



PAPAIOEA
PALMERSTON
NORTH
CITY

PALMERSTON NORTH CITY COUNCIL

AGENDA

COMMUNITY COMMITTEE

1PM, WEDNESDAY 15 MARCH 2023

COUNCIL CHAMBER, FIRST FLOOR
CIVIC ADMINISTRATION BUILDING
32 THE SQUARE, PALMERSTON NORTH

MEMBERS

Lorna Johnson (Chair)
Patrick Handcock (Deputy Chair)
Grant Smith (The Mayor)
Brent Barrett
Rachel Bowen
Lew Findlay (QSM)
Billy Meehan
Orphée Mickalad
Karen Naylor
William Wood
Kaydee Zabelin

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

Waid Crockett

Chief Executive | PALMERSTON NORTH CITY COUNCIL

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

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COMMUNITY COMMITTEE MEETING

15 March 2023

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. **The Little Stars Programme: Support for Children with Disabilities.** Page 7
- 6. **Pasifika Reference Group - Annual Presentation** Page 9
- 7. **Seniors Reference Group - Annual Presentation** Page 11

REPORTS

- 8. **Annual Sector Lead Report: Te Pū Harakeke - Community Collective Manawatū** Page 13
Memorandum, presented by Stephanie Velvin, Community Development Manager.
- 9. **Annual Sector Lead Report: Manawatū Multicultural Council** Page 29
Memorandum, presented by Stephanie Velvin, Community Development Manager.
- 10. **Annual Sector Lead Report: Te Tihi o Ruahine Whānau Ora Alliance** Page 41
Memorandum, presented by Stephanie Velvin, Community Development Manager.
- 11. **Annual Sector Lead Report: Housing Advice Centre** Page 55
Memorandum, presented by Stephanie Velvin, Community Development Manager.

INFORMATION REPORTS

- 12. **Welcoming Communities Annual Update** Page 65
Memorandum, presented by Stephanie Velvin, Community Development Manager.

13. Update on Response to Homelessness Page 113

Memorandum, presented by Stephanie Velvin, Community Development Manager.

14. Committee Work Schedule Page 161

15. 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 Committee

MEETING DATE: 15 March 2023

TITLE: The Little Stars Programme: Support for Children with Disabilities.

RECOMMENDATION TO COMMUNITY COMMITTEE

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

SUMMARY

The Little Stars programme is being established to provide free integrated therapy for children with disabilities, and group support for their families.

Jane Carrigan Independent Disability Advocate and Pip Cook co-founder of The Planet Ryan Family Foundation will present to the committee.

ATTACHMENTS

NIL

PRESENTATION

TO: Community Committee

MEETING DATE: 15 March 2023

TITLE: Pasifika Reference Group - Annual Presentation

RECOMMENDATION TO COMMUNITY COMMITTEE

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

SUMMARY

Andrew Jamieson, Chair of the Pasifika Reference Group will present on the work of the Group over the last 6 months.

ATTACHMENTS

Nil

PRESENTATION

TO: Community Committee

MEETING DATE: 15 March 2023

TITLE: Seniors Reference Group - Annual Presentation

RECOMMENDATION TO COMMUNITY COMMITTEE

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

SUMMARY

Jim Jefferies, Chair of the Seniors Reference Group will present on the work of the Group over the last 6 months.

ATTACHMENTS

NIL

MEMORANDUM

TO: Community Committee

MEETING DATE: 15 March 2023

TITLE: Annual Sector Lead Report: Te Pū Harakeke - Community Collective Manawatū

PRESENTED BY: Stephanie Velvin, Community Development Manager

APPROVED BY: Chris Dyhrberg, Chief Customer Officer

RECOMMENDATION TO COMMUNITY COMMITTEE

1. That the Committee receive the memorandum titled 'Annual Sector Lead Report: Te Pū Harakeke – Community Collective' presented to the Community Committee on 15 March 2023.
-

1. ISSUE

- 1.1 Te Pū Harakeke – Community Collective (formerly known as Palmerston North Community Services Council) has delivered its first annual report as a Sector Lead organisation, which is appended to this memorandum.
- 1.2 Reporting to Council is required under the Sector Lead Partnership Agreement structure.
- 1.3 Representatives of Te Pū Harakeke – Community Collective are in attendance to present.
- 1.4 Analysis of Te Pū Harakeke – Community Collective performance against agreed activities and outcomes is included in this memorandum below.

2. BACKGROUND

- 2.1 On 8 June 2022, Council resolved to engage Te Pū Harakeke – Community Collective as a Sector Lead organisation.
- 2.2 Sector Lead organisations are a trial component of the 2022-2025 Strategic Priority Grants programme, as per Council's resolution of 6 April 2022:

'that the Chief Executive trial the Sector Lead Partnership agreement using the funding that has already been assigned to organisations through the 2022 allocations from the SPG [Strategic Priority Grant] fund, and report back to

Community Development Committee prior to the development of the next 10 year plan’.

- 2.3 A three-year Partnership Agreement commenced between Te Pū Harakeke – Community Collective and the Council in July 2022 accordingly.
- 2.4 The Agreement stipulates that activities funded contribute to goals identified in Council’s Connected Communities Strategy.
- 2.5 Reporting requirements within the Agreement include an annual report to Council covering the activities delivered and outcomes achieved in the preceding period.
- 2.6 To allow for two reports to be received in advance of the 2024-34 Long Term Plan process, and inform the Sector Lead trial, the organisations have been asked to present their first report now covering the first six-months of their contract from 1 July to the end of December 2022, to be followed by another report in early 2024.

3. ANNUAL REPORT ANALYSIS

- 3.1 Te Pū Harakeke – Community Collective is a registered Incorporated Society under the name Palmerston North Community Services Council Incorporated and receives multiple and diverse sources of funding, including grants from Palmerston North City Council, Community Organization Grants Scheme, Lottery Grants Board, Pub Charity and other funders.
- 3.2 Te Pū Harakeke - Community Collective was founded in 1971 as the Palmerston North Community Services Council to bring together and provide support for Palmerston North based community organisations. Their membership consists of over one hundred for-purpose organisations and individuals working in the social sector and local community.
- 3.3 The amount of funding Te Pū Harakeke – Community Collective receives through this Sector Lead Partnership Agreement is \$90,000 per annum (plus GST and adjusted for inflation in years two and three).
- 3.4 In addition to the funding mentioned above, Te Pū Harakeke receives \$62,859 for Hancock House management (this amount will be adjusted for inflation in years two and three), \$5,000 per annum to purchase furniture for Hancock House, and \$10,000 for administering the Small Grants Fund. Note the total amount of the Small Grants Fund for distribution is \$210,934 per annum (adjusted for inflation in years two and three).
- 3.5 The current funding agreement activities contribute to the achievement of Goal Three: Connected and Safe City from Council’s 2021-31 strategic direction, and align with the following priorities:

Priority 1: Develop, provide, support, or advocate for services, facilities and events that create a connected, welcoming, and inclusive community.

Priority 3: Support communities to achieve their aspirations.

3.6 The agreement also includes that Te Pū Harakeke – Community Collective are expected to maintain their strategic leadership role by continuing to demonstrate the characteristics of a sector lead, as stipulated by the Support and Funding Policy 2022, including:

- a. providing capacity-building and support for other community organisations to develop and connect.
- b. delivering the highest level of expertise and highest quality service.
- c. thinking, working, and advocating strategically.
- d. having robust strategic and business plans in place.

3.7 **Table 1: Assessment of agreed activities**

Strategic Alignment	Activity	Comment	Assessment (Not met; developing; or met)
Priorities 1 & 3	Facilitate capability and capacity building training sessions, programmes, workshops for community groups	<p>Te Pū Harakeke – Community Collective have delivered a good number of activities and programmes in this period, despite challenges such as Covid. A total of 15 workshops and training sessions to 165 people were delivered across a range of topics, including:</p> <ul style="list-style-type: none"> • Rights and Rules, dealing with workplace bullying and privacy • Share point and one drive • Changes to the Incorporated Societies Act • Introduction to Te Tiriti o Waitangi • De-Escalation • Succession planning • Raising your profile • Attracting donations • Governance basics • Managing volunteers • Understanding sexual violence 	Met

Strategic Alignment	Activity	Comment	Assessment (Not met; developing; or met)
		Te Pū Harakeke – Community Collective regularly seeks feedback from community groups to help plan for their future activities, which ensures that they are building capacity and capability in the areas most needed by the sector.	
Priorities 1 & 3	Facilitate a membership network for the community sector	Te Pū Harakeke – Community Collective has 104 members. They organize a bimonthly meeting for members to connect and collaboration. Their staff play an important role in encouraging and supporting these connections.	Met
Priority 1	Deliver Social Wellbeing Forum (SWF)	Te Pū Harakeke ran the SWF in October 2022. There had been a complete turnover of staff at the organisation since the previous SWF was held, due to Covid 19; the team did well to navigate this and delivered an engaging event. The report and recommendations will be published by early April. Staff will debrief with the organisation after their report has been completed and ensure planning for the next SWF captures opportunities for further development.	Developing
Priority 3	Provide capacity-building and support for other community organisations to develop and connect.	In addition to the well-organised workshops and training sessions outlined above, Te Pū Harakeke – Community Collective have offered support and advice to four community groups as part of their Te Tauteka programme. This programme is a great example of the leadership role of Te Pū Harakeke – Community Collective in the community sector. They are performing well in this area.	Met
Priorities 1, 3 & 4	Deliver the highest level of	Te Pū Harakeke – Community Collective are performing well in	Met

Strategic Alignment	Activity	Comment	Assessment (Not met; developing; or met)
	expertise and highest quality service.	this area.	
Priorities 3 & 4	Think, work, and advocate strategically;	Te Pū Harakeke - Community Collective have regularly provided submissions and consultations to PNCC on behalf of the community social sector. They have also provided submissions on significant bills such as the Charities Bill and the Incorporated Societies Bill. They are performing well in this area.	Met
Priorities 3 & 4	Have robust strategic and business plans in place.	Te Pū Harakeke – Community Collective have an excellent strategic plan.	Met
Priority 1	Management of Hancock Community House & Purchase of furniture and Equipment for Hancock Community House	Te Pū Harakeke – Community Collective are performing very well in providing day to day administration of Hancock Community House. They have a well-established relationship with all tenants and hold regular tenants' meetings. Bookings and administration of meeting rooms and reception services have been managed well by staff.	Met
Priority 3	Administration of Community Development Small Grants Fund	The small grants fund provides up to \$5,000 per group for administration expenses. 65 groups applied of which 53 were approved. Groups demonstrating a higher level of need were prioritized due to the fund being oversubscribed. Staff work alongside Te Pū Harakeke to ensure continual improvement of processes.	Met

- 3.8 Alongside an annual report which provides information on the agreed activities, Sector Lead organisations are required to provide six-monthly performance measure data for a range of indicators related to their activities.
- 3.9 The measures are based on a Results Based Accountability approach, where impact of effort is demonstrated by measurement of who is 'better off' as a result of the activities or services, as well as 'how much' of the activity or service was delivered and 'how well' it was delivered.
- 3.10 The performance measure data provides an evidence base to support the information in the annual report.

3.11 **Table 2: Performance measure data for period July 2022 to Dec 2022**

'How much'	Total number of member organisations	104
	Total number of capability and capacity building training sessions delivered	15
	Total number of attendees at the training sessions	165
	Total number of capability and capacity building support programmes delivered (long term support for groups)	1
	Total number of organisations who access capability and capacity support services	4
'How well'	Net Promoter Score.	78%
'Better off'	Percentage of member organisations who report they feel more connected to the community sector as a result of their membership with Te Pū Harakeke – Community Collective	99%
	Percentage of attendees who report they learnt new skills and knowledge as a result of the support that is provided by Te Pū Harakeke	99%
	Percentage of attendees who report they intend to implement new knowledge within their organisation	92%
	Percentage of participants who report they	100%

	learnt new skills and knowledge as a result of support services provided by Te Pū Harakeke – Community Collective	
	Percentage of participants who report an improvement in their organisation	50%

4. CONCLUSION

- 4.1 This memorandum has provided background to and comment on the first report of Te Pū Harakeke – Community Collective, as required by their 2022-2025 Sector Lead Partnership Agreement with Council.
- 4.2 Staff have assessed that Te Pū Harakeke - Community Collective are performing well against their agreed activities across the board.

5. NEXT STEPS

- 5.1 Staff will continue to support Te Pū Harakeke – Community Collective to deliver the wide-ranging activities and initiatives covered by the Partnership Agreement.
- 5.2 Te Pū Harakeke – Community Collective will present its next Annual Report early in 2024. Further staff commentary on progress will also be provided at that time.

6. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual	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 achievement of action/actions in Connected Communities	

The action is: Administer grants in line with the community funding policy; Monitor for-purpose organisations contracted or funded by Council against agreed outcomes.	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Sector Lead organisations contribute to the achievement of Council's strategic direction, particularly Goals 2, 3 and 4, which seeks to enhance the social, economic, environmental and cultural wellbeing of the community.

ATTACHMENTS

1. Annual Sector Lead Report Te Pū Harakeke - Community Collective [↓](#) 

MEMORANDUM

TO: Community Committee

MEETING DATE: 15 March 2023

TITLE: Annual Sector Lead Report: Manawatū Multicultural Council

PRESENTED BY: Stephanie Velvin, Community Development Manager

APPROVED BY: Chris Dyhrberg, Chief Customer Officer

RECOMMENDATION TO COMMUNITY COMMITTEE

- 1. That the Committee receive the memorandum titled 'Annual Sector Lead Report: Manawatū Multicultural Council' presented to the Community Committee on 15 March 2023.**
-

1. ISSUE

- 1.1 Manawatū Multicultural Council (MMC) has delivered its first annual report as a Sector Lead organisation, which is appended to this memorandum.
- 1.2 Reporting to Council is required under the Sector Lead Partnership Agreement structure.
- 1.3 Representatives of MMC are in attendance to present.
- 1.4 Analysis of MMC's performance against agreed activities and outcomes is included in this memorandum below.

2. BACKGROUND

- 2.1 On 8 June 2022, Council resolved to engage MMC as a Sector Lead organisation.
- 2.2 Sector Lead organisations are a trial component of the 2022-2025 Strategic Priority Grants programme, as per Council's resolution of 6 April 2022:

'that the Chief Executive trial the Sector Lead Partnership agreement using the funding that has already been assigned to organisations through the 2022 allocations from the SPG [Strategic Priority Grant] fund, and report back to Community Development Committee prior to the development of the next 10 year plan'.

- 2.3 A three-year Partnership Agreement commenced between MMC and the Council in July 2022 accordingly.
- 2.4 The Agreement stipulates that activities funded contribute to the goals identified in Council's Connected Communities Strategy.
- 2.5 Reporting requirements within the Agreement include an annual report to Council covering the activities delivered and outcomes achieved in the preceding period.
- 2.6 To allow for two reports to be received in advance of the 2024-34 Long Term Plan process, and inform the Sector Lead trial, the organisations have been asked to present their first report now covering the first six-months of their contract from 1 July to the end of December 2022, to be followed by another report in early 2024.

3. ANNUAL REPORT ANALYSIS

- 3.1 MMC is a registered Incorporated Society and receives multiple and diverse sources of funding, including grants from Palmerston North City Council, Community Organization Grants Scheme, Ministry for Ethnic Communities, Eastern & Central Community Trust, Ministry of Social Development, NZ Lottery Grants Board and other funders.
- 3.2 MMC was founded in 1993 to provide an essential point of contact for new migrants, former refugees, international students, and newcomers to the city.
- 3.3 MMC operates as a coordinating body for the many different ethnic and cultural groups in the city, providing information, resources and activities, with the aim of creating a connected and inclusive community.
- 3.4 The amount of funding MMC receives through this Sector Lead Partnership Agreement is \$55,000 per annum (plus GST and adjusted for inflation in years two and three).
- 3.5 The current funding agreement activities contribute to the achievement of Goal Three: Connected and Safe City from Council's 2021-31 strategic direction, and align with the following priorities:

Priority 1: Develop, provide, support, or advocate for services, facilities and events that create a connected, welcoming, and inclusive community.

Priority 3: Support communities to achieve their aspirations.

- 3.6 The agreement also includes that MMC are expected to maintain their strategic leadership role by continuing to demonstrate the characteristics of a sector lead, as stipulated by the Support and Funding Policy 2022, including:

- a. providing capacity-building and support for other community organisations to develop and connect.
- b. delivering the highest level of expertise and highest quality service.
- c. thinking, working, and advocating strategically.
- d. having robust strategic and business plans in place.

3.7 **Table 1: Assessment of agreed activities**

Strategic Alignment	Activity	Comment	Assessment (Not met; developing; or met)
Priorities 1 & 3	Operate the Multi-Cultural Centre	MMC's Multi-Cultural Centre is located at Hancock Community House, and has recently expanded into extra office space. The Multi-Cultural Centre is well-established as a hub of support and information for ethnic community members. It has been operating successfully despite challenges with staff turnover within the organisation. It is good to see the return of their full programme of activities at the centre in recent months.	Met
Priority 1	Deliver Holiday Programmes.	MMC successfully facilitated holiday programmes.	Met
Priority 1	Provide Educational Workshops	During this reporting period MMC delivered 11 workshops/programmes to support newcomers.	Met
Priority 1	Operate the Multi-Cultural Playgroup	Due to staff changes and capacity limitations, MMC was not able to implement this activity.	Not met
Priority 1	Provide language translation assistance	MMC now offers a language translation assistance in 30 languages, for those needing help with legal matters, employment, immigration, housing and medical needs. Language assistance is a significant barrier for many in our community, and so this is a significant service.	Met
Priority 1 & 2	Lead a membership network of cultural groups	MMC has grown their membership network by 4, to a total of 58 member groups. They have organised meetings and activities	Met

Strategic Alignment	Activity	Comment	Assessment (Not met; developing; or met)
		for the member groups to connect, and they regularly communicate information out through this network.	
Priority 1 & 2	Contribute to the delivery of cultural events and celebrations, including the festival of cultures.	MMC has successfully contributed to the planning and delivery of many cultural celebrations.	Met
Priority 2	Deliver the highest level of expertise and highest quality service.	MMC staff and board are committed to providing high quality services and activities. Several staff changes in this period have made continuity of relationships and service at the operational level more difficult, and have drawn focus at a board level.	Developing
Priority 1	Think, work, and advocate strategically;	As mentioned above, staff changes, including in their Manager role, have presented challenges for MMC in this period. MMC have a committed board who provide sound strategic leadership. They represent their membership in multiple areas, including the Welcoming Communities Advisory Group, and regularly contribute to cross-sector forums and advocacy opportunities. Once they achieve more stability in their staffing there is potential for MMC to become even more influential in contributing to the development of capacity and capability building in the wider sector.	Developing
Priority 1 & 2	Have robust strategic and business plans in place.	MMC have been reviewing and enhancing their strategic plan, and they are currently working on updating their internal policies. At the time of writing this report,	Developing

Strategic Alignment	Activity	Comment	Assessment (Not met; developing; or met)
		MMC are in the process of recruiting a new service manager.	

- 3.8 Alongside an annual report which provides information on the agreed activities, Sector Lead organisations are required to provide six-monthly performance measure data for a range of indicators related to their activities.
- 3.9 The measures are based on a Results Based Accountability approach, where impact of effort is demonstrated by measurement of who is 'better off' as a result of the activities or services, as well as 'how much' of the activity or service was delivered and 'how well' it was delivered.
- 3.10 The performance measure data provides an evidence base to support the information in the annual report.

3.11 **Table 2: Performance measure data for period July 2022 to Dec 2022**

'How much'	Total number of clients (community members) accessing the centre	246
	Total number of members (community groups)	58
	Total number of workshops/programmes delivered	11
	Total number of volunteers	20
'How well'	Percentage of clients (community members) who were highly satisfied/satisfied with their engagement at the centre	98%
	Percentage of multicultural groups who were satisfied with MMC's support	92.5%
'Better off'	Percentage of clients who report they feel better connected to the community as a result of engaging with MMC	98%
	Percentage of members (community groups) who report they feel better connected to the wider community as a result of being a member of MMC	92.5%

4. CONCLUSION

- 4.1 This memorandum has provided background to and comment on the first report of MMC, as required by their 2022-2025 Sector Lead Partnership Agreement with Council.
- 4.2 Staff have assessed that MMC are performing well against most of their agreed activities, demonstrating a positive, collaborative approach. Over the coming year, staff will encourage MMC to consolidate their recent growth and focus on achieving operational stability, particularly in terms of staff retention.

5. NEXT STEPS

- 5.1 Staff will continue to support MMC to deliver the activities and initiatives covered by the Partnership Agreement.
- 5.2 MMC will present its next Annual Report, covering year two of the agreement, early in 2024. Further staff commentary on progress will also be provided at that time.

6. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual	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 achievement of action/actions in Connected Communities	
The action is: Administer grants in line with the community funding policy; Monitor for-purpose organisations contracted or funded by Council against agreed outcomes.	
Contribution to strategic direction and to social,	Sector Lead organisations contribute to the achievement of Council's strategic direction, particularly Goals 2, 3 and 4, which seeks to enhance the social, economic, environmental and

<p>economic, environmental and cultural well- being</p>	<p>cultural wellbeing of the community.</p>
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ATTACHMENTS

1. Annual Sector Lead Report: Manawatu Multicultural Council [↓](#) 

MEMORANDUM

TO: Community Committee

MEETING DATE: 15 March 2023

TITLE: Annual Sector Lead Report: Te Tihi o Ruahine Whānau Ora Alliance

PRESENTED BY: Stephanie Velvin, Community Development Manager

APPROVED BY: Chris Dyhrberg, Chief Customer Officer

RECOMMENDATION TO COMMUNITY COMMITTEE

1. That the Committee receive the memorandum titled 'Annual Sector Lead Report: Te Tihi o Ruahine Whānau Ora Alliance' presented to the Community Committee on 15 March 2023.
-

1. ISSUE

- 1.1 Te Tihi o Ruahine Whānau Ora Alliance has delivered its first annual report as a Sector Lead organisation, which is appended to this memorandum.
- 1.2 Reporting to Council is required under the Sector Lead Partnership Agreement structure.
- 1.3 Representatives of Te Tihi o Ruahine Whānau Ora Alliance are in attendance to present.
- 1.4 Analysis of Te Tihi's performance against agreed activities and outcomes is included in this memorandum below.

2. BACKGROUND

- 2.1 On 8 June 2022, Council resolved to engage Te Tihi o Ruahine Whānau Ora Alliance as a Sector Lead organisation.
- 2.2 Sector Lead organisations are a trial component of the 2022-2025 Strategic Priority Grants programme, as per Council's resolution of 6 April 2022:

'that the Chief Executive trial the Sector Lead Partnership agreement using the funding that has already been assigned to organisations through the 2022 allocations from the SPG [Strategic Priority Grant] fund, and report back to Community Development Committee prior to the development of the next 10 year plan'.

- 2.3 A three-year Partnership Agreement commenced between Te Tihi o Ruahine Whānau Ora Alliance and the Council in July 2022 accordingly.
- 2.4 The Agreement stipulates that activities funded contribute to the achievement of priorities 1-4 within the Council's Connected and Safe strategic direction.
- 2.5 Reporting requirements within the Agreement include an annual report to Council covering the activities delivered and outcomes achieved in the preceding period.
- 2.6 To allow for two reports to be received in advance of the 2024-34 Long Term Plan process, and inform the Sector Lead trial, the organisations have been asked to present their first report now covering the first six-months of their contract from 1 July to the end of December 2022, to be followed by another report at the end of second quarter 2023/2024 Financial Year.

3. ANNUAL REPORT ANALYSIS

- 3.1 Te Tihi o Ruahine Whānau Ora Alliance is a Charitable Trust and receives the Sector Lead funding to provide backbone support to Ora Konnect. Te Tihi works towards meeting several different investment outcomes through Ora Konnect and, therefore, their report includes activities that are not solely funded by Council.
- 3.2 Ora Konnect represents the aligned kaupapa of collective impact and whānau ora in the south western suburbs of Te Papaioea Palmerston North, enabling mana whenua (Rangitāne o Manawatū), iwi Māori, central government sectors in education, health, police, social development and non-government organisations to actively support whānau to drive their own sustainable health and wellbeing outcomes. Council is one of 18 current partners of the Ora Konnect Alliance.
- 3.3 The Ora Konnect Alliance was established following a community profile 'Karanga te Rā, Karanga te Ao' in 2016. This community engagement process documented opportunities to improve the social, health and economic outcomes for whānau in the south western suburbs.
- 3.4 The Ora Konnect kaupapa is underpinned by the aspiration to develop 'Healthy, Connected Communities' through the delivery of projects supported by squads¹ made up of partner representatives.
- 3.5 The amount of funding Te Tihi receives (on behalf of Ora Konnect), through this Sector Lead Partnership Agreement is \$35,000 per annum (plus GST and adjusted for inflation in years two and three).

¹ Working groups

3.6 The current funding agreement activities contribute to the achievement of Goal Three: A Connected and Safe Community from Council's 2021-31 strategic direction, and align with the following priorities:

Priority 1: Develop, provide support or advocate for service, facilities and events that create a connected, welcoming and inclusive community.

Priority 2: Ensure the city has a healthy community where everyone has access to healthy, safe and affordable housing and neighbourhood.

Priority 3: Support communities to achieve their aspirations.

Priority 4: Be a city where people feel safe and are safe.

3.7 The agreement also includes that Ora Konnect are expected to maintain their strategic leadership role by continuing to demonstrate the characteristics of a sector lead, as stipulated by the Support and Funding Policy 2022, including:

- a. providing capacity-building and support for other community organisations to develop and connect;
- b. delivering the highest level of expertise and highest quality service;
- c. thinking, working and advocating strategically;
- d. having robust strategic and business plans in place.

3.8 **Table 1: Assessment of agreed activities**

Strategic Alignment	Activity	Comment	Assessment (Not met; developing; or met)
Priorities 1,2, 3 & 4	Provide backbone support to the Ora Konnect Alliance which aims to deliver community-led initiatives in 4412 ² using a whānau ora collective impact framework.	<p><u>Backbone support:</u> Te Tihi provide project management and squad support for both active and developing squads. Project management includes:</p> <ul style="list-style-type: none"> • support with the design and implementation phases of squad projects. • the facilitation of workshops to develop the programme of action. <p>Additionally, support has been provided for the development of proficiency within squads of logic models, theories of change and the Te Tihi developed Pikorua project</p>	Developing

² South Western suburbs of Palmerston North/ Papaioea

Strategic Alignment	Activity	Comment	Assessment (Not met; developing; or met)
		<p>management approach.</p> <p>Staff assess this approach to be positive and aspirational in developing a consistent model of practice and delivery. The approach is still developing and will require longer term monitoring and evaluation to assess effectiveness.</p> <p><u>Ora Konnect initiatives:</u> Ora Konnect have delivered a successful range of high-quality activities, events and programmes across currently active squads in this reporting period.</p> <p>Squads are comprised of representatives from services who are experts in the targeted field, who are able to provide a high level of practical support and experience in service delivery.</p> <p>Staff assess that Ora Konnect experiences challenges with consistently being able to access sufficient funding and personnel resourcing to meet community demand. This area is also developing, with a commitment from partners to the long-term sustainability of Ora Konnect.</p>	
Priority 3	Provide capacity-building and support for other community organisations to develop and connect.	Te Tihi provide these functions within the 4412 area, and have been successful in facilitating improved connections between organisations all working in this same location. Capacity building and support for organisations to develop is growing as the structures and systems of Ora Konnect continue to be established and refined.	Developing

Strategic Alignment	Activity	Comment	Assessment (Not met; developing; or met)
Priorities 1, 3 & 4	Deliver the highest level of expertise and highest quality service;	Te Tihi are performing well in this area.	Met
Priorities 3 & 4	Think, work and advocate strategically;	Te Tihi provide sound strategic leadership in this space and are viewed as strong advocates for the approach.	Met
Priorities 3 & 4	Have robust strategic and business plans in place.	Satisfactory plans are in place.	Met

- 3.9 Alongside an annual report which provides information on the agreed activities, Sector Lead organisations are required to provide six-monthly performance measure data for a range of indicators related to their activities.
- 3.10 The measures are based on a Results Based Accountability approach, where impact of effort is demonstrated by measurement of who is 'better off' as a result of the activities or services, as well as 'how much' of the activity or service was delivered and 'how well' it was delivered.
- 3.11 The performance measure data provides an evidence base to support the information in the annual report.
- 3.12 **Table 2: Performance measure data for period July 2022 to Dec 2022**

'How much'	Total number of partner organisations.	18
	Total number of active squads.	4
	Total number Ora Konnect hui held.	5
	Total number of volunteers.	10
'How well'	Percentage of partners who report they are satisfied/highly satisfied with the Ora Konnect framework.	Not completed
'Better off'	Percentage of partners who report they feel better able to deliver community outcomes as a result of their participation in the Ora Konnect Alliance.	Not completed

4. CONCLUSION

- 4.1 This memorandum has provided background to and comment on the first report of Te Tihi o Ruahine Whānau Ora Alliance as required by their 2022-2025 Sector Lead Partnership Agreement with Council.
- 4.2 Staff have assessed that Ora Konnect are performing against their agreed activities, with some areas of further development identified. Ora Konnect is a relatively new initiative that is continually developing to meet identified community need; the potential for community impact is significant.

5. NEXT STEPS



- 5.1 Staff will continue to support Te Tihi in their activities stipulated in the Sector Lead Partnership Agreement, and the wider Ora Konnect kaupapa.
- 5.2 Staff will provide additional support to Te Tihi to provide complete performance measure data for the next data reporting period and their next Annual Report.
- 5.3 Te Tihi o Ruahine Whānau Ora Alliance will present its next Annual Report, covering year two of the agreement, early in 2024. Further staff commentary on progress will also be provided at that time.

6. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual	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 achievement of action/actions in Connected Communities	
The action is: Administer grants in line with the community funding policy; Monitor for-purpose organisations contracted or funded by Council against agreed	

outcomes.	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Sector Lead Organisations contribute to the achievement of Council's strategic direction, particularly Goals 2, 3 and 4, which seeks to enhance the social, economic, environmental and cultural wellbeing of the community.

ATTACHMENTS

1. Annual Sector Lead Report Te Tihi o Ruahine Whānau Ora Alliance
 

MEMORANDUM

TO: Community Committee

MEETING DATE: 15 March 2023

TITLE: Annual Sector Lead Report: Housing Advice Centre

PRESENTED BY: Stephanie Velvin, Community Development Manager

APPROVED BY: Chris Dyhrberg, Chief Customer Officer

RECOMMENDATION TO COMMUNITY COMMITTEE

- 1. That the Committee receive the memorandum titled 'Annual Sector Lead Report: Housing Advice Centre' presented to the Community Committee on 15 March 2023.**
-

1. ISSUE

- 1.1 Housing Advice Centre (Palmerston North) Incorporated (HAC) has delivered its first annual report as a Sector Lead organisation, which is appended to this memorandum.
- 1.2 Reporting to Council is required under the Sector Lead Partnership Agreement structure.
- 1.3 Representatives of HAC are in attendance to present.
- 1.4 Analysis of HAC's performance against agreed activities and outcomes is included in this memorandum below.

2. BACKGROUND

- 2.1 On 8 June 2022, Council resolved to engage HAC as a Sector Lead organisation.
- 2.2 Sector Lead organisations are a trial component of the 2022-2025 Strategic Priority Grants programme, as per Council's resolution of 6 April 2022:

'that the Chief Executive trial the Sector Lead Partnership agreement using the funding that has already been assigned to organisations through the 2022 allocations from the SPG [Strategic Priority Grant] fund, and report back to Community Development Committee prior to the development of the next 10 year plan'.

- 2.3 A three-year Partnership Agreement commenced between HAC and the Council in July 2022 accordingly.
- 2.4 The Agreement stipulates that activities funded contribute to the goals identified in Council's Connected Communities Strategy.
- 2.5 Reporting requirements within the Agreement include an annual report to Council covering the activities delivered and outcomes achieved in the preceding period.
- 2.6 To allow for two reports to be received in advance of the 2024-34 Long Term Plan process, and inform the Sector Lead trial, the organisations have been asked to present their first report now covering the first six-months of their contract from 1 July to the end of December 2022, to be followed by another report in early 2024.

3. ANNUAL REPORT ANALYSIS

- 3.1 HAC is a registered Incorporated Society and receives multiple and diverse sources of funding, including grants from Palmerston North City Council, Community Organisation Grants Scheme, Lottery Grants Board, Eastern & Central Community Trust, Ministry of Social Development, and other funders.
- 3.2 HAC was founded in 1985 to help all people in the community to live in suitable accommodation that is safe, warm, healthy, and affordable.
- 3.3 HAC provides assistance with rental plans for tenants, advice on the rights and responsibilities as a tenant or landlord under the Residential Tenancy Act and a rental listing service. In addition, HAC is leading the Housing Need Monitoring Group which is a network of social housing providers, not-for-profit organizations and government agencies that are actively involved in the current housing needs within the community.
- 3.4 The amount of funding HAC receives through this Sector Lead Partnership Agreement is \$30,000 per annum (plus GST and adjusted for inflation in years two and three).
- 3.5 The current funding agreement activities contribute to the achievement of Goal Three: Connected and Safe City from Council's 2021-31 strategic direction, and align with the following priorities:

Priority 1: Develop, provide, support, or advocate for services, facilities and events that create a connected, welcoming, and inclusive community.

Priority 2: Ensure the city has a healthy community where everyone has access to healthy, safe and affordable housing and neighbourhoods.

- 3.6 The agreement also includes that HAC are expected to maintain their strategic leadership role by continuing to demonstrate the characteristics of a sector lead, as stipulated by the Support and Funding Policy 2022, including:
- a. providing capacity-building and support for other community organisations to develop and connect.
 - b. delivering the highest level of expertise and highest quality service.
 - c. thinking, working, and advocating strategically.
 - d. having robust strategic and business plans in place.

3.7 **Table 1: Assessment of agreed activities**

Strategic Alignment	Activity	Comment	Assessment (Not met; developing; or met)
Priorities 1 & 2	Provide advice, guidance, and education on housing	<p>HAC provides a hub for housing issues, support, education, and advice. They work with a range of clients, including people experiencing housing insecurity, tenants and landlords. Additionally, they work with other agencies and organisations that have clients in need of housing support.</p> <p>HAC have worked with 2,540 clients during this reporting period. This shows the enormous need for such an organisation and the importance of HAC's work in the city. Despite many changes in staff during this reporting period, HAC managed to support its clients by offering daily rental listings and educating its clients of their rights and responsibilities.</p> <p>HAC collaborates strongly with others, particularly Manawatu Tenants' Union and Moneywise Manawatu.</p> <p>Due to staff shortages and COVID restrictions at schools, HAC was unable to be at schools to deliver the Ready to Rent programme. This</p>	Developing

Strategic Alignment	Activity	Comment	Assessment (Not met; developing; or met)
		meant that no workshops were delivered during this reporting period.	
Priority 1	Provide capacity-building and support for other community organizations to develop and connect.	<p>HAC works closely with other organisations and agencies that work with people who experience housing insecurity. HAC has been successful in establishing connections between those agencies and organisations by coordinating the Housing Needs Monitoring Group.</p> <p>HAC provides training to staff of other organisations and agencies who do not normally work in the housing area, so they can assist their clients into housing.</p> <p>This focus on developing capabilities across the city is a sustainable approach to addressing the growing demand for their services.</p>	Met
Priority 2	Deliver the highest level of expertise and highest quality service.	<p>HAC is performing well in this area.</p> <p>HAC have worked to understand the individual needs of each client to gain the best outcomes. This includes learning to work with mental health issues.</p>	Met
Priority 1	Think, work, and advocate strategically;	<p>HAC is performing well in this area.</p> <p>They have faced their recent challenges in staffing with a positive approach, taking the opportunity to review their strategic direction.</p> <p>They have been central in the formation of the new collective looking to work differently to respond to homelessness in Palmerston North.</p>	Met
Priority 1 & 2	Have robust strategic and business plans in place.	<p>HAC has taken time recently to look at their strategic plans and operational structures. They are strong strategically, and with the recent hire of a new Service Coordinator they are well positioned to return to their full</p>	Met

Strategic Alignment	Activity	Comment	Assessment (Not met; developing; or met)
		operational potential.	

- 3.8 Alongside an annual report which provides information on the agreed activities, Sector Lead organisations are required to provide six-monthly performance measure data for a range of indicators related to their activities.
- 3.9 The measures are based on a Results Based Accountability approach, where impact of effort is demonstrated by measurement of who is 'better off' as a result of the activities or services, as well as 'how much' of the activity or service was delivered and 'how well' it was delivered.
- 3.10 The performance measure data provides an evidence base to support the information in the annual report.

3.11 Table 2: Performance measure data for period July 2022 to Dec 2022

'How much'	Total number of clients who engaged with HAC	2,540
	Total number of workshops held in schools	0
	Total number of students who attend the workshops	0
	Total number of volunteers	7
'How well'	Percentage of clients who were highly who were highly satisfied/ satisfied with the service.	100%
'Better off'	Percentage of students who report having gained skills and knowledge as a result of the workshop/s	0%
	Percentage of clients who report they gained knowledge or skills to support their housing needs as a result of engaging with HAC	100%
	Percentage of participants who report they learnt new skills and knowledge as a result of support services provided	100%

4. CONCLUSION

- 4.1 This memorandum has provided background to and comment on the first report of HAC, as required by their 2022-2025 Sector Lead Partnership Agreement with Council.
- 4.2 Staff have assessed that HAC are performing well against most of their agreed activities, though some activities were not delivered due to staff shortages and some COVID-19 restrictions at schools.

5. NEXT STEPS

- 5.1 Staff will continue to support HAC to deliver the activities and initiatives covered by the Partnership Agreement.
- 5.2 HAC will present its next Annual Report, covering year two of the agreement, early in 2024. Further staff commentary on progress will also be provided at that time.

6. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual	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 achievement of action/actions in Connected Communities	
The action is: Administer grants in line with the community funding policy; Monitor for-purpose organisations contracted or funded by Council against agreed outcomes.	
Contribution to strategic direction and to social,	Sector Lead organisations contribute to the achievement of Council's strategic direction, particularly Goals 2, 3 and 4, which seeks to enhance the social, economic, environmental and cultural wellbeing of the community.

economic, environmental and cultural well- being	
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ATTACHMENTS

1. Annual Sector Lead Report Housing Advice Centre [↓](#) 

MEMORANDUM

TO: Community Committee

MEETING DATE: 15 March 2023

TITLE: Welcoming Communities Annual Update

PRESENTED BY: Stephanie Velvin, Community Development Manager

APPROVED BY: Chris Dyhrberg, Chief Customer Officer

RECOMMENDATION TO COMMUNITY COMMITTEE

- 1. That the Committee receive the memorandum titled 'Welcoming Communities Annual Update' presented to the Community Committee on 15 March 2023.**
-

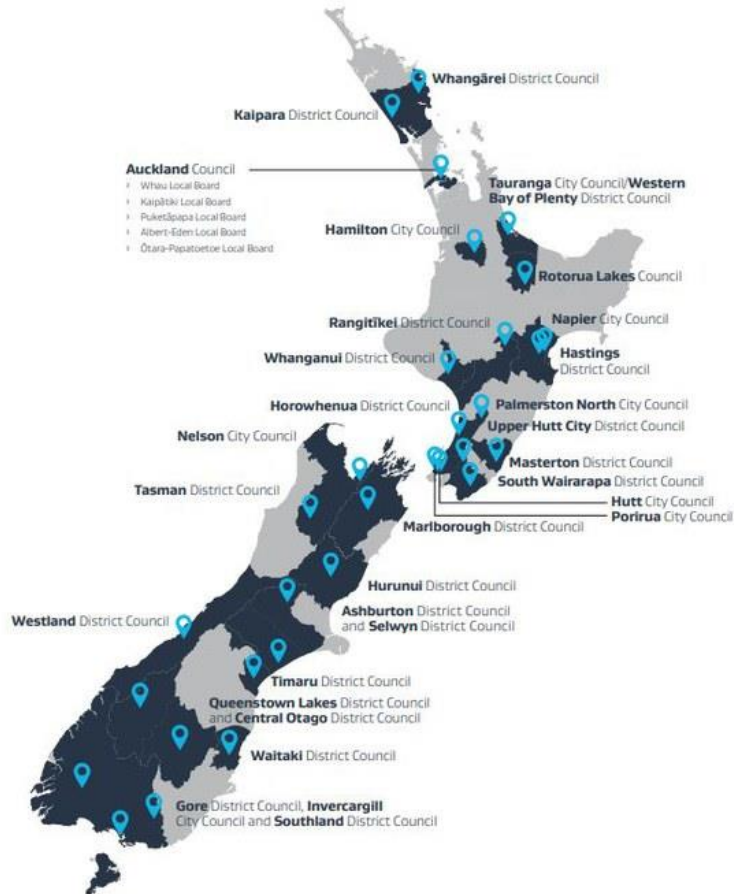
1. ISSUE

- 1.1 This report provides the annual update 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 in which Palmerston North has been a participant since 2017. The programme is based on the premise that communities which 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 March 2023, a total of 32 Councils have joined:

Councils that are part of the Welcoming Communities Programme



2.4 The impact of the Welcoming Communities programme is being evaluated at a national level by a third party, on behalf of Immigration New Zealand. This is long-term monitoring which will span several years, and involves local case studies, focus groups and broad data collection to determine how well the programme is achieving its aims. Results from the 2022 phase of evaluation will be available soon. Note in addition to the national evaluation programme, local monitoring also occurs via the Annual Residents' Survey data, initiative-specific evaluation and through general community feedback gathered by the Advisory Group through their respective organisations.

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. A copy of the Plan is appended to this memorandum for reference.

- 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 towards the end of 2023.
- 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's activities. 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.
- 3.4 This is the fifth annual Welcoming Communities report. Additional history and context can be found in reports presented to the Community Development Committee meetings of March 2018, April 2019, November 2020 and March 2022.

4. ANNUAL UPDATE

- 4.1 The Welcoming Communities programme in Palmerston North returned to full strength in 2022, with the re-appointment of a full-time Welcoming Communities officer in June.
- 4.2 The Welcoming Communities Advisory Group remains the foundation of the programme, and they have continued to meet six-weekly to guide and coordinate the programme's implementation.
- 4.3 2022 also saw a return of events and activities which were disrupted in the preceding two years due to the pandemic, and the introduction of several new initiatives from our Welcoming Plan. Highlights of the year have included:

4.4 Welcoming Schools Pilot Programme

To deliver on 'Connected + Inclusive Communities' outcome area.

- 4.5 The Welcoming Schools pilot programme is an initiative created to enable systemic change in schools and foster an inclusive and global thinking society through education.
- 4.6 The one-year pilot has been co-funded by Immigration New Zealand, Department of Internal Affairs and Council, is also supported by Ministry of Education, Ministry for Ethnic Communities and Global Parents Support, and is being delivered by Manawatū Multicultural Council.
- 4.7 A Welcoming Schools Coordinator was employed through Manawatū Multicultural Council in May 2022. The Coordinator has made significant

progress in developing the programme, including designing a framework and Inclusivity Strength Analysis process, and has engaged with 10 schools to date.

- 4.8 Welcoming Schools framework is based on the eight outcome areas of Welcoming Communities framework:



- 4.9 An early finding is that there is significant variance in the diversity and inclusion related practices and policies of each school. Further analysis will be undertaken in the coming months, and the overall findings will be used to develop a toolkit of interventions, resources and activities which schools will then be supported to implement.
- 4.10 Funding for the second year of the pilot programme is now being sought.
- 4.11 **Multi-ethnic Education Hub**
- To deliver on 'Connected + Inclusive Communities' outcome area.*
- 4.12 Following the identification of a growing demand amongst ethnic communities to access suitable facilities for language classes, Welcoming Communities, the Ministry of Education and the Department of Internal Affairs devised the idea of co-funding a single space to meet the needs of multiple communities. A space was identified in the central city and a lease negotiated.
- 4.13 The multi-ethnic education hub started operating in May and is now supporting seven ethnic communities to hold classes to teach their first language to their community. Ministry of Education funding has covered the cost of venue hire for former refugee communities, Council's Welcoming Communities initiatives budget has contributed the cost of venue hire for

other ethnic communities, and the Department of Internal Affairs have contributed funding for learning resources required by the groups.

4.14 **Cultural Celebrations**

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

4.15 2022 saw the return of large public cultural celebrations, including events held for World Refugee Day, Moon Festival, Diwali, Lunar New Year and most recently, the Festival of Cultures.

4.16 The Welcoming Communities programme provides an essential link between event organisers and ethnic communities. Strong relationships built over time between Council and communities, and facilitated between communities themselves, enable greater community outcomes to be achieved through the medium of events.

4.17 **Elections Support**

To deliver on 'Civic Engagement + Participation' and 'Welcoming Communications' outcome areas.

4.18 Welcoming Communities played a pivotal role in engaging with the multicultural communities in the run up to the local elections. Actions taken during this time included translating Council election information flyers into 14 languages and distributing them to the community via the Advisory Group. These translations were well received and proved practical notably when English Language Partners students visited the Chambers to learn about local elections.

4.19 Welcoming Communities also assisted Manawatū Multicultural Council to host a candidate meeting for the multicultural community at which questions raised were around inclusion, opportunities and community safety.

4.20 Officers also supported a Manawatū Reuniting Refugees Forum welcoming session to provide newcomer families with election information.

4.21 **Business Awards**

To deliver on 'Economic Development, Business + Employment' outcome area.

4.22 In November 2022, the programme supported the Inclusive Business Award as part of the Manawatū Business Awards for the second time. Sponsoring, judging and presenting this award provided a critical opportunity to highlight the value of intentional inclusivity to the business community. With eight high quality nominations to the award, it also provided an opportunity to celebrate businesses who are demonstrating excellence in this area.

4.23 City Welcome – Pōwhiri for newcomers

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

4.24 A City Welcome event was delivered in July 2022, in partnership with Rangitāne, the Manawatū Multicultural Council and other Advisory Group partners. More than 80 newcomers from Afghanistan, the Karen and Rohingya communities, Scotland and around New Zealand took part in the event.

4.25 Welcoming Week Campaign

To deliver on 'Inclusive Leadership' and 'Welcoming Communications' outcome areas.

4.26 International Welcoming Week, 9-18 September, was celebrated through a communications campaign including posters, infographics, and a video which featured members of our multicultural community telling their stories of belonging, inspired by He Kupu Rangatira – The Proverb Pathway. The video was received more than 2000 views.

4.27 During Welcoming Week, Council also launched its refreshed Welcome Packs for newcomers, with promotion on social media and local radio. As a result of the promotion, the Welcome Packs have since been redistributed through the Palmerston North Hospital (for new staff arriving in the city) and to education providers. They continue to be distributed at the iSITE, the Central Library and the Manawatū Multicultural Centre in Hancock Community House.

4.28 Religious Diversity Day

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

4.29 Welcoming Communities supported the Palmerston North Interfaith Group to deliver an event to celebrate Religious Diversity Day in August 2022. The theme of the event was 'Care for the Earth', and ten faith groups came together to connect, share blessings and plant more than 300 plants at Edwards Pit Park. There is now an aspiration for this to become an annual celebration.

4.30 Organisational Development

To deliver on 'Inclusive Leadership' outcome area.

4.31 Welcoming Communities requires Council to work towards intentional inclusivity as an organisation as well as facilitate this in the community. Throughout 2022, various activities occurred in this area, including: a workshop for Elected Members on the theme of Council's role in addressing

racism and discrimination; the development of an internal diversity, inclusion and equity working group; diversity and inclusion staff training; putting a 'welcoming lens' across a range of projects and activities; promotion of cultural competency 'cue cards' resource.

4.32 Knowledge Sharing

4.33 The leadership of Palmerston North in the Welcoming Communities programme has been acknowledged in various ways over the course of the year, and there have been many opportunities to share knowledge and insights. Examples include presentations to the Welcoming Cities (Australia) and Welcoming International (US based, global) networks, presentations to and regular conversations with the growing national network of Welcoming practitioners, and participation in the cultural wellbeing panel at the Local Government New Zealand conference.

4.34 Officers have been supporting new Councils as they join the programme and strengthening relationships with our regional neighbours.

4.35 The strong reputation of the programme has also resulted in invitations to contribute to the development of a number of central government projects, including the Ministry of Justice's National Action Plan Against Racism, Immigration New Zealand's Refresh of the New Zealand Refugee and Migrant Strategies, and Te Whatu Ora – Te Pae Hauora o Ruahine o Tararua MidCentral's First 1000 Days Strategy development.

5. NEXT STEPS

5.1 Implementation of the programme will continue with an application for accreditation at the Advanced level planned for late 2023.

5.2 In addition to sustaining the momentum regained throughout 2022, key areas of opportunity where focus will be for new or returning activities in 2023 include in the Inclusive Leadership, Welcoming Public Spaces and Economic Development, Business and Employment outcome areas.

6. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual	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 achievement of action/actions in Connected Communities		
The action is: Regularly develop and implement Welcoming Plans		
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Annual update provided as to the implementation of the current Welcoming Plan. The Welcoming Communities programme delivers across many areas of Council's strategic direction, and contributes to enhanced social, economic and cultural wellbeing in the community.	

ATTACHMENTS

1. Welcoming Communities Advisory Group Plan 2020-2023 [↓](#) 

MEMORANDUM

TO: Community Committee

MEETING DATE: 15 March 2023

TITLE: Update on Response to Homelessness

PRESENTED BY: Stephanie Velvin, Community Development Manager

APPROVED BY: Chris Dyhrberg, Chief Customer Officer

RECOMMENDATION TO COMMUNITY COMMITTEE

- 1. That the Committee receive the memorandum titled 'Update on Response to Homelessness' presented to the Community Committee on 15 March 2023.**
-

1. ISSUE

- 1.1 This report is a response to the Community Development Committee's request on 9 March 2022 that the Chief Executive 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.
- 1.2 This was in turn a response to a resolution from the Long-Term Plan that the Chief Executive investigate options for a night shelter and report back to the Community Development Committee in the 21/22 year with options, timeframes and costs of a feasibility study.
- 1.3 As a result, a study was completed between May and November 2022. The final report from that study is appended to this memorandum.
- 1.4 The scope of the study, as per the [March 2022 report](#) to the Community Development Committee, was:
 - 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

- 1.5 This memorandum provides an overview of the findings of the study, and an update on steps taken to date to progress the study's recommendations.

2. BACKGROUND

- 2.1 There were multiple submissions from the community to the 2021-2031 Long Term Plan around housing, including several which highlighted issues in the availability of emergency accommodation. At that stage, 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.
- 2.2 The early investigation report was presented to the Community Development Committee in March 2022, and as a result a further study was requested to provide further information on 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.
- 2.3 In the March 2022 report, information was provided as to the local context; current information indicates that the size of the homelessness issue in Palmerston North remains significant, with 729 applicants on the Ministry of Social Development Housing Register as at September 2022.
- 2.4 The study was commissioned in April and was conducted between May and November. It is noted that there were challenges with engagement during this period due to a wave of Covid-19 in the community; this made meeting stakeholders and community to contribute to the work difficult, and several catch up sessions were required to ensure critical views were gathered.
- 2.5 Officers also note that, in parallel with the study, there were other discussions and activities which have added to the momentum which currently exists around this issue, including the strong housing theme of the 2022 Social Wellbeing Forum.

3. OVERVIEW OF STUDY FINDINGS

- 3.1 The study found that there is strong demand for Council to take an increased coordinating role in addressing housing insecurity, with the suggestion of a collective impact model to improve cross-sector collaboration and explore Housing First implementation. There were findings around access to information and services, and some suggested 'quick wins'.
- 3.2 With regards to a night shelter, the finding was that there would be merit in a safe space and service being available overnight, and suggestion that an existing social service provider could be supported to explore an extension of their services; significant expertise is needed to navigate the complexities of such a space. The study also suggests that there is room to further explore

how this service would work alongside existing emergency housing provision and purpose.

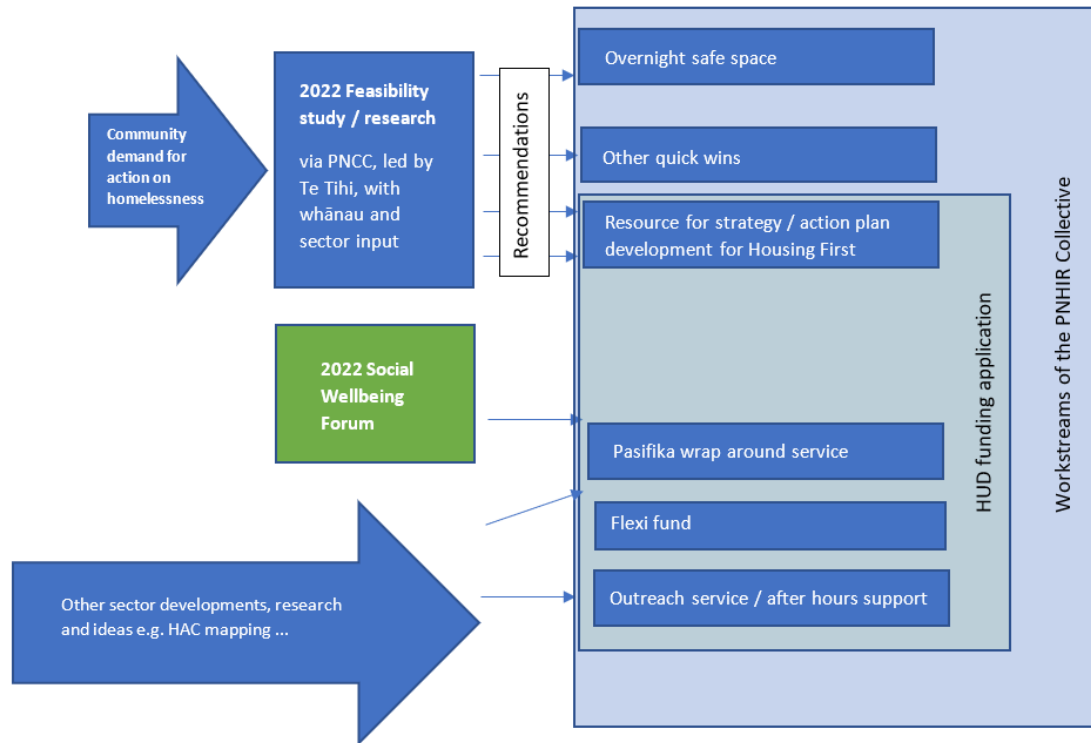
- 3.3 Officers view that this study has provided valuable insights and validation to inform a coordinated response to homelessness and housing insecurity in Palmerston North.

4. ACTION TO PROGRESS RECOMMENDATIONS AND IDEAS

- 4.1 Due to the nature of the study's recommendations, and a funding opportunity which presented in December/January, work has continued beyond the completion of the study and some positive outcomes are already being achieved.
- 4.2 With the endorsement of the wider Housing Needs Monitoring Group, a core group of stakeholders have formed a collective working group to progress the recommendations and have been meeting regularly, referred to as the Palmerston North Housing Insecurity Response Collective, or PNHIRC³. The group currently includes Housing Advice Centre, Homes for People, MASH Trust, Niuvaka Trust, Te Tihi o Ruahine Whānau Ora Alliance and Manawatū Tenants Union.
- 4.3 Council has taken on a coordination or backbone support role for the PNHIRC, and this is being delivered within existing resource. An agreement between the participating groups to underpin the work is currently being developed.
- 4.4 Throughout December and January, the group prepared and submitted an application for funding from the Ministry of Housing and Urban Development's Local Innovation and Partnership Fund. This Fund supports local work and projects that respond to and prevent homelessness. This is the third and final tranche of the Fund, and Manawatū received no funding in the first or second tranches.

³ Note this is a current working title for the group, subject to change through the development of the group's working agreement.

4.5 A depiction of the current proposed workstreams of the PNHIRC follows:



4.6 This visual shows the four integrated workstreams which have been incorporated in the funding proposal (within the green rectangle), including:

1. Development of a shared strategic plan for, and implementation of, a local Housing First model.
2. Wrap around Pasifika support service. Adding capability to an existing Pasifika service provider to empower communities to achieve their housing aspirations and reduce overcrowding.
3. Outreach service for people sleeping rough; enabling relationships to be built, to gain a better understanding of who, their needs, and how best to connect into housing and other supports.
4. Flexi fund for urgent intervention where there is a risk of housing loss due to barriers to maintaining the tenancy. Eg. cleaning costs, rubbish removal, short term pet care etc.

4.7 The elements not included in the HUD application (within the blue rectangle) did not meet the fund criteria. However, with regards to the overnight safe space, officers are in early conversations with possible service providers who

could explore this recommendation further. Officers will keep elected members informed of progress.

5. RANGITĀNE O MANAWATŪ VIEWS

5.1 Rangitāne o Manawatū were consulted during the course of the study and are aware and supportive of the application for funding.

6. NEXT STEPS

6.1 A result from the Ministry of Housing and Urban Development funding application is expected in June 2023. Elected members will be informed of the result.

6.2 In the meantime, officers will continue to coordinate the PNHIRC. This will include investigating other external funding avenues to support the recommendations and proposed workstreams.

6.3 Should additional budget be required to further this work, it would be brought to Council as part of the Long-Term Plan discussions and prioritisation of work streams.

7. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual	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 achievement of action/actions in Connected Communities	
He whakaū i te hauora o te hapori, e whai wāhi ai te katoa ki te whare noho me te paenoho kiritata hauora, haumaru anō hoki.	
Ensure the city has a healthy community where everyone has access to healthy, safe and affordable housing and neighbourhoods.	
He tautoko i ngā hapori ki te whakatutuki i ō rātou awhero.	
Support communities to achieve their aspirations.	

<p>Council participates in or facilitates collaborative networks designed to share resources and increase community impact.</p> <p>Council takes the lead from communities in understanding how it can support projects and services that are of value to them, and where possible provides communities with the resources to deliver their own initiatives.</p> <p>The action is: Advocate for increased support for local and national initiatives to increase the provision of warm, safe and accessible housing for people on low incomes in Palmerston North; Provide advice, including governance support, funding expertise, and event and project support, to communities and for-purpose organisations.</p>	
<p>Contribution to strategic direction and to social, economic, environmental and cultural well-being</p>	<p>Housing security is fundamental to overall wellbeing.</p>

ATTACHMENTS

1. Recommendations Report for Palmerston North City Council [↓](#) 

WORKSCHEDULE

TO: Community Committee

MEETING DATE: 15 March 2023

TITLE: Committee Work Schedule

RECOMMENDATION TO COMMUNITY COMMITTEE

1. That the Community Committee receive their work schedule for March 2023.

SUMMARY

	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction & Clause number
1	15 March 2023	Welcoming Communities—Annual Report	Chief Customer Officer		4 November 2020 Clause 43-20
2	15 March 2023	Addressing Homelessness—(Night Shelter) Update Report	Chief Customer Officer		9 March 2022 Clause 5-22
3	15 March 2023	Pasifika Reference Group—Annual Presentation	Chief Customer Officer		Terms of Reference
4	15 March 2023	Seniors Reference Group—Annual Presentation	Chief Customer Officer		Terms of Reference
5	15 March 2023	Annual Sector Lead Reports x4	Chief Customer Officer		Terms of Reference
6	24 May 2023	Community Places Stocktake and Needs Assessment - Report on timeframes and resource requirements to give effect to the recommendations.	Chief Planning Officer		14 September 2022 Clause 27-22

	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction & Clause number
7	24 May 2023	Opportunity to establish a natural burial cemetery in the Manawatū - Progress report	Chief Infrastructure Officer		Council 1 June 2022 Clause 60-22
8	9 August 2023	Feasibility of introducing a Companion Card for those with permanent disabilities – 12-month review	Chief Customer Officer	Affected by Covid - trial extended to the new year	5 August 2020 Clause 34.4
9	9 August 2023	Review of Sector Leads trial	Chief Customer Officer		8 June 2022 Clause 7-22
10	9 August 2023	Papaioea Place Redevelopment Six Monthly Update	Chief Infrastructure Officer		Terms of Reference
11	27 September 2023	Annual Report - Community Funding Allocation 2022/23	Chief Customer Officer		Rec 1c of the Community Grants & Events Funding Review - May 2021
12	22 November 2023	Disability Reference Group - Annual Presentation	Chief Customer Officer		Invitation to present 4 November 2020 Clause 41-20
13	22 November 2023	Community Reference Groups - Terms of Reference Review	Chief Customer Officer		1 December 2021 Clause 24-21

ATTACHMENTS

Nil