

SOCIAL CONNECTEDNESS

People enjoy constructive relationships with others in their families, whanau, communities, Iwi and workplaces. They are able to participate in society through sports, arts, and other recreational activities. Contributions to social connectedness through unpaid work and caring are valued.¹

WHY THIS IS IMPORTANT

There is mounting evidence of an association between social capital/social cohesion and a number of desirable outcomes including health, successful democracy, and economic growth. Social connections provide people with support and a sense they belong and have a role to play in society. There is also a correlation between membership in organisations and self-reported happiness.

Cohesive communities are characterised by a shared commitment among people to act in a collective and co-operative way for the common good or mutual benefit of the community. Such communities maximise community resources by developing networks and relationships among people and groups that build trust and create self reliance and caring relationships. The ongoing process of learning and developing skills and resources builds the community's capacity to cater for needs and to find solutions to issues through local community action.

The measurement of social connectedness may provide insights into social functioning, and how networks and links can be utilised to contribute to positive outcomes for individuals, groups and communities.

Volunteering is an example of social connectedness. Volunteering should impact upon social policy. There are connections between the civil and the political, between the interaction at community level with the provision of time and energy from the individual and with the government at a local and national level.

There are significant overlaps between factors that influence social connectedness and those which affect other aspects of society. Factors contributing to social connectedness are often the result of changing social and economic features such as:

- Changing work patterns, for example increasing part-time and casual jobs, rising levels of long-term unemployment, reducing job stability and certainty; 2 career families can influence the amount of time people have available for community activities.

- Changes in family and household structure, for example the increasing number of single-people households and increasing marriage breakdowns, can change the importance of commitment and attachment to family and community.
- Increasing locational mobility where people are moving houses more frequently, and living in neighbourhoods for shorter periods of time, can discourage familiarity and connections with people and places;
- Increasing use of electronic communications that results in reduced face-to-face social interaction but can also increase people's ability to develop and maintain connections.
- Socio-economic status can influence the capacity of communities and sub-communities to generate and maintain levels of social connectedness. Access to an adequate standard of living is a fundamental precondition for people to be able to participate and feel like they belong to their community and wider society.²
- Social stratification can encourage hostility, suspicion and distrust and therefore limited possibilities of extensive social integration (Tumin 1953). Individuals who are victims of crime, or who fear crime, are less likely to participate in the community.³
- Unemployment can also be an important contributor to social connectedness, as individuals who are unemployed often suffer considerable psychological stress as they are denied self-esteem, belonging and social contact associated with participating in the workplace.⁴

WHAT DO THE MEASURES AND TRENDS TELL US?

Overall, indicators suggest that there are relatively high levels of social cohesion in Christchurch. A high proportion of residents indicated that they:

- have some connection within their communities and positive contact with their neighbours
- have someone to turn to in times of stress or in times of need
- are happy with Christchurch as a place to live, work, and spend their spare time
- participate in community-based activities and one or more unpaid/voluntary activities.

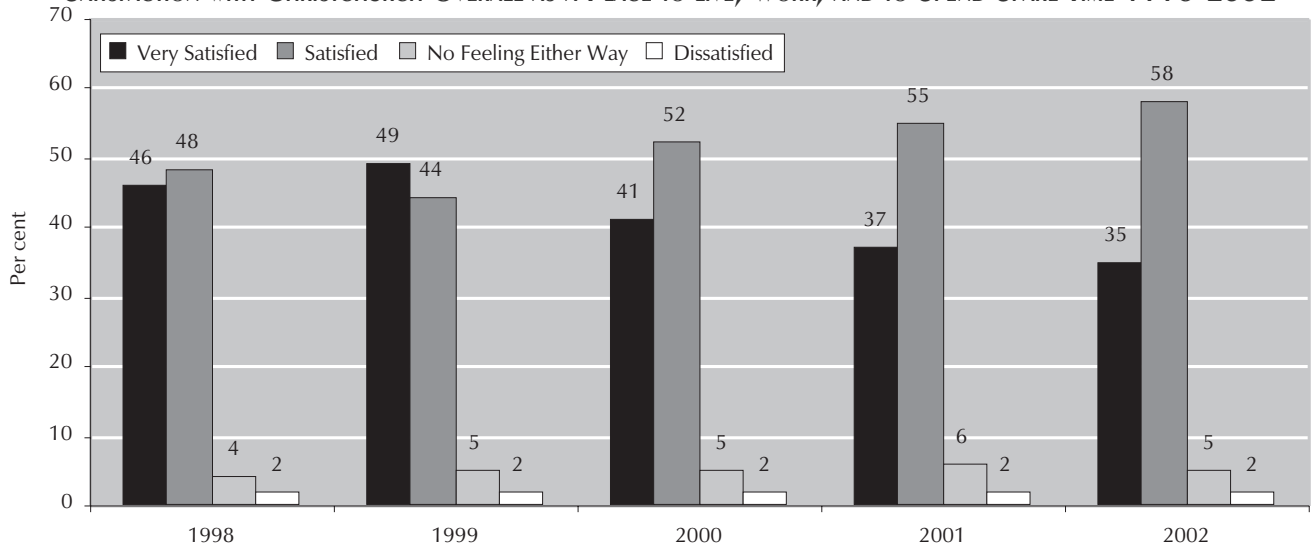
commonality where they may interact with one another, form relationships and co-operate for mutual benefit. Those who do not feel they belong in the city may become transient and choose to not settle in the city long term and/or be unwilling to become involved in community activities.⁵

- In 1999, 78% of respondents to the Annual Survey of Residents reported having a strong or very strong feeling of belonging in Christchurch.⁶
- In 2002, 94% of respondents to the Annual Survey of Residents reported that they were satisfied or very satisfied with Christchurch as a place to live and work, and spend their spare time.⁷

SENSE OF BELONGING

A sense of belonging provides people with a sense of

SATISFACTION WITH CHRISTCHURCH OVERALL AS A PLACE TO LIVE, WORK, AND TO SPEND SPARE TIME 1998-2002

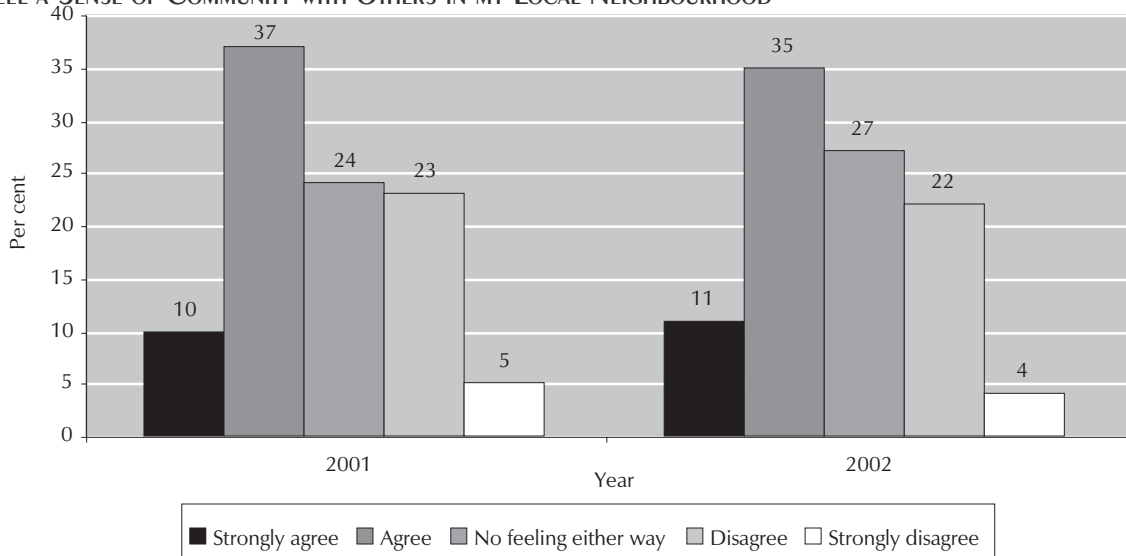


Source: Christchurch City Council, Annual Survey of Residents 2002

Positive relationships between neighbours, even at a minimal level, encourages a sense of belonging and social cohesion. Results from Christchurch City Council's Annual Survey of Residents (1999, 2000, 2001 and 2002), suggest that the majority of

respondents feel some connection with their local neighbourhood or community. In 2002, 46% of respondents agreed or strongly agreed with the statement "I feel a sense of community with others in my local neighbourhood".⁸

"I FEEL A SENSE OF COMMUNITY WITH OTHERS IN MY LOCAL NEIGHBOURHOOD"



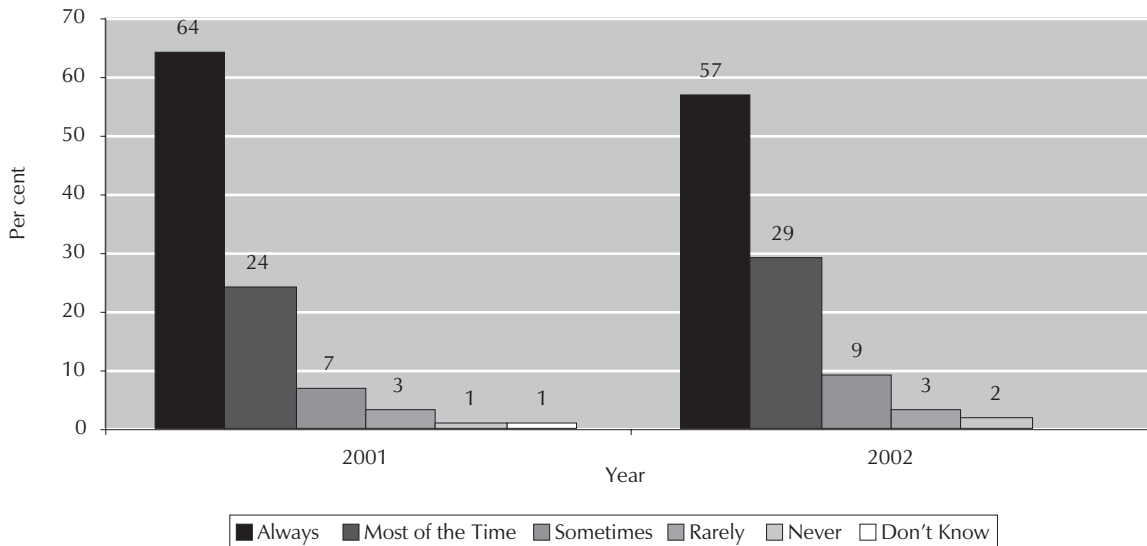
Source: Christchurch City Council, Annual Survey of Residents 2002

Results from the Annual Survey of Residents also suggest that Christchurch residents have a high level of positive contact with their neighbours. The survey results from 2002 reported that:

- around 56% of respondents had positive contact with people on their street, such as, visits, chats, asking for favours, or letting know they are going away.

- a further 35% of respondents in 2001 reported that they had limited contact with their neighbours such as a nod or saying hello⁹
- about 9% of respondents in both 2001 and 2002, reported having no contact, or some negative contact, with their neighbours

CONTACT WITH PEOPLE ON STREET - LAST 12 MONTHS 2001

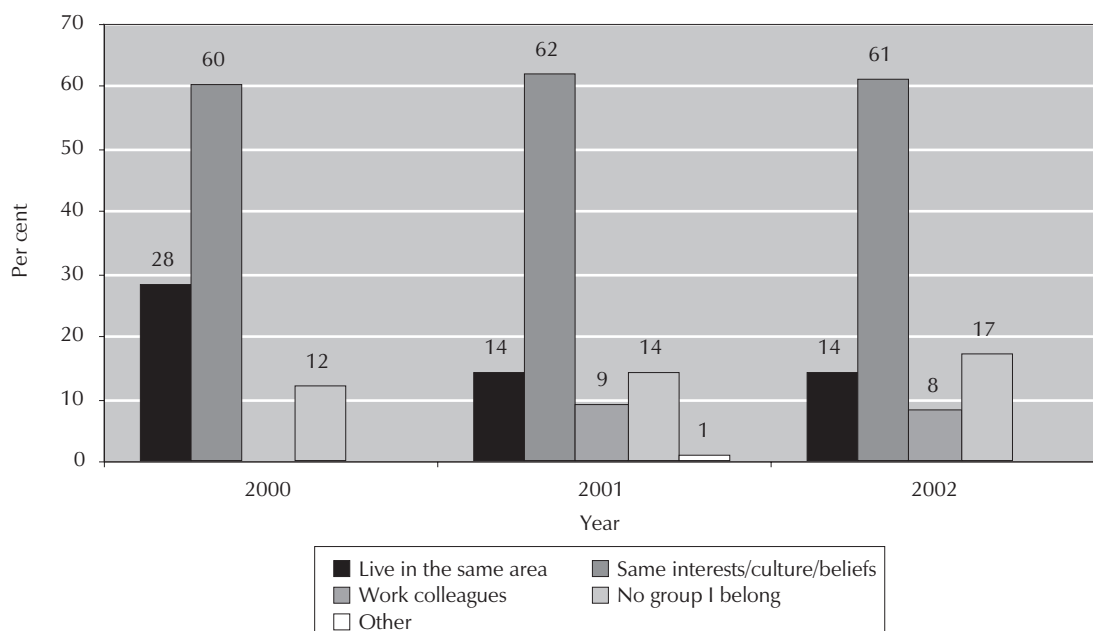


Source: Christchurch City Council, Annual Survey of Residents 2002

Those who reported having limited or no contact with people in their neighbourhood may have networks with others outside their geographical neighbourhood. These networks may include family and friends or networks which have been developed through work or shared interests such as, sports, clubs, hobbies and support groups who live in other areas of the City or region. According to the 2000, 2001 and 2002 Annual Survey of Residents,

- Approximately 60% of respondents in each of those years indicated that the group which best described the group or social network that mattered most to them was mostly people who have same interests, culture, or beliefs (who do not necessarily live in the same area).
- Only 14% (2002) considered people who live in the same area as the group that mattered most to them.

WHAT GROUP BEST DESCRIBES THE GROUP OR SOCIAL NETWORK THAT MATTERS MOST TO RESPONDENTS? 2001-2002



Source: Christchurch City Council, Annual Survey of Residents 2002

IWI AFFILIATION

People of Māori decent may affiliate to or one or more Iwi (tribe). Among other things, Iwi affiliations provide people with a sense of belonging and identity.¹⁰

According to the 2001 Census, there are approximately 136 different Iwi classifications in New Zealand, with Ngapuhi representing the highest

number of responses (about 103,000 or 12.1% of the total responses). Ngai Tahu/Kai Tahu, the largest South Island Iwi, was the third most common Iwi that respondents affiliated to (representing just over 39,000 or 4.6% of responses). Of the total people who identified as having a Ngai Tahu descent, about 22,000 (56.2% of responses) reside in the South Island, with 28.2% residing in the Canterbury region.

MOST COMMON IWI AFFILIATION OF MĀORI DECENT BY TOTAL RESPONSES FOR NEW ZEALAND

| Iwi | Number of Responses | % of Total Responses |
|------------------------------|---------------------|----------------------|
| Ngapuhi | 102,981 | 12.1 |
| Ngati Porou | 61,701 | 7.3 |
| Ngai Tahu/Kai Tahu | 39,180 | 4.6 |
| Waikato | 35,781 | 4.2 |
| Ngati Tuwharetoa | 29,301 | 3.4 |
| Tuhoe | 29,259 | 3.4 |
| Ngati Maniapotu | 27,168 | 3.2 |
| Ngati Kahungunu | 24,729 | 2.9 |
| Te Arawa | 16,713 | 2 |
| Ngati Kahungunu Ki Te Wairoa | 14,661 | 1.7 |
| Don't Know | 111,810 | 13.2 |
| Not Stated | 32,565 | 3.8 |

Source: Statistics New Zealand, 2001 Census of Population and Dwellings.

RELIGIOUS AFFILIATION

Belonging to a religious group may allow people to form trust relationships with others and form social networks. This may contribute positively to higher levels of social cohesion in a community.¹¹

According to the 2001 Census, the largest religious group in Christchurch was Anglican, with 19.9% of responses representing an Anglican affiliation. This is compared to the New Zealand-wide figures of 16.9% responses. The next largest groups were Catholic and

Presbyterian representing 14.1% and 11.6% of the total Christchurch responses respectively. Less than one-third (31.5%) of Christchurch responses represented no religion, this figure has increased from 20.8% of responses in 1991.

People may practice their religion in non-traditional ways and worshipping in a church or other religiously significant building may be less common as it was in past decades. This may be due to more hours being worked in employment and less spare time to devote to such practices.

RELIGIOUS AFFILIATION FOR CHRISTCHURCH AND NEW ZEALAND

| | % Total responses | |
|------------------------------------|-------------------|-------------|
| | Christchurch | New Zealand |
| Anglican | 19.9 | 16.9 |
| Catholic | 14.1 | 14 |
| Presbyterian | 11.6 | 12.4 |
| Christian nfd | 5.1 | 5.5 |
| Methodist | 3.1 | 3.5 |
| Other Christian Religions | 2.6 | 2.9 |
| Baptist | 1.8 | 1.5 |
| Pentecostal | 1.8 | 1.9 |
| Buddhist | 1.2 | 1.2 |
| Total Māori Christian | 0.6 | 1.8 |
| Spiritualism and New Age Religions | 0.5 | 0.5 |
| Islam/Muslim | 0.5 | 0.7 |

RELIGIOUS AFFILIATION FOR CHRISTCHURCH AND NEW ZEALAND CONT...

| | % Total responses | |
|---------------------------------|-------------------|-------------|
| | Christchurch | New Zealand |
| Ratana | 0.5 | 1.4 |
| Hindu | 0.5 | 1.1 |
| Latter-day Saints | 0.4 | 1.2 |
| Other Religions | 0.3 | 0.5 |
| Judaism/Jewish | 0.2 | 0.2 |
| Ringatu | 0.1 | 0.4 |
| Other Māori Christian Religions | 0.02 | 0.01 |
| No Religion | 31.5 | 29.6 |
| Object to Answering | 6.8 | 6.9 |

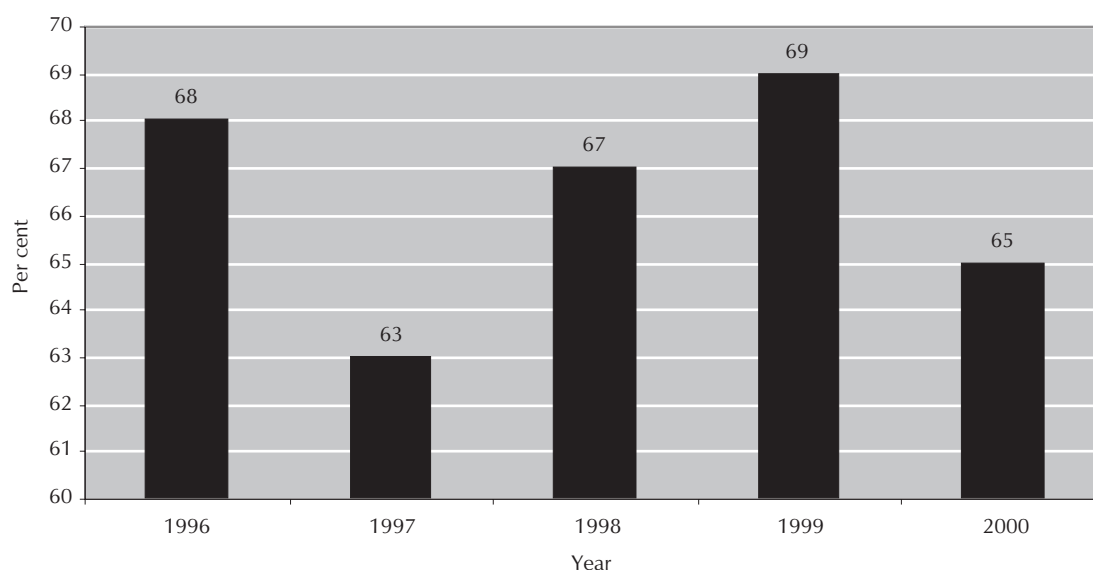
Source: Statistics New Zealand, 2001 Census of Population and Dwellings.

COMMUNITY PARTICIPATION

The level of participation in community activities provides another measure of the degree to which Christchurch people experience social connectedness. Christchurch residents have a high rate of participation in community based activities, for example:

- 69% of respondents to the 1999 Annual Survey of Residents reported that they had taken part in a community based activity in the 12 months preceding the survey.
- this figure declined to 65% of respondents in 2000. No figures were available for the 2001 and 2002 years.

HAVE RESPONDENTS TAKEN PART IN ANY COMMUNITY-BASED ACTIVITIES IN THE LAST 12 MONTHS? 1996-2000



Source: Christchurch City Council, Annual Survey of Residents 2002

Trend data also indicates that there has been a growth in episodic community events, such as festivals and fun runs and the use of electronic communication. These trends signal the importance of informal, fluid, personal forms of social connectedness.

UNPAID WORK AND VOLUNTEERING

People are motivated to contribute voluntarily to the community for a number of reasons. Most volunteers are motivated by their desire to assist their family or other community members. Personal motivations include:

- opportunities for social interaction and developing social networks.
- developing a sense of belonging, self-satisfaction and self-esteem from making a worthwhile contribution.
- opportunities for increasing skills that improve employment opportunities.

The Ministry of Social Development identified that spending time on providing services and support to others without financial reward is one of the ways in which people build and maintain social networks that help society to function effectively.¹²

Christchurch and New Zealand have similar rates of participation in unpaid work.

The 2001 Census indicated that

- 84% of Christchurch's population participated in one or more unpaid activities, compared to 82% of New Zealand
- the most common form of unpaid work was activities based in the home; 79% of responses in Christchurch and 78% in New Zealand participated in household work, including cooking, gardening and repairs
- child minding also had high participation rates (26% of Christchurch responses and 29% of New Zealand)

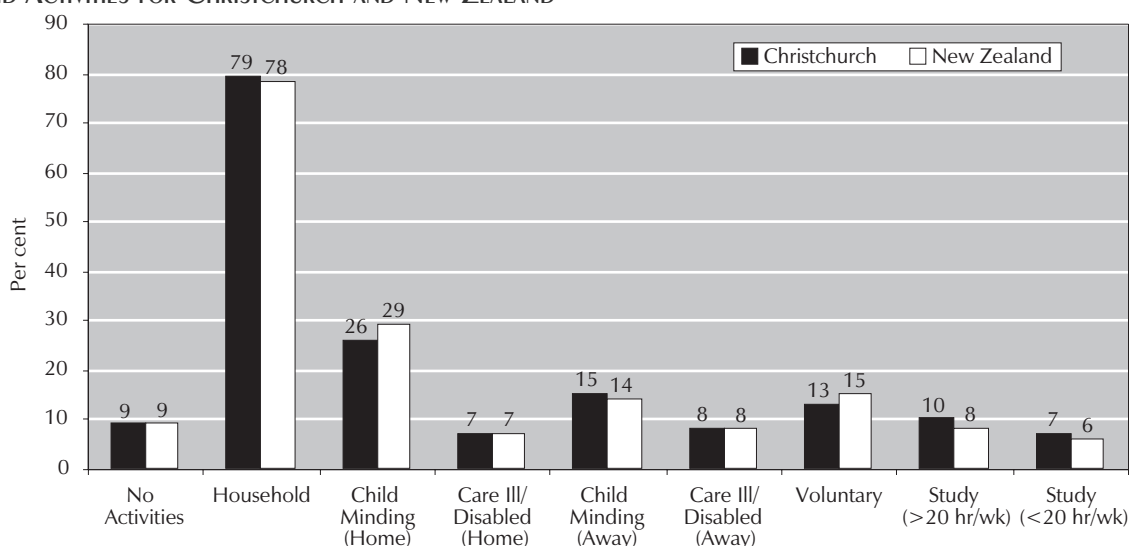
According to the Time Use Survey 1999 (Statistics New Zealand, 2001):

- 59% of New Zealanders reported undertaking

unpaid work outside the home in the 4 weeks preceding the survey

- a little over half of the time spent on unpaid work outside the home is spent on 'informal unpaid work' and a little under half on 'formal unpaid work' (that is, through an organisation or group)
- unpaid work outside the home is more likely to be undertaken by women (63%)
- Māori are more likely than non-Māori to undertake unpaid work outside their own home, and on average spend more time doing so. the difference is evident across all age groups, peaking among those aged 55-64 years
- older age groups are more likely to participate in unpaid work. In the 35-44 and 55-64 year age groups, 66% and 65% respectively were volunteers

UNPAID ACTIVITIES FOR CHRISTCHURCH AND NEW ZEALAND



Source: Statistics of New Zealand, 2001 Census of Population and Dwellings

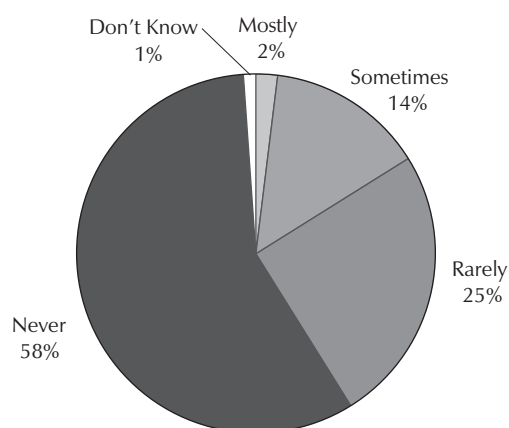
SOCIAL ISOLATION

Social isolation refers to the exclusion of individuals or groups from full participation in the community where they live, work or recreate. Social isolation reduces an individual's connection to other people who provide personal and social resources that promote self-help and self reliance such as problem-solving, sources of knowledge and life-skills, sources of self-esteem, friendship and support.

Those without adequate support networks may face difficulties in times of need, exacerbated by lack of emotional, physical or financial support. People may find themselves isolated and become further alienated from their communities.

In 2003, 16% of respondents indicated that they felt lonely or isolated some of the time.

WHETHER RESPONDENTS HAVE EVER FELT LONELY OR ISOLATED IN THE CITY IN THE LAST 12 MONTHS



Source: Christchurch City Council, Annual Survey of Residents 2002

Similarly, results were found from a survey conducted across New Zealand 8 largest cities in 2002:¹³

- 19% of Christchurch respondents reported that they felt isolated “a good bit of time” or “most of the time” over the previous 12 months.
- This was consistent with other big cities in New Zealand; on average, 80% of survey respondents stated that they hardly ever or never felt lonely or isolated in the last 12 months.

The survey indicated that the income level of respondents played a role in levels of social isolation. People in households earning less than \$20,000 per annum were more likely to feel lonely and isolated, compared with those earning \$40,000 or more per annum. It also indicated that Asian and Indian peoples were more likely than others to feel lonely and isolated. This may be linked to high levels of Asian immigration and a lack of established social networks, and language difficulties.¹⁴

Social isolation may also be measured through other indicators such as, whether or not people have adequate support networks in times of need. According to the Annual Survey of Residents 2002, when respondents were asked if they felt they had someone in times of stress:

- 86% felt they had someone to turn to always or most of the time

- 14% of respondents reported that they sometimes, rarely or never have someone to turn to in times of stress

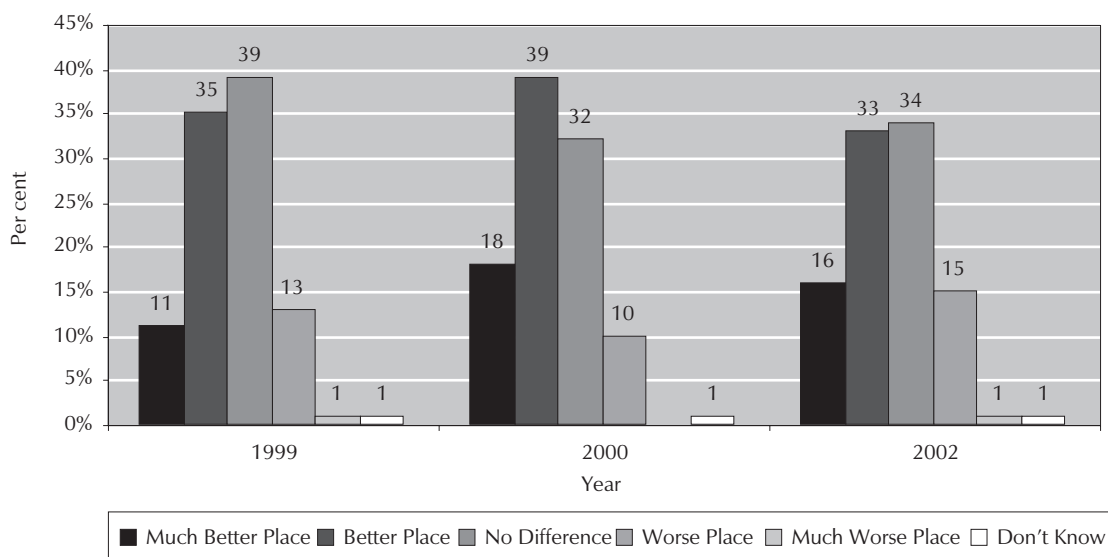
The trend data indicated that the proportion of Christchurch residents reporting they generally have someone to turn to in times of stress has decreased in recent years. If this level continues to fall, more people may have to rely on support services, from agencies already over-burdened due to high levels of client demand.

PERCEPTIONS OF CULTURAL DIVERSITY

Attitudes towards changes in the ethnic composition of the city may be an indicator of social cohesion, or the fragmentation of some groups from the wider community. Some people may have little contact with cultures outside their own ethnic grouping and consequently have less understanding or tolerance of cultures which are different to their own.

In 1999, less than half (46%) of the respondents to the Annual Survey of Residents agreed that the city would be a better or much better place with increasing cultural diversity. This figure increased to 57% of respondents in 2000, but decreased to 49% in 2002. A significant proportion of respondents indicated that increasing diversity made no difference to the city (34% in 2002).

RATING OF CHRISTCHURCH AS A PLACE TO LIVE, TAKING INTO ACCOUNT THE DIVERSE NATURE OF THE CITY'S POPULATION



Source: Christchurch City Council, Annual Survey of Residents 2002

* In 1999 the respondents were asked: “Christchurch is becoming home for an increasing number of people from different nations and races”.

In 2000 and 2002 the question was worded slightly differently: “Christchurch is becoming home for an increasing number of people with different lifestyles and cultures, and from different countries”.

SELF-REPORTED QUALITY OF LIFE

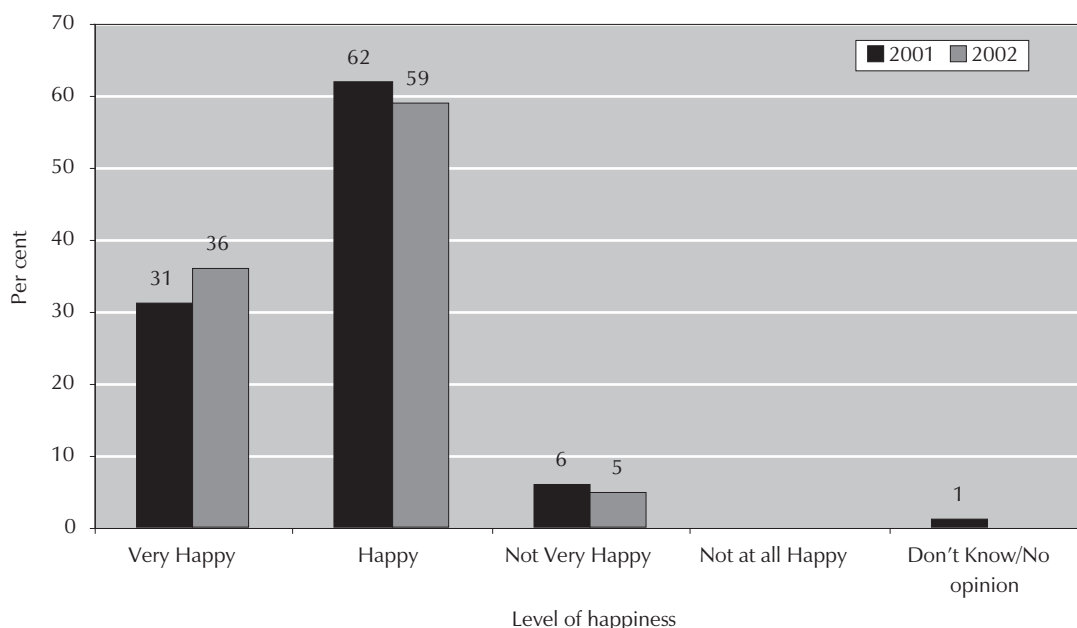
The social connectedness experienced by the Christchurch community is related to the overall health and wellbeing of Christchurch citizens.

The Eight Cities Quality of Life Survey 2002 reported that the vast majority of Christchurch residents stated that their overall quality of life was either good or extremely good (92%). Only 1% rated their quality of life as poor. Christchurch residents rate their quality of life higher compared to those in the most other large cities.¹⁵

Respondents to the Annual Survey of Residents 2002, were asked how happy they felt and how well they rated their overall quality of life:

- 36% said they felt 'very happy', 59% felt 'happy' and 5% felt 'not very happy';
- 40% said their quality of life was 'very good', 49% said it was 'good', while 9% said it was 'fair';

HOW HAPPY OR UNHAPPY ARE RESPONDENTS ON THE WHOLE? 2001-2002



Source: Christchurch City Council, Annual Survey of Residents 2002

TRUST

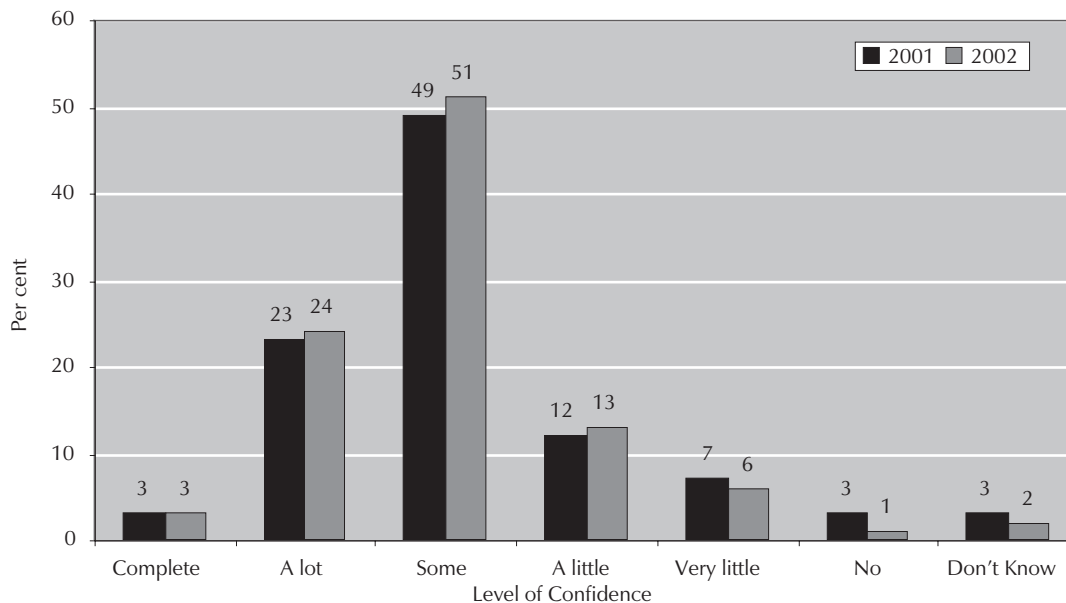
The research suggests that at an individual level Christchurch residents are generally trusting of other people. According to the Annual Survey of Residents 2002:

- just under two-thirds (61%) of Christchurch residents indicated that in general, people can almost always or usually be trusted
- over one-third of respondents (38%), when asked whether people can generally be trusted, responded that 'you can't be too careful' or 'you almost always can't be too careful'

Within New Zealand as a whole there is reportedly a growing mistrust and cynicism about society's institutions, especially political institutions.

- There has been a downward trend in trust and confidence in parliament and political institutions since the 1970's. In 1985, 8.5% of New Zealanders had a great deal of confidence in the government. This figure fell to 2.5% by 1998.
- In 2001 and 2002, almost one quarter of Christchurch residents had a lot of confidence that the decision-making by their local Council was in the best interests of the city (only 3% of respondents for each year reported they had complete confidence);
- In 2002, a significant proportion (22%) indicated however that they had little to no confidence in the decision making ability of the Council being in the best interests of the city (20% of respondents in 2001).

HOW MUCH CONFIDENCE DO RESPONDENTS HAVE IN THEIR LOCAL COUNCIL TO MAKE DECISIONS THAT ARE IN THE BEST INTERESTS OF THE CITY? 2001-2002



Source: Christchurch City Council, Annual Survey of Residents 2002

VOTER PARTICIPATION

It is mandatory for all citizens and permanent residents aged 18 years and over to register on the electoral roll, but not to cast a vote. The level of participation of eligible voters in the general election provides a measure of the willingness of citizens to contribute to democratic processes.

NATIONAL ELECTIONS

Voter turnout at a national level has declined from 88% in 1984 to 72% in 2001. This trend is similar to other OECD countries, although New Zealand still remains high compared with other western democracies.¹⁶

The level of voter participation in the general elections in Christchurch City is relatively high, with over 70% of eligible voters within city electorates turning out to vote in 2002. This is among the highest turnout recorded nationally. However, since 1996, there has been a progressive decline in the level of voter participation, with all city electorates showing a greater than 10% decline in participation, the majority of which occurred between 1999 and 2002.

The Ilam electorate has consistently had the highest proportion of voter turnout since 1996, whilst Christchurch Central has consistently had the lowest. In 2002, there was a 79.52% voter turn-out in Ilam and a 74.08% voter turn-out in Christchurch Central. The lower turnout for Christchurch Central may be associated with the lower income population and higher transient population in rented accommodation and bedsits. These people are less likely to see the

relevance of general election voting to their circumstances or as an important civic duty.

LOCAL AUTHORITY ELECTIONS

In contrast to general election participation, local authority elections have relatively poor voter participation levels. In Christchurch City, the level of participation has decreased four per cent, from 52% in 1992 to 49% in 2001. However, Christchurch City participation remains higher than in New Zealand cities overall, which decreased sharply in 2001.

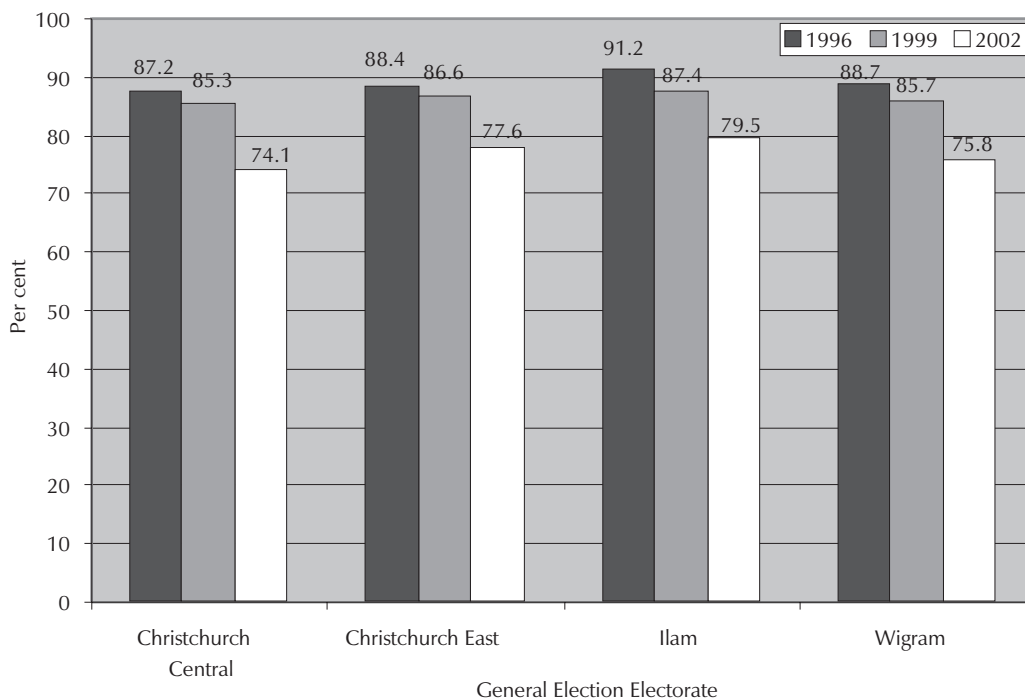
Waimari has consistently had the highest voter turnout (with the exception of 1992), whilst Hagley has the lowest.

There is a relationship between demographics, education levels and socio-economic status in the level of participation in elections. Areas with a higher median age, higher education levels, and higher median income, are more likely to vote. In contrast, areas where the population is younger, more transient, with lower median income and higher unemployment, are less likely to vote.¹⁷

Voter participation in Regional Council elections is also relatively low. In 2001, just under half (48%) of Canterbury electors voted, a 6% decrease from 1998.¹⁸

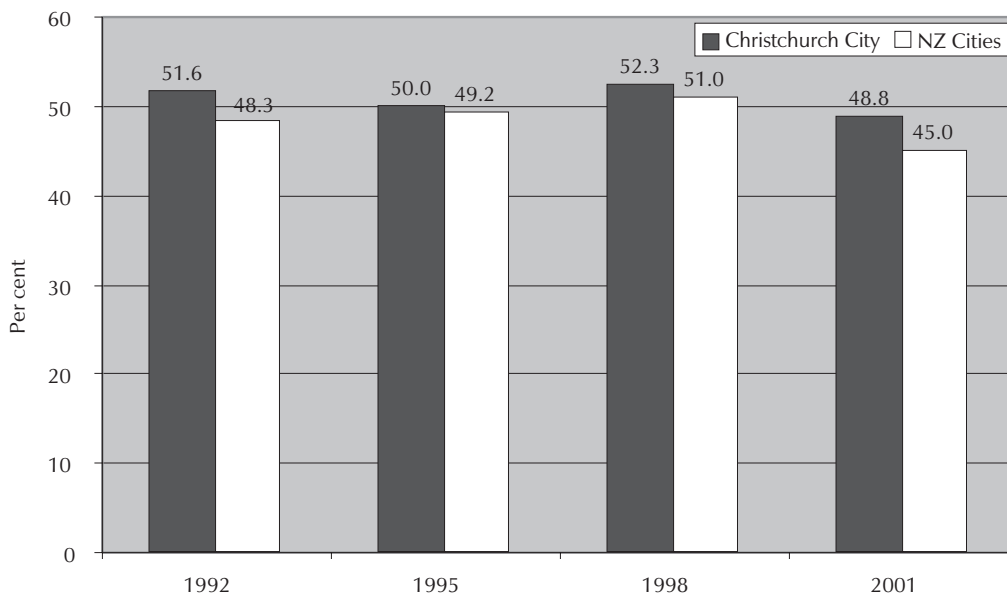
Changes to the local government legislation are expected to increase opportunities for citizens to participate in identifying community outcomes and addressing local problems.

PROPORTION OF ELIGIBLE VOTERS BY ELECTORATE WHO PARTICIPATED IN THE GENERAL ELECTIONS



Source: New Zealand Electoral Commission.

PROPORTION OF ELIGIBLE VOTERS WHO PARTICIPATED IN THE LOCAL AUTHORITY ELECTIONS



Source: Department of Internal Affairs, Local Authority Election Statistics.

COMMUNICATIONS SYSTEMS

The ability of people to access communications technology is an important contributor to their ability to stay connected to communities. The telephone is the most common communication system that most Christchurch and New Zealand residents can access in their own home:

- in the 2001 Census, 95% of households in Christchurch had a telephone, slightly more than the New Zealand total of 92%.

- 21% of households in Christchurch, and 24% in New Zealand, had access to a fax in their home
- 37% in Christchurch, and 36% in New Zealand of households, had access to the internet in their home
- 2% of households in Christchurch, and 4% of New Zealand households, had no access to a telephone, a fax or the internet in their homes

The Eight Cities Quality of Life Survey 2002 also considered frequency of use of email and the Internet. Respondents were asked how often they use the

Internet and email for work, education or personal use, in an average month.

The survey reported that there were significant differences in terms of usage evident amongst different household incomes and age groups. Households across the 8 cities with an income of less than \$20,000 per annum (55%), and people aged over 55 years (33%) were less likely to use the Internet and email compared to other income and age groups.

VOLUNTARY SECTOR

Community organisations differ in the size and nature of their operation and organisational structures. Some operate at a local level while some have a national structure. Many have a strong volunteer input while others, due to the nature of their work, require paid professional staff.

The proportions of income for individual community organisations vary widely. Funding requirements and sources of funding also differ markedly. Some organisations are able to access funding from fees for services, donations and fund-raising efforts; others are more reliant on external funding. Some organisations provide a service which is considered essential by government and are therefore in a stronger position to gain government funding. Others are involved in activities which although desirable, and even essential,

are not close to the priorities of government funding agencies, and therefore find it more difficult to secure funding. The proportion of funding received from government funders therefore varies between groups.

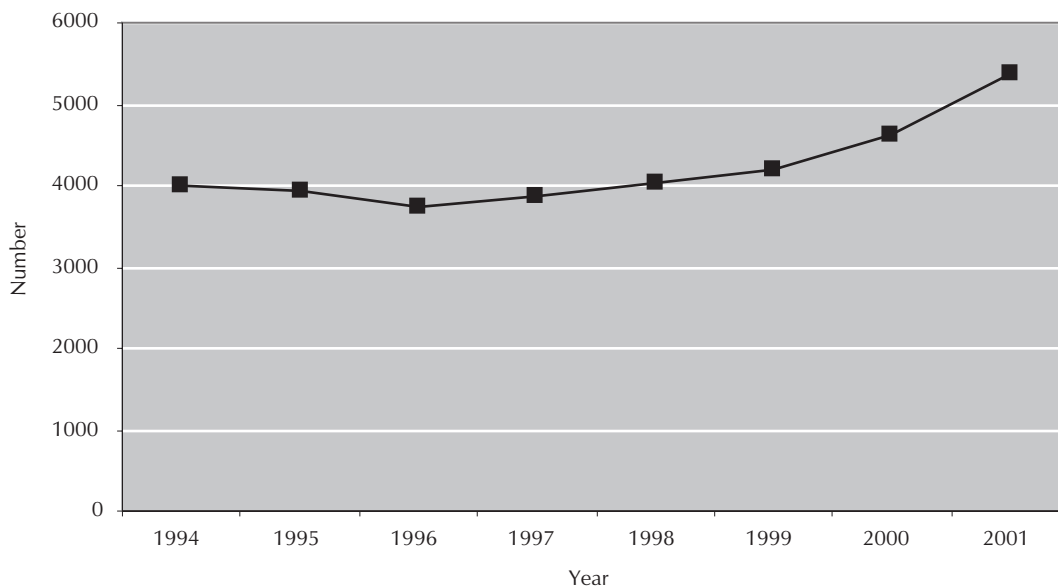
Generally, social programmes rely to a greater extent on government and philanthropic funding.

There are approximately 12,600 charitable trusts (Charitable Trusts Act, 1957) and 30,800 incorporated societies in New Zealand, and probably a further 40,000 unincorporated voluntary or not for profit organisations.¹⁹ In addition, there are also a significant number of non-profit organisations incorporated under other legislation, including the Companies Act 1993, Industrial and Provident Societies 1908, Te Ture Whenua Act 1993, and organisation specific statutes. In Christchurch, with approximately 8% of the national population, there are 5200 incorporated societies and 1800 charitable trusts.

Over the last decade there has been a growth in numbers of voluntary organisations in Christchurch and across New Zealand:

- From 1993 to 2000, there was a rise in incorporated societies of 27% in New Zealand and 26% in Christchurch.
- Charitable trusts in Christchurch have more than doubled over the same period and have also increased by almost 50% nationally.

REGISTERED COMMUNITY GROUPS IN THE GREATER CHRISTCHURCH AREA, 2002



Source: Christchurch City Council, CINCH Database 2002

FUNDING OF THE NOT FOR PROFIT SECTOR

It is estimated that the total annual income of the not for profit sector in New Zealand (excluding trade unions and professional associations) is approximately \$3 billion. This is compared to estimates 5 years earlier

of over \$2 billion. Most of the increase is explained by inflation-adjustment and changes in data collection methods, for example the addition of Gaming Machine Trusts (\$120 million in 1994 dollars). However, there

have been real increases in funding from philanthropic trusts (up \$50 million in 1994 dollars) and central government contracts (up \$170 million), and a real drop in Lottery Grants (down \$25 million).

Local authority funding to not for profit organisations measured by this research grew from \$26 million (1996 Report) to \$28.2 million (2002 Report). When adjusted for inflation over the period this small increase disappears.

PROJECTED TOTAL INCOME OF NEW ZEALAND NOT FOR PROFIT SECTOR

| Source | Income (\$) | Percentage |
|-----------------------------|---------------|------------|
| Philanthropic Trusts | 142,800,000 | 5 |
| Personal donations | 281,900,000 | 10 |
| Bequests | 37,700,000 | 1 |
| Corporate giving (estimate) | 80,000,000 | 3 |
| Gaming Machine Trusts | 131,200,000 | 4 |
| Lottery Grants | 91,400,000 | 3 |
| Local Government | 28,200,000 | 1 |
| Central Government | 920,600,000 | 31 |
| Fees for service (estimate) | 1,250,000,000 | 42 |
| Total | 2,963,800,000 | 100 |

Source: Robinson and Hanley (2002)

These income estimates do not include any monetary value for voluntary work and other non-monetary contributions. For example, central government funding contributes 66% of the monetary income of refugees associated with the National Collective of Independent Women's Refuges. However an analysis of the full economic costs, including voluntary work and in-kind contributions as well as monetary income, concludes that the central government contribution is only 30% of total economic costs. If these organisations are representative of other not for profit and voluntary organisations, the total economic cost of the sector may double to just under \$6 billion.

Different types of not for profit or voluntary organisations rely on different mixes of income sources. For example, sports organisations particularly rely on fees and gaming machine trusts. Arts and cultural organisations particularly rely on fees, government funding and corporate giving. Health and welfare organisations particularly rely on fees, government funding, philanthropic trusts, personal donations and Lottery grants. Organisations serving disadvantaged and low income people are less able to rely on fee income, and consequently are much more reliant on government, philanthropic and Lottery funding.

It would be a major task to determine the level allocated to Christchurch by philanthropic trusts, bequests and corporate giving. Additional to the approximate 340 individual philanthropic trusts the Perpetual Trust administers a total of 179 charitable trusts (established through bequests from estates) and

the Guardian and Public Trusts administer many other trusts. To ascertain the level of funding to Christchurch each trust would need to be able and willing to provide data on its allocation.

In 2001/2002 the approximate amount of funding which was available to the Community and Voluntary sector in Christchurch from each of the main funders was:

| Funder | 2001/2002 |
|------------------------------------|----------------------------|
| Canterbury Development Corporation | \$900 000 |
| Community Corrections | \$151 914 |
| Community Employment Group | \$4 000 000 ²⁰ |
| Community Trust | \$18 390 759 ²¹ |
| Crown Public Health | \$39,000.00 |
| Crime Prevention Unit | \$172,500.00 |
| Child Youth and Family | \$4 897 577 ²² |
| Department of Courts | Not available |
| Department of Internal Affairs | \$851 938 ²³ |
| Early Childhood Development Unit | \$12 560 000 |
| Lottery Grants Board | \$3 132 329 |
| Ministry of Education | \$1 020 819 |
| Ministry of Youth Affairs | \$244 209 ²⁴ |
| Te Puni Kokiri | \$885 100 ²⁵ |
| Department of Work and Income | \$11 795 211 ²⁶ |
| Total | \$55 923 048 |

The Canterbury District Health Board (formally HFA) also provides funding to the voluntary and community sector, however, at this stage the CDHB is unable to distinguish the amount granted to voluntary sector organisations as opposed to private organisations. It is also unable to distinguish funding to Christchurch, Canterbury, or in some cases the wider national region.

| | |
|--|-----------------------------|
| Canterbury District Health Board (reported as HFA 1997/98) | \$593 221 172 ²⁷ |
| Ministry of Health | \$1 705 000 ²⁸ |

The funding provided through Sport Fund and Creative New Zealand in 2001 to 2002 was:

| | |
|--|----------------|
| Community Sport Fund (Hillary Commission) | \$347 643 |
| Creative Communities Scheme (Creative New Zealand) | Est. \$195 000 |

The total amount of funding available to the community and voluntary sector in 2001/2002 is known to be more than the approximately \$55.9 million described in the first table. However it is impossible to ascertain how much more funding was available from the figures provided by funders.

COMPARISON BETWEEN 1997/98 FUNDING AND 2001/2002 FUNDING

From 1997/1998 to 2001/2002, total funding to the community and voluntary sector increased by approximately 51% or \$18 million. This trend is not reflected by all funders, and in fact many funders, including Community Corrections, Crown Public

Health, Child, Youth and Family, Department of Internal Affairs, Lottery Grants Board, Ministry of Youth Affairs, and WINZ experienced a decrease in total funding.

| Funder | 1997/1998 | 2001/2002 |
|------------------------------------|---------------|---------------|
| Canterbury Development Corporation | \$500 000 | \$900 000 |
| Community Corrections | \$214 661 | \$151 914 |
| Community Employment Group | Not available | \$4 000 000 |
| Community Trust | \$13 195 280 | \$18 390 759 |
| Crown Public Health | \$75 000 | \$39 000 |
| Crime Prevention Unit | \$111 500 | \$172 500 |
| Child Youth and Family | \$5 490 052 | \$4 897 577 |
| Department of Courts | Not available | Not available |
| Department of Internal Affairs | \$953 977 | \$851 938 |
| Early Childhood Development Unit | Not available | \$12 560 000 |
| Lottery Grants Board | \$3 869 913 | \$3 132 329 |
| Ministry of Education | \$164 000 | \$1 020 819 |
| Ministry of Youth Affairs | \$348 000 | \$244 209 |
| Prisons | \$ < 75 000 | Not available |
| Te Puni Kokiri | Not available | \$885 100 |
| Work and Income | \$12 146 520 | \$11 795 211 |
| Total | \$37 143 903 | \$55 923 048 |

Source: Christchurch City Council Policy Unit, 1999, *Funding to the Voluntary/Community Sector in Christchurch*.

| | |
|--|---------------|
| Canterbury District Health Board (reported as HFA 1997/98) | \$593 221 172 |
| Ministry of Health | \$331 482 362 |
| | \$1 705 000 |

Information is not available to compare the 1997/1998 funding with the 2001/2002 funding for the Sport Fund or Creative New Zealand. Overall there is a lack of information for 7 of the funders, and so more detailed comparison between the 2 periods is not possible.

The majority of funders indicated their total amount of funding available has increased over the past decade. Community Employment Group's total funding over the past decade increased by approximately 80%. Funding for the Ministry of Youth Affairs has increased since its Conservation Corps Programme doubled in size in 1995 and the Youth Service Corps programme was introduced in the same year. The Department of Work and Income has indicated that, coupled with a rise in total funding over the past decade, the volume and cost of its programmes have also increased. Community Trust has indicated a steady increase in total funding from

\$0.94 million in 1989 to \$23.8 million in 2001,²⁹ with the exception of a dip to \$15.9 million in 2000.

Some funders have experienced fluctuations in the total amount of funding over the past decade. For example, funding by the ECDU for Play Groups, Pacific Island Early Childhood Education Groups and Play Centres steadily increased by almost six-fold from September 1991-1992 to February-December 1998, then decreased again by 7.5%. Crown Public Health indicated no change to the total funding over the past decade.³⁰

In terms of volunteering, young people and people from ethnic minorities are the 2 groups most often seen as being under represented, followed by men and people with disabilities. Young people are considered as particularly valuable potential volunteers.

WHAT DID PEOPLE TELL US ABOUT SOCIAL CONNECTEDNESS?

This section describes the responses to issues of social connectedness by representatives from the community provider sector, government agency frontline staff and managers, local government agency staff, local councillors and Community Board members, local Members of Parliament, Ngai Tahu and iwi/ Māori organisations, key intersectoral networks and other key stakeholders. Respondents discussed the common themes outlined in the introduction to this section.

- Quality and commitment of staff was identified as critical to the achievement of positive outcomes as was the importance of appropriately trained and/or qualified staff and adequate levels of staffing. There is great difficulty in recruiting skilled Māori staff;
- Consultation and collaboration across and between sectors was viewed as essential in achieving positive outcomes;
- Relationship building was also considered a key factor contributing to positive outcomes;
- A "case management" approach was identified as a key contributor to positive outcomes, particularly for clients with complex needs;
- Resource/funding limitations were viewed as barriers to achieving positive outcomes.

Specific feedback about social connectedness is summarised below:

- Respondents from central government, local government and community sectors expressed concerns about communities within our city that are facing poverty and have substantially more unemployment and higher levels of poor housing, vandalism and crime than do other communities. They believed that these factors have a negative impact on social connectedness. For example:

Poverty and unemployment are socially divisive and create social exclusion... there is a link between individuals' economic status and their participation in formal and voluntary organisations and political processes.

- Community providers identified that changes in our ethnic composition and increased diversity of cultures has impacted on social cohesion: *These changes have also had an impact at a neighbourhood and individual level upon people's sense of community... tolerance and acceptance of diversity is a key challenge for our communities.*
- Community providers and respondents from government agencies identified that changes in

work patterns, family structures and mobility have influenced people's participation in community:

Lots of people either don't have the time or don't stay anywhere long enough to put down roots, make connections and identify with the community.

- Social exclusion was considered a significant community issue by a number of respondents. Respondents identified a range of factors contributing to social exclusion and to the extent to which people contribute to and feel that they belong to communities:
 - low levels of disposable incomes which are inadequate to meet needs
 - disparity between high and low income groups
 - reduced physical mobility resulting from physical disabilities
 - poor English or communication skills, including poor literacy levels
 - discrimination based on age, ethnicity or mental health
 - low self esteem
 - emotional or health problems
 - pressure and stress in the lives of individuals
 - local communities facilities and public space receiving adequate maintenance and

care to encourage a sense of community identity and pride

- the level of communication and understanding between ethnic groups, different generations, and members of different geographic communities and communities of choice
- At an organisational level, community providers believed that current funding arrangements are adversely affecting the sustainability and capacity of the voluntary welfare sector. They indicated that the following factors influence the ability of the sector to respond to issues related to social isolation and community participation:
 - the value attributed to the efforts made by the voluntary welfare sector
 - the level and the security of the funding for community service provision
 - the level of recognition of the connection between the supports available to individuals and their subsequent ability to participate in the community

Local government and central government respondents also commented on the need to improve current funding arrangements.

CONCLUSIONS

The measures and trends section of this report identifies some very positive characteristics relating to social connectedness in Christchurch. However there are also some indicators which show that there are significant barriers preventing many Christchurch

people from fully participating and feeling that they belong in their communities. It is these barriers which illustrate the challenges Christchurch faces in addressing the issues raised.

KEY CHALLENGES

The key challenges emerging from the consultation and discussion process were:

- the relationship between central government local government and the voluntary sector
- the interconnection between the characteristics of individuals' lives and their subsequent ability to participate and contribute to the community
- social inequalities
- social exclusion and social isolation

CENTRAL AND LOCAL GOVERNMENT RELATIONSHIP WITH THE COMMUNITY SECTOR

The strength of the voluntary sector is a key contributor to the level to which communities experience social connectedness. There are a number of factors that affect the capacity of the voluntary sector. For example, many respondents discussed the difficulty Christchurch organisations have in responding to the diverse range of needs experienced by Christchurch residents. These range from the needs of people with disabilities to access appropriate services, to the needs of children and young people to receive appropriate care and protection.

Recently, government's role in strengthening and developing communities and hapu/iwi has been shifting from an emphasis on contracting for service delivery to one in which there is a focus on partnerships and building capabilities. There has been a greater emphasis on building community and hapu/iwi capacity to encourage participation, provide opportunities for learning and skill enhancement, engage communities in identifying and addressing local needs, provide a voice for the disadvantaged, and facilitate participatory democracy.³¹

Funding arrangements have had a negative impact on some community agencies. Funding from donations is reported to be variable and diminishing. Many grants and contract funders provide short term funding or one-off funding, requiring frequent re-approval and/or re-application for funds. This multiplies compliance costs. It forces organisations into limited-life projects and/or reactive practices which are not cost effective. Organisations are forced to run down assets, undermine their investment in future service development and pay salaries that are inadequate to sustain the positions. It therefore jeopardises the long-term viability of the sector. The focus on purchasing narrow and easily-measurable outputs often undermines more holistic programmes shaped around individual and family needs. This approach frequently mirrors a 'silo' approach from separate government departments or agencies in the community organisations that are funded; organisations are often required to structure their services artificially in order to fit funders' criteria. In some instances this has resulted in the style and role of voluntary organisations changing from community organisations into service delivery agencies.

INTERCONNECTION / COORDINATION AND COLLABORATION

A number of central and local government and community agencies provide support to communities on an ongoing basis. Together these agencies have a considerable amount of resources (advisory staff, funding, research, IT capabilities etc). A key challenge is how these can be used in a more strategic and co-ordinated way.

CONSULTATION

There is a multiplicity of initiatives which sometimes are perceived to be 'tripping over' each other.³² Communities and hapu/iwi continue to raise concerns about consultation burn-out, duplication of initiatives and inadequate resourcing to participate in consultative and collaborative processes.

INEQUALITIES

Social and economic inequalities occur when people, or particular groups of people, become excluded from or have reduced opportunities or resources to fully participate in some aspects of society. Social and economic inequalities impact negatively on community cohesion by:

- increasing reliance on government and community services and resources
- reducing participation in local decision making
- contributing to the growing social divide between the 'haves' and 'have nots'
- reducing opportunities for education and training that would improve employment opportunities as well as community leadership skills and contribution to community actions
- reducing trust between various sectors or social groups

DIGITAL DIVIDE

Socio-economic differences exist in terms of access to the Internet and location of users. The movement toward the provision of information and services through electronic means needs to acknowledge the differences in levels of access between different population groups. Such differences have implications for the ability of certain groups to use these tools for communication purposes, which can have an impact on levels of social connectedness. Those without access, or who have limited access, to this technology will be disadvantaged.

POSSIBLE RESPONSE

COMMUNITY FUNDING ARRANGEMENTS

Recently Ministers and funding agencies have expressed a desire to improve the effectiveness of government funding and purchasing practices to maximise organisations' ability to deliver services and strengthen families. Central & local government have recognised the need to minimise transaction costs for government agencies and compliance costs for community organisations, while still maintaining appropriate levels of accountability. Many agencies have attempted to reduce compliance costs and increase multi-year funding arrangements. Many community organisations have actively sought collaborations with others to improve service effectiveness and provide opportunities for each other to develop expertise and specialisms within a holistic model of service provision. Some possible options for improved funding effectiveness include:

- joint funding
- standard documentation
- lead funder approaches
- shared assessment
- joint planning
- infrastructure funding

Joint Funding - There is opportunity for funders to develop joint funding arrangements with organisations they share interests with, in order to support the viability of the sector, and to better support the individual organisation in particular. Such arrangements might include common quality assurance, common outcomes and shared monitoring and compliance.

Standard Documentation —Most funders request similar information but in different formats. The development of standard documentation for all community funders would reduce the time community organisations spend on completing applications. It would also allow funders to refer applications to more appropriate funding sources.

Lead Funder Approaches – lead funder approaches are already operating amongst government agencies whereby agencies work together to ensure a single agency contact for multifunded community agencies. Where appropriate, lead funders would coordinate the development of a single contract and reporting

process. This would reduce time spent on funding arrangements by funders and community agencies.

This approach would not work in all instances of multi-agency funding as some funders provide capacity building or community development support in conjunction with funding, so the ongoing relationships between community agency and funder is important.

Shared Assessment – funding agencies could recognise and share the capability assessments undertaken by other funding agencies. This would avoid multi-assessments of agencies. Capability assessment could cover an agreed core range of factors. Individuals agencies may have to do some form of suitability assessment of whether an agency is suitable to provide a particular service.

Joint Planning - Government outcomes, local government outcomes and community outcomes are not necessarily the same. There is opportunity for some discussion, understanding and agreement with regard to desired outcomes.

There is generally opportunity for funders, service providers and community organisations to jointly plan for improvements in outcomes and service provision across the city.

Such planning may include the joint identification of the role of each contributing organisation, their target group, target geographical area, outcomes sought and opportunities for service development. The information from this process could inform the database development as described further on in this section. The Local Services Mapping process provides an opportunity for improved joint planning.

Infrastructure Funding – funders could consider giving greater support for infrastructure including management costs and capacity building as well as direct service provision. The greater emphasis on inter-agency and inter-sectoral collaboration comes at a cost. Many community organisations do not have the resources to fully participate in collaborations.

EVALUATION

There is a need to invest in activities with demonstrated effectiveness. There is also a need for groups and agencies to continually learn from and improve their services. To date programmes have been evaluated on an ad hoc basis. Greater understanding and recognition of the value of evaluation of service provision is necessary. With opportunities for increased funder collaboration, there is a parallel opportunity for collaboration with regard to service evaluations. Such evaluations could monitor the

achievement of positive outcomes, cost effectiveness and service development opportunities.

JOINT CONSULTATION

There is greater scope for agencies to undertake joint consultation processes with communities. Community mapping has been an example of joint consultation. An opportunity exists for the Council and DHB to jointly consult on health outcomes and priorities for the city. There is also the potential for greater local neighbourhood consultation and needs assessment.

JOINT POLICY DEVELOPMENT

Local policy development application of all local and central government agencies could be locally and intersectorally managed to ensure adequate consideration is given for the planning and monitoring of improvements in social and economic outcomes across the whole city, and across all sections of the city.

PARTNERSHIP MODEL

A coordinated response is required between central and local government, Iwi/Māori and community providers. A considerable amount of work and discussion has taken place regarding inter-sectoral relationships, particularly at a national policy level. However, more effective alliances still need to be developed at a local level. For example, there is scope for greater coordination of local and central government capacity building functions.

RESOURCING OF INTERAGENCY

FORA

Some government agencies have begun to dedicate resourcing, including time, to interagency forums. Community agencies often do not have the same level of funding flexibility to enable them to participate to the same degree. There is opportunity for all funders to value networking, collaboration and co-ordination through funding provision. This type of funding recognition could be in terms of 'best practice models of service provision with funding arrangements' that factors in the cost of such networking.

SHARED DATABASES

Community Information Database - community and government agencies identified the value in a shared community information database. The community library seems an appropriate point of contact and delivery for such a database. The database would need

flexibility in its design to ensure the needs of referrers and potential service users are all able to be met through the one system. The system would also require the development of the current ability to regularly self update information.

Shared Funding Database - there may be advantages in a shared funding database for all funding agencies. This may ensure greater coordination and targeting of funding. It may also reduce duplication of information gathering and data entry. However, this may not be feasible, or cost effective, and its feasibility is more appropriately studied at a national level.

Shared Client Data - a number of community and government respondents suggested a shared database or client tracking system to help facilitate continuity of care and support and client referral.

VALUING VOLUNTEERS

There is opportunity for an increased emphasis on the value of volunteers in Christchurch City and the recognition of volunteers as a huge resource in affecting positive social change in our community. Such giving is something entirely different from the operation of the marketplace. Volunteering is part of the interaction between those who are giving and receiving. There are a number of research examples identifying the impact of volunteer hours in affecting positive social change such as raising literacy levels, protecting the environment and diverting young people from crime. In Christchurch there is a need to measure and communicate better on the positive outcomes of volunteering, and featuring and celebrating such volunteers. High quality opportunities in host organisations could be encouraged to support volunteers. Volunteers should not lose financially from volunteering.

There is opportunity for young people in particular to be supported in volunteer activity as a crucial part of a wider effort to encourage active citizenship. Such programmes could provide young people with the chance to contribute positively, to take active responsibility and to develop themselves in the process. Instrumental motivations for young people to volunteer might include the gaining of work experience, qualifications and skills. New experiences and challenges may offer further incentives. Variation could be offered in the amount of commitment, the level of responsibility and the type of activity in order to attract the widest possible range of young people.

To increase legitimacy and knowledge of volunteering opportunities, much more widespread promotion and advertising targeted at young people could occur so

that their generation encounters images of volunteering in many different settings. An educational and awareness-raising approach in schools might be useful, reinforced with personal talks and visits from representatives of organisations and young volunteers.

This would familiarise young people from an early age with the varied world of volunteering and the opportunities available to them. It would also help expand understanding of the term 'volunteer' so that it becomes more acceptable to young people.

¹ Ministry of Social Development (2003d) *The Social Report 2003*, Ministry of Social Policy, Wellington.

² Ministry of Social Policy (2000), *Social Exclusion Strategy*, Ministry of Social Policy, Wellington.

³ Ibid.

⁴ Ibid.

⁵ Christchurch City Council. (2003a) *Christchurch City Social Trends Report 2003*, Christchurch City Council, Christchurch.

⁶ Ibid.

⁷ Ibid.

⁸ Ibid.

⁹ Ibid.

¹⁰ 13.2% of Māori respondents indicated they did not know the Iwi that they affiliated to.

¹¹ Religious affiliation is the self-identified association of a person with a religion, denomination or sub-denomination religious group. Different denominations of a particular religion share the same principles but differ from each other in aspects such as the form of worship used and the way in which they are governed.

¹² Ministry of Social Development (2003d) *The Social Report 2003*, Ministry of Social Policy, Wellington.

¹³ Auckland City Council, Christchurch City Council, Dunedin City Council, Hamilton City Council, Manukau City Council, North Shore City Council, Waitakere City Council, Wellington City Council (In Print) *Quality of Life in Big Cities of New Zealand*, www.bigcities.govt.nz.

¹⁴ Ibid.

¹⁵ Ibid.

¹⁶ Ministry of Social Development (2002) *The Social Report 2002*, Ministry of Social Policy, Wellington.

¹⁷ Christchurch City Council. (2003a) *Christchurch City Social Trends Report 2003*, Christchurch City Council, Christchurch.

¹⁸ Ibid.

¹⁹ Bradford, B. and Nowland-Foreman, G. (1999) Mahi Tahī: Working Together: Civil Society in Aotearoa/New Zealand prepared for Te Korowai Aroha Inc, Commonwealth Foundation 'Civil Society in the New Millennium' Project.

²⁰ Includes funding to the South Island (except Nelson and Marlborough).

²¹ Includes funding to the Canterbury region.

²² These figures relate to Child, Youth and Family in the Canterbury region (Kaikoura to South Canterbury and including Chatham Islands).

²³ Part of this total includes funding to the 'Youth Worker Training Scheme', which applies to the Canterbury region.

²⁴ There is no funding specifically allocated for policy and programmes in Christchurch.

²⁵ Includes the entire South Island region, with the exception of Nelson and Marlborough.

²⁶ Includes funding to the Canterbury region only.

²⁷ Includes funding to the Christchurch, Canterbury, and in some cases the wider national region.

²⁸ Some of this total includes funding throughout the South Island and not just Canterbury alone.

²⁹ This increase is due to the \$7 million extra given to larger special projects, as a result of years of exceptional investment returns.

³⁰ Other Ministry of Education programmes such as Community Education, which allocates hours rather than funds have remained the same. The Suspension Reduction programme is not applicable because it is new funding from Closing the Gaps. The District Truancy Service programme is subject to national levels of funding that are fixed by the government budget process, and therefore does not require a process to request funding.

³¹ Department of Internal Affairs (2002) *A Framework for Developing Sustainable Communities: Discussion Paper*, Department of Internal Affairs, Wellington.