

**PALMY**<sup>®</sup>  
2021-31



# TE MAHERE HAPORI TŪHONOHO CONNECTED COMMUNITIES PLAN

NGĀ TAIWHANGA O TE HAPORI  
COMMUNITY FACILITIES CHAPTER

TE WHAKAWHANAKE HAPORI  
COMMUNITY DEVELOPMENT CHAPTER

TE WHARE NOHO PĀPORI  
SOCIAL HOUSING CHAPTER

TE HAPORI HAUMARU  
HEALTHY COMMUNITIES CHAPTER

NGĀ TAKUNETANGA ME NGĀ TAIOPENGA  
EVENTS AND FESTIVALS CHAPTER

# Ahunga rautaki



# Strategic direction



# He hapori tūhonohono: Te ahunga rautaki a te Kaunihera

## Connected communities and Council's strategic direction

The Palmerston North City Council vision is He iti rā, he iti pounamu Small city benefits, big city ambition. The Connected communities plan primarily contributes to the Palmerston North City Council's goal of Connected and safe communities. The plan describes Council's activities for the first three years of the 2021-2024 10-Year Plan in five chapters: Community facilities, Community development, Social housing, Healthy communities, and Events and festivals.

### Ngā tino Priorities

The priorities of Goal 3: A Connected and safe community are:

1. He whakawhanake, he whakarato, he tautoko, he hapahapai i ngā ratonga, i ngā taiwhanga, i ngā takunetanga, e tuia ai he hapori tūhonohono, hapori whakahei, whakauruuru anō hoki

Develop, provide, support or advocate for services, facilities, and events that create a connected, welcoming and inclusive community

2. He whakaū i te hauora o te hapori, e whai wāhi ai te katoa ki te whare noho me te paenoho kiritata hauora, haumaruru anō hoki

Ensure the city has a healthy community where everyone has access to healthy, safe and affordable housing and neighbourhoods

3. He tautoko i ngā hapori ki te whakatutuki i ō rātou awhero

Support communities to achieve their aspirations

4. He whakaū i te tāone e mauritau ai, e noho haumaruru ai ōna tāngata

Be a city where people feel safe and are safe

### Te take o te mahere Purpose of the plan

The 10-Year Plan levels of service for this plan are:

- Provide the City Library that collects, curates and provides access to knowledge, ideas and works of the imagination that are primarily focused on meeting the needs of communities with the greatest needs and reflect the diverse and changing needs of communities
- Provide library programmes that support the development of literacy in all its forms

- Provide public toilets throughout the city, to a standard that meets public expectations
- Support community centre management groups to provide community centres that are responsive to the needs of their communities
- Provide cemetery services that are responsive to community needs
- Provide warm, safe and accessible social housing for older people, people with disabilities, and other people on low incomes who experience barriers to renting in the private market
- Support and fund communities and for-purpose organisations to build community, neighbourhood and organisational capacity and capability
- Provide, fund and support events so that Palmerston North has a full events calendar that caters well for different sectors of the city's population

### Ngā hononga ki mahere kē Links with other plans

There are significant links between the Connected community plan and the achievement of Council's other goals:

The Social housing chapter outlines the specific actions the Council will take to deliver on the commitment to being a social housing provider, but Council also has a significant role to play in facilitating and supporting the achievement of other housing outcomes for Palmerston North. These actions are in the Housing and future development plan, and contribute to Goal 1: An innovative and growing city.

The Community development chapter sets out how Council will support communities, and the actions taken by communities will contribute to all other Council goals.

The Events and festivals chapter sets out Council's approach to providing and supporting events, although this chapter excludes events which are funded and supported for primarily economic city benefits. These 'Major events' are outlined in the Economic development plan under Goal 1: An innovative and growing city.

### Te mahitahi me Rangitāne o Manawatū Rangitāne o Manawatū partnership

Council will work in partnership with Rangitāne o Manawatū and:

- support community development activities
- encourage increasing responsiveness of the wider community sector to Māori
- engage early with Rangitāne o Manawatū in all planning and development for new and changing community facilities, including social housing
- collaborate with Rangitāne o Manawatū on events and festivals, particularly in the city centre and at the Manawatū River Park
- acknowledge the wealth of knowledge and experience held by Rangitāne o Manawatū about community wellbeing

These commitments will guide the implementation of all aspects of this plan.

### Ngā puka Kaunihera e whai wāhi mai ana ki tēnei mahere

#### Council documents that contribute to this plan

The implementation of this plan is shaped by these Council-adopted documents:

- Auahi Kore Smokefree and Vapefree Policy
- Asset Management Plan - Property
- Cemeteries and Crematorium Bylaw
- Community Funding Policy
- Healthy Beverages Policy
- Naming Rights for Council-Owned Recreational Facilities Policy
- Policy for the Use of Public Space
- Sun Protection Policy
- Waste Management and Minimisation Plan and Bylaw

## Te ine i te angitutanga Measures of success

Council will monitor these measures of success and report on these through the City Dashboards:

### Ngā taiwhanga o te hapori

#### Community facilities

- Library users are satisfied with the services and programmes provided
- Library programmes reflect the changing needs of communities
- Community centres are well used
- Community centre users are satisfied with the community centre facilities and services
- Visitors to Central Energy Trust Wildbase Recovery are satisfied with the service provided
- Cemetery services are responsive to community needs
- Visitors to cemeteries are satisfied with the services provided
- Accessible and gender-neutral toilets are provided throughout the city, and especially in places where there is the most community activity
- Users of public toilets are satisfied with the services provided

### Te whare noho pāpori

#### Social housing

- Council's social housing is provided to older people on low incomes, people with disabilities on low incomes, and people on low incomes who experience other barriers to accessing housing in the private market
- Council's social housing tenants are satisfied with the social housing service they receive
- Council's social housing is warm and safe, as shown by compliance with the Otago Medical School He Kainga Oranga Rental Housing Warrant of Fitness Standard
- New Council housing is accessible (as shown by Lifemark 4 Star Design Standard accreditation)
- Council is an active participant and supporter of local social housing advocacy and initiatives
- There is significantly more social housing in Palmerston North

### Te whakawhanake hapori

#### Community development

- There is an increase in community volunteering by people age under 65 years
- The time taken to apply for Council's community funding is valued at less than 5% of the funding allocated
- More community-led projects are supported by Council
- Increasing capability of for-purpose organisations (self-assessment as measured by the Annual Navigator Survey report)

### He hapori haumarū

#### Healthy communities

- Decreasing prevalence of people smoking in public outdoor areas
- Healthy beverages replace sugar sweetened beverages at Council-funded events and functions
- Shade is available at public outdoor areas

### Ngā takunetanga me ngā taiopenga

#### Events and festivals

- Increase in occupancy rate for bookable public spaces and Council-owned facilities
- Increase in participation in community and city centre events
- Reduction in waste generated by events
- Increase in the percentage and number of events held outside the period October – March
- Greater satisfaction with the annual programme of events
- Increase in local volunteers involved in events in the city
- Increase in the range and diversity of community-led events in the city





## Kupu whakataki Introduction

Community facilities provide opportunities for people to participate in their communities. Opportunities to take part are encouraged when community facilities are planned and delivered in partnership with the communities they serve.

The purpose of this chapter is for communities to have access to community facilities. Libraries, community centres, cemeteries and other community facilities will be responsive to community needs.

## Kei hea tātou i tēnei wā? Where are we now?

### Te Ara Whānui o Te Ao The City Library

- The purpose of public libraries is to “improve society by helping people understand themselves better [and to] help every user participate in the world around them”<sup>1</sup>.
- Libraries support a ‘reading culture’ and respond to the growing need for digital literacy skills and for access to computer software and hardware.
- The City Library’s kaupapa is *Te Ara Whānui o Te Ao – To inspire people to explore the pathways of the world*.
- Council provides library services through the City Library, which is made up of the Central Library, four community libraries (Ashhurst, Awapuni, Te Pātikitiki Highbury, and Roslyn), the mobile library, Blueprint, and Youth Space.
- The City Library collects, curates and provides access to knowledge, ideas and works of the imagination that are primarily focused on meeting the needs of communities with the greatest needs and reflect the diverse and changing needs of communities.
- The City Library provides programmes that support the development of literacy in all its forms. The purpose of these programmes is to encourage lifelong learning, research and innovation.

<sup>1</sup> Public Libraries of New Zealand. (2014). *Why libraries?*

- The City Library provides opportunities for people to participate in their communities by directly providing ‘Crafternoon tea’, book clubs, pre-school programmes, the low vision support group, ‘Pūrerehua storytelling evening’, Lego create sessions, ‘Collect-a-comic’, ‘Off the page’ and ‘Tea and tales’.
- The City Library facilitates further community connections by hosting other organisations’ events and programmes, such as the Age Concern ‘Steady as you go’ programme.
- Youth Space is a hub where young people aged 13-19 years can access library collections, participate in programmes and activities, and are assisted to access other youth services.
- Blueprint: The City Library Makerspace provides opportunities for people to use creative resources, such as 3D printers, design software, sewing equipment and fabrication technology.
- Three quarters (74%) of Palmerston North residents have visited a Council library at least once in the past twelve months and a quarter of residents have visited at least once a month.<sup>2</sup>
- There is a high level of participation in programmes delivered through the City Library.
- All City Library sites aim to be welcoming, accessible, and responsive to community needs. Success in achieving this objective is evidenced by the consistently high community satisfaction with public libraries; 85% of people in the Annual Residents’ Survey who had visited libraries in the last 12 months either ‘satisfied’ (45%) or ‘very satisfied’ (40%).
- Provision for the redevelopment of the Central Library was included in the 2018 Long Term Plan, however seismic issues with the building were subsequently discovered and these plans were put on hold. Council deferred decision-making until the wider Civic and Cultural Precinct Master Plan is considered.
- The Awapuni Library has outgrown the space available and there is an informal group in Awapuni who want to work with Council to consider the future of this library.
- The 2018-28 10-Year Plan identified that Te Pātikitiki Highbury Library does not meet community needs. A review of the future options for Te Pātikitiki was completed in 2019, but Council deferred decision-making to this current 10-Year Plan process.

<sup>2</sup> Palmerston North City Council. (2020). *Annual Residents’ Survey*.

- There was \$4.4m budgeted in year seven of the 2018-28 10-Year Plan for a community hub (potentially including a new library) in Kelvin Grove. The review of this proposal planned for 2018 was not completed.
- The Community Services and Facilities Plan (agreed through the 10-Year Plan 2018-28) established some principles for the future development of community libraries; new services should be integrated and provided in partnership with other services and they should be responsive to community needs. However, there is no policy guiding the development or redevelopment of the City Library.

### Pokapū hapori

#### Community centres

- Council provides eight community centres (Ashhurst Village Valley Centre, Awapuni Community Centre, Highbury Whānau Resource Centre, Kelvin Grove Community Centre, Milson Community Centre, Palmerston North Community Leisure Centre, Pasifika Community Centre, Rangiora Community Centre).
- Bunnythorpe Community Centre is being built this year and will be supported alongside the other centres in future.
- There are management agreements in place which require all centres to meet the same level of use, despite their individual histories and functions in the community. Some centres have strong relationships within their suburban settings, whereas others operate city-wide.
- The community centres are primarily community organisations (committees) which receive Council funding and support.
- Use-hours are collected and we are currently developing a system for further collection of community centre user-data.
- Hokowhitu Village Centre has operated a library and meeting space for a decade in a privately-owned building. The trust requests that the centre be funded and supported by Council, alongside the eight other community centres.
- At the last 10-Year Plan hearings, representatives from St Marks Church requested Council to consider taking on the church property in Awapuni for continued community use. This property is near to the Awapuni shops and library.

- The proposed Kikiwhenua residential area, part of the wider Kakatangiata growth area, highlights the need for high-level planning for new community facilities. At present there is no allowance for community facilities in this proposed housing development.
- As with libraries, there is no policy guiding Council's response to community requests for the support or development of community centres (or similar facilities).

#### Hancock Community House

- Council owns and maintains Hancock Community House, which was established to provide suitable, secure and affordable accommodation and shared facilities for community organisations which primarily provide social services.
- Palmerston North Community Services Council (PNCSC) is contracted to manage meeting room bookings and the property's communal areas, including the reception desk.
- PNCSC maintains a relationship with tenants and acts as a point of contact for Council on the property.
- There is no long-term plan for the future of Hancock Community House beyond the management agreement with PNCSC.

#### Central Energy Trust Wildbase Recovery

- Central Energy Trust Wildbase Recovery opened in 2019 and is a partnership between Massey University and Council. The facility is owned by the Palmerston North City Council and co-managed by Massey University's Veterinary School. The role of the Wildbase Recovery Community Trust is to assist in raising operational funds for the ongoing costs of the centre.
- The Centre provides an opportunity for the community to see native wildlife rehabilitating after receiving treatment at Massey University's Wildbase Hospital.
- Staffing has increased since the centre opened and now enables longer weekend opening hours and more education outreach to schools.
- Survey responses from the second full year of operation show that the large majority of visitors were either 'satisfied' (35%) or 'very satisfied' (53%) with their Wildbase experience.

### Urupā Cemeteries

- Council is required by legislation to provide cemeteries for the community of Palmerston North. The Cemeteries and Crematorium Bylaw provides for the management of the cemeteries and crematorium.
- Council provides and operates four cemeteries (Kelvin Grove, Terrace End, Ashhurst and Bunnythorpe) and a crematorium at Kelvin Grove.
- The crematorium provides a service for the Manawatū region, and fees are higher for people from outside Palmerston North.
- Community expectations of cemetery services are changing. While services are increasingly responsive to different cultural and religious needs, other aspects of their operation are less responsive to community expectations (such as hours of operation and online services).
- Almost half of the respondents to the Annual Residents' Survey had visited a council cemetery in the past year, and three quarters of these people were either 'satisfied' (50%) or 'very satisfied' (29%) with the maintenance of services.
- There is no special acknowledgement of Rangitāne o Manawatū in the city cemeteries.

### Wharepaku tūmatanui Public toilets

- Public toilets are provided throughout the city to enable people to get out and about.
- New toilets are built in public places where most community activity takes place. For example, the most recently built toilets are at either end of He Ara Kotahi.
- All new toilets are both accessible and gender neutral, and these standards are also met, where possible, in the refurbishment of existing toilet blocks.
- Around three quarters of the respondents to the Annual Residents' survey have used a Palmerston North public toilet in the past year.<sup>3</sup> Most of these people are reasonably satisfied with the services provided (55%) and just 11% were dissatisfied. These responses were consistent with those from the year before.

<sup>3</sup> Palmerston North City Council. (2020). Annual Residents' Survey.



## He aha ngā hiahia hei whakatutuki? What do we want to achieve?

- The design and operation of community facilities is culturally appropriate and reflects the diversity of the community.
- Community facilities create a sense of community ownership and inclusion for all, including newcomers.
- Community facilities are well-used.
- Planning for community facilities is based on need.
- Rangitāne o Manawatū has opportunities for early involvement in the development and review of community facilities.
- No new community centres, libraries or hubs are developed until there is a coherent plan for community facility development.

### City Library

- All current City Library services are provided to a (continued) high level of community satisfaction.
- All programmes are targeted towards areas of greatest need.
- The Central Library is a core part of the wider Civic and Cultural Precinct Masterplan.
- There is a policy and plan for the provision of library services throughout the city. This plan addresses the currently identified issues in Awapuni, Kelvin Grove, Te Pātikitiki, Hokowhitu, new areas of housing growth, and any other areas of emerging need.
- The plan for future services includes contributions of community partners.
- The City Library encourages wide community use and actively minimise barriers to access.

### Community centres

- All current community centres are easy to book, frequently used, and provided to a high level of user satisfaction in accordance with the management agreement with Council.
- Community centre management agreements reflect the characteristics of each centre and its community.
- There is a policy and plan for the support of community centres throughout the city. This policy and plan address the currently identified issues in Awapuni (St Marks), Hokowhitu, new areas of housing growth, and any other areas of emerging need.

## He aha ngā mahi e tutuki ai ngā hiahia? What actions will we take to get there?

Ongoing actions	Start date	Involvement of partners	
Provide library collections and services in accordance with New Zealand public libraries best practice through all City Library locations: <ul style="list-style-type: none"> <li>➤ the Central Library</li> <li>➤ Ashhurst, Awapuni, Te Pātikitiki Highbury, and Roslyn community libraries</li> <li>➤ the mobile library</li> <li>➤ Blueprint, and</li> <li>➤ Youth Space.</li> </ul>	2021/2022	Public Libraries of New Zealand Rangitāne o Manawatū National Library of New Zealand	
Provide library programmes in accordance with New Zealand public libraries best practice through all City Library locations: <ul style="list-style-type: none"> <li>➤ the Central Library,</li> <li>➤ Ashhurst, Awapuni, Te Pātikitiki Highbury, and Roslyn community libraries</li> <li>➤ the mobile library</li> <li>➤ Blueprint, and</li> <li>➤ Youth Space</li> </ul>			
Provide, in accordance with management agreements, and support the use of community centres: <ul style="list-style-type: none"> <li>➤ Ashhurst Village Valley Centre</li> <li>➤ Awapuni Community Centre</li> <li>➤ Highbury Whānau Resource Centre</li> <li>➤ Kelvin Grove Community Centre</li> <li>➤ Milson Community Centre</li> <li>➤ Palmerston North Community Leisure Centre</li> <li>➤ Pasifika Community Centre</li> <li>➤ Rangiora Community Centre</li> <li>➤ Bunnythorpe Community Centre</li> </ul>			Community centre management committees
Provides suitable, secure and affordable accommodation and shared facilities for for-purpose organisations through Hancock Community House			
Fund Palmerston North Community Services Council to manage the day-to-day operations of Hancock Community House		Community Services Council Hancock Community House tenants	

## He aha ngā hiahia hei whakatutuki? What do we want to achieve?

### Hancock Community House

- Hancock Community House has a sustainable management structure with clear roles for Council and Palmerston North Community Services Council.
- Hancock Community House provides suitable, secure and affordable accommodation and shared facilities for for-purpose organisations, which primarily provide social services.

### Central Energy Trust Wildbase Recovery

- Central Energy Trust Wildbase Recovery provides education programmes and visitor opportunities to a (continued) high level of satisfaction.
- All parties involved in the delivery of the centre have clearly defined roles and responsibilities.

### Cemeteries

- All cemeteries services are provided to a high level of visitor satisfaction.
- The crematorium provides a service for the Manawatū region, and fees are the same for all users.
- Cemetery services are responsive to changing community needs and are delivered in customer-focused ways.
- Palmerston North people have access to a natural burial option in the Manawatū/Whanganui region.

### Public toilets

- There are clean, accessible and gender-neutral (where practicable) public toilets provided throughout the city.
- New toilets are developed in the most popular locations.

## He aha ngā mahi e tutuki ai ngā hiahia? What actions will we take to get there?

Ongoing actions	Start date	Involvement of partners
Provide education programmes and visitor experiences at Central Energy Trust Wildbase Recovery Centre.	2021/2022	
Provide cemeteries at Kelvin Grove, Terrace End, Ashhurst and Bunnythorpe		
Provide and operate a crematorium at Kelvin Grove cemetery		
Provide gender-neutral and accessible public toilets throughout the city		
New and one-off actions	Completion date	Involvement of partners
Develop a plan for the delivery of library services in Palmerston North	2021/2022	City Library user-groups Rangitāne o Manawatū Potential partner organisations
Develop a plan for the delivery of community centres (and libraries) in Palmerston North	2021/2022	Community centre management committees and users of Council facilities
Plan and provide new community centres, libraries or hubs in accordance with city-wide needs assessment and planning	2023 onwards	
Assess the accessibility of Council facilities, particularly for people with disabilities	2021/2022	
Implement online booking system for community centres	2021/2022	
Develop a plan for the future of Hancock Community House	2021/2022	Tenants of Hancock Community House Community organisations Palmerston North Community Services Council
Review the requirements for the day-to-day operation of Hancock Community House	2021/2022	
Develop an MOU with the Wildbase Recovery Community Trust	2021/2022	Wildbase Recovery Community Trust
Develop online services for cemeteries	2021/2022	
Review opening hours of cemeteries	2021/2022	
Centrally locate customer service office at Kelvin Grove Cemetery	2022/2023	



TE WHAKAWHANAKE  
HAPORI

COMMUNITY  
DEVELOPMENT CHAPTER

## Kupu whakataki Introduction

Palmerston North is home to diverse communities of identity, interest and place. Community development is “the process of enabling diverse groups to share concerns, plan for the future, capitalise on opportunities and strive toward wellbeing”.<sup>4</sup> Empowered and well-connected communities, served by sustainable for-purpose organisations<sup>5</sup>, can support every person to thrive.

For-purpose organisations are sustainable when they have funding, volunteer support, and the time to build relationships and learn from others. The purpose of this chapter is to have strong for-purpose organisations that support communities to achieve their aspirations.

<sup>4</sup> Department of Internal Affairs. (November 2002). *A Framework for Developing Sustainable Communities: Discussion Paper* (November).

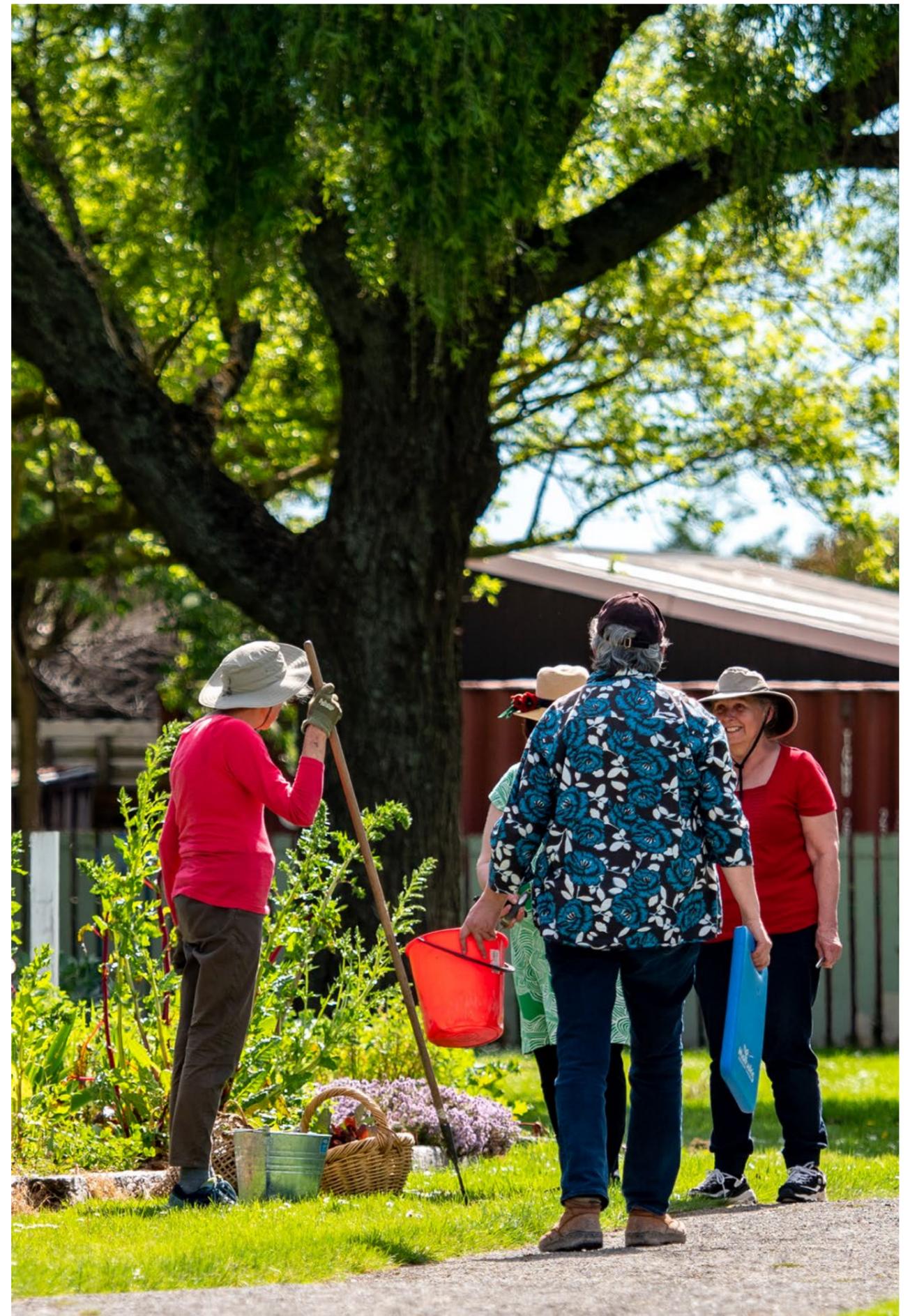
<sup>5</sup> “For-purpose organisations” are charities, social enterprises and other nongovernmental entities that deliver a community benefit and reinvest surplus funds into achieving their goals. The term is used in place of “community groups” to distinguish communities from formalised organisations.

## Kei hea tātou i tēnei wā? Where are we now?

- The city is served by for-purpose organisations of all types which work to enhance community wellbeing. Statistics NZ research shows that nationally these organisations contributed \$8.1 billion to GDP in 2018, and the value of volunteering was estimated at \$4 billion.
- Many people in Palmerston North enjoy a comfortable standard of living. However, the 2018 New Zealand Index of Multiple Deprivation shows that some Palmerston North neighbourhoods face higher levels of deprivation than others. Overall, the city has good health and access to services, but could improve in the areas of income, adequate employment, and crime rates.
- In 2018 10.9% of Palmerston North residents reported participation in volunteering, slightly higher than the national rate of 10.1%, which is a decrease from 2013 (11.5% and 11.1% respectively). People age 65+ are more likely to volunteer than any other age group.



- For-purpose organisations face challenges due to increased reporting and compliance requirements, new patterns of donating and grant-making, and the evolving needs of volunteers, board members, employees and communities.
- Council funds for-purpose organisations with rental subsidies and rates remissions in line with the Council's Rates Remissions Policy 2018. There is currently no Council-adopted policy guiding rental subsidies.
- Council allocates over \$2 million in community grants per year in line with the Community Funding Policy. A 2018 comparison showed that, per capita, Council offers a more community funding than some other local authorities. However, funding programmes are increasingly oversubscribed, especially for funds that support the ongoing operational costs of for-purpose organisations (rather than one-off projects).
- Community funding is delivered in an efficient and transparent way, but Council funding programmes are numerous and unnecessarily complex.
- There is tension between Council's role as a public funder and its desire to encourage self-determining communities and organisations. Council must be willing to devolve power and resources to communities, while ensuring transparency and public accountability.
- Council is a signatory to the Kotahitanga Alliance partnership agreement (2016) to prioritise and promote a set of regional Whānau Ora outcomes to provide excellence in service delivery for whānau.
- Rangitāne o Manawatū takes a leadership role in community development in the city, utilising their kaitiaki role to work alongside communities and organisations in achieving wellbeing.
- Palmerston North has a higher Māori population than New Zealand as a whole (18.7% and 16.5% respectively in 2018). The city's has strong ethnic communities and at the time of the 2018 census there were 126 different languages spoken here.
- Palmerston North is accredited as an Established Welcoming Community under a national programme. Council recognises that communities are healthier, happier and more productive when newcomers are welcomed and participate fully in society and in the local economy.
- Council has strategic partnerships with membership agencies for people and organisations involved in the social, arts, recreation and environmental sectors. These agencies empower and advocate for community organisations and individuals, deliver capability-building services, and are key to achieving a sustainable community sector. They have long-running relationships with Council and receive operational funding through a contestable process every three years. This contestable process can make it difficult for these agencies to support their members, who may also be applying for Council grants.
- Some strategic connecting agencies have additional agreements with Council, such as the management of facilities (such as Hancock Community House, Square Edge, and The Stomach), the administration of funding (such as Community Development Small Grants Fund and Environmental Small Grants) and the delivery of training (the Community Groups Training Fund).
- Council encourages and recognises voluntary work by individuals by the annual presentation of Civic Awards, and funds for-purpose organisations that support volunteers. Council recognises that volunteers are a vital part of what makes for-purpose organisations and community-led initiatives successful.



## He aha ngā hiahia hei whakatutuki? What do we want to achieve?

- Local communities (of identity, interest and place) have the capacity, capability and tools to understand their own challenges, set their own goals, and lead their own actions in response.
- Neighbourhoods and villages in Palmerston North are home to well-connected communities with a sense of place identity (see the Placemaking chapter).
- Members of local communities build relationships and are at ease connecting with and learning from each other.
- Council supports community-led initiatives, with a focus on those led by Māori, Pasifika, ethnic communities, former refugees, people with disabilities, children, young people, and older people.
- Palmerston North people embrace diversity.
- For-purpose organisations are well-led, sustainable and responsive to community aspirations.
- Governance bodies reflect the diversity of Palmerston North.
- Council takes the lead from communities in understanding how it can support projects and services that are of value to them, and where possible provides communities with the resources to deliver their own initiatives.
- Council community development activities acknowledge the city's bicultural foundations and intercultural aspirations.

## He aha ngā mahi e tutuki ai ngā hiahia? What actions will we take to get there?

Ongoing actions	Start date	Involvement of partners
Identify opportunities for organisational improvements which align with the aspirations of for-purpose organisations	All 2021/2022	Ora Konnect Alliance and networks For-purpose organisations
Build and maintain relationships with local communities of identity, interest and place to understand and support their strengths and aspirations		
Provide advice, including governance support, funding expertise, and event and project support, to communities and for-purpose organisations		
Provide support to community groups to increase freely-available food crops in the city		Rangitāne o Manawatū
Integrate how Māori models of wellbeing can be reflected in community development work		
Regularly develop and implement Welcoming Plans		Welcoming Communities Advisory Group Rangitāne o Manawatū
Administer grants in line with the community funding policy Current funding programmes:		Leaseholders
➤ Creative Communities Scheme		
➤ Arts Event Fund		
➤ Community Events and Initiative fund		
➤ Strategic Priority Grants		
➤ Small Grants		
➤ Youth Council grants and scholarships	Palmerston North Community Services Council Sport Manawatū Environment Network Manawatū Manawatū Multicultural Council Square Edge Community Arts Creative Sounds Society Volunteer Central	
Lease Council land and facilities to for-purpose organisations in line with the Community Funding Policy		
Support the city's strategic coordinating agencies to deliver training, networking and professional development opportunities for employees, volunteers and board members of for-purpose organisations		

## He aha ngā hiahia hei whakatutuki? What do we want to achieve?

- Rangitāne o Manawatū is supported to lead the achievement of Whānau Ora outcomes for local communities.
- Council participates in or facilitates collaborative networks designed to share resources and increase community impact.
- Palmerston North continues to be a national leader in moving from an Established to an Advanced accreditation through the Welcoming Communities programme.
- Council's grant and rental subsidy processes are transparent, responsive, and empower communities.
- Projects initiated by Palmerston North communities and for-purpose organisations attract national funding into the city.
- The city's strategic coordinating agencies are in a strong position to support for-purpose organisations, growing their sustainability and effectiveness.
- Palmerston North people of all ages volunteer at a high rate and have the skills and experience to do so effectively.

## He aha ngā mahi e tutuki ai ngā hiahia? What actions will we take to get there?

Ongoing actions	Start date	Involvement of partners
Work with for-purpose organisations to increase volunteerism and community leadership, including understanding and responding to existing barriers to participation	All 2021/2022	Volunteer Central
Monitor for-purpose organisations contracted or funded by Council against agreed outcomes		For-purpose organisations
Run the Civic Awards programme		Local communities For-purpose organisations
Participate as a member of the regional Whānau Ora Strategic Innovation and Development Group		Whānau Ora Strategic Innovation and Development Group
Support and strengthen Māori community networks and agencies as they work to address issues of opportunity and concern		Rangitāne O Manawatū Local communities For-purpose organisations
Participate as a signatory to the Kotahitanga Alliance partnership agreement (2016) to support the achievement of Whānau Ora outcomes		MBIE, MSD, Kāinga Ora, Te Puni Kōkiri MidCentral DHB, Central PHO Te Pou Matakana Te Tihi o Ruahine Whānau Ora Alliance
New and one-off actions	Completion date	Involvement of partners
Review Council's Civic Awards to ensure they reflect the diversity of Palmerston North	2021/2022	
Provide Council communication materials that are inclusive and reflect the diversity of the local community	2021/2022	Disability Reference Group Manawatū Multicultural Council
Provide and support initiatives that promote participation in the community	2021/2022	Disability Reference Group
Identify a suitable safe drop-in space for members of the rainbow community	2021/2022	MALGRA
Establish and support a Seniors' Reference Group to liaise between older people and Council	2021/2022 (starts)	
Establish and support a Pasifika Reference Group to liaise between Pasifika communities and Council	2021/2022 (starts)	
Consider, within the review of Community Funding Policy, whether it is more effective for sector lead organisations in the arts, social and environmental sections to be part of the contestable funding process or direct contracts for service	2021/2022	



**TE WHARE NOHO PĀPORI**  
**SOCIAL HOUSING**  
**CHAPTER**

**Kupu whakataki**  
**Introduction**

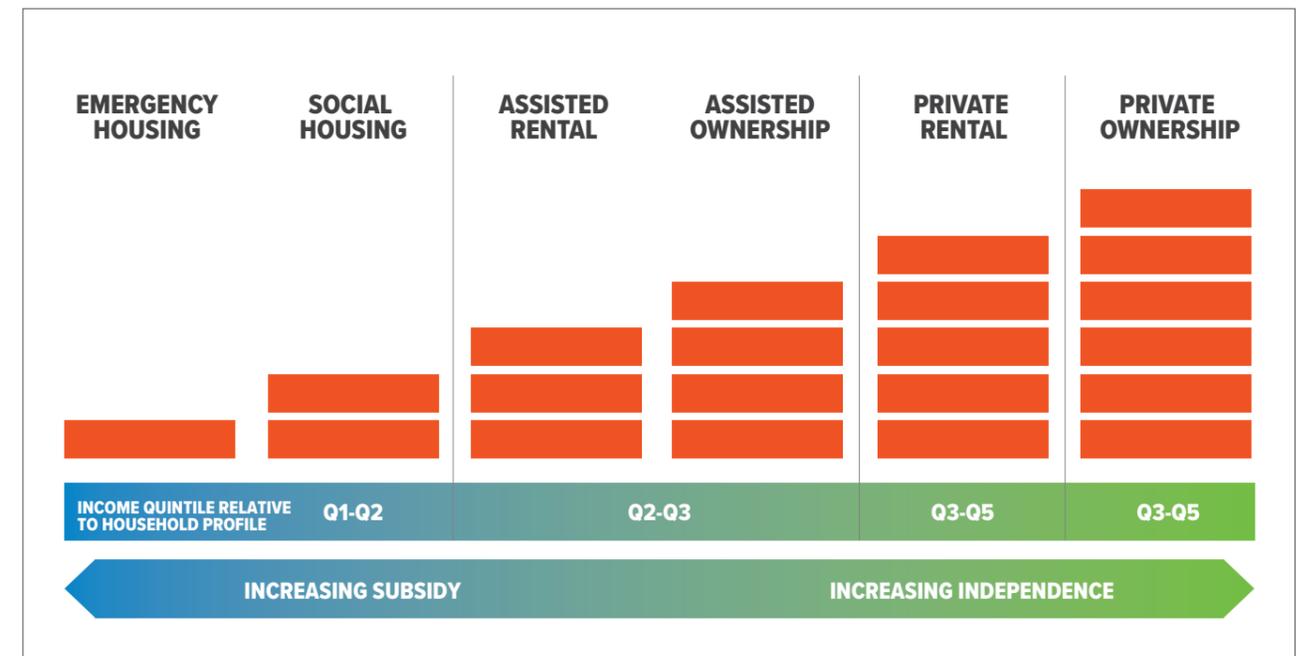
Access to adequate housing is a major public health issue in New Zealand. Poor quality housing is associated with negative social outcomes, for individuals and for communities.<sup>6</sup> The provision of social housing is one of the responses Council can make to contribute to an improvement in social outcomes for the community. Figure 1 (below) shows how social housing fits within the whole housing continuum.

The purpose of this chapter is to provide warm, safe and affordable social housing and to have a strong social housing sector.

**Kei hea tātou i tēnei wā?**  
**Where are we now?**

- Housing affordability in Palmerston North has gradually decreased over the past several years. In December 2018, 66% of rental households in Palmerston North were below the National Affordability Benchmark for renting, compared with 70% three years before.<sup>7</sup>
- The need for social housing reflects this broader context of housing affordability. Over the past three years, the Ministry of Social Development's social housing register (waiting list) in Palmerston North has increased by 401%, to 717 households.<sup>8</sup>
- Palmerston North City Council became a social housing provider in the 1960s, benefitting from central government loans to fulfil the traditional local government role as a landlord for older people on low incomes.

Figure 1: Housing continuum  
Source: Community Housing Aotearoa



<sup>6</sup> Telfar-Barnard, L., Bennett, J., Robinson, A., Hailes, A., Ombler, J., & Howden-Chapman, P. (2019). Evidence base for a housing warrant of fitness. SAGE open medicine, 7, 2050312119843028.

<sup>7</sup> Statistics New Zealand.

<sup>8</sup> Between March 2018 and March 2021 the national social housing register increased from 7,890 to 23,688 (300%).

- A decade ago, Council extended its role as a social housing provider to include people with long-term disabilities among its tenants.
- In 2015, Council further decided that the 100 public housing units (previously designated as investment properties) would also contribute to achieving Council's social housing goals.
- There are around 400 individuals or households on the waiting list for Council's housing, an increase over time. Around half of these applicants are for subsidised housing.
- The 2018-2028 10-Year Plan confirmed Council's role as a social housing provider, and made a commitment to increase the number of social housing units.
- After completing the first stage of the redevelopment and expansion of the Papaioea Place social housing complex in 2020 (an increase of 14 new units), Council now provides 407 social housing units for older people, people with long term disabilities, and people who experience barriers to accessing housing in the private rental market.<sup>9</sup>
- Seventy-two Council social housing units are provided at market rental rates to people who also meet the specified housing criteria.

<sup>9</sup> To be eligible for Council social housing tenants must be 1. a superannuitant with a Community Services Card OR 2. receive the Supported Living Payment (or equivalent) OR 3. be on a low income with a Community Services Card and experience barriers to meeting their housing needs in the private market OR 4. be an international student family from a developing country (confirmed by a tertiary institution) AND (for 1-4) 5. have assets of less than \$40,000 (excluding a vehicle, household and personal effects and prepaid funeral arrangements).

- The balance of Council's social housing is provided at subsidised rental rates.<sup>10</sup>
- Council's social housing meets the Otago Medical School He Kainga Oranga Rental Housing Warrant of Fitness Standard and the new Healthy Homes Standards (required by law for all rental housing by July 2024).
- Maintenance costs are not currently funded adequately (in the 2018-28 10 Year Plan).
- Council contributes to meeting the social housing needs in Palmerston North alongside other government and community providers.
- Kāinga Ora<sup>11</sup> provides most of the social housing in Palmerston North, and there are also several small and well-established community providers.
- Kāinga Ora has plans to build around 500 new homes within the wider region in the next three years.
- Other social housing providers may register to take advantage of the Government's Income Related Rent (IRRS) subsidy for eligible tenants, but local authorities are unable to access this subsidy.

<sup>10</sup> Subsidised rentals will be no more than 25% of Superannuation, Supported Living Payment, Jobseeker Support (or other relevant benefit).

<sup>11</sup> Government agency Kāinga ora was established in 2019, combining the Kiwibuild Unit, Housing New Zealand Corporation and the development subsidiary HLC. Kāinga ora currently provides around 1,430 social housing properties in Palmerston North.



## He aha ngā hiahia hei whakatutuki? What do we want to achieve?

- Council's social housing provision makes a significant contribution to meeting the needs for social housing in Palmerston North, alongside government and community providers.
- Rangitāne o Manawatū and the Kotahitanga Alliance have opportunities for involvement in the development and review of social housing.
- Council's social housing meets the needs of older people on low incomes, people with disabilities on low incomes, and people on low incomes who experience other barriers to accessing housing in the private market.<sup>12</sup>
- Seventy-two Council social housing units are provided at market rental rates to people who also meet the specified housing criteria.
- The needs of the three main tenant groups are balanced, and no one group 'crowds out' another.
- Council's tenants are supported and satisfied with the social housing service they receive.
- Council's social housing is warm, safe, and accessible, and delivered in the most effective way.
- Maintenance of council social housing is delivered proactively in accordance with the proposed Asset Management Plan.
- Council's social housing is delivered according to best-practice standards in the social housing sector.
- Social housing networks in Palmerston North are strong and provide co-ordinated advocacy to government.
- There is an increase in warm, safe, and accessible social housing in Palmerston North.

<sup>12</sup> To be eligible for Council social housing tenants must be 1. a superannuitant with a Community Services Card OR 2. receive the Supported Living Payment (or equivalent) OR 3. be on a low income with a Community Services Card and experience barriers to meeting their housing needs in the private market OR 4. be an international student family from a developing country (confirmed by a tertiary institution) AND (for 1-4) 5. have assets of less than \$40,000 (excluding a vehicle, household and personal effects and prepaid funeral arrangements).

## He aha ngā mahi e tutuki ai ngā hiahia? What actions will we take to get there?

Ongoing actions	Start date	Involvement of partners	
Provide social housing for older people on low incomes, people with disabilities on low incomes, and people on low incomes who experience other barriers to accessing housing in the private market according to the current eligibility criteria	All 2021/2022		
Provide social housing according to best practice guidance and subject to peer review		Community Housing Aotearoa Housing Needs Monitoring Group	
Provide support for Council tenants (either directly or through another agency)		Community support agencies	
Provide support for Council tenants, either directly or where agreed with the tenant, by facilitating the connection of the tenant with community support agencies		Community support agencies	
Provide social housing compliant with the Otago Medical School He Kainga Oranga Rental Housing Warrant of Fitness Standard		Otago Medical School He Kainga Oranga	
Build and renew social housing to the Lifemark 4 Star Design Standard, where feasible		Lifemark <sup>13</sup>	
Advocate for increased support for local and national initiatives to increase the provision of warm, safe and accessible housing for people on low incomes in Palmerston North		Te Tihi o Ruahine Whānau Ora Alliance Housing Needs Monitoring Group Housing Working Group	
Support local social housing initiatives, including collaboration with the Kotahitanga Alliance		Te Tihi o Ruahine Whānau Ora Alliance	
New and one-off actions		Completion date	Involvement of partners
Build new social housing		2023/2024	Rangitāne o Manawatū Kotahitanga Alliance and member organisations
Investigate options for a night shelter and develop a proposal for a feasibility study	2021/2022	Housing Needs Monitoring Group Rangitāne o Manawatū Kotahitanga Alliance and member organisations	

<sup>13</sup> Lifemark is a commercial division of CCS Disability Action. Lifemark works alongside designers and builders to offer advice based on the principles of Universal Design. A Lifemark Star Rating is an official accreditation.



TE HAPORI HAUMARU  
HEALTHY COMMUNITIES  
CHAPTER

**Kupu whakataki**  
**Introduction**

Community wellbeing includes all aspects of health, te whare tapa whā, and includes the promotion of physical wellbeing. Community venues, events, and public spaces provide opportunities to improve the health of communities. The purpose of this chapter is to improve the health of communities in Palmerston North.

**Kei hea tātou i tēnei wā?**  
**Where are we now?**

- Council aims to encourage people in outdoor public places to be smokefree. The Auahi Kore Smokefree and Vapefree Policy is implemented with the guidance of the Smokefree reference group. This is a collaborative group includes non-government organisations, government agencies, and Council officers from a range of Council units.
- The smokefree reference group conducted a survey titled 'attitudes towards smoking and vaping in outdoor areas in Palmerston North' in 2019 which was well responded to. Most respondents were generally supportive of smokefree measures in Palmerston North. Most respondents were supportive of vapefree and smokefree measures in outdoor dining areas.

- Businesses may be granted a permit to utilise the Council owned footpath to place table and chairs (under the Signs and Public Places Bylaw) and such permits include the condition of ensuring the area has visible smokefree signs and no ashtrays or similar devices. The recent renewal of the permits did not include the collection of data to understand whether these conditions were being met by permit holders.
- In 2019 an audit was completed on Council reserves to understand if there was adequate shade at parks and reserves (primarily at spots where people gather such as seats and playgrounds).
- The Sun Protection Policy (2010) makes a commitment for Council to provide adequate sun protection through the provision of shade in public venues and event but has not been consistently implemented.
- The Council adopted a Healthy Beverages Policy in 2018 which requires the provision of healthy beverage choices at Council venues and events. Significant progress has been made towards implementing this policy. The healthy beverages policy has yet to be reviewed since it was introduced in 2017.



## He aha ngā hiahia hei whakatutuki? What do we want to achieve?

- Council contributes to creating a culture in Palmerston North where healthy choices are encouraged and easy to make.
- Rangitāne o Manawatū has opportunities for involvement in the development and review of council policies and initiatives to promote community health and wellbeing.
- Outdoor areas that are owned and operated by Council are recognised as smokefree areas.
- Outdoor areas that are owned and operated by Council have adequate shade.
- Events that are funded or organised by Council comply with Council's healthy policies.
- All new projects consider the relevant health related policies in the design phase.

## He aha ngā mahi e tutuki ai ngā hiahia? What actions will we take to get there?

Ongoing actions	Start date	Involvement of partners
Raise awareness of the health-related policies including, smokefree, sun protection and healthy beverages policy	All 2021/2022	Smokefree Reference Group and member organisations MidCentral DHB Rangitāne o Manawatū
Collect information from permit holders (use of footpath) to understand whether permit conditions are being met under the Signs and Public Places Bylaw		
Provide sun protection at events and public places in accordance with the Sun protection policy		
Promote smokefree Palmerston North in accordance with the Auahi Kore Smokefree and Vapefree Policy		
Provide and facilitate the provision of beverages at Council events and facilities in accordance with the Healthy Beverages Policy		
New and one-off actions	Completion date	Involvement of partners
Include the consideration of health policies in the design phase of projects	2021/2022	MidCentral DHB
Review the Healthy Beverages Policy	2022/2023	
Investigate the development of a Health Charter in partnership with Midcentral DHB	2022/2023	





## Kupu whakataki

### Introduction

Community events bring significant benefits to Palmerston North people. They provide opportunities to support community identity, and to celebrate our city. A strong events sector enables these benefits to be realised.

We classify events as:

- Local: events providing social benefits for residents, with the potential for growth
- Programmed: the core business for many of the region's venues e.g. theatre and museum programmes
- Major: large-scale events which attract significant benefits for the city through interest, profile or visitation [refer to the Economic development plan under Goal 1]
- Iconic: events that attract national interest and define Palmerston North's identity

The purpose of this chapter is for people to have opportunities to take part in a variety of local, programmed and iconic events.

### Kei hea tātou i tēnei wā?

#### Where are we now?

- Most of the city's events are led by local communities. The events take many forms, including gala days, cultural and religious festivals, fundraising events, art exhibitions, project launches, and national day and New Year celebrations for the many different communities living in the city.

- Council support for events and festivals includes the provision of facilities, dedicated funding, equipment and advice.
- The city is a central and accessible location for national and regional events. National secondary sports tournaments and major regional sports events are regularly held in Palmerston North, capitalising on the sports infrastructure already in the city.
- The city is home to iconic events that are truly Palmerston North, such as the Festival of Cultures, and major events that attract visitation from around the country, such as the National Young Performer Awards and New Zealand AgriFood Investment Week.
- Palmerston North is an accredited established Welcoming Community. Part of the outcomes-based standard measures how well culture and identity are respected and valued in the city.
- Council delivers or contracts out the delivery of annual city events including Anzac and Armistice Day, A Very Palmy Christmas, Explore Esplanade Day, Festival of Cultures, Fireworks and New Year's Eve in the Square.
- Progress has been made on incorporating Māori community priorities, tikanga and te reo Māori into significant city events.
- There is limited coordination of funding and advice available for community events.
- The Celebrating Communities Fund supports a diverse range of events each year but is increasingly oversubscribed, which puts pressure on event organisers.
- Palmerston North has an extensive and diverse events programme, but many events are centralised over the warmer months with limited provision throughout the rest of the year.

## He aha ngā hiahia hei whakatutuki? What do we want to achieve?

- There is strong and user-friendly event infrastructure available to local communities, including facilities, equipment, venues and advice to meet their aspirations.
- Palmerston North has a full events calendar that caters well for different sectors of the city's population.
- Palmerston North is an easy place to hold events and provides resources, coordinated funding and tools for community members and event organisers to build capability, plan, market and deliver events within the city.
- The city's Māori cultural events are supported to grow under the leadership of Rangitāne o Manawatū.
- The role of Rangitāne o Manawatū in welcoming guests and leading civic engagement on behalf of the community is honoured.
- Council support for events is clear, accessible, and user-friendly.
- Palmerston North has varied calendar of Local and Programmed community events that reflect and build on the city's identity.
- Council venues accommodate the varied needs of community events and are community-focused in their services.

## He aha ngā mahi e tutuki ai ngā hiahia? What actions will we take to get there?

Ongoing actions	Start date	Involvement of partners
Provide a point of contact to ensure user-centric navigation of Council processes and resources for event organisers	All 2021/2022	
Co-ordinate enquiries and bookings for events and activities on Council land, manage bookings for the city's street flags and banners, and loan events equipment to event organisers		
Work with event organisers to develop innovative ways to build valuable event experiences		
Ensure city venues are fit-for-purpose		CCOs
Identify and facilitate opportunities for new community events, particularly those that appeal to the core markets of younger people (age 18-34), people with kids at home, Māori, and older residents (age 55+)		
Provide resources and support to enable waste minimisation and diversion practices at all city events		Environment Network Manawatū
Collaborate with event organisers to balance a programme of peak and off-peak events and activities across the year		
Coordinate delivery of Council's annual community events programme		
Maintain relationships across community event organisers		
Demonstrate best practice environmental, economic and social sustainability at all Council delivered events		
Provide a portal for information on events and activations taking place within the city		
Administer events grants in line with the Community Funding Policy		
Current funding programmes:		
<ul style="list-style-type: none"> <li>➤ Creative Communities Scheme</li> <li>➤ Arts Event Fund</li> <li>➤ Community Events and Initiatives Fund</li> <li>➤ Sports Event Partnership Fund</li> </ul>		

## He aha ngā hiahia hei whakatutuki? What do we want to achieve?

- Council-events are inclusive and reflect the increasingly diverse city.
- Palmerston North continues to host a few Iconic events including a new signature event that reflects and connects the region and celebrates its strengths.
- Council events are held in accordance with Council's sustainable practices goals.
- Information on events and activations taking place in the city is easy to find through a customer-centric, one-stop portal for events.
- Community event funding is coordinated across Council.
- The regional events industry collaborates to understand the events landscape, recognise opportunities and encourage successful events.
- Communities of identity, interest and place have opportunities to connect and celebrate through community events.

## He aha ngā mahi e tutuki ai ngā hiahia? What actions will we take to get there?

Ongoing actions	Start date	Involvement of partners
Support communities of identity to share major cultural celebrations with the city	All 2021/2022	Manawatū Multicultural Council Local communities
Incorporate Māori community priorities, tikanga and te reo Māori into city events		Rangitāne o Manawatū
Rangitāne o Manawatū leads events for Waitangi Day and Matariki Pūanga		Rangitāne o Manawatū
Provide support to grow the city's calendar of Māori cultural events		Rangitāne o Manawatū
New and one-off actions	Completion date	Involvement of partners
Establish a strategic framework to capture and assess performance indicators across Local, Programmed and Iconic events	2021/2022	
Develop an event sustainability metrics dashboard	2022/2023	Environment Network Manawatū
Develop and implement an event sustainability best practice guide	2021/2022	Environment Network Manawatū
Develop a range of tools and resources including best practice principles to support community members to plan, market and deliver events	2021/2022	
Design and develop a signature event that reflects and connects the region and celebrates its strengths	2022/2023	
Establish an event forum network and stakeholder partnerships	2022/2023	Event industry
Develop a standardised survey for monitoring event satisfaction and community perception of pride in the city	2021/2022	
Use digital technology to develop a suite of bite-sized workshops and webinars to support community members and event organisers in the planning and delivery of events	2022/2023	
Develop and provide resources to implement event accessibility guidelines	2022/2023	Disability Reference Group Manawatū Multicultural Council
Review Council's annual community events programme	2021/2022	

**PALMY**<sup>®</sup>  
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NORTH  
CITY

**Te Kaunihera o Papaioea  
Palmerston North City Council**

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Our north arrow draws directly from “North” in our city’s name. An upward arrow perfectly symbolises our ambition for a city that’s smarter, continually growing and evolving, innovating, collaborating and finding enlightened ways to work with nature.