

Notice is hereby given that an ordinary meeting of the Community Wellbeing Committee will be held on:

**Date:** Tuesday 11 August 2020  
**Time:** 1.00 pm  
**Meeting Room:** Council Chambers  
**Venue:** Horowhenua District Council  
126-148 Oxford Street, Levin

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## Community Wellbeing Committee

### OPEN AGENDA

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#### MEMBERSHIP

<b>Chairperson</b>	Cr Victoria Kaye-Simmons	
<b>Deputy Chairperson</b>	Deputy Mayor Jo Mason	
<b>Members</b>	Ms Katie Brosnahan	Ms Michelle Bussey
	Ms Samantha Coromandel	Mr James Etuale
	Mr Mike Fletcher	Ms Eve Fone
	Mr Daniel Gamboa	Ms Sheree Garton
	Mr Jim Greening	Ms Eleanor Gully
	Ms Chiquita Hansen	Mr Keith Hilson
	Ms Pauline Holland	Ms Moira Howard
	Dr Betty-Lou Iwikau	Ms Tracy Merson
	Ms Alice Mose-Tuialii	Sgt Beth Purcell
	Ms Angela Rainham	Mr Patrick Rennell
	Mr Mark Robinson	Mr Gavin Rooney
	Ms Di Rump	Sister Sosefina
	Mayor Bernie Wanden	Ms Margaret Williams
	Ms Delphi Winters	
<b>Reporting Officer</b>	Mrs Lacey Winiata	
<b>Meeting Secretary</b>	Miss Sharon Bowling	

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[www.horowhenua.govt.nz](http://www.horowhenua.govt.nz)

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Horowhenua District Council Service Centre, 126 Oxford Street, Levin  
Te Awahou Nieuwe Stroom, Foxton,  
Shannon Service Centre/Library, Plimmer Terrace, Shannon  
and Te Takeretanga o Kura-hau-pō, Bath Street, Levin



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### 5 Pokohiwi ki te pokohiwi – Shoulder to shoulder

*If you need help or support in any areas of your mahi, work programmes, events etc., please come along to the meeting prepared under this agenda item to speak to this.*



# Community Wellbeing Officer's Report to 11 August 2020

File No.: 20/307

## 1. Purpose

To give an update and overview on the current Community Wellbeing Committee activities, and provide an update on Community Development Programme activities of the Horowhenua District that directly contribute toward the Community Wellbeing Framework.

## 2. Recommendation

- 2.1 That Report 20/307 Community Wellbeing Officer's Report be received.
- 2.2 That this matter or decision be recognised as not significant in terms of s76 of the Local Government Act 2002.

## 3. Issues for Consideration

### COMMUNITY WELLBEING

**Refugee Resettlement** – The New Zealand Refugee Quota Programme arrivals are currently on hold due to the COVID-19 response. Immigration New Zealand is working with agencies and international partners, including the UN refugee agency (UNHCR) and the International Organisation of Migration (IOM) on requirements to support the resumption of quota refugee resettlement once they are able to.

Council Officers and Elected Members have been keeping in touch with Immigration New Zealand over the past few months and understand a paper has been presented to cabinet. Despite refugees having NZ Citizenship status, the current border control policy only allows those who have been in New Zealand previously the ability to come into the country. Additionally, the UNHCR are currently not moving refugees out of their host countries.

There is not currently a timeframe as to when New Zealand may resume the Refugee Quota Programme.

**Housing** – From July 2020, the number of refugees who can settle in New Zealand each year increased from 1,000 to 1,500. As a result, additional funding was provided to Central Government agencies to cater for this increase. One of which was housing.

Over the past two years Council, alongside our partners, have been advocating for additional housing in the district. Not only for our new residents, but for our current community as well. As part of our advocacy various briefing papers on our community context and housing needs were produced to assist with building an understanding within Central Government of our immediate and long term housing needs. This information has supported the Ministry of Housing and Urban Development (MHUD) in their Public Housing Plan, which serves to outline where the housing need is and where the additional funding will be spent. The Plan outlines that Levin will get an additional 12 houses built every year, over the next three years (total of 36 houses) starting 01 July 2020. These will be a mix of Kainga Ora and Community Housing Provider homes, and are available for all; refugees do not get priority.

## COMMUNITY ACTION PLANS

**Education Horowhenua** – This financial year (commencing 01 July 2020) one Education Horowhenua meeting has been held. Priorities for the network include identifying capacity building opportunities, updating the action plan to reflect the current state of education in Horowhenua and ensuring that membership is reflective of life-long learning.

**Youth Services** – This financial year (commencing 01 July 2020) one Youth Services Network meeting has been held. Priorities for the Network are the adoption of the revised Terms of Reference, review the Youth Action Plan and identifying capacity building opportunities.

On a number of occasions, it has been voiced that there is difficulty for young people accessing youth health services. As a result, the first step in developing a community-led youth health plan facilitated by Ree Anderson took place on 30 July 2020. The next steps will be determined in the coming weeks based on feedback and reviews received.

**Youth Empowerment Project (yEP)** – This financial year (commencing 01 July 2020) one Youth Empowerment Project meeting has been held. Priorities for the yEP are reviewing the Youth Action Plan and mobilising a volunteer task force to collaborate with Keep Horowhenua Beautiful Committee ahead of Clean Up New Zealand week (in September).

The Youth Empowerment Project (yEP) have had a great start to the new financial year with the following:

- Youth representative appointment to the Foxton Community Board and Community Wellbeing Committee.
- Have shown interest to Palmerston North City Council to be further involved in the community consultation for the 'Nature Calls' campaign.
- Governance training has been scheduled to learn governance and committee skills for the rangatahi to lead their own 'committee'.
- Leaders have been invited to be involved in 'Involve' youth leadership digital conference.
- yEP supported the delivery of SPYFusion 2020

**Positive Ageing** – This financial year (commencing 01 July 2020) one Older Persons Network meeting has been held.

At the Older Person's Network meeting held 16 July 2020, concerns were raised regarding long wait times and incorrect prescribed prescriptions at the Horowhenua Community Practice. **Attached** is the letter received from the Practice Manager, regarding the actions taken in regards to these concerns.

**Access & Inclusion** – This financial year (commencing 01 July 2020) no Access and Inclusion Network meetings have been held.

The Access and Inclusion Plan is currently under review.

Officers are working with accessibility organisations / groups to identify capacity building opportunities and building network membership, along with reviewing Council's own accessibility.

**Arts, Culture & Heritage** – There is currently no Arts, Culture & Heritage meetings established. Priorities for this portfolio are identifying capacity-building and place-making opportunities, and being agile in responding to graffiti and vibrancy requests.

We have had a great start to the new financial year with the following:

- The rise of the Matariki stars heralded the beginning of the Aotearoa New Year. Horowhenua District Council and Muaūpoko Tribal Authority marked the occasion with

a diverse week-long programme of free events, including performances, feasts, arts and crafts, cooking, activities, and of course astronomy. A highlight of the programme was a presentation by Levin boy Professor Rangī Matamua, 'Living by the Stars'. Over 200 people attended the informative presentation.

- Chorus is again working with Horowhenua District Council to extend its cabinet art programme in the district and is calling for designs from local artists to design and paint the cabinets. Four cabinets in Levin have been chosen for beautification and artists are encouraged to get their designs in.
- Officers are working with members of various arts organisations as an informal collective to up-skill them in event/project planning and funding applications.
- Officers continue to support Keep Horowhenua Beautiful Committee and will be preparing for Keep New Zealand Beautiful week.

## COMMUNITY DEVELOPMENT

**Thank You Dinner** – Members of the Community Engagement team and Council's Incident Management Team (IMT) were part of a very special 'thank you' dinner earlier this month.

The Levin Uniting Church, supported by the Roman Catholic and Anglican churches, partnered with Horowhenua District Council and Raewyn's Restaurant to hold the dinner as a 'thank you' to essential workers for their selflessness and dedication to duty during the COVID-19 lockdown.

Council provided \$3000 to support the event, as well as helping hands on the night from Council Officers and Elected Members. We also helped publicise the event, take photos and some of the Council IMT went along to enjoy the night as guests.

The churches treated approximately 150 essential workers to an evening of fine dining and music. Over the week, morning tea or supper was provided also for the Levin and Rural Fire Brigades, the Levin Police, and the Lavender Blue In-home Caregivers. The week of thanksgiving wrapped up with a celebratory church service and morning tea on Sunday.

**Community Recognition** – Nominations for the 2020 Horowhenua District Civic Honours Awards are now open. If you know of any extraordinary people that are making outstanding voluntary contributions within our district, look into whether or not they have received a Civic Honour or Certificate of Recognition in the past. If they haven't then consider nominating them for this prestigious award today. Nominations can be submitted either online or in person, more information can be found on Council's website. The nomination period closes on 14 September 2020.

Youth Excellence Scholarships will be awarded again this year; nominations will open early August 2020.

## GRANTS AND FUNDING

A sum of \$160,000 has been set aside this 2020 / 2021 financial year to assist non-profit organisations meeting criteria with projects, events and costs associated with responses to the COVID-19 pandemic and support for community recovery. Funding awarded will vary, but the average grant issued will be between \$500.00 and \$3,000.00 with no cap.

Applications must clearly demonstrate a link to at least one or more of the following criteria:

1. Reduced social isolation and/or increased connectedness of people within the community.

2. Increased participation in communities and social connectedness through collaborating organisations and people working together to achieve a common purpose.
3. Improved health and general wellbeing of vulnerable sections of our community.
4. Local people, particularly those who are vulnerable, lonely or isolated, are able to access services and activities that meet their needs.
5. To support community groups with fixed operating costs that can demonstrate a loss of at least 30% of income, (compared to 2019), due to COVID 19.
6. To build organisational capacity to respond to increased demand for services and/or building future resilience.

The Horowhenua Community Support Grant will be available in four rounds throughout the 2020/2021 financial year or until the fund has been completely allocated, whichever comes first. Round one applications open 01 August 2020 and closes at 5.00pm on 31 August 2020.

The new contestable fund will replace the existing Community Development Grant, Vibrant Communities Grant, Community Consultation Grant, Events Grant, Rural Halls Grant and International Representation Grant.

Horowhenua District Council administers the Creative Communities NZ Scheme on behalf of Creative New Zealand. For the 2020/2021 financial year there is \$34,800 to be dispersed to individuals and organisations for projects that increase participation in, (or access to), the Arts.

This year the grant will be available in two funding rounds with approximately \$16,500.00 to be allocated in each of those rounds. Round one applications open 01 August 2020 and closes at 5.00pm on the 31 August 2020.

The Shannon Community Development Trust was developed for the purpose of providing funding assistance to the residents of the Shannon township for the purpose of Community Development. \$13,000.00 is available to distribute this year. Round one applications open 01 August 2020 and closes at 5:00pm 31 August 2020. Round 2 will close on 28 February 2021.

Council have just completed a project to transition to a new grants administration tool called SmartyGrants. This is a cloud-based software which will alleviate manual administration processes and align with other funding agencies. All grants will now be mandatory to apply online. Council officers will be available to help organisations through the process.

**Central Government Funding available** – Recently the government has announced some funding rounds for community groups and service providers. These include:

- The COVID-19 Community Fund for women and girls has been doubled. Initially \$1 million was allocated but due to popular demand this has now increased to \$2 million. Successful applicants included support for single mothers who have lost their jobs, mental health services, support for women experiencing violence, kaupapa Māori services, essential supplies for marginalised women and girls and support for retraining.
- The first round of successful applications to the Creative and Cultural Events Incubator Fund have been announced. They are the Kia Mau Festival in Wellington, the Māoriland Film Festival in Ōtaki, the Te Tairāwhiti Arts Festival in Gisborne and Te Matatini in Auckland next year – all receiving \$100,000. The fund was set up as part of the Government's new direction for major events which aims to better support creative and cultural events to become internationally significant. The fund will re-open again in November 2020.



- The second round of the Community Resilience Fund is now open for applications for sport and recreation organisations experiencing financial hardship. The amount awarded is cases by case, with the maximum amount of \$25,000 per organisation. The funding is part of the \$265 million Sports Recovery Packaged announced. The fund closes on 06 September 2020.

## COMMUNITY CAPACITY BUILDING

The Community Capacity Building began in July 2013 with the aim of assisting the capability building of the non-profit sector in Horowhenua by offering training, seminars and workshops that might not otherwise be accessible to local organisations.

Training is organised, advertised and offered to non-profit organisations free of charge, subsidised by a Community Grants budget. Occasionally, a small fee is requested for training, to reduce the burden on this budget.

In the 2019/2020 financial year, the Community Development Team delivered 18 capacity and capability building workshops. Over 1000 participants attended the workshops with 100% satisfaction reported. Workshops delivered in 2019/2020 are as follows:

- HDC Grants and Funding Workshop – Foxton
- HDC Grants and Funding Workshop – Shannon
- HDC Grants and Funding Workshop – Levin
- Michael Hempseed – Students – Manawatū College
- Michael Hempseed – Teachers – Manawatū College
- Michael Hempseed – Public – Manawatū College
- Michael Hempseed – People that work with Youth – Council Chambers
- Youth Governance Training
- Supported Hana Tapiata – Youth Space
- First Aid Level 1 – Foxton
- Āpōpō – Youth Space
- Tips & Tricks Electronic devices (Te Whare Mahana)
- Be Prepared Civil Defence / The Kaikoura Emergency
- First Aid Level 1 – Course 2 Foxton
- Child Protection Workshop x 2 – Levin
- Healthy Ageing Talk – Levin
- Kathryn Berkett x 3 – Levin

Please find the preliminary schedule for the 2020/21 capacity building workshops below, additional workshops will be booked as the year progresses:

Workshop	Date	Location	Participants
Level 1 First Aid		Shannon	16
Psychological First Aid Workshop 1	28 July	Te Whare Mahana, Levin	20
Psychological First Aid Workshop 2	12 August	Te Whare Mahana, Levin	
yEP Governance Training	10 August	Council Chambers, Levin	
Sustainable Funding	27 August	Council Chambers, Levin	

Basic Skills for everyone, by Skills for Living	5 September	Te Takeretanga o Kura-hau-po, Levin	
Community Governance Training	Oct/Nov	TBC	
Keeping Children safe online	Late Nov	TBC	

## OTHER COUNCIL ACTIVITIES

- A sum of \$3.86 million from the Provincial Growth Fund had been allocated to the Foxton Futures project, a regeneration project which aims to create a sustainable future.
- Horowhenua District Council were also successful in being granted \$400,000 for a 'Digital Hub' to be established in Te Takeretanga o Kura-hau-pō. COVID-19 has delayed the project somewhat, but the hub will provide a space and programming to support small businesses and enterprises develop and grow.
- Council have established a Cultural Outcomes Lead role, with previous Customer Experience Lead, Aroha Pakau fulfilling this role. This position aims to build the capacity and capability of Council Officers in improving Cultural Outcomes across all that Council does. The first steps will be organising training, establishing a cross-community Te Wiki o Te Reo programme and reviewing and creating relevant strategies and policies.

## Attachments

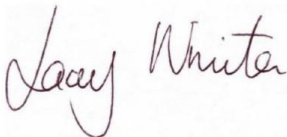

No.	Title	Page
A	Horowhenua Community Practice letter to Older Persons Network - 28 July 2020	11

### Confirmation of statutory compliance

In accordance with section 76 of the Local Government Act 2002, this report is approved as:

- containing sufficient information about the options and their benefits and costs, bearing in mind the significance of the decisions; and,
- is based on adequate knowledge about, and adequate consideration of, the views and preferences of affected and interested parties bearing in mind the significance of the decision.

## Signatories

Author(s)	Lacey Winiata <b>Community Wellbeing &amp; Engagement Manager</b>	
Approved by	Nicki Brady <b>Deputy Chief Executive</b>	

# Horowhenua Community Practice

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28 July 2020

Neil Hirini  
Community Development Advisor  
Kaitohutohu Tautāwhi Hapori  
Email: [Neilhi@horowhenua.govt.nz](mailto:Neilhi@horowhenua.govt.nz)

Kia ora Neil

It has been brought to my attention that concern has been raised at a recent meeting of the Older Persons Network in relation to call and appointment wait times and wrongly prescribed prescriptions at the Horowhenua Health Centre.

## **Phone System**

In June, this year I became aware that concerns regarding long call wait times were occurring. Immediate work commenced with MidCentral DHB to resolve this situation. As a result, a communications advisor assessed the phone message at the Horowhenua Community Practice (HCP) and altered this to become clearer, so that patients were being redirected through the phone system appropriately and efficiently.

In addition to the issue with the phones we transitioned from Covid-19 alert level two to alert level one. This created an unexpected surge in call volumes, some days these volumes were more than up to fifty percent higher than normal. To improve the situation, additional staff were recruited, and access to an analytics program for the phone system acquired. We are now able to more accurately view our call trends to assist us with assessing when additional personnel resourcing is required. We have, since early July, been experiencing improved phone waiting times and have been able to use our analytical data to examine any areas of concern.

## **Appointment wait times**

On 1 April 2020, HCP facilitated an urgent merge of 4,200 patients to assist Heart in Health (formerly known as Cambridge Street Surgery). The merge was to assist the practice who had been required to close due to unforeseen circumstances. Whilst this process was intended to support the 4,200 patients that would have been left without any medical care, unfortunately there was insufficient time to adequately recruit the additional resource needed to facilitate this large increase in patient numbers. Added to this difficulty New Zealand's was just about to commence lockdown for alert level 4, making it additionally difficult to mobilise additional clinical support.

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Email [health@hcp.co.nz](mailto:health@hcp.co.nz)

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Despite these difficulties, HCP was able to source the short-term assistance of locum doctors who had been unable to travel back to their homes overseas or had their contract hours reduced.

As a result of a subsequent recruitment drive, HCP has secured additional locums to assist with the additional appointment load through until April 2021. This will allow adequate time to identify and employ permanent General Practitioners (GP's).

During alert level four many practitioners and nurses had been completing welfare checks, telephone triage, car park assessments and virtue consultations to meet patient's needs over this time. Again, as previously mentioned, the transition from level two to level one, saw very high volumes of patients walking into the practice, seeking in-person appointments, medication requests and many other enquiries. Patients despite having modified services available to them during lockdown, saved issues until they could once again see their practitioner in-person and this has been the experience of most general practices in New Zealand.

Over the past month, and with the additional resources in place, HCP is meeting patient demands within faster time frames. At first after the move to Level one there were some difficulties with waiting times however now with additional locums, changes in templates, increases in nurse triage and extra administration staff, we have achieved the following:

- Routine face to face appointments available on average between 3-5 days with each practitioner (with the exception of the Heart in Health doctor)
- The Heart in Health doctor now has locum support to assist with her workload
- Acute on the day appointments available every day for every practitioner.

### **Wrongly Prescribed Prescriptions**

At the time these matters were being presented to HCP, the management team were unaware of any wrongly prescribed prescriptions but have since found that some errors had been made by the newly merged Heart in Health doctor. When investigated further it was identified that some of the errors were likely due to settling into her new role, using a different patient management system and differing processes. These were of course resolved with the people concerned. This will be regularly monitored and escalated appropriately if required.

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I hope the above provides you and the members of the Older Persons Network with some reassurance that the concerns raised have been dealt with, however, please feel free to contact me directly should further issues arise. In addition, I would be very happy to attend a meeting if you would like to meet face to face to further discuss the issues raised, or any other matters.

Ngā mihi

Yours sincerely

A handwritten signature in blue ink, appearing to read 'E. Lea'.

Lea (Elizabeth Lea)  
Practice Manager

cc: [Judy.boxall@midcentraldhb.govt.nz](mailto:Judy.boxall@midcentraldhb.govt.nz)  
[Andrew.nwosu@midcentraldhb.govt.nz](mailto:Andrew.nwosu@midcentraldhb.govt.nz)

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File No.: 20/308

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## Community Wellbeing Committee Priorities

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### 1. Purpose

To discuss how the proposed Community Wellbeing Committee Priorities will be reported and presented to the Committee, highlighting how they directly contribute toward the Community Wellbeing Framework.

### 2. Executive Summary

At its 11 February 2020 meeting, the Community Wellbeing Committee had a facilitated workshop to re-evaluate the priorities for the Committee. The priorities provide collective actions for the different agencies and organisations to work towards.

### 3. Recommendation

- 3.1 That Report 20/308 Community Wellbeing Committee Priorities be received.
- 3.2 That this matter or decision is recognised as not significant in terms of S76 of the Local Government Act.
- 3.3 That the Community Wellbeing Committee adopts the Monitoring Report as the mechanism for reporting against the Committee priorities.

### 4. Background

The purpose of the Community Wellbeing Committee is to bring together representatives from Council, government and non-government organisations and community forums to foster strategic collaborations and partnerships, and encourage community based local solutions to local issues.

In 2018 the Community Wellbeing reviewed its strategic direction and established a set of priorities to report against. These priorities were:

- Growth
- Housing
- Children's Workforce
- Communities of Learners
- Family Harm
- Health and Wellbeing

A lead was established for each priority and a template was provided in order to report back to the Committee. Additionally, these priorities were embedded within the Community Wellbeing Framework.

Following the 2019 Triennial Local Body Elections, where the Community Wellbeing Committee gained a new Chairperson, the Committee took the time to review and reset the priorities.

At its 11 February 2020 meeting, the Community Wellbeing Committee set the priorities for the following two years as:

- Housing
- Growth
- Health and wellbeing
- Community Safety
- Community Belonging

The feedback during the workshop from members were the priorities of Communities of Learners, Family Harm and Children’s Workforce had strong local leadership, with good work being done. Members also commented that they wanted the meetings to be future focused, with clear outcomes in each area; with reporting that did not require additional work, above members’ substantive roles but rather complemented what they were undertaking.

## 5. Discussion

In looking at how best to reflect the feedback provided by members, Officers have researched how other Council’s report on their priorities to similar committees, as well as looking at what already occurs within other Horowhenua District Council Committee meetings.

The majority that were reviewed, including Horowhenua District Council meetings, use a Monitoring Report to capture and report on the progress of actions. It is recommended that the Community Wellbeing Committee also adopt this mechanism as it allows the Committee to be agile, adding actions when necessary while also sharing the lead across agencies depending on the action. Progress for each action will be updated at each meeting, with the completed actions being removed, making room for additional actions. A template for the recommended Monitoring Report is below:

PRIORITY	ACTION	LEAD	PROGRESS UPDATE
Housing			
Health & Wellbeing			
Growth			
Community Belonging			
Community Safety			

It is also recommended that a maximum of four actions are assigned to each priority at any one time, in order to keep it manageable and the focus obvious.



## 6. Next Steps

The Community Wellbeing Committee to decide on actions, and a lead for each action added to the Monitoring Report, with Officers workings with the leads to progress the action before reporting on it at the next meeting.

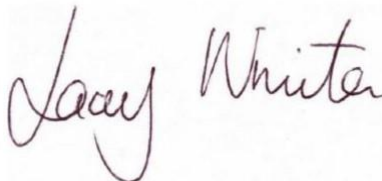
### Confirmation of statutory compliance


In accordance with section 76 of the Local Government Act 2002, this report is approved as:

- a. containing sufficient information about the options and their benefits and costs, bearing in mind the significance of the decisions; and,
- b. is based on adequate knowledge about, and adequate consideration of, the views and preferences of affected and interested parties bearing in mind the significance of the decision.

## 7. Appendices

There are no appendices for this report.

Author(s)	Lacey Winiata <b>Community Wellbeing &amp; Engagement Manager</b>	
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Approved by	Nicki Brady <b>Deputy Chief Executive</b>	
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