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PALMERSTON
NORTH
CITY

PALMERSTON NORTH CITY COUNCIL

AGENDA

COMMUNITY DEVELOPMENT COMMITTEE

1.00 PM, WEDNESDAY 9 MARCH 2022
AUDIO-VISUAL MEETING

MEMBERS

Lorna Johnson (Chairperson)
Rachel Bowen (Deputy Chairperson)
Grant Smith (The Mayor)

Brent Barrett	Leonie Hapeta
Susan Baty	Billy Meehan
Zulfiqar Butt	Karen Naylor
Renee Dingwall	Bruno Petrenas
Lew Findlay QSM	Aleisha Rutherford
Patrick Handcock ONZM	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

To Marae o Hine | 32 The Square
Private Bag 11034 | Palmerston North 4442 | New Zealand
pncc.govt.nz

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COMMUNITY DEVELOPMENT COMMITTEE MEETING

9 March 2022

ORDER OF BUSINESS

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 - Sheltered Accommodation** Page 7

- 6. **Presentation - Manawatū Hindu Society** Page 13

- 7. **Confirmation of Minutes** Page 53
 "That the minutes of the Community Development Committee meeting of 1 December 2021 Part I Public be confirmed as a true and correct record."

- 8. **Night Shelter - Options, costs and timeframes for a feasibility study** Page 59
 Report, presented by Stephanie Velvin, Community Development Manager.

- 9. **Welcoming Communities Programme Annual Report** Page 69
 Memorandum, presented by Stephanie Velvin, Community Development Manager.

- 10. **Committee Work Schedule - March 2022** Page 75

- 11. **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	Ground(s) under Section 48(1) for
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		matter	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: 9 March 2022

TITLE: Presentation - Sheltered Accommodation

RECOMMENDATION(S) TO COMMUNITY DEVELOPMENT COMMITTEE

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

SUMMARY

Mr Frank Boulton, a resident of the Council's Housing at Persson Place, will present his view on problems the residents of Persson Place have been enduring for over 6 and a half years. Mr Boulton also will suggest solutions for his concerns.

ATTACHMENTS

1. Sheltered Accommodation [↓](#) 

PRESENTATION

(SHELTERED ACCOMMODATION)

1. PURPOSE

"Sheltered" accommodation should be "sheltered" accommodation.

Residents in "sheltered" accommodation should be able to enjoy the same quality of life as everyone else. They should not be left to suffer greater disruption to their lives than other people in such things as medical care, paid or voluntary work, self-care, daily tasks, study, socialization, etc.

2. ISSUES AND PROBLEMS

Residents of Persson Place have had to endure numerous problems over more than 6½ years. No permanent solution to this has yet been found.

These problems include:

- Loud and disruptive noise day and night,
- Damage to personal and Council property,
- Threats of violence and death,
- Actual physical violence towards women and children,
- Punch-ups in the car park,
- Gangs partying in our recreational space,
- Gangs using our recreational space as an outdoor toilet,
- Gangs using our recreational space as a skid patch for their cars,
- Tangis on our street,
- Sleep deprivation,
- Not being able to live as we choose,
- No "quiet enjoyment of the property",
- Not being able to follow medical advice,
- Disruption of paid or voluntary work,
- Intrusions into our privacy,
- Theft.

3. POSSIBLE SOLUTIONS

We believe that PNCC may be able to help in the following ways: -

3a. BYLAWS

PNCC should introduce bylaws to offer protection to residents of sheltered accommodation (and other

residents).

PNCC could introduce bylaws to issue persistent offenders with an Antisocial Behaviour Order (ASBO). This could be issued by PNCC and/or the police. Breach of an ASBO should be punishable with a fine, prison sentence or eviction.

3b. INSPECTIONS

PNCC periodically inspects its rental properties. When doing so, they should ask tenants if they are suffering as a result of the antisocial behaviour of a neighbour(s). This could be trialled on "sheltered" accommodation.

This would be a low-cost precaution.

It would enhance PNCC's image.

3c. COUNCIL/MASH SPLIT

PNCC rents out some of its accommodation directly and other accommodation is sub-let through MASH. This makes it difficult to resolve problems between tenants, where one rents from PNCC and the other rents from MASH, as they are both deprived of the right to go to a Tenancy Tribunal.

All accommodation owned by PNCC should be put back into PNCC's hands, either if the tenant requests this or when the tenant moves out. MASH would still control the units (who lives there, MASH services, problems resolution, etc). The only things to change would be that PNCC would be the legal landlord and rent would be paid directly to PNCC. This would mean that all tenants would be living "under the same rules" and would have the same rights.

3d. COMMITTEE

It would be helpful to have a committee that deals with this, either a dedicated committee or to assign it to an existing committee or main contact person. We are interested in minimizing the cost to PNCC.

3e. EXPERT INPUT

PNCC should seek expert input into dealing with the problems facing residents of "sheltered accommodation", e.g. doctors.

3f. NEW TENANT INFORMATION

New tenants should be given information in a very clear format, including who to contact in case of repairs needed, noise control and other useful information.

A council officer could affix an easy to read contact card to a convenient surface with Blu-Tack. This card should be checked during inspections, in order to ensure that it is up to date.

4. BENEFITS

These measures would improve tenant wellbeing by helping them with problems and would increase their feelings of security and confidence in PNCC.

These measures would make it easier for PNCC to resolve problems by reducing the expenditure, time and other resources spent on problem resolution.

These measures would increase the job satisfaction of PNCC officers by making the resolution of many problems easier and faster.

These measures would reduce the overuse of the resources of other organizations such as the Police and the Health Service.

These measures would, therefore, enhance the public image of PNCC.

PRESENTATION

TO: Community Development Committee

MEETING DATE: 9 March 2022

TITLE: Presentation - Manawatū Hindu Society


RECOMMENDATION(S) TO COMMUNITY DEVELOPMENT COMMITTEE

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

SUMMARY

Jitender (Joe) Singh, President of the Manawatū Hindu Society, will make a presentation regarding the needs of the Hindu community in Manawatū and their plans for a community gathering space, as well as how the Council could help with it.

ATTACHMENTS

1. Presentation - Manawatū Hindu Society [↓](#) 
2. Manawatū Hindu Society - Hindu Community Centre Business Plan [↓](#) 



MHS Hindu Community Centre

Support from PNCC

Why Are We Here

Seeking support from PNCC to build a Hindu Community Centre in Manawatu



Vision and Objectives

Vision

Build a Hindu Community Centre in Manawatu

Objectives

- Promote Hindu culture and religion
- Provide a platform to perform religious functions and to celebrate festivals
- Provide a common platform for social functions and events
- Build a Hindu Temple



PALMERSTON NORTH CITY COUNCIL

Minutes of the Community Development Committee Meeting Part I Public, held in the Council Chamber, First Floor, Civic Administration Building, 32 The Square, Palmerston North on 01 December 2021, commencing at 1.03pm

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

Non Members: Councillors Vaughan Dennison and Orphée Mickalad.

Apologies: Councillor Susan Baty (late arrival) and Danielle Harris (late arrival).

Councillor Susan Baty entered the meeting at 1.42pm during consideration of clause 20. She was not present for clauses 18 and 19.

Danielle Harris entered the meeting at 1.47pm during consideration of clause 20. She was not present for clauses 18 and 19.

18-21 Apologies

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the Committee receive the apologies.

Clause 18-21 above was carried 15 votes to 0, the voting being as follows:

For:

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

19-21 Presentation – Barbara Thomas

Barbara Thomas made a presentation to the Committee regarding changes to the City Library around disposal and purchase of books and made the following comments:

- Concerned about the book purchasing power acquiring a range of books for good prices as the library is very restricted to certain companies that they can purchase books through.
- Books that are withdrawn are given to the Red Cross every year

to sell on. A suggestion instead is for the library to have a sales table in the library with those books for people to purchase.

- The loan period for magazines should be extended as it is currently only one week.

Moved Lorna Johnson, seconded Aleisha Rutherford.

The **COMMITTEE RESOLVED**

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

Clause 19-21 above was carried 15 votes to 0, the voting being as follows:

For:

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

20-21

Presentation – Disability Reference Group

Rose Boddy, Chairperson of the Disability Reference Group made a presentation to the Committee with an update. Ms Boddy presented a PowerPoint presentation and made the following comments:

- It has been a productive year despite the challenge Covid has brought.
- Heartened by the Events team consulting with them every year more and more. Makes them feel like they are part of the community.
- Do not agree with all special reference groups being put under the same umbrella in the representation review.
- There were some concerns about multiple companies bringing in the e-scooters but they thought it had been managed very well by Council and felt that they were heard at the meeting held with the providers.
- Excited about the launch of the Palmy Companion Card.
- Moving forward they want to work with relevant teams with the assessment of the Council facilities to ensure that consideration is given to the needs of people with disabilities.

Councillor Susan Baty entered the meeting at 1.42pm.

Danielle Harris entered the meeting at 1.47pm.

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the Community Development Committee receive the

presentation for information.

Clause 20-21 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, Orphée Mickalad, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Danielle Harris.

21-21

Presentation – Palmerston North Interfaith Group

Jaspreet Singh Sidhu, Elza Gibu Joseph and Jasmine Pai Brah made a presentation to the Committee regarding celebration of their religious diversity. They presented a PowerPoint presentation and made the following comments:

- Generation 20/21 was a workshop that was held at Youth Space for young adults aged 15 to 25 to discuss gender discrimination and issues in religious and ethnic diversity. This was held by Youth Korero.
- Youth Korero's Action Statements were to hold educational events with people from different backgrounds and to hold more interfaith forums organised and designed by young adults that bring together people from all ages to talk about issues of gender discrimination and religious diversity.
- They are wanting to celebrate a day of religious diversity and want the Council to help them organise it at Pitt Park. They are wanting to achieve three things; motivating our youth, promoting awareness of different religions and educating on looking after nature, which will in turn mitigate climate change.
- Encourage more media coverage at their events.

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

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

Clause 21-21 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, Orphée Mickalad, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Danielle Harris.

22-21

Confirmation of Minutes

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the minutes of the Community Development Committee meeting of 12 May 2021 Part I Public be confirmed as a true and correct record.

Clause 22-21 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, Zulfiqar Butt, Vaughan Dennison, Renee Dingwall, Lew Findlay QSM, Patrick Handcock ONZM, Billy Meehan, Orphée Mickalad, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Danielle Harris.

Abstained:

Councillors Susan Baty and Leonie Hapeta.

23-21 Summary of Community Funding Allocations from 01/07/2020 - 30/06/2021.

Memorandum, presented by Stephanie Velvin, Acting Community Development Manager and Gillian Tasker, Arts Coordinator.

Moved Lorna Johnson, seconded Aleisha Rutherford.

The **COMMITTEE RESOLVED**

1. That the report titled 'Summary of Community Funding Allocations from 01/07/2020 - 30/06/2021' be received.

Clause 23-21 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, Orphée Mickalad, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Danielle Harris.

24-21 Community Reference Groups – Terms of Reference

Memorandum, presented by Stephanie Velvin, Acting Community Development Manager.

The meeting adjourned at 3.04pm.

The meeting resumed at 3.19pm.

Moved Lorna Johnson, seconded Aleisha Rutherford.

The **COMMITTEE RECOMMENDS**

1. That the Terms of Reference for Community Reference Groups, including the Disability Reference Group, Seniors Reference Group and the Pasifika Reference Group, be approved.
2. That the Council confirm a liaison Councillor for each Reference Group.

Clause 24-21 above was carried 14 votes to 3, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Lorna Johnson, Rachel Bowen, Susan

Baty, Zulfiqar Butt, Vaughan Dennison, Lew Findlay QSM, Patrick Handcock ONZM, Leonie Hapeta, Billy Meehan, Orphée Mickalad, Bruno Petrenas, Aleisha Rutherford and Danielle Harris.

Against:

Councillors Brent Barrett, Renee Dingwall and Karen Naylor.

Moved Karen Naylor, seconded Leonie Hapeta.

Note:

On a motion that the item lie on the table, the motion was lost 8 votes to 9, the voting being as follows:

For:

Councillors Brent Barrett, Susan Baty, Renee Dingwall, Lew Findlay QSM, Orphée Mickalad, Karen Naylor, Bruno Petrenas and Danielle Harris.

Against:

The Mayor (Grant Smith) and Councillors Lorna Johnson, Rachel Bowen, Zulfiqar Butt, Vaughan Dennison, Patrick Handcock ONZM, Leonie Hapeta, Billy Meehan and Aleisha Rutherford.

25-21

Portfolio Update - People and Community - March-November 2021

Memorandum, presented by Councillor Lorna Johnson, Lead Councillor, People and Community Portfolio.

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the Committee receive the Portfolio Update – People and Community for information.

Clause 25-21 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, Orphée Mickalad, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Danielle Harris.

26-21

Portfolio Update - Safe City - November 2021

Memorandum, presented by Councillor Pat Handcock, Lead Councillor - Safe City Portfolio.

Moved Patrick Handcock ONZM, seconded Leonie Hapeta.

The **COMMITTEE RESOLVED**

1. That the Committee receive the Portfolio Update - Safe City report for information

Clause 26-21 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, Orphée Mickalad, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Danielle Harris.

27-21 Committee Work Schedule

Moved Lorna Johnson, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the Community Development Committee receive its Work Schedule dated December 2021.

Clause 27-21 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, Orphée Mickalad, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Danielle Harris.

The meeting finished at 3.41pm

Confirmed 9 March 2022

Chairperson

REPORT

TO: Community Development Committee

MEETING DATE: 9 March 2022

TITLE: Night Shelter - Options, costs and timeframes for a feasibility study

PRESENTED BY: Stephanie Velvin, Community Development Manager

APPROVED BY: Chris Dyhrberg, Chief Customer Officer

RECOMMENDATION TO COMMUNITY DEVELOPMENT COMMITTEE

1. That the Committee refer Option 1a to the Annual Budget Deliberations.

Summary of options analysis

<p>Problem or Opportunity</p>	<p>There are people who are experiencing homelessness in Palmerston North. There is currently very limited supply of emergency housing and temporary accommodation options, and there is pressure on the housing system across the continuum.</p> <p>Council's goal is for Palmerston North to be a city where everyone feels connected and included. We want to be a safe city, where people have access to the housing they need and opportunities to connect with others. We want communities to have access to accessible and appropriate social support.</p>
<p>OPTION 1:</p>	<p>Conduct a feasibility study to investigate how a targeted and coordinated response to address homelessness using the Housing First model, which may include a night shelter, could be supported in Palmerston North.</p>
<p>Community Views</p>	<p>Limited targeted engagement with existing stakeholders has been undertaken to gather information for this report; however, formal consultation to seek community views has not been undertaken at this stage. Community views will be sought at the next stage of the process if the feasibility study proceeds.</p>
<p>Benefits</p>	<p>Receive information as to how to support an effective approach to addressing homelessness in Palmerston North.</p> <p>Potential enablement of delivery of outcomes for the community in alignment with Council's goals.</p>

Risks	Additional budget required or may result in other planned work being deprioritised, depending on the preferred option for how the study is to be undertaken.
Financial	Budget of \$100k required for Option 1a below (Table B)
OPTION 2:	Do not conduct a feasibility study.
Community Views	Limited targeted engagement with existing stakeholders has been undertaken to gather information for this report; however, formal consultation to seek community views has not been undertaken at this stage. Community views will be sought at the next stage of the process if the feasibility study proceeds.
Benefits	Other smaller steps towards alleviating the issue could be explored, with less disruption to other planned work and minimal budgetary impacts.
Risks	Coordinated action towards reducing homelessness is less likely to occur.
Financial	Nil.

RATIONALE FOR THE RECOMMENDATIONS

1. OVERVIEW OF THE PROBLEM OR OPPORTUNITY

Background

- 1.1 This report was requested through the 2021-2031 10 Year Plan. The resolution was "that the Chief Executive investigate options for a night shelter and report back to Community Development Committee in the 21/22 year with options, timeframes and costs of a feasibility study".
- 1.2 There were multiple submissions from the community to the 10 Year Plan around housing, including several which highlighted issues in the availability of emergency accommodation. Council determined that there was value in an early investigation report to provide data, further context and information around options, timeframes and costs of a feasibility study, to determine what role Council might have in addressing these issues.

Context

- 1.3 Homelessness, also referred to as severe housing deprivation, is defined by Statistics New Zealand as a living situation where people with no other options to acquire safe and secure housing are: without shelter (e.g. living in a park, shack or car), in temporary accommodation (e.g. living in hostels, transitional supported accommodation, women's refuges, motor camps and boarding houses), sharing accommodation with a household (e.g. living on a couch or in an overcrowded house), or living in uninhabitable housing (e.g. a dwelling that is dilapidated).

- 1.4 Across these living circumstances that fall under the definition, there are three broad categories of people experiencing homelessness that have been further defined: chronically homelessness (people with multiple complex needs who have spent an extended time sleeping rough); episodically homeless (people who frequently fall in and out of homelessness as they find it difficult to maintain a tenancy or stable housing); transitionally homeless (people who are able to maintain a tenancy or stable housing unsupported but have found themselves homeless due to a major life event such as redundancy, relationship or family breakdowns or health issues).
- 1.5 The negative impacts of experiencing homelessness for individuals, whānau and communities are well documented. There is also evidence that severe housing deprivation is disproportionately experienced by Māori, Pacific peoples, people with disabilities, people with physical and mental health issues, youth, single-parent families (and therefore children), and the rainbow community.
- 1.6 Across Aotearoa, housing shortages and rising rents, together with increasing income pressures and several other systemic factors, are contributing to an increase in the number of people experiencing homelessness.
- 1.7 There are a number of challenges in capturing accurate data for homelessness, including transiency, people being disconnected from systems and services, and the range of circumstances that fall under the definition. Government administrative data only captures people who access government assistance, and it is known that there is a significant 'hidden homeless' population of people who are sleeping on the streets, in cars, boarding houses, camp grounds, sharing accommodation or who do not have access to government assistance.
- 1.8 This means that it is hard to put an exact current figure on the number of people in Palmerston North who are experiencing homelessness. There is some data available which provides an indication, for example, the Ministry of Housing and Urban Development reports in the quarter ending September 2021, there were 1224 emergency housing special needs grants approved and over 700 applicants on the housing register. Estimates from those working in the sector of those who are experiencing homelessness without shelter and sleeping rough in the city range from 30-50.
- 1.9 This lack of data was one of the drivers for Ira Mata, Ira Tangata: Auckland's Homeless Count in late 2018, which used a Point in Time approach to understand the size and nature of unsheltered and temporary homelessness across the Auckland region. The Count was conducted by the Housing First Auckland collective, with support and funding from Auckland Council.

Housing First model

- 1.10 Housing First is a central government supported programme founded on an evidence-based model for addressing homelessness. Housing First recognises that it is much easier to address complex needs, such as mental health and addiction, once people are housed. Previous models stipulated that people should be sober, or mentally well, in order to be "housing ready". Housing First sees the need for permanent, secure, appropriate, safe housing as a fundamental human right.

1.11 Housing First providers across the world show integrity to the following principles:

1. Immediate access to housing with no housing readiness conditions
2. Consumer choice and self-determination
3. A harm reduction and recovery-orientation approach
4. Individualised and person-driven supports
5. Social and community integration

1.12 Housing First was piloted in Auckland in 2017 and has since formed a key part of the Ministry of Housing and Urban Development's Homelessness Action Plan 2020-2023. The Housing First model is now being implemented in towns and cities across the country, including Kaitiaki, Whangārei, Auckland, Hamilton, Tauranga, Rotorua, Napier, Wellington, Nelson, Blenheim and Christchurch.

1.13 The Housing First model is the leading approach for addressing chronic and episodic homelessness. There are other responses being piloted and applied to address transitional homelessness, such as Rapid Rehousing. As both models rely on housing availability, one of the tools used currently to supplement these solutions to all three types of homelessness are night shelters.

Night shelters

1.14 Night shelters are designed to break the cycle of homelessness by providing people with emergency shelter. They ideally act as a stepping-stone towards more permanent housing and an access point to other support services.

1.15 There are currently night shelters operating in all larger cities around the country, including Auckland, Wellington, Christchurch, Tauranga, Hamilton and Dunedin. They are generally operated by a charitable trust, such as the City Mission, and funded from a range of sources, including central government funding, council funding and direct donations.

1.16 Many night shelters are moving away from the traditional 'bed for a night, leave in the morning' format towards approaches where there are other complementary services on offer, such as food, social lounges and counselling support.

1.17 Night shelters are complex to operate, and there are many factors to consider in how they run day-to-day (are they 'dry' i.e. no alcohol or drugs, are they for a specific sex only, are visitors allowed, what is the maximum stay, are pets allowed). With 'rules' in place, there will be people experiencing homelessness who do not qualify, and with no 'rules' in place, health and safety become difficult to manage.

1.18 While most night shelters in operation pre-date the Housing First model, in application they are not mutually exclusive solutions, particularly with the current crises in housing availability. In Auckland, for example, the night shelter is also a partner in their Housing First collective.

1.19 Palmerston North has many services which provide accommodation and housing options across the continuum. They are all working hard and providing

quality services, however the gap between availability of housing and demand from people experiencing or facing homelessness remains.

- 1.20 There is a willingness amongst the services to work together, and some early interest has been gauged in the opportunity to collaborate around a Housing First model.
- 1.21 Contributing to a response to the homelessness issues in our community fall under our social wellbeing responsibilities as a local authority.
- 1.22 A response would also align with Council's strategic goals, specifically Goal 3, Priority 2: He whakaū i te hauora o te hāpori, e whai wāhi ai te katoa ki te whare noho me te pāenoho kiritata hauora, haumaru anō hoki. Ensure the city has a healthy community where everyone has access to healthy, safe and affordable housing and neighbourhoods.

2. DESCRIPTION OF OPTIONS

Table A – Weighing up Options 1 and 2

Options and 2	1 Pros / Benefits	Cons / Risks	Next steps
Option 1 - Complete a feasibility study	<ul style="list-style-type: none"> • Receive information as to how to support a response to homelessness in Palmerston North, which may include a night shelter • Potential enablement of delivery of outcomes for community in alignment with Strategy 	<ul style="list-style-type: none"> • Additional cost for option 1a or deprioritisation of other planned work for option 1b • Study may determine a response or elements of a response, such as a night shelter, are not feasible for Council to pursue involvement, meaning community expectations are not met • The study may demonstrate a case for and/or create expectations of an ongoing commitment from Council (including meeting further costs) 	See Table B for options 1a and 1b
Option 2 – Do not complete a feasibility	<ul style="list-style-type: none"> • No cost • Less or no impact on other planned work 	<ul style="list-style-type: none"> • Limited further information received as to how best to support a response to homelessness 	See Table C for options 2a and 2b

study		<ul style="list-style-type: none"> Less potential for delivery of outcomes for community 	
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Table B – Weighing up Options 1a and 1b

Options for completing a feasibility study	Cost	Timeframe	Other considerations
Option 1a - Additional budget provided to engage extra resource	<ul style="list-style-type: none"> \$100,000 (based on estimates received) 	<ul style="list-style-type: none"> Potential for shorter timeframe to complete work, estimated 6 months from commencement 	<ul style="list-style-type: none"> + Specialist expertise able to be engaged - May need to build connection to organisation and relationships
Option 1b – Use internal resource	<ul style="list-style-type: none"> No additional cost 	<ul style="list-style-type: none"> Longer timeframe, estimate 9 months to 1 year, as other planned work would need to be reprioritised and balanced 	<ul style="list-style-type: none"> + Existing connection to organisation and relationships - Less specialist expertise - Significant reprioritisation of other work required

Table C – Weighing up Options 2a and 2b

Options if <u>not</u> completing a feasibility study	Costs	Timeframes	Other considerations
Option 2a – Do nothing additional, continue existing work in social housing, engagement with development sector, and community development relationships (i.e. funding and	<ul style="list-style-type: none"> No additional cost or reprioritisation of resource 	N/a	-

general support) with housing support groups			
Option 2b - Continue existing work, and increase effort in advocacy to central government around housing and homelessness issues	<ul style="list-style-type: none"> No additional cost 	Unknown	<ul style="list-style-type: none"> Will require some additional internal effort and therefore may require reprioritisation or impact on other work

3. ANALYSIS OF OPTIONS

3.1 As per the tables above, staff have identified two main options for next steps. Within each main option (Option 1 and Option 2), there are two sub options identified (Option 1a, Option 1b; Option 2a, Option 2b).

Option 1 - Complete a feasibility study

3.2 Option 1 is to proceed with further work in the shape of a feasibility study, to gather more information and explore in more detail how Council can support a response to the homelessness issues in the city.

3.3 The proposed scope of the feasibility study would include:

- Reconfirming and obtaining more detailed information around local issues and needs
- Investigating options for a local model and mechanisms to implement this, including scoping partners, structures and roles, costs and timeframes to establish
- Determining a plan of action for the coordinated response, including options for specific actions (which may include a night shelter), with costs, details and timeframes
- An assessment of the priority of the suggested actions

3.4 As Council does not currently have the internal capacity or budget to conduct a feasibility study, there are two sub options proposed for how this work can be completed: 1a) provide additional budget to engage extra resource, or 1b) deprioritise other planned work and conduct it with existing internal resource.

3.5 As demonstrated in the table above, the most efficient option which has least impact on other planned work and achievement of outcomes is Option 1a.

Option 2 – Do not complete a feasibility study

- 3.6 There is a second main option of not proceeding further with this work in any significant way, and not taking a coordination role towards addressing the issues of homelessness in the city.
- 3.7 Within this, there is Option 2a: Council can continue its efforts in other parts of the housing continuum, such as increasing social housing stock, facilitating new housing development and supporting community groups working with people seeking stable housing. These local efforts, together with wider community efforts and the implementation of central government strategy may in time have a positive impact on the size and nature of homelessness in Palmerston North.
- 3.8 Less than a feasibility study, there is Option 2b, the option of directing an increased, specific effort into advocacy to central government around housing and homelessness. This would require a small amount of additional resource, and therefore may impact minimally on other planned work. It is also noted that this may result in work towards a coordinated local response being required further down the track, as the central government strategy has a significant community-led and local-led focus.

4. CONCLUSION

- 4.1 This report has provided a summary of the local and national context, and the definitions and complexities of homelessness. A description of the best-practice Housing First model and some of the considerations around night shelters have also been included.
- 4.2 Of the options identified for the next steps, the recommendation that best aligns with the Council’s wellbeing obligations and strategic goals is Option 1a. Due to timing, it is recommended that Option 1a be referred to the Annual Budget Deliberations.

COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant to do, 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 the Council's policies or plans?	No
The recommendations contribute to Goal 3: A Connected and Safe Community	
The recommendations contribute to the achievement of action/actions in Connected Communities	

The action is: Investigate options for a night shelter and develop a proposal for a feasibility study	
Contribution to strategic direction and to the social, economic, environmental and cultural well-being	Social wellbeing contribution, and strategic direction contribution as described above.

ATTACHMENTS

Nil

MEMORANDUM

TO: Community Development Committee

MEETING DATE: 9 March 2022

TITLE: Welcoming Communities Programme Annual Report

PRESENTED BY: Stephanie Velvin, Community Development Manager

APPROVED BY: Chris Dyhrberg, Chief Customer Officer

RECOMMENDATION TO COMMUNITY DEVELOPMENT COMMITTEE

- 1. That the report titled 'Welcoming Communities Programme Annual Report' be received for information.**
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1. ISSUE

- 1.1 This report provides the annual update on the progress of the Welcoming Communities programme implementation.

2. PROGRAMME BACKGROUND

- 2.1 Welcoming Communities - Te Waharoa ki ngā Hapori is an Immigration New Zealand led accreditation-based initiative in which Palmerston North has been a participant 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 can 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 The programme is currently being rolled out across New Zealand in stages. As of February 2022, there are seventeen other councils who have committed to the Welcoming Communities programme:

- Hastings District Council
- Nelson City Council
- Tasman District Council
- Hamilton City Council
- Tauranga City Council
- Western Bay of Plenty District Council
- Whanganui District Council
- Rangitikei District Council
- Horowhenua District Council
- Masterton District Council
- Ashburton District Council
- Selwyn District Council
- Queenstown Lakes District Council
- Central Otago District Council
- Gore District Council
- Invercargill City Council
- Southland District Council

3. COUNCIL CONTEXT

- 3.1 The Welcoming Communities Advisory Group Plan 2020-2023 was finalised and endorsed by Council on 17 March 2021. This Plan is a key component of the Welcoming Communities programme in Palmerston North. It sets out our local priorities for the years 2020-2023, providing a roadmap for achieving accreditation as an Advanced Welcoming Community.
- 3.2 In the 10 Year Plan 2021-2031, Council committed to regularly developing and implementing Welcoming Plans, together with Rangitāne and our Advisory Group partners, with the intention that Palmerston North continues to be a national leader in the programme, moving from Established to Advanced accreditation.
- 3.3 It is noted that there are several other actions in the 10 Year Plan, in addition to the specific commitments above, which will contribute to embedding the programme across Council services. For example, 'Provide Council communication materials that are inclusive and reflect the diversity of the local community', 'Welcoming Community principles guide the inclusiveness of placemaking projects', and 'Review chamber and related spaces as inclusive public spaces, including bilingual wayfinding'. This embedment is an essential component of elevating our efforts to the Advanced level.

4. ANNUAL UPDATE

- 4.1 Progress over the last year in implementing the Welcoming Plan has been challenging, due to resource constraints in the Coordinator role and with the ongoing disruptions caused by Covid-19.
- 4.2 Despite this, there have been several new initiatives rolled out, and the foundations of the programme remain strong due to the commitment and

connection of our Advisory Group partners. Highlights of the year have included:

4.3 Welcome Video

To deliver on 'Welcoming Communications' and 'Equitable Access' outcome areas.

In late 2021, the Advisory Group identified an opportunity to welcome newcomers arriving through the refugee resettlement, family reunification and evacuation pathways. With Delta threatening, it was decided that planning a City Welcome event was too risky and we needed to look at another way to be intentionally welcoming for these newcomers.

We decided to create a welcoming video with messages from key leaders and community members, including the various first languages of the refugee-background communities.

The video was completed in December and circulated to the Advisory Group members to use in their welcoming interactions, such as orientation sessions and language classes. We also promoted the video on social media.

As well as adding another welcoming tool to our suite of ways to welcome newcomers, the success of this project was in the collaborative way we were able to facilitate community members to share their language and participate confidently in the creation of the video.

4.4 He Kupu Rangatira - Proverb Pathway

To deliver on 'Welcoming Public Spaces' and 'Culture + Identity' outcome areas.

On Race Relations Day, 21 March 2021, Palmerston North celebrated the launch of He Kupu Rangatira – The Proverb Pathway, on Te Arapiki a Tāne – The Stairway of Tāne. A partnership project with Rangitāne and Massey University, He Kupu Rangatira is a site-specific arts initiative that recognises our bicultural foundations and our multiculturally diverse city in an interactive, recreation-based installation.

The pathway promotes community connections by sharing the wisdom of proverbs from around the world. The proverbs were collected from local community members and appear on each installation in the language of origin, with a te Reo Māori equivalent and an English translation. In total there are ten languages represented over twelve signs.

The project was supported with funding from MBIE's migrant participation fund. The next steps include looking at how to incorporate sound using an app and considering further iterations in other locations.

4.5 Cultural celebrations

To deliver on 'Connected + Inclusive' and 'Culture + Identity' outcome areas.

After the success of the cultural celebrations grown in earlier years of the programme, we were tracking towards even more significant events for the city in 2021. The first half of the year did see several successful events go ahead, including a Lunar New Year celebration, Festival of Cultures and Eid Festival; however, Holi was unable to be delivered due to lack of staff capacity, and Diwali in The Square and Moon Festival were impacted by the arrival of the Delta variant. The settings brought in for the Omicron variant resulted in the cancellation of the Lunar New Year in January 2022, and the planning of the Festival of Cultures and a large Holi event have also been called off.

Despite these disruptions, we were able to mark Diwali and Lunar New Year in other ways to help meet our objectives of communities sharing their cultures and creating a culturally rich and vibrant community. For Diwali, a radio message was created with the community to communicate the meaning of the celebration, and we commissioned Happy Diwali flags which were hung around the city centre. To mark Lunar New Year, the Happy Lunar New Year banner was hung, an exhibition was displayed in the Library and a video of community performances was captured.

The efforts put in to innovate and uphold our commitment to achieving our Welcoming Communities outcomes despite the shifting restrictions have been well received by the community.

4.6 Funding:

Another area of success this year has been obtaining external funding to support two new initiatives in the community. We have received funding from MBIE to support the Welcoming Schools pilot, due to commence shortly through the Manawatū Multicultural Council. We have also received funding from the Ministry of Justice as an umbrella organisation for a community-led project for the prevention of family and sexual violence.

5. NEXT STEPS

- 5.1 Implementation of the programme will continue with an application for accreditation at the Advanced level planned for late 2023, depending on our progress.
- 5.2 Key areas of focus for activities over the coming year include: progressing planned initiatives around inclusive governance; welcoming communications, including a refresh of the Welcome Pack; supporting the Welcoming Schools initiative pilot; working with partners to progress opportunities to support migrant businesses; supporting civic engagement efforts for the local elections; working to further embed Welcoming Communities principles internally.
- 5.3 In addition, the programme will continue to be agile and play a key connecting role in supporting newcomer and ethnic communities to navigate the Covid-19 pandemic.

- 5.3 At the national level, we continue to provide a leadership role, when time allows, to support new councils coming on board with the programme. For example, later in March, we are providing a tutorial for the newer councils on how to develop a Welcoming Plan.
- 5.4 With four of our neighbouring councils now also committed to the programme, Whanganui District Council, Rangitikei District Council, Horowhenua District Council and Masterton District Council, we hope to have the capacity to 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 to do, 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 the Council's policies or plans?	No
The recommendations contribute to Goal 3: A Connected and Safe Community	
The recommendations contribute to the achievement of action/actions in Connected Communities	
The action is: Regularly develop and implement Welcoming Plans	
Contribution to strategic direction and to the social, economic, environmental and cultural well-being	Annual update provided as to the implementation of the current Welcoming Plan.

ATTACHMENTS

Nil

COMMITTEE WORK SCHEDULE

TO: Community Development Committee

MEETING DATE: 9 March 2022

TITLE: Committee Work Schedule - March 2022

RECOMMENDATION TO COMMUNITY DEVELOPMENT COMMITTEE

1. That the Community Development Committee receive its Work Schedule dated March 2022.

ATTACHMENTS

1. Committee Work Schedule 2019 - 2022 [↓](#) 

