

Activity 2.2: Build Stronger Communities

Accountable Manager: Carolyn Gallagher

What services are provided?

- Strengthening Communities through Community Development projects and capacity building
- Safety / Prevention projects
- Operation of Early Learning Centre

Why do we provide these services?

The council works with community groups, voluntary organisations and metropolitan communities of interest to build resilience, resourcefulness, and to ensure groups are self-sustaining. The Council works towards developing and maintaining trusted relationships with local communities by building capacity, encouraging participation in local and metropolitan decision making and ensuring that communities of interest work collaboratively and are well informed.

Community and Safety involves key agencies working together for local community to identify and mitigate known and perceived issues that affect the quality and value of life. Community Safety is about providing individual communities with the ability to address their own safety concerns. It is about building on, enhancing and adapting to community needs to increase and improve resilience.

Pioneer ELC offers flexible childcare services to support the wellbeing of the community. The service enables both Sports and Recreation use and respite care for the community through high quality education and care.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<p>People are actively involved in their communities and local issues</p> <p>People have the information and skills to enable them to participate in society</p> <p>Cultural and ethnic diversity is valued and celebrated</p> <p>▶ People have strong social networks</p> <p>▶ Services are available locally within the urban areas</p>	<p><i>By involvement in a range of community development projects the Council supports the growth of strong, active, resourceful and resilient communities. Projects can include:</i></p> <ul style="list-style-type: none"> • <i>Researching and understanding communities' trends and issues (Profiles)</i> • <i>Liaising and working with target groups such as youth, people with disability, older people and culturally and linguistically, community Māori arts, communities to address specific issues, Metropolitan Advisors</i> • <i>Engaging with communities as part of local and Council decision making (community conversations, network forums)</i> • <i>Helping communities build connectedness and equipping people with skills and resources to enable communities to build resilience. (Capacity building and Preparedness Plans)</i> • <i>Providing information, advice and guidance to community and volunteer groups that helps them build their capacity, encourages liaison and collaboration and increases groups' ability to operate effectively. (Capacity building)</i> • <i>Supporting community-based groups to build their capacity to run activities and events means there are opportunities for people to meet and be involved locally. (Forums supporting participatory processes, facilitating a funding relationship)</i> • <i>Provide information, advice and reports regarding areas of responsibility to elected officials as and when required. Representation of Council.</i> • <i>Represent Council on external working parties, information gathering and advice.</i> <p><i>Adheres to Strengthening Communities Strategy</i></p>
<p>People are safe from crime</p> <p>Injuries and risks to public health are minimised</p> <p>Transport safety is improved</p>	<p><i>By working closely with partners and other agencies, safety and prevention projects and initiatives are undertaken that reduce the incidence of injury in the community, improve safety from crime and safety in public places and on the road, and increase people's perceptions of safety in the city. Safer Christchurch multidisciplinary membership. Adheres to Safer Christchurch Strategy</i></p>
<p>There is increasing participation in recreation and sport activities</p>	<p><i>Operating an early learning centre with flexible hours of access at one of the Council's recreation and sports centres enables caregivers of young children to participate in recreation and sporting community activities while their children receive high quality education and care. Early Learning Centre Strategy</i></p>

Which group or section of the community will benefit from this activity?:

Elected members, government agencies, community organisations, residents groups and other issues driven groups, businesses, education providers, communities of interest, ratepayers, stakeholders, internal CCC, NGO's visitors, youth, ethnic groups, older people, migrants, people with disabilities, iwi, Mana whenua.

Parents/whanau/caregivers of pre-school children who are attending short-duration activities/programmes at one Council leisure facility.

Parents/whanau/caregivers of pre-school children who choose for them to attend the Early Learning Centre for part or all of the working week.

Parents/whanau eligible for government-funded childcare.

Key legislation:

Local Government Act 2002, Resource Management Act 1991, Human Rights Act 1993, Education (Early Childhood Services) Regulations 2008, Transport Act 1998, Education Act 1989, Education (Regulation of Early Childhood Service Teachers) Regulation 2004; Health & Safety Act 1992

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Strengthening Communities through Community Development projects and capacity building (cont'd)					
2.2.1 Develop and maintain community profiles (Ex 2.2.8)	100% of community profiles are reviewed and updated annually Currently 49 New LOS as at Annual Plan 2012/13	Christchurch City Council seen as innovative when speaking with other Local Authorities in New Zealand around the profile system. •New Plymouth District Council = online community directory as source of information for picture of community.	Develop and publish a minimum of 49 community profiles for community ward areas and update them annually.	Strengthening Communities Goal 1: Understand and document communities, trends, issues and imperatives. Community Profiles use up-to-date demographics provided by Statistics NZ and locally sourced data to map trends and document change in local communities.	

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Strengthening Communities through Community Development projects and capacity building					
2.2.2 Community development projects are provided (Ex 2.2.6)	Advise and support the successful delivery of 93 community development projects across target areas (within budget allocation) New LOS as at Annual Plan 2012/13	<ul style="list-style-type: none"> •Wellington City Council = 90% Community groups satisfied with Council relationship •Auckland City Council = >75% satisfied with assistance and advice provided and 26 community development programmes provided •Dunedin City Council = Annual survey indicates >95% •New Plymouth District Council = Percentage of residents satisfied with support Council provides to community groups (Exceeds peer group average) 	Advise and support the successful delivery of at least 60 community development projects in the metropolitan and community board areas each year.	<p>Strengthening Communities Goal 2: Promote collaboration among key stakeholders including Government agencies. Voluntary and community organisations, Iwi & Māori to identify and address community issues.</p> <p>Support communities and sectors of interest to participate and deliver projects that will have a wide reach and depth across the city. Ensuring a well connected / well informed community.</p> <p>In previous years smaller projects and network liaison meetings would have been considered under this performance standard. They will now be measured under 2.2.4.</p> <p>Project examples under this performance standard include community voices, community gardens and other long-term projects.</p> <p>2x6 = metro projects 6x8 = local ward projects</p>	

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Strengthening Communities through Community Development projects and capacity building (cont'd)					
2.2.3 Design, develop, facilitate or support participatory meetings (Ex 2.2.7)	<p>Successfully develop, support and facilitate at least one process to enable participation within each metropolitan sector and community board area</p> <p>New LOS as at Annual Plan 2012/13, no actuals available as yet</p>	<ul style="list-style-type: none"> •Wellington City Council = 90% of groups satisfied •Dunedin City Council = 100% of forums are completed to schedule each year •New Plymouth District Council = 10 initiatives are developed each year. •Nelson City Council = At least 50% in year one, climbing to 60% in year 3 are satisfied 	<p>Successfully develop and facilitate at least 14 participatory meetings across metropolitan and community board areas each year</p>	<p>Strengthening Communities Goal 2: Promote collaboration among key stakeholders including Government agencies. Voluntary & community organisations, Iwi & Maori to identify & address community issues.</p> <p>Strengthening Communities Goal 3: Enhance engagement and participation in local decision making.</p> <p>Community conversations. A number of community conversations will be run across the city that will help identify risks and opportunities for communities. This will identify priority for communities and community boards. Community conversations will inform community profiles to help highlight trends and map changes.</p> <p>8 community board and 6 metropolitan</p>	

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2.2.4 Facilitate and support Council initiated community networks and forums (Ex 2.2.9)	Facilitation and support of 48 local community network meetings, liaison meetings and / or forums Facilitation and support of 6 city-wide, sector-based forums	<ul style="list-style-type: none"> •Dunedin City Council = >2 meetings held per annum •Napier City Council = 4 network meetings per annum, as well as supporting other networks as required through the year. Number of community networking •New Plymouth District Council = 5 new opportunities initiated each year, and 85% of current clients report an improvement in performance. 	Facilitate and support 48 local and 6 city-wide community network meetings, liaison meetings and / or forums, each year	<p>Strengthening Communities Goal 2: Promote collaboration among key stakeholders including Government agencies. Voluntary & community organisations, Iwi & Maori to identify & address community issues.</p> <p>Strengthening Communities Goal 3: Enhance engagement and participation in local decision making.</p> <p>Network forums allow regular information sharing with TLA, NGOs, Government departments and community members to ensure collaboration.</p> <p>Help to map the connectedness of organisations and levels of resilience.</p> <p>Communities with more trust, civic engagement and stronger networks can better bounce back after crisis than fragmented, isolated ones (Aldridge, 2008)</p>	

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2.2.5 Develop capacity of community groups and resident associations (Ex 2.2.10)	New	<ul style="list-style-type: none"> •New Plymouth District Council = build community capacity, 85% are satisfied with the training they receive, and 80% of groups report that they have implemented new workings as a result of this training •Hamilton City Council = 85% of stakeholders surveyed each year demonstrate satisfaction with the community development services they receive. •KOBE REPORT = 'Working together' to build a community 'based on locality and supported by networking' signals a recovery founded on joint responsibility. •The importance of economic recovery must be integrated into community and citywide use plans. •Overall recovery models show that areas that recover the slowest are explained by demographics (i.e. low income households or those households that are unretrofitted). • Also, those households that recover quicker are those that experience lower community vulnerability, good community development (both 'pre' and 'post' incident) together with high community capacity. •It is shown that those areas that recover quicker (up to 46.7%) are those that display those attributes above. 	<p style="text-align: center;">2.2.5.1</p> <p>Undertake at least 22 organisation capacity checks on community groups and residents associations each year <i>to support the work and development of community organisations.</i></p> <p style="text-align: center;">(16 community groups and 6 sector-based)</p> <p style="text-align: center;">2.2.5.2</p> <p><i>Engage with business associations around community issues, and value and consider their input</i></p>	<p>Strengthening Communities Goal 1: Understand and document communities, trends, issues and imperatives.</p> <p>Strengthening Communities Goal 2: Promote collaboration among key stakeholders including Government agencies. Voluntary & community organisations, Iwi & Maori to identify & address community issues.</p> <p>Strengthening Communities Goal 4: Help build and sustain a sense of local community</p> <p>Capacity checks are used to strengthen and sustain community groups resulting in resilient, well managed and self sustaining organisations.</p> <p>To offer internal stakeholders the ability to assess and support organisations they work with on a day-to-day basis.</p> <p>Provide support and advice to local community groups to help them to become more effective with a focus on encouraging groups to work together collaboratively e.g. development of training calendar of provision of training courses by all agencies for the community and volunteer sector particularly around ethnic groups so groups could up skill around key deficits of governance and accountability. Link to Community grants 2.3 where grants are an enabler to also boost capacity and capability of groups e.g. COSS funded who work with over 210 groups. Interventions include advice, planning, project guidance, funding assistance, monitoring etc. and can be for non funded organisations.</p> <p>Examples of these include: Undertaking strategic planning with a board based mentoring project which as a result was able to progress to a city wide initiative. Working alongside a community garden initiative to assist with enhancing HR practices to ensure that staff organisational resources are delivering to their best potential.</p>	<p><i>Suggest that the work of community groups is acknowledged and/ or more visible in the wording of this LoS</i></p> <p><i>Add mention of "engaging with business associations" (where appropriate) to reflect work that is already going on</i></p>

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Safety / Prevention projects					
2.2.6 Provide Safety Projects to work towards making Christchurch safer (Ex 2.2.3, 2.2.5)	Maintain safety programmes to achieve Safe City Accreditation every 5 years QoL Survey 2010, Chch: Feel very safe or fairly safe walking alone in neighbourhood, after dark: 71%	Accreditation to SCFNZ Wellington <ul style="list-style-type: none"> Maintain international Safe Community designation Provide safe public spaces through the use of CPTED principles A cross-agency group of stakeholders taking a strategic and proactive approach to support a flow of information around safety and crime issues in the city Introduce a Graffiti Flying Squad 95% of the public surveyed felt safe within the City Centre 97% of the public surveyed felt safe at home 69% of the public surveyed felt safe in their neighbourhood after dark North Shore <ul style="list-style-type: none"> Introduction of Community Constables targeting issues as they arise Enabling safer Communities through the identification of projects to address Community needs The adoption of CPTED principles and assessments of identified areas resulting in accreditation of public facilities The introduction of a graffiti database to identify recidivist offenders 	2.2.6.1 Maintain 100% of safety standards to achieve Safe City accreditation every 5 years (<i>next application Oct 2013</i>) 2.2.6.2 Deliver the agreed programme of projects around the implementation of the Safer Christchurch Strategy, within budget allocation 2.2.6.3 Produce a report annually by October on indicators of Safer Christchurch Strategy, <i>i.e. performance results associated with goal areas</i> Improve community safety through delivery of programmes and initiatives with partner organisations and the community: 2.2.6.4 New At least 81% of respondents who perceive that their neighbourhood is reasonably safe in the daytime. 2.2.6.5 New At least 66% of respondents who perceive that their neighbourhood is reasonably safe in the nighttime.	Strengthening Communities Goal 7; Enhancing the safety of communities and neighbourhoods. Assure re-accreditation is attained through the ongoing effective collaboration with those key safety collaborators that include the Safe Communities Foundation of New Zealand. By focussing on the criteria to certify Christchurch as a safe city. Council recognising and addressing those safety issues that will increase in proportion to population growth. Council ensures ongoing assessment and provision of those initiatives that are inclusive to the delivery of safe, efficient integrated and responsive safety network that meet the needs of current and future generations and contributes to a sustainable sense of individual and community safety and security. To deliver an annual report outlining current performance that aligns with those aims specified in the Safer Christchurch Strategy. These indicators highlighting that community safety and the perception of crime is improved in residential and retail areas through studies, safety audits and projects. As measured by 2-yearly Quality of Life Survey, last survey 2010.	

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Operation of Early Learning Centre					
<p>2.2.7 Provide five day a week half, full-day and flexible-hours care at the early learning centre. (Ex 2.1.1)</p>	<p>a) 18 -25% of Early Learning Centre customers use Pioneer Recreation and Sport Centre</p> <p style="text-align: center;"><i>Actuals</i> 2011/12 22% 2010/11 27% 2009/10 23.3%</p> <p>b) The Early Learning Centre runs at 75-85% occupancy</p> <p style="text-align: center;"><i>Actuals</i> 2011/12 77% 2010/11 82% 2009/10 88.5%</p> <p>c) Provide 70560 hours of childcare at the Early Learning Centre per annum; - <i>Actuals</i> 2011/12 84,480 (1 centre) 2010/11 125,400 (2 centres) 2009/10 160,800 (2 centres)</p>	<p>Auckland Long Term Plan 2012-2022</p> <p>Percentage of new school entrants (year 1) who regularly participated in ECE prior to school.</p> <p>Number of enrolments in Early Childhood Education</p> <p>Statistics on children's average number of hours per week in Early Childhood Education</p> <p>Participation levels by Maori and Pacific use of Maori and Pacific languages in ECE and number of Maori and Pacific</p> <p>Occupancy etc should be easy to benchmark</p>	<p>2.2.7.1 Between 18-25% of Early Learning Centre customers use Pioneer Recreation and Sport Centre.</p> <p>2.2.7.2 The Early Learning Centre runs at between 75 - 85% occupancy</p> <p>2.2.7.3 Provide 70,560 hours of childcare per annum at Pioneer Early Learning Centre.</p>	<p>Measure is to monitor that usage contributes to original purpose of ELC for Pioneer.</p> <p>Occupancy rate is less than 100% to enable flexible access for less than half day visits. The provision of 20 hours childcare subsidy for children 3 and 4 years helps keep occupancy rates high</p> <p>Key Business Driver Provide full-day flexible child care with Councils Pioneer Sports & Recreation Facility that is on a cost recovery basis. Hours of care for Pioneer 2012/13 July-June 36 childcare x 8 hours x 5 days x 49 weeks = Total Hours 70,560 hours</p>	

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Operation of Early Learning Centre (cont'd)					
<p>2.2.8 Provide a Quality, high standard of professional childcare that satisfies customers' needs. (Ex 2.1.2)</p>	<p>a) 80-99% of Early Learning Centre staff are trained, qualified and registered teachers – <i>Actuals</i> 2011/12 97% 2010/11 98% 2009/10 96.5%</p> <p>b) 80-90% of customers are satisfied with the quality of education and care at the Early Learning Centre – <i>Actuals</i> 2011/12 97% 2010/11 Not surveyed 2009/10 94%</p>	<p>MOE provides 4 Funding bands. The higher the % of qualified staff the higher the funding bracket.</p>	<p>2.2.8.1 At least 80% of Early Learning Centre staff are trained, qualified and registered teachers</p> <p>2.2.8.2 At least 85% of Early Learning Centre customers are satisfied with the quality of education and care.</p>	<p>Key Business Driver High percentage of qualified staff improves quality of education and care for children, family/whānau.</p> <p>High % qualified staff maximises MOE funding which supports Community Outcome: A liveable city and stronger communities.</p> <p>CCC LTP performance monitoring framework.</p>	
<p>2.2.9 The facility, operations and programmes at the Early Learning Centre comply with Ministry of Education regulations per the Education Review Office audit (Ex 2.1.3)</p>	<p>a) The Early Learning Centre complies 100% with the Ministry of Education's regulations per the Education Review Office audit</p> <p><i>3-yearly, achieved in 2010.</i></p>	<p>Education Act 1989 part 28 ss325-328 provides power for Chief Review Officer to initiate reviews, investigate, report and publish findings.</p>	<p>2.2.9.1 Implement and maintain Education (early Childhood Services) 2008 Regulations and quality indicators as per Education Review Office.</p> <p>2.2.9.2 Maintain 100% compliance of the Ministry of Education regulations for all centres over the 3 years of audit</p>	<p>Key Business Driver: Funding for operation is conditional on Licensing which is reviewed by the Education Review Office.</p>	

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Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Operation of Early Learning Centre (cont'd)					
2.2.10 Manage cost per hour of childcare (Ex 2.1.4)	Current cost per hour of childcare at the Early Learning Centre Actuals 2011/12 \$9.98 2010/11 no result avail. 2009/10 \$10.60	Other community based or private based ELC providers	Manage the budget to achieve a cost per of hour of childcare of \$10.50	Key Business driver: By maintaining the cost at \$10.50 per hour of childcare ensures maximum funding from MOE and along with fees a cost recovery provision of childcare at no cost to rates.	
Strengthening Communities through Community Development projects and capacity building (cont'd)					
2.2.11 Assess and make recommendations on Strengthening Communities Grants Programme applications (Ex 2.2.11)	Assessment and recommendation s completed for 100% of Strengthening Communities Grants Programme applications received	<ul style="list-style-type: none"> •Wellington City Council = 95% grant funds successfully allocated •Dunedin City Council = >95% of groups that meet funding requirements •New Plymouth District Council = 95% of community group KPI's are achieved following funding •Hamilton City Council = Reducing the overall amount of community grants by \$800,000.00. 	<p>2.2.11.1 Assess 100% of all Strengthening Communities Grants Programme applications against agreed Council criteria.</p> <p>2.2.11.2 100% of applications have staff recommendations for consideration by Council.</p>	<p>Strengthening Communities Goal 2: Promote collaboration among key stakeholders including Government agencies. Voluntary & community organisations, Iwi & Maori to identify & address community issues.</p> <p>Strengthening Communities Goal 4: Help build and sustain a sense of local community.</p> <p>Allows decision makers to be fully informed The Christchurch City Council has a range of funds available to assist communities with projects and events that will help Christchurch to be a liveable city with strong communities.</p>	