Agenda

Community and Recreation Committee

TUESDAY
21 June 2016
1.00PM

Members

Cr Wendy Doody (Chairperson)
Cr Peter Allen
Cr Robbie Brine
Cr Caroline Faass
Cr John Meyer
Mayor David Ayers (ex officio)
A meeting of the COMMUNITY AND RECREATION COMMITTEE will be held in the COUNCIL CHAMBERS, 215 HIGH STREET, RANGIORA on TUESDAY 21 JUNE 2016 at 1.00PM.

Adrienne Smith  
COMMITTEE ADVISOR

Recommendations in reports are not to be construed as Council policy until adopted by the Council

BUSINESS

1. APOLOGIES

2. CONFLICTS OF INTEREST  
Conflicts of interest (if any) to be reported for minuting.

3. CONFIRMATION OF MINUTES

3.1. Minutes of a meeting of the Community and Recreation Committee held on Tuesday 19 April 2016

RECOMMENDATION

THAT the Community and Recreation Committee:

(a) Confirms as a true and correct record the minutes of a meeting of the Community and Recreation Committee held on Tuesday 19 April 2016.

4. MATTERS ARISING

5. PRESENTATION / DELEGATION
6. **REPORTS**

**Community Development**

6.1. **Community Development Update – Tessa Sturley (Community Team Leader)**

*RECOMMENDATION*

**THAT** the Community and Recreation Committee:

(a) **Receives** report No 160613055059.

(b) **Notes** that, in line with long term objectives, the ‘You Me We Us’ Kaiapoi Community Development project will transition to the community as an independent incorporated society.

(c) **Notes** that the Waimakariri Health Advisory Group sent a letter to Council regarding Smoke Free alfresco dining and that a response has been sent. This is included in this report as an attachment.

(d) **Notes** that an appropriate report will be presented to the August Community and Recreation committee meeting detailing anticipated costs, etc.

**Community Facilities, Aquatic Centres, Libraries and Museums**

6.2. **Aquatic Facilities Update - Stewart Milne (Aquatic Facilities Manager)**

*RECOMMENDATION*

**THAT** the Community and Recreation Committee:

(a) **Receives** Report No. 160608053949.

(b) **Notes** the Aquatic Facilities year to date achievement against key performance indicators.

(c) **Notes** the 2015/16 financial year customer service initiatives/improvements implemented during the July to April period.

(d) **Circulates** this report to the Boards for their information.

6.3. **Library Update – Phillippa Ashbey (Libraries Manager)**

*RECOMMENDATION*

**THAT** the Community and Recreation Committee:

(a) **Receives** report No. 160614055456.
(b)  **Notes** that customer service improvements include the:

(i)  development of regular library newsletters

(ii) introduction of a new online resource containing articles and videos from the New Zealand Geographic

(iii) CV Writing courses for job seekers

(iv) a puppet theatre for use at the Kaiapoi Library’s Toddler Times sessions

(v)  effective promotion of the Libraries’ activities and services via social media

(c)  **Circulates** the report to the Boards for their information.

6.4.  **Surf Lifesaving Statistics 2015/16 – Chris Brown (Community Green Space Manager)**

**RECOMMENDATION**

**THAT** the Community and Recreation Committee:

(a)  **Receives** report No. 160613054896.

(b)  **Notes** that there is $77,050 allocated for surf lifesaving services for the 2016/2017 season.

(c)  **Notes** that the level of service for lifesaving services for the 2016/2017 season is the same as the 2015/2016 season.

7.  **MINUTES/REPORT FOR INFORMATION**

7.1.  **Minutes of the Indoor Court Facilities Steering Group meeting of 15 April 2016**

7.2.  **Gladstone Park Master Plan – G Stephens (Green Space Community Engagement Officer)**

*(copy of report no. 160322025220 to the Woodend Ashley Community Board meeting of 11 April circulated separately)*

**RECOMMENDATION**

(a)  **THAT** Items 7.1 – 7.2 be received for information.
8. PORTFOLIO UPDATES

8.1. Greenspace (Parks Reserves and Sports Grounds) – Cr Robbie Brine

8.2. Community Facilities (including Aquatic Centres, Halls, Libraries and Museums) – Cr Wendy Doody

8.3. Community Development – Cr Peter Allen

9. QUESTIONS

10. URGENT GENERAL BUSINESS
1. APOLOGIES

Apologies were received and sustained from Mayor Ayers (attending Zone 5 and 6 meeting) and Councillor C Faass.

2. CONFLICTS OF INTEREST

No conflicts of interest were recorded.

The Meeting adjourned at 1.02pm and reconvened at 1.04pm.

3. CONFIRMATION OF MINUTES

3.1. Minutes of a meeting of the Community and Recreation Committee held on Tuesday 23 February 2016

Moved Councillor Meyer seconded Councillor Brine

THAT the Community and Recreation Committee

(a) Confirms as a true and correct record the minutes of a meeting of the Community and Recreation Committee held on Tuesday 23 February 2016.

CARRIED

4. MATTERS ARISING

There were no matters arising.

5. PRESENTATION / DELEGATION

There were no presentations or delegations.
6. **REPORTS**

**Community Development**

6.1. **Community Safety Update – Tessa Sturley (Community Team Leader)**

Mr Sargison presented this report on behalf of Mrs Sturley, providing an update on the key Community Safety activities for the first quarter of 2016. This included confirmation of the additional 12 months funding from Ministry of Health to support injury prevention coordination. This will take funding through to 30 June 2017, at which time the Ministry have advised that it does not intend to renew the Agreement. Mr Sargison spoke on other funding options that staff are pursuing, including ACC who have committed to work with the Safer Communities.

Councillor Barnett, asked if there could be information provided on what initiatives that the Council is doing for the aging population. Mr Sargison noted there is some initiatives that involve the library jointly with the community team staff.

Moved Councillor Allen  seconded Councillor Meyer

**THAT** the Community and Recreation Committee

(a) **Receives** report No 160408031009

(b) **Notes** that Ministry of Health have granted an additional 12 months of full funding to support Community-led injury prevention coordination. This equates to $114,000.

(c) **Notes** the comments from the Safe Communities Foundation on the Safe Community Coalition Survey.

**CARRIED**

Councillor Allen noted that the Safer Community Steering Group was reformed approx. 18 months ago. The results of the 2015 Self-Assessment Coalition Survey Report attached to the report, shows that there is an improvement in the overall average response scores since the previous survey in 2013. This is scored in categories and the most significant improvements were in areas such as leadership, administration and management, noting there is room across all these criteria for improvement. The intention is to get representations from all age groups in the steering group. Councillor Allen said that a lot of the work of the community team goes unsung, but it does need to be noted and congratulated the team.

**Community Facilities, Aquatic Centres, Libraries and Museums**

6.2. **Aquatic Facilities Update - Stewart Milne (Aquatic Facilities Manager)**

Mr Stewart Milne spoke to the report updating the committee on the aquatic facilities attendances and budget results for this financial year. The closing dates for Dudley Park Aquatic Centre in June were noted.

Following a question from Councillor Allen, Mr Sargison noted that the financials included in this report are not a full financial report, rather it is a basic operational figures. Figures now come through the TechOne system. Councillor Allen questioned depreciation and how this is funded.
and if this is included in the figures; following some consultation, Mr Palmer advised that the total operating expenses (as at end of February) includes both depreciation and internal interest (approx. $400,000 is interest and $260,000 is depreciation.). An explanation of the depreciation funding being ring-fenced was provided to members.

Regarding the replacement of the skylights at Dudley Pool, it was asked if it was unavoidable that these have to be replaced in winter, which is quite disruptive to the pool operation. Mr Sargison said it was hoped to get this done before winter, but this is the soonest that it could be completed. It is not possible to have this done while the pool is operating, with safety issues and the loss of heat to be considered. Some piping changes need to be undertaken also with the new brand of skylight to be installed.

Moved Councillor Allen seconded Councillor Meyer

THAT the Community and Recreation Committee

(a) Receives Report No. 160407030534.
(b) Notes the Aquatic Facilities year to date achievement against key performance indicators.
(c) Notes the 2015/16 financial year customer service initiatives/improvements implemented during the July to February period.
(d) Circulates this report to the Boards for their information.

CARRIED

Councillor Allen accepts the need to replace the skylights for health and safety reasons.

6.3. Library Update – Phillippa Ashbey (Libraries Manager)

Mrs Ashbey presented this report and spoke on the positive result of the investment of RFID.

Work has been done on the Pearson Park plan and this will make a very tidy library to be used while the upgrades and additions to be Oxford Service Centre are undertaken. Councillor Doody expressed thanks to Craig and Phillippa on the work that has been done with accommodating the library while the new facility is built.

Councillor Allen questioned how depreciation is handled on the book stock of the Council. Mr Palmer noted that the spend every year on renewals is the same as depreciation. Mr Sargison added that when capital expenditure for particular genre each year, and the shelf life of these books is taken into account, and depreciation is calculated on this. The next LTP will include a review of how the Council book stock is going. It was noted that there previously had been a resource of print references available, but these are now available in electronic form. Mrs Ashbey noted there is very comprehensive reporting available now, which can show the usage by the material used and users and annual spending is adjusted each year based on this information. Information on the profiles of the collection are much more precise now than was previously available.
Moved Councillor Meyer seconded Councillor Allen

THAT the Community and Recreation Committee

(a) Receives report No. 160408031028

(b) Notes that RFID (Radio Frequency Identification) technologies have delivered significant improvements to the level of customer service at the Waimakariri Libraries.

(c) Notes the design for the exterior of the remodelled Oxford Library and Service Centre and the interior layout.

(d) Circulates the report to the Boards for their information.

CARRIED

Councillor Meyer thanked Mrs Ashbey for the positive presentation.

7. MATTER REFERRED FROM KAIAPOI COMMUNITY BOARD

7.1. Kaiapoi Public Boat Ramp Provision – Craig Sargison (Manager Community and Recreation)

(refer to report no. 160407030549 to the Kaiapoi Community Board meeting of 18 April 2016)

Mr Sargison spoke to this report which was considered by the Kaiapoi Community Board last night (18 April), and circulated an updated attachment to the report, with an old ramp to be removed in the picture. This plan proposes that the existing level of access at Askeaton remains and this will be reviewed after a three year period. Once the Red Zone Plan is confirmed, Council will look at doing some work on access over the stop bank to Askeaton. The Riverbank Steering Group have spent some time considering the boat ramp access. Mr Sargison provided some detail on the proposed plan, including the realigned stopbank and new path. There has been no prices sought yet for the pontoons, but some advice has been sought by the Riverbank Steering Group on the feasibility of having them, (it is planned to have another pontoon further up the river).

Councillor Allen asked was the Council contributing to the cost of the Coastguard ramp. Mr Sargison noted that the Coastguard were funding this ramp, there will be no set fee for users, but intend having a donation box. The Council will be responsible for maintaining the road.

Moved Councillor Meyer seconded Councillor Doody

THAT the Community and Recreation Committee:

(a) Receives report No 160407030549

(b) Approves the plan for Kaiapoi Wharf Boat Ramp Access ( Trim: 160407030536)

(c) Notes the intention to have boat ramps available for community use at Kaiapoi, one being the Coastguard Ramp at Kaiapoi Wharf and the other being the existing ramp at Askeaton.
Notes that the continuing provision of Askeaton Boat Ramp is dependent on the outcome of the approved Red Zone Recovery Plan in relation to vehicle access to the ramp.

Approves the retention of the current level of service at the Askeaton ramp, subject to the outcome of the Red Zone Recovery Plan and to review the usage of it after a three year period.

CARRIED

Councillor Meyer encouraged members to visit the area and walk down from the bridge, noting the extra space and recreation area in the plan. The Kaiapoi Community Board supported this plan unanimously. Councillor Meyer noted the support of the Coastguard to the Kaiapoi community. This ramp access will be a plus for the town of Kaiapoi and thanks were extended to Craig Sargison and the staff involved in this process so far.

8. MINUTES FOR INFORMATION

8.1. Minutes of the Indoor Court Facilities Steering Group meeting of 18 March 2016

Mr Sargison noted that it is planned to have a briefing to the Council on the work that has been undertaken so far from the Working Group. A date will be set in due course for this briefing.

Moved Councillor Doody seconded Councillor Meyer

(a) THAT the minutes in Item 7.1 be received for information.

CARRIED

9. PORTFOLIO UPDATES

9.1. Greenspace (Parks Reserves and Sports Grounds) – Cr Robbie Brine

Nothing to add.

9.2. Community Facilities (including Aquatic Centres, Halls, Libraries and Museums) – Cr Wendy Doody

Councillor Doody noted that matters have already been considered by the committee during the meeting.

9.3. Community Development – Cr Peter Allen

Councillor Allen recently attended the forum on social housing in Wellington, Coordinated by Local Government New Zealand. CHIPS (Community Housing Providers) is bidding for social housing stock and there are a number of these around the country (currently only people who are eligible for rental subsidy can use Council social housing). This caused considerable discussion and Councillor Allen says this places more pressure on local government to provide community housing. Discussion on Housing Trust took place, Trusts can include councillors, but they may not be the majority membership of a Trust. There was also discussion on Councils not budgeting for depreciation on housing stock,
and then adding this cost onto rentals. Councillor Allen believes the Council needs to consider its role in social housing.

10. **QUESTIONS**

   There were no questions.

11. **URGENT GENERAL BUSINESS**

   There was no urgent general business.

   There being no further business, the meeting closed at 2.20pm.

   CONFIRMED

   __________________________________________
   Chairperson

   ____________________________
   Date
1. **SUMMARY**

The purpose of this report is to provide an update on key Community Safety activities for the first quarter of 2016.

2. **RECOMMENDATION**

THAT the Community and Recreation Committee:

(a) **Receives** report No 160613055059

(b) **Notes** that, in line with long term objectives, the ‘You Me We Us’ Kaiapoi Community Development project will transition to the community as an independent incorporated society.

(c) **Notes** that the Waimakariri Health Advisory Group sent a letter to Council regarding Smoke Free alfresco dining and that a response has been sent. This is included in this report as an attachment.

(d) **Notes** that an appropriate report will be presented to the August Community and Recreation committee meeting detailing anticipated costs, etc.

Attachments:

i. Pegasus Town Welcome Ambassador pilot accountability report  
   (Trim # 160613055095)

ii. Volunteering in the Waimakariri report  (Trim # 160608053955)

iii. Confirmed minutes of Social Services Waimakariri April meeting  
    (Trim # 160523047617)

iv. Confirmed minutes from the Waimakariri Health Advisory Group April meeting  
    (Trim # 160428037853)

v. Letter from Waimakariri Health Advisory Group  (Trim # 160523047510)

vi. Staff response to Waimakariri Health advisory Group letter regarding Smoke Free alfresco dining.
### 3. ISSUES AND OPTIONS

#### 3.1: ENGAGING

<table>
<thead>
<tr>
<th>Objective: Foster and maintain relationships with stakeholders in Community Development including:</th>
<th>Key Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business sector</strong></td>
<td>Community Development staff have been working with Enterprise North Canterbury and the Migrancy sector to identify potential partnerships to enhance their work. Additionally they have built functional relationships in the local dairy sector; key employers of local migrants</td>
</tr>
<tr>
<td><strong>Funding Sector</strong></td>
<td>We have well established relationships with funding advisors and senior management at Ministry of Health, Rata Foundation, Health Promotion Agency (HPA) and DIA who all support our work.</td>
</tr>
<tr>
<td><strong>Elected local and national government representatives</strong></td>
<td>Local MP Matt Doocey, our Mayor and local Councillors have all lent their support to a variety of Community Development initiatives, as detailed below</td>
</tr>
<tr>
<td><strong>Te Ngai Tuahuriri Runanga</strong></td>
<td>We have a well-established relationship with local Runanga through our involvement with Healthy Day at the Pa, the annual hui and our involvement with Council’s Waiata Group.</td>
</tr>
<tr>
<td><strong>Government and Non-Government Agencies</strong></td>
<td>We maintain partnerships with an extensive variety of health and social support agencies; including, but not limited to the 32 signatories to the Social Services Waimakariri Charter and the member agencies around the Waimakariri Health Advisory Group (WHAG) table. New relationships over this period include: Dairy NZ, Office of Ethnic Affairs, Canterbury Migrants Centre, Migrancy Service, Chamber of Commerce ‘Settling in’ Teams and Vision West,</td>
</tr>
<tr>
<td><strong>Grassroots Community</strong></td>
<td>Neighbourhood Support, developers from new subdivisions, North Canterbury Newcomers Network, Hope Trust, Person to Person Help Trust, Filipino community leaders, faith communities (specifically Baptist, Anglican, Methodist, Riverside and Catholic churches)</td>
</tr>
<tr>
<td><strong>Local Media</strong></td>
<td>Staff ensure that there is good coverage of community safety initiatives in The News, on Compass FM radio and in the Northern Outlook.</td>
</tr>
<tr>
<td><strong>Other Council Departments</strong></td>
<td>Community Development staff have worked with the following Council Departments over reporting period: - Policy and strategy - Greenspace - Greenspace - Libraries - Communications - Environmental Services - Customer Services Additionally we have developed regional connections with peers from other TLAs. These add value in terms of being able to link into wider opportunities for our partners and residents</td>
</tr>
</tbody>
</table>
3.2: CONNECTING

3.2.1: Supporting migrants to connect into the community:

a) Engaging with relevant stakeholders: Formative evaluation

As this is essentially a new area of focus, our facilitator undertook extensive engagement and made useful connections to inform planning. This included:

- Engaging with Council’s Policy and Strategy team and with Migrancy Services to identify and tap into sources of local migrant demographic statistics and other data to support planning.

- Attending a Newcomers and Migrants Hui at Selwyn District Council, including Mayors and Community Development staff from other Canterbury District and City Councils. Useful links and opportunities for a regional, collaborative approach were identified. This included the development of a Canterbury-wide resource development and marketing campaign.

- Discussions regarding the Canterbury Regional Economic Development Strategy. This further mandated our commitment to supporting the migrant population; particularly with respect to migrants and their families accessing affordable tertiary education if they are here on a work visa.

- Meetings with the Office of Ethnic Affairs, Canterbury Migrants Centre, Chamber of Commerce ‘Settling In’ teams, Enterprise North Canterbury and Canterbury Migrants Centre. This provided a good understanding of the sector, the services that it could offer as well as gaps and potential local opportunities.

- Attending a Filipino event in Cathedral Square. This facilitated the establishment of strong working relationships with emerging leaders in the Filipino community.

- Building a relationship with key members of the North Canterbury Newcomers Network to establish their mandate and the role that they can best play in supporting local migrants.

b) Key ethnic migrant groups in the Waimakariri District (non-English speaking background)

<table>
<thead>
<tr>
<th>Pacific</th>
<th>Chinese</th>
<th>Filipino</th>
<th>Indian</th>
<th>Japanese</th>
<th>Other, Asian-pacific, European, middle eastern African</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>405</td>
<td>186</td>
<td>165</td>
<td>162</td>
<td>126</td>
<td>381</td>
<td>1020</td>
</tr>
</tbody>
</table>

Statistic NS 2013 Census Data

C) Bringing the right people together: Establishing a plan

A working party has been established to develop a long-term strategy to support, connect and empower our migrant population. The group plans to set up working parties to facilitate particular priorities. E.g. promotion, events, information and education, etc.

Alongside this we continue to develop connections across the District to link us into opportunities to develop relationships that will support our work with migrant communities. For example the local faith communities and large local employers such as Heller Tasty, Rangiora Bakery and KFC are emerging as priority relationships.
d) **Facilitating Action:**

Recent activities include:

- **Addressing gaps in support and liaison with appropriate services:** *Activities to date have included:*
  
  - Facilitation of a meeting with Matt Docey MP, Laura Melville, and Dairy sector representatives Richard Stalker and Bob Bolanos. This was aimed at facilitating local action regarding plans to develop a free pre-employment training programme for Filipino workers so that they are better prepared for work in the local dairy sector. Dairy NZ have taken the concept to its Board, with a view to their organisation funding such an initiative locally. Alongside this, Community College NZ are investigating the potential for a tertiary funded option to be run in the Waimakariri District.
  
  - Supporting one of our key partners in hosting the Ambassador in a meeting with Matt Doocey MP, representatives from the Canterbury Mayoral Forum and Filipino workers from the Dairying and Building and Construction industry. The aim is to create an opportunity where the workers and their families can tell the ambassador and others the stories of the challenges they are facing; for instance access to free education and health care.

- **Facilitating the establishment of conversational English groups.** *These will create an opportunity for people of non-English speaking backgrounds to connect, get good information and share and learn skills, while practicing their English.*

- **Working with key employers of migrants.** *E.g. We are working with Enterprise North Canterbury and the Canterbury Employers Chambers of Commerce – ‘Settling In’ team to co-host an event in Kaiapoi specifically targeting local employers of migrants. The aim is to engage them in discussions about how they can play a part in helping our migrant residents settle into the community*

- **Facilitating the development of locally relevant resources and communications content:** *We have been working with Council’s Communications Team on the development of a migrant’s page on the Council website and are developing a Facebook page that migrants can link into for information and opportunities to connect with others. We are also keen to ensure that there is locally relevant content in the district-wide Canterbury-wide Migrant’s Newspaper and have had discussions with some of our partners to progress this.*

- **Facilitating the running of community led events, with a cultural flavour to foster connection and inclusion.** *Activities to date have included:*
  
  - Coordination of a Migrants Christmas Dinner networking function
  
  - Facilitation support for a Filipino Night at Rangiora Library
  
  - Facilitation support for a Filipino-led cultural connection evening at Oxford Town Hall. The night will involve the bringing and sharing of food, some information provided by some speakers and a bit of fun with a karaoke night afterwards.

Community development staff continue to actively seek emerging leaders within our migrant communities to lead future events and activities in the Waimakariri District.

Additionally, staff have had discussion with Newcomers’ Network as the lead group supporting UK migrants. This group has ageing representation and it has been acknowledged that there is potential for them to be supported in making themselves more accessible to younger UK migrant families.
3.2.2: Facilitating greater connection between residents in new subdivisions

This work is still in its early stages; however we have targeted two particular developments:

a) **Beachgrove**: Our facilitator continues to work with Vision West, Neighbourhood Support, police and community partners to begin to facilitate better connection and support at Beach Grove subdivision in Kaiapoi. An initial event provided an opportunity to identify some potential emerging leaders from some of the ‘Vision West’ residences and to ask residents about what might make a difference in terms of creating more of a sense of community across the subdivision.

b) **Silverstream**: Our facilitator teamed with Neighbourhood Support on a Family Fun event, held in March. Around 120 residents enjoyed old fashioned picnic games and a plastic duck race. The developer was complimentary about the atmosphere and success of the event.

Surveys provided formative evaluations and gathered ideas about how to best facilitate connection and support for new residents. Feedback from both events confirmed that there is an appetite from both residents and developers for us to support them in developing a community-led approach to increasing connection between residents. This will be progressed in the new financial year.

3.2.3: Supporting existing groups and networks that connect residents:

a) **Okoka Residents Association: Vision Café**

Community development staff worked with the Communications Team to support the Ohoka Residents Association to engage with the wider community to identify key actions and priorities for the short, medium and long-term.

The community development team provided advice and guidance around facilitation of this community engagement process incorporating the best practice guidelines of community-led development.

A series of 3 meetings took place firstly a Vision Café, then and Action Café and finally a Progress Café to report back to the community.

Many of the identified priority actions involved responses from several departments across Council as well as the wider community. These formed the content for reporting back at the Progress Café stage.

Key actions from a community development perspective involved;

- Support for a community newsletter,
- Support for establishment of a community noticeboard
- Introduction of Welcome Bags
- A potential pilot, linking young people to work with older people around the use of social media.

b) **Woodend Community Association**.

We continue to support this group with information, advice and support for its processes and initiatives. The committee is currently challenged with a mainly older membership along with a lack of skills and willingness to take on office bearing roles. There is a strong commitment to the walkway project and the fundraising efforts that requires.

c) **Cust Community Association**

Our Community Development Advisor continues to support this group. A particular challenge over the past year has been that their aspirations have had to be curbed due to difficulty sustaining local volunteers to carry out some of their planned initiatives. We are currently offering support with promotion aimed at attracting new membership and increasing
community support for initiatives led by the group. It has been good to see members link into local opportunities to increase their capability around funding and Health and Safety.

d) Pegasus Residents Association

We continue to work closely with residents groups and emerging leaders in the Pegasus community:

- Our Community Development Advisor chairs the Social Inclusion Initiatives Group and has been actively involved in supporting the planning, delivery and evaluation of the pilot for the Welcome Ambassador initiative. The group has received positive feedback from Pegasus Residents group regarding the project, in terms of the difference that it has made in connecting people across that community. With the pilot complete and deemed to have been a success, the working party are considering next steps. For example, how this might be applied in other communities.

The attached accountability report provides a detailed account of the project.

We are supporting the Pegasus Residents Group with their project planning for the community centre/house (portacom) that Council is providing for their town later in the year. We have passed on information about how to effectively set up and maintain a community house. The aim is that this will be a place where Pegasus residents can connect, and be linked into opportunities and information about what is happening in Pegasus and in surrounding communities. The facility will also serve as a meeting space for Pegasus-based groups.

3.2.3: Linking population groups to an increasingly online/digital society

a) Initial research is currently being undertaken by the Community Development team around the potential need in this area. In the first instance, the research is concentrating on our older population and then will be widened to look at other population groups.

Key review areas in include:

- access points to on-line resources
- the use of social media.

In-line with this research the Community Development Team is working alongside other Council staff is reviewing developing our main on-line resource of the Council website. Initially this work focused on accessibility, functionality and navigation of the website.

b) If successful, the Ohoka pilot, with young people mentoring older residents around the use of on-line technologies could be applied to other communities across the District in partnership with the high schools.

3.3: INFORMING

3.3.1 Funding Information and Support

a) Our two day funding forum in April attracted a total attendance of around 50. Feedback from attendees and funders included a resounding request that this be a regular thing. From our point of view, this has provided a great opportunity to build closer relationships with funding advisors from a variety of funding organisations.

b) Around 20 representatives from local community organisations turned out for our second on-line funding workshop, held in May at the Rangiora High School computer suite. The timing was set to coincide with Lotteries and COGs funding opening and closing dates. We are most grateful to our partners at DIA and Rata Foundation for leading this workshop.
3.3.2: Social Media

a) As the direct result of a discussion that we had some 12 months ago, regarding our success with Facebook, DIA are scoping getting into the world of social media as part of a new “Future Focus” capability building drive for NGOs. Consequently we have been engaged to work with them and with Rata Foundation to develop their own Social Media and, in turn, a training and support programme for communities.

b) Facebook continues to prove itself as an effective mechanism to engage and inform the community. The Community Team Page currently has a growing ‘liked’ following of around 2200. Page insights indicate that storytelling is a great means to engage a wider audience and grow page following. For instance, a recent ‘story’ accompanying an historic photograph attracted a reach of over 2300. In the week that this was posted we saw our daily increase in our following. We have recently made an intentional commitment to increasing the extent to which we use Facebook to tell stories about our communities and their people. Increased reach translates into increase opportunities to inform residents about community initiatives, supports and opportunities.

3.4: EMPOWERING:

3.4.1: Supporting the local volunteer sector to increase its capacity and capability:

a) Engaging with relevant stakeholders: Formative evaluation

National and regional research was conducted, together with local survey data gathered to inform and plan support for the local volunteer sector.

The attached report includes recommendations gathered from the research, along with detailed analysis of the results of both the surveys; one at an organizational level and the other at an individual level.

This exercise illustrated the breadth of different experiences that groups and organisations have in working with volunteers as well as the range of perspectives from potential volunteers.

b) Key Themes:

Common themes in identifying how to support this sector to increase in capacity and capability centred on:

- sharing volunteer’s stories and experiences,
- formulating and disseminating clear information about the extensive range of volunteering opportunities out there
- a need to create a mechanism to increase community awareness about volunteering; possibly through a marketing and promotion campaign.

c) The role of Community Development staff

The diagram below maps three strands and key areas of work under each. Once we have received community feedback on the report we bring together interested representatives from relevant stakeholder groups to facilitate the development of a collaborative action plan to:

- Promote volunteering as a means to connect residents into the community.
- Make it easier for residents to engage in volunteering.
- Facilitate better communication and collaboration to increase capacity in groups that use volunteers.
- Supporting the volunteer sector to increase its capability
3.4.2: Fostering emerging leadership in the Community

Through our role on the Regional Steering Group, we facilitated the opportunity for four Waimakariri Places on the Canterbury University-led LinC Community-led development course for 2016. This is aimed at ‘growing’ people who have stood out as showing initiative to ‘get things done’ for the betterment of the community. Over the past six months we’ve linked people from a variety of local initiatives into the opportunity to be a part of this programme and/or its regular skills-based additive workshops. These include:

- Neighbourhood Support
- Pegasus Residents Association
- Satisfy Food Rescue
- Hope Trust
- R13 Trust

3.4.3: Facilitation of a Community-led working party to maintain a sense of community spirit in the Rangiora town centre over the Rebuild period: RANGIORA “7400 Upgrade”

a) Recent activities

The 7400 Upgrade group have successfully delivered a number of small scale community-led projects to enhance the High Street in Rangiora whilst building works have been completed. Over the last 6 months these have included:

- two more panel displays on the Farmers Fence,
- art displays on the old Robbie’s section,
- regular weekend busking in Good Street,
- Anzac Day displays in local businesses,
- guerrilla knitting
- preparation for a mural installation in the Town Centre.
While many of these projects have been relatively low-key they have generated some key partnerships and relationships with local businesses, creative arts groups, the RSA and local museum.

Reflections:
Feedback has been very positive:

- local businesses have already committed to having the same Anzac displays next year,
- one local new business has requested to have their art panel permanently installed in their new premises
- the local toy library is now working with the art group to enhance their space.

Observations are that these various art projects over time have generated great conversations along the High Street and a means for the public to interact. This reflects well the process of place-making and creating opportunities for people to stop and spend time in this environment.

Next steps:
The 7400 Upgrade is a great example of community-led development. They were set up with a particular purpose in mind over a finite time period and have delivered over a dozen different initiatives. Now that the High Street building work is near completion they will wind up their activities with their mural later this year.

The Community Development team are keen to lead discussion with other Council departments and wider community around how more place-making activities may work in the town centre.

3.4.5: Supporting the local Older Persons’ Sector:
Partnering with a range of community groups and service providers, the Community Team facilitate and support a number of activities aimed at connecting, educating and empowering older residents. These include:

- The holding of two Safe Active Ageing fora each year. These are aimed at fostering wellbeing in older adults to reduce the risk of falls, Injury in and around the Home and suicide; all areas in which older people are over-represented.

- Facilitation of the provision for Strength and Balance exercise initiatives for older people across the District. E.g. Linking the Active Wellness senior older persons exercise programme with Presbyterian Support and local GPs to increase its reach; also provision of a tailored programme for local Kuia at Healthy Day at the Pa.

- Promotion of Community Initiatives at Tuahiwi Marae’s Healthy Day at the Pa, monthly wellbeing day for local Kuia.

- Representation on the Waimakariri Health Advisory Group and Community Older Persons’ Services (COPS) group to identify opportunities to facilitate better connection between services and community group to support wellbeing for older residents

- Linking for Men’s Sheds with other Community Groups and initiatives so that they can add value. E.g building planter boxes and other structures for Community Gardens, schools and preschools.

- Development and dissemination of on-line and paper resources that specific recreational opportunities for older residents.

- Promotion and Support for the local provision of Age Concerns’ Home and Personal Safety programme and Safe with Age senior driving programmes.

- Facilitation of SS Waimakariri’s Social Inclusion working party, which works to address the issues that can socially isolate older people in our District.
3.4.6: You Me We Us Community Development Initiative

Established under Council as part of the Earthquake Recovery initiative, the You Me We Us Community Development initiative will soon assume its rightful place as an independent community-led initiative.

For the past years we have been proud to have Linda and her team of voluntary community partners sitting under Social Recovery, then the Community Team as part of Council. We would like to acknowledge the work that this group have done to establish the You Me We Us brand, engage a broad cross section of the community and facilitate the delivery of an extensive variety of initiatives that have certainly made Kaiapoi a great community to live in. Public support for You Me We Us initiatives has been consistently strong. Evaluations indicate that the community has valued the ‘heart’ that this initiative has brought to Kaiapoi.

From its development this project has been facilitated in a professional and collaborative fashion. It is an excellent example of community-led development. We wish the team well as they embark on their new independent journey.

3.4.7: Regional

The recently circulated research paper ‘Third Sector/Not for Profit Sector Recovery in Post-Earthquake Christchurch’ included significant input from Waimakariri. Its recommendations align well with the our priorities; specifically

- Support for the volunteer sector
- A collaborative approach to shared services

The Waimakariri voice is also represented in the draft Greater Christchurch Resilient Cities strategy.

4. COMMUNITY VIEWS

4.1 As detailed in 3.1, above, in line with Community Development practice, a wide range of Community Stakeholders continue to be engaged in identifying and addressing community needs, aspirations and opportunities.

5. FINANCIAL IMPLICATIONS AND RISKS:

5.1. Ministry of Health have approved provision on $114,000 in funding for Injury Prevention for the 2016 – 2017 financial year.

5.2. Safe Community Foundation and Ministry of Health are looking to work with other partners on the development of a sustainable model to fund the coordination of community-led injury prevention.

5.3. We are currently prioritising the acquisition of funding to support our work in facilitating Family Violence and Alcohol-related Harm prevention initiatives.

6 CONTEXT

6.1 Policy

This is not a matter of significance in terms of the Council’s Significance Policy.

6.2 Legislation

Local Government Act 2002
6.3 Community Outcomes

The work of the Community Safety Team aligns with the following Council Community Outcomes:

- There is a safe environment for all
- There are wider ranging opportunities for people to contribute to the decision making by local, regional and national organisations that affects our District.
- People are friendly and caring, creating a strong sense of community in our district.
- People have wider ranging opportunities for learning and being informed.

Tessa Sturley
COMMUNITY TEAM LEADER
Waimakariri Welcome Ambassadors Pilot
Pegasus Town

Accountability Report for Rata Foundation
February 2016

Report written by:
Michelle Stevenson
Project Facilitator
Social Services Waimakariri
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## Appendix

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Statement of Intent

A Welcome Ambassador is a community volunteer who intentionally connects people in their neighbourhood, and may also encourage opportunities for people to feel included and able to connect.

Background

In 2014, the Social Services Waimakariri working group with a focus on Social Isolation (SIWG) identified a need in the community for people new to the district to feel connected and welcome. Following the Canterbury Earthquakes, the growth in Waimakariri has been significant, and in addition to our local families, we knew through our networks there were/are many new people here, from Christchurch City, further afield in New Zealand and overseas, many of whom felt isolated or who have struggled to settle into their new homes. So as a culmination of our own experiences and observations, and feedback from community network forums, the Welcome Ambassador project began to get some traction. The concept itself was not something new to Waimakariri and had been raised over a number of years previously, but until 2014, had never been researched and implemented. In 2014, the Social Isolation Working Group secured funds through the Ministry of Social Development to run a number of new projects in the District, and included a scoping project to investigate and identify the options for leading and training local people to become volunteer Welcome Ambassadors.

Scoping Project

In April 2014, Ian Thurlow from Oxford Community Trust was commissioned to undertake a scoping exercise for the Social Isolation Working Group. This report was completed in June 2014 and provided a number of recommendations, all of which required further investigation and discussion with the relevant groups. The recommendations were:

1. **Active support be given to Neighbourhood Support in North Canterbury**

   Neighbourhood Support has a natural, working structure to welcome and connect. It could provide training/learning courses and workshops involving many of the options relating to people connecting and interacting. If all the members of Social Services Waimakariri could see reason to actively support Neighbourhood Support, there is a potential for much to be achieved.

2. **Review the full range of advertising that is currently informing people in every part of the Waimakariri community about what is available to support them in being connected to other people**

   Act to consolidate what is currently effective, and create what is required to meet unmet needs, in particular to source funding to enable smaller organisations without advertising budgets to advertise locally.

3. **Connect with currently available sources and resources that can provide funding, and the type of learning and training relevant to the skills and abilities of being a "Welcoming Ambassador"**

   For example; connect with those groups who make up the newly arrived North Canterbury Capacity Building Collaboration.

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1 The final Welcome Ambassadors report to the Social Isolation Working Group of Social Services Waimakariri June 2014 is attached as an appendix to this report.
The report summarized that there were people in our Waimakariri communities who were socially isolated, without having made an informed choice to be so. They were often hidden and found in relation to something else, other than ‘social isolation’. There are people going about their daily lives and/or work, without the intention of finding someone in need; often a beacon for someone who is socially isolated. The report further recognized that there were many individuals and organisations that were already welcoming, and that there were skills and behaviours relevant to being welcoming that were being utilized on a daily basis. Based on this, the report identified that there may not need to be any special training given, as our communities were rich with natural ‘welcoming ambassadors’; they do what they do because of who they are and are resourceful in finding their own rewards.

Funding

Following the funding allocated to the scoping of this project from the Ministry of Social Development ($2000), a grant application was made in December 2014 to the Rata Foundation (formerly Canterbury Community Trust) to their Need Help Now: Building Community fund. A donation of $4,255 was made and received to establish a pilot project for Welcome Ambassadors, targeting a newly established subdivision within the Waimakariri District. The grant was available for resources, events, catering, administration and any other costs associated with the project. At the completion of the project, January 2016, all funds have been fully utilized.

The Pilot Project

Getting Started

Once funding had been secured, the first part of this process was to seek conversations and responses from the wider community around the suitability and usefulness of a pilot project in one of the fastest growing subdivisions in Waimakariri, Pegasus Town. Pegasus Town is also unique in that is has tangible boundaries and a strong identity as a specific community within a wider District. With over 800 households now living in Pegasus Town, it is an important development in the Waimakariri District. Over a 2 month period, conversations were initiated with existing contacts and relationships (for example the Pegasus Residents Association) to ask; “do you think that Welcome Ambassadors would be useful and beneficial to the Pegasus Township, and/or enhance their own efforts to develop community building?”. There were 100% positive responses to this, and so Pegasus Town was established as the Pilot community for the Welcome Ambassador project.

Logo & Video

The Welcome Ambassadors needed an identity, and a logo was commissioned locally before any public meetings were held. The Waimakariri Welcome Ambassador logo was a symbol of unity and offered a professional front to those willing to be the face of their community. In addition to this logo, a video was made that showed how the Welcome Ambassadors could work in the Town, helped capture an image of what was already occurring in Pegasus.

Recruiting

Beginning in June 2015 there were two public presentations held to introduce the concept of Welcome Ambassadors and to ask for participation. Following these, the first Steering Group meetings were held with volunteers interested in establishing the Welcome Ambassadors project in Pegasus Town. The initial response was approximately 26 people who self-selected as Welcome Ambassadors for Pegasus.

2 Full budget breakdown attached
Town, and there has remained throughout the life of the pilot a strong core group of five active members (the Steering Group), supported by the Waimakariri District Council Community Development Advisor, and the Social Services Waimakariri Project Facilitator. The Steering Group met to discuss the project parameters, job description of a Welcome Ambassador, and potential projects that the group could undertake.

**Projects & Resources**

The Welcome Ambassador Steering Group met weekly for the duration of the pilot, showing incredible dedication and ‘buy-in’ to the project. There were a number of tangible resources developed to aid the group in their identity and promotion of the Welcome Ambassadors. The group developed, leaflets, flyers, business cards, t-shirts, badges, caps and created their own email and Facebook page to help residents of Pegasus Town easily find and identify with them. They organised and hosted two coffee mornings and two evenings (one supported by the local Flat White Café); a resident’s evening with spot prizes and games, and initiated a well-attended Community Expo that would showcase the local businesses and groups available to residents in Pegasus Town. The Welcome Ambassadors have undertaken surveys to determine their effectiveness, and have completed these through feedback forms collected from an evening presentation, a survey of all Welcome Ambassador members, Community Expo stall holders and participants, and a wider random assignment survey of 200 households Pegasus Town wide, to establish how well the Welcome Ambassadors and the opportunities they have worked on, were known in the town. A significant portion of the funding for this project was allocated to marketing and entertainment. Both of these were crucial elements of the success of the project and utilised local people to deliver leaflets and flyers around the Township.

**Surveys & Results**

The Welcome Ambassador Pilot has had a number of surveys conducted throughout the project, and a final survey at the completion of the Pilot in December 2015.

**Surveying the Welcome Ambassadors** - Beginning in September 2015, approximately half way through the Pilot, the Steering Group surveyed the 26 people who first indicated they wanted to be Welcome Ambassadors for Pegasus. The results, while detailed in Appendix 7, demonstrate a high 92% response rate, and an overall increase in people’s awareness of being welcoming in their own communities. The majority of respondents also felt connected in some way, or felt an increase in their level of connection since the Welcome Ambassador project.

**Surveying stall holders and participants at the Expo** – In November 2015 the Welcome Ambassadors hosted a community Expo at the local school auditorium. Their purpose was to showcase what Pegasus had to offer, and to provide an opportunity for people to join groups or make new connections. The vast majority of people heard about the Expo through either word of mouth, or by Facebook and a nearly 100% positive response to having attended.

**Final survey of the Pilot in Pegasus Town** – This final survey, conducted in December 2015 and evidenced in detail in Appendix 8, is the overall survey for the effectiveness of this Pilot in Pegasus Town. There are nearly 800 households in Pegasus, and the survey (conducted through survey monkey, door knocking and box drop at the local café) had just on 200 responses. We were happy overall with this response. The results demonstrated the success of this pilot, with 87% of those surveyed having heard of the Welcome Ambassadors. The most likely means to hear about events or give and receive information was through the local Welcome Ambassador facebook page. In addition, 60% of those who took part in the survey indicated they had made a new community connection in Pegasus and 62% thought the project would add value to any other community. The Welcome Ambassadors provided an incentive to take part in the survey with a $200 meal voucher at Flat White Café in Pegasus, both to acknowledge the generous support of the café and to give the community a prize that would enable them to have a meal with family or friends at no cost. The Welcome Ambassadors arranged to have the Mayor David Ayers draw the winner.

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3 See Appendix for full survey results and photo of Mayoral draw
Unexpected Outcomes

There were a number of outcomes from this pilot that were unexpected. The first of these came at the very start when volunteers self-selected as Welcome Ambassadors for Pegasus Town. Throughout the scoping and early development of this project, it was anticipated that Welcome Ambassadors would be people nominated by their community; those who were already identified as people of influence or working as unofficial ambassadors in their daily lives. So it came as an unexpected, but successful outcome that the Welcome Ambassadors put themselves forward for this project. This removed any concerns around a nominee being unwilling to fulfil a role they had been nominated for, and moved the project quickly through to action.

There was an overarching feel from the Ambassadors that they were ‘event hosts’ rather than welcoming ambassadors to individual people. The venues were often noisy and busy environments that did not allow for in-depth face-to-face discussion with those attending. The Ambassadors, while ‘welcoming’ people successfully at all events, did originally have the intention of being more readily available on an individual basis and have deeper relationships with people who may have needed that connection.

The Welcome Ambassadors made a strong connection with the local Residents Association. This was an existing group in Pegasus, and their connections within the township came to be an important link for the Welcome Ambassadors. While wanting to retain their own identity, the Welcome Ambassadors worked well with this group and benefitted from the connections made. The Welcome Ambassadors also had the impact of raising awareness of the activities and groups already active in the area, as well as an existing Directory available for Pegasus. They highlighted what was already there by engaging with community members and finding out what was already happening in their own community, much of it unknown.

Why did the Pilot Work?

One of the key factors from the scoping and development of this project, to the implementation, was the notion that this project would succeed if the Welcome Ambassadors were the pillars that held up the tent, rather than the ring master. And these were exactly the people who self-selected as Welcome Ambassadors for their community. They are the backbone, the people who smile naturally in the supermarket, the friendly hello at the local café; they are friendly and have natural attributes as ‘welcomers’. Without them, the pilot may not have succeeded, nor had the drive behind it to create a number of opportunities for people to connect and meet with each other in Pegasus Town.

The pilot gave the Ambassadors the ‘permission’ and opportunity to meet and connect at a wider level with other people in the community. For example, the natural connections around schools, doctors,
cafes etc. There are now regular meetings organised and publicised for members of the community to come together to meet, without the need for a common interest or to join a group.

From the Council’s Community Development Advisor and the SSW Project Facilitator there was an interesting observation that all 5 members of the Steering Group were themselves immigrants or expats to New Zealand. While this could be significant or a coincidence, it raised some interesting discussion around the attributes of a Welcome Ambassador and how fluid that needed to be in order for the project to be successful. In the case of the Pegasus Pilot, all Steering Group members had at some time been new to New Zealand or returning home and understood what it felt like to be new in a community. This gave an additional dimension to the pilot, and extended on from the original concept of being intentionally welcoming in a post-earthquake environment.

**How could the project be improved?**

To provide early on, a statement of intent regarding what a Welcome Ambassador could be, which can then be amended to better reflect the specific community. The Pegasus Steering Group finalised the following statement for their community: “A Welcome Ambassador is a community volunteer who intentionally connects with people in their neighbourhood and may also encourage opportunities for people to feel included and able to connect”. Providing a statement of intent earlier in the pilot could have helped guide the people who showed initial interest in the project.

**What factors helped and/or hindered in the achievement of the outcomes?**

Connections with the residents association were beneficial for links into the community and support for all events. It gave the Welcome Ambassadors a link to an already established group and an opportunity to have an identity in their own right.

The Welcome Ambassadors received some great support from Harcourts (local established real estate agency) through attendance at events and directing people new to Pegasus to the Welcome Ambassadors. Real estate agents in the new subdivision are in a strong position to identify people new to the Township. Having developed this relationship and trust, the estate agents were supportive in directing people to the Welcome Ambassadors as appropriate.

There were a couple of things that hindered the project along the way. The first of these was difficulty securing a venue for the Expo, with only a single viable option available to them in the local Primary School auditorium. This left little room for negotiation and highlighted the potential lack of community spaces available within the new Township. Secondly, securing support from some local businesses to be part of the Expo was difficult. This could be attributed to a lack of communication, and/or desire from the businesses themselves to take part.

**What measures, if any, have been put in place to promote sustainability of this project?**

Financial support has already been extended by the Flat White Cafe in the form of free use of their rooms when needed. This is a significant support to the Welcome Ambassadors as it provides them with a base to conduct their meetings in the future. It also provides a strong community connection between the local Café and the Welcome Ambassadors, and strengthens the community connections forming.

In addition, an untapped opportunity exists to approach other local businesses for financial support/sponsorship if necessary in the future. This is something that has not been fully explored at the completion of the project, and there is significant opportunity to pursue this.

The Steering Group have also expressed interest in offering mentoring to other communities who might be interested in the project and sharing their experiences and knowledge to other groups.
What lessons have been learned from this project and how might these be of assistance to someone doing a similar project?

The greatest lesson identified by the Ambassadors was to take the time to have discussions with groups, individuals and stakeholders in the community, prior to the project starting. These discussions were centred on the possibilities, supports and potential gains of having the project in their community, and were identified as being crucial to success. These discussions also need to include risks and any conflicts of interest and ensure there is opportunity provided for the project to be inclusive of all who would like to be involved.

Another lesson learned was to clearly outline the role of and need for a Steering Group/Coordinators Group at the start of the project. This leads specifically into being clear about what the Welcome Ambassador is NOT while supporting the development of the concept of what it IS for the specific community. In addition, the Ambassadors learned it is important to acknowledge what is already happening in the community. This is something often overlooked, and is an integral part of establishing something new into a community, by the community. Lastly, the Ambassadors learned the importance of working alongside the community with the project, and to not do the project for the community. This assumed that the wider community want the project and are willing to stand by it and be supportive of its overall objective.

Summary

The Welcome Ambassador pilot project in Pegasus Town Waimakariri was embraced with full force from the volunteers who got the project off paper, and into practice. The grant from Rata Foundation was instrumental in enabling the pilot to be as successful as it was; as such a significant portion was allocated to marketing and entertainment. Time spent meeting and talking over a coffee and food is such a powerful way to make connections and spans many cultures and groups. The Welcome Ambassador Pilot project was no exception. From the initial scoping report to the final Pegasus community survey, the Welcome Ambassador project had the support of the Social Services Waimakariri working Group, SIIG (Social Inclusion Initiatives Group). This group provided the initial momentum into Pegasus and then continued to give support and guidance as wanted and needed to the Welcome Ambassador volunteers. The leadership displayed by the Steering Group members has been remarkable, and a reminder of the deep riches and skills that lay within our communities, often underutilised or undiscovered. This project provided an opportunity for these natural community leaders to emerge and to flourish, with the support available to grow and learn in the roles. The Welcome Ambassadors were self-guiding also, and for the majority of this project developed and implemented events of their own creation. They showed initiative and drive to make this pilot a success.

The funds for this pilot have, in our opinion, been undoubtedly well utilised. The Welcome Ambassadors used their grant wisely and to the maximum benefit for the community of Pegasus Town. The opportunities they provided for people to meet and spend time with each other in their own community, to identify and highlight what already existed in Pegasus, and to create new and meaningful relationships with community members has provided enormous benefit to the larger community. Pegasus is a new township, it is full of people who are newly living next to each other and sharing a community together. The Welcome Ambassador pilot has gone some way towards creating community cohesion, and helping reduce social isolation.

The Welcome Ambassador project has now, at the completion of the pilot, been requested by a number of other communities who have seen the potential and benefit of this Pilot. To date the communities of Ohoka, Silverstream, Sovereign Palms, and Amberley (Hurunui) have all requested that the Welcome Ambassador project be run in their community. This is an enormous reflection on the hard work of the Ambassadors in Pegasus and their willingness to be the welcoming face in their community. We hope to see some or all of the Steering Group become mentors to other communities and share their experiences as Welcome Ambassadors.
Financial Accountability to Rata Foundation Donation - for pilot project Welcome Ambassadors at Pegasus Town 2015

Under the auspices of Social Services Waimakariri, Social Isolation Working Group – funding held by Waimakariri District Council on their behalf. Your ref: Applicant: 7804 08.12.14

Donation $4,255.00

Expenditure for Pilot

- Logo design (James Atkinson) 575.00
- Inview Print: Caps, Teeshirts, Badges (x2) 402.52
- Inview Print- more badges 287.50
- Koha to Paul Peterson for making DVD 300.00
- Printing of flyers for eventsx4 at 800 households 219.24
- Printing re expo and final survey (hardcopy) 231.34
- Blyth Boys delivery of fliers 800 households (x3) 180.00
  (reimburse member via supermarket voucher)
- Catering by Flat white for all events inc Spot prizes ($30) hosting residents night 1,100.50
- Pegasus Bay School hire venue Nov for Community Expo 150.00
- Business Cards (printing.com) 234.60
- Survey Monkey 35.00
- Flat White (survey draw prize meal voucher Dec) 200.00
- Flat White Weekly Steering group meeting coffees June - Dec 440.00

$4,255.70

Expenditure authorised and accounted for by Madeleine Burdon, Community Development Advisor, Waimakariri District Council
(Chair of Social Inclusion Initiatives Group that oversaw Welcome Ambassador Pilot)

(Council Purchase orders and invoices for expenditure are readily available)
SIWG Welcome Ambassadors – Scoping Brief draft

The Social Isolation Working Group identified a need in the community for people new to the district to feel connected and welcome. It is a culmination of our own experiences and observations, and feedback from community networking forums. While the idea of Welcome Ambassadors is not new to Waimakariri, to our knowledge it has not been implemented to date.

Project Scope
To investigate and identify the options for leading and training local people to be volunteer Welcome Ambassadors

What will the project look like?
We envisage something that is part of someone’s existing life, not an onerous addition. These volunteer roles would be easily integrated into someone’s daily life at work, home or play. It may be an enhancement of something they are already doing, and have the potential to be organic and spread through the district. We envisage the possibility of this being formally recognised

Deliverables
Provide a written report to the Social Isolation Working Group;
Which will include:
- Identify existing local ambassadors to avoid duplication
- Identify national or international ambassadors that might be useful to look at
- Recognise and acknowledge where welcoming is naturally occurring (i.e. Lotto lady)
- Investigate possible role/job descriptions for project
- Identify who might train ambassadors and lead the project
- Identify resources needed, including financial

Exclusions
‘A’ level community leaders
Outside Waimakariri

Inclusions
We’re looking for the pillars that hold up the tent, not the ring master
Connectors
Must have wide community representation across sectors

Who will be effected by the project and how?
Identify who might feel threatened by this project
Identify who might be enhanced and benefit from the project

Risks & Mitigation
1. No one is interested – abandon project
2. Concept is at risk because of lack of training – comprehensive training and trainer needed (reputable). On-going (train the trainer?)
3. Hidden agendas e.g. ambassadors don’t recognise conflicts of interest – process is transparent and collaborative
4. Lack of funding – Scoping identifies sustainable options including low/no cost
5. Lead group is not collaborative – Opportunities are provided for collaborative working. Full mitigation in this event is to avoid known non-collaborative groups/agencies (political hottie)

Time frame
6-8 weeks – approximately
"Welcome Ambassadors"
Report to the Social Isolation Working Group of Social Services Waimakariri
June 2014.

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Social Isolation, Welcoming, Ambassadors P 4, 5
Welcome Ambassadors - Thoughts P 6 - 9
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Recommendations P 12
Appendix P 13

Report compiled by:
Ian Thurlow
Ph: 03 3124112
Mob: 027 6829701
Email: i.thurlow@xtra.co.nz
Recommendations:

1. Active support be given to Neighbourhood Support in North Canterbury.
   This support could be given collectively as Social Services Waimakariri, by individual organisations, by businesses and/or by individuals with an interest, and who are probably now defining themselves by their actions, as "Welcoming Ambassadors". Neighbourhood Support has a natural, working structure to welcome and connect. It could provide training/learning courses and workshops involving many of the options relating to people connecting and interacting. If all the members of Social Services Waimakariri could see reason to actively support Neighbourhood Support, there is a potential for much to be achieved. This is the specific, viable option of the general idea of supporting who and what exists and is currently present, rather than, in the first instance, creating “new” for the purpose of being welcoming.

2. Review the full range of advertising that is currently informing people in every part of the Waimakariri community about what is available to support them in being connected to other people.
   Act to consolidate what is currently effective, and create what is required to meet unmet needs, in particular to source funding to enable smaller organisations without advertising budgets to advertise locally.

3. Connect with currently available sources and resources that can provide funding, and the type of learning and training relevant to the skills and abilities of being a "Welcoming Ambassador".
   e.g. Connecting with those groups who make up the newly arrived North Canterbury Capacity Building Collaboration.
Method in compiling the report

Most of the information was gathered as a result of talking with people who have experience of social isolation and social connectedness.

At the beginning of the work there was a realisation that a lack of time would mean that the extensive list of people available to speak with would not all be included in providing information. For that reason the people chosen to work with often "represented" a large number, and broad variation of people in the community. The members of the Social Isolation Working Group were an important source of information.

People spoken to, spanned the communities of Kaiapoi, Rangiora, Woodend and Oxford. While the majority of people spoken to were adults of varying ages, two groups of Year 12 students from Rangiora High School were heard from. A total of 47 people contributed directly to this report.

The writing and speeches of Celia Lashlie also provided information for the report.

Local newspapers including:- Northern Outlook, The News, The Oxford Observer, and The Bulletin, also provided information

From the early work on this report, clear issues and themes began to emerge and were consolidated into firm, possible recommendations. Towards the end of the information gathering, a different perspective was provided, along with a successfully working structure and process. This changed the developing picture in a positive way. All that was emerging remains valid, and that which changed has added to the bigger picture of possibilities.

Social Isolation

There is a human concern for those people identified as socially isolated. Some people appear to be isolated, and would not define themselves that way, as it is a considered choice they make. Some people are socially isolated and would not choose to be that way. In this case how do we make it easier for these people to make a connection with others, without “doing to them”?

All members of Social Services Waimakariri, by definition are currently working to support those people identified as socially isolated.

If each of these organisations are doing the work that is their purpose for being, is there a need for another layer of coordination, and linking?

If there are individuals competent as Welcoming Ambassadors in any of the geographically defined communities within Waimakariri, they will likely be known to a “social service” organisation in that community.

Similarly, if the community in which one of these people “shine as a welcoming ambassador” is one of interest, rather than geography, that individual will be well known, and probably appreciated and supported by the relevant community.

Welcoming (definition)

n. noun
A cordial greeting or hospitable reception given to an arriving person.
A reception upon arrival.
The state of being welcome.

adj. adjective
- Received with pleasure and hospitality into one's company or home.
- Giving pleasure or satisfaction; agreeable or gratifying.
- Cordially or willingly permitted or invited.

tr.v.
- To greet, receive, or entertain (another or others) cordially or hospitably.
- To receive or accept gladly.

Ambassador (definition)

n. noun
- An authorized messenger or representative.

By definition the nature of “being welcoming” ranges from the spontaneous and informal through to the structured, formal and planned.

In the community what might “welcoming “ look like?

Welcoming, is an early step in the process of connectedness.

Is welcoming a sign to look for, as we ask ourselves what action is next for us to assist with people being connected in our community?
If people are new to our community and unconnected do we help them to connect?

The use of "Good morning", or “Hello” can lead to a conversation.
The process of people connecting with one another is SIMPLE, do we COMPLICATE it before returning it to SIMPLE?
Are the people who do connect with others aware of "their connecting roles"?
Awareness → Intention → Permission

If I am new what would help me to connect?

Smile at me
Greet me
Introduce yourself
Be patient with me
Show interest in me

Ask me questions that invite me to tell some of my story
Listen to what I say
Step back and create a space
Make sure your words and eyes say the same thing
Trust your gut and speak your truth

If we are welcoming does that fit the type of community we want?

Be alert to the possibility
How do we determine who we welcome, or do we welcome everyone?

The word will go out and people will know and will come
Watch the ripples - it is a time thing

The nature of being welcoming and the "caring" that goes with welcoming behaviour, is in fact the nature of some/many individuals. It is their way of being.

Some organisations/businesses are welcoming because of the individuals who are a part of them.
Some organisations/businesses act on principles and plans to be “welcoming”, and benefit from individuals they employ who are naturally this way.
Other people learn and become more welcoming by being a part of such organisations/businesses, because they themselves are made welcome, so experiencing the positive personal impact such behaviour may have.

In the wider context both with individuals and groups, "like attracts like".

The people who have been “naturals” in the welcoming role in their communities tend not to seek or want public acknowledgement and recognition in a formal way, and want to be left to do what they do as a natural part of their life.

Do any communities in Waimakariri identify themselves as being short of, or without “welcoming ambassadors”?

Is there an overall coordinating role that would in some way help sustain what is present, and increase the numbers of people who would be seen as “welcoming ambassadors”? 

Trim # 160613055095
Welcome Ambassadors – Thoughts

- Neighbourhood Support

- There is a need for some people to gain the basic skills of being able to greet someone not previously known, and to begin, sustain, and end a conversation. This could be offered and the acknowledgement result in a “Welcoming Ambassador” certificate.

- The title of “Welcoming Ambassador” could be a tangible acknowledgement given to the active members of Neighbourhood Support.

- Neighbourhood Support in North Canterbury is a structure, and process in place now, and working. It is acting in a way that meets the purposes of “Welcoming Ambassadors” and acts to positively address the issues of socially isolated people in Waimakariri.

- At this time in Waimakariri, people generally appear not to know what Neighbourhood Support is, or how it works, and if they do know something, they are concerned about the demands it makes if you make a commitment to be involved.

- Neighbourhood Support has a natural, working structure to welcome and connect. It could provide courses and workshops involving many of the options relating to people connecting and interacting. If all the members of SSW could see reason to actively support Neighbourhood Support, what could be achieved?

- All agencies/organisations could make a commitment to advance the work of Neighbourhood Support.

- Every aspect of Neighbourhood Support works towards the process to enable people not to be “socially isolated”, if they do not want to be.

- Training for Welcomes Ambassadors

Is “training” an integral part of being an Ambassador?

For those who are “naturals” training may not be necessary or desirable.

If I liked the idea, but lacked the confidence would training enable me to step into such a role, be committed, and gradually find that it was becoming a part of who I am?

Businesses tend to be aware of the “welcoming role” from the point of view of good business practice. Where possible, staff training may include the principles and application of “welcoming”.

Do individuals, organisations, and businesses recognise the “human value” of a welcoming attitude for both those receiving and those giving the “welcome”? 
Funding advertising in the Community Notice section of local papers. This is a communication vehicle that is available now, is the vehicle that possibly has the greatest coverage, and is most able at this time to reach those people who are seen as socially isolated. Some/many community organisations use all the funding/money they can get to “do their work”, and advertising is “a luxury they can’t afford”. In terms of effectiveness in making themselves known, advertising is a basic necessity, rather than a luxury.

Advertising the presence of organisations and people who are welcoming, could make it easier for a socially isolated person to find someone who could support a positive change to that state of isolation.
- Local newspapers, bulletins
- Noticeboards in the places in the community that share and display information eg. Supermarkets, library,
- Identification of individuals on the street – big colourful badges worn, colourful jacket/hats

Coordination and Identification of Resources including Financial Resources
The establishment of The North Canterbury Capacity Building Collaboration, would appear to offer a source of support and resources, including financial resources, for any action determined by the Social Isolation Working Group of Social Services Waimakariri relating to the welcoming of people in Waimakariri. Brief information about the Capacity Building Collaboration is included in the Appendix. Five of the six organisations that form the Collaboration are currently working in the Waimakariri community. They are the Hope Trust, Oxford Ministries Trust, Person to Person Trust, Oxford Community Trust, North Canterbury Enterprise Trust-I Site Kaiapoi. Members of the Social Isolation Working Group could individually and/or collectively develop a relationship with the Capacity Building Collaboration to explore possible mutual benefits of association. (See Appendix)

“Neighbours Week”
- streets, communities
- sausage sizzle/meetings, BBQ’s

Community Bill Boards - Large and strategically placed
“HAVE YOU MET YOUR NEIGHBOUR?”

Advocate for funding that is accessible for sustaining what is working rather than only being available for “new projects”.

Welcoming Ambassadors will probably have extensive information about their home area/town. They may also have extensive general information about other areas within Waimakariri.
- If there is personal involvement by an “Ambassador” with each person they connect with the ambassador could become overwhelmed. This raises the issue of boundaries around the nature of relationships/connections made by an Ambassador.

- Supervision for ambassadors even though their role is as a volunteer would be advisable.

- People who are new to Waimakariri and are establishing themselves in any one of the new sub-divisions within the district may be a more effective source of leadership in initiating the connecting of people within a particular new housing area. They may wish for connection for themselves, and have the skills, experience and personality to provide the leadership needed. This may be a more effective catalyst to action than someone established in the district “coming to help”.

Those organisations who are now working in the areas with new housing may well know or have heard of who the leaders are, and whether or not they need support for what they are doing.

- The physical meeting places in the individual communities which facilitate people connecting with one another may include:

  Information centre    Dairy    School
  Supermarket           Post Shop   Parent organisations
  Library               Cafes      Local shops
  Sports and Recreation Clubs    Doctor’s Surgery   Hobby groups/classes
  Farmers markets       Craft markets

- Each of the communities within Waimakariri has its welcoming people. Some will be known by almost everyone and some may be known to only a few individuals or organisations.

- Comments from Young People (16 – 17 years)

  We are friendly towards new and younger students. Whether we stay friendly depends on their attitude. If they do not respond or choose to “get smart” we will not continue to be friendly.

  We may be welcoming towards younger students if younger students initiate the interaction.

  A student who arrived at RHS from a Chch school found everyone friendly and welcoming by comparison. She was a shy person, but soon found it easy to fit in and be a part of what was happening – her shyness lessen.

  I am friendly and smiling towards older people I meet or pass on the street. Often they do not respond, do not make eye contact, and appear fearful.

  At work the older people see us as the worst stereotype of young people, so don’t engage or interact with us if they don’t have to.
At work in a sole charge retail outlet, I am friendly and welcoming but many people do not respond positively

People respond positively and interact with you when your level of skill is good enough to do the job well

Older people do not engage and appear to regard us as teenagers and make assumptions about who we are and how we are.

Older people are disbelieving of a young person having a level of responsibility.

What social education is relevant to enable young people to be Welcome Ambassadors?
Project Job Description

If a decision was made to create a job to meet the needs of supporting and sustaining “Welcome Ambassadors” in Waimakariri, a potential job description may include:-

Offer supervision to those in role as ambassadors.
*It would be essential to care for people in this role, particularly if they tend to work as an individual rather than as a member of an organisation.*

Complete/ and or offer support for the completion of funding applications that are successful.
*Successfully seeking funding would be necessary to both maintain the created position, and to fund the type of support activity that would be a part of the purpose of such a role.*

Seek, find and connect with the individual people and the organisations, and businesses for whom “welcoming” is a part of who they are, and how they are, in the day to day world.
*To build and maintain a relevant and current list of those people/organisations who are working in the role defined as “Welcome Ambassadors”*

Identify what is happening in terms of welcoming behaviour in the community, and determine what action will enhance and support sustainability of individual and organisations for whom “being welcoming” is a key action.
*To maintain an overview of the nature of welcoming activity within Waimakariri, and to keep the relevant people/organisation linked to what is happening. This may extend also to sharing information about the work in other communities in relation to welcoming, and connecting people.*

Identify and manage funding support for advertising for small, active groups without the funding resources to do that for themselves.
*Establish a criteria for such support and a process for the identification and then engagement with such groups/organisations.*
Summary:

There are people in our Waimakariri communities, who are socially isolated without having made an informed choice to be so. These people are often “well hidden”, and are found in relation to something else other than their “social isolation”.

Support for people identified as being “socially isolated”, may often be initiated as a result of interaction with a caring person who has no intention at the time of “finding” people in need. People, going about their daily lives, and/or work, can be a “beacon” for someone who is socially isolated.

There are skills and behaviours that are relevant to being welcoming, to receiving a warm welcome, and to generally being connected to other people, and sustaining that connection. Many people may benefit from the opportunity to learn, relearn, and practice these skills and behaviours.

Many individuals and organisations, and businesses go out of their way daily, to make people feel welcome.

Support for who and what exists, and for what is emerging "organically" as a tangible response to need, is more important than "creating new” for the purpose of being welcoming.

Letting people in every part of the Waimakariri community know, who and what is available to support them in being connected to other people, is a priority action.

For individuals in particular, who are natural “welcoming ambassadors”, no type of formal training and/or recognition is sought. They do what they do because of who they are, they are resourceful and find the intrinsic rewards more than satisfying enough.

Some organisations and small businesses see the benefits of carefully planned and professionally presented training, especially where volunteer workers are a part of the work force.

Making a connection with the newly arrived North Canterbury Capacity Building Collaboration seems to be an action worth considering.
1. Active support be given to Neighbourhood Support in North Canterbury.
This support could be given collectively as Social Services Waimak, by organisation, by businesses and/or by individuals with an interest, and who are probably now defining themselves by their actions, as "Welcoming Ambassadors".
Neighbourhood Support has a natural, working structure to welcome and connect. It could provide courses and workshops involving many of the options relating to people connecting and interacting. If all the members of SSW could see reason to actively support Neighbourhood Support, there is a potential for much to be achieved.
This is the specific, viable option of the general idea of supporting who and what exists and is currently present, rather than, in the first instance, creating "new" for the purpose of being welcoming.

2. Review the full range of advertising that is currently informing people in every part of the Waimakariri community about what is available to support them in being connected to other people.
Act to consolidate what is currently effective, and create what is required to meet unmet needs, in particular to source funding to enable smaller organisations without advertising budgets to advertise locally.

3. Connect with currently available sources and resources that can provide funding, and the type of learning and training relevant to the skills and abilities of being a "Welcoming Ambassador".
E.g. Connecting with those groups who make up the newly arrived North Canterbury Capacity Building Collaboration.
The North Canterbury Capacity Building Collaboration is working together with community to strengthen its member organisations’ capacity and links. The intention is to provide on-going sustainable support to its communities in the Waimakariri and Hurunui districts.

The vision is for strong healthy connected grassroots communities in North Canterbury

In performing as the North Canterbury Collaboration we will, and must ensure that every one of our people who participate in the Collaboration will commit to our fundamental core values and behaviours.

Values include - Honesty, Integrity and Trust, Community, Quality

Behaviours include -
- Commitment to taking collective responsibility and operating as a unified team
- Open and transparent communication
- Respectful relationships

The North Canterbury Collective’s objectives are to develop the capacity and capability of its member organisations and of itself as a collective in the following areas:

- Developing expertise and knowledge of:
  - Sustainable fundraising
    - Fundraising skills
    - Social enterprise
    - Partnering with business

- Developing expertise and knowledge of:
  - Volunteer management and recruitment
  - Wrap around service implementation
  - Business and organisational management
  - Communication and marketing of services to community

Criteria - Local grassroots community organisations participating in the work of building sustainable communities.

Members
The cluster consists of representatives from the following North Canterbury organisations:

- Hope Trust - Rangiora
- Hurunui Time Bank - Amberley
- Oxford Community Trust - Oxford
- Oxford Ministries Trust - Oxford
- North Canterbury Enterprise Trust – I Site Kaiapoi - Kaiapoi
- Person to Person Trust - Kaiapoi
Are you proactive about meeting people?
Are you interested in the community you live in?
Have you experienced being welcomed and would like to pay it forward?

Then come along to the Flat White on Friday the 5th of June between 10 – 11am or between 5.30pm and 6.30pm.

Find out more about the Welcome Ambassadors project coming to your community. Have your say or get involved.

A Welcome Ambassador is a volunteer role that can easily be integrated into your daily life.

Make a difference in people’s lives.
Did you know...?

The Welcome Ambassador Project is already up and running in our community!
Do you want to meet and connect with great people in our community?
Celebrate all the wonderful things happening locally?
Whether you are new to Pegasus or have been here for months or years, this applies to you!
Come along to our very first meet and greet evening,

Friday 3 July, 7-8pm at the Flat White.

Tell your friends, bring along the new neighbours, we’d love to see you there!

The Pegasus Welcome Ambassadors have organised a coffee morning:

Venue: The Flat White

Date: Wednesday 29th July 2015

Time: 10:30am

All Welcome Ambassadors are encouraged to bring along a neighbour and any newcomers to the township.
This will be the perfect opportunity for anyone in the Pegasus community to join us for a FREE coffee.

A Welcome Ambassador is a community volunteer who intentionally connects with people in their neighbourhood
and may also encourage opportunities for people to feel included and able to connect
We warmly invite all Pegasus residents to join us for another fabulous coffee morning at

**Venue:** The Flat White

**Time:** Wednesday 26th August at 10.30am

Come along for a morning of good company, good conversation, and **FREE** coffee! It’s a fantastic way to meet and connect with people in our community.

See contact details below, or follow us on Facebook for details of future events

pegasuswelcomeambassadors@gmail.com,

Pegasus Residents page and Pegasus Welcome Ambassador page

or phone Bernice on ph 9201144

A Welcome Ambassador is a community volunteer who intentionally connects with people in their neighbourhood

and may also encourage opportunities for people to feel included and able to connect

**Pegasus Residents Night**

Join us for the Flat White Café

“Pegasus Residents’ Night”

**Friday 9 October**

Complimentary Nibbles and Happy Hour

5:30 – 6:30pm

Dinner is also available from 6pm (bookings advised)

A great chance to meet the locals and to relax at the end of the week

We are looking forward to seeing you

The Flat White Cafe Team

To book call us on (03)920-403

We warmly invite all Pegasus Residents to join us at another fabulous event hosted by the Welcome Ambassadors in collaboration with the Flat White.

Complimentary Nibbles and Happy Hour

5:30 – 6:30pm

Please bring your neighbours or come alone and take advantage of the opportunity to meet new people from our community

Please like us on Facebook: Pegasus Welcome Ambassadors
1. How did you find out about the expo?

<table>
<thead>
<tr>
<th>Method</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook</td>
<td>12</td>
</tr>
<tr>
<td>Email</td>
<td>5</td>
</tr>
<tr>
<td>Flyer</td>
<td>3</td>
</tr>
<tr>
<td>Newsletter</td>
<td></td>
</tr>
<tr>
<td>Word of mouth</td>
<td>19</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
</tr>
</tbody>
</table>

2. Was it worthwhile for you to have a stall/come along?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>34</td>
</tr>
<tr>
<td>Ok</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>No response</td>
<td>1</td>
</tr>
</tbody>
</table>

3. Why if Yes or Why if no?

**Yes**
- Meeting the community and having a Harcourt’s presence
- New business interest
- Good to talk to locals and let people know we exist
- Not heaps of people coming through. Conflicting time with Saturday kids sports
- People are here for info. We got several new members
- Talked to lots of people who would not have met
- Met several people who seemed interested
- Got several good contacts/potential customers
- Got lots of contacts to join our group – 10 phone numbers
- Good to meet new people
- Good networking
- Contacts made
- Business exposure for little cart
- Very informative
- Might have a new enrolment
- See what’s in the area
- Good information x2
- Exposure commissions
- I connected with Arbi monogram clothing and 2 lovely ladies showing off this art!
- Met a lot of new people to the area
- Sharing my expertise with people and hopefully helping them to resolve some of their injury
- To be seen in community for people to know we exist
- Meeting people interested in the community
- Lots of contacts
- Many new people
- Made contacts in area – boosted our profile
- We have connected with locals and migrants (Citizens Advice B, NC)
- Good community presence
- Meeting the community and having a presence
- Meeting new people, finding out about other services in Pegasus. Networking.

| 4. Have you made any new connections? Who with? |
|----------------|----------------|
| Business       | 15             |
| Community      | 24             |
| Personal       | 14             |
| No             | 1              |

**With who?**
- Alexandra
- Residents
- Locals
- Migrants

**5. Any comments:**
- Great day, thank you
- Thank you x
- Probably better to do this at Christmas on the lake maybe lots of people busy Saturday morning with sports etc
- Also maybe need to approach community to groups to ask if they want to be part of it as I would think there would be more than what was represented today
- Well organised – great work ladies, cheers Nicky (Neighbourhood Support, NC)
- Fantastic, thank you!
APPENDIX 7: Survey Results from Welcome Ambassadors September 2015

Survey Results from Welcome Ambassadors Surveyed (x24)

Q.1 What level of involvement have you had with the project since the introductory presentation on Friday 5th June?

<table>
<thead>
<tr>
<th>Carried on as Before</th>
<th>More aware and proactive</th>
<th>Attended Welcome Ambassador events</th>
<th>Assisted Steering Group</th>
<th>Joined Steering Group</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q1. Pie chart showing responses:
- Carried on as Before
- More aware & proactive
- Attended Welcome Ambassador events
- Assisted Steering Group
- Joined Steering Group

Q2. How do you welcome newcomers to the area?

<table>
<thead>
<tr>
<th>Make a special effort to smile at those I don’t know</th>
<th>Provide info to others</th>
<th>Greet people new to my street</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q2. Pie chart showing responses:
- Make a special effort to smile
- Provide info
- Greet people new to my street
- Other
Q3. Has being a Welcome Ambassador changed how you welcome newcomers to the area? Scale 1 – 5

<table>
<thead>
<tr>
<th>Stayed the same</th>
<th>Moved up 1</th>
<th>Moved up 2</th>
<th>Moved up 3</th>
<th>Moved up 4</th>
</tr>
</thead>
</table>
| ![Pie Chart](image1.png)

Q4. Has your involvement with the Welcome Ambassador Project contributed to/enhanced your sense of belonging in the Pegasus community?

<table>
<thead>
<tr>
<th>No, I still feel isolated</th>
<th>No, I felt connected before and that feeling has not changed</th>
<th>Yes, I felt connected before but that feeling has improved with being involved</th>
<th>Yes, I felt isolated and now feel more involved</th>
</tr>
</thead>
</table>
| ![Pie Chart](image2.png)

Trim # 160613055095
Q5. How would you like the Welcome Ambassadors project to develop in the future?

<table>
<thead>
<tr>
<th>Continue regular coffee sessions</th>
<th>Support groups/activities</th>
<th>Host an expo of community groups</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Continue regular coffee sessions
- Support groups/activities
- Host an expo of community groups
- Other
  - Have facebook or website
  - Work more with Residents Assn System
  - for helping isolated people
  - Community Notice Board
  - Community Hall/Hub

Q6. What benefits/changes have you seen or heard from having the Welcome Ambassador project in Pegasus

<table>
<thead>
<tr>
<th>Question unanswered</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Don't know much
- Gained friends, know more about
what’s going on
People feeling connected, newcomers enjoyed meeting new people
People really appreciated coffee sessions, more regular events needed
People enjoying the free coffee, a rep from WA with Residents Assn
Coffee mornings and group activities, bringing people together
Welcome bags a tangible tool that is popular
Welcome ambassadors make it easier for people to mix and mingle
People seem more connected
Met more people, more aware of new people in my area
People talking, getting to know neighbours
More people talking about what they would like in the community
More connected community through coffee mornings and talking
More social get togethers
Have become more involved in the community

Q.6

<table>
<thead>
<tr>
<th>Comment made</th>
<th>No comment</th>
</tr>
</thead>
</table>

Trim # 160613055095
Are you a resident of Pegasus Town

- Yes: 95%
- No: 5%

Have you heard of the Welcome Ambassadors

- Yes: 87%
- No: 13%

Where did you first hear of the Welcome Ambassadors

- Facebook: 44%
- Flyers: 22%
- Word of Mouth: 12%
- Events: 9%
- Newsletter: 6%
- Don't know: 1%
- Other: 6%
Which events did you attend

- Coffee morning: 58%
- Coffee afternoon: 10%
- Evening dinner: 18%
- Community EXPO: 9%
- Have not attended an event: 5%

Did you make a new community connection

- Yes: 60%
- No: 39%
- Skipped Q: 1%

Would Welcome Ambassadors add value to another location

- Yes: 38%
- No: 62%
- Don't know: 56%
<table>
<thead>
<tr>
<th>Raw data of survey collected</th>
<th>Are you a resident of Pegasus?</th>
<th>Have you heard of the WA?</th>
<th>Where did you first hear of the WA?</th>
<th>Which events did you attend?</th>
<th>Have you made a new community connection?</th>
<th>Would WA add value to another location?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey Monkey</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>155 (96%)</td>
<td>148 (91%)</td>
<td></td>
<td>99 (61%)</td>
<td>104 (64%)</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>7 (4%)</td>
<td>14 (9%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facebook</td>
<td></td>
<td></td>
<td>70 (43%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flyer</td>
<td></td>
<td></td>
<td>20 (12%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Word of Mouth</td>
<td></td>
<td></td>
<td>37 (23%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Event</td>
<td></td>
<td></td>
<td>10 (6%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Newsletter</td>
<td></td>
<td></td>
<td>12 (8%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Don’t Know</td>
<td></td>
<td></td>
<td>11 (7%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Coffee Morning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>18 (10%)</td>
</tr>
<tr>
<td>Coffee Afternoon</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>11 (6%)</td>
</tr>
<tr>
<td>Evening Dinner</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>18 (10%)</td>
</tr>
<tr>
<td>Community EXPO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>35 (19%)</td>
</tr>
<tr>
<td>Haven’t attended an Event</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>99 (55%)</td>
</tr>
<tr>
<td>Door Knock and Box Drop</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>28 (90%)</td>
<td>20 (65%)</td>
<td></td>
<td>17 (55%)</td>
<td>16 (52%)</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>3 (10%)</td>
<td>11 (35%)</td>
<td></td>
<td>14 (45%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facebook</td>
<td></td>
<td></td>
<td>10 (32%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flyer</td>
<td></td>
<td></td>
<td>2 (6.5%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Word of Mouth</td>
<td></td>
<td></td>
<td>3 (10%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Event</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Newsletter</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5 (16%)</td>
<td></td>
</tr>
<tr>
<td>Don’t Know</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>15 (48%)</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coffee Morning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1 (3%)</td>
<td></td>
</tr>
<tr>
<td>Coffee Afternoon</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evening Dinner</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3 (10%)</td>
<td></td>
</tr>
<tr>
<td>Community EXPO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2 (6.5%)</td>
<td></td>
</tr>
<tr>
<td>Haven’t attended an Event</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>25 (81%)</td>
<td></td>
</tr>
<tr>
<td>TOTALS</td>
<td>193</td>
<td>193</td>
<td>193</td>
<td>212*</td>
<td>191**</td>
<td>193</td>
</tr>
</tbody>
</table>

Source: Survey Monkey and Door Knock/Drop Box. WA = Welcome Ambassadors

*Multiple answers allowed

**2 x respondents skipped question
VOLUNTEERING IN WAIMAKARIRI

Context

As part of the Waimakariri District’s Community Development Strategy one of the key themes was to support the volunteer sector to increase its capacity and capability.

There has been a lot of research developed around the volunteer experiences and their capacity in light of the impact of the earthquakes on the wider community. The “State of Volunteering in New Zealand Report” produced by Volunteering New Zealand, provides some key facts nationally in relation to the importance of volunteers in the sector stating that two-thirds of the non-profit sector workforce is made up of volunteers and their contribution is valued at over $3.3 billion. Their report also states that the majority of volunteer-involving organisations face considerable challenges with volunteer recruitment. The Volunteering New Zealand report makes a number of key recommendations nationally which link quite clearly to what we know could help in the Waimakariri including:

- Increase public awareness and enhance profile through the media
- Provide more and improved sources of information about the range of possible opportunities
- Maximise the benefits of technology and social media as a vehicle of volunteer engagement
- Offer flexible roles matched to fit the skill, abilities and motivations of individual volunteers. Long-term roles could be broken up into several smaller roles for people with different skill sets
- Offer internships to attract younger volunteers looking for work experience
- Follow the principles of good volunteer management, which includes providing support and communication, written policies and procedures, orientation and training for volunteers, and recognition activities
- Investigate offering volunteer perks such as petrol vouchers, reimbursements of expenses incurred or discounts on memberships
- Attempt to build meaningful relationships with volunteers

At a more regional level the recent “Third Sector/Not for Profit Sector Recovery in Post-Earthquake Christchurch” Report highlighted some key challenges and changes in relation to volunteering across wider Christchurch. They have made a series of priority actions from their research across the sector and those that relate to encouraging volunteering include:

- Build on work in existing timebanks and new economic approaches to recognize and foster volunteering.
- Build on efforts already used by some schools and tertiary institutions to encourage young people to participate in their community.
- Build awareness of the work of Volunteering Canterbury amongst people looking for volunteers.

Introduction

Over the last few years there has been much anecdotal evidence and different experiences from groups and organisations that work with volunteers. Based on this shared experience and other research we conducted some face to face meetings with local key groups to gather information about their own experiences with volunteering.
With this in mind, the next step was to gather a benchmark of where this sector was in relation to volunteers, recruitment and retention and were, if possible, value could be added to strengthen the sector.

To support the organizational level research we conducted an on-line survey of individuals in the community to gather more data about what they like to know about volunteering opportunities, what would make it easier and where they would go to find out what is out there. This survey was promoted by email and on Facebook. It received 104 individual responses.

Organisational Survey Results

The following response is the summary and analysis of the data gathered in late 2015 through an on-line survey of community groups, organisations and service providers that utilise volunteers. These groups were contacted by email, explaining the survey and purpose and asked to complete the detailed questions on-line using Survey Monkey. Approximately 190 organisations were emailed with a total of 88 completed surveys received.

Later in the report we will share more detail from the individual surveys along with some key themes and recommendations moving forward.

Charts, Tables and Commentary – Organisational Survey

The first chart shows the breadth in range of the numbers of volunteers working with each group or organisation. Just over half (57%) of the respondents indicated that they had between 0-20 volunteers However, 12.5% indicated that they were working with over 100 volunteers in their group or organisation.

It could be construed that a higher number of volunteers would require a higher level of coordination and management in some cases. However all organisations and groups, no matter the number of volunteers, still have to maintain and develop good practice supporting their volunteers. Recruitment and retention of volunteers is still a vital part of the group or organisation.
It will not come as any surprise to those working in this sector that the vast majority of those volunteering are women. Whilst a couple of groups or organisations did indicate that they had an even split of men and women working with them, this was not reflected across the sector. Historically this has always been the case and is not unique to our district. Some work could be done to investigate this further, i.e. to establish reasons why more men don’t volunteer and if possible, how it could be made easier for them to do so.
Nearly two thirds of the respondents indicated that their volunteers were between ages 46-75. Again, this is not unusual as many younger people will be in the workforce, looking after children and lack the time to commit to volunteering. Some exploration as to why that is and if there are opportunities to make volunteering more accessible and attractive to younger people would be a useful piece of work. It is of concern that many organisations are relying on an ageing population of volunteers and it may be that support around succession planning could be explored.

The role of volunteers across groups and organisations was wide and varied and it was difficult to identify a key skill group here. However, we know that many are still involved at committee level, providing support for governance and structure. Also a significant percentage reported that they provide one-to-one support through counselling, mentoring or befriending.

The breadth of volunteering opportunities may be a useful marketing tool in promoting volunteering in the future – everyone has skills to share or that volunteers groups and organisations can benefit from.

<table>
<thead>
<tr>
<th>Primary Role of your volunteer</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governance and Committees</td>
<td>17.1</td>
</tr>
<tr>
<td>Counselling Support, Mentoring, Befriending</td>
<td>16.4</td>
</tr>
<tr>
<td>Practical hands on support and building</td>
<td>8.6</td>
</tr>
<tr>
<td>Administration, reception and information</td>
<td>8.6</td>
</tr>
<tr>
<td>Events, activities and promotion</td>
<td>7.9</td>
</tr>
<tr>
<td>Education and childcare</td>
<td>7.2</td>
</tr>
<tr>
<td>Foodbanks, community cafes and co-ops</td>
<td>5.9</td>
</tr>
<tr>
<td>Coaching</td>
<td>5.3</td>
</tr>
<tr>
<td>Drivers</td>
<td>3.9</td>
</tr>
<tr>
<td>Fundraising</td>
<td>3.3</td>
</tr>
<tr>
<td>Technical support, IT skills and websites</td>
<td>2.6</td>
</tr>
<tr>
<td>Charity shops/co-op staffing</td>
<td>2.6</td>
</tr>
<tr>
<td>Service provision</td>
<td>2.6</td>
</tr>
<tr>
<td>Beautification projects</td>
<td>2.0</td>
</tr>
</tbody>
</table>
In relation to recruitment of volunteers nearly 60% of respondents indicated that they found recruitment of volunteers quite hard and that this related mainly to people being working, being too busy or the perception that they did not have enough time.

Respondents indicated that word-of-mouth was a good way to recruit volunteers; as was having good structures and support so that volunteers had a positive volunteering experience.

It may be that more clarity around time required and what volunteering actually means could be shared to help make volunteering a more attractive option for people. This could be a platform to share volunteer stories.

<table>
<thead>
<tr>
<th>Experience of recruiting volunteers</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>People working, other commitments or limited pool of people</td>
<td>24.5</td>
</tr>
<tr>
<td>Too busy to volunteer, not seen as a priority</td>
<td>14.3</td>
</tr>
<tr>
<td>Time</td>
<td>10.2</td>
</tr>
<tr>
<td>Word of mouth – right place, right time</td>
<td>10.2</td>
</tr>
<tr>
<td>Volunteers benefits and value added</td>
<td>8.2</td>
</tr>
<tr>
<td>Right people, age or skills group</td>
<td>6.1</td>
</tr>
<tr>
<td>Lack of publicity or understanding of service</td>
<td>6.1</td>
</tr>
<tr>
<td>High profile organisation and people want to volunteer</td>
<td>4.1</td>
</tr>
<tr>
<td>Improvement in support for volunteering</td>
<td>4.1</td>
</tr>
<tr>
<td>Other</td>
<td>12.2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>
In contrast to recruiting volunteers, 80% of respondents indicated that they found retaining volunteers was “okay” or “easy”. The majority of respondents related this to the volunteer experience and that their volunteers found it rewarding and enjoyable.

It seems that once volunteers have had a good experience they are more likely to stay with the organisation or group. It could be a useful tool to share some of those good experiences and volunteer stories as part of a volunteer recruitment campaign in the District in future.

<table>
<thead>
<tr>
<th>Experience of retaining volunteers</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteers find it rewarding, enjoy it and friendships develop</td>
<td>60</td>
</tr>
<tr>
<td>Change in life or family circumstances</td>
<td>17.5</td>
</tr>
<tr>
<td>Right task to the right person</td>
<td>7.5</td>
</tr>
<tr>
<td>Higher workload</td>
<td>5</td>
</tr>
<tr>
<td>Other</td>
<td>10</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
</tr>
</tbody>
</table>
The following chart shows very clearly that word-of-mouth is what works when recruiting volunteers. It is interesting to note that the more traditional ways of marketing such as newsletters and newspaper advertising have higher numbers than the use of social media. This could be an indication that some training or professional development relating to social media may be helpful for groups and organisations. Again, it might be that this could form part of a marketing and promotion campaign to encourage volunteering across the district.
When asked what help they required with recruiting volunteers, there were clear indications that help with advertising or promoting volunteering would be helpful in raising the profile. Whether that was in relation to individual groups or organisations or volunteering generally wasn’t clear so this could be explored further.

This linked well into ‘people finding out what volunteer opportunities were available to people’ and whether a central point or database was required. This could also address some of the skills-match issues raised. All of these options around a promotion campaign, local database or central information point would all require significant by in from the groups and organisations themselves if it was to be useful, meaningful and effective. Alternatively, partnerships with organisations that already do this work to make it more relevant and representative of the Waimakariri could be considered.

Another key point made by many respondents was around volunteer recognition, value and reward. Some indicated that this related to financial expenses, but for some it related also to the ethos of their group or organisation when appreciating their volunteers. It could be that some success stories about this could be shared with others.

### Help with recruiting volunteers

<table>
<thead>
<tr>
<th>Help with recruiting volunteers</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising/promotion campaign – raise the profile</td>
<td>20.0</td>
</tr>
<tr>
<td>Recognition of value and reward</td>
<td>11.1</td>
</tr>
<tr>
<td>Fit between organisation needs and people skills</td>
<td>8.9</td>
</tr>
<tr>
<td>Reimbursement of expenses</td>
<td>8.9</td>
</tr>
<tr>
<td>Local volunteer database</td>
<td>8.9</td>
</tr>
<tr>
<td>People need to give it a go</td>
<td>8.9</td>
</tr>
<tr>
<td>No problem recruiting volunteers</td>
<td>8.9</td>
</tr>
<tr>
<td>Better facilities/equipment</td>
<td>6.7</td>
</tr>
<tr>
<td>Central point to learn about volunteering opportunities</td>
<td>6.7</td>
</tr>
<tr>
<td>People having more time to give</td>
<td>4.4</td>
</tr>
<tr>
<td>Other</td>
<td>6.7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Most of the responses in relation to retaining volunteers were really in relation to how the groups and organisations looked after their volunteers and the structures in place to ensure that they good experiences and that their contributions were recognised. This could be an opportunity to, again, be building on those good experiences that volunteers have had and sharing them with the wider public maybe through story telling or a promotion campaign in the district.

### Help with retaining volunteers

<table>
<thead>
<tr>
<th>Help with retaining volunteers</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction, enjoyment and good volunteer experience</td>
<td>23.1</td>
</tr>
<tr>
<td>Reimbursement expenses, recognition or rewards</td>
<td>20.5</td>
</tr>
<tr>
<td>Best practice – good structure to support and grow volunteers</td>
<td>12.8</td>
</tr>
<tr>
<td>No problems with retaining volunteers</td>
<td>10.3</td>
</tr>
<tr>
<td>Promote impact on everyone and the wider community</td>
<td>7.7</td>
</tr>
<tr>
<td>Funding for organisation and administration</td>
<td>5.1</td>
</tr>
<tr>
<td>Community volunteer coordinator</td>
<td>5.1</td>
</tr>
<tr>
<td>Actively recruit younger people</td>
<td>5.1</td>
</tr>
<tr>
<td>Other</td>
<td>10.3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>
Additional comments sections contained very varied responses however, 4 key themes reflected throughout responses:

- Sponsorship and Funding
- Younger volunteers
- Volunteer champions
- Interest in particular activities provided encourages more volunteering

**Individual Survey Responses**

The survey of individuals received 104 responses from links in Facebook, by email and through advertising in the local paper. The purpose was to collect, through a random sample, broad themed response across:

- What would you do if asked to volunteer?,
- What would make it an easier option? and
- How would you find out about volunteering?.

The aim being to look at any correlation between volunteering involving organisations (VIO) and their potential target population. This would then provide an evidence base to identify key work streams in order to support the volunteer sector.

Overwhelmingly, the first chart illustrates that over 50% of responders need to have a clear understanding of what's involved and the time requirement. This clearly links back to the responses from VIO’s survey that there are a wide range of volunteering opportunities and that time and resources are a major factor in volunteer recruitment.

There may be a work stream to be developed that extends and expands in more detail what volunteering options are available. The importance of trying to help out where possible, as well as identifying with the cause or aim of the VIO were also key points raised by responders. This again could be explored more by VIOs or by a more detailed volunteer directory, for example.
In the second chart, time involved and a better understanding of the tasks of volunteering together with a good work and family balance accounted for 55% of responses. This relates to the volunteering opportunities being a good fit for people and it may be that VIO’s need to explore, where they can, being more flexible to encourage more volunteers to come forward. This also links back to what VIOs reported that people did not have space or time in their busy lives to volunteer. It brings up a question to be considered further – What are the ways in which we can make volunteering less onerous for people?
In the last chart in this section of the report, the responders have wide and very varied ideas of where to look to find out more about volunteering. Around 40% of responders would look at locally based services or resources including the local paper, the Community Team, word of mouth, libraries of citizens advice bureau to name a few. A point of interest is that only 10% of responders indicated that social media would be a route that they would choose. Over 20% did state that internet or specific volunteering websites would be an option. However, this still only shows that around 30% of people would use some sort of on-line option to find out more about volunteering. This could be a key work stream to explore more about enhancing resource around volunteering opportunities and in particular accessibility options for potential volunteers.
Conclusion

This exercise did illustrate the breadth of different experiences groups and organisations have in working with volunteers as well as the range of perspectives from potential volunteers.

Whilst there is not a clear answer to suit all as such, there does seem to be some common themes provide support this sector to increase in capacity and capability. These themes are centred on sharing volunteer’s stories and experiences, clear information about volunteering opportunities out there and some mechanism to improve accessibility to this information possibly through marketing and promotion campaign. This is an area of work that the Community Development team can help out with and would be keen to facilitate further discussion with key parties or groups. The diagram on the following page broadly maps 3 broad themes alongside some key areas of work under each one.

The next logical steps, after circulating and receiving feedback on the report, would be to ask for interested parties to come together to plan the way forward based on this feedback and the points raised above. From there it might be useful to form a working party to develop a more district wide approach in relation to volunteering in Waimakariri.
VOLUNTEERING IN WAIMAKARIRI – MAPPING

<table>
<thead>
<tr>
<th>Social Marketing</th>
<th>Capability</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Story telling opportunities</td>
<td>Sharing good practice and process</td>
<td>Partnership with existing providers</td>
</tr>
<tr>
<td>Volunteering opportunities</td>
<td>Mentoring across and within organisations</td>
<td>Development of on-line information resource</td>
</tr>
<tr>
<td>Information about volunteer options</td>
<td>Succession planning</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Toolkits</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Professional Development</td>
<td></td>
</tr>
</tbody>
</table>
Minutes of the Social Services Waimakariri Advisory Group
Meeting 27 April 2016 1 – 3 pm

Present: Trish Hughes (Chair), Glenda Miller, Vicki Lucas, Karen Kelly, Peter Allen, Tim Maxwell, Lee Lawrence, Jo Ealam, Sally Rossiter, Brendan Striker (Police), Madeleine Burdon, Ellen Zhou, Michelle Cole, Rachel Norris.


In Attendance: Lynda Whitlow

The meeting opened at 1.05pm

Welcome: The meeting opened with a Karakia

Conflicts of Interest: None declared

Minutes of the Last Meeting: Have been emailed to members.

Minutes of the last meeting confirmed.

Moved Peter Allen Seconded Karen Kelly

Matters Arising:

Action points – No information from Courtenay with regards to Building Fund being different to grant fund. Reminder to be sent to Courtenay.

ACTION: Michelle to send reminder to Courtenay

Workshops - One has been held, other to be held.

Rata Foundation – Business plan is on this meeting’s agenda.

Items:

SSW Strategic Plan: Next month’s SSW meeting is to be devoted to this. Peter will facilitate.

Moved Jo Ealam Seconded Karen Kelly

SSW Forum: In hand. Numbers so far are 68 attending the SSW Forum and 42 for the Children’s Team afternoon session. Madeleine sent a reminder to the Youth Network.

Funding has been successful with the Kaiapoi Community Board. Some Board hearings have been missed but are able to be funded retrospectively if required. We need to wait for numbers to be confirmed to know what is needed.

While the Forum work-shopping is taking place SSW members are asked to circulate and speak to those in attendance.

Funding Application for SSW Facilitator: Email received from Deirdre, this was read to the meeting. No application has been made yet. Deirdre would like the Management Group to meet with regards to funding.

ACTION: Management Group meeting to be arranged to discuss funding applications for Facilitator

Health Advisory Group: Peter – there is disconnect with regards to who is responsible for what, this means families are falling through the cracks. A few families have missed out on help because of this. The Health Advisory Group wanted to raise this at SSW to see if this can be addressed.
More evidence needed on what overlaps and what gaps there are – Madeleine.

(Michelle Cole arrived 1.20pm)

Would Michelle pick this up in Service Mapping? (Trish) this will need to wait until Michelle is back to be answered.

Is there a service who is struggling to meet demand? (Madeleine)

Would the Children’s Team pick this gap up? (Sally)

No – Children’s Team is more high-end part of things, corroborated via CYF and other social services.

This is a good point for the Children’s Team, a good opportunity how children can be placed at the centre – the Forum is the ideal place to discuss this. Triage by Children’s Team can refer higher up (i.e. CYF) or lower down. (Ellen)

Strengthening Families helps with this information. (Madeleine)

It’s about supporting families so they don’t go higher up. (Karen)

It is challenging for GP’s to know what services are available. (Madeleine)

There seems to be some confusion about who to approach first. (Peter)

This is where a Community House would be valuable. (Karen)

What about Plunket, or midwives? Is the support not there? (Sally)

Peter is to take this to the Health Advisory Group.

This is to be bought up at the next SSW meeting.

**ACTION: Peter to take issue regarding disconnect to the next Health Advisory Group meeting**

**ACTION: Agenda item for next SSW meeting.**

North Canterbury Family Violence Network:

Correspondence received from NCFVN regarding concerns on delivery capacity in relation to demand in Family Violence Services. Trish read the letter to the meeting.

The wait list is long – put on list beginning of term 1 would be seen at the end of term 2. (Michelle)

Police are going electronic and up-skilling, the new systems are more refined, detailed. Family violence is a community issue. Police are better informed, listen to what is being said and fine-tune with regards to resources. Chris Hurring is aware of the scenario and will come to the next SSW meeting (Brendan).

This may be confined to Christchurch Metro area, and that puts pressure on North Canterbury. The pilot is running over the next 12 months in Christchurch so is not taking resources. Aviva are reporting high demand and MSD is aware of this, and will bring this concern to national office (Ellen).

It is unknown what the difference between North Canterbury is versus Christchurch Metro (Brendan).

It is a more effective response with Ministries such as Heath, MSD, Education, etc. sitting at a table with regards to Family Violence. (Ellen)

Would this help with the issues schools are having regarding violent behaviours? They have been bringing Aviva to schools to deal with family violence issues. (Michelle)

This is only in Christchurch at the moment. (Ellen)
Is the population growth in North Canterbury being allowed for? Will there be a funding increase in line with the population increase? (Michelle)

Until the National report is out there will be no change, it has been noted that there is a significant increase in population. It is most likely there will be limited changes in the next 12 months (Ellen).

Barnardos aren’t getting as many referrals. They didn’t know the wait list was so long, they may be able to look at helping. (Karen)

(Rachel arrived at 1.40pm)

Are there more specific problems, such as costs of rental rooms, staff? (Madeleine)

Aviva only have 1.5 full time equivalents in North Canterbury, this is to cover the whole of North Canterbury. There is no MSD funding for this area which puts more pressure on Aviva as there has been a 300% increase in workload (Ellen).

Is the Work and Income intervention role still filled? Is this service still available?

There is a staff member who visits the office and advises staff (Rachel).

**To sum up:** Need to acknowledge Wendy’s letter and ask for more specific examples.

**ACTION: Michelle to reply to letter and ask for examples**

Work is being done by Police and MSD; there could be talks between Aviva and Barnardos to explore options.

It is a hard judgement to make as to who is urgent. (Ellen)

Police update to come at the June meeting, Brendan will take this to Chris Hurring to bring to the June meeting.

**Reports:**

**MHFG:** Michelle’s report tabled.

Main issue is the wellbeing of mental health workers. This is a challenge due to workload and no reprieve being seen to be coming, combined with more referrals – leaves workers at the edge. It is not a managerial issue, it is a workload issue.

Te Pou is to proceed, currently gathering information on who to invite. SSW service mapping will dovetail quite nicely for this.

Hurunui Youth – concern has been raised by youth about not knowing where to go for help, privacy and confidentiality issues. MHFG will support by surveying throughout the District, Connected to Youth Programme Manager at the DHB.

MSD provided funding for Youth in Hurunui. The Youth Connector can help with issues; identify what youth need, i.e. education programme. It would help to be advised what youth want. (Ellen)

A good time to discuss what barriers are experienced, and for discussion on how to be treated. (Michelle)

The second Wellbeing survey has just finished, this information could be fed to Michelle. (Ellen)

This information could also be fed to Michelle Stevenson. (Madeleine)

Police have noted a higher level of self-harm which is concerning. Has Michelle had an increase? (Brendan)

No spike has been noticed, but as predicted by CAF Rural there has been an increase. (69%)
Could there be another spike regarding drug taking? (Sally)
The DHB can provide this information. (Michelle)
Maybe it is a perceived spike due to social media? (Brendan)
It has been noticed in social circles of teenagers over the past 6 months. (Sally).
The Police are concentrating on reducing the supply of drugs in the community. (Brendan).
SIIG: report emailed to members. Volunteer Directory will be updated after the Forum.
Connector packs are about connecting current residents back in to the community.
Strengthening Families: Referrals have increased again. More training for more facilitators.
SSW Facilitator: Report emailed to members.

That the reports be accepted.

Moved Madeleine Burdon Seconded Rachel Norris

General Business:
Madeleine tabled Families Whanau Mental Health Symposium being held on 5th May. This has good key speakers.
New report on Volunteering Across New Zealand on Volunteering Canterbury website, it is called “State of Volunteering in New Zealand” (Madeleine)
Volunteers from Oxford Police station have been let go due to the new Health and Safety legislation. (Jo E)
The Police have had to let all volunteers go as they are unable to keep volunteers safe as an employer. It is about keeping people safe and is being looked at at a higher level (Brendan)
Health and Safety Training – the Waimakariri District Council looked at training – there are 4 in Christchurch next month, this information is in Chatter, more scoping is needed. There is also 1 training course being held in North Canterbury next month, on the 17th of May 10 – noon if there are enough numbers.
MBIE can be asked if they could come out, Trish will get back to Madeleine about this.

ACTION: Trish to ask if MBIE can provide training and feed reply to Madeleine.

Madeleine will speak to Michelle about the course.

ACTION: Madeleine to speak to Michelle regarding H&S course.

Items from Council:
None

Round Table:
Glenda – no waitlist at CCS, agency is for clients aged 5 – 65.
Michelle C – chasing All Right campaign to come to North Canterbury. There is a worker based in Kaiapoi to work with under 13 year olds.
Vicki – PSUSI falls prevention, registered nurses are overflowing with referrals. Homeshare, Totara Club are full.
Karen – Barnardos has a fairly full wait list.
Jo – Oxford Community Trust is busy, has no wait list. Need for males to work with male solo parents and mental health. Oxford Medical Centre have been very helpful.

Has Donald from the Men’s Centre approached Jo or the Oxford Trust? (Madeleine)

A male counsellor is needed now. (Jo) Hope Trust have 2 male counsellors, maybe Jo could send a referral to Hope? (Sally)

Lee – things are ticking along nicely, Lee is getting more known. Being at the Library is good for contact. Hurunui are looking at holding something for newcomers, they are running an Expo for National Volunteer Week in June. Together Hurunui has started to take off.

Peter – nothing to add

Madeleine – nothing to add

Sally – Hope Trust have lots going on. They are looking at somewhere to base the new counselling service, the Community Garden and the Trust. They are working with solo Mums with Nathan from Vision West. Mums are struggling and not wanting to move in to Christchurch to access social housing. People come to Hope if they have nowhere else to turn to and nowhere to live. They provide showers, breakfast, food etc.

Could Hope Trust contact Citizens Advice and tell them this is available? (Vicki)

Lots of immigrants are coming to the Garden. The Trust has employed as Community Support Worker. The café is going well with work experience.

Ellen – MSD have contracted Sandra James for Together Hurunui. The draft Terms of Reference were at the last Hurunui meeting, they will be applying to Rata Foundation for funding for leadership. Family Violence – 13th April presentation was well attended. Local Champions – It’s Not OK Champions in the community. Another Youth Connector will be employed from May.

There have been no announcement from the Minister with regards to funding yet.

Children’s Team is still on-going. Budget Service redesign – about Increasing Financial Capability (IFC).

Rachel – three social workers are leaving and being replaced, this is the first change of so many staff for a long time. Hurunui workload has picked up. Legislation changes from 1st July so staff are undertaking training around caregivers, Youth transition to independence, and the age of children leaving care. Family Group Conferences are being used more. Change to subsequent children – the onus is now on the parent to prove they are able to parent if they have had a previous child in care. CYF assess, hold Family Group Conference, then application for Court and will have to provide the Court with proof they can keep a child.

The changes to CYF with the Review are positive.

Trish – COGS funding round opens today and closes 8th June. There is no longer a grant agreement requiring two signatories, this has been replaced with terms and conditions that can be reviewed and accepted before submitting a COGs request online.

The meeting closed at 3pm

**Next meeting** to be held on 25th May 1 - 4pm
PRESENT: Dr John Buckingham (Chair), Jill Waldron, Sarah Saunders, Catherine Dowle, Rachael Perkins (arr. 5.40 p.m.), Amanda Torkington (arr. 6 p.m.), James Enser, Murray Clarke (arr. 5.43 p.m.), Peter Allen, Madeleine Burdon, Rosemarie Shaw (Minute Secretary).

APOLOGIES: Cate Rawsthorn, Suzanne Salton, Mary Connors Vicki Lucas, Murray Clarke (possible late arrival)

IN ATTENDANCE: Lisa Brennan (Pegasus Health)

WELCOME: John declared the meeting open and welcomed members and Lisa.

MINUTES OF THE PREVIOUS MEETING held 01 March 01 March:
Child Health: Correction page 3 - Children's Teens should be Childrens' Teams

Moved Catherine Dowle Seconded Peter Allen
THAT the minutes of the meeting as circulated and corrected be adopted. CARRIED

MATTERS ARISING:
Matt Doocey – Madeleine advised waiting for response re Matt’s availability.

Martin Witt – Sarah advised Martin unable to attend meeting to present on Smokefree 2025; advised WDC has been asked to endorse this initiative; next step to be the green spaces outside Council entrances and exits. Peter advised it will be around extending the signage at community spaces, parks, cafes, etc.

Child Health
• Peter advised that concerns raised at last month’s meeting of WHAG regarding an approach be made to Plunket and pre-schools to obtain their perspective on issues and emerging issues were discussed at a recent SSW meeting;
• He acknowledged there are multiple agencies and need to identify gaps; aware there is a variety of views held; not sure what is available for parents of children aged between 2 – 5 years.
• Peter spoke about a stressed mother with 3 children who is unable to meet financial obligations, e.g. rental payments; He provided her landlord with a pamphlet produced by SSW and suggested the landlord speak to his tenant however, in her stressed condition it is unlikely that she is capable of making a rational decision on where to seek help. Members acknowledged situation is tricky; could require help from a parenting group or the school if there are children at school.
• Catherine advised that the Children’s Teams programme is being presented to the community on 4 May 2016 and shortly after that will be available in the Waimakariri District; this should be of help to vulnerable families but consent will be required to get families involved;
• Programme is part of the Vulnerable Children green/white paper; the Children’s Teams is a step down from Child Youth & Family (CYF). Madeleine believes there is a need for clarity, i.e. what is achievable and who is working in the area.
• Lisa asked if group aware of Right Services, Right Time; members acknowledged aware of this service which is available in Christchurch; confirmed relevant services in the Waimakariri district but they are dis-jointed.

ACCEPTED
Sarah referred to hearing Peter Whitcombe of the Children’s Action Team presenting at the Hurunui Council offices in Amberley recently when he referred to the sharing of information with lead professionals, etc. Catherine advised 4 government ministries are involved in a mandate for the Children’s Teams programme to work; Public Health nurses and speech therapists are also being trained as Lead Professionals.

Peter confirmed issue will be kept to the fore by SSW; not interested in constraints faced by agencies but more on the communities’ needs and to find solutions to meet those needs. Suggestion that SSW do a gap analysis; Peter advised SSW not funded other than for the Facilitator who is kept busy; may need to seek another person.

Suggestion that a representative from Mothers Supporting Mothers attend a meeting of this group was discussed; not sure this would be of benefit or assist this forum. Madeleine thinking of having all the agencies providing services to children present at a monthly Networking Forum; presentation to be of relevance for younger children not adolescents.

Summing up, John suggested that this issue not be an Action Point for Madeleine but to be brought up as an agenda item later this year, say August or September; this will allow time for SSW and Madeleine to prepare a paper for discussion; acknowledged there is a cross-over between the Health Advisory Group and Social Services. **ACTION: Madeleine / Tessa**

**PRESENTATION PEGASUS HEALTH:**
John referred to a letter from Carol Glover, Rural Health Manager & Practice Support, dated 7 December 2015 in which she indicated that as Rural Canterbury PHO is represented on this group that Pegasus PHO should be represented also. To ascertain if it would be of mutual benefit to Pegasus PHO and to WHAG and, aware that delivery of services by Pegasus differs somewhat from those delivered by RCPHO, it was agreed that a letter be written to Vince Barry, Pegasus Health CEO, inviting a representative to attend a meeting of this group. John then invited Lisa Brennan to speak to group.

Lisa, the Operations Manager at Pegasus Health, advised she was invited by CEO Vince Barry to represent Pegasus Health at tonight’s meeting. She confirmed she is based at the Bealey Avenue premises of Pegasus Health in Christchurch not far from the 24 Hour Surgery in Colombo Street. Lisa made the following points –

- Pegasus Health has been in existence for 20 years; traditionally a network to support general practitioners;
- Pegasus Health merged 3 years ago with Partnership Health, a PHO at that time; the new entity took on the functions of a PHO with a number of roles, one being the support of general practitioners;
- Two years ago 4 traditional rural practices moved to Pegasus Health with another doing so last year; 3 of these practices are in the Waimakariri District Council area, i.e. 2 in Rangiora and 1 in Oxford; Pegasus Health also has practices in Methven and Kaikoura;
- In order to support these practices a new role was created and Carol Glover appointed as Rural Health Manager & Practice Support; role involves connecting with communities;
- The 3 PHOs in Canterbury work closely with RCPHO but some things are done differently, e.g. particularly with regard to education for general practitioners;
- Pegasus Health has the ability to respond to the needs of their practices; have Partnership Community Workers who work closely with their communities to identify their health needs and determine who may be missing out;
- A number of programmes are run in conjunction with RCPHO; many functions similar;
- The Child Health Liaison service has 2 staff who can make referrals, particularly for children with anxiety;
- Pegasus Health is also active in the area of Health Promotion.
Following Lisa’s presentation John requested that WHAG give consideration to having Pegasus Health represented on this committee and invited comment from Peter.

Peter informed Lisa that he is the Acting Chair of RCPHO as well as being the WDC representative; said he is wanting to explore the relative roles of RCPHO and Pegasus in terms of servicing rural areas. Acknowledged that as well as semi-urban areas, e.g. Rangiora and Kaiapoi and to a lesser extent Oxford, Waimakariri does have a large rural area which extends to the Hurunui with some GP practices north of the river. The role of the Waimakariri Health Advisory Group is to be aware of the health needs of the community, i.e. the Waimakariri community.

WHAG’s interest is not so much in particular health providers but in finding out what are the community needs and how they can be met; does so by asking questions and applying pressure at points when believed needed – not always in a subtle way. Referred to the role which WHAG had in the establishment of the Rangiora Health Hub and the After Hours issues, especially after decisions made by some local GPs to contract with Pegasus or work in with the 24 Hour Service which caused a fair degree of upset in this district. The outcome being the 24/7 paramedic service being put in place to fill the gap – this is believed to be successful.

Peter emphasised that his comments are personal as he is not entitled to speak on behalf of WHAG. WHAG however does advise Council and it is Peter’s role to take issues to Council.

Madeleine provided some background on the original makeup of WHAG re representation; referred to seeking geographical representation; this changed when the RCPHO became the major provider in this district and gained representation on this group. The WDC originally held the contract for the provision of health promotion.

John indicated that there are 3 practices which would not have a voice around this table if there was not a representative from Pegasus, i.e. Durham Health, Southside Health and Oxford Community Health Centre totalling approx. 20,000 patients. However, Peter felt that this is not the case as Amanda is the GP’s representative and patients can also approach Peter if felt necessary. Further, representatives are here as sector representatives, rather than organisational representatives per se.

Lisa asked if WHAG would be prepared to seek feedback from the GPs who have moved to Pegasus Health to ascertain what their needs are. Responding to a query from John, Lisa advised that she believes that Pegasus Health does have a lot to offer as they do represent and support those practices; decisions being made behind the scenes just as is RCPHO with regard to health promotion funding, etc. Funding provided is based on capitation, i.e. population served; if not engaged and not receiving feedback then unlikely to be able to help WHAG serve health needs; representation is as much about helping WHAG to support people in its area – need to establish good connections.

John thanked Lisa for attending and invited her to stay for remainder of meeting if she wished. Lisa declined John’s invitation and departed the meeting at 6.08 p.m.

John sought comment from members –

- Members asked what does Pegasus think it can bring to the table? Rachael believes that they can offer quite a lot as they use their funding differently; have access to different resources; Carol Glover lives locally and has a good working knowledge of the area; believes they would bring value.
- Concerns raised that there are 20,000 people who may not have access to certain services, e.g. mental health, social support.
- Acknowledged that Pegasus models are different to RCPHO.
• Believe issue inequitable – not across the board, on one hand Pegasus is serving 40% of the population of this district; in an area like this services to the community need to be across the board, i.e. patients should be able to access services irrespective of whether they attend a Pegasus general practice or a RCPHO practice; members agreed but acknowledged that is not the way it is.

• Amanda believes that to best serve the population of this district it would be a positive move to have Pegasus at the table as it would provide the opportunity for ideas to be shared and communicated.

• Peter stated his concerns for effective primary health care to rural areas and the capacity for PHOs to deliver services to those outside the urban centres. Acknowledged that other than at Oxford, Pegasus is basically an urban focussed PHO. Would be good for this advisory committee to understand what the different models of delivery are.

• Madeleine believes a challenge for this community is that if the people providing a service are not connected to the community there is still the likelihood that people in the community will remain isolated; need to have a wrap-around approach to ensure the best possible outcomes.

• John ended discussion with a request that a decision be made.

Moved James Ensor  
Seconded Amanda Torkington

THAT Pegasus Health be represented on the Waimakariri Health Advisory Group. CARRIED

Agreed John write to the CEO of Pegasus Health to invite him to appoint a representative.

ACTION: John

Rivendell Respite – Madeleine updated on Rivendell Respite; it is her understanding that some in the Waikuku community have been invited to buy into forming a Trust; they are attending a funding workshop tomorrow; next step would be a platform to achieve funding to sustain a respite facility. Rivendell premises currently undergoing earthquake repairs; Madeleine requires more data; aware that Jan and her husband Keith are looking to retire.

MEMBER UPDATES:

Mental Health – No report.

Older Persons’ Health – No report.

Social Services Waimakariri / CD – Madeleine advised –

• That a Community Funding Forum is being held tomorrow; focus of the funding workshops is to support the capacity for the community groups; and about being aware of the welfare of the people working in the organisations;

• Today the topic was Sustainable Funding; tomorrow’s programme includes a smorgasbord of workshops at the Town Hall; focus is being kept local and using local expertise; still receiving enrolments;

• Later in April/May there will be a “hands on” event at Rangiora High School for online applications as some funding applications are now online only;

• WINZ are presenting at the Community Network Forums on welfare changes relating to seniors; one has been held at Oxford with the next Forum meeting at Kaiapoi. Referred to the barriers to WINZ access for many seniors; the personal approach is discouraged; access via online contact with Case Managers being encouraged; many seniors don’t have a computer nor can afford to buy one; the 0800 number incurs long delays and subsequent frustration.

• SSW Forum 4th May 2016 – The morning programme is to gather information on how to establish a Community House for Rangiora with the afternoon focus on issues related to children (presentation by the Children’s Team).
Child Health – Catherine reported –
- The Public Health Nurses have been travelling throughout the district delivering the HPV vaccinations to too few children; disappointing outcome.
- The Children’s Teams programme to be rolled out in May and coming to this area.

Disability – Jill advised that –
- A representative from the Council’s Building Team will attend meetings of the Access Group to enable Council to be better informed of building issues faced by people with disabilities; problems re access to buildings continue.
- Some families with children with disabilities have approached the Access Group to get support for a changing table at Dudley Pool; a table which can be raised and lowered for small children and teenagers who are unable to sit up unaided. There is a room available at Dudley Pool which could be used for this purpose; this area to be checked out and the type of table required also; approx. cost around $15,000 to fit out the room; Kaiapoi Aquatic Centre has a changing table; Access Group to approach Dudley Pool management; will need to seek funding. Confirmed an approach will be made to the local Community Boards; members believe the changing table should be Council funded, as people with disabilities are part of the community. Jill to provide Peter with further information and he will follow up as issue is one of access.

ACTION: Jill / Peter
- James referred to the need for fund raising to meet a shortfall for a defibrillator at the pool; acknowledged the issue of a changing table is a different matter.

Health Promoter – Sarah referred to the Inspired Retired event being held at the Rangiora A&P Showgrounds on 28 April 2016 from 10 a.m. Sought help from members to promote event; posters have been placed in shop windows and are available for members to take; guest speaker Gary Endacott will speak about being active; Waimakariri Libraries will have a stand and librarians will speak about learning and technology; Valda Reveley will speak about giving; Caroline Trevella will speak about costume and puppetry, etc.

Earthquake Recovery – John informed members that Chris Greengrass has resigned as Tuesday not suitable for her to attend meetings now and that her role as Earthquake Co-ordinator is coming to an end. Madeleine advised that Chris has also resigned from the Kaiapoi Community Board. Leaves another vacancy.

RCPHO Board – Peter confirmed he is currently Acting Chair due to the ill health of the Chairman. Caroline Gullery spoke to the Board last week and advised that the CDHB is budgeting for a $54M deficit in the coming year. Spoke also about the consequences for the region re delivery of services through the GPs for primary health. Need to think very carefully about strategic direction; huge challenge as to how to support rural primary health throughout Canterbury. RCPHO to speak with Pegasus Health, the other PHOs and the CDHB on how to work together to cope with such a significant forecasted deficit.

James referred to an article written by Jo Kane regarding health funding; members aware of budget constraints and the effect these have on services and provision of operations, e.g. cataracts, etc. Bottom line is “Keep Fit”.

RCPHO Representative – Rachael reported that Canterbury is to receive $20M for mental health services; confirmed these funds are a top up. CDHB considering how to best distribute the funds to meet the needs; RCPHO is fighting hard to obtain funding for primary health care in youth mental health services;
Community Board Reps. – Murray advised that Otago University is to put several million dollars into building at Christchurch Hospital to expand the medical research facility. The free radical building has been outgrown and the psychological medicine building suffered serious earthquake damage and is to be demolished; Otago University leases the current buildings but will now build its own. Referred also to discussions around re-location of buildings. Attempts to obtain information as to when the old Out Patients’ building was likely to be transported to the Rangiora Hub for re-siting were less than fruitful.

James updated on work being done by ECAn to improve flood protection for Rangiora; both approaches to the new bridge over the Ashley were built higher and the stop bank now even higher making the hospital safer in a flood. The vast scale of the improvements can be seen from the Showgrounds. Was impressed with the new Pegasus Town Health Unit; well patronised with people there from Amberley and Waikuku on the day he visited.

ITEMS FOR REFERRAL TO COUNCIL: Nil

GENERAL BUSINESS:
Madeleine, referring to parenting issues, advised that a child psychologist with ACC accreditation has moved into this area; another resource in the community – private but believed to be low cost.
Sexual Abuse – Referred to a workshop around anxiety in children (that has been noted Canterbury wide); a workshop held at WINZ was booked out within 2 days; Madeleine has been offered the opportunity to have their speaker run a workshop at a Community Network Forum which would need to be later in the year. Workshop could be for health professionals or people on the periphery of working with families. Acknowledged that there are good resources for protection of children and recognising child abuse.
Canterbury Men’s Centre – Advised updated booklets are now available; counselling for men is offered at the Kaiapoi Men’s Centre.

CORRESPONDENCE:

IN: Reports; Resignation letter Chris Greengrass
OUT: April agenda; unconfirmed March Minutes; SSW Forum notice

Meeting Closed: With no other items of General Business John declared meeting closed at 6.42 p.m.

Next meeting: 5.30 p.m. Tuesday 3rd May 2016
in the Committee Rooms, Waimakariri District Council Chambers
High Street, Rangiora.
20 May 2016

Memo to Waimakariri District Council

Smoke free alfresco dining

Martin Witt, health promotion manager for Smokefree Canterbury, recently addressed the Waimakariri Health Advisory Group (WHAG) about a new programme encouraging restaurateurs to adopt smoke free alfresco dining policies. WHAG wholeheartedly supports the concept and requests Council to consider assisting the programme, perhaps by helping meet the cost of appropriate signage for participating establishments throughout the district.

WHAG further requests Council to consider extending existing smoke free areas in parks and reserves to include sports grounds and similar facilities.

We request you give favourable consideration to these proposals.

J H BUCKINGHAM (Dr)

Chair, Waimakariri Health Advisory Group
2 June 2016

Chair
Dr J H Buckingham
Waimakariri Health Advisory Group

Dear Dr Buckingham

Thank you for your memorandum to the Waimakariri District Council of 20 May 2016 regarding an alfresco dining smoke-free policy.

At present the Council has an operative smoke-free policy for green spaces, and in particular, parks and reserves where there are children’s playgrounds. This policy was developed in 2013 and has no enforcement provisions, instead relying on public pressure and individual conscience to implement the policy. The issue of extending this policy to other public spaces, and in particular to alfresco dining in the public domain, will require some community consultation, dialogue with restaurant owners and other businesses, and broader engagement with community boards and other elected representatives.

In this context, as the District’s Town Centre Strategies reach their final implementation stages, there are some broader policy considerations around how the public domain is utilized, including some forthcoming reviews of Council’s bylaws such as the Commercial Charities Bylaw 2010, the Skates and Skateboards Bylaw 2007, and the Liquor Ban Bylaw 2007, all of which impinge on how the public domain is used in our town centres. Before Council considers an extension of the smoke-free policy beyond its current application to Green Spaces with children’s playgrounds, these broader policy settings around the use of the District’s public domain need to be established, which is a piece of work for development in the 2016/2017 fiscal year.

Council is committed to advancing Smoke Free Aotearoa by 2025 and will incorporate the views about smoke-free alfresco dining into the policy development process of a District Public Domain Policy.

Yours sincerely

Geoff Meadows
Policy Manager
Waimakariri District Council
1. **SUMMARY**

1.1. The purpose of this report is to provide the Community and Recreation Committee with a summary of the Aquatic Facilities year to date performance against the units most significant Key Performance Indicators. This includes a summary of Aquatic Facilities attendances and budget results for the 2015/16 financial year.

1.2. In addition this report also illustrates other key or important issues, activities and customer improvement initiatives of the Aquatic Facilities for the 2015/16 financial year.

2. **RECOMMENDATION**

THAT the Community and Recreation Committee:

(a) **Receives** Report No. 160608053949.

(b) **Notes** the Aquatic Facilities year to date achievement against key performance indicators.

(c) **Notes** the 2015/16 financial year customer service initiatives/improvements implemented during the July to April period.

(d) **Circulates** this report to the Boards for their information.

3. **ISSUES AND OPTIONS**

3.1. **2015/16 Aquatic Facilities Attendances**

3.1.1. The tables below provide a summary of the Aquatic Facilities attendances for the 2015/16 financial year as at the End of April 2016. These figures exclude non-paying spectators or visitors to the facilities. The two categories include:

**Recreation Attendance** – This incorporates casual Adult, Child, and Senior/Community Card holder visits. It also includes Parent & Pre-schooler, Family attendances, all Concession Card and Membership holders.

**Programme Attendance** - Learn to Swim, Aquarobics and Schools programmes are all examples of programmes included in this category.
3.1.2. The graphs below illustrate how actual total attendance is tracking per month this year compared to last year.

Overall attendances year to date (as at 30 April 2016) have continued to increase increased by 6.37% compared to last year. As with the last report Dudley Park Aquatic Centre experienced the greatest increase in attendance up 3.87% against the same point in time last year.

3.1.4 For the financial year to date Dudley Park Aquatic Centre was up by 9.35% or 3,395 swimmers. Family Passes and single entry Child attendances continue to be the key drivers for this increase for Casual Attendances with Learn To Swim attendances continue to increase to a total of 40,135 (attendances) Year to Date compared to 38,237 attendances for the same period last year.

NB:  Sept/Oct 2014 was low due to 3 week scheduled maintenance closure.  
2012/2013 Higher in trend due to Kaiapoi Aquatic Centre closed with earthquake repairs

Oxford Community Aquatic Centre closed for the season on the 13th March with attendances up 49 persons. Casual swimmers numbers were down this season but there appears to be a shift is usage patterns as prepaid attendances (concession cards and memberships) have increased by 40.81% or 533 attendances this season compared to last season. It appears the community are taking advantage of membership and concession cards as opposed to paying on the day. Programmes had an excellent increase at Oxford Community Aquatic
compared to last season, up 18%. The Aquatics facilities will be looking at strategies to target Membership and Concession Cards ahead of next summer to target the growth in these two areas.

Kaiapoi Aquatic Centre attendance numbers are essentially tracking the same as last year, although down 0.17% or 128 attendances. Recreational swimming (casual and pre-paid) attendances are down (compared to last year) but programmes, in particular Learn to Swim and Schools programmes were up by 2,004 attendances.
3.1.5 Overall increases in attendances have been positive with a year to date (as at April 2016) increase of 6.97% for recreational attendances and 5.57% increase for programmes across all facilities.

Attendance Year To Date Compared with Same Point In Time Last Year
As At April 2016

3.2. Dudley Park Aquatic Centre Skylight Replacement– Closure 20\textsuperscript{th} to 25\textsuperscript{th} June Update

3.2.1. At the time of preparing this report the programme for replacing all the Skylights at Dudley Park Aquatic Centre was finalised with the work set to begin as scheduled for the week beginning 20\textsuperscript{th} June.

3.2.2. Additional to the notices advising the community of this closure in March and April there has been another effort to provide full notification of the closure in the at the beginning on June by:

- Quarter page advertisements in The Northern Outlook.
- Notices on the Aquatic Facilities Facebook page.
- Placement of notice on the TV screens at the Aquatic Centre, districts libraries and service centres.
- Council Website, Aquatics pages and highlighted in the Red Banner on the Councils Home Page.
3.3. **2015/16 Aquatic Facilities Water Quality Update**

3.3.1. The Aquatic Facilities water quality is measured both internally every three hours by staff when open to the public. In addition the pools are tested externally through monthly microbiological tests conducted offsite.

The below table summarises the achievement (or otherwise) of the required PoolSafe and New Zealand water quality standards by facility and month.

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</table>

| **External Testing** |     |     |      |     |     |     |     |     |     |     |     |     |
| Dudley | ✔️  | ✔️  | ✔️   | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  |
| Kaiapoi| ✔️  | ✔️  | ✔️   | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  |
| Oxford | Not Open | ✔️  | ✔️   | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  | ✔️  |

3.3.2. All testing at the Aquatic Facilities has met or exceeded New Zealand and PoolSafe standards for the July to August period.

3.4. **Term 1 Customer Survey and Learn to Swim Survey**

3.4.1. In late March the Aquatics Facilities conducted annual Customer Service and Learn to Swim Surveys.

As has occurred in past surveys the number of responses was very low especially proportional to the total number pool users. We are reviewing how we are conducting these surveys and looking at what options are available to better engage with our customers.

Overall response rates were as follows:

**Customer Service Survey.**
Dudley Park Aquatic Centre a total of 139 surveys completed
Kaiapoi Aquatic Centre a total of 55 surveys completed

**Term 1 Learn to Swim Survey.**
Dudley Park Aquatic Centre a total of 129 surveys completed
Kaiapoi Aquatic Centre a total of 135 surveys completed

3.4.2. Overall satisfaction with the facilities has been excellent. At Kaiapoi Aquatic Centre 47 (85% of those surveyed) out of the 55 completed surveys responded they were satisfied with the overall experience at the facility, with the remaining 8 respondents not completing this question. In the Dudley Park Aquatic Centre survey of the 139 surveys completed 119 (also 85% of those surveyed) responded they were satisfied with their experience at the facility (3 replied they were not satisfied while 17 did not answer the question). Comments or concerns were related the size of facilities at Kaiapoi, no coffee/café facilities at Kaiapoi with no common concern raised in relation at Dudley Park Aquatic Centre.

The overwhelming majority of those surveyed at both Dudley Park Aquatic Centre and Kaiapoi Aquatic Centre utilise the facility very regularly. A total of 85 respondents (of the 139 surveyed) visited Dudley Park Aquatic Centre weekly and 20 respondents visiting twice weekly and 8 respondents visited three or
more times a week. At Kaiapoi Aquatic Centre 42 respondents (of the 55 surveyed) visited weekly with 7 respondents visiting twice weekly and also 8 respondents visited three or more times a week.

3.4.3. As with the Customer Service Survey the Term 1 Learn to Swim Survey resulted in a response rate overwhelmingly satisfied with the programme. At Kaiapoi Aquatic Centre 105 of 135 completed surveys responding overall satisfaction with the WaiSwim Programme. Only 4 replied they were not satisfied with the remaining 26 respondents not completing this question. If it is assumed the 26 respondents who omitted to reply to this question were satisfied this could be viewed as an ‘approval rating’ of 97%. In the Dudley Park Aquatic Centre survey 105 of 139 respondents also replied they were satisfied with the WaiSwim programme, 3 replied they were not satisfied with 21 failing to answer the question. As with Kaiapoi if it is assumed the 21 respondents who omitted to reply to this question were satisfied this could be viewed as an ‘approval rating’ of 97%.

Chief concerns from the Term 1 Learn to Swim Survey where class size (too large at 6) and related to Learn to Swim costs. The size and cost of the WaiSwim classes is comparable to industry standards.

3.4.4. Overwhelmingly respondents in the surveys at both facilities would recommend the facilities to friends and family. In my experience word of mouth referrals is the best possible publicity and indication the service and facilities are resonating with the customer.

3.4.5. Here are a few of the comments from those who completed the survey:
“great facility! Keep it up! Thanks!”
“staff at both kaiapoi and Rangiora are very friendly kind, approachable and the premises are always clean and feel hygienic, thank you”
“great facility friendly staff, lovely clean facility”
“our daughter loves coming to class and often says how much she enjoys the lessons and tutor”
“good skills and passing these on to age appropriate with motivation and enjoyment”
“my son loves his instructor and learns so much with her”
“think its very important that all kids can swim - partickally when school pools are closing”
“It seems expensive but I’m unaware what costs are involved. We persevere because swimming is an important skill”
“If it was a little cheaper more families could afford classes”
4. **FINANCIAL IMPLICATIONS AND RISKS**

4.1. The following table summarises the Aquatic Facilities operational financial position for the 2015/16 year to the end of February.

<table>
<thead>
<tr>
<th></th>
<th>Actual</th>
<th>Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue</td>
<td>1,571,666 *</td>
<td>1,269,854</td>
</tr>
<tr>
<td>Rates</td>
<td>2,566,292</td>
<td>2,564,370</td>
</tr>
<tr>
<td></td>
<td>4,137,957</td>
<td>3,834,224</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td>4,012,471</td>
<td>3,943,305</td>
</tr>
<tr>
<td><strong>Surplus/ (Deficit)</strong></td>
<td>125,487</td>
<td>(109,081)</td>
</tr>
</tbody>
</table>

*Note this includes one-off business interruption insurance payment of $148,000.*

Operating expenses are up on budget due to the effect of the Easter Holidays (increased wage costs for Lifeguards), additional Learn to Swim programmes scheduled to meet demand (and therefore increase instructor's costs), additional purchase of goggles and caps (income has increase in a corresponding manner) and depreciation higher than forecast.

4.2. Operational income YTD continues (excluding one off insurance payment) to follow the positive trend, exceeding budget predicated again from strong attendance with excellent attendances for Learn to Swim programme (across all facilities) excellent casual swimming attendances at Dudley Park Aquatic Centre, Google and caps sales continuing to be strong.
5. **CONTEXT**

5.1. The community's needs for health and social services are met.

5.2. The range of community and recreation facilities meets the changing needs of our community.

Stewart Milne  
AQUATIC FACILITIES MANAGER
1. **SUMMARY**

1.1. The purpose of this report is to provide the Community and Recreation Committee with an update on the customer service improvements achieved by the Waimakariri Libraries in April and May 2016.

2. **RECOMMENDATION**

THAT the Community and Recreation Committee:

(a) **Receives** report No. 160614055456

(b) **Notes** that customer service improvements include the:

   i. development of regular library newsletters
   
   ii. introduction of a new online resource containing articles and videos from the New Zealand Geographic
   
   iii. CV Writing courses for job seekers
   
   iv. a puppet theatre for use at the Kaiapoi Library’s Toddler Times sessions
   
   v. effective promotion of the Libraries’ activities and services via social media

(c) **Circulates** the report to the Boards for their information.

3. **ISSUES AND OPTIONS**

3.1 **Customer Service Improvements**

3.1.1 **eNewsletters**

In a significant new initiative launched in April, the Library emailed 7000 adult library members with a new promotion offering regular newsletters direct to their email accounts. More than a thousand subscriptions for eNewsletters were
received in the first 24 hour period following the launch. Newsletters include news about library services, events and programmes; and genre-based book lists of Biography; Crime fiction; Fantasy; Historical; Science Fiction; and Thrillers.

Use the following link to sign-up and select the newsletters of interest:

http://www.libraryaware.com/1190/Subscribers/Subscribe
3.1.2 Paper copies of the newsletters are also available in the Libraries. These booklists are generated by the same software that is utilised to create the electronic newsletters, making them cost effective to produce and easy to keep up to date.

Image: A sample of print newsletters available.

3.1.3 New Zealand Geographic

A new online resource was added to the Waimakariri Libraries' list of electronic databases in May. The library is now offering the New Zealand Geographic archive of material, including every article published since the magazine began in 1989. 160 hours of high-quality natural history video documentaries are also available. Subjects include New Zealand geography, history, society and environment.

A link on the eLibrary page of the Libraries' Website, invites members to use their library card number and PIN to access this user-friendly service.

3.1.4 **CV Writing Skills**

A new programme of CV writing courses has been instituted at the Kaiapoi Library. Trained tutors from the Hagley Adult Literacy Centre are providing tuition for local job seekers. Many customers are seen preparing CVs on the Libraries’ public computers but are often struggling with limited literacy and technology skills. Library staff provide support to individuals but are limited in the amount of time that they have to assist so this new approach is of great benefit to the community.

The Library’s Learning Connections team have visited the local WINZ offices, ENC, and community centres to promote the courses. The first course was filled quickly and the second is now being planned.

Each CV Writing course comprises three, two hour sessions. The courses are designed to equip learners with the skills that will give them the best possible chance of success in the workplace.

3.1.5 **Toddler Times at the Kaiapoi Library**

Learning Connections Coordinator, Jason Clements, has just completed the construction of a new puppet theatre, especially designed for use in Toddler Times’ sessions. The project was a collaborative effort between the Library and the Kaiapoi Menz Shed. The new theatre was launched at Toddler Times on Wednesday 18 May with morning tea and an official unveiling.

Toddler Times in Kaiapoi incorporates stories, puppet theatre, and the use of eLibrary resources. The TumbleBook Library brings children’s literature into the 21st century with animated talking picture books projected onto the big screen. The live music, puppet play, stories and poems are popular with all ages from Toddlers through to the large group of special needs adults who have become regular attendees.
3.1.6 **Social Media Success**

The task of maintaining our social media sits with a variety of staff. Pat Mock, Reference and Reader Services Team Leader, has always taken the lead on Twitter. Library Assistant, Hilary Mercer, manages the Libraries’ Facebook and Instagram accounts. Numerous staff provide the content and create interest.

The number of active followers indicates a good level of customer interaction with the Libraries’ social media platforms.

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3.1.7 **Twitter** - [https://twitter.com/WaimakaririLibs](https://twitter.com/WaimakaririLibs)

The Libraries’ Twitter account has posted 3,996 ‘Tweets’, has 776 ‘Followers’, and received 55 ‘Likes’ to date. Twitter is an effective platform for generating interest in our services and activities.

The latest library initiative entails a new competition to promote Haiku poetry capitalising on the poetry of Ricky Baker in the popular New Zealand film called *Hunt for the Wilder People*. Entries, in three age categories: 6-10 years old, 11-17 years old, and 18+, close on 1 July with prizes including movie passes, a copy of *Wild Pork and Watercress* by Barry Crump and a book of Haiku by Doc Drumheller.


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*Image: Book spine Haiku.*
3.1.8 Instagram

https://www.instagram.com/waimakaririlibraries/

60 posts have been made to the Waimakariri Libraries’ Instagram account which was created earlier in the year. The Library has 635 followers and is following 187 other accounts. There have been more than 2,600 ‘Likes’ in total, over all of our pictures, and 33 comments.

This type of promotion helps the Libraries’ marketing message to reach a wider audience than might otherwise be exposed to library news, activities and events.

Some of the Waimakariri Libraries’ posts have been very popular with, for example, 188 Likes for the ‘bookface’ of Library Assistant, Marion Gillespie, of the Oxford Library.

Image: A sample of Instagram posts
3.1.9 Facebook


The Waimakariri Libraries’ Facebook page reaches thousands of people at a time and is providing regular news, opportunities for customer interaction, and an element of fun in library communications.

Online colouring competitions; posts relating to library events such as the visit of the Thomas and Friends’ Model Railway to the Library during the school holidays (viewed by 1,800 people); and staff efforts in the current internet phenomenon, the ‘Running Man Challenge’, have all brought a positive response and strong following.

549 people have chosen to ‘Like’ the site and many more are visiting regularly.

11,000 people have had the Waimakariri Libraries “Running Man” video appear on their Facebook newsfeed and more than 6000 people have watched the video. 700 people reacted (liked/loved/commented) to the video in the space of one week. A challenge was issued to libraries around the world to join the dance trend and several have responded.

https://www.facebook.com/1440830029567736/videos/vb.1440830029567736/1604131283237609/?type=2&theater

![Image: Waimakariri Libraries Facebook promotion.](https://www.facebook.com/events/212649545773072/)

3.2 The Management Team/CE has reviewed this report and supports the activities of the Libraries.
4 COMMUNITY VIEWS

4.1 Community views were canvassed through the Libraries’ Annual Customer Satisfaction Survey which was conducted in July 2015. The survey results show a high level of satisfaction with Library Services. (69.44% Very Satisfied; 28.33% Satisfied; 0.56% Dissatisfied; 0.56% Very Dissatisfied; 1.11% No Opinion. Total participants: 180)

5 FINANCIAL IMPLICATIONS AND RISKS

5.1 Library activities are being met from within the Library’s budgets.

5.2 The following table summarises the Library’s financial position for the 2015/2016 year to the end of April 2016.

<table>
<thead>
<tr>
<th>Category</th>
<th>Actual</th>
<th>Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income</td>
<td>243,023</td>
<td>123,430</td>
</tr>
<tr>
<td>Rates</td>
<td>2,463,431</td>
<td>2,461,510</td>
</tr>
<tr>
<td>Revenue</td>
<td>2,706,454</td>
<td>2,584,540</td>
</tr>
<tr>
<td>Expenditure</td>
<td>2,804,183</td>
<td>2,934,770</td>
</tr>
<tr>
<td>Surplus/(Deficit)</td>
<td>(97,728)</td>
<td>(345,830)</td>
</tr>
</tbody>
</table>

Key
- Good results compared to Budget
- In line with budget
- Poor results compared with budget

NB: Income includes miscellaneous donations and grants

6 CONTEXT

6.1 Policy
This matter is not a matter of significance in terms of the Council’s Significance Policy.

6.2 Legislation
Local Government Act.

6.3 Community Outcomes
Library activities support the following community outcomes:

6.3.1 Public spaces and facilities are plentiful, accessible and high quality

6.3.2 People have wide ranging opportunities for learning and being informed

The Committee has delegated authority to develop goals and strategies for Library Services.

Phillippa Ashbey
Libraries Manager
1. SUMMARY

1.1. The purpose of this report is to inform the Committee of the surf lifesaving statistics for the 2015/2016 summer season. This report also covers the lifesaving provision for the upcoming 2016/2017 summer season.

Attachments:

i. Surf Life Saving New Zealand Season Report

2. RECOMMENDATION

THAT the Community and Recreation Committee:

(a) Receives report No.160613054896.

(b) Notes that there is $77,050 allocated for surf lifesaving services for the 2016/2017 season.

(c) Notes that the level of service for lifesaving services for the 2016/2017 season is the same as the 2015/2016 season.

3. ISSUES AND OPTIONS

3.1. Surf Lifesaving New Zealand has been providing regional guards to patrol at major beaches since 1972. The service provided by the regional guards is valued and extremely important from a safety perspective. A regional lifeguard service is provided at Waikuku, Pegasus and Woodend beaches during the summer season (December – January).

3.2. For the 2015/2016 season the following level of service for surf lifesaving activities was provided at beaches in the Waimakariri District:

<table>
<thead>
<tr>
<th>BEACH</th>
<th>START</th>
<th>FINISH</th>
<th>DAYS</th>
<th>LIFE GUARDS</th>
<th>DAYS/WEEK</th>
<th>HOURS PER DAY</th>
<th>PATROL HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waikuku</td>
<td>21/12/15</td>
<td>29/02/16</td>
<td>30</td>
<td>4</td>
<td>5</td>
<td>8</td>
<td>960</td>
</tr>
<tr>
<td>Pegasus</td>
<td>21/12/15</td>
<td>17/01/16</td>
<td>28</td>
<td>3</td>
<td>7</td>
<td>8</td>
<td>672</td>
</tr>
<tr>
<td>Woodend</td>
<td>21/12/15</td>
<td>17/01/16</td>
<td>28</td>
<td>3</td>
<td>7</td>
<td>8</td>
<td>672</td>
</tr>
</tbody>
</table>

Refer Attachment i, page 9
3.3. For the 2015/2016 summer season the statistics for the surf lifesaving activities for beaches in the Waimakariri District were as follows:

<table>
<thead>
<tr>
<th>BEACH</th>
<th>RESCUES</th>
<th>FIRST AID</th>
<th>SEARCHES</th>
<th>PREVENTATIVE ACTION</th>
<th>NO. OF PEOPLE INVOVLED IN PREVENTATIVE ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waikuku</td>
<td>1</td>
<td>7</td>
<td>1</td>
<td>237</td>
<td>1557</td>
</tr>
<tr>
<td>Pegasus</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>168</td>
<td>310</td>
</tr>
<tr>
<td>Woodend</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>180</td>
<td>356</td>
</tr>
</tbody>
</table>

Refer Attachment i, p.12

3.4. For the 2016/2017 season the following level of service for the provision of surf lifesaving services is proposed:

<table>
<thead>
<tr>
<th>BEACH</th>
<th>DAYS</th>
<th>HOURS</th>
<th>LIFE GUARDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waikuku</td>
<td>30 days</td>
<td>8 hours/day</td>
<td>4</td>
</tr>
<tr>
<td>Pegasus</td>
<td>28 days</td>
<td>8 hours/day</td>
<td>3</td>
</tr>
<tr>
<td>Woodend</td>
<td>28 days</td>
<td>8 hours/day</td>
<td>3</td>
</tr>
</tbody>
</table>

3.5. It is expected that the patrol period for 2016/2017 (summer season) and days patrolled will be similar to the 2015/2016 season with adjustments made for when the school and public holidays fall.

3.6. The Management Team/CEO has reviewed this report and supports the recommendations.

4. COMMUNITY VIEWS

4.1. No community views have been obtained for the provision of lifeguard services as there is no change to the level of service from the 2015/2016 season to the 2016/2017 season.

5. FINANCIAL IMPLICATIONS AND RISKS

5.1. The expected total service expenditure for lifesaving services at beaches in the Waimakariri District (Waikuku, Woodend, Pegasus) for the 2016/2017 season is $75,514.06. This would be at the same level of service as provided in the 2015/2016 season (services provided for 28-30 days for eight hours/day at each of the three Waimakariri beaches). Council currently has $77,050 available for the provision of lifeguard services for the 2016/2017 season; this is sufficient to cover the expected costs for the 2016/2017 season.

6. CONTEXT

6.1. Policy

This matter is not a matter of significance in terms of the Council’s Significance Policy.

6.2. Legislation

There is no relevant Legislation applicable.

6.3. Community Outcomes

Public Spaces and facilities are plentiful, accessible and high quality.
Territorial Local Authority 2015-2016 Regional Lifeguard Service.

SEASON REPORT
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Service Background</td>
<td>3</td>
</tr>
<tr>
<td>2. Service Preparation</td>
<td>6</td>
</tr>
<tr>
<td>3. Service Delivery</td>
<td>9</td>
</tr>
<tr>
<td>5. Service Outcomes</td>
<td>12</td>
</tr>
<tr>
<td>6. Local beach user stats</td>
<td>15</td>
</tr>
<tr>
<td>7. Acknowledgements</td>
<td>18</td>
</tr>
</tbody>
</table>
1. Service Background

What is the Regional Lifeguard Service?

Since 1972 paid lifeguards (Regional Lifeguards) have been servicing our communities by providing life-guarding service on our regions beaches. The 44th year of the service has seen a continuation of this essential and effective community service.

The Regional Lifeguard Service in the Southern Region is only a small part of the overall lifesaving activities of Surf Life Saving New Zealand (SLSNZ), and represents only a small part of the hours the organisation pours into safeguarding the public at the beaches of the region. SLSNZ is committed to volunteerism and this will always be the primary focus of the movement. However, volunteers have never been available in sufficient numbers to mount lifesaving beach patrols during the week.

Historically, rising numbers of drowning and dangerous rescue attempts made by off-duty lifeguards during weekdays prompted calls for small squads of employed lifeguards to watch over the dangerous beaches. The Regional Lifeguard Service was created in 1972 to fulfill this need and has struggled to meet increasing demand ever since.

Lifeguards perform a variety of valued and expected roles for the safety and well-being of the public. The thousands of lives saved by the Regional Lifeguard Service over the decades speak for themselves, but the majority of the work involves warning people of danger, controlling crowds to mitigate risks and educating people on safe behavior around the ocean environment. The first aid demands placed on lifeguards can range from deep cuts and broken bones to full cardiopulmonary resuscitation.

The Regional Lifeguard Service employs suitably skilled and experienced lifeguards sourced almost entirely from the volunteer membership. It leverages the extremely valuable rescue equipment, facilities, experience and training of the volunteer service to provide an extremely efficient and cost effective additional life saving service to the beach going public.

The Regional Lifeguard Service exists to meet a public demand to utilise beaches over the midweek school-holiday periods during the warmer months of the year. Its sole purpose is to prevent injury and drowning at Southern Region Beaches.
Who is involved in providing the Regional Lifeguard Service?

The Southern Region (all of the South Island) of Surf Life Saving New Zealand (SLSNZ) is the not-for-profit coordinating body to which the 18 surf lifesaving services are affiliated. It is in this capacity that SLSNZ undertakes to administer the Regional Lifeguard Service each year.

The activities of SLSNZ are many and varied. They include the provision of community surf rescue services, community emergency care services, community surf safety education; surf based sporting opportunities and specialist advice to various groups.

The members of SLSNZ provide volunteer lifeguard services throughout the region on weekends and public holidays between Labour weekend and Easter. This entails lifeguard patrols that provide supervised swimming areas at selected beaches. By far the largest part of the work performed by our lifeguards is preventive. However, when required our members perform rescues and emergency care service.

An after-hours response capability is also managed by SLSNZ and in Dunedin by the Dunedin Marine Search and Rescue squad with whom Surf Life Saving has a strong involvement. This is a reactive service that responds to surf rescue situations that occur outside of patrol hours. It utilises members who live local to the coastline and interacts with other services such as the Rescue Helicopter and other emergency services.

Additionally, SLSNZ provides Beach Education services (BeachEd) for schools in the region. These enable school classes to attend site lessons on beach safety. The children learn how to identify dangers at the beach, how to avoid getting into difficulty, what to do when in trouble and how best to enjoy the beach environment. These full day lessons include both theory and practical components. Currently around ten thousand children attend BeachEd classes each year.

Affiliated Clubs of Surf Life Saving in the Southern Region:

Each of the member clubs in the Region has a critical involvement in the Regional Lifeguard Service. Each club offers the use of their facilities and equipment for the greater benefit of the community. They also put up their greatest assets for employment, their members.

The Territorial Local Authorities:

The Southern Region spans 25 Territorial Local Authorities. Of those, three have beaches within their territories that provide a Regional Lifeguard Service. There are 9 that have coastline within their territories that could potentially be, or are currently patrolled. Of the 25 Territorial Local Authorities within our Region, three provided
funds for the Regional Lifeguard Service 2015-2016 (one additionally provided an independent service)

What is the benefit of the Regional Lifeguard Service?

The beaches of the region have a track record for claiming lives. With ever-increasing beach usage by the public results in very high demand for surf lifesaving services. The public expect this service to be provided and do not always have the knowledge to ensure their safety in this environment.

Lifesaving services are an ‘essential community service’ the public of New Zealand could not participate and enjoy the coastline as they currently do without Lifeguard patrols and the lifesaving role they play.

SLSNZ and its affiliated clubs are primarily concerned with the safety of the public in and around the coastline in particular, but not exclusively, at the beaches where SLSNZ Clubs have a presence.

2015-2016 REGIONAL LIFEGUARD SERVICE STATISTICS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>7208</td>
<td>Preventative Actions (People warned/removed from danger)</td>
</tr>
<tr>
<td>13148</td>
<td>No of People involved in Preventatives</td>
</tr>
<tr>
<td>10,182.25</td>
<td>Lifeguard Hours</td>
</tr>
<tr>
<td>58</td>
<td>People Rescued</td>
</tr>
<tr>
<td>54</td>
<td>First Aid Treatments</td>
</tr>
<tr>
<td>13</td>
<td>People Searched For</td>
</tr>
<tr>
<td>47 FTE</td>
<td>Lifeguards Employed</td>
</tr>
</tbody>
</table>
2. Service Preparation

Summary
Service preparation involved an overlapping combination of processes:
- Recruitment
- Application
- Assessment
- Selection
- Employment
- Service Delivery

Applications
In 2015-2016 96 applications for the Regional Lifeguard Service were submitted to SLSNZ. Application Pre-requisites included:
- Surf Lifeguard Award
- First Aid Level One
- First Aid Level Two

Additional Qualifications sort:
- IRB Drivers Award
- Patrol Captains Award
- Pre Hospital Emergency Care

Regional Lifeguards must hit the beaches holding the minimum qualifications for employment - this is a liability issue as well as a public service one. In doing so we set a professionalism and capability benchmark for every Regional Lifeguard and can sell the service to the public with 100% confidence and assurance that each employee can perform at or above a set standard.

Assessments / Trials
The Regional Lifeguard Service assessment objectives:
- To ensure equal opportunity is available to all member lifeguards to participate in the regional program and provide unbiased and objective selection.

- To assess lifeguards ability across a broad spectrum of components and develop an understanding of each lifeguards attributes and skills.

The assessment process aims to identify lifeguards who possess the highest levels of fitness, first aid and surf skills. Decisions on postings and position are subjectively decided and implemented by SLSNZ management considering the combination of applicant assessment ranking, experience, previous employment history and attitude. Lifeguard feedback on the assessment process was again very constructive, with the majority of guards seeing the process as fair and equitable. The assessment process involved a number of competency and fitness areas:
Regional Guard Assessments

- 3km run
- 400m pool swim
- Run – Swim – Run
- Tube Rescue assessment
- IRB assessment
- CPR/AED practical examination
- Theory Examination

Roster
The Roster for the 2015-2016 seasons was written with the aim of implementing an effective and efficient spread of lifeguard resource across the region taking into account that this resource is constrained by quantity of lifeguards, skill set and experience.

The achievement of such was subject to a large number of variables demanded at each beach:
- Minimum IRB operator numbers maintained at each beach
- An experienced, quality patrol captain who preferably knows the beach
- Lifeguards of physical ability suited for conditions at various beaches
- First Aid level Two qualified lifeguards
- Available numbers of IRB qualified operators

Other secondary considerations were involved in the decision making if able:
- Home beach, Proximity to residence/age issues/travel capacity
- Beach preference

Lifeguard Training Workshop
This season's training day acted as an introduction to the season, with the aim of instilling a common mindset in all Regional Lifeguards, as to what was expected of them during their employment. The effect of "we have showed you what we expect, as a team we will strive to perform at or above expectations" was hoped to have been a positive message for the season.

Supervision
The 2014-2015 season saw the continuation Regional Lifeguard Service Supervisor servicing all patrols in an area, with additional supervision provided by the Programmes and Services manager and Club Development Officers. The Regional Lifeguard Service Supervisor position was essential in the successful improvement of patrol supervision, issue identification/resolution and dealing with Lifeguard discipline and professionalism.

Roles of implementing emergency contingency planning with Patrol Captains and running scenario based training were a significant addition to patrol operations during quiet/poor weather periods.
Staff Wages / Remuneration

A rise of the minimum base rate wage and a rise in PC position rates will be key in moving forward and retaining experienced senior lifeguards, as we will more spending towards training.
3. **Service Delivery**

**Service Coverage**
Coverage is determined in the first instance by funds available. The total amount of funding available determines the total number of units (or lifeguard hours) that can be provided.

Once the total number of available lifeguard hours has been determined it remains to apply these hours to the coastline. This is primarily based upon our previous experience of the visitor patterns at various beaches, combined with hazard/risk levels. Holiday times are a major factor in determining when the regional lifeguards will patrol.

In 2015-2016 the following schedule of lifesaving activities were provided:

### Dates and Times of the Regional Lifeguard Service 2015-16

<table>
<thead>
<tr>
<th>Area</th>
<th>TLA</th>
<th>Beach</th>
<th>Start</th>
<th>Finish</th>
<th>Days</th>
<th>Lifeguards</th>
<th>Days per Week</th>
<th>Hours Per Day</th>
<th>Patrol Hours</th>
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<td>30</td>
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<td>960</td>
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<td>3</td>
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<td>29/01/2016</td>
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<td></td>
<td></td>
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<td>29/01/2016</td>
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<td>5</td>
<td>8</td>
<td>720</td>
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<td></td>
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<td>29/01/2016</td>
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## Location Coverage 2015-2016:

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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
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</tr>
<tr>
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<td>✓</td>
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<td>✓</td>
</tr>
<tr>
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<td>✓</td>
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<td>✓</td>
</tr>
<tr>
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</tr>
<tr>
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<tr>
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<tr>
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</tr>
<tr>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
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<td>✓</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
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</table>

- No Service Provided
- Service Provided
4. Financial Report:

2015/2016 Expenditure Report for the Southern Region:

Summary of Costs (excl GST)

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<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Wages</td>
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<tr>
<td>Travel Expenses</td>
<td>$4,184.00</td>
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<tr>
<td>Uniforms</td>
<td>$7,551.00</td>
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<tr>
<td>Training</td>
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<tr>
<td>Club Grants</td>
<td>$51,500.00</td>
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<tr>
<td>Equipment/Supplies/Facilities</td>
<td>$2,541.00</td>
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<tr>
<td>Administration</td>
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<tr>
<td><strong>TOTAL EXPENDITURE</strong></td>
<td><strong>$386,482.60</strong></td>
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<tr>
<td>Per hour of service</td>
<td>$34.56</td>
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</tbody>
</table>

*It should be noted that the low costs associated with training and equipment are due to leveraging of volunteer capability in the region, and that the club grants only partially recognise the contributions of the clubs with regard to equipment and training of lifeguards.*
5. **Service Outcomes**

**Statistics and Key Performance Indicators 2015-2016**

Statistics indicate a high workload across the region with 125 incidents and 7208 Preventative Actions undertaken by lifeguards. The statistics show an increasing public demand for lifeguard services on our beaches.

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours</th>
<th>Rescues</th>
<th>First Aids</th>
<th>Searches</th>
<th>Preventative Actions</th>
<th>No of People involved in Preventatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walkuku</td>
<td>800</td>
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<td>7</td>
<td>1</td>
<td>237</td>
<td>1557</td>
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<td>0</td>
<td>0</td>
<td>168</td>
<td>310</td>
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<td>528</td>
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<td>1</td>
<td>0</td>
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<td>12</td>
<td>2</td>
<td>1,197</td>
<td>2,510</td>
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<td>1,355</td>
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<td>493</td>
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<td>996</td>
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<td>0</td>
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<td>419</td>
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<td>1</td>
<td>504</td>
<td>933</td>
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<td>292</td>
<td>577</td>
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<td>2</td>
<td>97</td>
<td>125</td>
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<td>St Clair</td>
<td>672</td>
<td>13</td>
<td>6</td>
<td>1</td>
<td>632</td>
<td>828</td>
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<td>St Kilda</td>
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<td>1</td>
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<td><strong>58</strong></td>
<td><strong>54</strong></td>
<td><strong>13</strong></td>
<td><strong>7208</strong></td>
<td><strong>13148</strong></td>
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## Regional Lifeguard Service - Season Comparisons (actuals):

<table>
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<tr>
<th>Season</th>
<th>Hours</th>
<th>Rescues</th>
<th>First Aids</th>
<th>Searches</th>
<th>Preventative Actions</th>
<th>No of People involved in Preventatives</th>
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<tr>
<td>2002/03</td>
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## Key Service Indicator Report – 2010 – 2016:

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<td>114</td>
<td>74</td>
<td>54</td>
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<td>31</td>
<td>30</td>
<td>9</td>
<td>40</td>
<td>58</td>
</tr>
<tr>
<td>First Aids</td>
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<td>49</td>
<td>75</td>
<td>39</td>
<td>37</td>
<td>126</td>
<td>54</td>
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<td>5</td>
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<td>13</td>
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<td>Prevents per Incident</td>
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<td>116.2895</td>
<td>109.581081</td>
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6.0 Local Beach user Stats for Waimakariri District Council

The below graphs and information are based on the number average number of water based member of the public over week. Head counts were taken every hour starting at 10am throughout the programme. The red shading is for an average of 5 or less swimmers, yellow shading is from 5-16 swimmers

**Week One 2015/2016**

![Graph showing week one counts for Waikuku, Pegasus, and Woodend]

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Week Five 2014/2015

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7.0 Acknowledgements

The Regional Lifeguard Service would not be possible without the continued support of:

Waimakariri District Council

Christchurch City Council

Dunedin City Council

Kaunihera-a-rohe o Otepoti
WAIMAKARIRI DISTRICT COUNCIL

MINUTES OF THE INDOOR COURT STEERING GROUP MEETING HELD IN THE COUNCIL CHAMBERS, 215 HIGH STREET, RANGIORA ON FRIDAY 15 APRIL 2016 AT 10.00AM

ATTENDEES

Councillor Wendy Doody, Don Robertson (Chair of North Canterbury Sport & Recreation Trust), Mayor D Ayers, Deputy Mayor Kevin Felstead, Councillor John Meyer, Councillor Robbie Brine, Jim Palmer (Chief Executive) (from 10.20am), Craig Sargison (Manager, Community and Recreation), Chris Brown (Community Green Space Manager), Duncan Roxborough (Community Facilities Project Manager), Richard Lindsay (consultant – Visitor Solutions Ltd), Cathy Batchelor (observing on behalf of Tony Hall) and Adrienne Smith (Committee Advisor).

1. APOLOGIES

An apology was received and sustained from Tony Hall (North Canterbury Sport & Recreation Trust).

2. CONFIRMATION OF MINUTES

Moved Councillor Meyer Seconded Deputy Mayor Felstead

That the minutes of the Indoor Court Steering Group meeting held on 18 March 2016 be confirmed as a true and correct record.

CARRIED

3. MATTERS ARISING

There were no matters arising.

4. SPATIAL PROVISION UPDATE – RICHARD LINDSAY

Richard spoke to a PowerPoint presentation (Trim 160519046348) providing a review of matters discussed at the last meeting, updating the steering group on progress to date, indoor court ratios, spatial requirements – further refinement, preliminary high level cost estimate, operating costs – benchmark facilities and steps required to finalise the Brief.

There was discussion on the requirements for a café, and it was confirmed that what is required is tea/coffee making facilities and a food serving area, which could be available in one of the multi-use rooms. Having multi-use rooms will allow for flexibility for any future changes.

Still awaiting feedback from the Rangiora gymnastics club and it was also pointed out that there is a Gymnastics Club in Woodend, which is a feeder club for Rangiora. The potential cost of including gymnastics facilities in the proposed venue is $2.3m. Craig advised that he has asked Don to follow up with the Gym Club.
The new dimensions of between 6,560m² to 6,680m², has a price range of between $26.2m - $27.8m.

Richard advised he is ready to give a schedule to the Quantity Surveyor to get a more definitive cost. There was discussion on ceiling heights and that trampolining requirements are different from other users. It was confirmed that a cost differential will be provided for higher ceilings for trampolining.

5. **PROVISION OF FACILITIES MODEL – RICHARD LINDSAY**

Richard spoke on the indoor court provision model, the ratios used, the current provision of courts, both nationally, in major metropolitan centre, and provincial areas. A model also factors in population growth and demographic change. Mayor Ayers noted the need to consider geographical differences – with Rangiora being in close proximity to Christchurch. Of the figures supplied of courts available in the district, these figures didn’t take into account school facilities – being Ohoka, GP Hall Oxford, Rangiora Borough School, and Rangiora New Life School. It was also noted that school facilities have restrictions of use time for the community outside of school.

New Canterbury indoor court facility developments were highlighted, showing the potential number of new courts which could be developed in Christchurch over the next five years. This is a mix of both Council and community led facilities. It was noted there is one indoor court currently in Hurunui.

Jim Palmer asked if it could be an option to build a smaller number of courts now, and to extend this at a later time - did Richard have any experience with this option? Richard said this needs to be well thought out and there would be an increase in cost. Staging a development has a significant cost over the life of a facility. Jim suggested that the steering group need to be seen to look at and consider a staged option rather than accepting that the feasibility report is correct.

6. **HIGH LEVEL OPERATING COSTS OVERVIEW – RICHARD ILNDSAY**

Richard spoke to the slide presentation showing the operating costs of several different facilities around the country, with differing numbers of courts. This included information on the net operating annual deficits of these facilities and whether there was a Council operating grant received to run the facility. In summary it was noted that direct comparisons are difficult, with operating deficit ranges from $34,000 - $100,000 plus. The rule of thumb for operating costs is $50 – 60,000 per court for a multi-court facility. Operating deficits did not factor in revenue/expenditure from other areas.

7. **NEXT STEPS**

- Complete functional design brief
- Confirm quantity surveyor estimate
- Complete financial operating model

8. **GENERAL BUSINESS**

Robbie asked how the North Canterbury Sport and Recreation Trust will link in and Don provided possible options for the Trusts involvement in operating an indoor court facility. Jim Palmer noted it is getting close to time for the Council and the Trust to have discussions on an operating model. Craig said there would...
be facts to come back on options of models. Craig advised he has met with the Rangiora High School Commissioner and the school is aware of the discussions of the steering group and is interested and waiting to hear from the Council. Don Robertson spoke on the cost of including provision for gymnastics in the facility, noting that the Rangiora Gymnastics Club is heavily subsidised by the Trust.

9. **NEXT MEETING**

The date for the next meeting was discussed and subsequently scheduled for Friday 22 July 2016 at 10.00am.

THERE BEING NO FURTHER BUSINESS, THE MEETING CLOSED AT 11.02am.

CONFIRMED:

________________________  __________________________
Chairperson  Date