



## Community support



I'm a long-time paraplegic and you can see there's a definite drift to Christchurch because of the social scene and the transportation. The buses are just superb. If you've got good housing, good transportation and good public facilities, it's a win for the whole community because it gives people a chance to contribute and give something back. That's what I'm on about.

The Council's reference groups are a great idea. They give communities like ours a way to influence things and allows us to get things right the first time. There's a willingness to listen and when we have struck problems we talk about it and nine times out of 10 they can sort it.

***Graham Tapper***

Rehabilitation programme  
coordinator, Papanui

# Community support



## Why is the Council involved in community support?

The Council provides community support activities to enhance opportunities for meeting and socialising, and to develop strong and inclusive communities in Christchurch.

## What activities are included in community support?

### Halls and conveniences

The Council provides a range of community facilities to meet community needs. It also provides social, recreational, cultural and vocational programmes in local communities.

### Early Learning Centres

The Council provides and operates three early-learning centres where children aged under five are safe, well cared for and nurtured. It also provides an additional 13 facilities that are operated by the community. The Council is looking at this service over the next year and the Council's role in how it is to be delivered.

### Community support

The Council works with community organisations to strengthen them so that communities can take responsibility for themselves. It provides or facilitates programmes and activities which recognise the needs of 'target' groups (children, youth, older adults, people with disabilities, ethnic communities and low income communities) and the key social issues in the city. Through communication and consultation with the community, people are encouraged to be actively involved with Council activities.

### Community grants

The Council provides a number of contestable funding schemes which help community groups contribute towards achieving Christchurch's Community Outcomes and the Council's 'Strong Communities' Strategic Direction.

## Housing

The Council provides and maintains a portfolio of housing complexes, and it provides tenancy management and welfare services. The Council will be reviewing Housing in the next year to decide how this can be expanded with new partners (e.g. Housing New Zealand) to continue meeting the needs of the Christchurch housing market.

## Civil Defence and Rural Fire Fighting




The Council participates in the Canterbury Civil Defence Emergency Management Group, as well as providing a response to rural fires in its area of jurisdiction. Council also supports the city in planning for pandemic influenza.

## How does the Council's work contribute towards our Community Outcomes?

	<i>Community Outcomes</i>	<i>How the Council contributes</i>	<i>How much?</i>
	<b>Safety</b>	By coordinating the Safer Christchurch inter-agency group, and implementing the Safer Christchurch Strategy.	✓✓
	<b>Community</b>	By working with community organisations to help them support their communities. By providing funding and staff advice to community organisations.	✓✓✓
	<b>Governance</b>	By helping community organisations and individuals be involved in Council decision-making processes through appropriate consultation and participation.	✓✓✓
	<b>Prosperity</b>	By helping communities stand on their own feet, so that they are better able to prosper.	✓✓✓
	<b>Health</b>	By providing assistance which enables more people to participate in leisure, physical and sporting activities, as well as emergency management.	✓✓



# Community support

Community Outcomes	How the Council contributes	How much?
 Recreation	By enabling more people to participate in leisure, physical and sporting activities. Everybody is included in the creation and enjoyment of the arts.	✓✓
 Knowledge	By supporting community networks and organisations helps share information and leads to a more connected society.	✓✓
 City Development	By providing housing and community grants.	✓✓



## What does the Council plan to do in the future?

What is the Council's objective?	What policies, strategies or drivers support this objective?	What is the Council already doing?	What will we do in years 1 to 3?	What will we do in years 4 to 10?	How will we know if we achieve our objective?
To provide early-learning centres with a safe cultural and emotional environment.	<ul style="list-style-type: none"> <li>Ministry of Education regulations and legislation</li> <li>Early Childhood Education Strategy</li> </ul>	Providing 16 early learning centres, and operating 3 of these.	Subject to review.	Subject to review.	Subject to review. Average occupancy rate across the three owned and operated centres. Satisfaction with level of care provided.
To provide advice, training and support for community organisations.	<ul style="list-style-type: none"> <li>Strong communities target-group policies</li> <li>Social well-being and community policies</li> </ul>	Working with community groups, giving advice and support.	Continue to do the same.	Continue to do the same.	Satisfaction with quality of support.
Providing social housing, and a tenancy management service.	<ul style="list-style-type: none"> <li>Council's Housing Policy</li> <li>Residential Tenancies Act 1986</li> </ul>	2,620 housing units provided.  96.5% occupancy of units.	90-97% occupancy of units.	Continue to do the same.  Continue to do the same.	Number of housing units provided by the Council.  Rental unit occupancy rates.  Satisfaction with housing service.



# Community support

## Measuring our achievements

<i>Measures and targets</i>	<i>Current performance</i>	<i>06/07</i>	<i>07/08</i>	<i>08/09</i>	<i>09/10</i>	<i>10/11</i>	<i>11/12</i>	<i>12/13</i>	<i>13/14</i>	<i>14/15</i>	<i>15/16</i>
Occupancy rates of owned and operated early learning centres.	75-85% occupancy rate across three centres.	Subject to review.	Subject to review.	Subject to review.	Subject to review.						
Satisfaction with child education and environment provided by the Council.	90%	Subject to review.	Subject to review.	Subject to review.	Subject to review.						
% satisfaction with quality of support provided to target community groups.	Not currently measured.	80 - 85% range	Maintain	Maintain	Maintain						
Christchurch housing rental stock provided by Council.	2,620 units provided.	21 additional units	Maintain	Maintain	Maintain						
Occupancy rates of housing units.	96.5% of rental units occupied.	90 - 97% range	Maintain	Maintain	Maintain						
Tenant satisfaction with management service.	Tenant satisfaction survey to be undertaken this year.	75 - 80%	Maintain	Maintain	Increase satisfaction to 80 – 85%						

## What negative effects or risks can occur in relation to community support?

<i>Negative effects</i>	<i>Mitigation options</i>
Not meeting public expectations	<ul style="list-style-type: none"> <li>• Clarify and communicate levels of service.</li> <li>• Train and resource voluntary facility management committees.</li> <li>• Clarify and communicate grant applications and decision-making processes.</li> </ul>
Expectations of ongoing support	
Perception of inequality in support provided.	



## Community support

### The Council's key assets relating to community support

Housing complexes – 110, comprising 2,620 units

Community halls – 42

Public conveniences – 171

Early Learning Centres – 16 (including three operated by the Council)

### Maintaining our assets

Renewal of the housing complexes, community halls and conveniences, and early learning centres is based on the overall condition of these assets and their usefulness in meeting the needs of the community. These are maintained based on an Asset Management Plan which has been developed to ensure assets are maintained to a high standard.



### Changes Planned for Assets

<i>Reason for change</i>	<i>What will be done?</i>	<i>Year 1 cost (\$ 000)</i>	<i>Year 2 cost (\$ 000)</i>	<i>Year 3 cost (\$ 000)</i>	<i>Years 4 to 10 cost (\$ 000)</i>
Renewals and Replacements	Housing	2,310	2,281	2,309	17,660
	Civil Defence building		3,628	103	
	Porritt Park Stadium		933		
	Other	367	181	523	1,969
Increased Levels of Service					
Increased Demand	Gowerton Place Development	2,000			
	Partnership Initiatives	500			



# Community support

## Community support

### Cost of proposed services

	CCC 2006/07 \$000's	BPDC 2006/07 \$000's	Total Plan 2006/07 \$000's	Plan 2007/08 \$000's	Plan 2008/09 \$000's	Forecast 2009/10 \$000's	Forecast 2010/11 \$000's	Forecast 2011/12 \$000's	Forecast 2012/13 \$000's	Forecast 2013/14 \$000's	Forecast 2014/15 \$000's	Forecast 2015/16 \$000's
<b>Activity operational cost -</b>												
Civil defence and rural fire	1,480	152	1,632	1,879	2,128	2,178	2,253	2,287	2,326	2,368	2,410	2,450
Community grants	5,289	153	5,442	4,625	5,116	5,400	5,694	5,847	6,008	6,152	6,286	6,413
Community support	8,270	-	8,270	7,899	8,327	8,534	8,793	8,977	9,003	8,996	9,156	9,324
Early learning centres	1,655	51	1,706	1,761	1,809	1,852	1,917	1,958	2,000	2,037	2,069	2,099
Halls and conveniences	2,008	455	2,463	2,385	2,198	2,261	2,347	2,399	2,453	2,501	2,544	2,580
Housing	13,353	579	13,932	14,556	15,055	15,381	15,966	16,323	16,646	16,943	17,209	17,098
<b>Total expenditure</b>	<b>32,055</b>	<b>1,390</b>	<b>33,445</b>	<b>33,105</b>	<b>34,633</b>	<b>35,606</b>	<b>36,970</b>	<b>37,791</b>	<b>38,436</b>	<b>38,997</b>	<b>39,674</b>	<b>39,964</b>
<b>Activity operational revenue -</b>												
Civil defence and rural fire	180	7	187	193	199	204	209	214	219	223	227	231
Community grants	198	10	208	166	171	176	180	185	189	192	195	199
Community support	1,322	-	1,322	1,364	1,405	1,444	1,481	1,516	1,548	1,578	1,604	1,631
Early learning centres	77	50	127	131	135	139	142	146	149	152	154	157
Halls and conveniences	11,665	289	11,954	12,337	12,707	13,057	13,392	13,708	13,998	14,267	14,505	14,748
<b>Total operational revenue</b>	<b>13,442</b>	<b>356</b>	<b>13,798</b>	<b>14,191</b>	<b>14,617</b>	<b>15,020</b>	<b>15,404</b>	<b>15,769</b>	<b>16,103</b>	<b>16,412</b>	<b>16,685</b>	<b>16,966</b>
<i>Fees and charges</i>	<i>12,465</i>	<i>356</i>	<i>12,821</i>	<i>13,183</i>	<i>13,579</i>	<i>13,953</i>	<i>14,311</i>	<i>14,648</i>	<i>14,958</i>	<i>15,246</i>	<i>15,500</i>	<i>15,759</i>
<i>Grants and subsidies</i>	<i>977</i>	<i>-</i>	<i>977</i>	<i>1,008</i>	<i>1,038</i>	<i>1,067</i>	<i>1,093</i>	<i>1,121</i>	<i>1,145</i>	<i>1,166</i>	<i>1,185</i>	<i>1,207</i>
<b>Total operational revenue (by source)</b>	<b>13,442</b>	<b>356</b>	<b>13,798</b>	<b>14,191</b>	<b>14,617</b>	<b>15,020</b>	<b>15,404</b>	<b>15,769</b>	<b>16,103</b>	<b>16,412</b>	<b>16,685</b>	<b>16,966</b>
<b>Net operational cost</b>	<b>18,613</b>	<b>1,034</b>	<b>19,647</b>	<b>18,914</b>	<b>20,016</b>	<b>20,586</b>	<b>21,566</b>	<b>22,022</b>	<b>22,333</b>	<b>22,585</b>	<b>22,989</b>	<b>22,998</b>
Vested assets	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net cost of services</b>	<b>18,613</b>	<b>1,034</b>	<b>19,647</b>	<b>18,914</b>	<b>20,016</b>	<b>20,586</b>	<b>21,566</b>	<b>22,022</b>	<b>22,333</b>	<b>22,585</b>	<b>22,989</b>	<b>22,998</b>
<b>Capital expenditure</b>												
Renewals and replacements	2,768	-	2,768	7,901	2,399	2,063	2,127	2,089	2,186	2,247	2,294	2,893
Improved service levels	761	-	761	-	-	-	-	-	-	-	-	-
Increased demand	5,340	-	5,340	-	-	-	-	-	-	-	-	-
<b>Total capital expenditure</b>	<b>8,869</b>	<b>-</b>	<b>8,869</b>	<b>7,901</b>	<b>2,399</b>	<b>2,063</b>	<b>2,127</b>	<b>2,089</b>	<b>2,186</b>	<b>2,247</b>	<b>2,294</b>	<b>2,893</b>

### Rationale for activity funding (see also the Revenue and Financing Policy, page 267)

User charges and rents for services and accommodation provided are collected at a level considered reasonable by the Council. For some services, making a user charge would counter Council's policy of open access to services. The level of revenue sought from these activities by the Council for the 10 years covered by the LTCCP is illustrated above. The balance of the net operating cost is funded by General rates, as the whole community benefits from these activities.

Capital expenditure is funded corporately in accordance with the Revenue and Financing Policy. Refer to page 267 for a summary of the corporate funding approach for capital expenditure.