

Community, Health and Safety

"This accreditation recognises the outstanding manner in which local and central government agencies can work together to achieve a safer community."

– Wellington City Police Area Commander
Inspector Peter Cowan

WHAT WE DO

Our community, health and safety work includes:

- providing homes for people whose needs are not met by state housing or the private housing market, and helping the homeless to meet housing and health needs
- city safety work such as monitoring key areas with city safety officers and closed-circuit cameras, banning liquor consumption in public places in the central city
- providing social grants, and supporting community groups
- protecting public health by providing toilets and cemeteries, by licensing food and liquor outlets, animal control, and regulating other public health risks, and by preparing the city to deal with emergencies such as earthquakes
- providing community centres and halls
- promoting access to information and communications technology.

KEY CHALLENGES

Wellington offers its residents a high quality of life. Life expectancy and incomes are above the national average, the city is relatively safe, people are generally tolerant and welcoming of diversity. And we are regarded as having a 'city-village' atmosphere in which people are caring and communities are strong.

But we do face challenges. Our population is ageing and growing. We are becoming more culturally diverse. And growth is occurring in different ways – the spread of suburbs in northern areas of the city, and increasing intensification of development in the inner city and suburbs.

All of these changes are likely to challenge our sense of community and shared identity, and place increasing pressure on the services and facilities that underpin that community spirit.

CASE STUDY: BUILDING A SAFER CITY

Wellington is the world's first national capital city to be recognised as a World Health Organisation 'Safe Community'.

The designation, awarded in June 2006, recognises more than five years of work on crime prevention, traffic safety, injury prevention and other initiatives.

Safety is a high priority for the Council. Since 2000, we have spent more than \$5 million on safety initiatives, which have contributed to a significant drop in rates of crime.

Wellington's Safe City programme is a partnership between the Council, Police, ACC, and Capital and Coast Health. Safe City initiatives include liquor bans, the employment of Walkwise officers to monitor the central city 24/7, youth events, and road safety projects.

The accreditation reflects Wellington's success at reducing crime and preventing injury through other causes.

The number of crimes reported in the Wellington area fell by 16 percent between 2003 and 2005. The proportion of residents who feel safe in the city at night has increased by 30 percent since 2000 to over 70 percent now.

"While the real measure of our success is in lives saved and injuries prevented, it's fantastic to have international recognition for our safety achievements," says our Manager of City Safety, Laurie Gabites. "We'll continue to work with our partners to ensure we retain this status."

To achieve Safe Community status, Wellington had to show its programmes really worked.

Wellington's accreditation was granted following a site visit by the Safe Communities Foundation, the World Health Organisation's certifying agency in New Zealand.

To achieve accreditation, Wellington had to meet several criteria, such as showing that the programmes: are carried out as a partnership between central and local agencies; target at-risk sectors of the population; produce measurable results; and are ongoing.

Safe Communities NZ praised the city's alcohol reduction, SaferRoads and disability programmes, and cited Glover Park and the central city as examples of good urban design providing safe, well-lit environments.

"Wellington city has worked in many areas of injury and crime prevention," Safe Communities NZ said in its announcement of Wellington's Safe City status.

"The key outcomes for the city has been reducing the injury and violence burden and improving overall perceptions of community safety."

KEY FACTS

Number of crimes reported in Wellington city during the 2005 calendar year: 15,568. Percentage drop from previous year: 5.7.

Number of rental homes we provide: 2,300.

Percentage of residents who think the community works together and people support each other: 71.

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WHAT IT COST

	NET EXPENDITURE/(REVENUE) BY ACTIVITY \$000				CAPITAL EXPENDITURE \$000				
	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005	
2.1.1 City Safety (Facilitator)	388	380	(8)	130	-	-	-	-	
2.1.2 City Safety	1,703	1,903	173	1,161	-	-	-	31	
2.1.3 Suburban Safety	100	100	-	94	-	-	-	-	
2.2.1 Youth Support	-	50	50	-	-	-	-	-	
2.3.1 Community Development Grants	1,223	1,396	173	1,383	-	-	-	-	
2.4.1 Community Centres and Halls*	1,379	1,623	244	1,323	428	702	274	534	
2.6.1 Community Housing	(2,067)	(2,670)	(603)	(2,594)	6,604	6,531	(73)	8,314	
2.6.2 Community Development	3,183	3,102	(81)	2,580	-	-	-	-	
2.6.3 Community Resources Advocacy	-	-	-	-	-	-	-	-	
2.7.1 Emergency Management	1,832	1,749	(83)	1,690	67	65	(2)	88	
2.8.1 Public Conveniences and Pavilions	1,381	1,463	82	1,633	887	949	62	379	
2.8.2 Burials and Crematorium Services	885	832	(53)	820	283	282	(1)	360	
2.8.3 Public Health	1,752	1,982	230	2,013	-	-	-	26	
OPERATING TOTAL	11,786	11,910	124	10,233	CAPITAL TOTAL	8,269	8,529	260	9,732

* Note: This activity was 2.4.2 during the 2005 financial year.

OUTCOME 2.1

SAFETY

OUR AIM IS TO ENSURE THAT PEOPLE IN WELLINGTON FEEL SAFE AT ANY TIME.

OUTCOME INDICATORS

	2005	2006
Residents who feel safe in the central city during the day (%).	97%	98%
Residents who feel safe in the central city after dark (%).	69%	72%
Residents who feel safe in the area in which they live during the day (%).	98%	99%
Residents who feel safe in the area in which they live after dark (%).	92%	92%

Source: WCC Resident Satisfaction Survey

	2004	2005
Crimes in Wellington – total crime (resolution rate).	16,512 (44.7%)	15,568 (41.9%)
Crimes in Wellington – violent crime (resolution rate).	1,809 (80.4%)	1,975 (78.1%)
Crimes in Wellington – sexual crime (resolution rate).	109 (56.0%)	123 (52.8%)
Crimes in Wellington – drugs and anti-social (resolution rate).	5,025 (92.5%)	4,765 (93.1%)

Source: NZ Police – Wellington District Crime Statistics

PROGRESS TOWARDS OUR OUTCOME

- Overall resident perceptions of safety in the central city and in suburban areas, at night and during the day, have improved.
- The Wellington area has seen a decrease in the total number of recorded crimes, and the proportion of crimes that are resolved.
- Trends within individual crime categories are mixed – recorded violent and sexual crimes have increased, while resolution rates have declined; recorded drug and anti-social crimes have declined, while the resolution rate has increased.

2.1.1 ACTIVITY: CITY SAFETY FACILITATION

We work with the Police and the wider community to help ensure Wellington is a safe city.

WHAT WE DID AND HOW WE PERFORMED

- Wellington received accreditation as a World Health Organisation Safe Community. We received this as part of the Safe Community Network – an agreement between the Council, Wellington Police, ACC and Capital and Coast District Health Board – following an application that demonstrated we had met six criteria associated with a wide range of safety issues. We are the first capital city in the world to achieve Safe Community status.
- We participated in a cross-sector working group and continued our support for the Downtown Community Ministry's Project Margin with a view to help meet the needs of homeless people. Project Margin employs outreach staff to assist homeless people, while we provide social housing, and our Walkwise officers offer advice, assistance and support to vulnerable people.
- We worked closely with the Night Shelter Trust to progress the plans for the refurbishment of the Night Shelter, with \$250,000 funding being released to the Trust.

WHAT IT COST

COST OF ACTIVITY \$000	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005
Operational projects				
Expenditure	388	380	(8)	130
Revenue	-	-	-	-
Net expenditure	388	380	(8)	130
Capital projects				
Expenditure	-	-	-	-

HOW WE PERFORMED

PERCEPTION OF SAFETY AS A RESULT OF WELLINGTON CITY COUNCIL SAFETY INITIATIVES

Just under half of Wellington residents surveyed (48 percent) said they felt the city was safer as a result of Wellington City Council safety initiatives. This result did not meet our Annual Plan target (70 percent) and was a minor reduction on the previous year's achievement (49 percent).

This result may reflect poor levels of awareness of the Council's contribution to city safety, rather than concerns that the city is unsafe. As reported in outcome 2.1, most people feel safe in the city centre day and night.

Source: WCC Resident Satisfaction Survey, February 2006

HOW WE PERFORMED

During the year we distributed all grants from the Safer Community Grants pool in line with our eligibility criteria.

WCC SAFER COMMUNITY GRANTS	
Total number of grant applicants	13
Number of applicants receiving grants	11
Total budget available to applicants	\$101,900
Total budget distributed to applicants	\$101,900

Source: Community Services, Wellington City Council

2.1.2 ACTIVITY: CITY SAFETY

Our Safe City projects aim to reduce crime and enhance public safety in the city's streets. Our team takes a comprehensive approach, from banning liquor consumption in public places, to providing surveillance of city streets, to ensuring young people have plenty to do in the inner city.

"Walkwise" city safety officers patrol city streets, working in shifts to maintain a 24-hour presence. Closed-circuit TV cameras operate in a number of locations in the inner city.

WHAT WE DID

We extended the city's ban on possession and consumption of alcohol in public places on Friday and Saturday nights to include Thursday nights. Thursdays had increasingly become a problem for police with more drinking on the streets and more drink-related offences. Wellington City Area Commander Inspector Peter Cowan commented that drinking in public places leaves people

feeling unsafe and even intimidated. "Unlike drinking in pubs and clubs, drinking that occurs in public places is uncontrolled. The bylaw gives us an ability to exercise some control, rather than having to wait until offences are committed." 53 submissions were received on the proposal to amend the bylaw, with the majority largely in support of the amendment.

WHAT IT COST

COST OF ACTIVITY \$000	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005
Operational projects				
Expenditure	1,736	1,919	183	1,171
Revenue	6	16	(10)	10
Net expenditure	1,730	1,903	173	1,161
Capital projects				
Expenditure	-	-	-	31

2.1.3 ACTIVITY: SUBURBAN SAFETY

We provide grants for projects that promote safer community environments and reduce crime.

WHAT WE DID

We funded 11 projects during the year to promote safer communities. The largest funds were given to: the Downtown Community Ministry to enable them to provide banking services to street people (\$10,000); Wellington Ending Abuse and Violence Inc for training new facilitators (\$12,000); and the Wellington Women's

Refuge for their ongoing services to families facing violence (\$10,000). Other groups that received funding included the Wellington Free Ambulance, the Wellington Independent Rape Crisis Centre Inc, and Wellstop Incorporated.

WHAT IT COST

COST OF ACTIVITY \$000	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005
Operational projects				
Expenditure	102	100	(2)	95
Revenue	2	-	2	1
Net expenditure	100	100	-	94
Capital projects				
Expenditure	-	-	-	-

OUTCOME 2.2

DEVELOPING POTENTIAL

OUR AIM IS TO CREATE AN ENVIRONMENT THAT ENCOURAGES PEOPLE TO DEVELOP TO THEIR FULL POTENTIAL.

PROGRESS TOWARDS OUR OUTCOME

- Wellington's labour force participation rate continues to increase, and remains above national levels. (The labour force participation rate is the total labour force expressed as a percentage of the working age population).
- The vast majority of Wellington's school leavers leave with a qualification.

OUTCOME INDICATORS

	2005	2006
People able to work, who are actually working – comparing regional and national figures (%).	W	W
	68.8%	70.5%
	NZ	NZ
	67.6%	68.5%

Source – Statistics New Zealand

	2003	2004
School leavers who leave with a qualification – comparing city and national figures (%).	W	W
	94.2%	94.6%
	NZ	NZ
	84.7%	87.2%

Source: Ministry of Education
(Note: statistics are for 2003 and 2004; this was the most up-to-date information available when this document went to print).

2.2.1 ACTIVITY: YOUTH SUPPORT

We want our young people to be actively engaged in city life, so we support projects to help them reach their potential. Through our long-term plan, we will continue to target some of our events towards the youth audience and take steps to make sure they can access the myriad of recreational opportunities that the city offers (see also 3.6.2 Access to the arts).

WHAT WE DID AND HOW WE PERFORMED

- We facilitated the Youth Council and hosted the annual Youth Forum. These provide opportunities for young adults to have their voices heard on issues that they see facing the city. They also provide a meaningful sounding board on draft policies and on how we can best implement programmes that are targeted at youth.
- Our funding for the development of a youth café in the historic Spinks Cottage on Dixon Street is now expected to progress in the coming year, subject to resource consents being granted.

WHAT IT COST

COST OF ACTIVITY \$000	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005
Operational projects				
Expenditure	-	50	50	-
Revenue	-	-	-	-
Net expenditure	-	50	50	-
Capital projects				
Expenditure	-	-	-	-

Funding for the Spinks Café was not utilised as resource consent was not obtained as at 30 June 2006. The funding has been included in the budget for 2006/07.

OUTCOME 2.3

CULTURAL DIVERSITY

OUR AIM IS FOR WELLINGTON TO WELCOME, VALUE AND CELEBRATE A DIVERSITY OF CULTURES.

OUTCOME INDICATORS

	2005	2006
Residents who think that having more people from different cultures in Wellington makes the city a better place to live (%).	77%	78%

Source: WCC Resident Satisfaction Survey

PROGRESS TOWARDS OUR OUTCOME

- Perceptions of cultural diversity and its positive influence on the city broadly continue in-line with past levels.

HOW WE PERFORMED

During the year we distributed all grants from the Community and Community Festival Grants pool in line with our eligibility criteria. We also distributed all grants from the Strategic Grants fund in line with our eligibility criteria, though we only allocated a proportion of the total fund.

	COMMUNITY GRANTS	COMMUNITY FESTIVAL GRANTS	STRATEGIC GRANTS
Total number of grant applicants	83	22	4
Number of applicants receiving grants	44	20	2
Total budget available to applicants	\$141,999	\$152,000	\$165,000
Total budget distributed to applicants	\$141,999	\$152,000	\$61,170

Source: Community Services, Wellington City Council

2.3.1 ACTIVITY: COMMUNITY DEVELOPMENT

We provide community grants for projects that encourage participation in community life. This includes helping economically or socially disadvantaged groups, and sustaining a network of community organisations.

WHAT WE DID

- We awarded community grants for 44 projects. The largest grant (\$20,000) went to the Makara Community Centre Association to repaint the exterior of the Makara Community Hall. Kapital Kids Theatre was given \$8,500 to write and produce a kids' pantomime. Other large grants (\$5,000) were given to help record the oral histories of members of the Alliance Francaise de Wellington and for the running of the Wellington Women's Refuge crisis line. Smaller grants provided support to volunteers, enabled the printing of local community histories and promotional materials, and support for ongoing services such as the Karori Community Bus and the Community Accounts Mentoring Service.
- We awarded strategic grants for two projects. WellCAB – a new organisation merging five of the city's citizen advice bureaux into a single legal entity – was given \$50,000 for their establishment. The Wellington Regional Jewish Council was given just over \$11,000 to help set up a Holocaust Visitor Research Centre.
- We awarded community festival grants for 20 projects. Recipients included the Cuba St Carnival Collective, the New Zealand Comedy Trust (for the Wellington Comedy Festival), Shakespeare Globe Centre NZ (for the Sheilah Winn Festivals of Shakespeare in Schools), the Wellington Dragon Boat Festival, and the Newtown Festival. (See also 7.3.1 Community events.)
- We awarded Tawa community grants for 13 projects. The largest grant of \$3,700 went to the Tawa Historical Society to assist with the publication of historical photographs and maps of Tawa. Other grants were awarded towards the costs of sunshades for the Tui Park Kindergarten and to the Royal NZ Foundation for the Blind for a Talking Book for members in the community.

WHAT IT COST

COST OF ACTIVITY \$000	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005
Operational projects				
Expenditure	1,256	1,404	148	1,404
Revenue	33	8	25	21
Net expenditure	1,223	1,396	173	1,383
Capital projects				
Expenditure	-	-	-	-

OUTCOME 2.4

PARTICIPATION

OUR AIM IS FOR WELLINGTON TO BE A CITY WHERE PEOPLE PARTICIPATE IN COMMUNITY NETWORKS.

PROGRESS TOWARDS OUR OUTCOME

- Perceptions of community support and positive contact with neighbours have shown minor improvement.

OUTCOME INDICATORS

	2005	2006
Residents who think that the community works together and people support each other (%).	69%	71%
Residents who have had positive contact with their neighbours (%).	77%	79%

Source: WCC Resident Satisfaction Survey

2.4.1 ACTIVITY: COMMUNITY CENTRES AND HALLS

We own 15 community centres and halls throughout the city, and support another six community-owned centres. They are run by independent management committees and provide different services depending on local needs. The centres provide information, assistance and a focal point for community activities and services such as school holiday programmes, fairs, and toy libraries. Eight provide locations for crèches.

WHAT WE DID

- We completed maintenance and improvements at our four community halls. This included repainting the Khandallah Town Hall inside and out, resurfacing the floor and improving facilities at Vogelmorn Hall, replacing windows at Ngaio Hall and roof repairs and painting at Linden Social Centre.
- In June, we agreed to provide support to WellCAB for them to set up a new central office on the mezzanine floor of the Central Library.
- The proposal to develop a new community centre in Newlands is now progressing following issues surrounding the preferred site. A new site has been selected and progress has been made on new design concepts.

WHAT IT COST

COST OF ACTIVITY \$000	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005
Operational projects				
Expenditure	1,449	1,684	235	1,402
Revenue	70	61	9	79
Net expenditure	1,379	1,623	244	1,323
Capital projects				
Expenditure	428	702	274	534

Lower maintenance and depreciation has been incurred on community halls. Capital expenditure funding for the Wadestown Community Centre has not been carried forward to 2007. This project was intended to be cost neutral to the Council as it was going to be funded by the sale of the existing community centre.

HOW WE PERFORMED

Our Annual Plan target was to increase the number of user groups and programmes operating within community centres. Due to unreliable data for user groups and programmes collected in previous years, we are unable to assess our target. A review of our monitoring processes in this area was carried out during the year, and has resulted in improvements that will provide more robust measurement information in the future.

	2005/06
WCC Community Centres	370 regular user groups per week 218 regular programmes per week
WCC Halls	62,277 users per year 30% average occupancy

Source: Recreation Wellington and Community Services, Wellington City Council

OUTCOME 2.5

MANA WHENUA PARTNERSHIP

THIS OUTCOME IS NOW REPORTED UNDER GOVERNANCE AND CITIZEN INFORMATION.

OUTCOME 2.6

ACCESS TO RESOURCES

OUR AIM IS FOR WELLINGTON RESIDENTS TO HAVE ACCESS TO COMMUNITY RESOURCES AND PUBLIC SERVICES.

OUTCOME INDICATORS

	2005	2006
Residents who are satisfied with the current levels of access to community resources and public services (%).	79%	81%

Source: WCC Resident Satisfaction Survey

PROGRESS TOWARDS OUR OUTCOME

- Satisfaction with current levels of access to community resources and public services has shown minor improvement.

2.6.1 ACTIVITY: COMMUNITY HOUSING

We own more than 2,300 housing units, which we rent to low-income people whose housing needs are not met by the private sector. We allocate these homes according to need.

All applicants for housing assistance are assessed in line with the Council's Housing Policy. To be eligible, applicants must have modest incomes and assets, their

current housing must be inadequate for their needs, and they must be in one of the following priority groups: the fit elderly, refugees, people with low-level psychiatric illness, people with multiple disadvantages, households who pay more than half of their income as rent, migrants, or people with physical disabilities.

WHAT WE DID

- We carried out safety audits at Central Park, Berkley Dallard and Pukehinau complexes and have established a Tenant Safety Working Group to monitor and address tenant safety issues.
- We partnered with Recreation Wellington to provide a range of recreational activities for children and youth living in our complexes.
- We carried out a comprehensive asset condition survey of all of our properties.
- We completed insulation of 66 percent of our stand-alone properties as part of our healthy housing project.
- We worked closely with Downtown Community Ministry to house and support long-term homeless people.
- We relocated and refurbished three former Parks and Gardens houses and rebuilt and extended (from studios to two bedrooms) two fire-damaged units in Miramar.
- We continued our programme of maintenance and improvement work and introduced customer satisfaction feedback cards for all maintenance work.

WHAT IT COST

COST OF ACTIVITY \$000	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005
Operational projects				
Expenditure	13,272	12,366	(906)	12,020
Revenue	15,339	15,036	303	14,614
Net revenue	(2,067)	(2,670)	(603)	(2,594)
Capital projects				
Expenditure	6,604	6,531	(73)	8,314

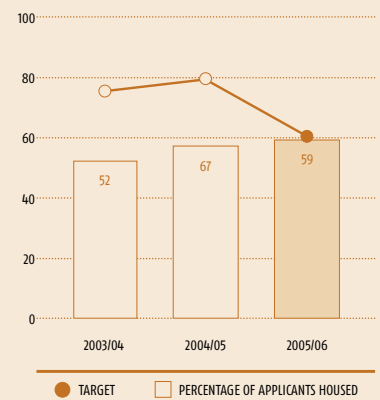
Additional expenditure was incurred on reactive maintenance, completion of asset condition surveys and costs associated with the continuing partnership work with Housing New Zealand. This was partially offset by a revenue variance resulting from the contribution from Housing New Zealand towards the costs of partnership work as well as additional tenant liability income.

HOW WE PERFORMED

We monitor the percentage of eligible applicants in Wellington City Council's priority groups that are housed during the year. During the year, 694 applicants for housing assistance met our Housing Policy criteria. Of those, 408 applicants (59 percent) were housed. Over the last three years, we have seen the percentage of applicants (in our key housing groups) who are housed range from 52 percent to 67 percent. This has led to the reduction in Annual Plan target for 2005/06.

The number of applicants housed during the year is directly influenced by occupancy levels of our housing facilities. A higher level of occupancy results in a low turnover rate and fewer tenants being housed during the year.

APPLICANTS IN WELLINGTON CITY COUNCIL'S KEY HOUSING GROUPS WHO ARE HOUSED DURING THE YEAR (%)



Source: City Housing, Wellington City Council

HOW WE PERFORMED

During the year we held a number of successful community forums. Our Annual Plan target was for at least 1,000 people to have attended community forums during the year. This was exceeded with approximately 1,150 people attending forums.

	2005/06
Number of people attending community forums (2 x Pacific Communities; 2 x Ethnic Communities; 1 x Maori Community; 1 x Youth Forum; 2 x Disability Communities)	1,150 people

Source: City Communities, Wellington City Council

2.6.2 ACTIVITY: COMMUNITY DEVELOPMENT

We provide a wide range of services and our community development officers encourage people to contribute to their communities and take part in city activities.

WHAT WE DID

- We implemented the Mobility Parking Policy in the CBD, and updated and produced the Accessible Wellington Map, and we extended the mobility scooter scheme to the botanical gardens.
- We continued our funding of the W2020 Trust, which runs community computing programmes. The trust upgraded the Wellington Community Net, which provides free web hosting for non-profit groups. The upgrade resulted in increased usage of the websites, which can be accessed via www.wellington.net.nz.
- We provided access to computers through the Smart Newtown Community Computing programme. Based at the Newtown Network Centre and Newtown Library, the service offers access and classes for internet users.
- We commenced implementation of our Older Person Policy with the employment of a Seniors Communities Adviser.
- We hosted successful forums for Maori, ethnic, Pacific, youth and disability communities.

WHAT IT COST

COST OF ACTIVITY \$000	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005
Operational projects				
Expenditure	3,363	3,285	(78)	2,762
Revenue	180	183	(3)	182
Net expenditure	3,183	3,102	(81)	2,580
Capital projects				
Expenditure	-	-	-	-

2.6.3 ACTIVITY: COMMUNITY RESOURCES ADVOCATE

As part of our community work, we advocate for development of networks that build social cohesion and allow people to reach their potential. As this work is carried out in conjunction with other activities, it has no budget and no performance measure.

OUTCOME 2.7

SAFEGUARDING COMMUNITIES

OUR AIM FOR WELLINGTON'S NATURAL AND TECHNOLOGICAL HAZARDS TO BE MITIGATED WHERE POSSIBLE, AND FOR THE CITY TO BE ABLE TO COPE WITH DISASTERS.

PROGRESS TOWARDS OUR OUTCOME

- The proportion of residents who had an emergency kit and those that had a comprehensive emergency kit has remained broadly in line with past results. A small proportion of residents had a comprehensive emergency kit as defined by Wellington Emergency Management Office.

OUTCOME INDICATORS

	2005	2006
Residents who have an emergency kit (%).	56%	54%
Residents who have an emergency kit that contains the following items: emergency light, first aid kit, battery-powered radio, spare batteries, plastic bucket, plastic bags, disinfectant, toilet paper, soap, bottled water, canned food and can opener or non-perishable food (%).	8%	9%

Source: WCC Resident Satisfaction Survey

2.7.1 ACTIVITY: EMERGENCY MANAGEMENT

Wellingtonians live with the risk of earthquakes, fires, floods, hazardous chemical spills, and pandemics. To ensure the city is ready to respond to and recover from these events, we operate the Wellington Emergency Management Office (WEMO). It works with a network of volunteers, and with other agencies such as the Police, Fire and Ambulance Services, and the Ministry of Civil Defence and Emergency Management. It regularly runs emergency training exercises to ensure it is prepared to deal with any emergency.

WEMO's building in Thorndon has been purpose-built with its own water, electricity, communications and sewage facilities to ensure it can continue to operate during a disaster. In the event of an earthquake or other emergency, the building will become a nerve centre co-ordinating responses from fire, ambulances and other emergency services.

HOW WE PERFORMED

KEY AGENCIES WHO ARE SATISFIED WITH EMERGENCY PLANNING IN WELLINGTON (%)

During the year, we conducted our annual survey with key emergency partners in the region. The response rate to this year's survey was lower than expected. Of the five organisations that responded, four stated they were satisfied with the overall performance of WEMO and emergency management planning in Wellington (the organisation that did not state satisfied, responded with a 'neutral' rather than unsatisfied).

Our Annual Plan target was for all (100%) key emergency partners to be satisfied with emergency management planning in Wellington. This result did not meet our target.

Key agencies (that responded to the survey) include: Wellington Free Ambulance, Greater Wellington Regional Council, New Zealand Fire Service, Kapiti Coast District Council; and Capital and Coast District Health Board.

Source: Planning, Performance and Research, Wellington City Council

WHAT WE DID

- We continued our education programme offering presentations at 43 businesses, 29 schools and 12 other groups.
- We redesigned our emergency communications network. Stations now operate on a range of adjacent channels and we've established a chain of VHF radio repeaters stretching from Brooklyn through to Linden.
- We launched a new training programme for our volunteers, consisting of light rescue, collection techniques for emergency water supplies, welfare establishment, media and public information and first aid training.
- The Wellington Regional Fire Force put in a total of 1,700 hours in the past year dealing with fires. A further 1,900 hours has gone into training and education.
- We assisted presentations by the Regional Public Health Organisation to assist local welfare agencies to operate effectively during a pandemic or other emergency. We also provided overview documentation to enable each of our business units to develop draft pandemic plans.

WHAT IT COST

COST OF ACTIVITY \$000	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005
Operational projects				
Expenditure	1,989	1,906	(83)	1,835
Revenue	157	157	-	145
Net expenditure	1,832	1,749	(83)	1,690
Capital projects				
Expenditure	67	65	(2)	88

OUTCOME 2.8

PUBLIC HEALTH

OUR AIM IS TO MAINTAIN PUBLIC HEALTH STANDARDS IN THE CITY. WE ALSO AIM FOR OUR PUBLIC HEALTH EFFORTS TO PROMOTE THE HEALTH AND WELL-BEING OF THE POPULATION.

PROGRESS TOWARDS OUR OUTCOME

- Overall, the number of notifiable food-borne and water-borne diseases that are required to be investigated has increased (with the exception of giardia and shigellosis). This is a negative result and will require greater education and regulation enforcement efforts.

OUTCOME INDICATORS

	2004/05	2005/06
Notifications of the most prevalent food and water-borne diseases in Wellington – that are required to be investigated by WCC. The diseases are: Campylobacter (Cam); Cryptosporidiosis (Cryp); Giardia (Gia); Salmonellosis (Sal); Shigellosis (Shig); Yersiniosis (Yers).	Cam 39 Cryp 22 Gia 89 Sal 55 Shig 1 Yers 21	Cam 71 Cryp 40 Gia 79 Sal 65 Shig 0 Yers 40

Source: Regional Public Health and Wellington City Council

2.8.1 ACTIVITY: PUBLIC CONVENIENCES AND PAVILIONS

We own and maintain about 100 public toilets and sports field pavilions throughout the city.

WHAT WE DID

- We relocated the Southgate Park Pavilion to Newtown Park No.2 field as part of the Newtown Park redevelopment.
- We started construction of two new toilets for Mount Victoria and Makara Peak Mountain Bike Park, which are expected to be completed by August 2006.
- We made progress on an upgrade of Te Aro park public conveniences. In future, this will be a staffed facility with improved security and cleaning.

HOW WE PERFORMED

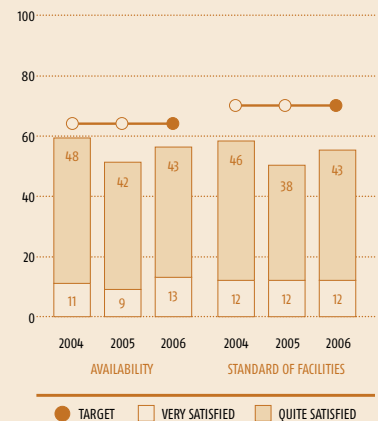
During 2005/06, we increased the funding for public conveniences and pavilions. We also have new cleaning and maintenance contracts that provide for higher service, with additional funding allowing for more upgrades to public conveniences. In light of these actions, we hope to see continued improvement in residents' satisfaction with the availability and standard of facilities.

Source: WCC Resident Satisfaction Survey, February 2006

WHAT IT COST

COST OF ACTIVITY \$000	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005
Operational projects				
Expenditure	1,385	1,470	85	1,687
Revenue	4	7	(3)	54
Net expenditure	1,381	1,463	82	1,633
Capital projects				
Expenditure	887	949	62	379

RESIDENTS WHO ARE SATISFIED WITH THE AVAILABILITY OF PUBLIC TOILETS AND THE STANDARD OF FACILITIES (%)



Source: WCC Resident Satisfaction Survey, February 2006

2.8.2 ACTIVITY: BURIALS AND CREMATORIUM SERVICES

We operate the crematorium and cemetery at Karori and the cemetery at Makara. This includes burial and crematorium services and maintaining cemetery records. Our commitment to excellence is recognised by the ongoing award of ISO accreditation.

WHAT WE DID AND HOW WE PERFORMED

- We completed an entrance upgrade at Makara Cemetery with the addition of an automated gate, stone walls, and landscaping.
- We continued vegetation clearance of plots at Karori Cemetery.
- The tranquil, park-like settings of our cemeteries mean they are increasingly used for light recreation. In recognition of this, we introduced two self-guided walks.

WHAT IT COST

COST OF ACTIVITY \$000	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005
Operational projects				
Expenditure	1,380	1,291	(89)	1,408
Revenue	495	459	36	588
Net expenditure	885	832	(53)	820
Capital projects				
Expenditure	283	282	(1)	360

2.8.3 ACTIVITY: PUBLIC HEALTH

Our regulatory division, the Building Consents and Licensing Unit, protects public health and safety. It inspects food premises to ensure they are safe, and it licenses liquor outlets. It also deals with animal control.

WHAT WE DID

- We made submissions to the New Zealand Food Safety Authority's Domestic Food Review, which aims to streamline food safety legislation and make it easier to use and administer. Our staff also contributed to a local authority working party on the review and worked closely with Local Government NZ on submissions.
- Our staff were involved in a working party on the National Dogs Database, which provides a national register of dogs, owners and dog offences. The database went live on 1 May 2006 and is administered by the Department of Internal Affairs. We aligned our own database of dog information to meet the reporting requirements of the National Dogs Database.
- We developed a memorandum of understanding with Regional Public Health, describing agency responsibilities for the investigation and reporting of public health issues (including Infectious diseases).
- We revised our Footpath Management Policy. A new draft policy seeks to address the issues around café seating and a number of other footpath retail activities, including the placement of sandwich board advertising, and display of goods. The policy will be open to public submissions in August 2006.

WHAT IT COST

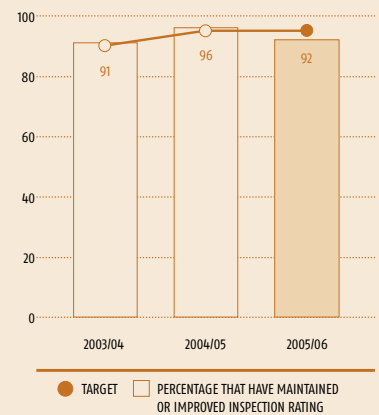
COST OF ACTIVITY \$000	ACTUAL 2006	BUDGET 2006	VARIANCE 2006	ACTUAL 2005
Operational projects				
Expenditure	3,831	4,016	185	3,745
Revenue	2,079	2,034	45	1,732
Net expenditure	1,752	1,982	230	2,013
Capital projects				
Expenditure	-	-	-	26

Reduced operating expenditure was incurred on third party contracted services. Additional revenue was generated from commercial fees and pavement permissions.

HOW WE PERFORMED

The main focus for the year was on improving the standards of the "ungraded" food premises – and those that were a potential risk. Of those businesses that were operating on 1 July 2005 and remained in business on 1 July 2006, 92 percent of Excellent and Very Good graded premises kept the same grade or improved. We worked with operators to raise the grading of 182 ungraded premises (or 16 percent of all registered premises) to good or very good.

FOOD PREMISES WITH AN INSPECTION RATING OF 'EXCELLENT' OR 'VERY GOOD' THAT MAINTAIN OR IMPROVE THEIR INSPECTION RATING (THIS EXCLUDES NEW PREMISES AND THOSE THAT HAVE A CHANGE IN OCCUPIER DURING THE YEAR)



Source: Building Consents and Licensing Services, Wellington City Council