to become more diverse, and Palmerston North is arguably the most ethnically diverse regional city in New Zealand. This rich diversity provides opportunities to learn from different ideas and experiences, as well as the obligation to support the community in a multitude of ways. Creating a welcoming community also enhances our Safe City reputation and centre for international students.</p> <p>As Palmerston North City's population continues to grow and diversify, participation the Welcoming Communities programme allows Council to foster an inclusive and collaborative approach to this growth.</p> |

ATTACHMENTS

1. Six month report to MBIE July - December 2019 [↓](#) 
2. Six month report to MBIE January - June 2020 [↓](#) 

Welcoming Communities Funding Agreement Six-monthly Report July to December 2019

Region: Palmerston North City

Council: Palmerston North City Council

Name: Stephanie Velvin

Role: Welcoming Communities Coordinator

Date: Jan 2020

Period covered: Six months from July to December 2019.

Progress on Welcoming Communities for previous six months

- Coordinated the development and implementation of new welcoming activities, including:

Supporting cultural events

Context

Relates to Welcoming Plan activity 8.2 'Work with the diverse ethnic and cultural groups of Palmerston North, in alignment with their goals and ideas, to increase awareness and understanding of the various cultures that exist in the city'.

Large public celebrations also relate to the Welcoming Public Spaces outcome, and our activity 7.3 'Display more public artwork and imagery that reflects the diversity of the city'.

Implementation

Over the July to December period, Welcoming Communities walked alongside the community to deliver a number of significant cultural events. Some, including Eid al-Adha and Diwali, had never before been marked in the city with a public celebration. The community development approach to events occurring under the Welcoming Communities umbrella, which we have developed since the inception of the programme, involves the community leading the creation of the event whilst council supports with logistics and funding options. For events where multiple communities celebrate the same event or the community is represented by multiple groups, such as for Diwali and Moon Festival, council also plays an important role in facilitating the groups to work together on the celebrations, managing competing interests, political differences at play and so on. This approach has proven successful in allowing community and council to deliver large, public celebrations, which are useful tools for increasing broader public awareness and appreciation of the various cultures that exist in the city.

For events and celebrations previously held, Welcoming Communities supported with enhancing the existing format, in particular as they present opportunities to ensure our public spaces are reflecting the diversity of the city. For example, during the Moon Festival in September, we hung over one hundred outdoor lanterns in the CBD, with red and gold colouring, to highlight the celebrations.

Going forward, we are exploring ways to ensure that resourcing is available for this momentum around cultural celebrations in the city to continue, as the community are interested in building on what we have achieved in 2019.

Development of resources for local government elections

Context

Relates to Welcoming Plan activity 6.4 ‘...promote and provide support around civic events, such as the census, elections, referendums, consultations, to improve newcomer engagement.’

Implementation

Welcoming Communities has been working across council and in partnership with community and other organisations to deliver this welcoming activity in two key ways: firstly, facilitating connections into diverse community groups and events for staff responsible for consultations; secondly, supporting groups working with newcomers and other cultural groups to reduce barriers to civic engagement, with the provision of information, tools and resources. In advance of the local government elections, council produced a one-page information leaflet in fourteen different languages (chosen based on community need, i.e. those most likely to otherwise have low voter turnout or less likely to have a level of English required to comprehend voting information). These leaflets were primarily distributed via the networks that exist through the Welcoming Communities Advisory Group, as well as through known community leaders and touch points such as the Library and the Multicultural centre. Feedback from the community was positive, with many noting they particularly appreciated the gesture of council making a real effort to be inclusive in their civic engagement.

We will take the lessons learnt from these activities into 2020 and the lead up to the general elections.

Welcoming Week campaign

Context

Relates to Welcoming Plan activity 2.3 ‘Conduct an informative communications campaign to promote the ideas of the programme to local residents, with a focus on sharing the benefits of diversity and migration for our city’.

Welcoming Week is an annual campaign initiated by Welcoming America to encourage communities to celebrate and promote welcoming and inclusion. Welcoming America invited New Zealand to participate in the campaign in 2019, through the Welcoming Communities network. In September, Palmerston North was one of the first cities in New Zealand to participate in Welcoming Week, joining over 250 other communities around the world.

Implementation

Palmerston North City Council led out a campaign for Welcoming Week 2019, which included the development and promotion of the tag #PalmyWelcomes, three videos of local welcoming stories, three ‘ways to welcome’ tips promoted via social media, and a range of welcoming events. The campaign reached over 10,000 community members, based on video views, post engagements and event attendances.

Capacity and capability building for community groups representing or working with newcomers

Context

Relates to Welcoming Plan activities in all outcome areas, due to the range of types of group and activities covered, but in particular to 1.4, ‘... support and build groups who are providing leadership

opportunities for newcomers ...', 4.3, 'Encourage and promote professional and community collaborations that increase connections between local resident groups and newcomer groups', and 5.1, 'Work together with existing local groups ... to find ways to better connect newcomers and employers'.

With the programme becoming well established and well known in Palmerston North, groups are becoming more aware of the opportunity to grow their services and activities with the support of Welcoming Communities.

Implementation

Some of the groups supported in the July to December 2019 period have included:

- New Kiwis Club – this group was founded by local residents who wanted to assist former refugee children to enjoy after school activities that they may not otherwise be able to participate in. In partnership with Te Aroha Noa and Red Cross, they run free craft, music and sports activities in a community centre that neighbours a housing area where many former refugees are located. They came to Welcoming Communities for assistance with meeting their costs in a more sustainable way, and we supported them with information about and connection to funding options, as well as a small amount of short-term funding for purchasing paints and other craft supplies.
- Manawatū Refugee Voice – this umbrella group is a voice for the former refugee communities of Palmerston North and organises events and activities to help their communities. Whilst we have held a relationship with MRV since the commencement of the programme, they have recently elected a new president who has fresh aspirations for the group, so we have provided governance support, funding information, and a small grant to assist with the costs of establishing a dedicated office in the city.
- Network of Skilled Migrants Manawatū – this group runs workshops and networking events to assist local skilled migrants into meaningful employment. Like MRV, we have had a long relationship with NSMM, however in the last six months we have moved into a capacity and capability building space, providing governance support, funding information and a small grant to allow them to sustain their activities. Welcoming Communities has also provided a platform for NSMM to develop strategic rapport with groups such as the Chamber of Commerce and CEDA; as CEDA is beginning to explore the labour market opportunities of supporting local under- and unemployed skilled migrants and international students, this existing relationship with NSMM will prove beneficial.
- Palmerston North Interfaith Group - The Palmerston North Interfaith Group was formed in 2011 to build bridges of trust, friendship and love between members of all faith communities in Palmerston North. The Interfaith Group are big supporters of concepts that underpin Welcoming Communities, and they regularly organise workshops and events to promote these. We primarily support this group through promoting their events on the Palmerston North – City of Cultures Facebook page, and occasional funding support for events.
- Muslim Women's Group – this group was established in the wake of the March 15th terrorist attacks, to encourage Muslim women to reengage in the community in a safe and supportive environment. The group meets at the mosque every Monday mid-morning, and attendees include Muslim women (mostly retired women and mothers with small children) alongside other local women, primarily retirees. The group engage in crafts such as knitting and card making. This group approached Welcoming Communities seeking support to make their activities sustainable as their numbers increase; we are working together to find options for funding.

Proverb Pathways project

Context

Relates to Welcoming Plan activity 7.3 'Display more public artwork and imagery that reflects the diversity of the city'.

Implementation

Proverb Pathways is a collaborative project inspired by Massey University's linguistics department, (which includes a proverbs specialist, who has previously gathered proverbs from the community). The idea is proverbs from a range of cultures represented in Palmerston North will be inscribed on various natural elements and placed along pathways in the city for the public to explore and enjoy. In the period of July to December 2019 we scoped the project, bringing in Rangitāne for selection of pilot location, proverbs, and cultural guidance, and UCOL who will use the project as an opportunity for their design students to gain experience.

With the students commencing their design work in March 2020, we are aiming to have the first set of proverb elements produced and installed by the end of the year.

Welcome videos project

Context

Relates to Welcoming Plan activity 2.1 'Develop and implement a more comprehensive approach to provide timely and useful information to newcomers ...'.

An identified barrier to newcomers receiving important information on arrival is the challenge of understanding often quite complex or localised information when it is only available in English.

Many new refugees arriving in Palmerston North have had little opportunity to learn comprehensive English prior to arrival. The Red Cross has traditionally addressed this barrier by providing interpreters at their orientation sessions, but this can mean that the sessions are long, stilted, and information can be missed or misconstrued. Interpretation services can also be costly.

Implementation

To try and streamline these orientation sessions, Welcoming Communities supported a collaboration between Manawātū Peoples Radio and Red Cross, called Welcome Videos.

Together we decided on content, with the advice of the Red Cross and English Language Partners, and chose the most useful languages based on forecasted refugee arrivals. Red Cross organised translators from the community, and MPR recorded, edited and produced the Welcome Videos.

We launched the Welcome Videos in November with a small celebration which included thanking our community translators. The Welcome Videos are now accessible on a dedicated page on the MPR website and the PNCC website, but they are primarily used by the Red Cross in their orientation session presentations.

Feedback has been very positive, to the point where the Red Cross are interested in making further videos for more topics and languages, not only for Palmerston North, but also to assist with settlement in the new locations commencing in 2020.

- Continued implementation and development of established welcoming activities, including:

Palmy Global Ambassadors

Context

Relates to Welcoming Plan activity 1.3: '...support initiatives which provide opportunities for newcomers to experience leadership...'

The Palmy Global Ambassadors programme, launched in October 2018, was developed in recognition that there are mutual benefits to be gained from involving Palmerston North's young people in the international relations and multicultural events and activities of PNCC, in a more structured way.

The Ambassadors, all domestic and international students aged 18-24, benefit through exposure to globally focused events and activities, meeting international dignitaries and other visitors from around the world, making connections with staff within PNCC, and developing leadership skills, new knowledge and awareness; from a practical standpoint, participants also gain a programme certificate on completion and a reference from their PNCC mentor that may be beneficial in terms of future employment opportunities.

For PNCC, this programme provides both practical and reputational benefits, with the students providing help and support during PNCC events, such as the Festival of Cultures and during Ambassadorial visits, whilst the programme as a whole is a significant positive contribution to both the Welcoming Communities and Student City initiatives of PNCC.

Update July to December 2019

Our first cohort of Ambassadors graduated from the programme in August, with awards presented during an afternoon tea with the Mayor. We finished the programme with a review of the year, where the participating students provided their feedback and ideas for improvement – for example, they enjoyed the opportunity to go away together as a group to the Festival for the Future youth conference in July as they found that to be a bonding experience, and thought the next cohort would benefit from this sort of bonding right at the start of the programme. As a result, we have built in more sharing and social activities into the first three months of the programme for the 2019/2020 cohort.

The 2019/2020 cohort was recruited in August, and we held our first hui in September. We again have a diverse group of students, including domestic and international students, representatives from all three participating tertiary institutes – IPUNZ, Massey University and UCOL – and a range of study areas and interests, from engineering to international relations. Over the four monthly hui that have been held with this group in 2019, we have workshopped what they want to get out of the programme, assigned mentors, developed project ideas and provided training in topics related to international relations and community development. In 2020, they will be participating in visiting delegation tours, assisting with event development and delivery, and engaging in experiences and opportunities as they arise together with their assigned council mentor.

After sharing the success of this programme with the Welcoming Communities network of coordinators, [Ashburton District Council have started their own Global Ambassadors programme](#) based on the format of the Palmy Global Ambassadors.

City Welcome Sessions

Context

Relates to Welcoming Plan activity 3.1: 'Develop and trial a regular welcoming seminar, or similar, as a method of better informing newcomers of local services, programmes and activities.'

Also relates to the Welcoming Communities standard outcome 3.1: 'Council partners with local businesses, organisations and sectors to identify and address barriers for newcomers to accessing services and participating in the community'.

The first City Welcome Session was held in Nov 2018, and they have occurred approximately every two months following.

The target audience is migrants and other newcomers who would not otherwise receive an orientation to the city (i.e. not international students or former refugees, though they are welcome to attend). Advertising has included airport screens, radio, social media, posters in places frequented by newcomers, word of mouth, and emails to the HR departments large employers in the city, moving companies and real estate agents.

The session includes information from relevant community groups, a short walking tour of the city, and time to connect with other newcomers over morning tea. We have received positive feedback from the sessions throughout and we continue to refine the content and format over time, for example reducing the presentation component and bringing in a community member to deliver this,

whilst increasing the time allowed for informal networking over morning tea. In mid-2019, we also incorporated a more meaningful Māori component, partnering with mana whenua and their rangitahi kapa haka group, called Te Ahi Kaea. Te Ahi Kaea facilitate a pōwhiri, perform waiata and enhance the cultural history part of the walking tour.

Update for July to December 2019

We held three further City Welcomes during this period, in July, September and November. The September session was part of the suite of activities we held for Welcoming Week 2019. Approximately 50 newcomers total attended these three sessions.

Te Ahi Kaea's component has become the most popular and meaningful part of the session, with many newcomers noting that the pōwhiri is their first interaction with Māori culture since arriving in New Zealand. Attendees have continued to be from a range of backgrounds, including newcomers who have moved from other places in New Zealand, migrants working in a range of industries and post-graduate students.

Going forward, we are going to trial having fewer sessions in 2020 (in March, July and October) to try and balance the resource input with the number of attendees. By pre-scheduling the sessions in January, we aim to create certainty around the timings for those working with newcomers, to increase the 'word of mouth' advertising potential. We are exploring opportunities to increase attendance by incorporating the City Welcomes into the Red Cross' orientation package for new refugees arriving through the resettlement programme. This will also allow the Red Cross to add structure to their relationship with iwi, in terms of their participation in welcoming new refugees.

Welcome Packs

Context

The need for the reintroduction of 'welcome packs' was established during the stocktake phase, where it was determined that access to information is a key challenge for newcomers to Palmerston North. Relates to Welcoming Plan activity 2.1: 'Develop and implement a more comprehensive approach to provide timely and useful information to newcomers, which may include welcome packs or brochures, an online platform, and community-based champions. This will also include working with a range of newcomer 'touch points' such as schools, health organisations, accommodation providers, businesses and religious organisations.'

Directly relates to the Welcoming Communities standard outcome 3.3: 'All community members are well informed about the services available in the community. Newcomers are made aware of and are using these services'.

The welcome pack was developed through workshoping with the Welcoming Communities Advisory Group in late 2018, with our main aim being to develop a meaningful resource for all newcomers to the city, providing locally developed information and tips about day-to-day life in Palmerston North. The pack was rolled out to the community in March 2019, in print and online. Distribution of the printed packs is primarily via dedicated stands at the Central Library, the iSITE and the Multicultural Centre. Online, the resource is hosted by ManawatuNZ.co.nz, a website promoted by our regional economic development agency CEDA, as well as on the PNCC website.

Update for July to December 2019:

The demand for welcome packs, via the dedicated stands at the distribution points and in the wider community (for example, education providers welcoming international students, groups hosting international visitors, conferences etc.), continues to exceed expectation. Over 700 packs have been distributed over this six-month period. We have not yet reviewed the content as planned, due to other activities taking priority, and this will be shifted into our next Welcoming Plan as a scheduled activity. Part of that review will be investigating a way of capturing feedback and data around who is using the packs (whether they are achieving the original aim for newcomers to our community).

Palmerston North – City of Cultures Facebook Page

Context

Relates to Welcoming Plan activities under standard area 2 'Welcoming Communications'. Refreshed/rebranded an existing Council Facebook page in October 2018 to become 'Palmerston North – City of Cultures' (was previously 'Festival of Cultures', a page for information about our annual festival).

The purpose of the page is to:

- Promote and complement work being done to make Palmerston North a leading welcoming community
- Create and develop a forum to encourage two-way engagement with the receiving community with a focus on cultural change
- Provide a forum to share relevant and in-depth content that cannot be continuously shared on the main PNCC Facebook page
- Increase awareness of relevant local initiatives, campaigns and events
- Enhance the reputation of Palmerston North as welcoming and engaging city through capturing and sharing relevant content
- Showcase the pride we have for our city and our people
- Capture and project our vision of an innovative, growing and connected city
- Highlight Palmerston North lifestyle facilities and networking / recreational groups

The page has an average reach of more than 3000 people per post.

Update for July to December 2019

This page continues to be a useful tool to promote and enhance our welcoming activities. The page remains the main host of the City Welcome event listings, major cultural event listings (such as Diwali) as well as a platform to share smaller cultural events run by community groups seeking a larger audience (for example, Alliance Francaise's French Film Nights).

This page was also the platform for our Welcoming Week campaign, promoting welcoming tips, events and other relevant content.

The page will be the host of the Festival of Cultures events and content again in early 2020.

Rangitāne relationship

Context

Relates to Welcoming Plan activity 1.1 'Work with Rangitāne and hapori Māori throughout the programme to align aspirations, and represent these...'

Update for July to December 2019

As noted above, we continue to partner with Rangitāne in several welcoming activities, including our cornerstone activity, the City Welcome sessions.

This six-month period from July to December, which covered three City Welcomes and one Mayoral Welcome for International Students (delivered in partnership with CEDA) was a trial period for the partnership with Welcoming Communities (they supported these four events, and we assisted with a pūtea to cover costume expenses, training session costs and space). Te Ahi Kaea have become very well established over this period and have diversified into supporting many other cultural and civic events throughout the city. The success of this group was profiled in one of our three video stories captured for our Welcoming Week campaign – the most popular video, with more than 5,500 views. The relationship we have developed between Rangitāne and Welcoming Communities through working together on the City Welcomes has paved the way to engage positively in the scoping stages

of other welcoming activity projects throughout this period (such as the Welcome Forest project and our Proverb Pathways project), as well as providing a strong link for cultural groups to engage directly with iwi for their events and activities (such as the Bhutanese community inviting Rangitāne to formally open their Global Literary conference in December).

Looking ahead, we are working with Rangitāne on a number of activities in the new year and will be engaging early on in the redevelopment of our Welcoming Plan for 2020 and beyond to ensure our aspirations are aligned.

Research project with English Teaching College and Massey University

Context

Relates to Welcoming Plan activity 6.2 'Support further research into fostering civic engagement at the local level, to determine where and how we can do better'

In July 2019, together with English Teaching College and Massey University, we presented to key stakeholders (including local and regional Councillors, the Mayor, INZ reps, CEDA, Red Cross and other community groups) on the findings from the first phase of research around the theme: *'Being in Palmerston North: Settling, Belonging and Civic Engagement'*.

The feedback from stakeholders on these early findings was that it is valuable to have these locally focused insights, particularly given the forecasting around increasing numbers of newcomers for the city and region.

We since supported a second phase of this research in 2019, which involved more in-depth surveying and interviews.

Update for July to December 2019

The second phase of this research project is now complete, with the researchers (Hanna Brookie of English Teaching College and Cynthia White of Massey University) having conducted 20 in-depth interviews. Key findings from this phase include the importance of public spaces, everyday tasks and language in achieving a sense of belonging. These findings will again be presented to stakeholders in February 2020, with commentary from Prof Paul Spoonley. We will consider these findings in the development of our new Welcoming Plan.

The team is also scoping a third phase of research involving the development of a questionnaire, which could be used by Council to gather data over time, or by other Welcoming Communities participants which would generate comparative data.

Student Connect events

Context

Relates to Welcoming Plan activity 4.3: 'Encourage and promote professional and community collaborations that increase connections between local resident groups and newcomer groups'

The Student Experience Working Group (SEWG) comprises PNCC (Welcoming Communities and Student City), CEDA, and representatives from each school in the city that receives international students.

It was identified through a survey jointly led out by our Student City coordinator and Welcoming Communities in early 2018 that international students in the city were in need of more organised opportunities to interact with each other (particularly between schools), and with domestic students. As such, SEWG decided to develop a calendar of events for 2019, following a successful trial event in late 2018.

We are also using these events as another way of providing leadership opportunities to international students, establishing student-based organising committees for the larger events.

Welcoming Communities also continues to support CEDA's biannual International Student Welcomes, which are held in the Council Chambers, and international student orientation events at the start of each semester.

Update for July to December 2019

SEWG is beginning to shift the dial on perceptions of student culture in the city, both for international students as they start to anticipate and appreciate the number of events and experiences available to them, and for the wider community, as we have demonstrated over several occasions that student events need not be alcohol-fuelled. Student Connect events held over this period included a Mayoral Welcome for International Students, a Diwali After Party dance event, and a return of the Guy Fawkes pizza and fireworks night, with attendance of over 100 students at each event.

In 2020, we are starting the events for the year off with a repeat of our successful Holi-themed Festival of Colours event in March, and we anticipate over 20 student volunteers/organisers and 1000 attendees. Whilst an application to a Ministry of Education fund to employ a part-time Student Connect coordinator was unsuccessful at the second round, CEDA have decided to take the opportunity to explore a formal internship role within their organisation to assist in the delivery of this programme going forward.

- Raising profile of Welcoming Communities programme, continuing to develop new ideas and keep up with best practice by engaging with local and national events, conferences and networks. Highlights for this period have included presenting a workshop about Welcoming Communities at the Community Access Media Association conference in September, attending the ISANA International Education Association conference in September and attending the CADDANZ conference in November.
- An internal highlight for this period was the decision via the Community Development Committee meeting in September that Council confirms its commitment to Welcoming Communities as an ongoing programme (i.e. participation beyond June 2020) and wishes to make an application for Palmerston North to be accredited as a Welcoming Community (Established).
- Palmerston North City Council was awarded accreditation as a Welcoming Community (Committed) in December 2019.
- In the July to December period we have maintained our strong community-based Advisory Group network, continuing our regular bimonthly meetings. Each meeting includes an opportunity for members to share amongst the group about upcoming events and projects, which has allowed the group to become more aware of what other sectors/groups are doing or planning, reducing potential duplication of work and improving collaboration.
We have also continued hosting one or two external visitors each meeting, as Welcoming Communities has become recognised as a good channel to engage productively with our members as representatives of newcomer communities – this period we had guests from Manawātū Peoples Radio, Te Awa Community Foundation and the PNCC policy team.

Activity for the next six months January to June 2020

- Review Welcoming Plan and develop new Plan for 2020 and beyond (exact period yet to be determined). Until this new Plan is finalised, we will work from the Welcoming Plan 2018/2019, continuing to implement activities as noted above.
- Supporting significant events – Lunar New Year, Festival of Cultures, March 15th commemorations, Eid al-Fitr, and more.
- Application for Established level accreditation in late February.

Issues, risks and challenges

Some capacity and capability issues previously identified when thinking about how to transfer the onus of delivering welcoming activities on to community partners remain. We continue to work together with relevant groups to build their capacity and capability.

As we develop our next Welcoming Plan, we are also required to consider sources of sustainable funding and resourcing to continue delivering welcoming activities, events and programmes at a high level. Other considerations for this new Plan include how we better measure the impact of our activities over time, now that we know the programme will be continuing longer term, beyond the pilot period.

Welcoming Communities Funding Agreement Six-monthly Report January to June 2020

Region: Palmerston North City

Council: Palmerston North City Council

Name: Stephanie Velvin

Role: Welcoming Communities Coordinator

Date: July 2020

Period covered: Six months from January to June 2020.

Progress on Welcoming Communities for previous six months

Activity related to supporting newcomers since the beginning of the Covid-19 pandemic:

I was redeployed to our local Civil Defence Emergency Operations Centre throughout our response, from mid-March to the end of May, managing the welfare function. We were responsible for ensuring that the welfare needs of everyone in our community were being met during this time, including access to food and other household goods and services, access to accommodation, access to medication and other day-to-day needs.

The wider PNCC community development team was brought in to the EOC welfare team alongside me, including our Multicultural Liaison and Pasifika Liaison roles, so we were able to create an inclusive, community-focused welfare response right from the start. We built in community leaders (informal leaders of community groupings) and the community sector (formal community groups and social services) into our structure for communications (how people would know about the welfare services that were available) and registration processes (how people could access our services). We created a channel for community leaders to submit welfare 'need registrations', both individual and in bulk, on behalf of members of their community who might otherwise have trouble accessing help due to language, technology or other barriers. To implement this, we formed a network of community champions who we engaged with regularly throughout the response period to ensure that we were meeting needs appropriately; we drew on existing relationships to create this network, including members of our local Welcoming Communities Advisory Group, and developed new relationships over the lockdown period, too.

Over the two months of operation, we received around 5,500 registrations for assistance, including registrations 'on behalf' from more than 65 different community groups, representing about 20% of total registrations.

In addition to operating this welfare needs registrations and response system for individuals and whanau, we also supported the Manawatū Multicultural Council to prepare some activity packs for children, provided PPE gear to a number of groups with more vulnerable individuals including those working with former refugees, and (when we moved in to Level 3 which had more relaxed rules around movement) supported the Manawatū Muslim Association to prepare hot community meals

that they distributed as part of Ramadan (see a small article about this here:

<https://www.stuff.co.nz/manawatu-standard/news/300010012/manawat-muslim-association-providing-thousands-of-hot-meals>)

Coordinated the development and implementation of welcoming activities:

While we had a quieter six-month period than planned, due to COVID-19 cancellations and then lockdown, we were able to implement several activities before and after the disruptions, including:

Supporting community events

- Karen New Year – held 26 December, in the suburb of Highbury where many former refugees live, at the Highbury Whanau Centre. This event was led by the Karen community, supported by PNCC's Celebrating Communities fund and our Multicultural Liaison Officer. Palmerston North's Karen community gathered to mark the arrival of the 2759 New Year, a date based on the years that have passed since the Karen's historic migration from Mongolia to Myanmar. The celebrations began a day earlier with a football tournament featuring visiting teams from Auckland and Wellington, and on the day involved sharing food, games, and wearing of traditional clothing.
- Happy Lunar New Year Festival – held 25 January, in The Square. Delivered by our local Chinese community organisations in partnership with PNCC. This is the first time we have held a public celebration for Lunar New Year in Palmerston North, and it was a great success, with around 1000 attendees enjoying a range of craft activities, community performances, a Lion dance, food stalls, and lantern making.
- Ethkick – held 29 February, at the Arena. Ethkick is a free 6-side football tournament that celebrates cultural diversity and community involvement. This was the eleventh year we have held this football tournament in Palmerston North, and the third year supported by Welcoming Communities. As usual, the tournament itself was very popular and there was a waiting list of teams wanting to participate. Welcoming Communities provided community engagement opportunities for the families of the players, with a youth-led activity tent which offered a range of games that were free to participate in throughout the day.
- Festival of Cultures – held 29 February – 7 March
The Festival of Cultures is our flagship event for celebrating the cultural diversity of our community each year. This year, events in the Festival included: a Carrom Making Workshop (Carrom is a board game popular in India and Nepal), the Lantern Parade, a Brazilian Kids Carnival, a Teas of the World event, Tai Chi in The Square, a Meet the Students of IPU event and an IPU Drumming Workshop, the Festival of Colours, a Community Costume Parade, and the main World Fair Day. Each event is delivered by PNCC in partnership with a community group.

This year, in addition to being part of the overall steering committee, Welcoming Communities led the Festival of Colours event to celebrate Holi, delivered in partnership with our local education providers (members of the International Student Experience Working Group – staff and students) and was supported by our Global Ambassadors crew. The second year of this event saw the numbers of attendees grow to over 1000 people, with a complete crowd turnover throughout the event from families with young children at the start to students and young people at the end.

We also facilitated the Have a Go tent at the World Fair Day. Whilst we had a couple of groups drop out at the last minute due to COVID-19 fears, we still had a great range of groups participate and share their culture, including: a Puka Puka drumming demonstration, Spanish language lessons, Pakistani drumming, Malaysian games, costumes and craft, a Samoan coconut cream demonstration, and craft and learning activities from our multi-cultural Global Parents Group.

- March 15th remembrance – in the lead up we fielded many queries around what ‘the city’ would do for March 15th, and we worked closely with the Manawatū Muslim Association to determine how they would like to mark the occasion. We heard that their overall feeling was that, culturally, they do not tend to ‘commemorate’/continue to mark deaths after the fact, but they wanted to acknowledge the community and national significance of this day. As a result, there were several small remembrance activities endorsed around the city, and PNCC supported the main service which was jointly led by the Manawatū Muslim Association and the Palmerston North Interfaith Group. The service saw representatives from all the faith groups in the city share words related to healing, peace, inclusivity and unity. Whilst attendance was impacted by COVID-19, it was still a beautiful and meaningful event.

Research project with English Teaching College and Massey University

In July 2019, together with English Teaching College and Massey University, we presented to key stakeholders (including local and regional Councillors, the Mayor, INZ reps, CEDA, Red Cross and other community groups) on the findings from the first phase of research around the theme: *‘Being in Palmerston North: Settling, Belonging and Civic Engagement’*.

The feedback from stakeholders on these early findings was that it is valuable to have these locally focused insights, particularly given the forecasting around increasing numbers of newcomers for the city and region.

The second phase of this research project was then completed in late 2019, with the researchers (Hanna Brookie of English Teaching College and Cynthia White of Massey University) having conducted 20 in-depth interviews. Key findings from this phase include the importance of public spaces, everyday tasks and language in achieving a sense of belonging.

These findings were then again presented in February 2020, with commentary from Prof Paul Spoonley, and this was well attended by a number of stakeholders from Palmerston North, as well as Feilding and Horowhenua.

We will consider these findings in the development of our new Welcoming Plan.

The team is also scoping a third phase of research involving the development of a questionnaire, which could be used by Council to gather data over several years, or by other Welcoming Communities participants which would generate comparative data. (Note progress on this was delayed by COVID-19).

Introducing the PNCC Skilled Migrant Programme

Together with the Network of Skilled Migrants, earlier this year we commenced a Skilled Migrant Programme within Council’s Infrastructure Unit.

The PNCC Skilled Migrant Programme is designed to provide a pathway for skilled migrants living in Palmerston North to gain quality local work experience. Over the past two years, Council has worked

closely with groups such as the Network of Skilled Migrants Manawatū, and together we have identified the importance of meaningful employment for successful settlement outcomes. Meanwhile, the Infrastructure Unit of PNCC has been making moves towards a creative, exciting and connected staff culture that best enables delivery of our Big City ambitions.

PNCC's Skilled Migrant Programme supports two individuals every six months in a paid placement within the Infrastructure Unit. The individual is mentored by one or more PNCC staff members during the placement, and gains hands on experience working with real projects. Types of work undertaken during the placement may include civil engineering, project coordination, asset management, administration, parks and reserves development, roading development; the exact nature of the placement is determined during the interview process, based on discussions with the preferred applicant/s and availability of project work and mentoring staff. Whilst there is no guarantee of ongoing work with PNCC following the placement, the individual gains valuable local experience and a referee which should be useful for securing future employment.

Criteria for selection includes anyone who has resided in Palmerston North for at least six months, that has moved to New Zealand within the last 10 years, has some existing relevant professional experience and qualification/s, and has visa conditions allowing them to legally undertake the placement.

Applicants submit their CVs via the Network of Skilled Migrants Manawatū, and those who meet the criteria are then invited to an interview with PNCC.

The first two interns in the programme started in February, and were obviously impacted by lockdown, so their period has been extended until the end of September. During September, we plan to host a sharing event with several other large organisations and businesses in the city, to talk about the success of the programme and challenge them to sign on to the programme.

Welcoming Communities networking and knowledge sharing activities

In February, I met with several groups in the region to share about what we have been working on in Palmerston North and promote the programme in general, including:

- Presenting to the Unions Manawatū monthly meeting
- Visiting the Horowhenua District Council community development team
- Hosting the Manawatū District Council community development advisor
- Visiting Katy, Whanganui District Council, to connect prior to her resignation

Significant milestones/achievements

A significant achievement for us in this period was submitting our application for Established Welcoming Community Accreditation in February, and then being awarded this credential in June.

This application process has provided an opportunity to reflect on the past three years of work under the Welcoming Communities programme in Palmerston North and was well timed to align with the start of our thinking with the Advisory Group to revise our Welcoming Plan for 2020-2022.

Activity for the next six months July to December 2020

- Develop next iteration of our Welcoming Plan, to cover 2020-2022, with our Advisory Group. This will include a more robust evaluation plan to measure the impact of our work over this next period.
- Celebration of Accreditation achievement with staff and community stakeholders – 27 July
- City Welcome Session, in partnership with Rangitāne – 1 August. This will likely be the only session this year (we had planned to have three this year, but March was cancelled, and October will likely be unnecessary if the borders have not opened by then. This session is designed to capture those who moved to Palmerston North earlier in the year, prior to lockdown).
- Reconnect with various groups in the community to see how they are faring post-COVID, what they need support with, and work alongside them to achieve their aspirations.
- Support various cultural celebrations in the community, such as Eid Festival on 8 August.
- For larger cultural celebrations which are ready to grow, we are also preparing an umbrella application to the Office of Ethnic Communities Development Fund for some money to deliver these in partnership with community groups (examples include Diwali 2020, Holi 2021, Eid al-Fitr and Eid al-Adha for 2021, and Lunar New Year for 2021).
- Restart Proverb Pathways project (which was put on hold due to COVID)
- Civic engagement activities around the General Election
- Develop an internal Inclusion Strategy for PNCC, along with a cultural confidence staff toolkit
- Deliver a campaign for Welcoming Week 2020, which will likely include storytelling via video, and some infographics based on the latest census data
- Explore a Welcoming Schools education concept together with our Global Parents group and a number of other Advisory Group partners
- Continue to mentor our second cohort of Global Ambassadors through to the end of 2020 (extended to December due to COVID-19)
- Implement a phone donation scheme, Phone it Forward, in partnership with English Language Partners, Digits, and the City Library, designed to provide good quality second hand smart phones to former refugees who would otherwise have financial barriers to obtaining this technology. This was a gap identified by ELP during lockdown, when trying to teach their courses from distance.

Issues, risks and challenges

Like the rest of the country, our community is still adjusting back to a new normal following the COVID-19 lockdown earlier in the year. We have noted that most of our community groups have been very successful in navigating the challenges, and in fact there seem to be some silver linings for the sector in terms of additional funding opportunities, the uncovering of new ways of working and new collaborative relationships formed. We will work closely to support our community to maximise these opportunities going forward.

If the borders remain closed for an extended period, which looks likely, I would expect that towards the end of the year there may be some questions raised around the validity of a programme 'welcoming newcomers' when there are no newcomers coming in (in particular, with no new international students, and the refugee resettlement programme being on hold). To mitigate this, we will be considered around how we frame the programme going forward, ensuring our focus is on inclusivity and development initiatives for multi-cultural communities overall, and demonstrating the value add of our activities for newcomers coming from within New Zealand as well as from overseas. We also note that this is the perfect time to focus on 'tending our garden' with the

receiving community, in preparation for what is likely to be a large influx of international newcomers when the borders do eventually open.

REPORT

TO: Community Development Committee

MEETING DATE: 4 November 2020

TITLE: The Future of Library Services in Highbury

PRESENTED BY: Linda Moore, Libraries Manager and Julie Macdonald, Strategy and Policy Manager

APPROVED BY: Chris Dyhrberg, Chief Customer Officer
David Murphy, Acting General Manager - Strategy and Planning

RECOMMENDATION(S) TO COUNCIL

1. To receive the report titled 'The Future of Library Services in Highbury' presented to the Community Development Committee on 4 November 2020.
2. To endorse 'Option 1 Te Pātikitiki status quo - delay further action pending citywide review' for the future of library services in Highbury.

SUMMARY OF OPTIONS ANALYSIS FOR LIBRARY SERVICES IN HIGHBURY

| | |
|-------------------------------|--|
| Problem or Opportunity | In 2018 Council decided to investigate future options for delivery for library services in Highbury, including working with Te Aroha Noa to assist and support the development and delivery of multi-disciplinary library programmes and services. Staff have undertaken some community engagement, which indicates that there is not currently an agreed way forward for the provision of library services. |
| OPTION 1: | Te Pātikitiki status quo - delay further action pending citywide review |
| Community Views | Engagement is ongoing in the Highbury community. This option will support the further contribution of community views to decision-making. |
| Benefits | The benefit of pursuing Option 1 is that it would enable further community engagement and the consideration of Te Pātikitiki in the wider city context. |
| Risks | There is some risk that the community may consider Option 1 to be a reversal of an earlier (implied) commitment. |

| | |
|------------------|--|
| Financial | Ongoing maintenance and other operational costs are already budgeted in the current 10-year plan. |
| OPTION 2: | Develop a shared service lease arrangement for library services within the proposed Te Aroha Noa community hub |
| Community Views | Engagement is ongoing in the Highbury community. Engagement to date shows that there are mixed community views on this option. |
| Benefits | This option would provide certainty to Te Aroha Noa as it proceeds with the community hub development. |
| Risks | Option 2 could be perceived as Council not having listened to the reservations expressed by some members of the community. |
| Financial | There is provision in the current 10-year plan for a fit-out and lease within a Highbury community hub. There has not been a full financial assessment of any of the options for the future other than the current mode. |
| OPTION 3: | A change to service delivery, with models to be further developed and explored |
| Community Views | Engagement is ongoing in the Highbury community. This option will support the further contribution of community views to decision-making. |
| Benefits | This option would provide the opportunity for a wider variety of service delivery models to be explored. |
| Risks | It seems unlikely that Council will have the necessary financial capability to undertake a significant new commitment, but Option 3 could raise expectations and damage community relationships. |
| Financial | There is no financial provision for a significant new library services commitment beyond the currently budgeted provision of Te Pātikitiki. |

RATIONALE FOR THE RECOMMENDATIONS

1. OVERVIEW OF THE PROBLEM OR OPPORTUNITY

In 2018 Council decided to investigate future options for delivery of library services in Highbury, including working with Te Aroha Noa to assist and explore ways to support the development and delivery of multi-disciplinary library programmes and services. Some work has been undertaken to engage with the community about library services in Highbury, but there has yet to be any Council decision-making about future provision.

1.1 The purpose of this report is to:

- a) 'take stock' of the current situation regarding library services in Highbury;
- b) respond to the Council resolution requesting a further report on engagement in Highbury; and
- c) recommend a course of action for providing sustainable and suitable library services in Highbury in future.

2. BACKGROUND AND PREVIOUS COUNCIL DECISIONS

2.1 Issues were identified with the safety and suitability of Te Pātikitiki, the community library in Highbury, during the development of the current 10-year plan.

2.2 Around the same time, Te Aroha Noa made a deputation to the Community Development Committee presenting a preliminary plan for the redevelopment of its existing facilities into a community hub and seeking support from Council. Council referred consideration of the nature of this support to the 10-year plan process.

2.3 The Community Services and Facilities plan (adopted as part of the 10-year plan) notes that:

The location and design of Te Pātikitiki is not optimal for meeting community needs; an issue and options review is currently underway.

2.4 Funding provision was made in the 10-year plan 2018/28 for the development of a Highbury Community Hub. No details regarding any change to location or nature of service delivery were agreed at this time, although the funding programmes appeared to assume the relocation of services.

2.5 In June 2019 a report called 'Options for Library Services in Highbury' was presented to the Community Development Committee. This report proposed that a detailed building assessment of the Te Pātikitiki Library building should be undertaken, including exploring options to improve visibility and access. The report also proposed:

actively engaging with Te Aroha Noa to explore ways council could assist and support the development and delivery of multi-disciplinary library programmes and services that encourage life-long learning and skill development, enhance community wellbeing and encourage active citizenship.

2.6 The June 2019 report noted that Te Aroha Noa and the Council had many shared aspirations:

With specific regard to the provision of library services in the Highbury community, discussions have confirmed that the Palmerston North City Library and Te Aroha Noa share common goals and aspirations in providing a community space in Highbury that:

1. *Provides access to information and services that is universally accessible – available, flexible, inclusive and equitable*
2. *Enhances community connectedness*
3. *Strengthens community and neighbourhood identity*
4. *Enhances and supports a vibrant and resilient community*
5. *Gives people a place to belong – Turangawaewae – that enhances the mana and rangatiratanga of individuals and whanau*
6. *Encourages transformative change through collective impact*
7. *Has an enduring presence in supporting the values and daily practices that enhance community wellbeing*

In addition, both organisations share a commitment to the process of co-design with the community, both in relation to the development of facilities, and in the facilitation and delivery of programmes and activities.

- 2.7 However, the June report also noted that community engagement indicated that there was:

a strong preference for the Te Pātikitiki Library remaining independent and not co-locating in the proposed Te Aroha Noa community hub, as indicated by the majority of respondents who live in the Highbury area stating that they would either not use, might not use or would use the library less if it moved into Te Aroha Noa.

- 2.8 Members of the Community Development Committee expressed concern about the nature and extent of the community engagement process that led to this conclusion. The Committee resolved that there be a further report back following further community engagement around the future of the library services in the Highbury area. This current report is, in part, a response to that resolution.
- 2.9 Staff have undertaken further informal discussions with Te Aroha Noa and the Highbury Community Consultation Panel (a local Highbury initiative), but there has been no further formal investigation of options.
- 2.10 The closure of library services during the COVID lock-down period (the end of March until early June) meant that library staff were redeployed and unavailable for the usual community interactions.
- 2.11 Since reopening in May, Te Pātikitiki has continued to provide its normal range of services, including programmes and community events.
- 2.12 Te Aroha Noa initiated its own community engagement process, called the Highbury Community Library Photovoice Research Project, through the Highbury Community Panel. The purpose of the Photovoice project is to connect with the residents of

Highbury and to capture their views about a future community library. The outcomes of this process will be presented to Council as a deputation in 2021.

- 2.13 Te Aroha Noa has continued with its own redevelopment process and has indicated an ongoing willingness to enter into a lease agreement with Council to house library services. Te Aroha Noa has indicated an interest in being involved in whatever long-term planning Council does for library services in Highbury.
- 2.14 Through the 10-year plan process elected members have indicated a desire to consider the development of new and current community facilities in a high-level and more coherent way across the whole city. If approved through the 10-year plan, such a programme of work would not begin until July 2021 (at the earliest).
- 2.15 As reported in June last year, there is still not a community consensus about the best future for library services in Highbury, however it should also be noted that the earlier engagement was somewhat constrained by the assumption that co-location with Te Aroha Noa was the only (or at least preferred) option for change. Indeed, during the Committee meeting some elected members noted possible other options for the future of library services, including reconsideration of the Te Pātikitiki library building location, and the possibility of services being delivered in a location such as the Highbury shops.
- 2.16 Staff therefore propose that elected members weigh the pros and cons of three main options:

Option 1: Status quo pending proposed citywide review of community facilities

Option 2: Develop a shared service lease arrangement within the proposed Te Aroha Noa community hub

Option 3: A change to service delivery, with models to be further developed and explored

3. DESCRIPTION OF OPTIONS

Option 1: Te Pātikitiki status quo - delay further action pending citywide review

- 3.1 The first option is to wait for the proposed city-wide review of community facilities to inform any future decision-making about a potential redevelopment of Te Pātikitiki or relocation of services. This review (proposed as part of the 10-year plan process) will provide a coherent decision-making framework for future community facilities (community centres and libraries) taking into account the potential for the co-location of services (for example, with commercial services) and shared services (for example, with schools).

- 3.2 Option 1 could include consideration of the concerns identified with Te Pātikitiki in 2017 and ensure that these informed the development of future options.

Option 2: Develop a shared service lease arrangement for library services within the proposed Te Aroha Noa community hub

- 3.3 Option 2 is to continue to work with Te Aroha Noa towards the delivery of library services from its community hub.

Option 3: A change to service delivery, with models to be further developed and explored

- 3.4 There are a variety of ways a change option could be pursued in response to the concerns identified with Te Pātikitiki that led to the earlier engagement process and discussions with Te Aroha Noa. These include:

- move the Te Pātikitiki building within the current park site to promote connection with other organisations (such as Highbury Whanau Centre and Monrad Intermediate)
- establish library services in another standalone location (such as the Highbury shops) and repurpose the current building
- develop a hybrid service model where some services are delivered through another agency (such as Te Aroha Noa) and others elsewhere (such as through a mobile service).

4. ANALYSIS OF OPTIONS

- 4.1 It is unfortunate that the uncertainty about the future of library services in Highbury has continued for so long. However, library services continue to be delivered to the community in the same ways they always have.

- 4.2 There is now an opportunity to take stock of the situation and to consider the options for the future. Staff consider that options should be considered against the desired outcome – the delivery of sustainable and suitable library services for the Highbury community (in keeping with the long-term commitments of Council articulated in the Connected Communities Strategy and the Community Facilities Plan).

Option 1: Te Pātikitiki status quo - delay further action pending citywide review

- 4.3 Te Pātikitiki continues to function, and some of the issues which prompted the initial concern have abated. There is no immediate or pressing concern to prompt urgent action.

- 4.4 Option 1 would ensure the ongoing provision of library services in Highbury and provide greater certainty about Council's intentions than were previously signalled. Option 1 doesn't offer any immediate change, but rather offers a more strategic approach (the citywide review) to develop further actions in Highbury and throughout the city.
- 4.5 Option 1 is a financially conservative option, as ongoing maintenance and other operational costs are already budgeted in the current 10-year plan.
- 4.6 Te Aroha Noa has indicated that Option 1 would not preclude further co-location of services in future, and nor would it have a negative impact on the community hub development. However, there is a risk that the relationship with Te Aroha Noa and the wider Highbury community could be damaged if Option 1 is considered a reversal of an earlier commitment. Staff consider that there are opportunities to work with and support Te Aroha Noa through means other than immediate co-location of services.

Option 2: Develop a shared service lease arrangement for library services within the proposed Te Aroha Noa community hub

- 4.7 Option 2 would build on the relationship already developed with Te Aroha Noa and affirm the Council's support for Te Aroha Noa as part of the foundation of the Highbury community.
- 4.8 There is provision in the current 10-year plan for a fit-out and lease within a Highbury community hub.
- 4.9 This option assumes that the building housing Te Pātikitiki could become available for community lease by other local services.
- 4.10 The 2019 community engagement process revealed mixed community views on this option. While the engagement process may have had some shortcomings, these views remain an important contribution to the discussion and should be considered alongside the Photovoice project and any other further engagement with the community.
- 4.11 Pursuing Option 2 could be perceived as Council not having listened to the community reservations expressed about the relocation of services.
- 4.12 Staff do not recommend Option 2 at this stage, but it could be implemented at a later time.

Option 3: Identify preferred future service delivery models to be further developed and explored, and propose a preferred model for consultation through the 10-year plan

- 4.13 As noted above, there are several possible options for a change to the library services delivery model in Highbury.
- move the Te Pātikitiki building within the current site to promote connection with other organisations (such as Highbury Whanau Centre and Monrad Intermediate)
 - establish library services in another standalone location (such as the Highbury shops) and repurpose the Te Pātikitiki building
 - develop a hybrid service model where some services are delivered through another agency (such as Te Aroha Noa) and others elsewhere (such as through a mobile service).
- 4.14 This list is not an exhaustive one and demonstrates the complexity of the situation in Highbury (or any community), which has many community stakeholders and interests.
- 4.15 The perceived constraint on the previous engagement in 2018 (that the option was to move to Te Aroha Noa or remain with the status quo) placed pressure on the community to choose between two fixed options, without having the opportunity to explore other proposals. Option 3 would provide an opportunity to build on the community engagement that has already occurred and develop a wider scope for consideration of future service delivery.
- 4.16 Option 3 would also signal Council's intention to improve the library services in Highbury, and to do this in a way that would allow community-led solutions. The potential costs of options that could be explored under Option 3 are uncertain, however, and it seems unlikely that Council will have the necessary financial capability to undertake a significant new commitment. This could further damage community relationships if Council is perceived to be initiating an ambitious project it is not likely to complete.
- 4.17 A further risk of Option 3 is that it would further delay decision-making about library services in Highbury and continue the uncertainty for Te Aroha Noa and users of Te Pātikitiki.

5. CONCLUSION

- 5.1 Council requested a further report back about the future of library services in Highbury following further community engagement. Some additional engagement has occurred, although there have not been resources available to undertake a

significant engagement process. There is still not a community consensus about the best future for library services in Highbury. The narrow scope of the earlier engagement means that other options were not canvassed.

5.2 There does not appear to be a strong case for a change from the current library service model, and any change considered could entail additional unbudgeted expenditure. There has not been a full financial assessment of any the options for the future other than the current model.

5.3 While there are various options for the future provision of library services, staff consider that these should be considered as three main options:

- to retain the status quo while other proposed strategic planning is completed
- to make a commitment to shared services with Te Aroha Noa (in the proposed community hub)
- to pursue another change option.

5.4 The engagement process has provided a useful opportunity to discuss opportunities for library services in Highbury, however this work was not clearly grounded in a clear case for change. Option 1 is therefore recommended by staff.

6. NEXT ACTIONS

6.1 If the recommendations are adopted, staff will continue to provide the current library services in Highbury, and to work alongside other service providers, including Te Aroha Noa.

6.2 Any further work investigating a changed model of service delivery will pause, pending the outcome of decision-making about the proposed citywide review (through 10-year plan decision-making).

6.3 If the citywide review does not proceed, then further consideration of this matter may be required.

7. OUTLINE OF COMMUNITY ENGAGEMENT PROCESS

7.1 The 2019 community engagement process included:

- Focus groups with users, young people, migrant and former refugee groups
- A community BBQ held at Te Pātikitiki
- Attendance at the Highbury Market where people had an opportunity to ask questions and complete the survey

PALMERSTON NORTH CITY COUNCIL

- An online and paper-based survey which was promoted through the City Library, posters, brochures and a leaflet drop in letterboxes
- 7.2 The complete report of the community engagement process was part of the June 2019 Community Development Committee agenda.
- 7.3 Te Aroha Noa hosted community days to engage with the community (attended by library staff).
- 7.4 The Highbury Community Library Photovoice Research Project, through the Highbury Community Panel, is ongoing.
- 7.5 There has not been any engagement with Rangitāne o Manawatū, local schools or other education providers, other than as participants in general Highbury community networks.

COMPLIANCE AND ADMINISTRATION

| | |
|--|------------|
| Does the Committee have delegated authority to decide? | No |
| If Yes quote relevant clause(s) from Delegations Manual | |
| Are the decisions significant? | No |
| If they are significant do they affect land or a body of water? | No |
| Can this decision only be made through a 10 Year Plan? | No |
| Does this decision require consultation through the Special Consultative procedure? | No |
| Is there funding in the current Annual Plan for these actions? | Yes |
| Are the recommendations inconsistent with any of Council's policies or plans? | Yes |
| The Community Facilities and Services Plan made a commitment to the development of a community hub in Highbury. No details regarding any change to location or nature of service delivery were agreed at this time, although the funding programmes appeared to assume the relocation of services. | |
| The recommendations contribute to Goal 3: A Connected and Safe Community | |
| The recommendations contribute to the outcomes of the Connected Community Strategy | |
| The recommendations contribute to the achievement of action/actions in the Community Services and Facilities Plan. | |
| The actions are: | |
| <ul style="list-style-type: none"> • To develop, provide and advocate for services and facilities that create a connected, welcoming and inclusive community where people are connected with each other | |

| | |
|---|--|
| <p>and the services, facilities and support they need to prosper</p> <ul style="list-style-type: none"> • To provide library services in spaces and places that suit the community; are accessible, welcoming to all people (including those who are socially isolated) and that are maintained and delivered in response to identified needs • That library outreach services are responsive to community needs • To identify opportunities for, and develop, a community hub in Highbury | |
| <p>Contribution to strategic direction and to social, economic, environmental and cultural well-being</p> | <p>The recommended option supports the intent of the Community Services and Facilities Plan, to provide library services in ways that create a connected, welcoming and inclusive community.</p> |

ATTACHMENTS

NIL

MEMORANDUM

TO: Community Development Committee

MEETING DATE: 4 November 2020

TITLE: Whānau Ora Health and Wellbeing Portfolio Update (October)

PRESENTED BY: Councillor Billy Meehan

APPROVED BY: David Murphy, Acting General Manager - Strategy and Planning

RECOMMENDATION(S) TO COMMUNITY DEVELOPMENT COMMITTEE

1. That the Whānau Ora Health and Wellbeing Portfolio Update Report for October 2020 presented to the Community Development Committee Meeting on 4 November 2020, be received for information.

1. ISSUE

The Whānau Ora Health and Wellbeing Portfolio is reporting to the Community Development Committee for October 2020.

2. BACKGROUND

The Whānau Ora Health and Wellbeing Portfolio members are encouraged to continue to update their goals and activities throughout the year.

3. COMPLIANCE AND ADMINISTRATION

| | |
|---|-----|
| Does the Committee have delegated authority to decide? | Yes |
| Are the decisions significant? | No |
| If they are significant do they affect land or a body of water? | No |
| Can this decision only be made through a 10 Year Plan? | No |
| Does this decision require consultation through the Special Consultative procedure? | No |
| Is there funding in the current Annual Plan for these actions? | No |
| Are the recommendations inconsistent with any of Council's policies or plans? | No |

ITEM 10

| | |
|--|---|
| The recommendations contribute to Goal 3: A Connected and Safe Community | |
| The recommendations contribute to the outcomes of the Connected Community Strategy | |
| Contribution to strategic direction and to social, economic, environmental and cultural well-being | Active Citizenship Plan – the portfolios provide an opportunity for Elected Members to report on their engagement with organisations in their sector. |

ATTACHMENTS

1. Portfolio Report [↓](#) 

PORTFOLIO UPDATE

TO Community Development Committee

CC Mayor, Deputy Mayor, Chief Executive

FROM Billy Meehan
Lead Councillor - Whānau Ora Health and Wellbeing Portfolio

DATE 13 October 2020

SUBJECT **PORTFOLIO UPDATE: (OCTOBER 2020)**

Portfolio membership

Councillors Billy Meehan, Leone Hapeta, Rachel Bowen, Bruno Petrenas and Karen Naylor.

Portfolio scope

Workforce & employment; Mid-Central Health DHB relationship; people with disabilities; active recreation.

Activity summary

| Short description | Stakeholder (group, indiv etc) | Engagement type (event, discussion etc) | Members (note who attended) |
|---------------------------------------|-----------------------------------|---|-----------------------------------|
| Creative Journeys Programme | Group | Visit | RB |
| Youthline – Mates and Dates programme | Staff/manager | Visit/discussion | RB |
| Easie Living Demonstration suite | Staff/manager/users | Visit/discussion | RB |
| Sport Manawatu Matters | Sport Manawatu Trevor Shailer | Discussion | LH |
| Swimming Pool needs | Sport Manawatu Brad | Discussion | LH |
| Bowling Greens | Sport Manawatu | Discussion | LH |
| NYMBL balancing challenge | ACC | Activity | BP |
| Disability Reference Group | Ahmed Obaid Rose Boddy | Discussion | KN |
| Disability Reference Group | Chris Dyhrberg Rose Boddy | Discussion | KN |
| Disability Reference Group Meeting | Members | Meeting | KN |
| Whenua Planting Initiative | Jennifer Green | Discussion | KN |
| Whenua Planting Initiative | Danielle Harris | Initial discussion | KN |
| Whenua Planting Initiative | Sheryl Bryant | Discussion | KN |
| Disability Reference Group Meeting | Members | Meeting | KN |

| | | | |
|--|----------------------------------|---------------------|----|
| Disability Reference Group Meeting | Members | Meeting | KN |
| Closing Function He Tangata Noa – Every Day People | Te Manawa | Event | KN |
| Maori Community Health | Te Wakahuia Fernandez Mackey | Meeting | BM |
| School Boxing | PNBHS Damon Durie | Discussion/planning | BM |
| Active Children | Sport Manawatu Trevor Shailer | Phone discussion | BM |
| Gravitate Gym - Programs | Gravitate Frankie Bryant | Discussion | BM |
| Maori Community Health | Te Wakahuia Fernandez Mackey | Meeting | BM |
| Physical Activity Electives | Ross Intermediate Ezra Meehan | Program planning | BM |
| Code of conduct and safety | Snapback Gym Filipo Saua | Discussion | BM |
| Health and Wellbeing Plan | DHB Kelly Isles | Meeting | BM |

Issues summary

- Local community workers have noted groups gathering outside the Highbury Shopping Centre who are consuming alcohol as school children pass by. It may be that the Safety Advisory Board seek to coordinate with community groups in this space. The suburbs are not covered by the Alcohol Control Bylaw.
- Community groups have raised concerns about vehicle speed between Coventry St and Brighton Cres on Highbury Ave. Officers are encouraged to consult with road users in the community to seek safer outcomes.

MEMORANDUM

TO: Community Development Committee

MEETING DATE: 4 November 2020

TITLE: People and Community Portfolio Update (June-October)

PRESENTED BY: Councillor Lorna Johnson

APPROVED BY: David Murphy, Acting General Manager - Strategy and Planning

RECOMMENDATION(S) TO COMMUNITY DEVELOPMENT COMMITTEE

1. That the People and Community Portfolio Update Report for June-October 2020 presented to the Community Development Committee Meeting on 4 November 2020, be received for information.

1. ISSUE

The People and Community Portfolio is reporting to the Community Development Committee for June - October 2020.

2. BACKGROUND

The People and Community Portfolio members are encouraged to continue to update their goals and activities throughout the year.

3. COMPLIANCE AND ADMINISTRATION

| | |
|---|-----|
| Does the Committee have delegated authority to decide? | Yes |
| Are the decisions significant? | No |
| If they are significant do they affect land or a body of water? | No |
| Can this decision only be made through a 10 Year Plan? | No |
| Does this decision require consultation through the Special Consultative procedure? | No |
| Is there funding in the current Annual Plan for these actions? | No |
| Are the recommendations inconsistent with any of Council's policies or plans? | No |

| | |
|--|---|
| The recommendations contribute to Goal 3: A Connected and Safe Community | |
| The recommendations contribute to the outcomes of the Connected Community Strategy | |
| Contribution to strategic direction and to social, economic, environmental and cultural well-being | Active Citizenship Plan – the portfolios provide an opportunity for Elected Members to report on their engagement with organisations in their sector. |

ATTACHMENTS

1. Portfolio Report [↓](#) 

PORTFOLIO UPDATE

TO Community Development Committee

CC Mayor, Deputy Mayor, Chief Executive

FROM Cr Lorna Johnson
Lead Councillor - People and Community Portfolio

DATE 13 October 2020

SUBJECT **PORTFOLIO UPDATE: JUNE 2020 – OCTOBER 2020**

Portfolio membership

Cr Aleisha Rutherford, Cr Rachel Bowen, Cr Renee Dingwall, Cr Lew Findlay, Cr Pat Handcock, Cr Zulfiqar Butt, Cr Billy Meehan, Cr Lorna Johnson (Lead)

Portfolio scope

Community sector, senior and older persons, youth, multicultural, children and families, arts and culture.

Portfolio goals

(to achieve over 3 year term)

To support a connected and safe community (Goal 3)

To engage with the community sector, strengthen relationships and identify opportunities and issues

To support Palmerston North to be recognised as an Age Friendly City

To support Palmerston North to be accredited as a Welcoming Community

Activity summary

(note activity related to Portfolio only)

4 months 16/6-16/10

| Short description | Stakeholder (group, indiv etc) | Engagement type (event, discussion etc) | Members (note who attended) |
|---|-----------------------------------|---|-----------------------------------|
| Environment Network Manawatu 16/6 | Umbrella group | Discussion | LJ |
| Community Services Council member meeting 18/6 | Umbrella group | Member meeting | LJ, RD |
| Community Services Council Manager 19/6 | Individual | Regular catch up | LJ |
| Manawatu Muslim Association 20/6 | Group | Event | LJ |
| Snapback Gym 25/6 | Individual | Meeting | LJ |

| | | | |
|--|----------------------|------------|------------|
| Manawatu Tenants Union AGM 26/6 | Group | AGM | LJ, RD |
| PN Esplanade Scenic Railway AGM 28/6 | Group | AGM | LJ |
| Welcoming Communities Advisory Committee 2/7 | Group | Meeting | LJ |
| Network Skilled Migrants Manawatu 9/7 | Group | Event | LJ, ZB |
| Manawatu Reuniting Refugee Families Trust AGM 23/7 | Group | AGM | LJ, AR |
| Welcoming Communities Accreditation Celebration 28/7 | Group/multicultural | Event | LJ, RD, RB |
| Afghan Society Eid 1/8 | Group | Event | LJ, ZB |
| Pakistan NZ Friendship Society Eid 2/8 | Group | Event | LJ, ZB |
| P Nth Citizens Advice Bureau AGM 4/8 | Group | AGM | LJ, AR, RD |
| Welcoming Communities Advisory group | Group | Meeting | LJ, ZB |
| Eid Celebration 9/8 | MMC/MMA | Event | LJ, ZB, BM |
| CSC Member meeting 13/8 | Group/community | Meeting | LJ |
| Palmy Plastic Pollution Kawau Stream launch 31/8 | Group/environment | Event | LJ |
| Kelvin Grove Community Centre Association AGM 5/9 | Group/community | AGM | LJ, RB |
| SECA 40 th Anniversary celebration 11/9 | Group | Event | LJ, RB |
| Community Services Council AGM 17/9 | Group | Meeting | LJ |
| Housing Advice Centre AGM 22/9 | Group | AGM | LJ, RD |
| Welcoming Communities Advisory Group 22/9 | Group | Meeting | LJ |
| Interfaith Group 26/9 | Group | Event | LJ, ZB |
| Bhutanese Society 26/9 | Group | Meeting | LJ, ZB |
| Plant to Plate AGM 28/9 | Group | AGM | LJ |
| Parentline AGM 28/9 | Group | AGM | LJ |
| PARS AGM 30/9 | Group | AGM | LJ |
| Voices of Highbury Expo opening 1/10 | Group | Event | LJ |
| Manawatu Muslims Association 2/10 | Group | Meeting | LJ, ZB |
| New Zealand Chinese Association Manawatu Branch | Group | Dinner/AGM | LJ, ZB |
| CSC Manager meeting 12/10 | Individual | Meeting | LJ |
| Palmy Youth Network Steering Group meeting | Palmy Youth Network | meeting | AR |
| Central Energy Trust AGM | Central Energy Trust | AGM | AR, RD |

| | | | |
|--|---|---------------------|--------|
| Listening to environment sector options on Nature Calls project | Environment Network Manawatu | Discussion | RD |
| Housing Needs Monitoring Group June/Aug | Housing Advice Centre and other housing providers | Meeting | RD |
| Speaker at Pink Ribbon event | Pink Ribbon | Fundraiser Event | RD |
| Young Adults Panel on Climate Change | Interfaith Group | Event | RD |
| Young Adults Panel on Racism | Interfaith Group | Event | RD |
| Carbon Landscape Seminar | Creative City Conversations | Public Talk | RD |
| Te Kawau stream clean up Palmy's Plastic Pollution Challenge Stream clean up | PPPC | Event | RD, LJ |
| Palmy Park(ing) Day | Palmy Unleashed | Event | RD |
| He Tangata Noa Everyday People exhibition | Te Manawa | Event | RD |
| Nga Toa Warriors | Arts sector | Exhibition Opening | RB |
| Youth Council Awards | Youth sector | Event | RB |
| Charles Forbes Farewell | Arts sector | Event | RB |
| Little Mermaid MYTH | Youth/arts sector | Opening | RB |
| Bianca Ma're Exhibition | Arts sector | Opening | RB |
| Youthline | Youth sector | Discussion/visit | RB |
| Book launch – The Quick and the Dead Cyril Temple-Camp | Arts sector | Launch event | RB |
| Matariki presentation | Arts sector | Event/concert | RB |
| I Choose Highbury: Rubbish Tipping Art Exhibition | Arts/youth sectors | Opening | RB |
| Centrepoint: Sunday Script Series Cringeworthy | Arts Sector/community | Openings | RB |
| Principal PNBHS to discuss prayer space PNBH School students 29/6 | President MMA, Principal PNBHS | Discussion/briefing | ZB |
| Store Manager Melody's New World 3/7 | Local Community | Discussion/briefing | ZB |
| Horizon's transport team 6/7 | MMA Executive Committee | Meeting | ZB |
| Hokowhitu Village Centre AGM 9/7 | Group | AGM | ZB RB |
| Massey University Muslim Society 11/7 | Massy University Students and Staff | AGM | ZB |
| JP Association midwinter catchup 16/7 | Manawatu JP Association | Meeting and awards | ZB |
| Nelson Mandela Day 18/7 | South African Community | Event | ZB |
| PAKNZ Friendship Association 19/7 | Group | AGM | ZB |

| | | | |
|---|-----------------------------|---------|--------|
| 75th Anniversary of WW2 | Groups RSA and Armed Forces | Event | ZB, RB |
| Manukura School Meeting | Group | Meeting | ZB |
| Lower North Island Grey Power Zone Meeting 20/8 | Group | Meeting | LF |
| Geeks on Wheels 3/9 | Group | Event | LF |
| Stroke Foundation (speaker) 8/9 | Group | Meeting | LF |
| Age Friendly 10/9 | Group/seniors | Meeting | LF |
| Age friendly awards 14/9 | Group/seniors | Meeting | LF |
| Neighborhood Support AGM 17/9 | Group | AGM | LF |
| Grey Power AGM 23/9 | Group/seniors | AGM | LF |
| Abbeyfield AGM 24/9 | Group/seniors | AGM | LF |
| Zoom with Age Concern NZ 1/10 | Group/seniors | Meeting | LF |

N.B. Above list does not include councillors other than the portfolio holders who may have also attended events.

Opportunities and Issues summary

Opportunities: The collaboration between community groups and PNCC for the emergency welfare response over the Covid-19 lockdown showed what can be achieved when the community sector and Council work together. Many organisations have commented on the success of that response during their AGMs. Exploring how this can be built on in the future is a good opportunity.

Issues: Housing continues to be in very short supply across the city, especially emergency, transitional and social housing. Private rentals are also scarce and affordability is getting worse. The MSD housing waiting list continues to grow.

MEMORANDUM

TO: Community Development Committee

MEETING DATE: 4 November 2020

TITLE: Safe City Portfolio Update (October)

PRESENTED BY: Councillor Patrick Handcock ONZM

APPROVED BY: David Murphy, Acting General Manager - Strategy and Planning

RECOMMENDATION(S) TO COMMUNITY DEVELOPMENT COMMITTEE

1. That the Safe City Portfolio Update Report for October 2020 presented to the Community Development Committee Meeting on 4 November 2020, be received for information.

1. ISSUE

The Safe City Portfolio is reporting to the Community Development Committee for October 2020.

2. BACKGROUND

The Safe City Portfolio members are encouraged to continue to update their goals and activities throughout the year.

3. COMPLIANCE AND ADMINISTRATION

| | |
|---|-----|
| Does the Committee have delegated authority to decide? | Yes |
| Are the decisions significant? | No |
| If they are significant do they affect land or a body of water? | No |
| Can this decision only be made through a 10 Year Plan? | No |
| Does this decision require consultation through the Special Consultative procedure? | No |
| Is there funding in the current Annual Plan for these actions? | No |
| Are the recommendations inconsistent with any of Council's policies or plans? | No |

PALMERSTON NORTH CITY COUNCIL

| | |
|--|---|
| The recommendations contribute to Goal 3: A Connected and Safe Community | |
| The recommendations contribute to the outcomes of the Connected Community Strategy | |
| Contribution to strategic direction and to social, economic, environmental and cultural well-being | Active Citizenship Plan – the portfolios provide an opportunity for Elected Members to report on their engagement with organisations in their sector. |

ATTACHMENTS

1. Portfolio Report [↓](#) 

PORTFOLIO UPDATE

TO Community Development Committee

CC Mayor, Deputy Mayor, Chief Executive

FROM Patrick Handcock
Lead Councillor - Safe City

DATE 12 October 2020

SUBJECT **PORTFOLIO UPDATE: (OCTOBER 2020)**

Portfolio membership

Councillors Vaughan Dennison & Brent Barrett

Portfolio scope

Goal 3: A connected and safe community

Portfolio goals

- Coordinating and facilitating the work of the Safety Advisory Board
- Building resilience and disaster preparedness for civil defence and emergency situations
- Meeting regulatory responsibilities
- Maintaining Palmerston North's Safe City Accreditation

Activity summary

(note activity related to Portfolio only)

| Short description | Stakeholder (group, indiv etc) | Engagement type (event, discussion etc) | Members (note who attended) |
|---|--|---|-----------------------------|
| Regional Group Controller (Covid-19) meetings 9 meetings between 4 May and 2 June | Regional CDEM staff, Emergency Management Stakeholders, CD Controllers | Civil Defence | PH, GS, TU |
| Safety Advisory Board Strategic Planning Meeting (Shea Pita) 28 May 2020 | Shea Pita, SAB and Council Officers | Planning | PH |
| Safety Advisory Board Strategic Planning Meeting (Shea Pita) 12 June 2020 | Shea Pita, SAB and Council Officers | Planning | PH |
| Safety Advisory Board Meeting 18 June 2020 | SAB stakeholders, Council officers | Meeting | PH |

| | | | |
|---|--|--|--------|
| SAB new membership – ACC hand-over, Meet new ACC representative – Sandy Keen (22 June 2020) | SAB and ACC stakeholders | Meeting | PH |
| SAB planning meeting (6 July 2020) | Council staff | Meeting/planning | PH |
| PN Neighbourhood Support (PNNHS) monthly meeting 16 July 2020 | PNNHS | Monthly meeting | PH |
| SAB pre-agenda meeting (20 July 2020) | Council officers and EM | 6-weekly pre-agenda) | PH |
| SAB meeting (30 July 2020) | SAB stakeholders | 6 – weekly SAB meeting | PH |
| PN Neighbourhood Support 'Project Outreach' sub-committee meeting | PNNHS Board members and NHS manager | Meeting/planning Terms of Reference | PH |
| Meeting with Danielle Harris re PNNHS & SAB support and alignment with Ora Konnect project | Danielle Harris/ PH | Meeting | PH |
| PNNHS monthly meeting (25 August 2020) | PNNHS Board | Monthly meeting | PH |
| Regional Group Controller (Civil Defence) meeting | Civil Defence Controllers, Emergency Management stakeholders, EM's | Civil Defence (Covid-19) | PH, TU |
| SAB pre-agenda meeting (31 August 2020) | Council Officers - PH | 6-weekly pre-agenda) | PH |
| PN Neighbourhood Support 'Project Outreach' sub-committee meeting 7 September 2020 | PNNHS Board members and PNNHS Manager | Meeting/planning | PH |
| SAB Meeting (10 September 2020) | SAB Stakeholders | 6 – weekly meeting | PH |
| PNNHS Annual General Meeting 17 September 2020 | PNNHS Board + community and invited guests | AGM | PH, LF |
| PNNHS Board meeting – Consider feedback from AGM | PNNHS Board | Meeting re improvement options | PH |
| SAB 'Turn the Curve Workshop' | Board members, Community stakeholders, Council Officers, Shea Pita facilitate. | Strategic Planning | PH |
| PNNHS presentation to 'Ora Konnect' project board. (1 October 2020) | 'Ora Konnect' Board, PH and PHNHS Manager | Meeting – organisational output alignment & joint planning | PH |

| | | | |
|--|-----------------------|--------------------|----|
| SAB pre-agenda meeting (12 October 2020) | Council officers & PH | 6 – weekly meeting | PH |
|--|-----------------------|--------------------|----|

Issues summary

Safe City portfolio continues its reset phase:

- SAB continues to complete its strategic planning phase.
- Alert levels for Covid-19 has required Regional Emergency Management 'stand-up' of the EMC. In higher levels of alert this has meant meetings twice weekly.
- PNNHS had its AGM in September. The AGM was de-briefed by the Board to ensure that there is a continuous improvement process in place. The PNNHS Board are committed to increasing its performance level to ensure that the organisation is relevant and has the capacity to access funding where appropriate.
- PNNHS has created the 'Project Outreach' sub-committee and this committee is mandated to plan – increasing NHS participation across our community, and improving PHNHS penetration to high deprivation areas of Palmerston North. The latter focus has led the Board to meet with 'Ora Konnect' Board to co-design and support capacity building in some of our more marginalised neighbourhoods.

COMMITTEE WORK SCHEDULE

TO: Community Development Committee

MEETING DATE: 4 November 2020

TITLE: Committee Work Schedule - November 2020

RECOMMENDATION(S) TO COMMUNITY DEVELOPMENT COMMITTEE

1. That the Community Development Committee receive its Work Schedule dated November 2020.

ATTACHMENTS

1. Committee Work Schedule - November 2020 [↓](#) 

COMMUNITY DEVELOPMENT COMMITTEE

COMMITTEE WORK SCHEDULE – NOVEMBER 2020

| Item No. | Estimated Report Date | Subject | Officer Responsible | Current Position | Date of Instruction/ Point of Origin |
|----------|--|---|--|--|--|
| 1. | November 2020 | Options for Library Services in Highbury | Chief Customer Officer | Post lockdown, Officers continue to work with partners on options for library services in Highbury. | 5 June 2019 Clause 10.2 |
| 2. | November 2020 March 2021 | Report outlining the cost of achieving mobility parking compliance outside of current hours | Chief Infrastructure Officer | Officers still working through the service delivery implications. | 1 July 2020 Clause 20.2 |
| 3. | November 2020 December 2021 | Welcoming Communities Programme Annual Report | Chief Customer Officer | | 5 August 2020 37.2 |
| 4. | 2021 | Feasibility of introducing a Companion Card for those with permanent disabilities – 12 month review | Chief Infrastructure Officer Chief Customer Officer | | 5 August 2020 Clause 34.4 |