

COMMUNITY LIFE

COMMUNITY SERVICES

Overview

Community Services activity involves identifying community, social or recreation needs and supporting local initiatives to meet those needs.

The division facilitates the provision of and participation in recreational opportunities within the community, provides information and support to local groups and organisations, and facilitates community responses to social and cultural issues.

The Community Services activity contributes to the following Community Outcomes:

- 1 Upper Hutt is the city of choice for people from all walks of life
- 2 Upper Hutt has a vibrant city heart
- 5 The community is safe healthy and strong
- 6 Leisure opportunities are outstanding
- 7 Upper Hutt is connected with the world.

Level of Service Statement

The Community Services division will provide support to local organisations by:

- facilitating opportunities for community recreation and leisure;
- providing information on community activities and events;
- assisting groups to better manage their own affairs;
- facilitating opportunities for community networking; and
- administering Council funding schemes.

Level of Service Objectives and Performance Measures

Indicator	Performance Measure	Target 2007/08	Achievements at 30 June 2008
Objective: Council will support local groups and organisations in meeting the diverse needs of the community.			
1 SUPPORT OF GROUPS	Rating by Community and Recreation Groups of the value of Council support provided	95% of groups surveyed rate the value of support provided as being satisfactory or better ¹	Achieved. 98.4% of groups surveyed rated the value of support as being satisfactory or better.
Objective: Council will support initiatives that enhance social development.			
2 DELIVERY OF PROGRAMMES AND PROJECTS TO THE COMMUNITY	Project milestones are achieved on time, within budget and in line with stakeholder satisfaction	100% of contractual obligations for externally funded programmes have been met ²	Achieved. 100% of contractual reporting obligations have been met to negotiated timeframes.

¹ Annual Community Group Survey.

² Contractual terms in funding agreements have been met

Work Programme 2007/08

Capital Works and Projects	Budget (\$000)	Actual (\$000)	Achievements at 30 June 2008
PROJECTS			
Youth Strategy	19	15	The launch of significant youth projects was held on 5 March 2008. The projects included the announcement of the 2007 Youth Survey results; the launch of the 'Luv 2 C U Afta 3' project and associated 'Save Some Coin' card and the Youth Café, known as 'the grind'. The launch also included the release of a resource entitled 'Making It Work: A Guide for Employers of Young People'. The 2007 Youth Survey report was produced and has been widely distributed. 2008 Youth Week, saw a public Youth Hui at Orongomai Marae as well as the 2008 Young Achievers Awards.
Healthy and Safe Cities	20	21	Projects that progressed in this area include: further work in the areas of family violence, including support and development of 'The Exchange', a social support hub; healthy housing; emergency accommodation; disability sector initiatives and work with Maori, amongst others. It also included the development and release of Community Information Sheets, which are available through a number of channels, as well as downloadable from the internet.
Activation	336	446	Activation has provided a number of events and programmes aimed at making the Upper Hutt Community more active. Council has also been involved in physical activity and health initiatives locally and regionally.
Total	375	482	

Activities Undertaken Supporting the Community

COMMUNITY OUTCOME	Significant Actions Taken at 30 June 2008
<p>1 Upper Hutt is the city of choice for people from all walks of life</p> <ul style="list-style-type: none"> FACILITATE opportunities for cultural expression 	<ul style="list-style-type: none"> The Settlement Support initiative in Upper Hutt has continued to operate. The Cultural Diversity Work placement programme within Council has been successful, with the cadets finishing their year-long programme in December 2007. Two of the cadets have gained further employment with Council, and the remaining three cadets have several opportunities that they are pursuing. An Upper Hutt Orientation Bus Tour for new migrants was held in conjunction with Settlement Support. The tour visited local parks, the Upper Hutt Library, H²O Xstream and specific places related to finding information about living in Upper Hutt. A Meet The Mayor forum for newcomers was held in June 2008, with many new migrants and refugees taking the opportunity to have their views heard.

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COMMUNITY OUTCOME	Significant Actions Taken at 30 June 2008
<p>2 Upper Hutt has a vibrant city heart</p> <ul style="list-style-type: none"> • COLLABORATE in providing a range of exciting events in the city centre 	<ul style="list-style-type: none"> • A Seniors Celebration Day was held (at the Cossie Club) which attracted over 300 attendees. • Assistance was provided to the Mayhem Skate Competition that was held at Maidstone Max. • ‘the grind’ Youth Café was launched at the Mayfair café, with young people providing the entertainment as well as helping the staff with barista duties. • Community Services supported Team Xtreme to develop a portable graffiti art mural as part of Youth Week 2008. This was displayed at Expressions and will be used by Team Xtreme in their work with young people.
<p>5 The community is safe, healthy and strong</p> <ul style="list-style-type: none"> • DEVELOP relationships with Central Government and other agencies • IDENTIFY and respond to community social needs • LEAD projects identified by Community consultation • FACILITATE community networks and sharing of information • ADMINISTER Government funding and community grants schemes 	<ul style="list-style-type: none"> • Regular Hui held with older adults to identify current issues. • Regular community forums on disability issues, and refugee and migrant issues continued, with reports from forums being made available on the Council website. • The 2007 Youth Hui was held, and the 2007 Youth Surveys were returned to Council for collation and analysis. The final report was released in May 2008. • The 2008 Youth Hui was also held slightly earlier than last year, to bring it into line with celebrations for Youth Week 2008. • Government funded projects on Family Violence Intervention, Community Cadetships, and In-School Barista Training were completed. The Family Violence project and the In-School Barista training project were selected as finalists in the national Community Development Awards. • ‘The Exchange’, a multi-agency response to social service provision in Upper Hutt was launched, with six agencies initially signing the Memorandum of Understanding. A Terms of Reference has been agreed and work is underway on a communications initiative to support the work of the delivery agencies. • Community Services presented on the Timberlea Project at World Town Planning Day and at the Regional Crime Prevention Unit training on the Family Violence project. • The Timberlea project resulted in a successful Education and Employment Expo being held at the Community House in May 2008. The project has also resulted in a number of government and non-government agencies providing services from Timberlea. • A relationship was established with ACC to identify possible collaborative initiatives in Upper Hutt. • The Community Safety Project continues in the research phase, with a report being developed in July. • Community Services were consulted on a wide range of policy issues, including the Wellington Regional Settlement Strategy, the National Refugee Resettlement Policy and the National Alcohol Strategy. • The “Making It Work” toolkit, a product of the Community Cadetship project, has been sought after regionally by a number of central government agencies, including the Department of Labour and the Ministry of Social Development.

COMMUNITY OUTCOME	Significant Actions Taken at 30 June 2008
	<ul style="list-style-type: none"> • The Community Survey was carried out in November 2007 and reported on in February 2008. • The Community Directory is ready for release in July 2008. • Facilitated regular community group and youth worker networking forums. • The Hutt Valley-wide Disability Advisory Group, which supports both Valley Councils and the DHB continued to meet and will provide advice on the issues raised through the public forums. • A special meeting on transport and civil defence was held in November 2007 in response to issues raised by the older adult and disability sector. • The Wellington Airport Regional Community Awards were held in September 2007. • Both the Creative Communities and the Upper Hutt Community Grant Scheme funding rounds were completed.
<p>6 Leisure opportunities are outstanding</p> <ul style="list-style-type: none"> • COLLABORATE in providing a range of outstanding leisure events • IDENTIFY and respond to community leisure needs 	<ul style="list-style-type: none"> • Planning and promotion assistance was provided to Orongomai Marae for the Orongomai Marae Open Day event that was held in February 2008. • Council identified cross-promotional opportunities to maximise participation in Upper Hutt's leisure facilities. • Children's Day 2008 was supported in a variety of ways, leading to high community participation. • Questions about recreation and leisure were an area of focus in all the public hui held in June.
<p>7 Upper Hutt is connected with the world</p> <ul style="list-style-type: none"> • FACILITATE opportunities for groups and organisations to make external links 	<ul style="list-style-type: none"> • The delivery of an ICT suite in Timberlea (The Timberlea Project) funded by the Digital Strategy, was launched by the Minister of Community and Voluntary Sector, Winnie Laban on 30 September 2007. • Further work in Timberlea is being undertaken to increase the provision of programmes and services through the Community House. A contractor was appointed to direct this work. Work and Income, Citizens Advice Bureau (CAB), Read Write Plus, Healthy Eating Healthy Action (HEHA) and many other agencies or initiatives now have a greater presence in Timberlea.

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Activation

Level of Service Objectives and Performance Measures

Indicator	Performance Measure	Target 2007/08	Achievements at 30 June 2008
Objective:			
Council will provide information and opportunities to encourage the community to be more active more often in a range of sport and active recreation activities.			
1 OPPORTUNITIES			
1a Community Information	Community satisfaction with the provision of information about sport and recreation	85% of respondents rate the provision of information about sport and recreation as satisfactory or better ¹	Achieved. 91.5% of respondents rated the provision of information about sport and recreation in Upper Hutt as satisfactory or better.
1b Access	Community satisfaction with access to a range of sport and recreation opportunities	85% of respondents rate access to a range of sport and recreation opportunities as satisfactory or better ¹	Achieved. 95.6% of respondents rated the access to a range of sporting and active recreation opportunities in Upper Hutt as satisfactory or better.
1c Participation	Participation levels in sport and physical activity increases	Baseline data for Upper Hutt to be established	Community survey physical activity results based on 30 minutes of activity per day. Never take part 9.7% Occasionally 14.1% Once per week 12.6% 2-4 per week 37.5% 5 or more per week 26.1%.
1d Participation	Club participation numbers increase	10% increase in club participation numbers by July 2010 ²	75% of clubs surveyed reported numbers remained the same this year. 25% reported an increase in numbers.
Objective:			
Council will partner with external organisations to provide sport and active recreation services.			
2 PARTNERSHIPS	Partnerships are developed and maintained that support sport and physical activity in Upper Hutt	Contracted targets for UHARP partner organisations are met	Achieved. Partner targets have been met and reported on for the 2007/08 year.

¹ Annual Community Survey

² In-house Community Group Survey

Activities Undertaken Supporting the Community

COMMUNITY OUTCOME	Significant Actions Taken at 30 June 2008
1 Upper Hutt is the city of choice for people from all walks of life	<ul style="list-style-type: none"> Activation provides support to schools, clubs and community groups for a range of physical activity opportunities and initiatives. Examples include inter-school sports tournaments (1443 participants), and the Upper Hutt Sports Expo (1000 participants).
2 Upper Hutt has a vibrant city heart	<ul style="list-style-type: none"> Activation has supported and attracted sports and recreation events to the city, including the Multi-ethnic soccer tournament and the Youthtown Family Fun Day (1000 participants).
3 The economy is robust, innovative and growing	<ul style="list-style-type: none"> Activation has attracted sports and recreation events to the city such as the NZ Touch Nationals, Wellington Primary school cross country, which has resulted in spill-over benefits for accommodation providers and food and beverage suppliers.
4 Upper Hutt offers a 'green' and attractive living environment	<ul style="list-style-type: none"> Activation promotes the use of the city's parks and green spaces for leisure and recreation through programmes including Lively Parks (946 participants) and support to sports clubs. Activation promotes active transport to schools and the community and has assisted two schools with active travel plans.
5 The community is safe, healthy and strong	<ul style="list-style-type: none"> Activation has provided numerous events and programmes to enhance the health and wellbeing of Upper Hutt people. These events and programmes include Green prescription group support, before school fitness programmes in 5 schools, the GOLD programme for older adults, Women's Run Swim event and providing support to the Push Play activities. Further details are in the Active Recreation Annual Report.
6 Leisure opportunities are outstanding	<ul style="list-style-type: none"> Activation has provided, facilitated and partnered community groups for numerous leisure opportunities for 25,392 people in Upper Hutt in the 2007/08 year. Examples include the Youthtown after school and Holiday programme (4190 participants), Kev the Kiwi Walks (815 participants), Bike the Trail (1852 participants) and undertaking the Clubmark Club Accreditation program. Further details are in the Active Recreation Annual Report.

Note: The Council role for Activation, listed under each Community Outcome, has yet to be identified. The new Council roles will be proposed as part of the draft Annual Plan 2008/09.

Activation Income and Expenses are summarised within the Community Services financial statements.

Significant Acquisitions/Replacements

- None.

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COST OF SERVICES STATEMENT	Actual 30 Jun 08 (\$000)	Actual 30 Jun 07 (\$000)	Forecast 30 Jun 08 (\$000)
Operating Expenditure			
Direct Expenses	1,107	765	824
Administration Support	220	212	265
Deprecation	3	1	0
Total Operating Expenditure	1,330	978	1,089
Operating Revenue			
Fees and Charges	(17)	(10)	(258)
Subsidies and Grants	(815)	(360)	(213)
Total Operating Revenue	(832)	(370)	(471)
Net Operating Costs of Services	498	608	618
BALANCE SHEET TRANSACTIONS			
Net Operating Costs of Services	498	608	618
Share of Management Support Income	(25)	(18)	(18)
Non Cash Transactions (Management Support)	(11)	(7)	(6)
Add (less) non - cash items	(3)	0	0
Cost Of Services (Funding)	459	583	594
Capital Expenditure	3	4	0
Net Transfer from Funds	(150)	(9)	0
Net Transfers to Funds	34	0	0
Rates Funding Required	346	578	594