

26. COMMUNITY ADVOCATE'S UPDATE

26.1 For members' information attached are schedules of funds distributed in 2001/02 for the Discretionary Funds (since the allocation meeting on 13 February 2001), the Community Response Assistance Fund and the Community Development Initiatives Fund.

26.2 For members' information a list of all Board Committees, Subcommittees and Working Parties is attached.

26.3 BOARD'S INTERNATIONAL YEAR OF VOLUNTEERS BOOKLET AND FUNCTION

The International Year of Volunteers Committee (Carole Evans, Glenda Burt and Caroline Kellaway) was responsible for the Board's project to commemorate the year. Community organisations in Burwood/Pegasus were invited to submit the names of volunteers who had contributed to the organisation for more than a year prior to December 2001. Responses were received from 139 organisations with a total of 1,605 volunteers listed. The lists were compiled into a booklet and a copy of the booklet and a certificate was presented to representatives from the participating organisations at a function on 9 December 2001.

Approximately 150 volunteers attended the function at the Roy Stokes Hall in New Brighton. Speeches were made by Hon Lianne Dalziel MP and Don Rowlands. The attendees were entertained by the New Brighton Silver Band and other local performers arranged by Mary McCammon of the New Brighton Project.

The full costs of the function are still to come to charge but it is expected that the full allocation of \$3,000 will have been expended on producing the booklets and the function (hall hire, catering, entertainment, etc).

26.4 2002 WETLAND AWARD TO BEXLEY WETLAND TRUST

The Department of Conservation has advised that the Bexley Wetland Trust has been honoured with a 2002 Wetland Award, as a result of the nomination made by the Board last year. The award is in recognition of the contribution and commitment of the Trust to the ongoing protection and restoration of the natural habitat of Bexley Wetland, in partnership with the Christchurch City Council and the local community.

The award is to be presented to the Trust on Saturday 2 February 2002, World Wetlands Day.

26.5 BOTTLE LAKE FOREST PARK JUNIOR GOLF PROPOSAL

John Wormald from the Windsor Golf Club made a deputation to the Board's meeting on 30 July 2001 on a proposal to lease a section of the Bottle Lake Forest Park to develop a junior golf and practice area. The Board requested a report from the Parks and Waterways Unit on plans for the Park frontage area on Waitikiri Drive and how the junior golf area proposal fits in with the management plan.

The Parks and Waterways Unit has advised that the report will be available for the Board's next meeting, once certain matters have been discussed further with the Leisure Unit. Additional correspondence from Mr Wormald will also be included in the agenda for that meeting. Mr Wormald has been informed when the report will be available.

26.6 NEW BRIGHTON REVITALISATION

An initial public meeting has been arranged to commence work on the Community Forum to set the future direction on New Brighton. The purpose of the meeting is to get the Forum underway by initiating discussion on developing a shared vision for revitalising New Brighton. The meeting will be held at 6.00 pm on Wednesday 30 January 2002 at the Seaview Christian Centre in New Brighton. It has been widely advertised in order to attract a wide cross-section of people with an interest in the area.

It is intended that the Community Forum be in a position to report by the end of March 2002.

26.7 2001/02 UNSPECIFIED CAPITAL FUNDING - SOUTH NEW BRIGHTON COMMUNITY CENTRE

Funding approval has been obtained from the Strategy and Finance Committee for \$50,000 of unspecified capital funding for a project at the South New Brighton Community Centre. The funding will be used for a heating/internal modification upgrade.

26.8 PARKLANDS COMMUNITY FORUMS

Progress has been made with initiating these forums. The forums concern the recommendations of the Burwood/Pegasus Youth Recreation Study and are intended to prioritise action to meet the needs of youth in Parklands.

Consultation with the community has started. Four house meetings are being held in February and March, two youth meetings are being held and consultation with the business sector and community groups is also planned.

26.9 BURWOOD/PEGASUS DIRECTORY OF COMMUNITY INFORMATION

Publication of the Burwood/Pegasus Community Directory has been completed and the Directory was distributed to all households in the Burwood and Pegasus wards on 18 and 19 December 2001.

The Board allocated \$10,000 towards the cost of publishing the directory but the final cost for the number of pages comprising the directory was \$17,400.

Attempts to sell advertising space in the book were unsuccessful, mainly due to the time of publication occurring so close to Christmas.

Editing the information in the directory to attempt to keep the cost to within budget was done but the shortfall still amounted to \$7,400.

The Board is asked to consider a further allocation from its 2001/02 Discretionary fund of up to \$4,000.

Recommendation: That the Board consider a further allocation from its 2001/02 Discretionary fund of up to \$4,000 for the publication of the Burwood/Pegasus Community Directory.

Chairperson's

Recommendation: That the abovementioned recommendation be adopted.

26.10 PROTOCOLS FOR PUBLIC ENQUIRIES

The Chairperson has raised the procedures for the receipt and handling of public enquiries and complaints about Council services.

Enquiries or concerns are received in a variety of ways and handled appropriately.

Written letters to the Shirley Service Centre - A letter is sent in response to the writer from the recipient at the Service Centre explaining how the matter will be dealt with. This may be to refer the problem to an appropriate person or unit, asking them to action it and reply directly to the correspondent, or it might be handled by staff at the Service Centre.

Phone calls answered at the Call Centre - Problem is entered in computer on 'Request for Service' database and forwarded to appropriate unit. There is no follow up or reply to the complainant unless this is specifically requested. Data is accessible to all Council staff and should be marked as complete when actioned by the staff at the Council Unit or by the contractor resolving the issue. When the Call Centre staff do not know where to refer an issue, they will call the Community Technical Adviser at the relevant Service Centre and ask them to contact the caller. If the matter is a 'quick-fix' type it will be resolved at that time. If not, an entry on the computer 'RFS' system is done and handled as described previously.

Phone calls directly to Service Centre staff - Either handled by front counter staff or Community Technical Adviser as described above.

Email correspondence - Handled the same as written letters.

Although the Request for Service computer program has a reporting system to locate outstanding issues, some units (for example Water Services) do not mark a complaint as completed. The sheer volume of problems reported makes it impractical to handle them twice. The reporting is only as accurate as the information input and it would take too much time to follow up each one. Problems are assumed to be resolved unless a further complaint is received.

The RFS system does not record the ward area in which the problem has occurred so it is not possible to generate a regular report on all enquiries pertaining to Burwood/Pegasus.

Chairperson's

- Recommendations:**
1. That officers report back further on the effectiveness of the call centre system for handling public enquiries and its quality standards.
 2. That officers report on how to develop a process to handle public enquiries within Burwood/Pegasus, incorporating possible acknowledgement of enquiries within three working days and a response outlining the action taken within three weeks.

26.11 REPRESENTATION ON OUTSIDE ORGANISATIONS AND COMPOSITION OF WORKING PARTIES

At the meeting of the Board on 19 November 2001 it was decided to defer consideration of convening a Lower Avon River Working Party, a North New Brighton Community Centre Working Party and a Youth Development Funding Assessment Committee to a seminar on 5 December 2001. There was support at the seminar for convening a North New Brighton Community Centre Working Party and the Recess Committee agreed to this on 16 January 2002. The seminar deferred consideration of the convening of the other Working Party and Committee.

The Youth Development Fund receives applications quarterly and it is desirable to have a mechanism for the allocation of these funds. The Board may wish to convene a Youth Development Fund Assessment Committee for this purpose.

The Board seminar also supported Don Rowlands and Andy Lea acting as the Board's representatives on the Public Transport Branding Committee. This needs to be formally agreed by the Board.

- Recommendations:**
1. That the Board convene a Youth Development Funding Assessment Committee to consider quarterly applications to the Youth Development Fund.
 2. That Don Rowlands and Andy Lea act as the Board's representatives on the Public Transport Branding Committee.

Chairperson's

Recommendation: That the abovementioned recommendations be adopted.

26.12 LOCAL GOVERNMENT BILL 2001

The Council's Legislation Subcommittee is meeting to consider the Local Government Bill 2001 and has sought comment from Community Boards by 26 January for a submission on the Bill from the Council.

The Legal Services Manager has advised that Boards may also forward submissions directly to the Select Committee by 22 February 2002.

Community Board Chairs and Deputy Chairs met on Monday 21 January to consider the opportunity for preparing a joint submission on the Bill.

A report on the meeting will be circulated to Board members before the Board's meeting.

Chairperson's**Recommendation:**

1. That the Board ratify the joint Board submission made to the Council and the Select Committee on the Local Government Bill 2001.
2. That the Board forward a submission to the Select Committee supporting the joint submission and highlighting any matters not addressed from the Board's submission on the previous discussion document.

26.13 DALLINGTON COMMUNITY COTTAGE

The Dallington Community Cottage is currently housed in a property at 24a McBratneys Road. The property is leased from a Miss Biddick, who has recently offered the property for sale to the Council. The premises are old and inadequate to the purposes required, and the roof is badly in need of repair. Over the Christmas/New Year period extensive water damage occurred to the building and to the computers owned by the Trust. Under the terms of the lease agreement the owner is not obliged to carry out repairs or maintenance.

The Property Services Manager has advised the Council is not interested in the purchase of the property, nor the land adjacent to the building for use as a reserve.

New developments have taken place. Miss Biddick has consulted with her lawyer and the insurance company, and the building is to be re-roofed at Miss Biddick's expense. Miss Biddick is very committed to the Dallington Community Cottage, and would very much like the premises to continue to be used as at present. Miss Biddick will ensure that when subdivision of the property goes ahead, the premises occupied by the Trust will be protected.

The current location of the premises is considered ideal. There is an outbuilding to the property which could be better utilised. This would involve connecting electricity to the outbuilding, and installing skylights and/or windows, and floorcovering, thereby converting the building to a flexible use by one or more of the groups.

The Trust's Relocation Working Group is meeting to consider the situation on 22 February, and it is anticipated their decision will be to remain at 24a McBratneys Road. The result of this meeting will be given at the Board Meeting.