



Notice of the ordinary meeting of the

Community Services Committee

Kōmiti Ratonga Hapori

Date:	28 November 2019
Time:	2.00p.m.
Location:	Council Chamber, Civic House 110 Trafalgar Street Nelson

Agenda

Rārangi take

Chair	Cr Matt Lawrey
Deputy Chair	Cr Yvonne Bowater
Members	Her Worship the Mayor Rachel Reese
	Cr Trudie Brand
	Cr Mel Courtney
	Cr Kate Fulton
	Cr Judene Edgar
	Cr Brian McGurk
	Cr Gaile Noonan
	Cr Rohan O'Neill-Stevens
	Cr Pete Rainey
	Cr Rachel Sanson
	Cr Tim Skinner

Quorum: 7

Pat Dougherty
Chief Executive

Nelson City Council Disclaimer

Please note that the contents of these Council and Committee Agendas have yet to be considered by Council and officer recommendations may be altered or changed by the Council in the process of making the formal Council decision.

Community Services Committee - Delegations

Areas of Responsibility:

- Arts, Culture and Heritage
- Bylaws, within the areas of responsibility
- Cemeteries and Crematorium
- Community Centres and Halls, including Greenmeadows Community Centre, Stoke Memorial Hall and Tahunanui Community Centre
- Community Development, including youth issues, ageing issues and social well-being
- Community Festivals and Events
- Community Facilities, including public toilets
- Founders Heritage Park
- Heritage Facilities
- Heritage Houses and their grounds
- Libraries
- Sister City relationships
- Youth Council

Delegations:

The committee has all of the responsibilities, powers, functions and duties of Council in relation to governance matters within its areas of responsibility, except where they have been retained by Council, or have been referred to other committees, subcommittees or subordinate decision-making bodies.

The exercise of Council's responsibilities, powers, functions and duties in relation to governance matters includes (but is not limited to):

- Monitoring Council's performance for the committee's areas of responsibility, including legislative responsibilities and compliance requirements
- Developing, approving, monitoring and reviewing policies and plans, including activity management plans
- Reviewing and determining whether a bylaw or amendment, revocation or replacement of a bylaw is appropriate
- Undertaking community engagement, including all steps relating to Special Consultative Procedures or other formal consultation processes
- Approving submissions to external bodies or organisations, and on legislation and regulatory proposals

Powers to Recommend to Council:

In the following situations the committee may consider matters within the areas of responsibility but make recommendations to Council only (in accordance with sections 5.1.3 - 5.1.5 of the Delegations Register):

- Matters that, under the Local Government Act 2002, the operation of law or other legislation, Council is unable to delegate
- The purchase or disposal of land or property relating to the areas of responsibility, other than in accordance with the Long Term Plan or Annual Plan
- Unbudgeted expenditure relating to the areas of responsibility, not included in the Long Term Plan or Annual Plan
- Decisions regarding significant assets

1. Apologies

Nil

2. Confirmation of Order of Business**3. Interests**

3.1 Updates to the Interests Register

3.2 Identify any conflicts of interest in the agenda

4. Public Forum

4.1 Young Parents' School - Housing and Work and Income Assistance

5. Sister Cities Coordinator Report**6 - 8**

Document number R13606

Recommendation

That the Community Services Committee

- 1. Receives the report Sister Cities Coordinator Report (R13606).***

6. Chairperson's Report**9 - 10**

Document number R13602

Recommendation

That the Community Services Committee

- 1. Receives the report Chairperson's Report (R13602); and***

2. Appoints Elected Members to a liaison role as follows:

Organisation/Group	Liaison
Arts Council Nelson Incorporated	Rohan O'Neill-Stevens
Community and Whanau	Rohan O'Neill-Stevens Pete Rainey
Heritage Houses	Mel Courtney
Working Group for the Strategy on Nelson's Ageing Demographic	Yvonne Bowater Trudie Brand Matt Lawrey Gaile Noonan

7. Community Services Quarterly Report to 30 September 2019

11 - 38

Document number R12541

Recommendation

That the Community Services Committee

- 1. Receives the report Community Services Quarterly Report to 30 September 2019 (R12541) and its attachments (A2282423, A2044411 and A1157454).**

8. Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council

39 - 54

Document number R11471

Recommendation

That the Community Services Committee

- 1. Receives the report Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council (R11471) and its attachments (A2197848 and A1854528); and**

2. **Agrees not to offer new Community Investment Fund Agreement applications for 2020/21; and**
3. **Agrees that the residual Community Investment Funding 2020/21 (up to \$56,568) be combined with the existing Small Grant pool of \$50,000 for 2020/21; and**
4. **Agrees that the Community Investment Small Grant Fund approvals be increased from \$2,500 to \$5,000 maximum for 2020/21; and**
5. **Accepts the grant of \$18,524.74 from the Nelson Safer Community Council to be added to the Community Investment Fund for allocation in 2020/21.**

9. Library security - request for unbudgeted expenditure

55 - 64

Document number R11473

Recommendation

That the Community Services Committee

1. **Receives the report Library security - request for unbudgeted expenditure (R11473) and its attachment (A2283819).**

Recommendation to Council

That the Council

1. **Approves unbudgeted expenditure of up to \$33,000 for security within libraries.**

Note:

- **Youth Councillors Nico Frizzell and Hailey Potts will be in attendance at this meeting.**

Sister Cities Coordinator Report

1. Purpose of Report

- 1.1 This is a voluntary position within Council responsible to Manager Governance and Support Services (Mary Birch), Strategy and Communications. Its purpose is to promote and strengthen Nelson City Council's Sister City relationships.
- 1.2 The International Relationships Policy provides guidance on roles, management and protocols for sister city matters. The co-ordinator reports biannually to council.

2. Recommendation

That the Community Services Committee

- 1. Receives the report Sister Cities Coordinator Report (R13606).***

2. Background

- 2.1 Council has four formal sister city relationships.
 - Miyazu, Japan 1976
 - Huangshi, China 1995
 - Eureka, USA 2004
 - Yangjiang, China 2014
- 2.2 The relationships are administered on your behalf by three organisations and three are strong and active.
- 2.3 The Nelson Branch of the New Zealand China Friendship Society holds responsibility for Huangshi and Yangjiang.

3. Update

- 3.1 Since I last reported the organisation of the April 2020 student exchange to Yangjiang is well advanced with a record number of young people

Item 6: Sister Cities Coordinator Report

applying to travel to Yangjiang to exchange with the senior High School. Social media has been successful in attracting young people to apply.

- 3.2 Huangshi has a new Mayor Wu Jin who has extended an invitation to the Mayor of Nelson to visit. I believe a friendship visit has been discussed. Zugui Xu who was an intern at Nelson City Council some years ago would be keen to assist with the visit and organise home stays.
- 3.3 China week was celebrated a few weeks ago the art exhibition was stunning with a wide variety of work on display and an excited crowd at the opening.
- 3.4 The week also featured presentations and a seminar for the business community looking to do business with China along with a business networking function.

Nelson Miyazu Sister City Association

- 3.5 A permanent home is being sought for the 25th anniversary sculpture presented to Nelson by Miyazu City and no longer required at Nelson Airport. The Elma Turner Library and the Trafalgar Centre Northern Extension has been suggested as sites. An inside position is required.
- 3.6 The Cherry Blossom Festival is an ongoing success story with around 3000 people attending. It is hoped the difficult issue with the permanent toilets which blocked within the first half hour will be resolved for the 2020 festival.
- 3.7 The second Autumn Imonikai Festival was a great success with many people enjoying Miso soup and the still reflective waters of Miyazu Park on a stunning Autumn Sunday

Eureka Nelson Sister City Association

- 3.8 Eureka now has the title of Emeritus as there has been little activity between the two cities for some years. Currently it is in a holding pattern administrated by one person who wants to step back from the role. It has been suggested that the funds held might be used for developing Eureka Park.
- 3.9 This is a matter for council discussion and decision making.
- 3.10 There was a recent visit to Nelson of four representatives from Eureka CA during October; Carol Clymo and her husband Wayne Palmer, and Joe and Debie Heise. The Chief Executive Pat Dougherty officiated provided morning tea and both cities exchanged gifts.

4. General

Sister Cities New Zealand

Item 6: Sister Cities Coordinator Report

- 4.1 Nelson City Council is a member of Sister Cities New Zealand. An extremely interesting news letter is produced every two months and I can send it on to you as can Council staff if requested.
- 4.2 The annual Sister Cities NZ conference and AGM is to be held in Ashburton Thursday 21 - Saturday 23rd March. This conference is very worthy of attendance as it adds another dimension to council business and has previously been held in Nelson. The report I made to NCC on the 2019 conference can be circulated to you if requested

Appo Hocton Laneway Sign

- 4.3 For some time we have been supporting the naming of this small lane in Washington Valley and I was not only extremely excited but surprised to see photos of it on Facebook. This was a very low key installation without fanfare for a man who resided in the area for many years and made New Zealand cultural history.

International Relationships Policy.

- 4.4 This policy approved by council earlier this year includes Sister City Relationships and matters. The coordinating group have been involved over time with several iterations of the document.
- 4.5 The final approved document was made available at the September group meeting. While reading it through I found that a small four letter word "will" had been replaced in many sections of "Appendix – Protocols for Sister City Matters" with the word "may". This is particularly evident in the section "Councils Direct Contribution to Sister City Visits".
- 4.6 The official signed Sister City Agreements belong to Council with the service delivered by volunteers and community "not for profit" organisations; two of which were established by council for this purpose.
- 4.7 While it was explained "that minor wording changes were made to soften and allow for all circumstances, in contravention of the policy" the change was seen as devaluing the international status of each of the relationships and the considerable work of volunteers especially during official visits.
- 4.8 The group would like further discussion about the unintentional cultural repercussions and consequences the changes, which were made immediately prior to voting may have.

Author: Gail Collingwood, Sister City Co-ordinator

Attachments

Nil

REPORT R13602

Chairperson's Report

1. Purpose of Report

- 1.1 To appoint elected members to liaison roles.

2. Recommendation

That the Community Services Committee

1. Receives the report Chairperson's Report (R13602); and

2. Appoints Elected Members to a liaison role as follows:

Organisation/Group	Liaison
Arts Council Nelson Incorporated	Rohan O'Neill-Stevens
Community and Whanau	Rohan O'Neill-Stevens Pete Rainey
Heritage Houses	Mel Courtney
Working Group for the Strategy on Nelson's Ageing Demographic	Yvonne Bowater Trudie Brand Matt Lawrey Gaile Noonan

2. Background

- 2.1 At its meeting on 14 November 2019, Council delegated responsibility to the appropriate Committees of Council, to determine Councillor Liaison appointments to external organisations and groups that are within the committees' areas of responsibility, for this triennium.
- 2.2 The Community Services Committee has responsibility for the following appointments:

Item 7: Chairperson's Report

- 2.2.1 Arts Council Nelson Incorporated
 - 2.2.2 Community and Whanau
 - 2.2.3 Positive Aging Forum
 - 2.2.4 Heritage Houses
 - 2.2.5 Working Group for the Strategy on Nelson's Ageing Demographic
- 2.3 As the Positive Aging Forum meeting was held before the Community Services Committee meeting, Council resolved Councillor Bowater's appointment on 14 November 2019.
- 2.4 Previously Council has appointed either an officer or elected member as liaison to the Broadgreen Society. Council owns two historic houses supported by independent trusts, Melrose and Broadgreen Houses. The Colonel Noel Percy Adams Trust operates Melrose House as a historic visitor experience, functions venue and leases out a café, while the Broadgreen Society looks after the Broadgreen Centre and provides guides and activities at Broadgreen House. Council is heavily reliant on these societies to ensure the successful operation of the houses. A Councillor Liaison role is proposed to help maintain a positive governance relationship with both groups.

Author: Matt Lawrey, Chairperson

Attachments

Nil

Community Services Quarterly Report to 30 September 2019

1. Purpose of Report

To inform the Committee of the financial and non-financial results for the 2019 first quarter for the activities under its delegated authority.

2. Recommendation

That the Community Services Committee

- 1. Receives the report Community Services Quarterly Report to 30 September 2019 (R12541) and its attachments (A2282423, A2044411 and A1157454).***

3. Background

- 3.1 Quarterly reports on performance are being provided to each Committee on the performance and delivery of projects and activities within their areas of responsibility.
- 3.2 The financial reporting focuses on the year to date performance (1 July 2019 to 30 September 2019) compared with the year-to-date (YTD) approved capital and operating budgets.
- 3.3 Unless otherwise indicated, all information is against approved operating budget, which is the 2019/20 Annual Plan budget plus any carry forwards, plus or minus any other additions or changes as approved by the Committee or Council.
- 3.4 There are eight projects that fall under the Community Services Committee that are included as part of the quarterly reporting. These have been selected if their budget is at least \$250,000 for 2019/20, are multi-year projects with a budget over \$1 million, or have been assessed to be of particular interest to the Committee.

4. Key developments for the three months to 30 June 2019

Community Investment Fund Allocations

- 4.1 The Community Investment Funding Panel met in August to allocate this year's funding of \$91,393. Council received 77 grant applications, of which 32 were successful with allocations ranging from \$820 to \$5,000. A grant to Whanake Youth of \$20,000 was also made as a special case for two years. This year the fund was more than three times oversubscribed.
- 4.2 The allocation of \$91,939 is in addition to existing multiyear agreements of \$232,000, which increases the total CIF spend to \$323,939 for the year ending 30 June 2020.
- 4.3 It should also be noted that Council's funding in the community development space extends beyond just the CIF fund. For example, in response to increased demand for community development support, Council also allocated an additional \$50,000 in the current financial year which is being used for projects related to refugees and migrants, and homelessness. This is reported in the project sheets at Attachment 1 ('Community Partnerships Fund').

Nelson Tasman Community Funders Network

- 4.4 The network has met twice during the quarter and is delivering projects including the '2020 Community Funders Roadshow' and 'Tools to Reduce the Funding Burden for Community Organisations.' The group is led by members of the Community Partnerships Team alongside the Rata Trust, Department of Internal Affairs, Tasman District Council, Te Puni Kōkiri and the Top of the South Foundation.

Founders Park Updates

- 4.5 Council approved the updated 10-year vision statement (A2183151) for Founders Heritage Park in August 2019. The Founders Heritage Park 10 year plan is now in the planning stage and it is anticipated this will be drafted this financial year. A Council workshop will be held following Iwi consultation.
- 4.6 Several new events were held at Founders Heritage Park including the 'Pop Up Wedding Show', Matariki and the 'Nelson Parent and Child Expo' which are anticipated to become regular fixtures. Solar carpark lights were erected, water efficient irrigation systems installed and display improvements made at the Hop and Beer Museum.

Heritage Updates

- 4.7 A review of the 2019 Heritage Festival was completed capturing 53 different events on 90 separate occasions. The festival had 11,981 attend, an increase of 176% from the previous year. Events were held at 29 different venues with an economic impact estimate of \$505,948.

Arts Updates

- 4.8 Creative Communities funding allocations were made in September with \$19,479.83 funding from Creative New Zealand allocated to various projects through Arts Council Nelson.
- 4.9 Support was provided towards Matariki and Te wiki Te Reo/Māori language week events. The projector owned by Council was used to support the '4 Lanes' event in the CBD in July.
- 4.10 A former airport sculpture, The Goddess of Flight sculpture by Fiona Sutherland, has been installed at Saxton Field this quarter with a positive public response.
- 4.11 The 'Arts Flag' project involves commissioning 80 unique flags to brighten the CBD for display using the new flagtrax system. The flagtrax system has frames on powerpoles etc and allows for flags to be easily erected and removed in the CBD without the need for specialist 'working at heights' equipment. 200 designs have been submitted to date and the timeframe has been extended to allow for greater community and iwi input.
- 4.12 The Community Arts Centre feasibility study is underway with community engagement almost complete. A workshop will be scheduled with the Community Services Committee to discuss outcomes of the study before it is presented to the Committee for decision early 2020.

Events Updates

- 4.13 The biennial 'Opera in the Park' event is scheduled for 15 February 2020. Council contributes \$161,000 in addition to box office income expected of \$100,000. A risk has been identified that, due to rising production costs, it may be challenging to maintain the current quality of the event in the future. This issue is being actively managed and will need to be picked up as part of the post-event review for future budgets.
- 4.14 The annual Santa Parade is supported by Council via a \$15,000 contribution to running costs. Council has contracted Tom Smythe and Claire McLean from Ebtac Ltd to deliver the 2019 event, however a risk has been identified that Ebtac is having difficulty accessing community funding to supplement the Council contribution, which limits their total event budget. Despite this, engagement with the community, sponsors and Rutherford Rotary has been positive and the organisers have presented a sound plan to deliver the parade. Officers remain engaged with the organisers.
- 4.15 The '4 Lanes' Festival was a successful collaboration between Council's Events Team, the City Centre Development team and Uniquely Nelson. '4 Lanes' had a large level of engagement with local performers and highlighted areas of our city centre not usually used for events. It was very well attended (ca. 10,000 attendees measured by three staff at 5pm) and the public feedback was excellent as per Facebook comments and newspaper articles.

Parks and Facilities Updates

- 4.16 During August officers and contractors attended a Muslim burial workshop to ensure religious and cultural protocol is followed and understood by those working in the Marsden Valley Cemetery area.

Libraries Updates

- 4.17 Sarina Barron started as the new Libraries Manager on the 12th August.
- 4.18 In July the libraries experienced a significant spike in security incidents with sixteen incidents recorded. These were predominantly located at the Elma Turner Library. Police were contacted in the majority of these incidents. More information on this is provided in Report R00473 (Libraries security – request for unbudgeted expenditure) which will be presented at this Community Services Meeting.
- 4.19 In August all public access computers across all three libraries were replaced. This was part of a national rollout conducted by the Aotearoa People's Network Kaharoa (APNK). This is a National Library initiative which partners with local government in providing free internet access to New Zealanders. This access now includes publicly available Chromebooks which allows for more flexibility and freedom of access to our patrons.
- 4.20 Key events and programmes in the past quarter have included Family History Month, The Festival of Adult Learning, Te Wiki o Te Reo Māori, National Poetry Day, book launches and author talks. Our regular schedule of storytimes, coding and books clubs have continued with success throughout the past school term.

5. Financial Results

Profit and Loss by Activity

Item 8: Community Services Quarterly Report to 30 September 2019

Parks and Active Recreation	YTD Actuals	YTD Operating Budget 2019/20	YTD Variance	Total Operating Budget 2019/20	Total Annual Plan Budget 2019/20
Income					
Rates Income	(3,301)	(3,301)	0	(13,206)	(13,206)
Other Income	(1,126)	(908)	(218)	(4,320)	(4,287)
Total Income	(4,427)	(4,209)	(218)	(17,526)	(17,493)
Expenses					
Staff Operating Expenditure	309	390	(81)	1,561	1,561
Base Expenditure	1,973	1,811	162	5,851	5,801
Unprogrammed Expenses	276	196	80	777	702
Programmed Expenses	739	863	(124)	3,182	3,227
Finance Expenses	639	651	(12)	2,605	2,605
Depreciation	880	872	8	3,488	3,488
Total Expenses	4,816	4,783	33	17,464	17,384
(Surplus)/Deficit	389	574	(185)	(62)	(109)
Social	YTD Actuals	YTD Operating Budget 2019/20	YTD Variance	Total Operating Budget 2019/20	Total Annual Plan Budget 2019/20
Income					
Rates Income	(3,501)	(3,501)	0	(14,005)	(14,005)
Other Income	(568)	(584)	16	(2,391)	(2,391)
Total Income	(4,069)	(4,085)	16	(16,396)	(16,396)
Expenses					
Staff Operating Expenditure	1,395	1,279	116	5,117	5,117
Base Expenditure	2,054	1,780	274	5,198	5,077
Unprogrammed Expenses	90	119	(29)	452	460
Programmed Expenses	1,190	1,181	9	3,554	3,494
Finance Expenses	284	282	2	1,128	1,128
Depreciation	303	324	(21)	1,250	1,250
Total Expenses	5,316	4,965	351	16,699	16,526
(Surplus)/Deficit	1,247	880	367	303	130

Notes

- The "Total Operating Budget" differs from the "Total Annual Plan Budget" in that it includes carry forwards and reallocations made after the final approval of the Annual Plan.
- Base Expenditure is expenditure that happens year after year, for example yearly contracts or operating expenses.
- Programmed Expenditure is planned, or there is a specific programme of works. For example, painting a building.

Item 8: Community Services Quarterly Report to 30 September 2019

- Unprogrammed Expenditure is reactive or unplanned in nature, for example responding to a weather event. Budgets are included as provisions for these expenses which are unknown.
- The Profit and Loss reports presented above are shown by activity. These activities include some cost centres that are reported to other committees.
 - The Social activity includes the following cost centres:
 - Reported to Community Services:
 - Managing Heritage And Arts
 - Museum
 - Suter Gallery
 - Isel House
 - Melrose House
 - Broadgreen House
 - Founders Park
 - Historic Cemeteries
 - Arts & Heritage Grants
 - Heritage Incentives
 - Festivals
 - Street Decorations
 - Nelson Centre of Musical Arts
 - Theatre Royal
 - Community Services Planning
 - Nelson Library
 - Stoke Library
 - Nellie Nightingale Library Memorial
 - Marsden Valley Cemetery
 - Crematorium

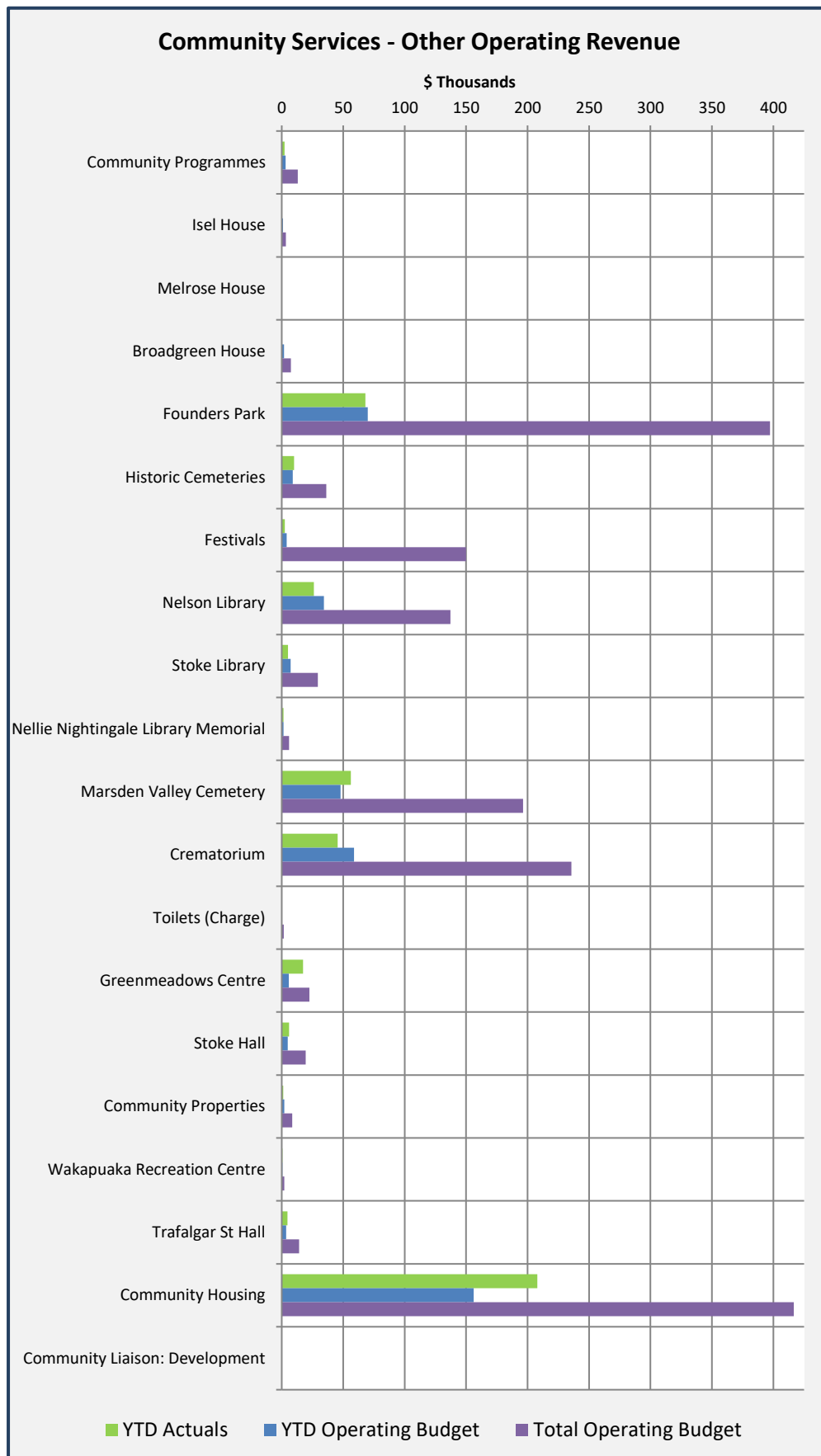
Item 8: Community Services Quarterly Report to 30 September 2019

- Toilets (Free)
- Toilets (Charge)
- Greenmeadows Centre
- Stoke Hall
- Community Properties
- Wakapuaka Recreation Centre
- Trafalgar St Hall
- Community Housing
- Social Indicators
- Employment Assistance
- Community Liaison: Development
- Community Liaison: Grants (Ca)
- Reported to Sports and Recreation Committee:
 - Maitai Club
 - Motor Camp Tahuna
 - Maitai Camp
 - Brook Camp
- The Parks and Active Recreation activity includes the following cost centres:
 - Reported to Community Services Committee:
 - Community Programmes
 - Reported to Sports and Recreation Committee:
 - Public Gardens
 - Neighbourhood Parks
 - Park Trees
 - Conservation Reserves
 - Landscape Reserves

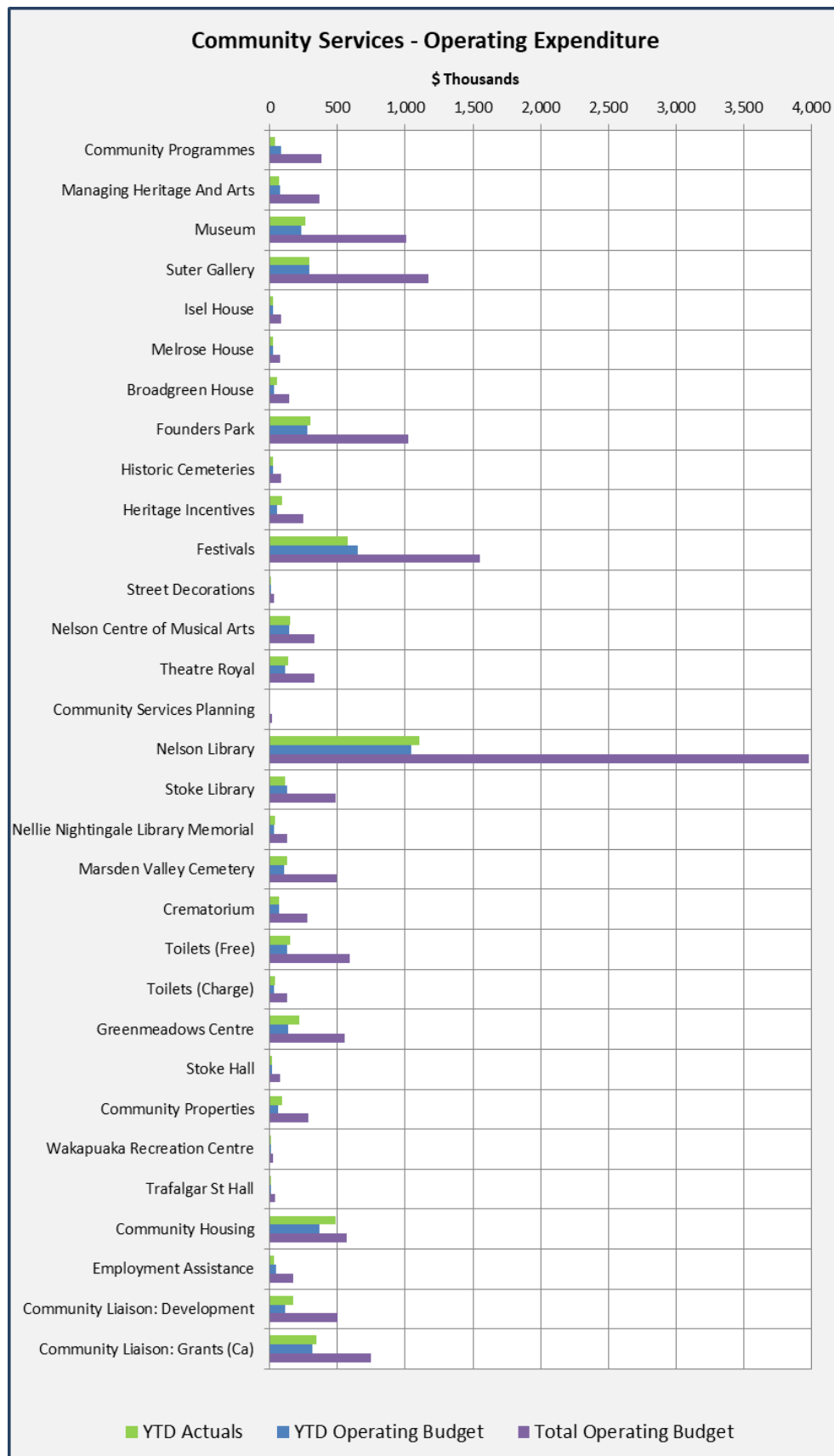
Item 8: Community Services Quarterly Report to 30 September 2019

- Esplanade & Foreshore Reserves
- Heritage, Landscape, Local Trees
- Walkways
- Sports Parks
- Recreation Planning
- Natureland
- Trafalgar Centre
- Saxton Field Stadium
- Saxton Oval Pavilion
- Golf Course
- Pools
- Recreation Liaison
- Play Facilities
- Marina
- Saxton Field
- Regional Community Facilities

Operating Revenue (excluding rates)



Operating Expenditure (excluding internal interest)



Item 8: Community Services Quarterly Report to 30 September 2019

- 5.1 Staff costs are overall ahead of budget by \$101,000 across Community Services, including operating staff expenditure ahead of budget by \$71,000 and capital staff expenditure ahead by \$30,000. Staff costs include all expenditure relating directly to the employment of staff, as well as some overheads which are allocated to cost centres on the same basis as staff time.
- 5.2 Individual variances in the cost centres are noted below where significant. In each case, these variances may be the result of actuals occurring in a different cost centre than budgeted, timing, or cost variances (overspends or underspends). Variances involving staffing costs being budgeted in one centre with actuals occurring in other cost centres have been identified and are being addressed.
- 5.3 **Community Programmes expenditure is less than budget by \$52,000.** Staff operating expenditure is behind budget by \$52,000. Staff costs were budgeted in Community Programmes but actuals have been recorded in other cost centres.
- 5.4 **Managing Heritage and Arts expenditure is less than budget by \$12,000.** Staff operating expenditure is behind budget by \$10,000. Staff costs were budgeted in Managing Heritage and Arts but actuals have been recorded in other cost centres.
- 5.5 **Museum expenditure is greater than budget by \$24,000.** This includes a timing variance, relating to grant payments made to the Nelson Provincial Museum (\$18,000), as well as a price variance (\$5,000) due to the grant increasing by more than budget in the current year.
- 5.6 **Broadgreen House expenditure is greater than budget by \$18,000.** Consultancy costs are ahead of budget by \$7,000 due to timing. Programmed maintenance costs are ahead of budget by \$6,000. This expenditure relates to the CCTV upgrade, and is within full year budget. House promotions marketing costs (\$2,000) and volunteer general expenses (\$1,000) have been incurred against nil budgets, as no allocation was made for volunteers in the current year.
- 5.7 **Founders Park expenditure is greater than budget by \$19,000.** Staff operating expenditure is ahead of budget by \$49,000. Staff costs were incurred in this cost centre, but were budgeted in other cost centres. Development fund and programmed maintenance expenditure are behind budget by \$20,000 and \$14,000 respectively due to timing.
- 5.8 **Heritage Incentives expenditure is greater than budget by \$33,000.** Staff operating expenditure is behind budget by \$11,000. Staff costs were budgeted in Heritage Incentives but actuals have been recorded in other cost centres. Rates remissions are ahead of budget by \$45,000 due to timing.
- 5.9 **Festivals expenditure is less than budget by \$76,000.** Staff operating expenditure is behind budget by \$38,000. Staff costs were budgeted in Festivals but have been recorded in other cost centres.

Item 8: Community Services Quarterly Report to 30 September 2019

Opera in the Park is behind budget by \$61,000 due to timing. Youth events expenditure is ahead of budget by \$22,000 due to timing.

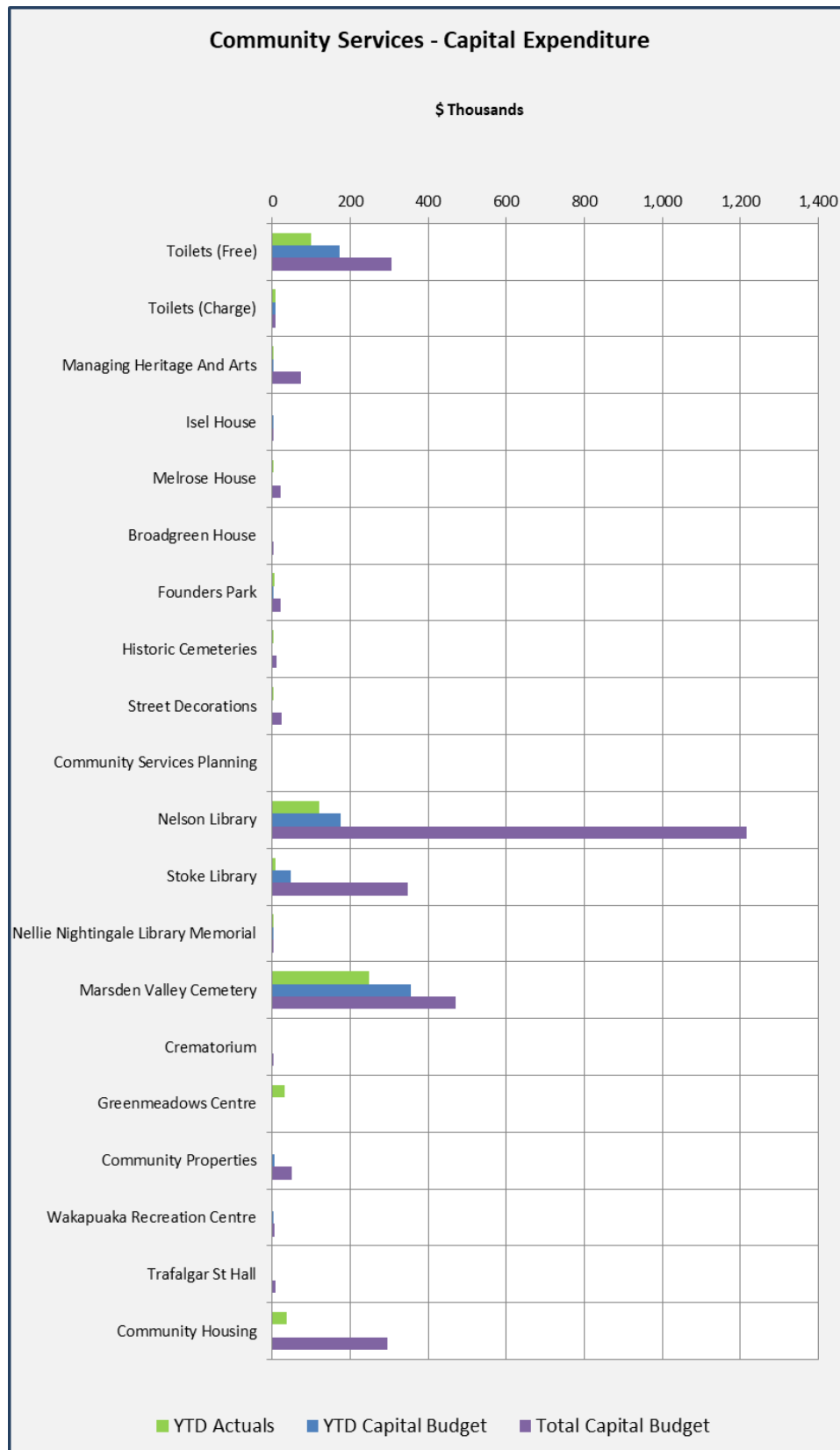
- 5.10 **Theatre Royal expenditure is greater than budget by \$21,000.** Grant payments are ahead of budget due to timing.
6. **Nelson Library income is less than budget by \$8,000. Nelson Library expenditure is greater than budget by \$55,000.** Unbudgeted preliminary investigation costs of \$21,000 have been incurred in relation to the library redevelopment project. This relates to labour costs of the project manager which are unable to be capitalised at this stage of the project. Security costs are over budget by \$11,000 (separate report refers). The remainder of the amount is spread across a few key items which are timing related and are due to balance out over the course of the year.
- 6.1 **Stoke Library expenditure is less than budget by \$16,000.** Staff operating expenditure is behind budget by \$7,000. Operating costs are year to date under budget, including electricity (\$4,000) and cleaning (\$2,000).
- 6.2 **Marsden Valley Cemetery income is greater than budget by \$8,000.** The current year has seen increased demand for burial plots. **Marsden Valley Cemetery expenditure is greater than budget by \$19,000.** Property maintenance contract costs are over budget, partially due to the increase in burials.
- 6.3 **Crematorium income is less than budget by \$13,000.** Crematorium fee income is currently behind budget by \$8,000. This is a timing variance, and it is noted that actual cremations are tracking over budget year to date. Animal cremation fee income is under budget by \$5,000 due to pet cremations being ceased. This income shortfall is offset by a reduction in associated variable expenditure.
- 6.4 **Toilets (free) expenditure is greater than budget by \$23,000.** Unprogrammed maintenance costs are over budget by \$12,000 due to unforeseen vandalism expenditure. Programmed maintenance is behind budget by \$10,000 due to timing.
- 6.5 **Greenmeadows Centre income is greater than budget by \$12,000.** Rental income is over budget, including commercial rental income (\$5,000), room hire (\$2,000) and recoveries (\$3,000). **Greenmeadows Centre expenditure is greater than budget by \$69,000.** Insurance costs (\$25,000) are over budget, and have exceeded the full year budgets for these codes. Depreciation is also over budget by \$14,000.
- 6.6 **Community Properties expenditure is greater than budget by \$32,000.** Staff operating expenditure is ahead of budget by \$19,000 due to costs which were incurred in this cost centre but the budgets were included elsewhere. Condition assessments expenditure is ahead of budget by \$12,000 due to timing.

- 6.7 **Community Housing income is greater than budget by \$52,000.** This is a timing variance. **Community Housing expenditure is greater than budget by \$119,000.** Staff operating expenditure is ahead of budget by \$30,000 due to costs which were incurred in this cost centre but the budgets were included elsewhere. Legal expenses (\$64,000) and audit fees (\$25,000) have been incurred against nil budgets. These will be capitalised if divestment occurs. Operating expenditure is ahead of budget by \$50,000 due to timing. Depreciation is under budget by \$33,000 and maintenance costs are under budget by \$23,000.
- 6.8 **Employment Assistance expenditure is less than budget by \$20,000.** Staff operating expenditure is behind budget by \$23,000.
- 6.9 **Community Liaison: Development expenditure is greater than budget by \$61,000.** Staff operating expenditure is ahead of budget by \$52,000 due to variations between where actual and budgeted expenditure is incurred. Community and Whanau meeting expenditure is greater than budget by \$9,000 due to timing.
- 6.10 **Community Liaison: Grants expenditure is greater than budget by \$30,000.** Rates remissions are over the full year budget by \$24,000 due to some rate remissions not being included in the budget. Community Assistance Programme grants are ahead of budget by \$23,000 due to timing. Community Partnership Fund grants are behind budget by \$13,000.

Terms used
Ahead/behind – this indicates that the variance is due to timing, or that it is not yet known whether the variance will continue for the full year. This should be clarified in the commentary.
Over/under – this indicates that a budget has been overspent or underspent, and that it is likely there is an actual cost saving or overrun. This should be made clear by the commentary.
Less/greater – these header terms are used to describe the total variance to budget for a cost centre and account type

Capital Expenditure

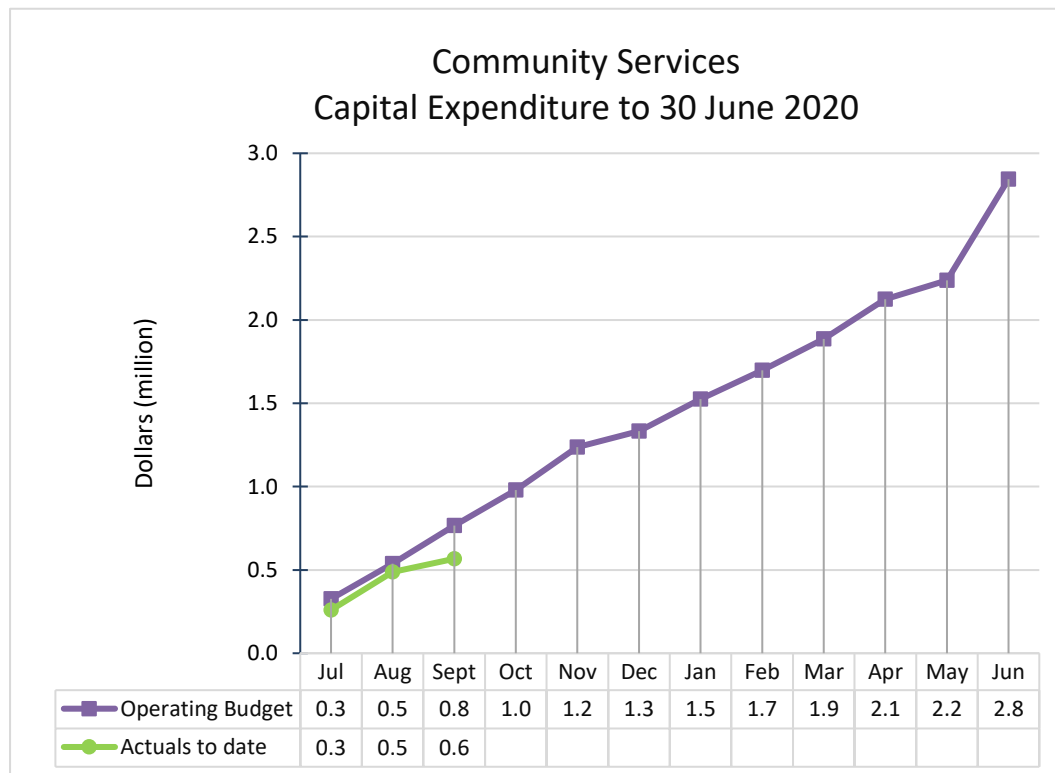
Capital expenditure (including capital staff time, excluding vested assets)



Item 8: Community Services Quarterly Report to 30 September 2019

All capital projects with a budget greater than \$250,000 in this financial year have a project sheet in Attachment 1 of this report.

Capital expenditure forecast chart



7. Commentary on Capital Projects

- 7.1 There are eight capital projects, within the Community Services Committee delegations, that are included as part of the quarterly reporting. Four of these are over \$250,000 for 2019/20 and two are included as they are over \$1m over three years. The remainder are included as they are of particular interest to the Committee.
- 7.2 Project status is analysed based on three factors; quality, time and budget. From the consideration of these three factors the project is summarised as being on track (green), some issues/risks (yellow), or major issues/risks (red). Projects that are within 5% of their budget are considered to be on track in regards to the budget factor.
- 7.3 These project updates are appended in Attachment 1. These figures exclude staff costs.

8. Commentary on Operational Projects

- 8.1 There is one non-capital project within the Community Services Committee delegations that is included as part of the quarterly reporting: Community partnerships Fund. This project has been selected for

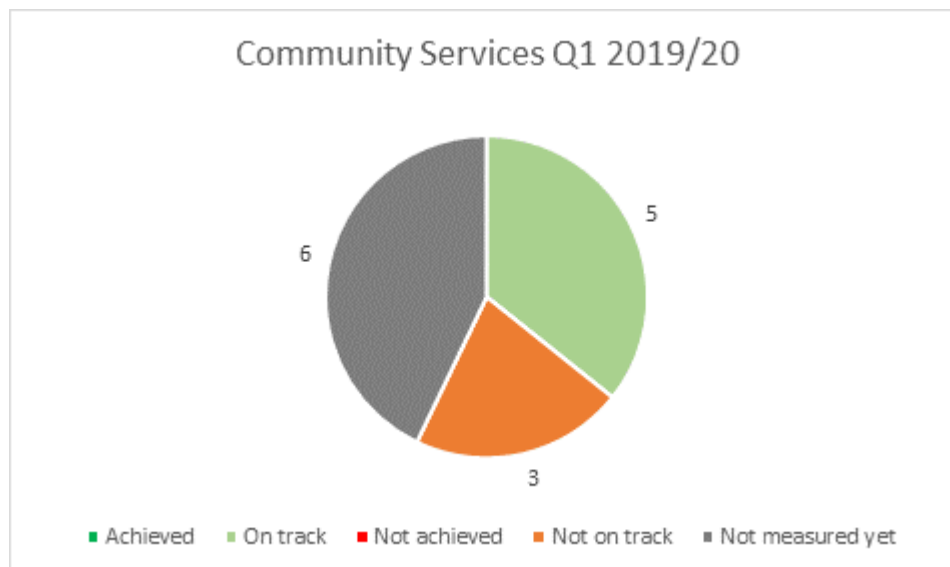
Item 8: Community Services Quarterly Report to 30 September 2019

quarterly reporting as it makes an important contribution to Council's work programme. The project sheet is appended in Attachment 1.

9. Key Performance Measures

- 9.1 As part of the development of the Long Term Plan 2018-28 Council approved levels of service, performance measures and targets for each activity. There are fourteen performance measures that are within the Community Services Committee's delegations.
- 9.2 Final results for each measure will be reported on through the Annual Report 2018/19, however this report includes an indication of progress for those measures. The scale to report on the performance measures is as follows:
- Achieved
 - On track
 - Not achieved
 - Not on track
 - Not measured yet

10. Quarterly Review of Key Performance Indicators



- 10.1 Six measures have not yet been measured. Five measures are on track and three measures are not on track. Attachment 3 (A2291980) lists all performance measures, their status and commentary.

11. Conclusion

- 11.1 The review of performance for the first quarter for the Community Services Committee is included in this report, with project reports and performance measure updates attached.

Author: **Mark Preston-Thomas, Manager Community Partnerships**

Attachments

- Attachment 1: A2282423 Project Sheets Community Services Quarterly Report Q1 2019-20 [↓](#)
- Attachment 2: A2044411 Performance Measures Community Services Quarterly Report Q1 2019-20 [↓](#)
- Attachment 3: A1157454 Status Report Community Services Committee Quarterly Report Q1 2019 - 20 [↓](#)

Community Housing Renewals					1486
Renewal work for community housing.					
Overall Health		Quality	Time	Budget	
Project Update (work completed, in progress, scheduled & budget change info)					
Continuing with standard renewals work but awaiting direction on possible transfer of ownership					
Project Risks					
No concerning risks to report.					
Project Issues					
Managing an appropriate programme with consideration for the possible transfer of assets to another provider.					

Community Housing Renewals					1486
2013/14 to 2017/18 Actuals					383,462
	Year 1	Year 2	Year 3	Years 4-10	Total
	2018/19	2019/20	2020/21	2021/28	2018/28
Long-term Plan Budget	290,000	296,380	302,899	857,110	1,746,389
Carry-forwards / Amendments	(12,200)	-	-	-	(12,200)
Total Budget	277,800	296,380	302,899	857,110	1,734,189
Actual Spend to Date	285,473	36,899			
Full Year Forecast	285,473	296,380	302,899	857,110	1,741,862

Excludes capital staff time

We are currently transitioning to a model in which capital staff time is budgeted at a project level. Projects managed by the Capital Projects team have been moved to this new model in 2019/20. For these projects, capital staff time is included in the 2019/20 year where indicated. The remaining projects will transition in 2020/21.

Community Services

A2282423

Millers Acre Toilet upgrade				2002
Improve and increase facilities at Millers Acre.				
Overall Health		Quality	Time	Budget

Project Update (work completed, in progress, scheduled & budget change info)

Council approved the option to build 7 toilets, and use some of the space in the I-site for this project at a meeting on 19 September. Additional funding required to proceed with the project was also approved. Consultants have started work on initial design. MBIE has provided \$250,000 in funding for the project. The project is due for completion in October 2020, before the summer season.

Project Risks

Investigation on the exterior cladding is being undertaken, findings of the report might have an impact on design and construction timeframe.

Project Issues

No issues identified

Millers Acre Toilet upgrade					2002
					2013/14 to 2017/18 Actuals
					1,985
	Year 1 2018/19	Year 2 2019/20	Year 3 2020/21	Years 4-10 2021/28	Total 2018/28
Long-term Plan Budget	45,000	260,610	208,896	-	514,506
Carry-forwards / Amendments	(15,000) *	(163,251)	558,100	-	379,849
Total Budget	30,000 *	97,359	766,996	-	894,355
Actual Spend to Date	17,438 *	4,633			
Full Year Forecast	17,438 *	50,000	717,000	-	784,438

* Includes capital staff time

We are currently transitioning to a model in which capital staff time is budgeted at a project level. Projects managed by the Capital Projects team have been moved to this new model in 2019/20. For these projects, capital staff time is included in the 2019/20 year where indicated. The remaining projects will transition in 2020/21.

Community Services

Elma Turner Library Re-development				2226
Elma Turner Library redevelopment to explore options				
Overall Health	Quality	Time	Budget	

Project Update (work completed, in progress, scheduled & budget change info)

The community engagement process has continued with numerous meetings with a variety of community groups whilst the iwi engagement process is completed. The third round of workshops including a Councillor workshop will follow the iwi engagement sessions. The latter are now due to be completed by the end of November 2019. Additionally officers have continued investigating potential delivery options to incorporate green building systems / carbon emission reduction requirements.

Project Risks

1) The proposed location of the redevelopment is not yet finalised. 2) Sustainability decisions have not yet been finalised. Both of the above-mentioned risks may potentially increase costs and time.

Project Issues

The project is reliant on Council making a decision on the location of the library. Delays in determining the library site will impact progress with initiating the concept design. Contingency costs for re-locating Elma Turner Library during construction are being prepared.

Elma Turner Library Re-development					2226
	2013/14 to 2017/18 Actuals				15,546
	Year 1 2018/19	Year 2 2019/20	Year 3 2020/21	Years 4-10 2021/28	Total 2018/28
Long-term Plan Budget	400,000	1,226,400	2,506,752	10,797,350	14,930,502
Carry-forwards / Amendments	(325,000) *	(589,626)	-	200,000	(714,626)
Total Budget	75,000 *	636,774	2,506,752	10,997,350	14,215,876
Actual Spend to Date	121,610	* 1,408			
Full Year Forecast	121,610 *	253,000	2,506,752	10,997,350	13,878,712

* Includes capital staff time

We are currently transitioning to a model in which capital staff time is budgeted at a project level. Projects managed by the Capital Projects team have been moved to this new model in 2019/20. For these projects, capital staff time is included in the 2019/20 year where indicated. The remaining projects will transition in 2020/21.

Community Services

A2282423

Tahunanui Lions Toilet Upgrade				3180
To replace aged toilet facilities.				
Overall Health		Quality	Time	Budget

Project Update (work completed, in progress, scheduled & budget change info)

Council approved to build 6 toilets and additional facilities including showers and changing rooms at its meeting on 19 September. Additional funding to proceed with the project was also approved. Officers are currently working on getting a contractor on board to carry out design and build of the pre fabricated toilet units. As suggested in the Community Services Committee investigations into the green initiatives for the projects have been carried out: Reusing and recycling materials will be undertaken where possible during demolition to reduce the amount of waste to landfill. Where feasible environmentally friendly materials will be specified, i.e. LED lights, sensors on lights, appropriately sized cisterns, timers on showers and taps. Rainwater harvesting was considered, however due to the roof area being relatively small it was not considered feasible for the building. Solar hot water shower system was considered, however due to the high demands during summer it is not being investigated further.

An initial meeting with the Arts Council has been held to seek their input into how they wish to be involved.

Project Risks

No concerning risks to report.

Project Issues

No issues identified.

Tahunanui Lions Toilet Upgrade					3180
2013/14 to 2017/18 Actuals					-
	Year 1 2018/19	Year 2 2019/20	Year 3 2020/21	Years 4-10 2021/28	Total 2018/28
Long-term Plan Budget	60,000	143,080	313,344	-	516,424
Carry-forwards / Amendments	(35,000) *	(85,578)	531,700	-	411,122
Total Budget	25,000 *	57,502	845,044	-	927,546
Actual Spend to Date	19,167 *	4,678			
Full Year Forecast	19,167 *	25,000	885,000	-	929,167

* Includes capital staff time

We are currently transitioning to a model in which capital staff time is budgeted at a project level. Projects managed by the Capital Projects team have been moved to this new model in 2019/20. For these projects, capital staff time is included in the 2019/20 year where indicated. The remaining projects will transition in 2020/21.

Community Services

Marsden new burial area				3206
To prepare a detailed design based on Marsden Valley Cemetery Extension Concept Design and implement the				
Overall Health		Quality	Time	Budget

Project Update (work completed, in progress, scheduled & budget change info)				
Construction for improving the groundwater issues and developing a new burial area has been completed. Winter weather is not suitable for grass seeding of the new burial area and this has been planned for spring.				
Project Risks				
No concerning risks to report.				
Project Issues				
No concerning issues to report.				

Marsden new burial area						3206
						2013/14 to 2017/18 Actuals
						-
	Year 1	Year 2	Year 3	Years 4-10	Total	
	2018/19	2019/20	2020/21	2021/28	2018/28	
Long-term Plan Budget	850,000	-	-	-	850,000	
Carry-forwards / Amendments	(350,000) *	366,394	-	-	16,394	
Total Budget	500,000 *	366,394	-	-	866,394	
Actual Spend to Date	504,758 *	242,781				
Full Year Forecast	504,758 *	275,000	10,000	-	789,758	

* Includes capital staff time

We are currently transitioning to a model in which capital staff time is budgeted at a project level. Projects managed by the Capital Projects team have been moved to this new model in 2019/20. For these projects, capital staff time is included in the 2019/20 year where indicated. The remaining projects will transition in 2020/21.

Community Services

A2282423

Stoke Library structural Improvements				3302
Remedial Work due to water tightness issues				
Overall Health		Quality	Time	Budget

Project Update (work completed, in progress, scheduled & budget change info)

Stage 2 repairs to the exterior of the library (under building consent BC 190009) has commenced and is due for completion by the end of February 2020. Stantec has been appointed as consultants whilst Nelmac are due to be undertaking the physical works.

Project Risks

There is a minor risk that structural remedial work may be required if the roof framing to the box beam ends is found to be compromised. This will be assessed once work is underway. There is a risk that any additional works required on the flat section of roof, but not identified in the building consent, may jeopardise the completion of the works and the receipt of code compliance.

Project Issues

No immediate issues that are impeding progress or cost at this stage.

Stoke Library structural Improvements					3302
2013/14 to 2017/18 Actuals					-
	Year 1 2018/19	Year 2 2019/20	Year 3 2020/21	Years 4-10 2021/28	Total 2018/28
Long-term Plan Budget	-	-	-	-	-
Carry-forwards / Amendments	335,678	* 342,613**	-	-	678,291
Total Budget	335,678	* 342,613	-	-	678,291
Actual Spend to Date	75,648	* 10,518			
Full Year Forecast	75,648	* 320,000	-	-	395,648

* Includes capital staff time

** There was no budget in the LTP for this project. However there was a budget of \$200k allocated for 2019/20 plus a carryover of \$120k from 2018/19. Staff time of \$22,600 is included in this figure.

We are currently transitioning to a model in which capital staff time is budgeted at a project level. Projects managed by the Capital Projects team have been moved to this new model in 2019/20. For these projects, capital staff time is included in the 2019/20 year where indicated. The remaining projects will transition in 2020/21.

Community Services

Note, the forecast is less than the total budget for this project as the 2018/19 work was less than the budget for that year and is not expected to be spent in the future.

A2282423

Art Works Programme					1143
Public art fund as defined under Nelson Art strategy/policy.					
Overall Health			Quality	Time	Budget

Project Update (work completed, in progress, scheduled & budget change info)
<p>Flags and Mural projects are underway in partnership with Arts Council Nelson for delivery this financial year.</p> <p>The new light show projector has been used on three separate occasions to date and will be used during the Nelson Arts Festival.</p> <p>Lighting the Taurapa sculpture is progressing and the intention is to have a Waitangi night launch.</p>
Project Risks
No risks to report.
Project Issues
No concerning issues to report.

Art Works Programme					1143
	Year 1 2018/19	Year 2 2019/20	Year 3 2020/21	Years 4-10 2021/28	Total 2018/28
Long-term Plan Budget	181,098	82,882	84,705	651,815	1,000,500
Carry-forwards / Amendments	46,402	(10,000)	-	-	36,402
Total Budget	227,500	72,882	84,705	651,815	1,036,902
Actual Spend to Date	226,539	(1,971)			
Full Year Forecast	226,539	72,882	84,705	651,815	1,035,941

Excludes capital staff time

We are currently transitioning to a model in which capital staff time is budgeted at a project level. Projects managed by the Capital Projects team have been moved to this new model in 2019/20. For these projects, capital staff time is included in the 2019/20 year where indicated. The remaining projects will transition in 2020/21.

Community Services

A2282423

Community Partnerships Fund				
Partnership support for groups to achieve community wellbeings.				
Overall Health		Quality	Time	Budget

Project Update (work completed, in progress, scheduled & budget change info)
2 new projects are being scoped - a new migrant project to translate council information relevant to new migrants, Service provision to meet the day-to-day problems of life faced by people who are living without proper shelter, including basic hygiene.
Project Risks
None identified
Project Issues
None identified

Budget				
2013/14 to 2017/18 Actuals				19,422
	2018/19	2019/20	2020/28	Total 2018/28
Initial LTP Budget		50,000		50,000
Carry-forwards				
Amendments				
Total Budget		50,000		
Actual Spend				
Full Year Forecast		50,000		50,000

GL Code: 753043128194

A2282423

Item 8: Community Services Quarterly Report to 30 September 2019: Attachment 2

Quarterly reporting 2019-20

					Targets	2019/20 Results		
Committee responsible	GM responsible	Activity	What Council will provide	Performance measures	Year 2 (2019/20)	Quarter 1 2019/20 comment	Quarter 1 2019/20 result	Evidence that supports the Quarter 1 Result (A number)
Community Services	Roger Ball	Social	Community partnerships address community needs and issues	Number of successful projects funded where officers work with groups to increase partnership opportunities & leverage funding	One new project funded per year that achieves the outcomes of the funding agreement.	Four projects are currently being negotiated and documented.	On track	A1240886
Community Services	Roger Ball	Social	Bishop Suter Art Gallery: a regional art gallery that engages, educates and entertains	% users satisfied or very satisfied with the facility	At least 80% of users satisfied or very satisfied	Measured as part of annual reporting.	Not measured yet	
Community Services	Roger Ball	Social		Number visits per year	At least 110,000	Measured as part of annual reporting.	Not measured yet	
Community Services	Roger Ball	Social	Theatre Royal: regional theatre widely used	Audience numbers per year and percentage of local audience Days in use per year.	Audience of 40,000 per annum 70% local audience At least 275 days of usage	Measured as part of annual reporting.	Not measured yet	
Community Services	Roger Ball	Social	Nelson Centre of Musical Arts: independent music school & venue	Audience numbers per year Number of students per year Number of people regularly using recital rooms / facility usage / community participation	Audience numbers per year: At least 13,000 Number of students attending per year, including pathway courses: At least 530 Number of people regularly using facility for community participation: At least 12,000	Measured as part of annual reporting.	Not measured yet	
Community Services	Roger Ball	Social	Public libraries: well used, welcoming and safe	Customer satisfaction	At least 90% user satisfaction	Measured via the Residents' Survey in quarter four.	Not measured yet	
Community Services	Roger Ball	Social		Library membership	At least 75% residents are library members	The total number of members with Nelson addresses is 55,292. Libraries total membership is 40,795 (which includes members from Tasman and Marlborough). The estimated total Nelson population at June 2018 (most recent Statistics New Zealand estimates) was 51,900. This equates to 68% of Nelson residents having library membership. There are plans in place to review our youth memberships and work with schools to increase our membership in this area.	Not on track	Kotui Library Management System reporting
Community Services	Roger Ball	Social		Door counts	At least 500,000 per year (except during redevelopment period)	Total door count is 113,215 for this quarter against target of 125,000 for the quarter. Stoke and Nightingale numbers have increased with slight decrease at ETL. First quarter numbers this year are higher than same period in 18/19. Autumn is generally quieter and increased patronage is anticipated later in the year.	Not on track	A1485135
Community Services	Roger Ball	Social		Online use (previous 3 years)	Online use increasing each year	This quarter's usage is 505,034. We are still on track due to seasonal usage increasing over the summer. Target is approx 520,000 per quarter.	On track	A1485135 & google analytics
A2044411								

Item 8: Community Services Quarterly Report to 30 September 2019: Attachment 2

Quarterly reporting 2019-20

					Targets	2019/20 Results		
Committee responsible	GM responsible	Activity	What Council will provide	Performance measures	Year 2 (2019/20)	Quarter 1 2019/20 comment	Quarter 1 2019/20 result	Evidence that supports the Quarter 1 Result (A number)
Community Services	Roger Ball	Social	Founders Heritage Park: well used by residents and visitors	% occupancy of available space	95% occupancy maintained	89% occupancy, 24 out of 27 tenancies are occupied.	Not on track	Founders property lease records.
Community Services	Roger Ball	Social		Number of visitors of the facility per year	Maintain or increase visitor number each year	Quarter one visitor numbers are 5,380, an increase compared with 4.775 in quarter one 2018/19.	On track	Founders Park admission data.
Community Services	Roger Ball	Social	High quality, popular and accessible arts events	Nelson Arts Festival, Summer Programme and Opera in the Park well-supported by local community measured by Council survey of attendance every three years	Council resident survey attendance levels maintained or exceeded: <ul style="list-style-type: none">53% Summer Festival44% Masked Parade31% Arts Festival30% Opera in the Park (alternate years)	None of these events take place in quarter one.	Not measured yet	
Community Services	Roger Ball	Social		Percentage of available tickets allocated	Percentage of available tickets allocated is greater than 60%	Opera in the Park is scheduled for February 2020. Marketing commenced.	On track	
Community Services	Roger Ball	Social		Satisfaction levels of attendees measured at events annually	The percentage of attendees’ satisfaction at events increases each year from a baseline of 2018/19	Besides 4 Lanes Festival - no events happened in quarter one.	On track	4 Lanes attracted positive media (A2295873). Audience surveys to be conducted for summer events.
A2044411								

Status Report - Community Services Committee – October 2019

MEETING DATE	SUBJECT	MOTION	RESPONSIBLE OFFICER	COMMENTS
		Resolved CS/2018/022		
		<i>That the Community Services Committee</i>		
		<u>Accepts</u> the gift of nine sculptures for the city from Nelson Airport Limited; and		
12/07/2018	Airport Sculpture Gifts	<u>Thanks</u> the Board of Nelson Airport Limited for making the nine sculptures available as public art for the community to enjoy; and	Ball, Roger	Refer Community Services Quarterly report clause 4.10.
		<u>Delegates</u> decision making on the sites of the sculptures that Nelson City Council will receive from Nelson Airport Limited to Councillors Mel Courtney and Kate Fulton, based on advice from the Arts Selection Panel, with an emphasis on exploring options for enhancement in the CBD.		
		<i>That the Council</i>		
	Founders Heritage Park Strategic Focus Areas and Timeline – as per Council meeting 8 August 2019 CL/2019/143	1. <u>Approves</u> the proposed five focus areas of the Founders Heritage Park plan as enhancing the visitor experience, building Iwi partnerships, heritage protection and sector integration, venue development and financial sustainability; and	Ball, Roger	Refer Community Services Quarterly report clause 4.5.
11/04/2019		2. <u>Approves</u> the updated 10-year vision statement (A2183151) for Founders Heritage Park.		

Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council

1. Purpose of Report

- 1.1 To decide on the most appropriate funding application mechanism for the 2020/21 Community Investment Fund (CIF).
- 1.2 To decide whether to accept additional grant funding from the Nelson Safer Community Council (NSCC).

2. Summary

- 2.1 CIF is a contestable fund to assist community groups to achieve social development outcomes. It is allocated annually by an independent panel and previously comprised an Agreements funding round of typically up to \$30,000 p.a. in allocations and a separate Small Grants round for up to \$2,500 p.a. in community grants.
- 2.2 In 2018 the panel allocated the majority of the fund to 3 year agreements leaving \$41,000 available for the following year. In order to maximise the value of the fund in 2019/20 Council agreed to combine the two funding rounds, and increase the maximum grant size from \$2,500 to \$5,000. This has worked well.
- 2.3 The issue remains for the 2020/21 year with the majority of the fund still allocated in three year agreements, leaving \$56,000 for new Agreement applications in 2020/21 plus \$50,000 for Small Grants. Consequently the same funding approach as used last year is proposed; i.e. to combine the two rounds into one.
- 2.4 As a separate matter, the NSCC has wound up and offered its residual funds of \$18,524 for allocation through the Community Investment Fund. Council approval is required in order to accept these funds.
- 2.5 If the proposed NSCC grant is included, the total funding pool will be increased to \$125,092 for 2020/21.

3. Recommendation

That the Community Services Committee

- 1. Receives the report Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council (R11471) and its attachments (A2197848 and A1854528); and***
- 2. Agrees not to offer new Community Investment Fund Agreement applications for 2020/21; and***
- 3. Agrees that the residual Community Investment Funding 2020/21 (up to \$56,568) be combined with the existing Small Grant pool of \$50,000 for 2020/21; and***
- 4. Agrees that the Community Investment Small Grant Fund approvals be increased from \$2,500 to \$5,000 maximum for 2020/21; and***
- 5. Accepts the grant of \$18,524.74 from the Nelson Safer Community Council to be added to the Community Investment Fund for allocation in 2020/21.***

4. Background

- 4.1 The CIF is a contestable fund to assist community groups to achieve social development outcomes. There are normally two funding rounds comprising Small Grants for up to \$2,500 for one year (Small Grants), and the Community Investment Agreement (CIF Agreements) where groups may request higher grants over \$2,500 for one to three years.
- 4.2 Applications for CIF Agreements open each year in February to community groups, followed by an officer review considering finances, history and criteria fit. This information is then provided to the funding panel who meet to make allocation decisions. Successful recipients receive a written grant offer and are required to furnish an accountability report at the end of the financial year. A similar process is utilised for Small Grants with a simpler application form reflecting the lower grant values.
- 4.3 Grants are allocated by an independent panel. The current panel appointed in May 2019 comprises community representatives Hannah Johnson (Chairperson), Jessica Ettridge, Rosalie Grant, Christopher

Item 9: Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council

Tews, Graeme Thomas and Roger Ball (Group Manager Community Services). In 2018/19 the former panel approved three year funding to the majority of applicants with the consequence that a reduced funding pool was available to new applicants in years two and three of the LTP cycle. (To be fair to the previous panel, multi-year funding has been encouraged since it enables certainty for community groups, however the downside is that it tends to 'lock up' future funding availability.)

- 4.4 In response to the lower level of funding available it was decided to combine the two funding categories for 2019/20. On 26 February 2019 the Community Services Committee resolved;

Agrees not to offer new Community Investment Fund applications for 2019/20; and

Agrees that the residual community investment funding 2019/20 (up to \$41,393) be combined with the existing small grant pool of \$50,000 for 2019/20.

Agrees that the Community Grant Fund approvals be increased from \$2,500 to \$5,000 maximum for 2019/20; and

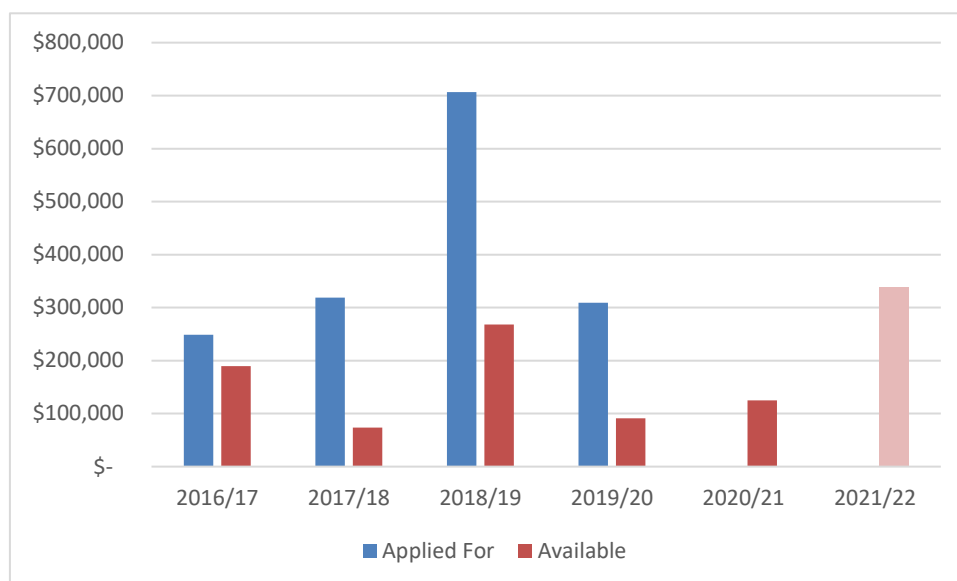
- 4.5 Officers did not receive any concerns from community groups affected by this change in allocation process.
- 4.6 Separately, in May 2019 the NSCC wound up with residual assets of \$18,524 that have been offered to Council for allocation alongside CIF funding. This offer requires Council's approval.

5. Discussion

- 5.1 The issues considered by the Committee in February 2019 are relevant to the current time and are discussed below.
- 5.2 There is high demand for Council funding assistance from the community. The graph below shows the amount applied for against the funding available. In 2018/19 the new LTP funding cycle resulted in increased applications and allocations for that year. 2021/22 funding is indicative only.

Item 9: Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council

CIF Agreement Funding



- 5.3 Running a CIF Agreement funding round for higher value grants in addition to a Small Grant (up to \$2,500) funding round as separate categories would raise expectations and could generate negativity when limited funds are available.
- 5.4 The proposed approach is to follow what worked successfully in 2019/20; i.e. merging the CIF Agreement Fund of \$56,568 to the Small Grants fund of \$50,000 to create one pool of funding of \$106,568. If the proposed NSCC grant discussed below is included, the total funding pool will be increased to \$125,092.
- 5.5 There are two groups that received higher funding in 2018/19 and 2019/20 that may be disadvantaged as they could receive reduced funding of \$5,000 for 2020/21. These groups are:

Group	Amount Received in 2018/19 and 2019/20	Potential funding reduction
Community Art Works	\$10,000 p.a.	\$5,000
Nelson Women's and Children's Refuge	\$10,000 p.a.	\$5,000

- 5.6 Both of these groups applied for, and received two year funding agreements expiring on 30 June 2020 and no future funding expectations were given to either group. A potential solution to this is to ring-fence funding for these groups at the 2019–21 levels of \$10,000 each. This is outlined further in the options section.

Item 9: Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council

The NSCC Grant

- 5.7 NSCC was a non-profit umbrella organisation that resourced projects with a community safety focus. NSCC ceased operating earlier this year and decided to distribute their assets. Having identified that CIF met their criteria as a recipient of the funding, NSCC have since deposited \$18,524.74 into NCC's account. The deposit was accompanied by an email (A2197848) and donation letter outlining the conditions of the grant.
- 5.8 The grant conditions provided by NSCC do not conflict with the CIF Policy or purpose. If Council is agreeable to accepting this grant, then this category of funding would be advertised and allocated in 2020/21 to applicants that meet safety outcomes generally in line with NSCC objectives. Officers and the funding panel would welcome the additional funding for allocation. Council approval is required to accept this grant.

6. Options

Options for 2020/21

- 6.1 Option 1 involves the same approach as used in 2019/20, combining the Agreement and Small Grants funds. This is recommended.
- 6.2 Option 2 involves combining the two grant funds and providing an exemption for Community Art Works and the Women's and Children's Refuge to apply for \$10,000 rather than the \$5,000 limit. While this mitigates a potential funding reduction, it raises questions about consistency of approach between these and other community groups.
- 6.3 Option 3 involves maintaining business as usual. This option is likely to raise community expectations and be an inefficient use of community sector time with the reduced level of funds available.

CIF Round Options

6.4

Option 1: A single grant funding round of \$125,092 for applications up to \$5,000. (Recommended option – includes NSCC contribution)	
Advantages	<ul style="list-style-type: none">• Minimal risk of raising expectations or wasting community sector time.• Reduced panel and officer administration with one funding round instead of two.• The model was successfully used in 2019/20.
Risks and Disadvantages	<ul style="list-style-type: none">• Reduced funds for new applicants with a maximum of \$5,000 for new projects.

Item 9: Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council

	<ul style="list-style-type: none"> Raises the expectations of community groups that funding may be awarded, which when unmet creates frustration. Two existing recipients face reduced eligibility and can only apply for a grant of up to \$5,000.
Option 2: A single grant funding round of \$125,092 for applications up to \$5,000 except for Community Art Works and Women's Refuge who could apply for \$10,000.	
Advantages	<ul style="list-style-type: none"> As per option 1. Community Art Works and Women's Refuge could continue to be eligible for current funding levels.
Risks and Disadvantages	<ul style="list-style-type: none"> The fund allocation pool would be reduced by \$20,000 if Community Art Works and Women's Refuge received \$10,000 each. Community groups may perceive Community Art Works and Women's and Children's Refuge as receiving an unfair advantage.
Option 3: Separate funding categories for agreements above \$2,500 and small grants up to \$2,500.	
Advantages	<ul style="list-style-type: none"> Community sector well versed in the process
Risks and Disadvantages	<ul style="list-style-type: none"> Increased funding burden on community sector and for some, futile use of time for paid and volunteer workforce. Greater time requirement for panel and officers associated with two funding rounds.

NSCC Grant Options

6.5

Option 1: Accept the NSCC Grant (Recommended option.)	
Advantages	<ul style="list-style-type: none"> Increases funding resource available to community groups. NSCC grant purpose is consistent with CIF criteria.
Risks and Disadvantages	<ul style="list-style-type: none"> None.
Option 2: Decline the NSCC Grant.	
Advantages	<ul style="list-style-type: none"> None.

Item 9: Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council

Risks and Disadvantages	<ul style="list-style-type: none">• Community groups are unable to access this resource.• Funds will need to be returned to NSCC, which has dissolved.
-------------------------	---

7. Conclusion

- 7.1 Combining the CIF Agreement and Small Grant funding rounds and increasing the grant cap to \$5,000 provides the most effective mechanism for groups for CIF funding in 2020/21.
- 7.2 Council could ring-fence \$10,000 to be granted to Community Artworks and Women's and Children's Refuge to avoid their possible funding reduction. This may raise questions from other groups.
- 7.3 Additional funding from the NSCC will make a welcome contribution to the contestable fund which is expected to draw a high level of applications, as it has in the past.

8. Next Steps

- 8.1 Council Officers will prepare budgets and recommend to the Community Investment Funding Panel that a specified portion of the funds will be held back from 2021/22 onwards as funding commitments finish in line with LTP 3 year cycles. This is intended to ensure a sufficient amount of funding is available for allocation each year.

Author: Mark Preston-Thomas, Manager Community Partnerships

Attachments

- Attachment 1: A2197848 - Donation Letter from Nelson Safer Community Council [↓](#)
- Attachment 2: A1854528 - Community Investment Policy 2017 [↓](#)

Important considerations for decision making	
1. Fit with Purpose of Local Government	The recommendations allow for a cost effective service by allowing for community input through a Panel to make decisions on funding allocations.
2. Consistency with Community Outcomes and Council Policy	<p>The Community Investment Policy 2017 has been considered in preparation of this report.</p> <p>The recommendations support the Community Outcome "Our communities are healthy, safe, inclusive and resilient" by enabling everyone to be included, involved and able to participate in decision-making.</p> <p>Nelson 2060 is being achieved through meeting Goal Two, "We are all able to be involved in decisions". The recommendations support the community's involvement in an open process where they can vote for their preferred Community Investment Funding Panel candidate.</p>
3. Risk	There is a risk of criticism from community groups of the level of community grant funding available and this may have reputational consequences. This risk is reduced by combining the two application categories. The recommended option has a good likelihood of success as it was used in 2019/20.
4. Financial impact	The recommendations in this report have no financial impact for Council as funds are provided in approved budgets.
5. Degree of significance and level of engagement	This matter is of medium significance because funding to the community sector has an impact on the viability of the services and programmes offered in relation to social development.
6. Climate Impact	Climate impact issues have not been considered in this report.
7. Inclusion of Māori in the decision making process	No engagement with Māori has been undertaken in preparing this report.
8. Delegations	<i>Relevant Areas of Responsibility</i>

Item 9: Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council

- *Community Development*

Delegations:

The committee has all of the responsibilities, powers, functions and duties of Council in relation to governance matters within its areas of responsibility, except where they have been retained by Council, or have been referred to other committees, subcommittees or subordinate decision-making bodies.

Item 9: Options for 2020/21 Community Investment Fund and Additional Funding from
Nelson Tasman Safer Community Council: Attachment 1

NELSON SAFER COMMUNITY COUNCIL

The Nelson Safer Community Council was established in 1995 to bring individuals and groups together to identify safety issues and facilitate solutions. The Nelson Safer Community Councils' objectives are sponsoring, supporting and implementation of community safety projects and programmes; raise awareness to enhance individual and community safety; advocate for a safer community.

For the past 24 years the Nelson Safer Community Council has funded projects ranging from Cyber Safety workshops, Clued Up Kids, Alcohol Accord, Nurturing Resilient Youth, Speak out Nelson, to name just a few. Unfortunately, at a recent special meeting there was a unanimous vote to dissolve the Nelson Safer Community Council and distribute its' assets. To this end we would like to gift The Community Investment Fund the remainder of NSCCs' assets - \$18542.74 with the proviso that the monies be used in such a way that they meet our objectives.

This amount has been deposited into your bank account.

Kind regards

Kerrie Thompson

Mrs Kerrie Thompson
Co-ordinator
Nelson Safer Community Council
Ph 027-2011284

22 May 2019



Community Investment Policy 2017

Contact: Shanine Raggett, Manager
Community Partnerships
The Mayor and Councillors
Approved by: December 2017
Approval date: June 2020
Review date:

1.0 BACKGROUND

- 1.1 Nelson City Council has been providing assistance to community organisations for many years through a variety of mechanisms such as funding agreements, one-off grants, rates remissions, intermediary loans, and community leases and licences.
- 1.2 This revised policy was approved by Council in December 2017.
- 1.3 Further background information on the history of Community Assistance is outlined in the background paper provided for Council in November 2014 (A1256682).

2.0 VISION

- 2.1 Nelson is known as a centre of community innovation, together we tackle increasingly interconnected issues in thoroughly engaging ways that build resilience and a connected community.

3.0 OBJECTIVE

- 3.1 The purpose of this policy is to guide Council in relation to its support for charitable and non profit organisations that deliver social development outcomes. As a result groups will be assisted to contribute towards Council's Community Outcomes and the vision and goals for Nelson 2060.

4.0 TYPES OF COMMUNITY INVESTMENT

- 4.1 Council provides community investment as outlined in the table below. Council also provides rates remissions to community groups who own their own land. This is covered in a separate policy but the funding comes from the community assistance budget.

Type	Description
Community Investment Grants	Grants are provided for small scale projects or one-off items where the community identify a need for funding to achieve the objective of the fund.
Community Investment Agreements	Agreements are developed based on community needs and contribution to achieving the objective of the fund. There is no specified maximum amount for community investment agreements.
Intermediary loans	Loans obtained by Council on behalf of not-for profit organisations who wish to develop facilities on Council land but as they do not own the land cannot offer sufficient security to obtain loans on the open market.

Item 9: Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council: Attachment 2

Type	Description
Community leases and licences	Agreements with not-for-profit organisations that rent or occupy Council land and/or buildings.

5.0 ELIGIBILITY

- 5.1 Only organisations with "Registered charitable entity" status, or that can demonstrate that for tax purposes they are considered "not for profit", will be eligible for Community Investment under this policy.
- 5.2 Retrospective funding or loans will not be considered.
- 5.3 Only initiatives within Nelson and/or benefitting Nelson residents will be funded. Services delivered regionally will have funding eligibility relative to the benefit derived by Nelson residents.
- 5.4 Council will not fund activities or initiatives where the primary purpose is to promote religious belief activity.
- 5.5 Initiatives will need to contribute to Council's Community Outcomes and the vision and goals of Nelson 2060.

6.0 COMMUNITY INVESTMENT FUNDING

- 6.1 Council recognises its role in Community Investment Funding is in setting the purpose, process and a financial contribution.
- 6.2 The overarching focus of Community Investment Funding is towards social development.
- 6.3 Officers will meet with representatives of other funding and social agencies (including Nelson Marlborough District Health Board, Canterbury Community Trust, Ministry of Social Development, Department of Internal Affairs and Tasman District Council and others experienced in the field of social development) to understand their strategic outcomes for community funding in Nelson which will provide context for the focus for which Council's fund is to be applied.
- 6.4 Council officers will work with the community to identify partnerships that align with the vision and objective of the fund and, where Council financial support is deemed appropriate, officers will prioritise and recommend funding.
- 6.5 Final funding allocations will be made by the Community Investment Funding Panel which comprises four community representatives and the Group Manager Community Services or his/her nominated representative. This panel would also be involved with setting priorities for the fund with the community.
- 6.6 Where financial support is provided, the contribution the project will make to the vision and objectives of the fund must be demonstrated. Agreements must be for and clearly detail a specific service and/or outcome that will result from the funding.
- 6.7 Council officers and community representatives involved in funding decisions are required to note any possible conflicts of interest.

Item 9: Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council: Attachment 2

- 6.8 Funding allocations will be made in accordance with the Office of the Auditor General basic principles that will guide all funding arrangements (part 2 – good practice guidelines), including accountability, openness, value for money, lawfulness, fairness, integrity.
- 6.9 Risk assessments will be undertaken for organisations and projects before funding decisions are made.
- 6.10 Not-for-Profit organisations without charitable status may nominate an umbrella organisation with this status who has agreed to receive and administer the funds on behalf of an applicant. In this instance the umbrella organisation would be legally accountable to Nelson City Council for the expenditure and outcome measures of the project.
- 6.11 Organisations can apply for an agreement and/or grant (one of each per year), unless acting as an umbrella organisation.
- 6.12 In recognition of a desire to support innovative partnerships, organisations may submit more than one application for consideration, provided the application is in partnership with multiple organisations or partners, demonstrating collaboration to achieve outcomes.
- 6.13 Late applications may be considered at the discretion of the Community Investment Funding Panel, but in general will not be accepted.
- 6.14 Where Community Investment Grants or Agreements are provided the following need to be considered:
- The level to which the wider community will be involved in the project.
 - The past achievements or potential of the organisation and ability of the organisation to successfully administer the grant/agreement and deliver the outcomes.
 - How the project achieves priorities that align with the vision and objective of the fund.
 - The contribution towards achieving the goals of other Council policies and strategies.
 - The principles of partnership, participation and protection: Partnership - working together with iwi, hapū, whānau and Māori communities. Participation - Māori involvement in decision-making, planning, development and delivery of services and projects. Protection - safeguarding Māori cultural concepts, values and practices.
 - How the project contributes to community priorities and strategic outcomes of partners.
 - Council's intention to be a contributory partner in support of initiatives which are sustainable, and avoid financial dependence on the Council for delivery.

Item 9: Options for 2020/21 Community Investment Fund and Additional Funding from Nelson Tasman Safer Community Council: Attachment 2

- The value for ratepayer's investment through the support of high quality initiatives that are effective and can produce clear benefits for communities.
- The ability of the project to realistically achieve intended outcomes.
- Council welcomes partnerships that seek to respond to issues and opportunities in innovative ways, and seek collaborative partnerships in their delivery.
- The level of match funding and/or in-kind support offered.

6.15 Successful applicants must acknowledge Nelson City Council support in promotional material wherever possible.

6.16 What won't be funded:

- Individual people
- Individual businesses, government agencies or departments, political parties
- Duplication of existing public or private programmes within close proximity
- Purchase or improvement of privately owned facilities
- Funding activities that involve any alcohol, tobacco, illegal substances and gaming
- Expenses incurred out of the region such as transport or accommodation etc.
- Professional fundraising services
- Activities already completed
- Projects already funded or part-funded by Council
- Public services that are the responsibility of central government (e.g. core education, primary health care)
- Activities or initiatives where the primary purpose is to promote religious belief activity.

6.17 In addition to the considerations outlined in this Policy, Council may at times choose to focus grants on particular Council priorities. The decision on focus area can be made during the Annual Plan process or in response to unexpected community need which may arise from time to time.

7.0 INTERMEDIARY LOANS

7.1 The value of the intermediary loan pool is capped at \$1.5 million. This figure excludes intermediary loans for regional facilities.

7.2 The additional criteria for intermediary loans are:

- Only developments on Council-owned land will be eligible.
- Intermediary loans will be for a maximum of one third of the value of the development.

- Council will not provide loan guarantees or interest-free loans.

7.3 Applications for intermediary loans will be considered for approval by the Community Services Committee or the Governance Committee.

8.0 COMMUNITY LEASES AND LICENCES

8.1 Community leases and licences adhere to the following:

- Formal lease agreements shall be required where organisations occupy Council land or buildings.
- Rent for the exclusive use of Council buildings or land will normally be set at 10% of the market rent for a comparable building or land.
- Rent for the non-exclusive use of Council buildings or land will normally be set at 5% of the market rent for a comparable building or land.
- Valuation of land for rental purposes shall be based on the Rateable Value.

8.2 Community leases for whole or part of Council owned buildings will be advertised when they are vacated so that all community groups have an opportunity to submit expressions of interest.

8.3 Buildings on Council land may be sold, conditional on the building being advertised and the prospective buyer obtaining a Council lease to occupy the land.

8.4 Termination of lease. See paragraph 10.2.

8.5 Applications for new community leases and licences will be considered for approval by the Community Services Committee or the Governance Committee using the criteria in paragraph 4 above.

9.0 ACCOUNTABILITY

9.1 All recipients of community investment will provide periodic accountability reports documenting how their activities have contributed to the objectives for which the assistance was given. Reporting periods are as follows:

- Community Investment Grants – final report on project completion.
- Community Investment Agreements – annual reports using the Results Based Accountability model where possible. Interim reports may also be required when larger grants are allocated.
- Loans – annual reports
- Leases – annually for leases less than four years, minimum of four times during total lease period for leases over four years

9.2 Recipients that fail to submit accountability reports, or that have not spent the money in accordance with the application/contract, or where the use of the facility/land does not satisfactorily contribute to the community outcome will receive up to two written notices asking them to rectify the situation, and may thereafter be asked to return all or part of the funding or vacate the facility/land if they do not comply.

9.3 Community Investment Funding may continue or be terminated conditional on receipt of satisfactory reports. Recipients that fail to

submit acceptable accountability reports may forfeit their eligibility to receive any Community Investment Funding in the future.

10.0 WHAT THIS POLICY DOES NOT COVER

- Council Controlled Organisations such as the Tasman Bays Heritage Trust, Bishop Suter Art Museum, Nelson Tasman Tourism and the Regional Economic Development Agency which are funded separately.
- Council funding for major community initiatives budgeted for separately through Council's Long Term and Annual plan processes.
- The Youth Development Fund which provides financial support for young people to attend outdoor education courses.
- Council's Events Marketing and Development Fund.
- Financial assistance to achieve resource management objectives such as fencing subsidies and subsidies to change heating methods. These costs are funded by Council's Resource Management activities.
- Contracts or other commercial arrangements where a not-for-profit organisation is contracted to deliver a service for Council.
- Council support for regional facilities - that is capital projects costing \$500,000 or greater.
- Council owned motor camps.

REPORT R11473

Library security - request for unbudgeted expenditure

1. Purpose of Report

- 1.1 To request allocation of unbudgeted expenditure of up to \$33,000 for additional security services to the libraries.

2. Summary

Nelson Public Libraries have experienced an increasing number of security incidents in the past two years including a cluster of incidents in July this year. Many of these have been serious and involved the police. A number of low cost safeguards and social interventions have been put in place to improve the safety of staff and customers. However further assistance in the form of unbudgeted expenditure of up to \$33,000 is required for necessary security services to the libraries to ensure the Council's obligations to the safety of staff and customers can be met.

3. Recommendation

That the Community Services Committee

- 1. Receives the report Library security - request for unbudgeted expenditure (R11473) and its attachment (A2283819).***

Recommendation to Council

That the Council

- 1. Approves unbudgeted expenditure of up to \$33,000 for security within libraries.***

4. Background

- 4.1 Security within public libraries is a developing concern around New Zealand and internationally. Within New Zealand, different public libraries have a mix of models for how they manage security concerns. This varies from security guards, to social workers to community partnership models, or a combination of these.

Item 10: Library security - request for unbudgeted expenditure

- 4.2 Historically the three Nelson Public Libraries have experienced security concerns. These predominantly relate to issues around mental health, intoxication and behavioural matters, sometimes with a seasonal nature. Youth behaviours especially around Stoke Library have been an issue, although the current situation has improved in recent months. Data on library security incidents is included as Attachment 1 (A2283819).
- 4.3 In July 2019 Nelson Public Libraries experienced a significant spike in security incidents. These were predominantly at Elma Turner Library in Nelson. This information was previously outlined in reports to the Community Services Committee (Community Services Quarterly Report R10333) and the Audit Risk and Finance Committee (Health and Safety Report R10385).
- 4.4 The sixteen incidents in July included physical altercations between customers, threats to staff, severe intoxication, vandalism, theft and inappropriate behaviour. Police were contacted in the majority of these incidents.
- 4.5 In response, Council and library management considered the need for immediate intervention in order to ensure that health and safety obligations to staff and customers were met. As a result of the increased frequency and seriousness of the issues occurring the following steps were taken:
- 4.5.1 A security officer was contracted in. This service was retained for a period of two months on a part time basis.
- 4.5.2 Double staffing at Nightingale Library Memorial (Tahunanui) to remove the risk associated with the lone worker service delivery model.
- 4.6 Senior Leadership Team approval was also given to:
- 4.6.1 Employ a six month, fixed term, part-time library assistant to help cover the double staffing required at Nightingale Library. The cost for this can be covered from savings in the libraries budget.
- 4.6.2 A consultant to undertake a security review of the Libraries. The cost for this is covered within current library budgets.
- 4.6.3 Recruit for a fixed term security officer for 40hrs per week for a six month period. This is unbudgeted expenditure.
- 4.7 With regard to the security officer, the library is seeking avoid a physically intimidating 'guard' presence. The focus is on building relationships with the more high risk customers and to have a welcoming presence for all customers – hence the role being more of a 'concierge' service, with the ability and presence to intervene if needed. The role will have the ability to move around all three libraries. This person could also be utilised at other Council facilities such as Founders Heritage Park, Broadgreen House, the Customer Service Centre and in public Council Meetings if required.

5. Discussion

- 5.1 The impact on staff who deal with security incidents is substantial. Managing security incidents is time consuming and disruptive to staff workflows. Staff have frequently been threatened with physical danger and/or verbally abused.
- 5.2 Nelson Public Libraries have been working steadily to reduce and manage the security incidents. Closer relationships with the Police, the Council's Community Partnership's team and the Health and Safety Advisor have been developed. Historically, the library has sought to avoid the use of security guards. However the recent trends have led to the conclusion that this intervention is necessary.
- 5.3 Clearer expectations in regards to acceptable customer behaviour have been instituted. Seven individuals have been trespassed from the libraries so far in 2019. A number of others have received warnings.
- 5.4 September was a very quiet month with no significant security concerns reported within the libraries. The first half of October has seen two incidents where police have been called. It is difficult to accurately identify periods of heightened activity but it is common for incidents to increase over the summer period with both the influx of tourists to the region and school holidays.

Risk Assessment

- 5.5 The Council's Health and Safety Adviser notes that the libraries have experienced security incidents for some time and although the consequences of individual incidents have not been high to date, the ongoing stress for staff of dealing with repeated incidents over time has a considerable negative impact on wellbeing. When the frequency of such incidents increases, so too does the likelihood that such an incident may escalate into violence, resulting in physical harm to staff or customers. The most recent spate of incidents involved a number of people who were heavily intoxicated and/or mentally unwell. The unpredictability of people in such a state means that over time an incident resulting in a violent attack becomes far more likely.

Item 10: Library security - request for unbudgeted expenditure

- 5.6 The risk to the health and safety of library staff is assessed as follows. This uses two basic scenarios and then looks at the risk arising from two different consequences.

	Scenario	Consequence	Likelihood	Risk
1	General library staff continue to deal with all difficult customers at recent historical frequency with security cover only provided when incident rates reach crisis levels.	One or more staff members experiences considerable mental distress as a direct result of multiple very stressful customer interactions, requiring between 1 and 3 months off work	Once every 5-10 years Possible	Medium (9)
2	Trained security personnel deal with the majority of the highest risk difficult customer interactions.	Moderate	Once every 10-50 years Unlikely	Medium (6)
3	General library staff continue to deal with all difficult customers at recent historical frequency with security cover only provided when incident rates reach crisis levels.	A difficult customer interaction develops into a violent situation and a staff member receives injuries requiring between 1 and 3 months off work	Once every 1-5 years Likely	High (12)
4	Trained security personnel deal with the majority of the highest risk difficult customer interactions.	Moderate	Once every 5-10 years Possible	Medium (9)

Unbudgeted expenditure

- 5.7 There are two unbudgeted security expenses. These are:

- Security Guard – two month part time external position \$9,945
- Security Officer - six month fixed term internal position \$23,000

Item 10: Library security - request for unbudgeted expenditure

- 5.8 The ongoing need for a security officer will be considered as part of the library security review mentioned in 4.6.2.

6. Options

- 6.1 The options to consider are as below:

Option 1: Do not approve unbudgeted expenditure (not recommended)	
Advantages	<ul style="list-style-type: none">• No additional expenditure
Risks and Disadvantages	<ul style="list-style-type: none">• Either the ongoing security service is not provided or other library services will be reduced to fund this intervention.• Increased risk to staff and customers of incidents occurring, without this service.• Potential reputational damage to Council if there are incidents.• Potential for further reactive spending rather than planned expenditure.
Option 2: Approve up to \$33,000 unbudgeted expenditure (recommended)	
Advantages	<ul style="list-style-type: none">• Provides funding to address immediate health and safety concerns.• Removes the need to potentially reduce library services to fund the role.• Wellbeing and safety of staff and customers is raised to an acceptable level.
Risks and Disadvantages	<ul style="list-style-type: none">• Financial risk of being unable to find savings elsewhere in the organisation.

7. Next Steps

- 7.1 An external review of security within the libraries will be undertaken in the first quarter of 2020. The scope includes a review of previous incidents, a review of the effectiveness of the security officer roles and will also provide recommendations for improvement across the three libraries. This will assist in informing any relevant Annual Plan requests.
- 7.2 Explore and identify any community partnership options which could provide support to libraries when experiencing high levels of security concern.
- 7.3 Library staff and relevant Council staff continue to work together to make the libraries a safer environment for our community.

Item 10: Library security - request for unbudgeted expenditure

Author: **Sarina Barron, Manager Libraries**

Attachments

Attachment 1: A2283819 Libraries Security Data 2019 [↓](#)

Important considerations for decision making	
1. Fit with Purpose of Local Government	Public libraries provide for the social and cultural wellbeing of our communities. Safe public libraries are an integral part of this and allow for access to a range of library services for our Nelson residents and visitors to the region.
2. Consistency with Community Outcomes and Council Policy	Adequate security controls within the libraries aligns with the following Community Outcome: <i>Our communities are healthy, safe, inclusive and resilient.</i>
3. Risk	There is low risk to the decision since the interventions described will help to mitigate security concerns in the Nelson public libraries, and reduce risk to staff and customers. There is a medium risk to not approving funding since there could be either more risk to staff and customers or alternatively a reduced level of library service.
4. Financial impact	<p>The current financial impact as stated in the report is up to \$33,000 unbudgeted expenditure. There are likely to be future security costs associated with the libraries dependent on the outcome of the security review. This would be considered in the next Annual Plan or Long Term Plan.</p> <p>If approved, this decision will put pressure on the current year rates surplus, given this is unbudgeted expenditure.</p>
5. Degree of significance and level of engagement	This matter is of low to medium significance. While it is not of high cost it does have implications for the health and safety obligations of Council in relation to the staff and public.
6. Climate Impact	No consideration to future climate change has been undertaken in preparing this report.
7. Inclusion of Māori in the decision making process	No engagement with Māori has been undertaken in preparing this report.
• Delegations	

Item 10: Library security - request for unbudgeted expenditure

The Community Services Committee has the following delegations:

Areas of Responsibility:

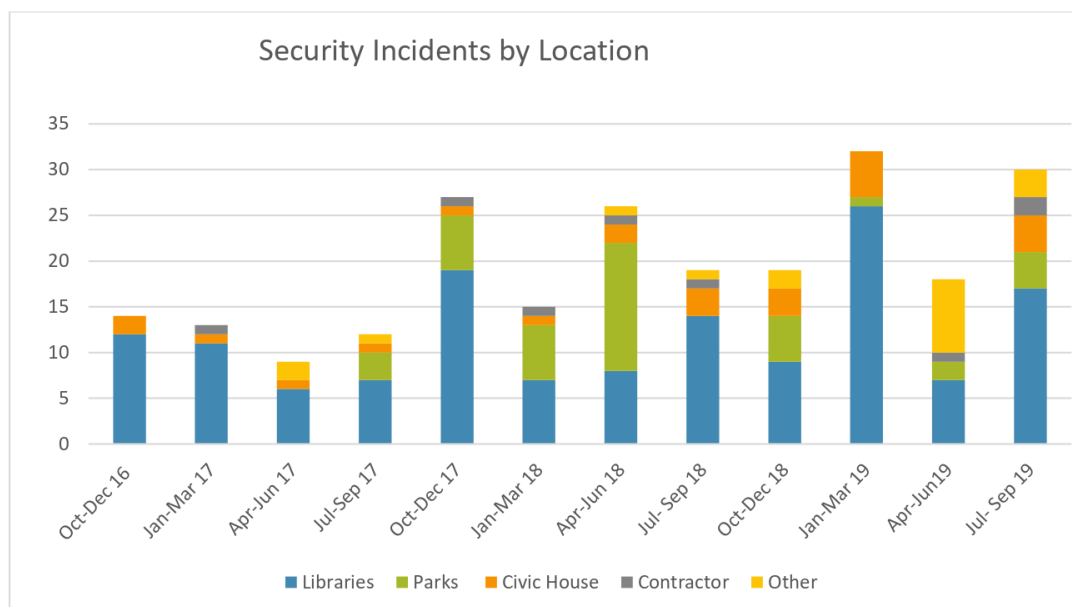
- Libraries

Powers to Recommend:

- *Unbudgeted expenditure relating to the areas of responsibility, not included in the Long Term Plan or Annual Plan*

Item 10: Library security - request for unbudgeted expenditure: Attachment 1

Libraries Security Data 2019



- Seventeen library security incidents occurred during July 2019. Only one was reported in August and September
- Parks incidents are primarily Brook camp. They now have a security guard during peak times and required double staffing when incidents were occurring with alarming frequency and potential severity
- Even with security guard and increased police responsiveness July incidents at ETL took several weeks to settle down

Reported Libraries Security Incidents 2019			
	ETL	SL	NLM
Jan	3	2	0
Feb	5	7	0
Mar	2	5	0
Apr	0	0	0
May	5	1	0
Jun	1	0	0
Jul	15	1	0
Aug	1	0	0
Sep	0	0	0

A2283819

Incidents include:

- Customers having fist fights
- Threats to staff
- Inappropriate behaviour
- Severe Intoxication
- Vandalism
- Theft

A2283819