



## 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.

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

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



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



## 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			

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## 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	1,510	152	1,662	1,530	1,379	1,440	1,496	1,528	1,558	1,586	1,612	1,633
Community Grants	4,245	153	4,398	4,657	5,143	5,388	5,695	5,854	6,012	6,156	6,289	6,412
Community Support	8,335	-	8,335	7,992	8,220	8,384	8,659	8,870	9,073	9,256	9,417	9,523
Early Learning Centres	1,707	51	1,758	1,814	1,864	1,907	1,979	2,023	2,066	2,103	2,137	2,166
Halls and Conveniences	2,242	455	2,697	2,413	2,200	2,239	2,332	2,389	2,442	2,491	2,532	2,562
Housing	14,326	579	14,905	15,458	15,904	16,128	16,754	17,140	17,490	17,818	18,113	17,995
<b>Total Expenditure</b>	<b>32,365</b>	<b>1,390</b>	<b>33,755</b>	<b>33,864</b>	<b>34,710</b>	<b>35,486</b>	<b>36,915</b>	<b>37,804</b>	<b>38,641</b>	<b>39,410</b>	<b>40,100</b>	<b>40,291</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	10	-	10	10	11	11	11	11	12	12	12	12
Community Support	188	10	198	204	210	216	222	227	232	236	240	244
Early Learning Centres	1,322	-	1,322	1,364	1,405	1,444	1,481	1,516	1,548	1,578	1,604	1,631
Halls and Conveniences	115	50	165	170	175	180	185	189	193	197	200	204
Housing	11,973	289	12,262	12,655	13,034	13,393	13,737	14,061	14,359	14,635	14,879	15,127
<b>Total Operational Revenue</b>	<b>13,788</b>	<b>356</b>	<b>14,144</b>	<b>14,596</b>	<b>15,034</b>	<b>15,448</b>	<b>15,845</b>	<b>16,218</b>	<b>16,563</b>	<b>16,881</b>	<b>17,162</b>	<b>17,449</b>
Fees and charges	12,818	356	13,174	13,595	14,003	14,388	14,758	15,106	15,427	15,723	15,985	16,252
Grants and subsidies	970	-	970	1,001	1,031	1,060	1,087	1,112	1,136	1,158	1,177	1,197
<b>Total Operational Revenue (by source)</b>	<b>13,788</b>	<b>356</b>	<b>14,144</b>	<b>14,596</b>	<b>15,034</b>	<b>15,448</b>	<b>15,845</b>	<b>16,218</b>	<b>16,563</b>	<b>16,881</b>	<b>17,162</b>	<b>17,449</b>
<b>Net Operational Cost</b>	<b>18,577</b>	<b>1,034</b>	<b>19,611</b>	<b>19,268</b>	<b>19,676</b>	<b>20,038</b>	<b>21,070</b>	<b>21,586</b>	<b>22,078</b>	<b>22,529</b>	<b>22,938</b>	<b>22,842</b>
Vested Assets	-	-	-	-	-	-	-	-	-	-	-	-
<b>Net Cost of Services</b>	<b>18,577</b>	<b>1,034</b>	<b>19,611</b>	<b>19,268</b>	<b>19,676</b>	<b>20,038</b>	<b>21,070</b>	<b>21,586</b>	<b>22,078</b>	<b>22,529</b>	<b>22,938</b>	<b>22,842</b>
<b>Capital Expenditure</b>												
Renewals and Replacements	2,477	200	2,677	7,023	2,935	2,510	3,102	2,561	2,717	2,789	2,798	3,152
Improved Service Levels	-	-	-	-	-	-	-	-	-	-	-	-
Increased Demand	2,500	-	2,500	-	-	-	-	-	-	-	-	-
<b>Total Capital Expenditure</b>	<b>4,977</b>	<b>200</b>	<b>5,177</b>	<b>7,023</b>	<b>2,935</b>	<b>2,510</b>	<b>3,102</b>	<b>2,561</b>	<b>2,717</b>	<b>2,789</b>	<b>2,798</b>	<b>3,152</b>

### Rationale for activity funding (see also the Revenue and Financing Policy, page 258)

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 259 for a summary of the corporate funding approach for capital expenditure.