

PALMY[®]
2021-31



**TE RAUTAKI HAPORI
TŪHONOHONO
CONNECTED COMMUNITIES
STRATEGY**

Ahunga rautaki



Strategic direction



Matawhānui Papaioea

Palmerston North Vision

He iti rā, he iti pounamu

Small city benefits, big city ambition

Palmerston North is the heart of the Manawatū region. We are a small city with a lot to offer, and we're ambitious about where we're going.

Palmerston North has many small city advantages - a great quality of life and easy access to services. We embrace our Rangitāne o Manawatū heritage and celebrate the diversity of our communities. We know that the talents and efforts of our whole city will help create the future we want.

To fulfil the vision Council has adopted five goals and strategies.

- Whāinga 1: He tāone auaha, he tāone tiputipu
Goal 1: An innovative growing city
- Whāinga 2: He tāone whakaihihi, tapatapahi ana
Goal 2: A creative and exciting city
- **Whāinga 3: He hapori tūhonohono, he hapori haumarū**
Goal 3: A connected and safe community
- Whāinga 4: Te tāone tautaiāo
Goal 4: An eco city
- Whāinga 5: Te Kaunihera ahunui, whakamana i te iwi
Goal 5: A driven and enabling Council

WHĀINGA 3: HE HAPORI TŪHONOHONO, HE HAPORI HAUMARU

GOAL 3: A CONNECTED AND SAFE COMMUNITY

Our goal is for Palmerston North to be a city where everyone feels connected and included. We want to be a safe city, where people have access to the housing they need and opportunities to connect with others. We want communities to have access to accessible and appropriate social support.

We understand that we need to work with our partners towards achieving our shared goals. We can achieve better outcomes with our communities by working effectively together.

Paetae: Kia eke ki tua atu i te 75% o te marea e kī ana he tāone whakahei, he tāone whakauruuru a Papaioea, ā, e papai ana te paerewa noho

Target: More than 75% of people consider Palmerston North is a welcoming and inclusive city with a good standard of living

This Connected communities strategy describes Council's 10-year plan vision for Goal 3.

Two plans sit beneath this strategy and describe Council's activities for the first three years of the 2021-2031 10-Year Plan: **Connected communities** and **Safe communities**.

Kupu whakataki Introduction

Oranga hapori Community wellbeing

The purpose of local government is to promote the social, economic, environmental, and cultural wellbeing of communities in the present and for the future. The Connected communities strategy focuses on the social wellbeing of our communities, although we intend that this strategy will impact on all aspects of wellbeing.

Hapori tāone kanorau Diverse city communities

The city's iwi and Māori heritage provide the foundation for the increasingly diverse community. Rangitāne o Manawatū has mana whenua status for Palmerston North and maintains strong relationships with other iwi in the Manawatū, including Ngāti Raukawa, Ngāti Kauwhata, Ngāti Apa, and Muaūpoko. There is also a wider Māori community in Palmerston North who do not have strong whakapapa connections to this region.

The city's iwi and Māori heritage provides the foundation from which the increasingly diverse community now grows. Māori, Pasifika and Asian people are projected to make up a growing proportion of the population, so this diversity will continue to increase. Palmerston North is a refugee resettlement city, and since 2004 has welcomed former refugees from the Republic of Congo, Burma, Bhutan, Syria, and Afghanistan.

Palmerston North has a significant defence workforce, large numbers of transient tertiary students, and a strong connection to the wider Manawatū-Whanganui and Wellington regions. The city's population of 90,400 people is relatively young; by 2043 our projected average age is 37 - five years younger than for New Zealand overall. Our fastest growing age group is people aged over 65 years. While Palmerston North will be home to an increasing older population, there will continue to be growth in other age groups. Families with children make up 41% of city households, while one person households now make up almost a quarter of all households (23%). Our city population is projected to increase to 110,700 people by 2043.



Palmerston North is generally perceived to be a safe and caring city, with a positive community spirit. However, our communities are less certain that the city embraces from different cultures¹. Many people in our city struggle to find appropriate and affordable housing, and people are not always able to access the services they need. This strategy sets out our four priorities to support safe, connected and inclusive communities.

Ngā tino Priorities

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 connected, welcoming and inclusive communities

Ngā taiwhanga o te hapori Community facilities

Community facilities in our city include libraries, community centres, Hancock Community House, cemeteries, public toilets and Central Energy Trust Wildbase Recovery. User rates and satisfaction with community facilities are consistently high.

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.

We will develop, support, and advocate for community facilities where they are most needed. This means working to identify gaps, as well as new opportunities to promote and develop community connections. We acknowledge the Enabling Good Lives² principles and will strive to integrate them into our service delivery. We will work with our partners to ensure we respond to the changing needs of all communities, to promote inclusion and prosperity.

We will:

- 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

² The Enabling Good Lives principles are self-determination, beginning early, person-centred, ordinary life outcomes, mainstream first, mana enhancing, easy to use, and relationship building enablinggoodlives.co.nz

¹ Findings from the annual residents' survey are available on the City dashboards on the Palmerston North City Council website: pncc.govt.nz

- 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 Central Energy Trust Wildbase Recovery Centre in partnership with Massey University
- Provide cemetery services that are responsive to community needs

See the **Community facilities chapter** of the **Connected communities plan** for more detail.

Ngā takunetanga me ngā taiopenga o te hapori Community events and festivals

Community events take many forms, including gala days, cultural and religious festivals, fund-raising events, art exhibitions, project launches, and national day and New Year celebrations for the many different groups living in the city.

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

Community events include local, programmed and iconic events. They bring significant benefits to Palmerston North people by supporting community identity and celebrating our city. Over the past few years, Palmerston North has made progress towards having a full events calendar that reflects the interests and identities of our communities. A stand-out example of this is the Manawātū Multicultural Council Festival of Cultures, which, with council support over 20 years, has grown from a local event to a weekend of events that attracts more than 17,000 participants.

A strong events sector enables these benefits to be realised. We will work to support, facilitate, and deliver responsive and inclusive community events.

We will:

- 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

See the **Events and festivals chapter** of the **Connected communities plan** for more detail.

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

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

Te whare noho pāpori Social housing

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 communities³. Inadequate and insecure housing affects participation in education, puts physical and mental health at risk, and makes social connections harder to maintain.

Social housing provider waiting lists shows there are many people in Palmerston North who do not have secure housing. We recognise that there is not a single solution to this complex problem. We want to increase our role as a social housing provider and work with partners to advocate for warm, safe and accessible and affordable social housing. We will also advocate on issues that can contribute to good housing outcomes. We will work with community partners, such as Te Tihi, to develop comprehensive and caring responses to housing needs.

We will:

- 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

See the **Social housing chapter** of the **Connected communities plan** for more detail.

³ 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.

**He hapori haumarū
Healthy communities**

Community wellbeing includes all aspects of health, te whare tapa whā, and includes the promotion of physical wellbeing. The ‘determinants of health’ is the term used to describe the things that influence people’s health. The determinants of health include; the social and economic environment, the physical environment, and a person’s individual characteristics and behaviours. Community venues, events, and public spaces all provide opportunities to improve the health of communities.

We are committed to helping provide better access to health services. We will promote healthy lifestyles, including smokefree, eco-design advice, sun-smart, and healthy food guidelines. We want to work with partners to improve the community response to health issues and improve the overall health of communities.

See the **Healthy communities chapter** of the **Connected communities plan** for more detail.

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

Support communities to achieve their aspirations

**Te whakawhanake hapori
Community development**

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”⁴. Empowered and well-connected communities, served by sustainable for-purpose organisations⁵, can support every person to thrive.

Almost 2,000 organisations make up the city’s extensive voluntary and community sector, ranging from large social service agencies with numerous employees to small and informal support groups with just a few members. Local people volunteer at a slightly higher rate than in the country overall, and the past decade has seen co-ordinated and concerted efforts to grow and support this volunteer workforce and the sector that they support.

For-purpose organisations are sustainable when they have funding, volunteer support, and the time to build relationships and learn from others. We support 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. We are part of the Welcoming Community programme for newcomers - especially migrants, former refugees and international students. We will work to ensure that Council processes are inclusive and welcoming. We want to continue the city’s high rate of volunteering, and to continue building the skills and experience volunteers need to do their important work.

We will:

- Support and fund communities and for-purpose organisations to build community, neighbourhood and organisational capacity and capability

See the **Community development chapter** of the **Connected communities plan** for more detail.

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

Be a city where people feel safe and are safe

**Hapori haumarū
Safe communities**

Community wellbeing includes all aspects of health, te whare tapa whā, and includes safety. Safety is a fundamental human right, and wellbeing is dependent on being free from harm and from the threat of harm. The perception of safety impacts on the way people feel and interact in their communities.

Palmerston North is recognised by the Pan Pacific Safe Communities Network as an international safe community. This accreditation reflects a city safety focus in public design, city streets, readiness for natural disaster, alcohol-related harm, and family/whānau wellbeing. We will work with communities, businesses, local government, government agencies and others to promote safety. As part of the Safety Advisory Board we will work towards communities being safe and feeling safe.

See the **Safe communities plan** for more detail.



**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
- support Rangitāne representation on the Safety Advisory Board as a key partner in community safety

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

**Te ine i te angitutanga
Measures of success**

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

- Index of socio-economic deprivation
- Perception of community spirit in Palmerston North
- Perception of how well Palmerston North embraces different cultures
- Te reo Māori speakers
- Participation in volunteering
- Participation in general and local body elections
- Crime victimisation
- Perception of safety
- Accreditation as a Safe Community
- Participation in neighbourhood support networks
- Use of community facilities
- Satisfaction with community facilities

⁴ Department of Internal Affairs. (November 2002). *A Framework for Developing Sustainable Communities: Discussion Paper* (November).
⁵ “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.



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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.