



# Community Support Plan

Palmerston North

SMALL CITY BENEFITS, BIG CITY AMBITION

2018/21

Te Kauhīhera o Papaioea  
Palmerston North City Council





To fulfil the vision of small city benefits, big city ambition the Council has adopted five goals. The Connected Community Strategy was developed to achieve **Goal 3: A connected and safe community**, and this plan shows how the Council will contribute to achieving this goal.

Palmerston North depends on having a strong community and voluntary sector to support vulnerable communities and people. Council will continue supporting the community and voluntary sector to respond to the most pressing social issues. It will support and strengthen

Māori community networks and agencies as they work to address issues of opportunity and concern. Council will support the community and voluntary sector through grants funding, advocacy, facilitation, and capacity building, and will refocus support on its long-term priorities.







**The purpose of the Community Support Plan is to *build community capacity to take ownership and encourage community leadership of solutions, including better co-ordination between community organisations and groups* (Priority 3, Connected Community Strategy).**

The Council will support the community by:

- Providing targeted funding that seeks to improve community outcomes; and
- Celebrating and promoting the efforts of volunteers and voluntary organisations.



## Where we are now

- Council has relationships across the community sector including organisations that currently do not receive funding from Council.
- Council's support to neighbourhood, voluntary, and community groups is focused at a service delivery level; however a lot of the groups face organisational issues that impact on their resilience, capacity, stability and sustainability.
- Building capacity and capability within community groups is the approach being taken by a number of funding agencies to solve organisational issues, however it is not clear to Council who is doing what in this space, and whether the organisational issues extend beyond the community groups to the sector itself.
- Council has collaborative relationships with its Māori and iwi partners to deliver positive community development and whānau wellbeing initiatives to improve Māori engagement and promote the achievement of the Whānau Ora outcome goal 'Toi te kupu, te mana, te ora – Māori living longer, fuller and culturally rewarding lives'.
- Council contracts coordinating agencies such as the Community Services Council, Environment Network Manawatū, and Sport Manawatū to coordinate the voluntary and community sector on its behalf.
- Council is participating in the Welcoming Communities initiative, a two year pilot in partnership with Ministry of Business, Innovation and Employment. It is a settlement initiative for recent migrants, former refugees and international students that actively seeks to mobilise and involve existing residents in welcoming activities.
- Council has the opportunity to become accredited as a 'Welcoming Community', by meeting the outcomes-based standard.
- Voluntary and community sector organisations sometimes receive rental subsidy support when they lease Council facilities, land or buildings. The rental rates are set in accordance to the 1995 Recreation and Community Assets Rental Policy (now rescinded). The total support that Council contributes through rental subsidies is unknown because a market rental assessment is not currently required.
- The Community Services Council is contracted to deliver the Social well-being forum annually with a report to Council. The social well-being forum is a platform to discuss current Palmerston North social issues, and to scope/develop potential solutions.
- Council owns and is responsible for administering Hancock Community House, which was set up to provide suitable, secure and affordable accommodation for a wide variety of community based social service providers. The facility has always been fully tenanted (15 organisations) and there are community organisations that have indicated interest should a tenancy become vacant. There is a current meeting room booking contract with Palmerston North Community Services Council. In 2014 Council approved the option to have an independent community trust to administer the day-to-day running of this facility, however this has not been instigated for number of reasons including, difficulties reaching agreement on the trust deed, unavailability of nominated trustees, and changes to legislation governing trusts and other relevant law.
- Community funding is tied to the strategic outcomes under the current strategic framework.
- Council agrees on its priority outcomes every three years for social, environmental, and cultural well-being. Proposals are then sought from community sector groups on how they will contribute to these outcomes. The community groups are engaged through a three year fee for service contract to deliver on those priority outcomes, which currently total \$1.57 million per annum.
- The Celebrating Communities Fund is for events that are formed by communities based on common interest, culture, or geographic location. The fund supports them to run events that celebrate community activity.
- Creative Communities Fund is a partnership between Creative New Zealand and the Council to increase participation in the arts at a local level and increase the range and diversity of arts available to communities.
- The Community Development Small Grants Fund is administered by the Community Services Council and supports essential administration expenses to enable local charitable not-for-profit community welfare groups to operate.
- The Local Initiatives Fund supports projects that have the potential for meaningful impact within the Community. The focus areas for this fund are set out in the Social Strategy.



- The Community Groups Training Fund is administered by Council but is delivered in partnership with the Community Services Council.
- Community funding has moved from a manual system to online Smarty Grants.
- The value of voluntary work to the city by individuals is acknowledged through the annual presentation of Civic Honour Awards, but these do not have a particularly high profile or engage young participants.
- Trustpower Community Awards are sponsored annually by Trustpower and facilitated by Council. The awards cover five categories, Heritage and Environment, Health and Wellbeing, Arts and Culture, Sport and Leisure, and Educational and Child/Youth Development.
- There are a number of other award schemes in Palmerston North that recognize voluntary groups; for example Sport Manawatū has an established awards program which means that the Sport and Leisure category under the Trustpower Community Awards often has a smaller pool of nominations.
- Student City has been through a number of iterations since it was created ten years ago.

## Where we want to be



- Council is part of coordinated efforts to build relationships, collaboration, capacity and capability, so the sector can take ownership and leadership for a connected community.
- Council clearly understands what the issues are within the City's voluntary and community sector and works with the community to plan a positive response.
- The city has a community sector that can adapt to take advantage of opportunities and respond to challenges.
- Council community funding is coordinated with other funding agencies who have shared outcome goals.
- There is a sustainable management structure for Hancock Community House.
- Community funding is delivered in an efficient and transparent way.
- Community funding is targeted towards achieving outcomes under the new strategic framework.
- The Civic Honour Awards are well publicised and offer a valuable opportunity to celebrate volunteers across all ages.
- The Trustpower Community Awards does not duplicate or compete with already existing award programmes in Palmerston North.
- Council is an accredited Welcoming Community.
- Council and community organisations who lease Council facilities, land, or buildings understand the level of financial support they are giving/receiving.
- Student City is a catalyst for providing students meaningful engagement with the community.

## How we're going to get there

### Day to day / ongoing actions to achieve the purpose

- Implement the community funding policy.
- Monitor contracted organisations against Council outcomes.
- Broadens Council's community support focus to include building community, neighbourhood and organisational resilience, capacity and capability.
- Liaise with other government or community based capacity and capability providers.
- Work closely with contracted organisations to achieve Council outcomes and identify other opportunities for the organisation and across the sector.
- Provide workshops and training opportunities in response to community and organisational needs.
- Strengthen relationships with voluntary/not-for-profit organisations that are not funded by Council.
- Work in partnership and collaboration with relevant Government agencies (at all levels), other funders and tertiary institutions.
- Raise awareness of the Civic Honour Awards and the Trustpower Awards.
- Facilitate the nomination process for the Civic Honour Awards and Trustpower Community Awards

### New ongoing actions to achieve the purpose

- Develop and implement a community funding database.
- Work with community organisations and relevant partners to investigate/evaluate organisational issues that exist in their structures and processes and identify solutions that could be implemented by each community organisation.
- Work collaboratively with funding agencies and community organisations to understand current and emerging issues the voluntary and community sector face.
- Implement the Welcoming Communities Initiative.
- Work with tertiary providers, and tertiary student bodies to develop and implement a terms of reference for Student City.

### Specific programmes to achieve the purpose (with timeframe)

- Review of the Community Funding Policy (by July 2018).
- Develop and implement a recreation and community assets rental policy (by December 2019).
- Examine and make recommendations on the capacity and capability programmes currently being carried out by other agencies (by end of 2018/2019).
- Review the Civic Honour Awards programme and make recommendations for its future operation (by end of 2019/2020).
- Examine the Trustpower Community Awards to ascertain whether it is duplicating or competing with other award programmes in Palmerston North and provide recommendations on how to solve these issues (by end of 2020/2021).
- Investigate management options for Hancock Community House, make recommendations, and develop implementation plan (by Dec 2018).



## Actions contributing to Council's strategic themes

### a) Smart city practices

- Develop a community funding database for efficiency and transparency.
- Promote the use of smart technology (i.e. applications) to improve the efficiency of operational processes for community organisations.

### b) Sustainable practices

- Build capacity and capability in community organisations.
- Promote the Civic Honour Awards.
- Ensure the Trustpower Community Awards are not duplicating or competing with other award programs in Palmerston North.
- Provide opportunities for students' to participate in community life.

### c) Iwi partnerships

- Work alongside Rangitāne o Manawatū to review and develop Treaty of Waitangi requirements and criteria under the Council's community funding programmes.
- Work closely with Rangitāne o Manawatū to deliver Council's community support activities to the City, particularly where the focus is outcomes for the Māori community or improving the responsiveness of the wider community sector to Māori.

### d) Strategic partnerships

- Maintain relationships with relevant Government agencies (at all levels), other funders, business sector, and tertiary institutions to assess shared opportunities.
- Strengthen relationships with organisations that are not funded by Council.
- Participate as a member of the regional Whānau Ora Strategic Innovation and Development Group.



---

### Measures of success



- Increase of Civic Award nominees aged 50 and under
- Better operational efficiency and structures within community organisations and the sector
- Increase in the number of multiple agency collaborations on projects
- Funding is distributed to community groups in line with council strategic direction

---

### Related policies

- Community Funding Policy
- Approved Community Funding Outcomes
- Rates Remission and Postponement policies

---

### Long-term Plan levels of service

Council supports and funds community groups to build community, neighbourhood and organisational resilience, capacity and capability.

---

### Long-term Plan KPIs

Funding is distributed according to Council's Community Funding Policy and the key objectives achieved with the funding will be described.

---



Dennetts on Broadway

Chloe Clinic

AIR NEW ZEALAND

CITY WATCHES

Chloe Clinic  
OPEN



**Palmerston North City Council**

**W** [pncc.govt.nz](http://pncc.govt.nz) | **E** [info@pncc.govt.nz](mailto:info@pncc.govt.nz) | **P** 356 8199 | Private Bag 11034, The Square, Palmerston North, 4442

ADOPTED JUNE 2018